



Employee Manual

for

MultiMind Norway

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Welcome to MultiMind Norway

First of all, we would like to welcome you to MultiMind. We are proud to have you as a co-worker!

This Employee Manual is designed to explain what it means to work as a consultant and to convey what MultiMind stands for. You can also find information about which terms and conditions apply to you as a consultant.

The information is based both on Norwegian legislation as well as rules following MultiMind's standards. To ensure that MultiMind's accounting and payroll is compliant with Norwegian legislation, we collaborate closely with a Norwegian accountant agency.

This is MultiMind

Business concept

The vision of MultiMind is to connect staff with international competence with businesses and companies in a personal and effective way. We believe that diversity is a very important factor to ensure equal employment as well as innovation and growth for the individual, company and society.

Operations

MultiMind's niche is to provide companies with employees who speak foreign languages and have knowledge of foreign cultures. MultiMind has operations within the following service areas:

- Customer service
- Finance
- Marketing
- IT
- HR
- Supply Chain & Logistics

MultiMind has been operating within the employment and staffing industry since 2000 and was founded by Kristian Andersson, CEO. As of August 2017, we have 150 active consultants in the Nordic countries and performing 500 recruitments on average per year. MultiMind is also represented in the Phillipines where we have 30 active consultants reporting to our staff at the Manila office. Our clients consist of both smaller and larger companies in many different sectors. Below you can see some of our largest clients in the Nordics:

- Ericsson
- Procter & Gamble
- Samsung
- Bain & Co
- L'Oreal
- Unilever
- MoneyGram

Employees

Most of MultiMind's employees speak one or more languages and have an educational background and other relevant qualification or work experience. Different assignments have different requirements. Everyone who is employed by MultiMind has gone through the same recruiting process and has been chosen by MultiMind due to their specific qualifications. These qualifications are valued by us and requested by our clients.

Ethics

MultiMind is a company that promotes linguistic and cultural competence to our clients. Our co-workers are naturally tolerant to representatives of other cultures as well as their own. It is irrelevant whether you are European, North- or South American, Asian, African or Australian. Therefore, it is important to point out that MultiMind is politically and religiously independent. At MultiMind, we only look at a person's qualifications!

To work as a consultant

To work as a consultant for one of our clients is fun and demanding at the same time. As a consultant, you can be given the opportunity to try various tasks by different clients, which can give credentials as well as be enriching for you. Some of our consultants are out on longer assignments, which enable them to develop even further at our clients as well as here at MultiMind. Furthermore, as a consultant you get the opportunity to expand your network by meeting many different people. All this together requires that your social skills are at their best at all times. It is also important to remember that you are representing yourself as well as MultiMind. Therefore, it is vital that you as a MultiMind consultant will not use your phone or the internet for private matters during your working hours. Since you are representing MultiMind it is important to maintain a professional attitude at all times.

For MultiMind it is important to have a united front. This means that it is important that all employees should be aware of and understand our business concept, what our company stands for and what values are important to us and how our company operates. Our intention is that this will create a sense of belonging amongst all of you who are working for us.

If you at any time feel mistreated, upset or dissatisfied with anything, it is very important that you contact your Staffing & Recruitment Manager at MultiMind to let him or her know. You will be assigned your own Staffing & Recruitment Manager when you are signed on. Remember that we are easy to get in touch with and have short decision-making processes. We are here (both) for you as well as our clients. We know that if you are happy and pleased, our clients will be happy and pleased as well. During the past years our clients have been very pleased with MultiMind's efforts and this has in turn contributed to the company having a strong growth rate over the last years. We find this very exciting and strive for all our employees to feel that they are being well-received and they are part of our company.

Integrity and confidentiality

When you sign your employment contract, you also sign a statement of confidentiality. This means that you are under no circumstances allowed to discuss MultiMind's or our client's businesses, or in any way share any information that could be harmful to the client or MultiMind. The client in this case is the company that you are working as a consultant for. If you are in any way dissatisfied with a task, you should let your Staffing & Recruitment Manager know about this and not talk about the issue outside of work. It is very important that our clients have trust in you as a consultant. It is also as important to show integrity towards the client as well as towards MultiMind. Always bear in mind that you as a consultant are a reflection of MultiMind.

Time Reporting

Via our website www.MultiMind.com, you will find MultiMind's system for time reporting called Intelliplan. You will use this portal to report the hours that you have worked.

- Go to our main website at www.MultiMind.com and select Norway - or go directly to www.MultiMind.no
- Click 'For Staff' or 'For ansatte' in the top right corner
- Select Time Report
- Log in with the username and password that were sent to you via the email from your Staffing & Recruitment Manager to welcome you to the company
- For reporting travel expenses, use the template "Travel and expense report"

You should regularly report your working hours so that your timecard will be correct. To be able to receive your paycheck you have to report your working hours for the month you have worked. **The deadline for reporting is on the last day of the month.**

Note: some clients use other reporting systems. If you are expected to use these instead, your Staffing & Recruitment Manager will notify you and make sure that you will receive your log in information. If you experience problems reporting hours or logging in, contact us directly.

Salary

MultiMind pays out salaries that are based on individual competency and experience. You will either be paid an hourly wage or monthly salary depending on our agreement with the client.

Payment

The payment of salary occurs on the 25th of every month and is calculated by the hours of the previous month. If the 25th is on a weekend or a holiday, the payment will occur on the next working day. For example, hours worked in January will be paid out on the 25th of February.

Pay slip

As your salary is paid to your bank account, a payment slip will be sent to your email address. In your pay slip you can see the amount of hours you have worked in relation to the amount of salary you have received. Your salary is paid one month after you have worked, which means that you need to compare the hours you have worked in May with your pay slip you get in June. The salary is paid this way due to the fact that we only know how many hours you have worked in a month when it is over and when you have reported in all your worked hours in your timecard.

In addition to your salary there might be changes and compensations due to overtime, changes in working hours, travel expenses, sick leave or a similar occurrences. If you have any questions regarding your pay slip, please contact your Staffing & Recruitment Manager who will provide assistance.

Working hours

Our client, which is the company you are a consultant at, establishes your working hours. In Norway, standard working hours are 40 hours per week, however this can vary. As a consultant, you are obliged to follow the local hours set by the client. Your Staffing & Recruitment Manager will inform you which times apply to your assignment.

Different working hours

Here are some reasons why the working hours may differ:

- Different office hours in different countries. For example, if you are working towards Finland, you might have to start at 07.00 and end your day at 16.00 since there is one hour time difference between Norway and Finland
- Half days, bank holidays and working days between two public holidays can differ between countries
- The client has shortened the working hours during summer time

Flexible working hours

You have the opportunity to work flexible hours as long as our client approves it. In general, it is your nearest manager at the company you are working at who approves flexible working hours. An example of an agreement could look like this:

Your regular working hours are between 08.00-17.00 with one hour lunch break = 8 hours.

One day you will start work at 09.00 but get off work at 18.00 and have one hour lunch break = 8 hours.

One day you will start work at 08.00 and get off work at 16.30, the next day you will start at 08.00 and get off at 17.00, but only take a 30 minute lunch break.

This means you have worked 7,5 hours the first day and 8,5 hours the second day, which in average is 8 hours per day enabling you to reach your required working hours.

Remember that you do not have a right for compensation for overtime when you are using flexible working hours. In your timecard you will still report that your normal working hours for example 08.00-17.00 for both days.

Overtime compensation

If for any reason your nearest manager requires you to work more than your standard hours per day, this is considered working overtime.

According to Norwegian legislation, there are however limits to how much you may work extra.

All overtime hours must be approved by your nearest manager as well as your Staffing & Recruitment Manager at MultiMind. Please contact us for further information on your specific assignment and which overtime calculations apply for you.

Holidays and Bank holidays

Some of our clients expect that you as a consultant will work during some holidays and bank holidays. This could occur when our client works with other countries that have a normal working day when we have a holiday or a bank holiday in Norway. If this is the case MultiMind will compensate you as an employee according to the regulations set by Norwegian legislation.

In your timecard, you fill in the hours you have worked on a holiday or bank holiday. Your compensation for your postponement and working on holidays and bank holidays will automatically be paid out to you. Please contact your Staffing & Recruitment Manager at MultiMind for further information on which compensation applies to you.

Sick leave

Reporting

1. If you become ill and stay home using sick leave, you need to report this to your Staffing & Recruitment Manager at MultiMind immediately. If you can't reach your Staffing & Recruitment Manager, you need to leave a message for him/her either via email, text message or voicemail. Their contact information can be found on your contract or at our website, www.MultiMind.se/om-oss/kontakt.
2. After you have informed your Staffing & Recruitment Manager you need to inform your nearest manager at the company you work for. The same procedure applies if you have been in an accident or a work-related accident.

Sick leave

You are entitled to stay home for three calendar days without providing a medical certificate. This is called self-certification and can be used

- For three consecutive days or individually over a period of 16 calendar days. This is counted from the first full day of absence and only applies for whole days. Saturdays, Sundays and public holidays are included when calculating the number of calendar days.
- If you become ill more than once within 16 calendar days, you can re-use the same absence certificate. Should you become ill again after 16 calendar days, you will need to report a new sick leave and use a new absence period.
- During a 12-month period, you are allowed to four periods of sick leave using self-certification. Please note, that single days are considered as an independent self-notification case.

Important: You must have been employed by MultiMind for at least two months to be eligible for self-certification. In case of a break in the employment period for more than two weeks, the right to use self-certification must be re-earned. This does not apply to periods of vacation.

Should you remain ill after three days, you will need to present a medical certificate for your Staffing & Recruitment Manager at MultiMind.

Sickness benefit

You are entitled to full compensation for day 1-16 from MultiMind as we are your employer. From day 17 and onwards, your sickness benefit is paid by the National Insurance Scheme (NAV) in Norway.

To be applicable for this, following conditions apply:

- You must be a member of the National Insurance Scheme (NAV) in Norway
- You must be occupationally disabled due to a disability that is clearly caused by own illness or injury
- You must have been working for at least four weeks with your employer

You are paid 100% of your normal wage during sick leave, but you will not be receiving your pensionable income during this period.

An employee who is absent from work due to necessary care for a sick child, is entitled to daily cash benefits up to ten days, or fifteen days if there are more than two children, during a calendar year. Single parents are entitled to such benefits up to 20 days, or 30 days if there are more than two children, during a calendar year. Parents may receive such benefits up to and including the year of the child's 12th birthday.

Vacation

In accordance with The Norwegian Holiday Act (Ferieloven), all employees are entitled to 25 days of vacation during one calendar year.

As Saturdays are regarded as working days in line with regular working days from Monday to Friday, 25 days of vacation amount to four weeks plus one day. Employees over the age of 60 are entitled to one additional holiday week.

Earned vacation

You earn your vacation days during the calendar year from 1 January to 31 December. Your earned vacation days will be valid the following year. Example: vacation days earned between 1 January – 31 December 2016 can be used the following year 1 January – 31 December 2017.

If you have not earned any vacation days prior to your employment, you are however still entitled to take out holiday, however this will then be unpaid.

Employees starting employment before 30 October are entitled to 25 working days of holiday, i.e. four weeks plus one day. Those commencing after 30 October are entitled to six working days of holiday, i.e. one week.

During the main holiday period from 1 June to 30 September, you are entitled to three continuous weeks of holiday. Employees are furthermore entitled to take the remainder of their holidays in one continuous period.

Payment

Your vacation money is paid out in June. You are entitled to be paid one week before taking your holiday or in connection with the final settlement if you leave the company. Please contact your Staffing & Recruitment Manager in this case.

The vacation money is calculated based on a percentage of your received payment during the previous year where you earned your vacation days. The standard pay in Norway is 10,2% of your wages.

Holiday Approval

When you have decided the dates for when you would like to take your holiday, please get in touch with your Staffing & Recruitment Manager as soon as possible. This is to make sure that it can be approved by both MultiMind and the client in time. Your Staffing & Recruitment Manager has the final say on whether or not it is possible for you to go on vacation or not at the requested dates.

Travel

During your assignment, the client can request for you to travel. We advise you and your nearest manager to arrange any travels to be within your regular working hours. Please note, that if you travel outside regular working hours, you will not be compensated for these hours. When you and your nearest manager have arranged the travel circumstances, remember to contact your Staffing & Recruitment Manager at MultiMind to get it approved.

Travel Expenses & Allowances

When you travel, you need to fill out a travel expense template, which can be found on our website. The reimbursement of your expenses is dependent on the length and circumstances of the travel.

If you travel with overnight stay, you are entitled to receive allowances, which cover expenses such as accommodation, food and drinks. The reimbursement that will be paid out follow recommendations stipulated by the Norwegian authorities and government rates. Please contact your Staffing & Recruitment Manager for information on what applies to your situation.

When you have completed the template, you will need to send it to MultiMind **no later than the last day of the month together with your original receipts** for the travel expenses you have had. Email this template to your Staffing & Recruitment Manager and post the original receipts to our office. Remember that MultiMind does not have any possibility to give you compensation for your travel expenses without the original receipts.

Insurance

As your employer, MultiMind has the responsibility for your insurance coverage while at work.

In case of injury while conducting your work;

Inform your Staffing & Recruitment Manager of the nature of the injury so we can refer to our insurer in Norway, IF Skadeforsikring (www.if.no) and report it to the Labor Inspection (Arbeidstilsynet), if needed.

Pension

As a consultant for MultiMind, we contribute towards your pension according to the legislation in Norway.

Pension contribution is comprised of two parts;

- A part of the social charges on your salary goes to your future retirement pension according to the National Insurance Scheme.
- An additional 2% of your salary is added to your future pension via Danica. You will receive a welcome letter from them.

Performance Appraisals

MultiMind has performance appraisals with all employees. The aim of the performance appraisal discussion is to develop both the business and yourself as an employee. This is to ensure that both you and the client are content so we can achieve MultiMinds business goals. Your Staffing & Recruitment Manager will contact you when it is time for your performance appraisal.