



*Informationbooklet
for employees*

DE TERUGWINNING
Circulair Ambachtscentrum

[SUMMARY]

Welcome to... De Terugwinning

Contents of this information booklet

- House rules
- Social media protocol
- Certificate of conduct policy
- Privacy regulations

→ House rules

Welcome to De Terugwinning. We want everyone to feel welcome! That's why we have some rules.

Opening hours and working hours

- De Terugwinning is open from 8.00 hours.
- We start working at 9.00 hours.
- De Terugwinning closes at 16.00 hours. We want your workplace to be clean and tidy.
- Please check in when you come in and check out when you go out – tablet is near the stairs. Don't forget to check out with your supervisor.

Absence

- Please report to the supervisor if you cannot be present (on time). Do this as early as possible.
- Make sure the bus is not waiting for you.

Break times

- Break times are as follows:

Building 215: Houtwerkplaats, Deurenwerkplaats, Kleding sorteren and Naaiatelier

- Coffee: 10.00 to 10.15 hours
- Lunch: 12.00 to 12.30 hours
- Coffee: 14.15 to 14.30 hours

Building 217a: Fietsenwerkplaats

- Coffee: 10.15 to 10.30 hours
- Lunch: 12.30 to 13.00 hours
- Coffee: 14.30 to 14.45 hours

- Please clean up your own things and clean the table.
- Throw your waste in the correct bin: PMD (Plastic/Metal/Drink cartons), paper, bottles and cans. Food scraps in the rubbish bin.

Transport

- Do you want transport to and from the station? Please ask your supervisor about this.
- Bus departure times
 - Departure from railway station Woerden to De Terugwinning at 9.05 hours
 - Departure from De Terugwinning to railway station Woerden at 15.15 hours
- Behavior on the bus
 - Follow the driver's instructions.
 - Seatbelts are mandatory.
 - Do not eat, drink or smoke.
 - Do not walk while driving.
 - No loud telephones or music on the bus.

Main language

- We speak Dutch among ourselves.
- You're free to translate if necessary, because we are still learning to speak Dutch.
- Try to understand each other.

Personal safety measures

- Using safety equipment is mandatory: safety shoes, hearing protection, glasses, gloves.
- Please put used resources back in the right place.

Overall safety

- Keep doors and escape routes clear.
- Keep your workplace clean so that you cannot trip over materials.
- Be aware of fire extinguishers and keep them free of obstacles.
- Please make room for the emergency response officer and any emergency responders in case of emergency.
- Follow their instructions.

Theft

- Materials at De Terugwinning are De Terugwinning's property.
- Do not touch materials if you do not have an assignment to work with them - certainly at the Milieustraat.
- Taking items with you without written permission from Arjan, may be reported to the police as theft.
- Only Arjan can decide whether you can take something with you.

Narcotics

- Narcotics are strictly prohibited before and during your presence at De Terugwinning.
 - Alcoholic drinks
 - Energizing drinks like Red Bull
 - Using "soft" drugs is prohibited – if use is suspected, we ask you to leave the site and to discuss this subject later on.
- Smoking indoors is prohibited in all buildings.

Weapons

Possession of weapons or objects that can be used as weapons is strictly prohibited - the police will immediately be notified and access to De Terugwinning may be denied permanently.

Personal contact

- Every visitor must feel safe. That's why we respect each other. We do not tease or intimidate and we refrain from sexual misconduct. 'Sexual misconduct' includes: groping, making inappropriate comments or distributing sexually explicit content within the work environment.
- Sexual misconduct that falls under the Criminal Code will be reported to the police.
- Be sensitive to others when discussing certain topics.
- We talk to each other – we don't talk about each other.

Visitors

Visitors to De Terugwinning must report to management upon arrival. Everyone who enters De Terugwinning needs a supervisor. When you see someone without a supervisor, please let them know that they need to report – in a friendly manner.

Own workplace

Do not enter workplaces other than your own without a supervisor, unless the supervisor asks you.

Devices and machines

- Do not operate equipment or machines if you are not trained and/or if you are not instructed.
- Only the management can decide whether you can carry out a job. Only the management gives orders.
- To do work of a personal nature, one needs written permission from Arjan.

Making (private) phone calls and listening to music

- Telephoning in the workplace is not permitted. Important phone calls must be made outside.
- Music from your own device is not allowed. Only via headset.

Liability

The board cannot be held liable for theft, loss or damage to property of participants and visitors. So please do not take anything of value with you.

→ Social media

Social media such as WhatsApp, Facebook and other platforms can contribute to a positive image of De Terugwinning. But it can also (unconsciously) damage the good name of De Terugwinning and those involved as well. Please be aware of what you share by social media.

Decency standards

We should also observe regular decency standards when using social media and approach the new opportunities with a positive attitude.

Trust

De Terugwinning trusts that employees and other stakeholders will use social media in a good way. The company has set up this protocol to provide guidelines to everyone involved with De Terugwinning.

Principles of the 'Social Media Protocol'

1. De Terugwinning recognizes the importance of social media.
2. This protocol contributes to a good and safe working environment.
3. This protocol promotes that De Terugwinning communicates on social media and sees this communication as an extension of the mission and vision of De Terugwinning and also of the regular standards of decency. This means that we have respect for each other, that we are tolerant and that we respect everyone.
4. Users of social media must take into account the good name of De Terugwinning and of every individual involved in the company.
5. The 'Social Media Protocol' serves to protect De Terugwinning and its employees from themselves and others – from the possible negative consequences of social media.

Target group and scope

1. These guidelines are intended for all parties involved as part of De Terugwinning.
2. The guidelines in this protocol only apply to work-related messages or when there is an overlap between work and private life.
3. The person involved is personally responsible for the content which he or she publishes on social media.
4. Each person involved must be aware that published texts and statements will be public for an indefinite period of time - even after the message has been removed.
5. It is not permitted for persons involved to place photos, films and sound recordings of work-related situations on social media. An exception to this applies if explicit permission has been given for the publication of photos, films and sound recordings by all persons depicted or audible.
6. All persons involved observe the decency standards. If these standards are violated (for example: bullying, hurting, stalking, threatening, defaming or otherwise damaging people), then De Terugwinning will take appropriate measures.
7. If online communication threatens to get out of hand, the employee who notices this should immediately contact his/her supervisor to discuss the strategy to be followed.
8. If there is any doubt as to whether a publication is in conflict with the guidelines, the employee in question should contact his/her supervisor.

→ Certificate of conduct

We want De Terugwinning to be a great place to work. And we also want it to be a safe place to work – for all of our staff and for all of our participants. So all of our participants (volunteers who perform a responsible task) and staff need to be in possession of a Certificate of Conduct (Dutch: VOG – Verklaring Omtrent Gedrag).

What is a Certificate of Conduct?

A Certificate of Conduct is a statement which shows that your past behavior does not raise an objection to fulfilling a specific task or function within De Terugwinning. The Justice Department of the Ministry of Security and Justice screens persons who apply for a Certificate of Conduct and issues the Certificates of Conduct. Various screenings are possible (for example, with regard to dealing with people). You will receive a Certificate of Conduct if you have not committed a criminal offense that is relevant to the function in question. For more information, see

<https://www.justis.nl/en/products/certificate-of-conduct>.

Apply for a Certificate of Conduct

The secretariat of De Terugwinning processes the relevant employee data every season: full names, date of birth and email address. De Terugwinning will then apply for the Certificate of Conduct and pay the costs. You will then receive a 'Request for electronic application for a Declaration of Conduct (Dutch: VOG)' by email from the Dienst Justis of the Ministry of Security and Justice. In this request you will find a link to the formal Certificate of Conduct-application and the rest is self-explanatory. The application is made using eHerkenning. This is a kind of DigiD, but for companies and associations. This takes a lot of work off your hands and ours. The application will be fully reimbursed and you do not have to advance any costs. To apply it is important to have a DigiD. You can apply for a DigiD via <https://www.digid.nl/en/apply-and-activate>.

What should you do after receiving the Certificate of Conduct?

You will receive your Certificate of Conduct by post. Then please send a copy of your Certificate of Conduct by email to administratie@detegenwinning.nl. A scan or PDF file of the document is sufficient. The original Certificate of Conduct remains in your possession. We store the relevant data in a safe place and it will absolutely not be passed on to third parties!

Validity Certificate of Conduct?

The validity of a Certificate of Conduct is three years. De Terugwinning asks volunteers, administrators and staff for a recent Certificate of Conduct every three years.

Do you already have a Certificate of Conduct?

You may already be in possession of a Certificate of Conduct. If the document is not older than two years (concerning screening points 84 and 85) then it is adequate – please email it to administratie@detegenwinning.nl.

What if you do not want to apply for a Certificate of Conduct or when it's not provided?

De Terugwinning handles this strictly: every employee needs a Certificate of Conduct. If you do not want to apply for the Certificate of Conduct or when it's not provided by Dienst Justis, then your involvement with De Terugwinning will end immediately. When the Certificate of Conduct is not provided by Dienst Justis, this means that there is a safety risk when this person takes on the position in question. Only when there has been a conviction for a criminal offense will Dienst Justis not provide a Certificate of Conduct. In that case, you will only be informed about this yourself. If you have confidential questions about this or if you expect difficulties in granting your Certificate of Conduct, you can contact a confidential counselor (who will be assigned).

Privacy regulations

De Terugwinning's privacy regulations are intended to explain how we at De Terugwinning handle your privacy. A privacy policy is a legal obligation. But we also think it is very important to show respect for who you are. As an employee of De Terugwinning it is important to take note of the privacy regulations. Please see the next chapter.

→ Privacy

At De Terugwinning your privacy is very important. So we want to explain to you how we handle your personal data.

What information do we have about you?

At De Terugwinning we only collect the information you have entered via your data sheet. You have also signed this data sheet, which gives us permission to use your data. In addition, we report on your experiences at De Terugwinning in order to supervise you as best as possible.

What do we do with your data?

We use your data to contact you by email, telephone or WhatsApp. In addition, the data is crucial for providing good supervision and for De Terugwinning to function efficiently.

Who gets to see your data?

Only the agency through which you came to De Terugwinning will receive information about your progress. You mentioned this agency on the data sheet yourself. Unless you give written permission for someone else to view your data, this information will remain strictly confidential. The only exception is if we are legally obligated to release your data, for example to the police.

Who within De Terugwinning has access to your data?

Only the board and supervisors of DTW have access to your data.

What if you object?

If you object to the use of your data, you can make this known. However, as long as you are a participant at De Terugwinning, we need this information to supervise you. You always have the right to inspect your file. Please send an email to gerrit@detegenwinning.nl and we will make sure that you receive access within 14 days.

If you might find something incorrect in your file, you can ask to have it adjusted or removed. In that case we will make an appointment to implement this together.

How do we secure your data?

The security of your data is a serious matter to us. We use secure storage according to legal standards, including double security with password and code.

What do we do in case of a data breach?

A data breach – when your data falls into the hands of unauthorized persons – is our worst nightmare. We will inform you immediately if this happens and are also obligated to report this to the government. We have a specific procedure for this called 'Data breaches'.

What if you want to have your data forwarded?

Do you want to have your data forwarded to another party? No problem. Send an email to gerrit@deterugwinning.nl and Gerrit will arrange this in collaboration with you.

What if you want all your data deleted?

De Terugwinning stores your data for a maximum of five years after you have left us. If you want us to delete your data sooner, please send an email to gerrit@deterugwinning.nl. We will process your request within 14 days and will confirm as soon as this has been done.

A lot of information!

We understand that this seems like a lot of information, but we do all of this to respect you. Your data is important to us because you are important to us. Do you have any questions or do you want to know how certain procedures work? Please feel free to ask.

The board of De Terugwinning
Jan, Gerrit and Arjan



...do you have any questions while reading this information booklet?

- House rules
- Social media protocol
- Certificate of conduct policy
- Privacy regulations

Do you have any questions about the topics in this information booklet?
In that case, please ask Gerrit or Arjan. Or send an email to:
contact@detegenwinning.nl

De Terugwinning Circulair Ambachtscentrum

Leidsestraatweg 215
3443 BT Woerden

Opening hours

Monday to Thursday from 9.00–16.00 hours

Contact details

contact@deterugwinning.nl
06-103 291 40 (whatsapp)

Welcome to De Terugwinning, where we transform old materials into new usable products. We are all about recycling and sustainability, so that together we can create a better future.

We also offer opportunities for people who are disadvantaged in the employment market to participate and develop their skills. Join us and help us to create a more sustainable and inclusive future!

See www.deterugwinning.nl for more information.