



3W *Werken voor Nederland WereldWijd*

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- ✓ [Task specialisation project at 3W](#)
- ✓ [Legal Status \(Local Employees\) Regulations 2020 \(LSR 2020\)](#)
- ✓ [Supplements and assistance in the form of a pension](#)
- ✓ [Payroll administration](#)
- ✓ [People Inc.](#)
- ✓ [Archive](#)
- ✓ [Contacting 3W](#)

Task specialisation project at 3W

Task specialisation at 3W is now complete!

Tasks have now been transferred from the last remaining regions (Asia (AZI) and Western Hemisphere (WHA)) to 3W. The task specialisation project was officially finalised in the last weeks of 2019.

All arrangements for the services 3W provides to the missions are now in place and running smoothly. Task specialisation has enriched 3W's service provision, and increased centralisation has revealed opportunities for 3W to further improve quality and client focus. We're not done yet. We'll keep making improvements. My time as the task specialisation project leader at 3W is up. All that remains is for me to thank all the missions – and especially the operational managers and general affairs staff – for their hard work.

I'll leave you with one last piece of advice: **keep communicating with one another!** Not just via SSP but also by phone and in person.

Lisette Hurkmans-Berkers, 3W task specialisation project leader

Legal Status (Local Employees) Regulations 2020 (LSR 2020)

As of 1 January 2020 local employment law, mission versions and the Legal Status (Local Employees) Regulations 2020 (LSR 2020) apply to locally engaged employees. The LSR 2020 replaces the Rrlok 2005, without any changes to the substance, and incorporates relevant components of the Foreign Service Regulations (RDBZ), entertainment allowance guidelines (VAR) and the Foreign Travel Decree 2017. The LSR 2020 has a number of administrative implications. All mission versions need to be updated to refer to the LSR 2020. The legal content of both the LSR 2020 and the mission versions has remained unchanged, but this

update is necessary to ensure the correct legal basis is in place. In concrete terms, this means that the conditions of employment that apply to locally engaged employees will change as of 1 January, but in name only.

The Dutch title of the LSR 2020 is 'Rechtspositieregeling lokale werknemers 2020 (RLW 2020)' but the English version of the document will be authoritative in the event of any dispute.

The introduction of the LSR 2020 has no implications for the missions, except when new employment contracts are signed. The missions are required to use the new model employment contracts, which are available on Rijksportaal. Employment contracts signed before 1 January 2020 do not need to be converted. For more information on the LSR 2020, see the related [message from the Human Resources Department \(HDPO\)](#).

Dispute procedure

Following the entry into force of the Public Servants (Standardisation of Legal Status) Act (WRNA) on 1 January 2020 local employees can no longer lodge objections. They can however submit disputes to the ACRU Disputes Committee (ACRU stands for *Aanvullende CAO Rijk Uitzendingen*, the supplementary collective labour agreement for central government staff posted abroad). As of 1 January 2020 the objections clause will no longer be included at the bottom of letters. In the event of a dispute, employees should email GCA@minbuza.nl.

Supplements and assistance in the form of a pension

Proof of life

Each year in January, 3W advises missions to ask beneficiaries of supplements or assistance in the form of a pension (OBWP) to submit written proof of life.

If a mission receives no response after informing a beneficiary in writing that no such proof has been received, payment may be suspended. Operational managers must enter the relevant information in People Inc. and archive it in Sofia before 15 March. More information on administrative processes for proof of life documents can be found on [Rijksportaal](#).

Annual recalculation

3W is currently performing the annual recalculation of all supplements. Recalculation can only take place once the pay scale has been set and the pension amounts for January 2019 (to be deducted from the supplement) have been requested and archived by the mission. Please make sure these documents are available. This year the calculation is being carried out using the 'supplementation module' in People Inc. This application generates a detailed overview of the new calculation plus a letter to the person entitled to the supplement. This letter in English and does not need to be signed. Over the next few weeks the letters and recalculations will be sent to the missions so they can be forwarded on to beneficiaries. There is no need to submit an SSP form or send a message requesting a recalculation. We expect to be able to pay the recalculated supplements with the January or February payroll.

If you have any questions, you can submit them via the '[Questions concerning local staff](#)' form in SSP.

Payroll administration

Where are we at?

We've made it! The task specialisation project at 3W is complete – thanks Lisette! This means that 3W has taken over the monthly payroll administration from all Regional Support Offices (RSOs) and is responsible, together with the missions, for keeping records.

Three external service providers: TMF, Axiomatic and ADP

3W carries out payroll administration on the basis of three contracts with three different external service providers (ESPs): TMF, Axiomatic and ADP. These ESPs help us make correct calculations for each country, as well as making payments where possible and providing advice where necessary.

These partnerships are based on binding agreements, which ensure that 3W receives the service it has paid for. In return, 3W must also meet agreed deadlines, so that the ESPs have enough time to prepare salary payments.

The ESPs have been as accommodating of 3W as they could be, but 3W and the missions must take care that the information they provide is complete and delivered on time. This is because 3W has to pay high additional costs if late but vital changes must be made after the Monthly Changes sheet has been submitted to an ESP.

SSP forms for payroll administration

We all know where to find the SSP form for submitting the Monthly Changes sheet. But there is now a new '[Questions related to the payroll of local employees](#)' form in SSP. Why? We've done this because, even when the Monthly Changes sheet has been submitted and no more changes can be made, it must still be possible to contact 3W about general payroll administration issues. Use this new SSP form whenever there are general issues relating to payroll administration at the mission, but also to provide certain documentary evidence (i.e. when a mission is making payments itself), for advice on how to complete the next Monthly Changes sheet or for questions about model contracts and forms etc. Please note: this form should not be used to request an amendment to a Monthly Changes sheet that has already been submitted.

Click [here](#) for the new form.

Forms and model contracts

You can find more information on payroll administration on [Rijksportaal](#) and on the 3W [website](#). The website is also where we publish updated and new templates that the missions can use in their daily operational management. This includes things like the Monthly Changes, Overtime Allowance and Emergency Service Allowance sheets. If you have any tips or suggestions, please let us know using the '[Questions related to the payroll of local employees](#)' form.

Is a salary not paid on the agreed date?

Of course, let 3W know straight away! One way to do this is through the new '[Questions related to the payroll of local employees](#)' SSP form. You should answer 'Yes' to 'Is the question urgent?'. You should also email the 3W staff member who was responsible for your mission's payroll administration that month. 3W will contact the relevant TMF, Axiomatic or ADP office immediately and will advise you on what action to take.

The employee or the mission where they work should stay in contact with 3W and inform 3W if the payment comes through in the meantime.

Are there no changes for the month ahead?

If this is the case, you must still submit the SSP Monthly Changes form but include a comment to say that there are no changes. 3W will then immediately instruct the ESP responsible for your mission's payroll administration to begin calculations for that month.

Payslips

Each month local employees receive a payslip. This document is for their personal records and can be used in the future to show any relevant authorities that they have paid social insurance contributions or taxes for example. Local employees are responsible for keeping their payslips and employment contracts in a safe place. If an employee has been paid but has not received a payslip (either through the portal or by email, depending on the ESP in question), they are advised to request the payslip from their operational manager as soon as possible. If necessary, the operational manager can ask 3W for help using the new '[Questions related to the payroll of local employees](#)' form in SSP.

People Inc.

People Inc.

It's important for local employees to know how to update their information and for them to do this regularly. Line managers are responsible for approving leave and amendments to working times and registering sick leave. The operational manager or HR employee is in charge of registering the days on which the mission is closed and can also correct errors. They are also responsible for correctly

processing changes that affect monthly salaries using the Monthly Changes sheet.

3W has noticed that the information in People Inc. is not always up to date. Missing address information is a common problem, for instance. In addition, the information in People Inc. often does not match the information given on the Monthly Changes sheet or even the information in personnel files. Local employees must input changes to bank account numbers or their family situation (that impact on their salary) into People Inc., but these changes must also be recorded by the operational manager in the Monthly Changes sheet and, where relevant, recorded in the employee's personnel file.

For 3W it is vital that People Inc. is kept up to date. Out of date, incomplete or incorrect information in People Inc. can have an impact on salary calculations.

Registering employment contracts in People Inc.

The rollout of the new authorisation structure in People Inc. means that operational managers can now adjust pay increments in People Inc. and add renewals of fixed-term contracts without a change in pay scale. These processes no longer require submission of a separate SSP form. Since these two documents must also be submitted as mandatory appendices to the Monthly Changes sheet, 3W will carry out these processes instead of the operational manager from January 2020 onwards, once they have been submitted via the Monthly Changes sheet. The operational manager must, however, continue to ensure that the relevant documents are archived in employees' personnel files.

Annual Leave 2019 in People Inc.

On 1 February 2020 the absence allowance (annual leave) of 2019 will be closed in People Inc. It will then no longer be possible to edit or register leave in 2019. As of 1 February 2020 the transferred leave will be available in 2020.

Archive

Completeness of personnel files

Good archiving forms the basis of good HR policy. People Inc. helps with the implementation of this policy and makes it as easy as possible. But this only works if all the necessary information is recorded in employees' personnel files.

3W archives only the first employment contract when initially registering the employee in BZ's systems. All other documents, such as proof of identity, second and subsequent contracts, memos (including pay increment allocations), redundancy payment awards, bonuses, leaving service notifications etc. must be archived by the mission. You can find information on what to archive and how, as well as on who is authorised to do what, on [Rijksportaal](#).

Incomplete files can, for example, impact on the calculation and payment of a supplement to which a former employee is entitled.

New in 2020: Personnel file vs. personal file

Each employee has either a personnel file or a personal file. Employees have a personnel file if the head of mission is their employer and has legal responsibilities under employment law. This means that only old contracts under the Rrlok and, from 1 January 2020, contracts under the LSR 2020, and all related documents may be archived in personnel files.

Employees whose employer is an external service provider have a personal file. This includes temporary agency staff and state office staff in Cuba and China.

It is vital that missions archive information in both personnel files and personal files in accordance with the General Data Protection Regulation (GDPR).

Contacting 3W

You can contact the different teams that form 3W's Local Staff Group (3W/PB/LM) by submitting an SSP form. The forms are the main means of communication between the missions and 3W/PB/LM. Questions submitted via SSP are given priority. If more time is required to respond or if a question requires urgent processing, the LM staff member responsible and the rest of the team will use SSP to communicate with the person who submitted the form.

The team can also be contacted by email as necessary. If you want to bring a matter to the attention of the head of LM, [Monique van Welie](#), you can contact her directly. Emails may also be sent to the [3W/PB/LM inbox](#). If you email a team member directly, please understand that they may ask you to submit an SSP form instead.

If you're coming to the Netherlands and would like to meet in person, please let us know in advance, so that we can make an appointment. Staff from 3W's [Services and Client Management Division \(DRM\)](#) would be also happy to help you in this regard.

Video conferences in 2020

In order to ensure we work together well and use existing channels of communication as effectively as possible, personal contact is important. That's why in 2020 3W will be expanding its services and introducing video conferencing, which will ensure more interaction with the missions. Seeing and speaking with one another via video conferencing is a good way to lay the foundations for cooperation and mutual understanding. It will also benefit our SSP-based communication. We're looking forward to meeting you! Operational managers will receive a video conference invitation in due course.