



# Factsheet

## Extension of 3W services for AZI region as of 19 August 2019

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 services as a result of task specialization.

### HR services for local staff

Within 3W/PB/LM with Chris Ulrich, Maarten Willems, Nadia Zembib and Nelleke Colenbrander are points of contact for the missions in the AZI-region.

### Payroll local staff

3W takes care of the payroll for local staff for the missions in Afghanistan (KAB), Australia (CAN, SYD), Bangladesh (DHA), China (CHO, GNZ, PEK, SHA), Hongkong (HON), Indonesia (JAK), India (BGL, BOM, NDE), Japan (OSA, TOK), Malaysia (KLL), Myanmar (YAN), New Zealand (WEL), Pakistan (ISL), Phillipines (MAN), Singapore (SIN), South Korea (SEO), Sri Lanka (COL), Thailand (BAN) and Vietnam (HAN/HCM).

The monthly process of the payroll for local staff starts with submitting the monthly changes sheet with the supporting documents in the SSP ("[request for salary administration local staff](#)"). Please submit your MC-sheet by 25<sup>th</sup> of the month at the latest.

### Other HR services 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 also 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 submitted by SSP, are already processed by 3W.

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. The HR-partner advises the MT of the mission for recruitment and extra capacity if needed. On Rijksporaal is the overview of the HR-partners ([HDPO HR partner](#)). Send your questions concerning domestic staff and financial HR management by email to: [HDPO-Contactpunt@minbuza.nl](mailto: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](#)").

Requests of missions for new embassy cars per SSP ("[Request form purchase official car](#)") are checked by 3W. Requests for review of draft lease contracts 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 request is forwarded to FSO Contracts for further follow up and (financial) handling.

The account managers real estate abroad (Ruud van Rijswijk / Alexandra Hundepool of 3W/HB) remain the point of contact for the mission concerning embassy (and facilities) and residence real estate issues.

### 3W website ([www.sso3w.nl](http://www.sso3w.nl))

The 3W-website includes customer groups (<https://english.sso3w.nl/your-situation>) for Operational Manager in English, and (<https://www.sso3w.nl/uw-situatie>) for Chef de Poste and Operational manager in Dutch, information is selected for these groups. With this website the findability will improve and information is available on any device.

### Overview points of contacts for your mission

The 3W-website includes the overview of the specific contacts within 3W for your mission (<https://english.sso3w.nl/contact>).

## General contacts operational management

### 3W Service Desk

3W Service Desk (phone number +31-70 348 4333, email: [3W@minbuza.nl](mailto:3W@minbuza.nl)) takes care of the designation of questions 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 (website / rijksportaal / SSP).

### 3W Relation Manager Missions

The Relation Manager Missions is available for complex (and urgent) issues of the missions that are not (yet) in process or dealt with by the line manager; the Relation Manager is also a **sparring partner** for the mission with knowledge and experience for issues that crosses departments, which has a specific local context. The "Relation Manager Missions" secures the "supply and demand" of the services between 3W and the missions as well as the quality of the services delivered by 3W to the missions. Questions and remarks are very welcome to Lisette Hurkmans or by email: [3W-relatiebeheer@minbuza.nl](mailto:3W-relatiebeheer@minbuza.nl).



This is published by:

**Ministry of Foreign Affairs**

**3W, Working for the Netherlands, WorldWide**

P.O. Box 20061 | 2500 EB The Hague | The Netherlands

No rights can be derived from this publication. The Ministry of Foreign Affairs accepts no liability for other errors in this publication.

© Ministry of Foreign Affairs, August 2019