



Factsheet

Extension of 3W service for MIO-region as of 22 April 2018

3W, Werken voor Nederland, WereldWijd | 3W, Werken voor Nederland, WereldWijd | 3W, Werken voor Nederland, WereldWijd | 3W, Werken voor Nederland, WereldWijd | 3W, Werken voor Nederland, WereldWijd | 3W, Werken voor Nederland, WereldWijd

This factsheet explains the extension of 3W service as a result of task specialisation.

HR services for local staff

Payroll local staff

3W takes care of the payroll for local staff for the missions in Algeria (ALG), Egypt (KAI), Iran (TEH), Iraq (BAG / ERB), Israel (TEL), Jordan (AMM), Kuwait (KWE), Lebanon (BEI), Libya (TRI), Morocco (RAB), Oman (MUS), Qatar (DOH), Saudi Arabia (RIY), Tunisia (TUN) and United Arab Emirates (ABU / DBA).

The monthly process of payroll local staff starts with submitting the monthly changes sheet with the supporting documents in the SSP ("[request for salary administration local staff](#)"). The SSP for the monthly changes will close at the end of the 1st day of the payroll month.

Within 3W/PB/LM the payroll-team for local staff are Esther Hopma, Annemarie Ralan, Patricia van der Kleij, Joyce Hoogeveen, Elaine Daniels and Danielle Hoekstra.

Other HR service local staff

3W is the (functional) manager of the database of People Inc local for local staff. For questions use the SSP ("[People Inc local](#)"). At the missions the leave administration of local staff is registered in People Inc. For any questions use the SSP ("[Question about leave in People Inc](#)").

All new and termination of employments, employment contracts, redundancy payments and supplementary requests for local staff are already handled by 3W. The present client managers of 3W/PB/LM remain point of contact for the missions in the MIO-region: Nelleke Colenbrander and Michelle Visser.

Also for all other (including open) questions concerning local staff the SSP ("[questions about local staff](#)") is available.

For question about formation, occupation (FBO) and P-budget contact your HR-partner at HDPO. Send your questions concerning financial HR management by email to HDPO-Contactpunt@minbuza.nl.

Staff accommodation

Information and check

3W remains the point of contact for Air-Inc reports with the maximum lease-amount for staff accommodation (SSP: "[Request AirInc report for housing abroad](#)"). Other (open) questions about the rental policy on staff accommodation are welcome by SSP ("[Question lease staff residence](#)").

Request of missions for new embassy cars per SSP ("[Request form purchase official car](#)") are checked by 3W. The request for review of draft lease contract with the overview of (service)costs are possible through SSP ("[Hiring staff residence](#)"). Suzette Rijnders of 3W/HB is dealing with these requests and after approval to the mission, the SSP will be forwarded to FSO Contracts for further follow up and handling.

The account manager real estate abroad Leone Vrieling of 3W/HB will remain the point of contact for the missions in the MIO-region concerning embassy and residence real estate issues.

3W website (www.sso3w.nl)

3W created a website for customer groups (<https://www.sso3w.nl/uw-situatie>), and specific for Chef de Poste and Operationeel manager information is selected for these groups. With this website the findability will improve and information is available on any device. At the moment (only) the Dutch version is active; the English version is expected to be online on short notice.

General contacts operational management

3W Servicedesk

3W allround Service Desk (phone number 4333, email: 3W@minbuza.nl) takes care of the designation of the question even if it is not clear what and who to approach for products and services (of 3W). The Service Desk also guides customers through the digital 3W-portal.

3W Relation manager missions

The Relation Manager Missions is the contact for complex (and urgent) issues of the missions that are not (yet) treated in the processes; the Relation Manager is a **sparring partner** for the mission with knowledge and experience for issues that crosses departments and with a specific local context. The "relation manager missions" is keeping an eye on the "supply and demand" of the services between 3W and the missions as well as the quality of the service from 3W to the missions. Questions and remarks are very welcome to Lisette Hurkmans or by email 3W-relatiebeheer@minbuza.nl.



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