

Work Package 2 – Deliverable 2

REPORT ON HOME CARE SERVICES' EMPLOYMENT CONDITIONS AND INDUSTRIAL RELATIONS AT COUNTRY LEVEL BEFORE AND AFTER THE COVID-19 CRISIS

THE NETHERLANDS

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Working conditions and industrial relation in the home care sector. The case of the Netherlands

1. Introduction

Home care is a specific type of labor involving services provided to clients within the context of their own homes (Murphy et al., 2022). This includes both long- and short-term health care provisions, as well as cleaning and household services. The home-care sector is a significant component of contemporary economies. According to the European Commission (2021), about 6 million people are employed in this sector within the 27 EU member states, with 3.8 million engaged in care-related activities. Given the ageing populations in Europe, this sector is expected to continue growing in importance. The services provided by the home-care sector enable people to live longer in their own homes, even when they require care, and help dual-earner families to work more hours (European Commission, 2021). However, working conditions in this sector can be precarious (Armstrong & Armstrong, 2009) and challenging to regulate (WHO, 2012), particularly since a portion of the work is often undeclared (European Commission, 2021).

In the Netherlands, the home care sector is not treated or perceived as a single sector, but rather as several sub-sectors, each with distinct groups of workers, working conditions, and regulations. Home care work is spread out over both the public sector and the private sector. The public sector, as defined by Statistics Netherlands, encompasses "nursing, personal, and household care provided in the home setting to chronically ill individuals, the elderly, disabled individuals, and those temporarily in need of such care" (Statistics Netherlands, 2024). Receiving home care from workers in the public sector always requires a medical indication (Ministerie van Volksgezondheid, Welzijn en Sport, 2023). Workers in this sub-sector are often trained nurses or other healthcare specialists. The private sector, on the other hand, is less well-defined and monitored. The International Labour Organization (2015) uses the term domestic work to describe a similar sector, defining it as "work performed in or for a household or households." For the purposes of this study, we narrow this definition to include cleaning, personal assistance, and care services provided by workers to clients in the context of the client's own home. This part of the sector is where most undeclared work is found (European Commission, 2021) and where working conditions are most under pressure. (European Commission, 2015).

This report addresses the regulation of working conditions by the system of industrial relations in both the public and private parts of the home care sector and the strategies used by social partners to influence them. First, an overview of the home care sector in the Netherlands will be provided, beginning with a discussion of the industrial relations within the sector, including the actors involved and their influence and power. Following this, collective labor agreements (CLA) will be discussed and assessed for their scope and labor conditions from 2017 to the present. Lastly, the available data on the home care

sector will be described and interpreted to give an overview of the experienced labor conditions over the same time period.

While reading this report, it is important to be aware of the following: all the information and figures in this report concern the proportion of declared work in the public or private home care sector. A substantial proportion of home care involves undeclared work. While exact numbers are difficult to determine, estimates suggest that the personal and household services sector in Europe has a 50% undeclared work rate, reaching 70% in the household employment sector (European Commission, 2021). Given the general acceptance of undeclared work in the Netherlands (WHO, 2012), these estimates are likely representative of the Dutch home care sector.

1.1. Methodology and period under study

A desk analysis of academic and grey literature on industrial relations in the Home Care sector in the Netherlands was conducted, followed by an analysis of the contents of the CLAs covering the sector. The period under study is 2017–2024 to include the time prior, during, and post the Covid-19 period, which has brought about many changes across the labour market; the home care sector included. Next, open source statistical data from Statistics Netherlands on working conditions in the Home Care sector during the observation period were analysed. This data is available through AZW Statline. AZW statline has collected information concerning the care sector since 1994, providing open data to the Ministry of Health, Welfare, and Sports (VWS) and to the general public. Finally, the information was supplemented with a total of five semi-structured expert interviews with representatives of trade unions and employers' organizations, which were conducted in May 2024. The interviews lasted between one and 1,5 hours and were recorded after consent. The interviews were conducted in Dutch, and quotes used in this report were translated afterwards. The interviews were transcribed ad verbum and analysed using Atlas.ti. A combination of deductive and inductive (open) coding was used.

2. Industrial relations in the home care sector

The home care sector in the Netherlands is not treated as one sector, but rather home care workers are spread over multiple sectors depending on the type of activity they carry out. This is reflected in the industrial relations in the sector.

2.1. CLAs covering home care work

There are two collective labour agreements (CLA) in place that cover home care workers: Verzorg-, Verpleeghuizen, Thuiszorg, en Jeugdgezondheidszorg CLA (VVT) (covering workers providing medical services in the homes of people) and Schoonmakers- en glazenwassersbedrijf CLA (SGB) (covering workers providing cleaning services). These

CLAs cover part of the work in the sector, but leave other segments of the work uncovered, such as food and groceries delivery or garden assistance. Moreover, if workers are employed by private households, they are not covered by the CLA.

The CLA on the home care sector is negotiated by the social partners: trade unions FNV, FBZ, CNV, and Nu'91, and the employers' organizations ActiZ and ZorgthuisNL. In 2016, the labour agreement was signed by ActiZ and BTN (called Zorgthuisnl since 2018) on the side of the employers' organisations, and by CNV, FBZ, and Nu'91 on the trade unions' side. In 2018, trade union FNV joined the signing. Since 2019, Zorgthuisnl replaced BTN. These six parties have been involved in the last two CLA negotiations. In the process of the CLA negotiations, the social partners are advised by the Social and Economic Council (SER). SER provides advice in the form of compiled reports considering statistical data, previous CLAs, policies and their influence on the sector, and the demands of the social partners. For example, the CLA of 2022-2024 was informed by the 2021 SER report "aan de slag voor de zorg", giving SER an influential position.

The CLA covering the (window) cleaning sector is negotiated by trade unions FNV and CNV Vakmensen, with on the employers' organizations side Schoonmakend Nederland (prior to 2020 OSB), and Raad voor Arbeidsverhoudingen Schoonmaak- en Glazenwassersbranche (RAS) as the advisory body. These parties have remained stable since the start of our observation window: 2017. RAS also functions as an educator for workers in the cleaning sector, providing workers with education, examination and certification to ensure quality of work. Interestingly, despite it being mentioned in the scope of the CLA, both the employer's organizations and the involved trade unions mention not to include domestic workers in their representation. "When you talk about "domestic work, I find it a bit shaky. Because the collective labor agreements that we have and the companies that are affiliated with us are mainly business-to-business companies in broad terms. So, we have clients and those clients are mainly companies. Or organizational institutions or universities. Home cleaning, there are some companies that do that, so private cleaning. But we don't fully cover that." (Employers' organization representative). For the most part, cleaning in homes of clients is part of the informal sector, either hidden in undeclared work, or partially visible using the home regulation services act. This indicates that the home care sector is not truly and fully represented by the industrial relations system in the Netherlands.

The majority of the formalized care sector is covered by the VVT CLA. A possible additional CLA that might also cover home care workers would be the Sociaal Werk (Social work, SW) CLA. While the majority of this CLA is focused on improving environments of those in need of the services, workers under this CLA can also be involved in supporting care teams, providing coaching and other services to clients (Sociaal werk werkt, 2024). However, there focus would be more on administrative tasks, coaching, undertaking activities, and assisting in budget and debt management, rather than care or cleaning tasks. For this project, this is outside of the scope of the study.

2.2. Power distribution

The trade unions FNV and CNV are involved in negotiations concerning both CLAs. As the two largest trade unions in the Netherlands, their continued influence has been made possible to multiple fusions over time, creating a broader platform for multiple sectors. In the Netherlands, trade unions are facing difficulties due to a lower degree of organization in comparison to the employer's organizations. At the highest, 39% of employees in the Netherlands was member of a trade union in 1958–1960 (Statistics Netherlands, 2023). In 2022, only 16% remained. Exact numbers for the home care sector are not available, however, in the care sector 20.5% is a member of a trade union, which is thus higher than the Dutch average (Statistics Netherlands, 2023). Nevertheless, it should be taken into account that these numbers only include employees, whereas many in the sector either work as self-employed workers or can be classified as undeclared. According to the trade unions in the cleaning sector themselves, the membership of the sector barely reaches 10%: "If you look at it in terms of power balance, it is not that big, with so few members. In the sector, 10% were, less than 10% are members." (Trade union representative). Compared to trade unions, the degree of organization of employers' organization is much higher. Up to 90% of entrepreneurs is a member of an employer's organizations (SER, 2024). Unfortunately, this is not further specified for the home care sector.

Despite the unequal power distribution, trade unions are able to affect the working conditions in the home care sector in multiple ways. For one, the impact of the CLA is not dependent on the membership of trade unions, since both members and non-members are covered by it. The coverage of the health care sector is 90.6% of the employees (Statistics Netherlands, 2023). Secondly, the degree of organization is high enough to allow for direct input from workers in suggestions for negotiations and collective actions such as labour strikes. Finally, trade unions also take legal action on behalf of employees to protect their working conditions. A major case in the Netherlands is the FNV's case against Helpling, an international digital cleaning and household services platform, who until 2023 was active in the Netherlands. Its employees were deemed independent workers, using the Home services regulations (explained in the following section) as their guide for labour agreements. However, in 2018, trade union FNV sued Helpling, arguing the employees were not independent workers due to the control Helpling had in overseeing and arranging the work for the employees. In 2019, the subdistrict court ruled in favour of FNV, deeming Helpling a temporary employment agency (De Rechtspraak, 2021). This ruling changed the labour conditions for workers of Helpling, resulting eventually in bankruptcy for the platform in 2023 (Facto, 2023). The impact of this case has not yet affected other large digital platforms (such as care.com), indicating deliberate attention is required per platform and more regulation concerning platforms is still required.

2.3. Negotiation process

Currently, negotiations in the two sectors show different characters. The VVT CLA, heavily influenced by government funding, requires more cooperation of the social partners than

the privatized SGB CLA. The employer's organizations and trade unions within the VVT even came together in a time of budget cuts to present a manifesto together to the ministerial department, presenting the needs to improve the sector: "Last year, we presented a manifesto to the House of Representatives, that in order to solve the labour market problems, we will need an additional three billion." (Trade union representative)

Unfortunately, this cooperative approach was met with the opposite, a 1.2 billion budget cut for the public care sector. The largest barrier in the current negotiation process for this part of the sector is not the social partners themselves, but the funding provided by the government. As most of the public sector has non-profit organizations, margins of investment are small, making this part of the sector especially dependent on the public funding. Both parties understand this, making trade unions in this part of the sector milder in comparison to other sectors: "We sometimes have to explain that to negotiators and my colleagues, say, those who work in manufacturing or in the ports and so on, they also carry out very hard actions and they often think that we are too often too soft, but um, they have a different situation. They do not have to deal with public, they are not publicly financed sectors." (Trade union representative)

While currently the partners describe the negotiation process as harmonious, during 2015 – 2019, due to cuts in personnel, the relationships were tense, resulting in trade union FNV no longer participating in the negotiations. "Ten years ago, yes around 2015 it was really very problematic. Really problematic, discussing the collective labour agreement. And that partly had to do with the fact that at that moment, yes, many domestic workers were dismissed. And then yes, 50,000 jobs were cut. Yes, so there was suddenly a great need. And what do we do with those people? Where are we going to guide them? And well, that was a very problematic situation. And as a work, as trade unions and employers' organizations, we were quite opposed to each other, right? That is a difficult situation. And, yes, even then, with us at FNV, at some point we left the negotiation, we just left it, we didn't join the collective labour agreement because we just couldn't even listen to it. So, the tension was very high at that time." (Trade union representative) Using intermediaries, a trajectory was started to reconnect the different parties, resulting in the connections between employer's organizations and trade unions being as they are today.

On the other side of the sector, the SGB CLA also deals with financial difficulties, as the sector is also characterized by small profit margins. Here, the trade unions work together, but divide tasks: "And CNV has its own proposal letter and FNV has its own proposal letter. But the agreement within, or the agreement within the unions, in this case, within cleaning, [this] is not the case everywhere, but it is that we work together very well and support each other in each other's demands, if they diverge." (Trade union representative). This harmonious cooperation does not extend to the employer's organizations, resulting in more tense relationships than in the VVT part of the sector. In this part of the sector, partners clash on their approaches to the CLA, where trade unions focus more on the primary labour conditions, such as wages and bonuses for long-term workers, and the employer's organizations want to focus more on qualitative secondary labour conditions, such as education within the sector. "They (trade unions) are mainly focused on costs and we

(employer's organizations) focus on quality. If I dissect it to the core, that's what it comes down to." (Employer's organization representative)

While there is little influence of government funding in this sector, the sector is affected by government regulation, for example, the minimum wage act. One of the goals in this sector is to keep the wages in this sector at 120–125% above the minimum wage. This goal was achieved, however, due to new regulation, the minimum wage act drastically improved the lowest level of the minimum wages, making it more difficult to stay above this level. "But you should also not forget that the minimum wage has risen thirty percent over the past three years. You can't keep up with that." (Employers' organization representative). So, while the sector has more freedom to react in this field, it does struggle keeping their own goals due to the influence of governmental decisions.

2.4. Content of the CLAs

The VVT CLA (covering among others those providing medical care in the homes of people) has been in place since half 2008, and has been renegotiated seven times since then. The most recent CLA covers the period 2022–2024. The CLA applies to the majority of employees in the home care sector (and the broader care sector), excluding independent workers and seasonal workers. It is legally extended to the whole sector. Similarly, the Schoonmakers- en glazenwassersbedrijf CLA (SGB) CLA has been in place since the early 2000s and gets renegotiated almost every two years. The most recent one covers the period January – Juli 2024, which has been legally extended to the whole cleaning sector starting June 11th 2022 (Ras, 2022).

The two CLAs regulate two very different markets. For one, a large part of the work in the home care sector is funded by the government and workers are on average higher educated. Moreover, the provision of care is more urgent than cleaning work, creating less flexibility for workers to take time off. These differences in markets and circumstances are reflected in the differences in the contents of the CLAs.

The contents of this CLA covers, among other things: working hours, salary including bonuses and leave (a complete overview can be found in appendix 1). The standard working hours differ between the sectors. The maximum number of hours a home care worker can work in one day is 10 hours (incidentally 12 in exceptional circumstances). For cleaners there is a minimum of 4 and a maximum of 9 hours. A full-time work week averages 36 hours and reaches a maximum of 40 in the home care sector. In the cleaning sector, the average is 38 hours and until the latest CLA, there was no maximum. The currently instated maximum hours a week is 48.

Moreover, the urgent character of care compared to cleaning work is reflected in a more detailed discussion of paid time off and breaks in the VVT CLA compared to the SGB CLA. The VVT discusses requiring using vacation hours to take a national holiday off, while the SBG discusses the bonus for working on holidays.

A major difference between the CLA's is the arrangement of job and salary groups. Job groups are found in the VVT CLA. These groups are determined by the FWG, an

independent foundation instigated by the social partners in the healthcare sector for the assessment of work in the healthcare sector. Based on a nine-point scale, the FWG calculates the required skills, difficulty, and responsibility to execute a certain job within the healthcare sector. In 2017, this led to a job group range of 5 to 80. Since 2022, this has been reduced to 15–80. The higher the job group ranks, the higher the salary for the worker. Similarly, the cleaning sector uses salary groups. Here as well, based on tasks, responsibility, and difficulty of tasks (here referred to as level distinguishing characteristics), the workers in this sector are divided over only 6 groups, of which only group 1 and 2 apply to domestic cleaners; the other 4 are reserved for administrative workers and specialist cleaning. Unlike the home care CLA, the salary groups are determined by RAS, the overarching advisory body of the cleaning sector, responsible for advice on the CLA, educating and (re)certifying workers, and managing and responding to complaints within the sector. The lowest levels of pay also vary between the sectors: with lower levels for the home care sector (2017: 1460.53; 2022: minimum 1892.23, based on a monthly calculation) than for the cleaning sector (2017: 1725.20, 2022: minimum 1738.88, based on a 4-week period). Both sectors, supplement the income with holiday allowance, end of the year bonuses, on-call compensation, irregular working hours compensation, and travel costs. While the income of the home care sector is lower initially, several bonuses raise the yearly income of the home care workers. For one, both sectors receive an end of year bonus. When promoted or having been with company for a year, workers typically receive a raise. However, in the SGB CLA it is explicitly discussed that a raise can be denied if a worker has not worked due to unfitness for more than 6 months in that 12-month period. The salary increase in the home care sector has been higher than in the cleaning sector for a long time. In 2017, it was 4% while the cleaning sector only received a 2% increase. The salary increase in the home care sector has been strengthened by the removal of the lowest function groups, raising the minimum wage with more than € 300. The cleaning sector started a catch up in the latest CLA, by in total increasing the salary by 15.5% divided in three steps (2022: 3.4%, 2023: 6.25%, 2024: 8.5%).

Free time is also more regulated in the home care sector: every morning, afternoon, and evening a one-time break less than 15 minutes can be taken during work time, while breaks longer than 15 minutes count as personal time. Additionally, they receive at least 22 free weekends unless a mutual agreement between employee and employer is in place (17 at a minimum). For every 7 24-hour periods, at least 36 hours needs to be rest time (also possible to make this 9 days, then 60 hours of rest is required). The SGB states a 0.5-hour break when working at least 4.5 hours of which at least 1 hour falls between 00:00 – 06:00. No separate agreements are made in this CLA concerning weekends. Rest time according to the SGB is only granted after being called in while on-call duty in the night. While in the VVT there are maximums set for working overtime (10% over a four-month period), no such limits exist in the SGB CLA. Also different, some arrangements are made to cater to home care workers over the age of 50. For one, they are not automatically assigned to night shifts and receive extra vacation hours (instead of 35, between 45

– 111), although the latter has been removed in the latest VVT CLA. No arrangements for 50+ are made in the SGB CLA.

A different level of protection can also be seen in sick and unfitness-to-work leave. In the home care sector, the first 52 weeks, a worker will receive 100% of the salary, lowered to 70% in the consecutive 52 weeks. In the cleaning sector this depends on the amount of time a worker has been employed with the company (<6 months 70%, 6 months – 2 years 90%, >2 years 100%). It is also seen in the difference in union activities. In the home care sector, workers receive 200 hours paid time off a year for union activities. In the cleaning sector, union activities must take place outside of working hours, except for cadre members.

Interestingly, many protective measures included in the VVT CLA are not discussed in the SGB CLA. This does not mean there are no measures in place. For example, when discussing paid time off, the SGB refers to the laws in place, adhering to the standards of the Dutch government. Similarly, the home care sector sets limits to night shifts (max 9–10 hours), where this is not discussed in the SGB CLA. However, the maximum shift of the cleaning sector is already 9 hours; anything extra is considered overtime.

Seasonal workers are treated differently depending on the CLA. Seasonal workers are defined as workers working exclusively during the period of half June and half September (Schoonmaak- en glazenwassersbedrijf CAO 2022–2024) or workers exclusively working in the school vacation periods for no longer than six subsequent weeks (VVT CAO 2022–2024). For the home care sector, seasonal workers are excluded from the CLA and are subject to the general Dutch laws concerning working hours, income, etc. In the cleaning sector, seasonal workers are included in the CLA. Difference between the other workers included in the CLA, the holiday allowance and the paid-time-off is included in the hourly wages, resulting in a higher hourly income, but no additional bonus payouts.

A major change to the VVT CLA is compensation for irregular shifts and on-call duty. Prior, the standard was to compensate this in paid time off with a possible trade to financial compensation. In the latest CLA, this has been shifted around, making financial compensation the standard. Also introduced, a new contract form to combat the use of temporary and self-employed workers in the home sector. This new contract allows employers and employees to set a yearly amount of hours an employee will work for the employer, placing the employee under protection of the CLA while still having the flexibility of temporary or self-employment.

For the SGB, no major changes have been made. Introduced in 2019 was an extra free day for workers on their birthday or the first of May, supplemented in 2022 with a free day for the wedding day of an employee. Prior, these required usage of vacation hours. An extra protective measure was introduced in 2022 as well, protecting workers deemed completely unfit for work from receiving a reduction in received wages.

Based on the CLAs in the sector, the VVT presents as more complex in comparison to the SGB. For one, the VVT CLA has more arrangement in place diverging from the standard Dutch labour laws than the SGB, which often refers to the standard laws, such as for time off. The large range in job groups in the VVT show a complex environment with room for

growth for the workers. This could be indicative of a large divide in incomes between workers in this part of the sector. In comparison, workers under the SGB do not face such large gaps in pay between the two function groups available for cleaners. The SGB workers set pay in the CLA used to be higher in comparison, however, the bonuses in their pay are less in comparison to the VVT workers. Since the latest CLA, the VVT has overtaken the SGB in lowest minimum wage, however, the SGB is combating this with an ambitious plan of increasing salary with 15% over a 2-year period. But mainly, the differences can be seen in the amount of freedom regarding the planning in the work. As the care sector is comprised of medical specialists and clients usually have a medical indication, taking time off is more complex and holidays are considered standard working days requiring vacation hours for a day off. On the contrary, SGB workers get rewarded working on the holidays, as these are not considered standard. All of these factors are indicative of the workers in the VVT having more responsibility on average than the SGB workers, which is reflected in the more protective nature of the VVT CLA as well. However, the complexity could also be due the number of parties and foundations involved. As the VVT has 6 social partners involved, an external advisory body, and an external foundation determining job groups, negotiations might get more complex due to the balancing of needs of involved parties. In comparison, only 3 social partners and one advisory body are involved in the discussion of the SGB, possibly simplifying the process in comparison.

2.5. Home services regulation

As mentioned before, not all workers in the home care sector are covered by the CLAs, this is especially the case for self-employed workers and workers doing undeclared work. A governmental arrangement is in place for independent workers working 3 days or less in another private person's home. This arrangement called "Regeling Dienstverlening aan huis" (Home services regulation) was implemented to provide an alternative to the undeclared work frequently taking place in this sector. Not in line with the CLA arrangements, workers and the private employers are able to negotiate working hours, salaries, and leave in accordance with at least the minimum wage laws and working hour laws in the Netherlands. A standard contract is provided via the government. Workers under this arrangement are also referred to as "Alpha helpers". The private employer does not have to pay premiums for the worker, the latter being subjected to having to pay taxes over the worked hours and salary. A key feature here is the less than 3 days arrangement: once a worker under this arrangement works four or more days a week for this private employer, they are officially an employee and will fall under the general CLA of either the home care sector, or the cleaning sector. A standard contract for an alpha helper can be found in appendix 2. Utilizing this regulation proves difficult for clients. The majority of clients are not familiar with this arrangement, leaving them vulnerable to the consequences of the arrangement. As within this arrangement, the clients are now also employers, more responsibility is trusted upon them, without the required training. "The client is formally your employer. ... That client, that citizen cannot do all that themselves. So, the suggestion is, no,

no, that citizen can do all that himself. They can play employer. Yes, no, they can easily put together an employment contract and so on. Pursue an ARBO policy as an employer.” (Employers’ organization representative). From an enforcing perspective, it is also difficult to assure both the workers and clients/employees adhere to the arrangement, missing its objective to move undeclared work to the declared portion of the work. For this reason, a representative of trade union CNV mentions they would rather see the home care services act go: “And that is why we are not very enthusiastic about the home services regulation. Because that will never get [the work] out of the informal circuit. ... We would like to get rid of that home service regulation.” (Trade union representative). Trade unions and employer’s organizations mention that the existence of this arrangement does not affect the CLA negotiations, as workers under this arrangement are not part of the scope of the CLA, as further explained in the undeclared work paragraph.

2.6. Enforcement

Enforcement of the working conditions in the home care sector is done by the social partners in conjunction with the Dutch labour inspection. Within the care part of the sector, the responsibility to report possible misconduct falls to the employees and employers in the sector, who can report to the trade unions and employers’ organizations related to them. In their part, the social partner receiving the notification can address this at the social meeting of the sector (SOVVT) to address the problem. If required, the Dutch labour inspection can be requested to start an official investigation and take legal action. The social partners can also take legal action themselves, as displayed with the Helping case. The employers’ organization in this sector state compliance with the has improved due to the labour shortage in the market: “Someone who still thinks the can run a company on a large scale, far below the collective labor agreement, will simply not get people, because those people who say, I can choose between you or someone who applies the collective labor agreement.” (Employers’ organization representative). Following up on this, they state now municipalities also demand the CLA be applied to workers in companies providing care funded by the municipality. In the cleaning part of the sector, the social partners have a committee consisting of the 10 largest companies, covering 60–70% of employees in the sector. Within this committee, structural problems are discussed. The employers’ organization representative argues that it “isn’t working optimally yet.” They are continuing to work on improving this committee. Some other hurdles identified by social partners is the role of middle management in the enforcement of labour conditions. According to a trade union representative: “Well, that middle manager’s main goal is to ensure that resources are deployed and managed properly. And compliance with the collective labor agreement is somewhere at the bottom of the priority list. That is one of the problems we are facing.” While officially, the labour conditions are enforced in the contract, due to the priorities of the middle managers, some of the conditions might not be applied, such as adherence to break times.

2.7 Social partners' approach of undeclared work in the sector

Undeclared work in the sector remains elusive to both the VVT and SGB parts of the sector. Within the care sector, work is formalized and trade unions and employer's organizations indicate not having any sight on the undeclared portion of the workers. While initially stating there is no undeclared work in the sector, a trade union representative mentions the following: "This domestic care is highly regulated and must comply with certain rules. But people can also just hire someone privately. They can simply say, I want domestic care, private. And they simply pay for it themselves. Of course, we have no insight into that. And there is a kind of twilight zone there." According to this, it's not so much the organization of the sector, but whether the clients themselves hire someone formally or not. And while the social partners agree they should be treated according to the VVT CLA, this is difficult to enforce in these situations: "And we believe that as soon as you start providing care to an elderly person, then that care must be taken into account, then the VVT collective labor agreement must be applied to those employees. Well, that just doesn't happen. So those organizations select from some things what they do want to pay for and what they do not want to pay for." (Trade union representative) In addition, they are concerned about the shift of workers being forced to the informal sector due to new policies and budget cuts and the therefore following employee cuts: "And now a large portion of those people will soon receive the message: yes, your future lies in the private circuit. So political statements such as social security, or decent jobs, good collective labor agreements, yes, they do not seem to apply to a very large group of people who help with the household, who then seek refuge in the black, the gray, or the home services regulation circuit." (Employers' organization representative). Their concern is mainly about the conditions and potential benefits now being taken away due to changes, while also seeing the formal sector shrinking, putting more pressure on workers and employees in the sector.

Similarly, the SGB part of the sector struggles with the undeclared part of the sector. While they equally have no sight on official numbers, they acknowledge that workers in the undeclared part of the sector could be a part of their work force. The difficulties here lie in finding out how to reach these workers. Because this is a complex problem, trade unions admit not to focus on this part of the sector: "The majority work undeclared. So, it doesn't really have any effect for us at all. We have no interest in it sounds very rude, we have an interest in everyone of course. Yes, for social reasons. But if, we don't reach them. Yeah, I honestly wouldn't know. In the meantime, I'm wondering what would my colleague have said now, I don't know either. But we just don't care about it. No, because our objective is to make members strong as a trade union in the workplace. And that is not an individual helper in a household." (Trade union representative) As this group is not a part of the formal scope of the SGB CLA, the focus of the trade union is mainly on the formal sector, catering a business-to-business model.

3. Work and working conditions in the home care sector

This section of the report presents a comprehensive analysis of labour conditions in the home care sector in the Netherlands over the period 2017–2023, with a specific focus on the pre-, during, and post-COVID periods. This section utilizes Statistics Netherlands data. In the analysis of the data, difficulties arise due to a major change to the home care sector. In 2008, the sector merged with the maternity care, nursing and care home sector, to strengthen their legal position in the care sector (Medisch contact, 2007). This merge meant trade unions involved would represent more workers, allowing them to negotiate with more power and simultaneously harmonize working conditions over a larger part of the sector (Medisch contact, 2007). In 2010 this merge was expanded by adding the youth care sector. While this strengthened the influence of the social partners, specifically the trade unions, for this report difficulties occurred as data of the sectors was also merged. Therefore, while Statistics Netherlands collected data on a plethora of characteristics concerning the merged sector, data was not always splittable into the home care sector alone. When statistical data is discussed, this refers to the public sector of home care unless otherwise specified.

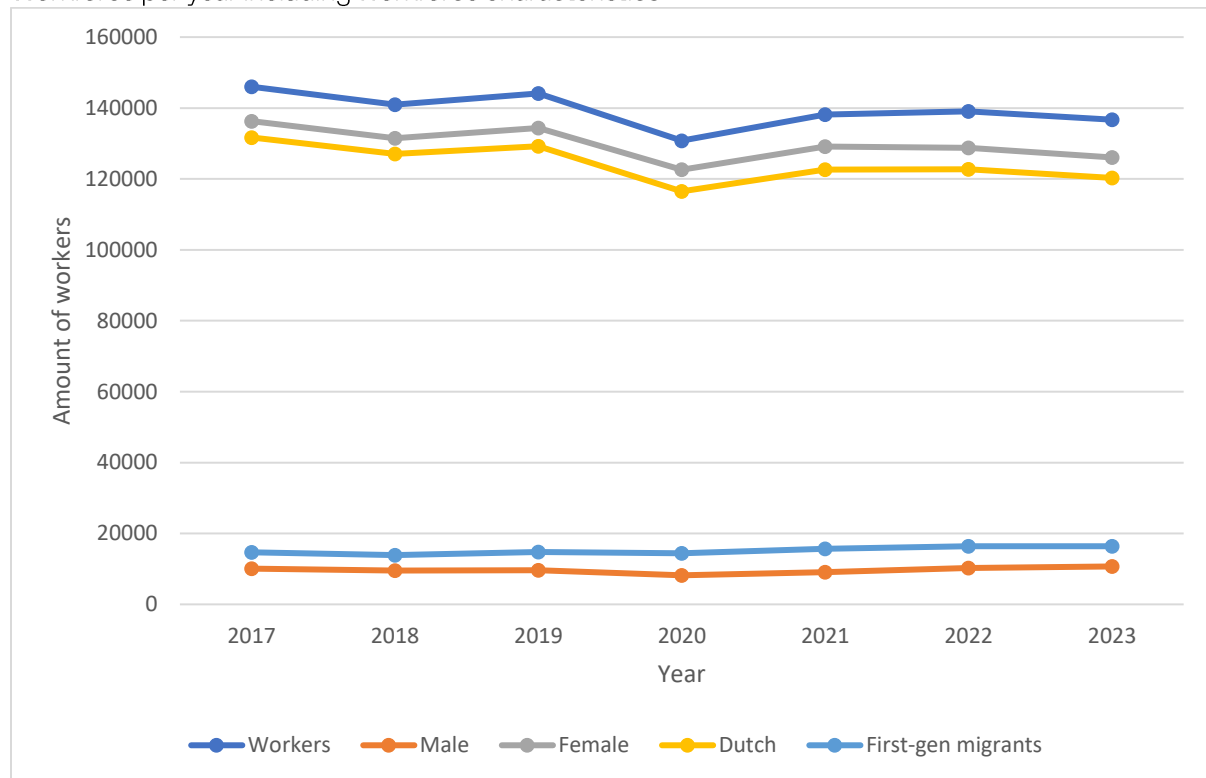
Figure 1 provides some insight in the size and characteristics of the workforce in the sector, measured in "active jobs" and in which a job is defined as an agreement where an individual performs labor for financial compensation (Statistics Netherlands, 2024). This concerns only employee positions, not independent work. In 2017, the home care sector saw a total of 153,700 active jobs, of which 57% were part-time positions (<35 hours a week). Over the next two years, the total number of jobs experienced a slight decline, reaching 149,000 in 2018. The start of 2019 marked a resurgence with 151,000 active jobs, and by the end of the year, the sector witnessed an increase to 156,500 jobs, with part-time employment remaining steady at 57%.

The onset of the COVID-19 pandemic in 2020 had a noticeable impact on the home care sector. The number of active jobs dropped from 151,000 at the beginning of the year to 137,000, representing a significant decrease. Part-time employment also saw a slight decline from 56% to 54%. However, by the end of 2020, there was a recovery, with the number of jobs increasing to 142,500, and part-time employment rising to 55%. In the subsequent years (2021–2023), active jobs fluctuated around 144,000, while part-time employment levels remained consistent, hovering around 55–56%.

The total workforce has thus shown a slight downward trend, reflecting an increase in labour market shortages in this sector. In 2019, 58.1% of employers in the home care sector indicated struggles in execution of personnel policies due to labour shortage, which increased to 64% in 2022. Labour surplus was reported as a struggle by 0.4% of employers in 2019 and 2023, remaining minimal but showed variations, reaching 3% in 2021. According to the social partners, the labour shortage will only grow in the coming years due to the growth in demand and decrease in personnel: "The labor market problems are increasing. There are currently 20,000 vacancies in VVT. 470,000 people work there. So it is a large sector. But there are 20,000 vacancies. And that is increasing. In 2030, was that still the case? Yes, I thought 2030, we will probably already have 50,000 vacancies."

(Trade union representative). To combat this, the independent foundation 'Het Potentieel Pakken' is analyzing the work in the care sector to optimize the current labour potential. According to them, changing shift lengths could allow for changes in the sector, but there is some resistance to this idea: "And not so long ago there was another pilot. And that really showed that if you want to do something in this, you really have to work with longer shifts. That also meant 'Het Potentieel Pakken'. He said that we cannot achieve substantive change if we do not work with longer shifts. So that's fundamental. And I notice that there is enormous resistance among employers." (Trade union representative).

Figure 1
Workforce per year including workforce characteristics



Source: Statline (2024): <https://azwstatline.cbs.nl/#/AZW/nl/dataset/24047NED/table?dl=17A14> (total) and <https://azwstatline.cbs.nl/#/AZW/nl/dataset/24150NED/table?ts=1709538941258> (workforce characteristics)

The characteristics of the workers in employee positions are an important point of discussion in the home care sector. According to the European Commission (2021), the home care sector consists predominantly of women, making up over 80% of the workforce in the EU countries. Notably in the Netherlands, the majority of the workforce indeed consists of women during the whole period of observation, consistently staying over 90% for the studied period. Also, the age distribution of home care workers has shown a persistent trend, with approximately 57% being aged 45 and above. While the total number of workers in this age group declined from 83,600 (57.3 %) in 2017 to 75,300 (55.8%) in 2023, the overall composition remains relatively consistent. In addition, Dutch workers

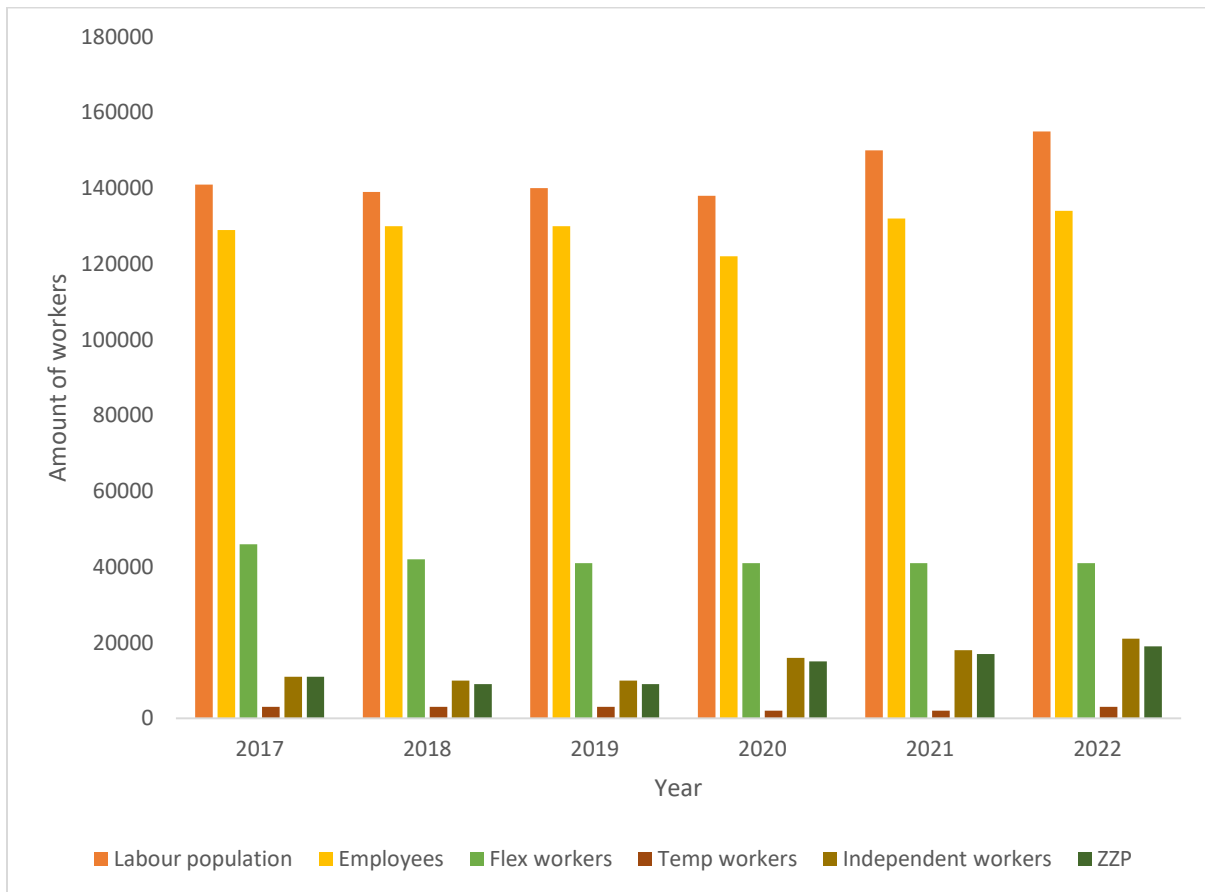
have consistently formed the majority of the workforce, numbering 131,700 (90.21%) in 2017 and decreasing slightly to 120,300 (88%) in 2023. The group of first-generation migrants, noted as international in figure 2, has shown a modest increase, rising from 14,700 (10.7%) in 2017 to 16,400 (12%) in 2023. Contrary to common belief, this group is smaller than expected as workers in this sector are more likely to be of a migrant background (European Commission, 2015). However, this could be due to the current numbers only applying to the public sector of the home care sector, where the demand for Dutch speaking and qualified personnel could be higher than in the private and cleaning sector (GTSZorg, 2019; Ministerie van Volksgezondheid, Welzijn, en Sport, 2022).

Not all demographic groups were equally affected by the COVID-19 crisis. Especially the number of female workers dropped during this period, decreasing from 136,300 (92.25%) in 2017 to 126,100 in 2023, whereas the male workforce has remained relatively stable over the observation period, increasing slightly from 10,100 (6.92%) in 2017 to 10,700 (7.83%) in 2023. Also, those aged 45 and above, dropped during the crisis from 82,400 to 73,700. The post-pandemic years (2021-2023) witnessed a gradual recovery. However, they did not fully return to pre-pandemic levels. Interestingly, the first-generation migrants' group was affected the least by COVID-19, dropping from 14,800 (10.27%) to 14,400 (11.01%). This group includes both EU and non-EU members, making it difficult to assess whether migrant conditions could be an explanation to the higher stability.

Central working conditions are the type of contract workers have and their wages. Figure 2 shows the types of contracts workers in the sector have. Notably, the orange bar indicating the total labour population is only marginally larger than the total employee contracts. When combining the types of contracts, the amount surpasses the total labour population, indicating workers can be employed under multiple contractual formats. The categories of flex workers and temporary workers experienced a slight decrease from 46,000 (32.62%) and 3,000 (2.13%) in 2017 to 41,000 (29.71%) and 2,000 (1.45%) in 2020, possibly reflecting economic uncertainties during the pandemic. However, these figures stabilized in subsequent years, with 2022 showing a marginal increase in both categories. A notable shift was observed in the number of independent workers and freelancers. Independent workers increased from 11,000 (7.80%) in 2017 to 21,000 (13.55%) in 2022, while freelancers grew from 11,000 (7.80%) to 19,000 (12.26%). This shift goes in tandem with a shift to hiring more independent workers instead of temporary workers (Van happen, 2021). However, the shift in this sector would be too large to be explained by this hiring change alone. It could be indicative of workers also taking on more independent employment status next to their employee status, or difficulties finding employment within their previous positions due to the COVID-19 crisis.

Paid wages are not registered for this sector. While minimum wage has increased from 1.460,53 in 2017 (CAO VVT, 2016-2018), to 1.892,23 in 2022 (CAO VVT, 2022-2024), this does not directly translate to paid wages. Registration of income in the Statistics Netherlands base is done by household, not employment sector.

Figure 2: Contract workers in home care sector



Source: Statline (2024): <https://azwstatline.cbs.nl/#/AZW/nl/dataset/24145NED/table?ts=1663932456820>

Overall, workers in the sector are satisfied with their work. In 2019, 79.9 % of workers in the home care sector reported being (very) satisfied with their work. During the COVID-19 period, this fluctuated around this initial number, being 82.1% in 2020, and 78.4% in 2021. As of the latest report in 2023, 74% of employees still agree with this sentiment. The psychosocial workload (work pressure), benefitted from the COVID-19 crisis, decreasing from 42.2% in 2019 to 29% in 2020 but showing an upward trend in subsequent post-COVID years. The data does not provide an explanation for the increase in worker satisfaction and decrease in work pressure during COVID-19. A possible explanation could be the increase in informal care by individuals, reducing the workload for the home care sector (Sociaal Planbureau, 2021). This could also be in line with other sectors losing employees and the lack of other activities during the COVID-19 crisis, allowing family and friends to take over more of the workload of the home care sector, while also growing the informal (and undeclared) proportion of the sector.

4. Social partners' perceptions of platform work in the sector

Currently, the social partners do not perceive platforms as a threat to the sector. Although as shown in the Helping case, trade unions intervene to protect workers within the sector, the issue is mainly the lack of regulation and classification of platforms, rather than interference on the CLA process. Especially in the cleaning part of the sector, trade unions see it as a different version of the old-fashioned personal advertisement in stores (Trade union representative). The major concern of social partners when it comes to platforms is on the working conditions and rights of the workers in the sector. As the work is currently unregulated, as platforms are assessed on a case-to-case basis, there is no enforcement of the working conditions and rights of workers. Workers are often told to work according to the Home services regulation act, which as stated before, is difficult to enforce and provides little protection to the workers and clients alike. Similarly, many of the benefits of the CLAs in the sector are not included in this regulation: “We have the very narrow vehicle of the home services regulation, ... and that is not even an alternative that can stand in the shadow of what we offer them through the collective labor agreement. Because, for example, there is no pension provision or nothing in it.” (Employers’ organization representative). Thus, while the private sector might allow for more hourly wages in the short term, in the long term, the workers might be off worse due to the lack of benefits and protection.

5. Perceived threats to the sector

A perceived threat to the sector is the increase in private care businesses. While these businesses are private, they can be contracted under the care acts, making them eligible for government funding, drawing more money from the public sector. Not only funding is going to these businesses: “What you see is that staff from public healthcare institutions are drawn there. Because you already need healthcare staff. You already need assistants, you need doctors. So, they are taken from public care. And this only makes the existing personnel problem worse.” (Trade union representative). Similarly, they also draw the less complex care clients to them, leaving the public sector with more complex cases, increasing work pressure and reducing work satisfaction for the remaining workers: “And so what you see is that more and more complex, only complex care ends up in public institutions. And then the work pressure increases. And that also means something extra for the employees who work there. Because then only the serious cases will come. Do you understand? I hear that from a lot of employees.” (Trade union representative)

Another direct threat to the sector would be the upcoming changes to the subscription rate for domestic help: “The subscription rate has been introduced to reduce the accumulation of personal contributions and their costs. That's what politics was all about at the time. And a few years later the same politics say, well, you know, we're just going to increase that personal contribution, the citizen has to pay more and it's all at your service. But we all employed people during that period, also to serve, for the sake of image, the rich. Well, it's not that high, by the way, from when they call those people rich, so to speak. But

in any case, that has led to many more people being employed by us, and our members, who pay everything neatly via the collective labor agreement and so on. And now a large portion of those people will soon receive the message: yes, your future lies in the private circuit.” (Employers’ organization representative). Due to the changes, less clients will be able to rely on funding for their care, making them more reliant on informal and undeclared care instead. This could also cause another shift of labour potential, as feared by the employers’ organizations: “And it is said that 100,000 people [clients] have to seek refuge in the private circuit. In the well-organized private circuit. But no collective labor agreement, no employer, no pension, and we have to arrange that. And we have to fire all those people at this time” (Employers’ organization representative).

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Appendix 1: Table CLA labour conditions

Table 1

Collective labour agreement labour conditions

	CLA Home Care				CLA Cleaning			
CLA years	2016–2018	2018–2019	2019–2021	2022–2024	2017-2019	2019-2021	2021-2021	2022-2024
Available in English	No							Yes
Employers' organizations	ActiZ BTN		ActiZ Zorgthuisnl		OSB		Schoonmakend Nederland	
Trade unions	CNV Zorg en Welzijn FBZ NU'91	FNV Zorg en Welzijn CNV Zorg en Welzijn FBZ NU'91			FNV CNV Vakmensen			
Wages								
Job evaluation	Determined based on function groups 5/80			Determined based on function groups 15/80	1 to 6 wage groups Only group 1 & 2 relate to the Domestic cleaning sector			
Min. wage	1.460,53 p/m	1475,14 p/m	1534,15 p/m	1892,23 p/m	1725,20 p/4w	1.646,16 p/4w	1.738,88 p/4w	
Salary increase %	2017: 4%	2018: 4%	2020: 3.5% 2021: 3%	2022: 2% 2023: 3%	2017: 2% 2018: 1.75%	2019: 3% 2020: 3%	2021: 1.5%	2022: 3.4% 2023: 6.25 2024: 8.5%
Salary includes	<ul style="list-style-type: none"> - Holiday allowance - On-call compensation - Irregular working hours compensation - Travel costs work-to-home - Travel costs to client - Travel costs incidental working hours - Reregistration compensation 				<ul style="list-style-type: none"> - Holiday allowance - On-call compensation - Irregular working hours compensation - Travel costs work-to-home - Travel costs to client - Travel costs incidental working hours 			

<p>Raises</p>	<p>- Once a year within salary scale - On promotion</p>			<p>Once a year within salary group. Can be denied if employee has been absent for 6+ months due to unfitness for work (not pregnancy or maternity leave) Building up years of service for promotion from age 22. Years of service from previous employers on contract switch included.</p>	<p>On promotion Once a year within salary group. Can be denied if employee has been absent for 6+ months due to unfitness for work (not pregnancy or maternity leave) Building up years of service for promotion from age 21. Years of service from previous employers on contract switch included. On promotion, years of service expire.</p>	<p>On promotion Once a year within salary group. Can be denied if employee has been absent for 6+ months due to unfitness for work (not pregnancy or maternity leave) Building up years of service for promotion from age 20. Years of service from previous employers on contract switch included. On promotion, years of service expire.</p>
<p>End of year bonus</p>	<p>Jan 1 2017: 7% of yearly salary Dec 1 2017:</p>	<p>Dec 1 2018: 7.4% Dec 1 2019: 8.33%</p>	<p>Dec 1 2018: 8.33% Dec 1 2019: 8.33%</p>	<p>2.2% of yearly income</p>	<p>2019: 2.85% 2020: 3.2% 2021: 4.2%</p>	<p>2021: 4.2% 2022: 4.5% 2023: 4.75% 2024: 5%</p>

	7.4% yearly salary Dec 1 2019: 8.33% of yearly salary				8 or more years of service: 2.4%			
Vacation allowance	8% of monthly received salary							
Minimum vacation allowance (full-time)	May 2017: 1841,95	May 2018: 1860.37 May 2019: 1934.78	May 2021: 2002.50	March 2022: 2127.58 March 2023: 2191.41 October 2023: 2316.41 March 2024: 2391.41 October 2024: 2466.41	-			
Pension	50% of premiums paid by workers							
Anniversary bonus	Based on years of service 25 years: Half monthly gross wages 40 years: Monthly gross wages 50 years: Monthly gross wages			Based on years of service 12,5 years: quarter monthly gross wages 25 years: half monthly gross wages 40 years: Monthly gross wages	Based on years of service 25 years 40 years No set bonus in CLA	Based on years of service 12.5years 25 years 40 years No set bonus in CLA		

		State pension age: half monthly gross wages		
Working hours				
Full-time	Average: 36 per week measured over 6 months Max: 40 per week		Average: 38 per week measured over a period of 4 weeks	Average: 38 per week measured over a period of 4 weeks max: 48 hours
Flexible contracts	No 0-hour contracts unless exceptional situations Min/max contracts allowed	Per 2020 clause removed from CLA	No discussion in CLA	
Extending working hours	Four months in advance request to employer	Two months in advance request to employer	Changes allowed within reasonable limits	
Maximum day hours	10 hours a day Incidental 12 hours		Min 4 Max 9	
Schedule communication	Schedule needs to be announced 28 days prior to the working time and day of the employee		4 weeks prior	
55+	Not automatically assigned to workings hours between 23:00-07:00		No discussion in CLA	
Rest time	Period of 7x24: at least 36 hours of rest Period of 9x24: 60 hours of rest		No discussion in CLA	
Breaks	Per morning, afternoon, evening or night a one-time break less than 15 minutes (15+ is own time).	Per morning, afternoon, evening or night a one-time break less than 15	Paid 0.5-hour break if working at least 4.5 hours of which at least 1 hour falls between 0.00 – 06.00	

		minutes (15+ is own time unless interrupted, then work time).	
Free weekends	<p>At least 22 free weekends On request, employee can reduce this to 17 weeks at the minimum). For workers only working on weekends, employee can request alternative arrangements concerning the weekends</p>		Not discussed in CLA
Night shifts (working more than one hour between 00:00 and 06:00)	<p>Maximum of 5 consecutive night shifts, unless agreed upon by employee and employer for 7 consecutive night shifts No more than 35 nights shifts per 13-week-period In every period of 13 weeks max average 40-hour-work weeks</p>		Per 52 weeks max 140 hours of night shifts ending past 02:00, or max 38 hours between 0:00 – 06:00 per 2 weeks
Maximum working hours night shifts	<p>Max 9 hours per night shift Incidentally under unforeseen circumstances, max 10 hour per night shift</p>		Not discussed in CLA
On-call duty	<p>Compensation for on-call duty is free time. For each 24-hour period during a week day spend on-call, employees receive 1.5 hours of free time (3 hours on weekends). For less than 12 hour on-call shifts, compensation will be proportionate to the hours spend on-call. Compensation can be requested to be financial compensation based on employee's hourly wages.</p>	<p>Compensation is financial: Monday-Friday between 06:00 – 00:00 3,50 Saturday, Sunday, holidays and</p>	<p>Compensation is financial: For each week of availability 50,00 (Gross). When called in, hourly wages will be paid, at the minimum of 2 hours. If called in during night, rest time is applicable of minimum 8 hours excluding travel time. If resting hours fall on when the employee was supposed to work, those hours need to be paid. Duration maximum of 1 week per 2 weeks</p>

		<p>night (00:00–06:00) 7,00</p> <p>When called in, receive 25% of hourly wages bonus, and if applicable irregular shift compensation</p> <p>On-call duty maximum of 24 hours consecutive, can follow or lead a regular shift</p> <p>Per period of 7 days, only 3 days can be spend on-call</p> <p>Possible to get compensation in time.</p>	
Sleep shifts	30% of hours spend in sleep shift are compensated	Between 06:00 and 00:00 7,50 per hour compensation	Not discussed in CLA

				On Saturday, Sunday, holidays, and in the night (00:00–06:00) 15,00 per hour Possible to get compensation in time	
Overtime	Cannot be more than 10% of agreed average working hours over a four month period. When higher than 10%, the employer needs to provide assistance or post a vacancy.	Cannot be more than 10% of agreed average working hours over a six month period. When higher than 10%, the employer needs to provide assistance or post a vacancy.	Cannot be more than 10% of agreed average working hours over a four month period. When higher than 10%, the employer needs to provide assistance or post a vacancy.		Not discussed in CLA
Compensation overtime	Compensation in free time equal to the amount of overtime. Compensated free time must be taken no later than the quarter following the period			Compensation is financial: 50% of hourly	Compensation is financial: 25% of hourly wages

	<p>of overtime, unless otherwise agreed upon. Compensation can be requested to be financial compensation based on employee's hourly wages.</p> <p>Overtime is not compensated when:</p> <ol style="list-style-type: none"> 1: overtime not in request of employer 2: Incidentally working shorter than half an hour before or after shift 3: In a full-time position according to salary scale 65 or higher. 	<p>wages. This does not count towards the calculation of bonuses. Hours can also be exchanged for time, while also receiving 50% of hourly wages as bonus.</p> <p>Expiring Jan 1 2024: No pay out for employees in salary scale 70 or higher</p>	
Irregular shifts	<p>Bonus for hours worked in Irregular shifts based on moment of working ranging from 22% to 60%. This is a financial bonus unless an employee requests compensation in free time.</p> <p>This compensation also builds up over vacation hours</p>		Not discussed in CLA
Work and private			
Vacation hours	<p>1/12 of vacation hours are build up every month. Per calendar year: 144+58.4+35 (237.4) paid vacation hours based on average 36 working hours per week.</p> <p>Compensation can be requested to be financial compensation based on employee's hourly wages.</p>		<p>Paid vacation hours buildup of 10% of each worked hour. 197.6 hours a year based on a 38 hours work week.</p> <p>Compensation can be requested to be financial compensation based on employee's hourly wages.</p>

50+	Different extra vacation hours depending on age at 31-12-2011 (between 50-54), ranging from 45-80 extra hours instead of 35. When 55+ at 31-12-2011, this is 93 hours. When 55+ before 01-01-2009, this is 111 hours. No right to these extra hours when using the 55+ arrangement in 01-04-2004	No longer in CLA	Not discussed in CLA			
Taking vacation	At least right to 3 consecutive weeks of vacation hours also when sick. Employers are obligated to provide opportunity for vacation. Vacation requests can be denied when not in line with the needs of the department or shifts, or when unforeseen circumstances occur prior to the vacation.	During first 3 months of employment employee can only take 49.4 hours of vacation. A collective vacation (company closed) can only be done in July/August with permission of the Works council.				
Expiration vacation hours	Vacation hours expire 5 years after the last day of the calendar year in which they were build up	Statutory vacation hours expire after 1 year, extra-statutory hours after 5 years after the last day of the calendar year.				
Holidays	When taking time off on a holiday, vacation hours are used. When working max 3 days regularly, then it's possible to shift the work day to another day. No vacation hours are required then.	When working on a holiday, an employee receives 150% of regular wages. If the company is closed and employee would normally be working, receive regular wages for the day. If employee requests time off, no vacation hours need to be taken and employee receives regular wages, but no holiday bonus.				
Long- & short-term care leave	Vacation hours are used for personal circumstances, such as moving houses, or interior repairs.					
Parental leave Partner	According to standard law					
Family care	No vacation hours need to be used to arrange care of an ill person in the family. A max of 24 hour of per calendar year of paid time off regardless of working hours is granted.					

Time off for special occasions	For (milestone anniversaries of) marriage/registered partnership of you or in the direct family (first and second degree) of your or your partner, visiting (medical) specialists, or attending a funeral no vacation hours are required. This counts as paid time off.	For death of partner, parent, or children in the first degree 5 working days paid time off. For second degree relatives 1 day off to attend funeral. Further, according to law.	For death of partner, parent, or children in the first degree 5 working days paid time off. For second degree relatives 1 day off to attend funeral. Additional free day on employees' birthday or may 1. Further, according to law.	For the wedding or registered partnership of an employee, 1 day paid time off. For death of partner, parent, or children in the first degree 5 working days paid time off. For second degree relatives 1 day off to attend funeral. Additional free day on employees' birthday or may 1. Further, according to law.
Time off in extreme illness	When taking care of an extremely ill family member or cohabitating person, max 3 months of paid time off can be granted in agreement with the employer. A statement of the doctor is required.	According to law		
Informal care	Employees providing informal care for more than 8 hours a week for longer than 3 months indicate this to their employer to prevent overburdening the employee.	According to law		

Other care leave	Arranged in accordance to the Law Labour and Care		
Premiums during unpaid time off	The employer has the right to recover the due premiums, which are the responsibility of the employer, from the employee during the period of unpaid time off	Not discussed in CLA	
Multiple choice system labour conditions	If employees wish, they can trade different conditions against others, for financial or time compensation.	Not discussed in CLA	
Labour and health	In sickness, the first 52 weeks 100% of the wages will be paid. The following 52 weeks 70% will be paid, to a minimum height of the minimum wage.	Wages paid dependent on period working at employer <6 months: 70% of income (but no lower than minimum wage) 6 months – 2 years: 90% >2 years 100% first 52 weeks, following 52 weeks 100-90%.	
Lowering sick pay	When during illness the employee does not comply with the set obligations, payment can be lowered to 70% of the wages.	In the second year of unfitness to work the employer can reduce payment to 90% if the employer has sufficiently attempted reintegration activities, the employer has notified the employee of the impending	In the second year of unfitness to work the employer can reduce payment to 90% if the employer has sufficiently attempted reintegration activities, the employer has notified the employee of the impending reduction with possibility to object, the employee not (timely) rejected, and the employer has followed procedure as indicated in CLA. The employer can't reduce the wages if an employee was born before 1 jan 1966 and was and has been working in the branche since 1 jan 2016, or if the employee is completely and long-term unfit for work.

			reduction with possibility to object, the employee not (timely) rejected, and the employer has followed procedure as indicated in CLA. The employer can't reduce the wages if the employee is completely and long-term unfit for work.	
Sick again	When an employee recovers and falls ill again within a 4 week period, this is seen as a continuation of the initial sick period.	No longer discussed in CLA	Not discussed in CLA	
Salary change in illness	When your salary increases due to periodic raises, so does sick pay.	Salary change can be denied if employee hasn't worked due to unfitness for (more than) 6 months in the previous 12 month period		
Bonus in illness	The right to the vacation and year-end bonus remains for 104 weeks of being ill.			
Productive labour and reintegration	When the employee in the second 52-week-period of illness performs productive labour or reintegrative activities as agreed upon with the employer, the hours spent are compensated according to 100% of the wages	Reintegration efforts are rewarded by not lowering the wages and continuation of payment.		

Completely unfit for work	When declared completely unfit for work and receiving benefits (<i>IVA-uitkering</i>), in the first 52 weeks of illness the employer is obligated to supplement the benefits to 100% of the wages.				Not discussed in CLA
Safety	Safety rules regarding physical and mental work pressure, hazardous materials, exposure to disease, emergency preparedness, and working while pregnant are noted in the catalogue of the labour inspection, made in cooperation with the social partners.				Safety rules regarding work for domestic and cleaning workers are in line with the law
Compensations					
Travel costs home to work location	Max 136,50 p/m based on the lowest costs of public transport. This number is reduced by a personal contribution of 64,83. This is the same for using your own transport as opposed to using public transport. The employer can ask	Max 138,41 p/m based on the lowest costs of public transport. This number is reduced by a personal contribution of 65,74. This is the same for using your own transport as opposed to using public transport. The employer can ask	Max 140,35 p/m based on the lowest costs of public transport. This number is reduced by a personal contribution of 66,66. This is the same for using your own transport as opposed to using public transport. The employer can ask	0,09 per km up to a max of 30km, toll, bridge, and ferry costs included. If a shift is interrupted, the same compensation counts per one-way trip.	Travel costs are compensated if the total travel time (including to work locations/clients) exceeds 60km per day. Travelling via public transport, bike, or moped: full compensation of public transport costs By own car: all km compensated based on maximum allowed non-taxed compensation

	proof of travel. When extra travel is needed, per time of travel employees receive compensation at the same value as travelling from home to work.	proof of travel. When extra travel is needed, per time of travel employees receive compensation at the same value as travelling from home to work.	proof of travel. When extra travel is needed, per time of travel employees receive compensation at the same value as travelling from home to work.		
Travel costs home to clients	Travel costs directly from home to clients are compensated depending on vehicle: Car: first 10 km 0,15, additional 0,27 moped, scooter, or motorized bicycle: 1.95 per work day Bicycle: 1,12	Travel costs directly from home to clients are compensated depending on vehicle: Car: first 10 km 0,15, additional 0,27 moped, scooter, or motorized bicycle: 1.98 per work day	Travel costs directly from home to clients are compensated depending on vehicle: Car: first 10 km 0,15, additional 0,27 moped, scooter, or motorized bicycle: 2,01 per work day	Travel costs directly from home to clients are compensated depending on vehicle: Car: first 10 km 0,19, additional 0,28 moped, scooter, or motorized bicycle: 2.12 per work day Bicycle: 1,23 per work day	Included in previous section

	per work day Public transport: travel costs when shown proof of travel based on lowest fair prices	Bicycle: 1,14 per work day Public transport: travel costs when shown proof of travel based on lowest fair prices	Bicycle: 1,16 per work day Public transport: travel costs when shown proof of travel based on lowest fair prices	Public transport: travel costs when shown proof of travel based on lowest fair prices	
Additional travel costs	Parking, toll, and ferry fees will be fully compensated. The employer can request proof of travel.		Included in previous section	Not discussed in CLA	
Provided vehicle	When the employer provides a vehicle, no travel costs will be compensated.		No longer discussed in CLA	Not discussed in CLA	
Travel costs work to clients or other locations	When travelling by car from the work location to clients or other locations required for work, all km will receive 0,27 compensation		When travelling by car from the work location to clients or other locations required for work, all km will receive 0,28 compensation	Included in previous costs	
Travel and overnight costs	In line with previous travel costs			Not discussed in CLA	

incidental work trips		
Travel hours	Not discussed in CLA	When working consecutively at two or more locations, compensation in line with above. When not working consecutively and the time between the two locations is less than 5 hours, 1,50 gross per attendance will be compensated
Benefit in case of death	In case of death of the employee, the spouse, partner, underage children or cohabitating person receives the last wages received by the employee during a period of 3 months after the day of death. These wages will be tax and premium free except for the wages in the month of death.	
Unworkable weather	Not discussed in CLA	The employer may assign alternative tasks, provided they are in line with the CLA. Then wages can be paid as usual, otherwise employee can request benefits. For up to 27 days, the employee must supplement the benefits to 100% of the wages, followed by 90% in the following 27 days.
Reregistration	Due to the mandate on registration in the health care sector, the employer compensates all necessary costs on reregistration. This includes paying wages while studying.	Not discussed in CLA
Severance pay	When working at least 24 months and non-voluntary end of contract, receive a minimum of twice the gross monthly income	Not discussed in CLA
Employee participation		
Obligations employer	Yearly consultation with works council concerning work hours, contracts, & bottlenecks. In addition, working with works council to focus on work pressure and safety.	Not discussed in CLA
Advice works council	The works council needs to have the opportunity to advice on appointing a member of the general or supervisory board (raad van toezicht)	Not discussed in CLA
Development & career path	The employer is obligated to create a strategic	The employer is obligated to create a strategic education plan and how teams, departments and employees are involved in the discussion on learning, developing and career path. The budget is at least 2% of the
		Employees can follow a trajectory Dutch Language, (partially) funded by RAS. Within 3 months of entering the job employees receive suitable instruction and education regarding the work tasks. In the following three months RAS offers employees a basic vocational education followed

	<p>education plan and how teams, departments and employees are involved in the discussion on learning, developing and career path. The budget is at least 2% of the total annual wages</p>	<p>total annual wages. Employees may request a meeting with the employer to discuss personal and professional development on a yearly basis.</p>	<p>by an exam. The employer is obligated to provide opportunity for the employee to participate in the for the position required education. Employees receive the regular wages as compensation for education hours. Costs of RAS funded education cannot be reprimanded from the employee.</p>
Trade union activities leave	Maximum of 200 hours paid leave for trade union activities		Union activities must take place outside of working hours, unless concerning cadre members
Trade union counsellor and facilities	In companies larger than 200FTE, 4 hours a week are reserved for an employee to work as a trade union councilor (max 5 councilors per institution). Cadre members can use the location's facilities for meetings		The employer will collaborate with trade unions upon request for dismissals or transfers. Trade unions can request paid leave for cadre members with advance notice. They can also conduct training for up to 10 members with costs reimbursed. Discussions can be held in assembly spaces outside work hours, and meetings with employees at major sites can occur once a year with prior notice and client approval.
Advisory board care employees	Recommended by social partners to have an advisory board		Not discussed in CLA

Suspension	If employer places the employee under suspension, the right to salary is retained during this period	No longer discussed in CLA			Not discussed in CLA			
Additional notes:		Introduction help in household salary, introducing a new function category in the home care sector		Combination of V&V and Thuiszorg realized. Introduction regiearbeidsomstandigheden & removal function groups 10-14, increasing minimum monthly salary significantly. most compensation turned to financial rather than time based, introduction		Hourly wage for 0 years of experience lower than previous CLA (11.35 to 10,83), effectively lowering minimum wage		Hourly wage for 0 years of experience the same as previous CLA (11.44), effectively not changing the income

				balansbudget				
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Appendix 2: Contract “Dienstverlening aan huis” (in Dutch)

Arbeidscontract hulp in huis

In dit contract staan alle afspraken tussen werknemer en werkgever over het werk. De Regeling dienstverlening aan huis is de basis van dit contract.

Wie

Werkgever:

<Voor- en achternaam>,
<adres, postcode en woonplaats>
geboortedatum: <geboortedatum>

Werknemer:

<Voor- en achternaam>,
<adres, postcode en woonplaats>,
geboortedatum: <geboortedatum>

Dienstverband

Functie

U krijgt de functie van huishoudelijke hulp. U doet dit werk zo goed mogelijk en volgt daarbij de aanwijzingen van de werkgever op.

Arbeidsduur

U gaat <aantal> uren werken op de volgende dagen: <minder dan 4 dagen>.

Adres

U gaat op het volgende adres aan het werk: <adres, postcode en woonplaats>
De werkgever kan dit adres alleen veranderen na overleg met u.

Duur overeenkomst

Ingangsdatum

Het contract gaat in op <ingangsdatum>.

Contractduur

Het contract is voor:
<bepaalde tijd en eindigt op <datum>>
<onbepaalde tijd>

Opzegtermijn

Bij een contract voor onbepaalde tijd heeft u een opzegtermijn van 1 maand. Als uw werkgever goede redenen heeft, kan hij uw contract ook opzeggen.

De opzegtermijn voor de werkgever ligt tussen de 1 en 4 maanden, afhankelijk van uw diensttijd. Als deze korter is dan 5 jaar, is de opzegtermijn ook 1 maand.

Financiële afspraken

Salaris

U heeft recht op een salaris van minimaal het wettelijk minimumloon. U krijgt een salaris van <aantal> euro per week. Hier moet u nog wel inkomstenbelasting over betalen.

Belastingen

U geeft zelf uw inkomsten op bij de Belastingdienst. De werkgever draagt geen loonbelasting af.

Vakantiegeld

U heeft recht op vakantiegeld van 8%. Dit bedrag zit bij uw salaris inbegrepen.

Onkosten

Als u kosten maakt bij het uitoefenen uw werk, dan betaalt de werkgever deze kosten. Hiervoor geeft u de bewijsstukken aan de werkgever. De werkgever moet vooraf toestemming geven voor de kosten.

Verdere afspraken

Ziekte

Als u ziek bent, dan geeft u dit door op de eerste dag van uw ziekte. De werkgever betaalt uw salaris maximaal 6 weken door bij ziekte.

Vakantiedagen

U heeft als werknemer recht op vakantiedagen. De vakantiedagen bedragen minimaal 4 maal de gewerkte uren per week. U heeft daarom <aantal> vakantiedagen per jaar. Werkt u minder weken in een jaar? Dan krijgt u in verhouding minder vakantiedagen.

Vrijwillige verzekeringen

U kunt zich verzekeren bij het UWV voor de Ziektewet, de WIA en de WW. De werkgever heeft daarbij geen rol.

Ondertekening

Werkgever:

<Naam>

Werknemer:

<Naam>

Datum: