

Welcome to the family  
of DaHome workers!



**DaHome**

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## 1. Welcome to the family of DaHome workers!

Every day, DaHome puts 3,500 housekeepers to work, serving 25,000 clients. As an employee of DaHome, **YOU** are the ambassador of our company.

**Welcome and congratulations!**

**Welcome to the Family!**

**Welcome** to DaHome! We would like to welcome you to the DaHome employee family. You are important to us!

**Family!** From now on, you are part of the employee family at DaHome. Collaboration is important to us. You can always turn to your JobCenter for questions or discussions, as the collaboration between you, your clients, and the JobCenter is crucial.

**Smile!** It makes working so much more fun!

**Respect!** Mutual respect is crucial for yourself, your clients, and the consultants in the JobCenter.

**Green!** At DaHome we care about the planet. We prefer digital tools and avoid paper. That's why we created our app [dahome.be](https://dahome.be).

**We love Solutions!**

**We!** You are a part of the DaHome employee family. Working together is essential to us.

♥! A positive mindset creates an open mind.

**Solutions!** Communication is key! Together we always look for solutions.

**Quality!** We pay attention to your development, safety, and well-being. That's why we will regularly provide you with information about the job. Additionally, we will invite you to various training sessions.

**Proactive!** Do you have questions? Or you have an issue? Don't hesitate to discuss it with us. We would like to find a solution together.

**Flexible!** Together we look at a customized schedule for you! If your client is absent, we'll work on finding a replacement assignment for you!

Take these values to heart. They contribute to a successful career.

## 2. Working as a housekeeper

You will work as a cleaning help with service cheques. You will be employed under the **P.C. 322.01**. Below, we'd like to explain what's important for you to know. If you still have questions, feel free to give us a call.

### 2.1 What is a service cheque?

A service cheque is purchased by an individual (client). It allows the user to reimburse a housekeeper. There are two types of vouchers: electronic and, for clients in Wallonia and Brussels, paper cheques. One cheque is good for one hour worked by the housekeeper.

At DaHome, we prefer electronic service cheques. Does your client pay with paper ones? Ask the client to contact the JobCenter so that we can help them make the switch.

#### Why we prefer electronic vouchers?

- **Ecological:** no waste of paper
- **Safe:** no risk for theft or lost cheques
- **Quick and efficient:** The client receives the service cheques much faster, typically the day after payment is received (so very fast 😊).
- **Easy and automated:** The client has access to a history of the housekeepers services.
- **Reduced risk of waste:** the oldest cheque will be used first.

### 2.2 Tasks that are allowed and not allowed

Tasks through service cheques are regulated and not everything is allowed.

#### Allowed task:

- ✓ Cleaning and cleaning windows;
- ✓ Washing clothes and ironing at the clients house;
- ✓ Minor sewing and repair of clothing;
- ✓ Cooking;
- ✓ Small errands (f.e. Buying bread, going tot he post office, going to the pharmacy)  
**Attention!** We recommend that you do not use your personal vehicle to run errands. In the event of an accident, DaHome's work accident insurance covers neither material damage to your vehicle nor any physical injuries to other people involved.

**Tasks that are not allowed** (illustrative list):

- ✘ Babysitting
- ✘ Watching pets
- ✘ Picking up the kids from school
- ✘ Taking care of people
- ✘ Gardening
- ✘ Maintenance of common parts of a building. (f.e. Stairwell of an apartment building, of a student dormitory)
- ✘ Polishing rooms for professional use (f.e. doctor's office, waiting room, office of a lawyer office,...)
- ✘ Washing cars
- ✘ Emptying or cleaning up an attic, garage, ...
- ✘ Congregational duties

If a clients ask you to preform one of the task on the list above or you doubt about a certain task? Please contact your JobCenter. We will help you!

## 2.3 General prohibitions

**A cleaning help cannot work :**

- ✘ at his or her parents, grandparents, in-laws, in-laws, in-laws' grandparents;
- ✘ at his or her children or grandchildren;
- ✘ at his or her siblings, brothers-in-law and sisters-in-law;
- ✘ at his or her own home;
- ✘ with anyone, family or otherwise, with whom he or she lives under the same roof, even if only temporarily;
- ✘ with the father/mother of his/her child.

Please contact your JobCenter if you have any questions or doubts.

## 2.4. Safety guidelines



DaHome attaches great importance to the **safety and well-being** of its employees. We are happy to provide you with useful information that you can view below.

**For your own safety, it is important to follow the rules below:**

- Use only cleaning products in their original packaging and respect the label's safety guidelines.
- Use **ONLY** cleaning products without hazard symbols or with the following symbols:



GHS09



GHS07

- **DO NOT** use cleaning products that have any of the following symbols on them. (For example, Javel or toilet plunger).



GHS06



GHS05



GHS02



GHS08

- Use a kitchen apron and oven mitts when preparing meals to prevent burns;
- Wear gloves when cleaning the sanitary facilities to avoid reactions to bacteria and maintenance products;
- To avoid falling or slipping, do not climb ladders or bend over in the void. Only stepladders (according to EN 131 standard) of up to three steps may be used, except for window cleaning, which requires a telescopic handle;
- Use the banister as support when going up or down the stairs;
- Avoid carrying loads whose weight may cause back pain.



Did you know that 30% of housekeepers accidents are caused by slipping? That is why it is mandatory to wear safety shoes at all times during performance. When you start, DaHome will give you safety shoes and an apron. Are these no longer in good condition? Bring them to the JobCenter and exchange them for new ones..

Check the equipment provided to work in an ergonomic and safe manner. An instruction sheet on this subject is available on the DaHome website.

You can view all of our safety sheets here: <https://dahome.be/en/safety-housekeeper/>.

A list of emergency numbers can be found at the end.

## 3. Your employment contract

### 3.1. Fixed-term contract:

- Maximum 3 months
- increase of hours depends on the number of available clients in your area

During this period we think it is important to have regular contact with you and evaluate the cooperation.

At the end of this 3-month period and upon positive evaluation for both yourself and DaHome, you will receive a permanent contract. 😊

### 3.2. Permanent contract:

- The minimum hours that you need to work is: 13h a week when you receive an unemployment/OCMW benefits or 10 hours/week in all other cases
- It is possible to increase your contractual hours according to the number of customer requests and your personal evolution at DaHome.

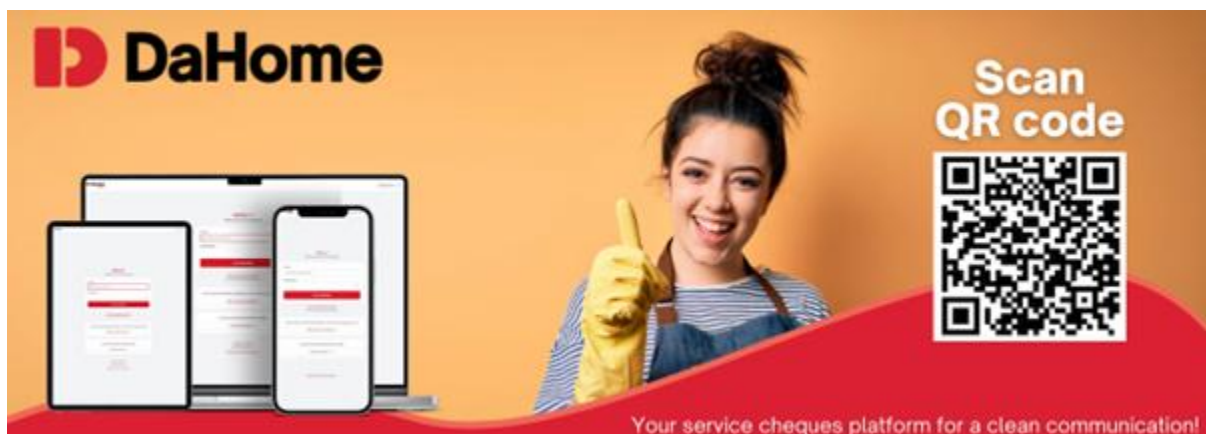
## 4. Dahome.be

[App.dahome.be](https://dahome.be) is a simple platform that you can use anytime and anywhere on your smartphone, tablet or laptop. It is an important means of communication for us that will also make your life easier.

Via DaHome you can:

- Look at your schedule and validate your road map;
- Let your JobCenter and client(s) know that you are absent;
- Contact your JobCenter easily;
- Search for the contact details of your client.
- ...

Join today! Create your account by scanning the QR code below. Want more info on how DaHome works? Check out our tutorials here: <https://dahome.be/en/tutorial-housekeeper/>.



## 5. Your schedule and the payment of your salary.

**Every week** (on Friday the latest) **you will receive your schedule for the next week.**

Your schedule will be as well visible by DaHome and you will have access to the details of all your clients.

If there is a change in your schedule (e.g., you work an extra hour at the client), don't forget to inform your JobCenter. This information is important to us to keep your planning up to date and make sure the payment is correct.

Every week we pay out an advance. For this you need to validate your schedule. At the end of the month, all weeks must be validated and you will receive the final payment. You will receive the final payment around the 5th working day of the month following the end of the month.

You will receive a schedule of payment dates at the start and this can also be found at the JobCenter..

On this payment schedule you will also find the list of paid holidays. Holidays that fall in the weekend can be recuperated (if you meet all the conditions) as indicated on the schedule.

Attachment 2 is an example of your payslip. This is also available in DaHome. If you have any questions about your payslip, don't hesitate to contact us or check the FAQ on DaHome.

## 6. Your benefits and your salary

### 6.1. Your salary

The salary is determined through the bar scale in P.C. 322.01. When there is an indexation in this P.C., your salary will be indexed automatically. In addition, based on your seniority, there is a new pay scale (after one, two, three years of seniority).

The salary is determined based on proven seniority within the sector.

### 6.2. Your benefits

As an employee of DaHome you have several benefits:

- **Meal vouchers:** After six months of seniority, you are entitled to meal vouchers (nominal value of €4 provided contribution of €1.09 deducted from your salary);
- **Travel expenses** will be reimbursed according to current legislation;
- **A daily clothing allowance** (according to current legislation);
- **Work clothes:** shoes and apron;
- **End-of-year bonus:** if you have worked at least 30 days between July 1, XXXX and June 30 of the following year, you are entitled to an end-of-year bonus. This bonus is paid by your union or the Social Fund Service Checks. The bonus is 4.5% of your gross pay. The net bonus is approximately equal to 63% of your gross bonus.
- **Vacation pay:** the number of paid vacation days to which you are entitled is communicated by the National Annual Vacation Office (RJV). Vacation pay is also paid out by this agency. **You can check this at any time through The National Office of Annual Vacation:** <https://onva.be/fr/mon-compte-de-vacances>. Don't forget to hand in the document you have received of the National Office of annual vacation to your JobCenter.

### 6.3. And there are more benefits ... 😊

- A planning adapted to your personal life
- Trainings
- Several surprises 🎁
- Reduction with **Benefits@work**

1 Download the **corporate benefits app** in the Google Play Store or the Apple iOS App Store.



2 Fill out your platform name „DaHome“ or scan the QR code. :



3 Log in with your details. Not yet registered? Create an account with your **company e-mail address** or your **private e-mail address** and the **registration code: Dahome01**.

Make an account and be ready to shop! 😊

## 7. The service cheques

### 7.1 The electronic service cheques

After you are finished working at a client, the same day you need to register your hours :

- Either through the free app Job Tracker 2.0 by Pluxee: which you can download for free from the App Store or from Google Play.



Where can you find the client's user number and your own data? You can find them on [app.dahome.be](http://app.dahome.be).

Your own data can be found in "my data". The user number of the customer can be found in "my schedule".

- If necessary, you can register the performance by phone. These data can be found on the planning.

### 7.2 Paper service vouchers - Only for clients in Wallonia and Brussels

The front of a paper voucher must be completed by the client using blue or black ink. Return the check to the customer if not filled out completely.

**DIENSTENCHEQUE** 10,00 €

Vlaanderen is werk

11111-111-11

DATUM PRESTATE: 20

U kan deze cheque gebruiken, de omruiling of de terugbetaling aanvragen tot 30/09/2016

HANDTEKENING GEBRUIKER

Huishoudelijke hulp  Make sure household help is ticked

Strijken buitenshuis

Boodschappen

Check validity

Signature of the client

71 1900661240 112011210 005237201 000

The back of a paper voucher check should be completed by you and DaHome.

The diagram shows the back of a 'DIENSTENCHEQUE' (Service Voucher) form. It is divided into two main sections: 'WERKNEMER' (Employee) and 'ERKENDE ONDERNEMING' (Recognized Company). The 'WERKNEMER' section includes fields for 'INSZ' (National Number) and 'Naam en voornaam:' (Name and first name). The 'ERKENDE ONDERNEMING' section includes a field for 'Naam' (Name). There is also a 'HANDTEKENING WERKNEMER' (Employee Signature) field. The form is titled 'DIENSTENCHEQUE' and features the 'Vlaanderen is werk' logo. Red boxes with arrows point to the 'Your National Number', 'Your signature', and 'Your name' fields.

## 8. Absences

Did you know that at DaHome, we closely monitor the absences of our employees? We prioritize the well-being of our employees and, at the same time, aim for efficient organization at our clients.

Are you absent? Thank you in advance for taking the following into account:

- Any absence must be confirmed in written (+ proof)
- DaHome has the right to send a control doctor in case of illness
- In case the absences are frequent, we will look for a moment together to have a meeting with you and see which measurements needs to be taken.

### 8.1 Holidays

Do you have a vacation on the horizon? Fantastic! Of course, enjoy it to the fullest..

Before we can approve your vacation request, you must notify us 2 weeks in advance, either in writing or via DaHome.

How many days are you entitled to?

The number of vacation days you are entitled to is communicated to you annually by the National Office for Annual Vacation. If you work part-time, you need to multiply the number of days X 7.6h.

### 8.2. Illness

- Immediately notify your JobCenter by phone and, preferably, your first client of the day; or, if you find out about it outside office hours, simply submit it to [app.dahome.be](http://app.dahome.be) and your customers will be notified by text message.
- Send a medical certificate to your JobCenter within 48 hours.

### 8.3 Working accident

An accident occurred on (the way to) work ...

- ... but you can, after passing by the client, continue working again:

Always notify your JobCenter. That way we can prepare a statement for insurance if complications arise.

- ... and you need medical care or will be absent for several days:

Notify your consultant(s) by phone as soon as possible of what occurred. Report the place, date and time along with your sustained injury or damage. After your medical treatment, contact your consultant(s) again to complete the work accident statement and forward it to insurance.

### **Medical care needed?**

Always ask for a certificate of initial determination from the doctor or use DaHome's blank form. Ask your consultant(s) for a copy. (Attachment 3)

## **9. Working together with your clients**

### **9.1 Attitude**

We'd like to revisit our values 😊. It's great that you take them into account.

#### **Welcome to the Family!**

**Welcome!** The clients welcome you into their homes ... So, be kind and remember to smile. Greet family members and neighbours.

**Family!** Clients also welcome you into their families. So listen respectfully to their expectations.

**Smile!** It makes the job so much more enjoyable!

**Respect!** Be on time, be polite, follow basic instructions (hygiene, safety, quality, and dress code)

**Green!** DaHome cares about the planet. Use sponges rather than kitchen paper, don't run the water unnecessarily, turn off lights when you leave a room and ask your client to use electronic service cheques.

#### **We love Solutions!**

**We!** You are a member of the big DaHome employee family. Represent DaHome with a smile and be polite

♥! Take pride in your job as a housekeeper and the difference you make for many families!

**Solutions!** If you have time left within your scheduled working hours, ask the client about additional tasks you can do. Dare to take initiative in this regard. Never leave early

**Quality!** Take a moment to check if everything is in order and if you have put everything back in the proper place.

**Proactive!** If you notice something that could use extra attention, discuss it with the client and suggest taking care of it next time

**Flexible!** If the client asks you to do additional tasks, estimate how much time it would take. Contact your JobCenter to request additional hours for this client.

## 9.2 The absence of your clients

Your clients must give 14 days notice of their absence.

If a client informs you of an absence, ask the client to inform us via [app.dahome.be](https://app.dahome.be). Contact your JobCenter yourself so that we can take appropriate action.

Is your client absent? We will look for a replacement for that day. Do you have a client who could use some extra hours? Discuss it with us and we'll see if this is possible!

It may happen that we do not have a replacement. In this case, if certain conditions are met, an application for temporary economic unemployment can be made. However, this application must also be accepted by the RVA. Unemployment is absence due to lack of work and is therefore not equivalent to vacation. As an employee you must be legally available to work at the contractually agreed times. Consequently, DaHome may recall you at any time to perform your contractual hours.

## 10. Our collaboration

There you go, now you're ready to start with your first client! 😊

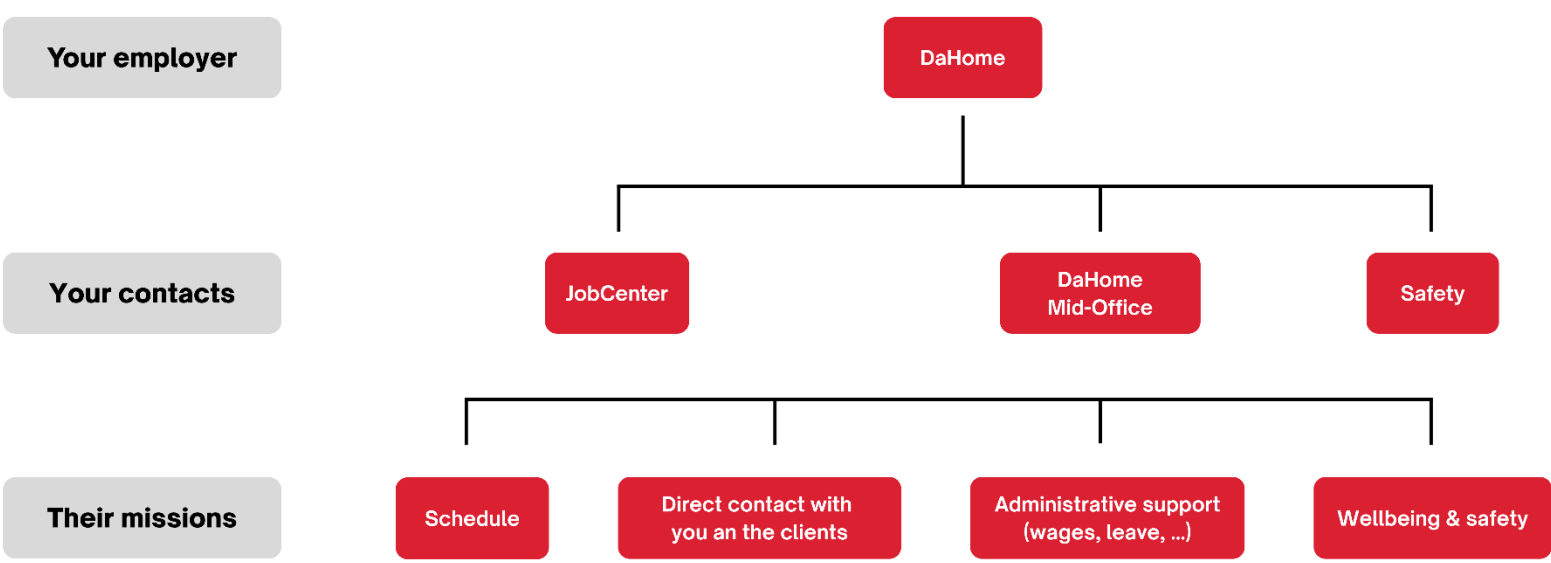
At the end of your first working day, we will call you to hear how it went.

During the period that you have a fixed-term contract, we will be in regular contact to go over the collaboration.

Do you have any questions? Or would you like to tell us something? Do not hesitate to contact us.

**Welcome to the Family!**

### 10.1 Who is in charge of what?



## 10.2 Questions?

Don't hesitate to contact your DaHome-consultant!

You can always contact your JobCenter via [app.dahome.be](http://app.dahome.be).

### Contact centre:

In case of an emergency or if you need to report a dangerous situation, we are here to assist you quickly and effectively!

Contact us at **02/887.71.31**, even if your JobCenter is closed.





### What is an emergency or dangerous situation?

A situation that endangers your **health** and **safety** at your workplace or during your travels.

For more information on this topic, visit our DaHome app in the Health & Safety section or [click here](#) to access our website.

## 11. Attachements

### 11.1 Emergency Numbers

	Police	101
	Fire Brigade	112
	Burn Centre	02/268 62 00
	Anti-toxin Centre	070/245 245

## 11.2 Payslip

DAHOMÉ SRL

GALERIE PORTE LOUISE, 203 bte 5  
 Numéro d'entreprise: 1010.808.789  
 N° O.N.S.S.: 1494375-20

Loonbrief

Periode van 01.02.2020 tot 29.02.2020

Uitdrukking van de individuele rekening. Zorgvuldig te bewaren.

DAHOMÉ SRL  
 RUE PRTE BASSE 6  
 6900 MARCHÉ-EN-FAMENNE

50300/1-1-9966

100-02-50300

Name,

Date of Payment

04.03.2020

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Document opgemaakt door Group S - Sociaal secretariaat v.z.w.  
 Erkend sociaal secretariaat voor werkgevers (N°100-MB 7.3.1946)

Kantoor BRUSSEL  
 FONSNYLAAN 40  
 1060 St GILLIS (Brussel)

081 (02\_2\_0\_1)

Blad 1 van 1

Periode van 01.02.2020 tot 29.02.2020

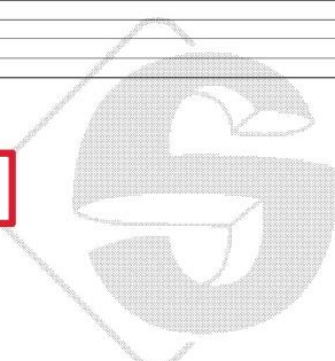
04.03.2020  
60300/1-1-9966

Name, Address

Detail van de prestaties

Datum	Prestatie
Za 01.02.2020	
Zo 02.02.2020	
Ma 03.02.2020	4:00 Aanwezigheid
Di 04.02.2020	
Wo 05.02.2020	8:00 Aanwezigheid
Do 06.02.2020	8:00 Aanwezigheid
Vr 07.02.2020	3:00 Aanwezigheid 4:00 Jaarlijkse vakantie
Za 08.02.2020	
Zo 09.02.2020	
Ma 10.02.2020	
Di 11.02.2020	
Wo 12.02.2020	1:00 Aanwezigheid 7:00 Aanwezigheid
Do 13.02.2020	8:00 Ziekte
Vr 14.02.2020	8:00 Ziekte
Za 15.02.2020	
Zo 16.02.2020	
Ma 17.02.2020	4:00 Ziekte
Di 18.02.2020	
Wo 19.02.2020	8:00 Ziekte
Do 20.02.2020	8:00 Aanwezigheid
Vr 21.02.2020	7:00 Aanwezigheid
Za 22.02.2020	
Zo 23.02.2020	
Ma 24.02.2020	
Di 25.02.2020	
Wo 26.02.2020	8:00 Aanwezigheid
Do 27.02.2020	8:00 Aanwezigheid
Vr 28.02.2020	7:00 Aanwezigheid
Za 29.02.2020	

Daily performances



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1060 St GILLIS (Brussel)