



Employee manual

For

MultiMind Bemanning

Table of Contents

Welcome to MultiMind Bemanning	3
This is MultiMind	3
<i>Vision</i>	3
<i>Business concept</i>	3
We provide quality-assured international expertise and take responsibility for getting the job done .	3
<i>Operations and Niche</i>	3
<i>Employees</i>	4
<i>Ethics</i>	4
To work as a consultant.....	4
Integrity and confidentiality	4
Employee information	5
Time report through Intelliplan	5
Salary.....	5
Guaranteed salary and incentive pay	5
Variations in your payment of salary	6
Pay slip	6
Salary revision.....	6
Working hours.....	7
Different working hours.....	7
Flexible working hours.....	7
Overtime compensation	7
<i>Shifted working hours</i>	8
Holidays and Bank holidays	8
Sick leave	8
Report.....	8
Sick leave	8
Doctor's certificate	9
Sickness benefit	9
Vacation	9
Earned vacations	9
Holiday Collection.....	9
Vacation in advance.....	9
Traveling and travel expenses.....	10
Travel expenses	10
Compensation for traveling time.....	10
Wellbeing contribution	10
If you are left without an assignment	11
Insurance	11
Statutory insurance	11
Health insurance.....	11
Unemployment services	11
Collective insurance agreement	11
<i>Private insurance</i>	12
Pension.....	12
<i>ITP-plan</i>	12
Performance Appraisals	12

Welcome to MultiMind Bemanning

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

This employee manual is designed to explain what it means to work as a consultant and to convey what MultiMind stands for. You can also find information about which terms and conditions apply to you as an ambulant consultant. The information is based on both the corporate agreements as well as certain rules that are only applied by MultiMind.

MultiMind Bemanning uses corporate contracts for the employment and staffing industry. In order to be an authorized employment and staffing agency, there is a demand that we have a signed corporate agreement. For MultiMind this agreement is signed between Kompetensföretagen (Employers Association within Swedish Industry) and Unionen (Trade Union within TCO).

This is MultiMind

Vision

To develop business and society with each person's full potential from a diversity perspective

Business concept

We provide quality-assured international expertise and take responsibility for getting the job done

Operations and Niche

Our clients are a mix of small and large companies, usually with international operations. Our niche is to provide our clients with the best consultants with an interest in working in international environments. Many also speak foreign languages and have knowledge of different business cultures. We provide staff within the following service areas:

- Accounting & Finance
- IT
- Marketing & Sales
- HR
- Supply Chain
- Customer Service

MultiMind has been operating within the employment and staffing industry since 2000 and was founded by Kristian Andersson, CEO. We have about 150 employed consultants on both short-term and long-term assignments and about 10 employees working in our office. Below you can see some of our largest clients:

- Procter & Gamble
- Samsung
- Bain & Co
- Unilever
- L'Oréal
- Telia

Employees

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

Ethics

MultiMind is a company that promotes international competence to our clients. Our co-workers are welcoming of different cultures and it is irrelevant whether you are European, North- or South American, Asian, African or Australian. Therefore, it is important to point out that MultiMind is politically and religiously independent. At MultiMind we only look at a person's qualifications!

To work as a consultant

To work as a consultant for one of our clients is fun and demanding at the same time. As a consultant you can be given the opportunity to try various tasks by different clients, which can give credentials as well as be enriching for you. Some of our consultants are out on longer assignments, which enable them to develop even further at our clients as well as here at MultiMind. Furthermore, as a consultant you get the opportunity to expand your network by meeting many different people. All this together requires an open mind and great social skills. It is also important to remember that you are representing yourself as well as MultiMind. Therefore, it is vital that you as a MultiMind consultant act professionally at all times. This includes being mindful your use your phone or the internet for private matters during your working hours.

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

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

Integrity and confidentiality

When you sign your employment agreement, you sign an insurance of confidentiality at the same time. What this means is that you are under no circumstances allowed to discuss MultiMind's or our client's businesses, or in any way share any information that could be harmful to the client or MultiMind. The client in this case is the company that you are working

as a consultant for. If you are in any way dissatisfied with a task, you should let your consultant manager know about this and not talk about the issue outside of work. It is very important that our clients have trust in you as a consultant. It is also as important to show integrity towards the client as well as towards MultiMind. Always bear in mind that you as a consultant are a reflection of MultiMind.

Employee information

All the information you need as an employee with MultiMind you will find on our website, www.multimind.se under the tab "For Employees". You will find the link to the time reporting system, Travel and Expense report as well as this employee manual.

Time report through Intelliplan

Intelliplan is the portal where you as the consultant will report the hours that you have worked. You will find the link to on MultiMind's website. Additionally, your access details will be sent to you via the e-mail before your assignment's start. Remember to change your password to something you can remember when you log in for the first time. You should regularly report your working hours so that your timecard will be correct. To be able to receive your paycheck you have to report your working hours for the month you have worked before **the last day of the incumbent month**. Eg. for your January hours, your last day of reporting is 31 January.

Salary

MultiMind pays out individual wages. The payment of salary occurs on the 25th of the month after the actual month that you have worked in. For example, if you work in January your payment will be on the 25th of February. If the 25th is on a weekend or a holiday, the payment will occur closest working day before the 25th. The salary package can differ depending on which client you will be working for.

Guaranteed salary and incentive pay

This model of payment is applied for ambulating employees in the consultant industry and has been agreed upon by Kompetensföretagen and Unionen as a part of the corporate agreement. This model of payment consists of two parts, guaranteed salary and incentive pay. The guaranteed salary is based on work up to 133 hours or 150 hours a month (133h if you have been employed less than 18 months and 150h if employed more than 18 months). The guaranteed salary covers the hours which you are guaranteed to get paid for as an employee at MultiMind. That is either 133 hours or 150 hours, whether you are working on an assignment or waiting to be sent out on a new one.

In addition to your guaranteed salary, you as an employee also have an incentive pay. The incentive pay is a salary paid for the hours you work in addition to your guaranteed salary hours. That is hours worked on top of to the 133h or 150 h a month you have guaranteed. Together these two parts make up the entire part of your agreed salary.

Incentive Pay is calculated according to this:

133 hours/month:

$(\text{Guarantee salary}/133) \times 1,08$

150 hours/month:

$(\text{Guarantee salary}/150) \times 1,16$

Variations in your payment of salary

Your payment of salary will differ because different months have different number(s) of working days. Public holidays and bank holidays also have an effect on different months, and this will also affect your salary. For example, in year 2012 March has 22 working days, April 19 working days, June 20 working days and August 23 working days. The average amount of working days is 21 days a month.

This means that the number of hours you get to work during a month will differ depending on what month it is, and due to this your salary will differ depending on each month. Your monthly salary is calculated based on an average 167 hours a month. This number is taken from the collective agreement that has been calculated by Kompetensföretagen and Union.

Pay slip

As your salary is paid to your account, you will find a pay slip in your MyPaySlip by Hogia app one to two days before the salary is paid. **You need to download the app** on your smartphone to access the pay slip.

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

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

Salary revision

According to the corporate agreements there is a salary revision once a year during the month of May. If you have been an employee for at least six months, at the end of April you are eligible for a salary revision. You will be contacted by your consultant manager when it is your turn for salary revision discussions.

Working hours

Different working hours

Our client, which is the company you are a consultant at, establishes your working hours as a consultant. Our employees are obliged to follow the working hours set by the client. Here are some reasons why the working hours can differ:

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

Flexible working hours

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

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

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

One day you will start work at 08.00 and get off work at 16.30, the next day you will start at 08.00 and get off at 17.00 but only take a 30-minute lunch break. This means you have worked 7, 5 hours the first day and 8, 5 hours the second day.

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

Overtime compensation

The table below shows your overtime compensation per hour if you have a guaranteed pay up to 133 or 150 hours/month including incentive pay:

Overtime non-holiday Mondays-Fridays at 06:00 to 20:00	(Guaranteed pay, 133h x 1,26) /94 (Guaranteed pay, 150h x 1,11) /94
--	--

Or by agreement, compensatory leave by 1 ½ hours for each overtime hour

Overtime at another time (even midsummer, Christmas and New Year's Eve and the remaining non-working weekdays)	(Guaranteed pay, 133h x 1,26) /72 (Guaranteed pay, 150h x 1,11) /72
--	--

Or by appointment, compensatory leave with 2 hours for each overtime hour

Shifted working hours

The table below shows your compensation when it comes to shifted working hours and working on holidays and bank holidays if you have guaranteed pay up to 133 or 150 hours/month including incentive pay:

Mondays-Fridays at. 18.00–24.00	(Guaranteed pay, 133h x 1,26) /600 (Guaranteed pay, 150h x 1,11) /600
Mondays-Fridays at. 00.00-07.00	(Guaranteed pay, 133h x 1,26) /400 (Guaranteed pay, 150h x 1,11) /400
Saturday-Sunday (all 48h) Including fr o m 07.00 the epiphany, 1st of May, The day of Ascension and All Saints' Day	(Guaranteed pay, 133h x 1,26) /300 (Guaranteed pay, 150h x 1,11) /600
Fr o m 18.00 on Maundy Thursday Fr o m 07.00 on Whitsunday-, midsummer, Christmas- and New Years	(Guaranteed pay, 133h x 1,26) /150 (Guaranteed pay, 150h x 1,11) /150

Holidays and Bank holidays

Some of our clients expect that you as a consultant will work during some holidays and bank holidays. This could occur when our client works with other countries that have a normal working day when we have a holiday or a bank holiday. If this is the case MultiMind will compensate you as an employee according to the regulations set by the collective agreement. Below you can see what has been agreed upon in terms of payment.

In your timecard you fill in the hours you have worked on a holiday or bank holiday. Your compensation for your postponement and working on holidays and bank holidays will automatically be paid out to you.

Sick leave

Report

If you become ill and stay home using sick leave, you need to report this to your consultant manager at MultiMind immediately. If you can't reach your consultant manager, you need to leave a message for them through our answering machine. After you have informed your consultant manager you need to inform your manager at the company you work for. The same procedure applies if you have been in an accident or a work-related accident.

Sick leave

A sick leave period is calculated from the first day you stay home. You will not get any sickness benefit for the first day you have been sick. If you get sick again within five days from the latest sick leave's last day, the new sick leave will be a part of the prior sick leave you took.

Doctor's certificate

On the eighth day from your first day of sick leave, you need to verify your illness with a doctor's certificate that will validate your illness and your sick leave period. MultiMind is not bound to pay your sickness benefit if you do not verify your sick leave with a doctor's certificate, from the eighth day you are absent from work. Make 2 copies of your doctor's certificate; keep one for yourself, give one copy to your consultant manager and send the original to Försäkringskassan: Försäkringskassan, 839 88 Östersund.

Sickness benefit

You will receive 80 % of your normal salary when you are on sick leave. Your sickness benefit is based on:

- Your agreed monthly salary/guaranteed salary and possible permanent additional payments per month.
- Your average incentive pays for the last three months before sick leave.

Vacation

Earned vacations

You earn your vacation time during the period from the 1st of April to the 31st of March the year after. You earn about two vacation days per month and according to the collective agreement you have the right to use your earned vacation during the next 12-month period after the 31st of March.

Holiday Collection

When you have made your decision on when you want to take advantage of your vacation days, please get in touch with your consultant manager as soon as possible. This is to make sure that it can be approved by both MultiMind and the client in time. Your consultant manager has the final say on whether or not it is possible for you to go on vacation or not at the requested dates.

Vacation in advance

MultiMind grants vacation in advance. Whether or not you have the possibility to be granted vacation in advance is decided in each individual case. All vacation planning is done together with the client you are working for. For us to be able to administrate your vacation in advance and be able to pay your holiday pay, you need to inform your consultant manager in due time. MultiMind has a policy that you have a right to collect a maximum of three weeks of vacation in advance during one vacation period.

When you collect vacation in advance you will have a so called holiday debt owed to MultiMind until you have earned those vacation days.

Traveling and travel expenses

Travel expenses

When you travel abroad for work with overnight stay, you need to fill out a travel expense report. The link to the report can be found on the website and is named "Travel and Expense Report". The link will take you to a Grant Thornton site where you need to log in with Bank-ID or some other authenticator. More information on how to fill out the report is found at the end of this document. When you have completed the report, you will need to send it to us at MultiMind at the end of the month, together with your original receipts for the travel expenses you have had. Remember to save your original receipts and send them to your Staffing and Recruitment manager. Remember that MultiMind do not have any possibility to give you any compensation for your travel expenses without the original receipts.

The travel expenses are meant to cover your increased cost of living. This means first and foremost food and drinks during your travel. The length of the travel in combination with overnight stays, food and drinks are all taken into account, when it comes to the amount paid to you for your expenses. You receive payment for all days you are away including the overnight stays when you have been away.

Your travel expenses are paid out according to Skatteverkets recommendations. Deductions are made from all meals; 15% for breakfast, 35% for lunch and dinner. Daily rates differ depending on price levels in each country. Information on the current price level in each country can be found on Skatteverkets webpage, www.skatteverket.se

Compensation for traveling time

On top of the travel expenses you are entitled to be compensated for the traveling time to and from your office, if that time is not during your normal working hours. On a normal working day, a maximum of six hours are compensated per day. If the travel has occurred between Friday at 18.00 and Monday at 06.00 the compensation is approximately 88% of your ordinary hourly salary. Remember that compensation for traveling time will be taxed. If the travel occurs during your normal working hours you will receive only your normal salary for a day's work.

Wellbeing contribution

You can receive contribution for your wellbeing up to 500 SEK per six months you have been employed by MultiMind. Wellbeing contribution can be used to pay for gym memberships or any other form of healthcare similar to that. The original receipt needs to be given to your consultant manager to enable MultiMind to provide you with the payment. The preventive healthcare is tax-free for you as an employee.

Compensation for sneakers or athletic equipment is not tax-free and therefore not included in preventive healthcare. If you have any questions regarding what is considered as preventive healthcare, please contact your consultant manager.

If you are left without an assignment

In case you as the consultant are left without an assignment, you must continue to be available and ready to carry out the possible future assignments. An assignment will be within your area of competence regardless of various tasks you might be given and MultiMind's geographic field of operations. If you choose to decline an assignment, you will not receive any payments during the period of the declined assignment.

If you are left without an assignment, you are to receive a guaranteed salary for 133 or 155 hours a month. That is given that you did not have any deviations in that current month.

You will be filling in weekly time timesheets which will be provided by your consultant manager. You will be filling in deviations like illness, care of children, leave of absence, vacation etc. on these timesheets exactly like you did on Intelliplan. The timesheets should be emailed to your consultant manager on the Friday of each week. If you are ill or have to take care of your children etc. it is important for you to email your consultant manager at 09.00 in the morning the latest so that he/she knows that you will not be available on that particular day. It is very important for you to be available on the phone during office times (as agreed). If you are not able to answer your phone it is very important that you call back as soon as possible and not later than two hours.

During the time you are left without an assignment we will try to match your profile with the available assignments that we are announcing. You and your consultant manager will have a meeting every week where the current situation will be monitored, and you will get assistance with your CV and possibly coaching prior to interviews. If needed you might be asked to come to MultiMind's office and work.

Insurance

Statutory insurance

The statutory insurances include all employees. The different insurances are:

Health insurance

Add-on pension
Income-/guarantee/-premium pension
Unemployment insurance

Unemployment services

In order to be included to the unemployment insurance, you as an employee need to apply for a membership with the unemployment services. You can find information about the different unemployment services and their criteria's on Arbetsförmedlingen's webpage:

www.ams.se

Collective insurance agreement

The collective insurance agreement includes all employees at MultiMind. These insurances are designed to create a better protection for our employees when it comes to work related injuries, termination of employment or long-term illness. These are the collective insurances that MultiMind employees are covered by:

ITP = The Industry and trades add-on pension for civil servant.

ITPK = Add-on retirement pension, 2 % of your salary.

TFA = Security insurance for work related injuries.

TGL = Occupational group life insurance

TRR = Agreement with employment security council, possibility for severance pay when terminated.

Private insurance

You can also sign up for various private insurances that can increase your personal cover even more for example private pension-, life- and health insurances.

Pension

ITP-plan

As of the 1st of July 2007 the new ITP-plan was finalized, though many of the new rules will be retrospectively affective from the 1st of January 2007. The new ITP-plan is consisted of two parts:

- ITP 1 is the new defined contribution part and applies to you who is born 1979 or after.
- IPT 2 is the current defined benefit part that except for a few changes, is the same as before and applies to you who is born in 1978 or earlier.

Questions regarding the ITP-plan is answered by Collectum AB, 08-508 981 00. More information can also be found on www.collectum.se

Registrations to Alecta are done yearly in arrears in April each year. Therefore, you will not be registered with Collectum AB until earliest June the year after you have been employed by MultiMind. Notice that all contributions will be paid arrears from your first day of employment.

Performance Appraisals

MultiMind has performance appraisals with all employees once every year. The aim of the performance appraisal discussion is to develop both the business and you as an employee. This is to ensure that both you and the client are content so we can achieve MultiMind's business goals.

After you have been an employee for six months your consultant manager will be in contact with you to schedule a meeting for a performance appraisal. You will get a notification regarding the meeting sent to you together with information on how you can prepare before the performance appraisals.