

## Foreword

Dear Tecline Employees,

Once more we are into a new year and everyone is wondering what changes they will see during 2012. These will of course to a large extent be associated with the financial crisis in Europe. You will be aware that capital investment has to be funded and it does not really promote a healthy climate of investment if the process is faltering on that point. And we see that this has consequences, for example, because many candidates have spontaneously applied to us from Greece. They find themselves in a desperate situation and are now trying to find jobs elsewhere in Europe to give them a better future. We cannot promise them anything yet because Tecline is still being offered more than enough good candidates from Central and Eastern Europe and we and our clients are more than happy with them.

However, we are optimistic for 2012. Already in the course of 2011 it seemed to us that there was a favourable development, albeit a hesitant one. Now in the new year we see from contact with our clients that many of them are busy with estimates and work preparation. That is a herald of better times and projects to be implemented in the near future. This means that we are over the worst and that we expect to need many new employees during the first six months. That is a great prospect for Tecline and hence also for you. More projects in fact mean more continuity! It's not just in the Netherlands that Tecline expects to be able to implement more projects this year but the expectations in Germany in this area also paint a rosy picture. Our sales team has been rapidly expanded there so as to be ready in time for the orders that we are expecting there.

In short, Tecline employees won't need to be bored this year!



Paul Muller, Jos Korver and Pim Sengers

The Management Board, Tecline International bv

## Frequently Asked Questions

**Question:** I have health insurance in the Netherlands. Can I go to the doctor as normal like at home?

**Answer:** Of course. You must take your NL health insurance card and form E106 with you to your appointments. Your doctor charges his fees to the health schemes on the basis of these documents. You receive the E106 directly from your health insurance.

**Question:** Why are the payslip and annual statement only issued in English?

**Answer:** When you become liable for social security in the Netherlands, your wage is calculated by a Dutch tax consultancy firm. So it is not possible to provide a translation of these documents in all languages. They are available only in Dutch or English.

**Question:** Why can't I have a single room?

**Answer:** In general with Tecline you have no entitlement to a single room. But we have already tried in individual cases to meet the needs of employees and where possible, you too will be given a single room. Alternatively you can conduct your own search for a room and receive from Tecline a fixed daily allowance per working day.

## Jack Frost

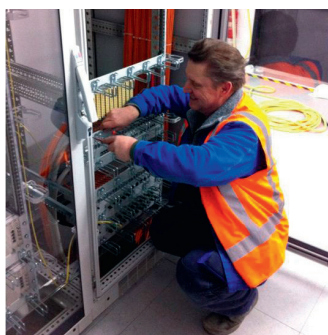
By the time you read this copy of Tecliners, the worst of Eleven City Race fever in the Netherlands will probably have already subsided. Until only a short while ago we believed that, after 15 years, there would finally be another chance for the monster skating trip of 200 kilometres over the waters of Friesland. Unfortunately nature turned out to be in charge and did not maintain the cold snap long enough. This does not of course mean that the winter is already over. There is a saying: "Ne'er cast a clout till May is out", which means that anything can still happen with the winter weather.

You are used to us paying a lot of attention to safety at work but you've got to get to work first. In wintry conditions that is not always easy. You do of course adjust your speed if roads are slippery with ice or snow. You make sure you've got the right tyres and perhaps the most important thing of all: before you set off you make sure that all your windows are free of ice and snow so that you have a clear view. Watch out with fogged-up windows.



Make sure that your windscreen washer reservoir is always topped up and for safety's sake put a jerry can of windscreen wash in the boot. A lot of salt is spread on Dutch motorways. This salt sticks to your windscreen and you will experience some anxious moments without your windscreen wash jet.

## Customer has the floor



Tecline employee Peter Aswendt fitting a network junction box.

**Tecline employees involved in the big BBI project**

The firm of R&R Heming in Stadthorn, North Rhine Westphalia has convinced itself via several projects of the very good qualifications, skills and reliability of Tecline employees. Since October 2011 Robert Heming, a shareholder and owner, has also been relying upon Tecline's solid support on the big Berlin Brandenburg International, in short BBI, project. The challenge in this airport reconstruction is the creation of a data network which will soon handle the data traffic of one of the most modern airports in Europe. There are almost ten Tecline employees working with R&R Heming staff to overcome the challenges of the very tight timetable. R. Heming says: "Without the use of these Tecline employees it would be very difficult to keep to these deadlines. Thanks to the very flexible and cooperative involvement of Tecline, we can always have the right number of specialists on site." So completion of the BBI, which is planned for June 2012, will not be held up by the data network.

## Project has the floor

For the first powered flight with an airplane by the Wright brothers in 1903, nothing more was needed than a stretch of beach in Kittyhawk in the United States. No lighting, no communications and no passengers either. Over the years and with the growth of civil aviation, however, there was a growing need for fully-equipped airfields with concrete or tarmac takeoff and landing runways, air traffic control towers, electrical systems for safety and communications, passenger terminals and all kinds of other facilities such as we see today at all airports large and small all over the world. It is taken for granted that the modern airports of 2012 are equipped with the latest technology in the fields of communications, baggage handling, information provision, safety, air conditioning, lighting and everything to do with technology. Tecline's employees know all about this since they have already worked several times at various airports on installing these facilities. At Schiphol Airport in Amsterdam, there is a team of employees working every day on the maintenance of the fire alarm systems. In the basement of this airport there is a group of employees



From beach to airport in over 100 years

who have been involved for a long time in the installation and modernisation of the fully automated baggage handling systems. And at the moment there is a group of Tecline employees working with R&R Heming at the airport in Berlin on installing the communications facilities there and adapting them to the latest technologies. This is no problem for the fitters since they have wide experience in the installation of all kinds of systems. And whether a cable transmits a telephone signal, activates the takeoff runway lighting or opens the door of a terminal, an experienced fitter thinks nothing of it. In the end, all that matters is that, now and in the future, people can continue to fly safely and that one can say with pride that one has contributed to that.

**Telegraaf 19-11-2011**

**AMSTERDAM** – The arrival of migrant workers from Southern European countries like Spain and Portugal certainly provides opportunities for the Dutch economy. But unless it is properly regulated, a new flow of guest workers from those countries can unfortunately also lead to malpractice by subcontractors. The threat of exploitation and abject living conditions ("20 Portuguese to a room") is lurking. Paul Muller, the General Manager of Tecline International, which specialises in the outplacement of specialist staff from Central and Eastern Europe, is therefore calling for the introduction of a European working conditions package, compulsory certification and a simple registration system for foreign employees.

"We are still speaking about a few dozen Spaniards and Portuguese who are looking for and finding work here. But that could suddenly become more. At first we didn't think it would go like this with the Poles, Hungarians and Romanians either, but now there are a good 200,000 East European migrant workers in the Netherlands. This flow has to be properly controlled. And that starts with registration. How

many people are involved? Where are they and how much do they earn? This registration is currently inadequately regulated in the Netherlands, whilst this would make control of fraudulent bureaux so much easier." Muller finds it very frustrating that, within the European Union, each country has its own regulations on flexible working and working conditions. "Some little firms that provide temporary staff exploit these legal loopholes. What is more, the law is much stricter on outplacement agencies than on subcontractors. The regulations should be exactly the same for both. The current situation is that a Romanian subcontractor can have people working for peanuts without there being proper controls of what he pays his staff. A bona fide temporary or outplacement agency cannot compete with that. Although competition should not have to be on the basis of price but on the basis of expertise. So Southern European migrant workers do not serve as a cheap alternative to Dutch employees but are hired because of their knowledge and qualities."

According to Muller, the current Spanish and Portuguese guest workers are easy prey for fraudulent subcontractors. "These people have been unemployed for a long time and they see no opportunity whatsoever of a paid job in their own countries in the next few years. They are prepared to go and give it a try elsewhere for a pittance. It is easy to tackle this problem by introducing a European employment conditions package. But I understand that the legislature in Brussels moves at a snail's pace and that we must therefore start at a smaller scale. The Netherlands must improve registration but in a pleasant manner. So that well-intentioned specialists from elsewhere know that they are welcome and, what is more, bearing in mind demographic ageing, we often have real need of their knowledge, expertise and commitment, whether we like it or not. Creating clear frameworks, that's what it's all about, so that everyone, employer, outplacement agency and employee, knows where he stands."

## Tips

You too will want to take your holiday entitlement with some regularity for a few weeks' holiday or to spend a long weekend at home with your family. We understand that completely since after working hard, you're due some well-earned rest. However, to be able to arrange this in the right way it is very important that you follow the correct procedure. Because if you don't do so, this entails a lot of unnecessary costs for Tecline. And although the written rules were issued to you when you joined us, we would like to take this opportunity to communicate the rules of the game to you again. They are as follows:

1. Always apply for your leave. Don't just inform your project manager but always inform Tecline.
2. Submit the application to Tecline Dortmund in writing at least 2 weeks in advance.

If you do not follow this procedure, then Tecline is obliged to pay the cost of your accommodation for the period when you are not using it. That of course is never the intention. For that reason, the costs incurred as a result of this may be recharged to you if you have not agreed your absence in advance and in good time with Tecline.

## Who 's who?

On the job with...

Patrick de Boer



My name is Patrick de Boer. I live in magnificent Deventer, I am 39 years young and since March 2009 I have been working as a Corporate Accountmanager at Tecline International. Over the last 12 years I have held various positions within the outplacement sector, initially as an Agent, then Branch Manager and Recruiter and now as Corporate Accountmanager responsible for the Eastern and Central Netherlands region. My hobbies are football (passive), on the grandstand of the local professional football club), socialising with friends, family, voluntary work (including Father Christmas) for the Moluccan Foundation in Deventer and exercising and training our dog (American Bulldog). In addition to hobbies, I also find it extremely interesting to keep up with market, technological and political developments. The last 3 years at Tecline have flown by. This is partly down to the pleasant, compact team I have the good fortune to be working with but certainly also to do with getting to know the region and our clients/prospective clients in the Eastern and Central Netherlands better all the time. Collaborating with others on ideas and helping them out, being able to offer quality (and monitor it) and being able to be of real importance to each other makes this profession unique and varied. This is in combination with an organisation in which the lines are short and communication is open and honest and there is a constant effort to keep in step with market developments.