

DaHome SRL Program Rules: New Client Referrals

I. PROGRAM SUMMARY

Who is eligible?

A gross salary bonus of €100 is awarded to a DaHome domestic worker in the following cases:

- **Current domestic worker:** If a current DaHome domestic worker refers a new service voucher client who starts using DaHome's services.
- **New domestic worker joining DaHome:** If a new domestic worker joining DaHome brings one or more new clients when signing their first contract.

Conditions

1/ Every new referred client must result in an increase in a domestic worker's contracted hours:

- Either an increase in the working hours of the DaHome domestic worker who refers the client(s);
- Or an increase in the working hours of another DaHome domestic worker.

2/ In addition:

- **For a current domestic worker:** the referred client(s) must remain active and receive services in at least **22 of the 26 weeks** during the first six months of their relationship with DaHome, without termination of the agreement.
- **For a new domestic worker joining DaHome:** the referred client(s) must still be active with DaHome **six months after starting**, for a minimum of **13 hours per week** (in total if several clients are referred), and must have received services in at least **22 of the 26 weeks** during the first six months of their relationship with DaHome, without termination of the agreement.

Bonus amount: €100 gross

- **For any current domestic worker:** per new client referred.
- **For any new domestic worker joining DaHome:** for all clients brought when signing their first employment contract.

When is the bonus paid? After six months from the start of the referred client(s)' services.

Program duration: Until December 31, 2026 at 11:59 p.m.

Decision to award the bonus: DaHome approves each case individually.

II. GENERAL TERMS AND CONDITIONS OF THE DaHome REFERRAL PROGRAM

DaHome SRL, whose registered office is at Galerie de la Porte Louise, 203/5, 1050 Brussels (registered with the Crossroads Bank for Enterprises under number 1010.808.789), is organizing a Referral Program offering a gross bonus of €100 to current domestic workers employed by DaHome under a service voucher employment contract and to new domestic workers joining DaHome.

These general terms and conditions set out the requirements for this program.

Participation in the program is free of charge and necessarily entails full and unconditional acceptance of these rules, including all current or future provisions (whether or not such provisions become necessary due to force majeure), as well as the applicable rules of professional ethics.

This program ends on December 31, 2026 at 11:59 p.m. DaHome SRL reserves the right to end the program early, in particular in the event of fraud, force majeure, or achievement of its objectives.

Article 1 - Eligibility requirements for participation

1. Participation is open to:

- **Current domestic workers employed under a DaHome employment contract:** if the worker concerned refers one or more new service voucher clients who enter into a contract with DaHome.
- **New domestic workers joining DaHome:** if the worker concerned brings one or more new clients when signing their first contract.

Each domestic worker must be of legal age under Belgian law and have a valid personal email address. Participants must be able to provide proof of their identity and age.

Article 2 - Definitions

A “referred client” is a client introduced by a DaHome domestic worker who enters into a service voucher contract with DaHome to receive service voucher services.

The “referrer” is the DaHome domestic worker who introduces the new client to DaHome.

Article 3 - Conditions

Article 3.1 - Conditions for the new client

The referred client must either never have been a DaHome client or no longer be an active DaHome client at the time they are introduced by their referrer. They must not have been excluded from the service voucher system by the company or under the applicable legislation.

A client may be referred only once, by a single DaHome domestic worker, with priority given to the first referral registered.

The referred client must have entered into a service voucher commercial agreement with DaHome SRL, pay for their services on time using service vouchers, and be up to date with payments for any applicable DaHome subscription (administrative fees).

Article 3.2 - Conditions for payment of the €100 gross bonus to the domestic worker who refers the new client

Payment of the salary bonus to the domestic worker is subject to all of the following conditions being met:

- The new referred client must have signed a service voucher commercial agreement with DaHome and comply with it.
- During the first six months following the start of their signed contract, the client must have received services at their residence in 22 of the first 26 weeks from the start of their relationship with DaHome.
- If a new DaHome domestic worker has referred a new client (or several clients), the referred client(s) must account for a minimum of 13 hours of service voucher services per week. The same minimum total of 13 hours per week applies when several clients are referred.
- During the first six months following the start of the client's signed contract, the additional services resulting from each new client referred must correspond to a contractual increase in hours for a DaHome domestic worker, who need not be the domestic worker who referred that client.
- The new referred client must still be an active DaHome client on the date the bonus is paid to the domestic worker, with no notice of termination having been given and no termination of the signed agreement.

Article 4 - How to participate

To participate, the DaHome domestic worker must personally and correctly complete the online form:

<https://dahome.be/en/referral-client/>

After receiving the form, DaHome, through its JobCenter, will contact the referred client(s), assess their needs and, depending on scheduling availability, arrange services with a DaHome domestic worker.

Obligation to use reasonable efforts: DaHome undertakes to use all reasonable means to arrange service voucher services according to the availability communicated. However, the actual provision of service voucher services may be affected by external factors beyond its control, including geographical, organizational or logistical constraints.

Article 5 - Payment of the bonus

The gross bonus of €100 per referred client who meets the conditions of these rules will be paid together with the referring domestic worker's salary, no earlier than the month following the end of the referred client(s)' sixth month with DaHome.

Each DaHome domestic worker may refer an unlimited number of clients.

Article 6 - Liability

Domestic workers participate under their own responsibility.

DaHome has an obligation to use reasonable efforts, but not to guarantee a result: it undertakes to arrange contact with each referred client and schedule service voucher services wherever possible, without guaranteeing that every referral will necessarily result in services actually being provided.

Printing or typographical errors do not give rise to any entitlement to compensation.

DaHome SRL is not liable if it has to cancel the program due to force majeure. DaHome SRL is exempt from any liability arising from technical or network problems, as well as problems caused by a faulty Internet connection between the participant and the website, without this list being exhaustive.

In this respect, DaHome SRL may likewise not be held liable for any damage suffered by participants, particularly damage to their computer equipment and the data stored on it.

Finally, DaHome SRL reserves the right to extend, suspend or cancel the program, in particular in the event of fraud, without having to give reasons for its decision and without compensation to participants.

Article 7 - Personal data

DAHOMESRL complies with the Law of July 30, 2018 and Regulation (EU) 2016/679 of the European Parliament and of the Council of April 27, 2016 on the protection of natural persons with regard to the processing of personal data.

This data will be used solely for the purposes of this program. Participants may access, correct or modify the data they have provided at any time. A simple written request sent by email to dpo@dahome.be is sufficient.