

# Adecco

## Welcome my dear!

Have fun with The #1 in  
Luxembourg.



## Welcome to the Adecco Group family

world's leading provider of HR solutions

With more than 33,000 employees and over 5,100 branches in 60 countries and territories around the world, the Adecco Group offer fall into the broad categories of temporary staffing, permanent placement, career transition and talent development, as well as outsourcing and consulting. The Group places an average of nearly 700,000 men and women on assignments with its clients every day.

Adecco **Temporary Staffing**, which has been operating for more than 30 years, is the leading temping agency in the Grand-Duchy of Luxembourg (Luxembourg, Esch-sur-Alzette and Pommerloch). More than 1,500 temporary associates trust us every single day.

And now, it's you!

We would like to help you build your career and to that end we will provide you with personal career monitoring and advice. Our extensive network of clients enables us to offer you assignments in a wide variety of areas, be it with local companies or multinational corporations.

## Documents & Administrative steps

### Summary

1. Affiliation with Luxembourg's Social Security



**Request of administrative documents**

Email : pool@adecco.lu  
Tel : +352 48 25 51 236

2. Registration with the tax authorities

**Questions about salary**

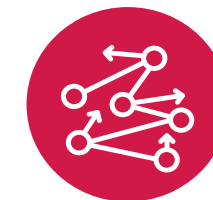
Email : salaire@adecco.lu  
Tel : +352 48 25 51 290

3. myAdecco

**Affiliation with Social Security**

Email : affiliationCCSS@adecco.lu  
Tel : +352 48 25 51 211

4. Medical examination



**myAdecco**

Your ensured and personal account

5. Absences – Illness – Accidents

6. Timesheets

7. Your incomes

## 1. Affiliation to Luxembourg's Social Security

You will automatically be affiliated with Caisse de Maladie Luxembourgeoise [the Luxembourg public health insurance fund] throughout the duration of your assignment. You will not receive a direct confirmation from Caisse de Maladie Luxembourgeoise, as your contract will act as evidence of your affiliation.

### If you have already worked in Luxembourg or you are a resident of Luxembourg

You will already be registered with Luxembourg's Social Security. Please let us have your Social Security number.

### If you have never worked in Luxembourg before

To facilitate the process of registration with the social security, we need a copy of your valid passport or identity card a front and back copy of the document on one page. Luxembourg's Social Security will then allocate you a Social Security number, which is a unique number that will remain assigned to you for life. The number always begins with your year, month and date of birth, followed by five figures.

## 2. Registration to the tax authorities

Your tax card will be automatically issued by the Administration of Contributions, whether you are a Luxembourg resident or not.

As soon as you are a member of the social security scheme, your tax card will be sent by mail at your address.

Golden rule : one tax card by work contract

The first card has to be sent to us. The next ones only in case of modification of information.

### Please note

Luxembourg's Code Fiscal [tax laws] compel us to withhold **33% tax from your wages** until we receive your tax form. It is therefore in your interest to let us have this form as soon as possible

## 3. myAdecco

Your administrative documents are available on your ensured and personal myAdecco portal.

You will receive an email that confirms you are registered and will contain your ID. Check your myAdecco account to reach to your updated files.

For each new document available you will receive an email. You can access to your files by clicking on "my files", left on your screen.

Your assignment contract will be systematically sent out to you by post. **Please return one signed copy to us within two days of receiving it.**

Once you have signed your contract and the trial period has expired, you are effectively committing yourself to working through your assignment until its end.

For any administrative question, consult our FAQ on [www.adecco.lu/en-gb/faqs](http://www.adecco.lu/en-gb/faqs)

For specific requests, please send us preferably an email : [pool@adecco.lu](mailto:pool@adecco.lu).

You can contact us on the phone +352 48 25 51 23, from Monday to Friday : 10:00 to 12:00 and 14:00 to 18:00.

## 4. Medical examination

Luxembourg's law requires that any person who signs a contract of employment must have a medical examination. If you don't have yet such an examination, an appointment will be made and you will be notified of this in good time. If you have already a medical examination for another company, please could you let us have a copy of your medical certificate?

### Please note

Should you fail to turn up for your first appointment without cancelling at least 48 hours in advance, a penalty of **105 euros** will be deducted from your wages.

Should you fail to turn up for your second appointment, you will be fined another **105 euros** and your contract of employment may be terminated for **gross misconduct** (cf §14.1 of the temporary workers collective agreement.)



## 5. Absences – Illness – Accidents

### Absences - Diseases - Accidents

Sickness ? Breakdown ? Accident ? it happens !

#### Sickness

From the first day of absence, inform **immediately** and in priority company you are working for and then your Adecco branch. Outside of our opening hours, an answering machine is at your disposal, leave us your message indicating your absence and its foreseeable duration. Employer information is **mandatory!**

A medical certificate drawn up from the first day of your absence allows you to take charge of your incapacity for work at its beginning.

The employer part (original version) of the medical certificate of incapacity for work issued by the doctor **must** be given to Adecco at the latest on the **3rd day** of your absence from work. To the following address:

Adecco Pool Administratif  
Service Maladie  
5, rue des Mérovingiens (ZAI Bourmicht)  
L-8070 Bertrange

Do not forget to send the section dedicated to the **Caisse Nationale de Santé** (original version) indicating your Luxembourg social security number.

Your days of incapacity for work are covered only if the above procedure is followed and you have sent the supporting documents in time.

#### Work accident - commute

You must **immediately** and in priority prevent the company you are working for and then your Adecco Branch.

Adecco as an employer will be in charge of reporting the accident / work accident to the Accident Insurance Association (“AAA”) **the day after the accident**

## 6. Timesheets

You must forward all timesheets to us, otherwise **you will not receive your wages.**

Your timesheets must moreover be **signed** and **stamped** by the company to which you are seconded. Your timesheets must be handed in to [salaire@adecco.lu](mailto:salaire@adecco.lu).

Any overtime hours worked shall be paid in accordance with the prevailing and applicable laws.

## 7. Your incomes

We will pay your wages by bank transfer. If you already have a bank account, please remember to provide us with details of **your account number in IBAN format as well as your BIC code** by mail or email: [pool@adecco.lu](mailto:pool@adecco.lu). We will not accept any banking details for accounts which are not held in your name. If you haven't worked with Adecco for the last 6 months, all your bank details are no more valid, therefore you will be asked to provide another RIB

If you do not yet have a bank account, we recommend that you open an account in Luxembourg as soon as possible.

We can make bank transfers to accounts in another European Union Member State. However, you will be responsible for bearing any charges associated with such bank transfers. Advances or wages shall be paid in proportion to the returned documents e.g. tax form, timesheets.

#### Wages

Your wages will be paid by bank transfer on the 6th working day of the following month into a bank account held in the European Union and identified by an IBAN code. The corresponding payslips will be sent out to you by post.

#### Paid leave

You must take your leave entitlement during your assignment (subject to securing Adecco's and the client's authorisation at least 48 hours in advance). Please don't forget to record any paid leave on your timesheets. Your days of paid leave are paid systematically and in advance in addition to your normal weekly wages, prorata based on the number of hours worked. Please ensure that any absence on your part is approved beforehand by your supervisor.

#### Luncheon vouchers

If you are entitled to luncheon vouchers, these should be picked up from your Adecco branch as of the 15th day of the following month. Please call your branch before going there in person to ensure that your luncheon vouchers have arrived.

**Use your luncheon vouchers before they expire!**

#### Advances

You may request an advance on wages which is limited to 60% of the standard working hours performed in the previous week. The request should be made by Tuesday at the latest in any given week to [salaire@adecco.lu](mailto:salaire@adecco.lu).

The payment is made on Wednesday. An advance on wages may only be paid once a week. No advance may be requested during the first week of each month Salaries payments.



# Your payslip

Récapitulatif mensuel	: Novembre 2014
Sur la Session de	: Novembre 2014
Date	: 16/11/2014
Indice	: 775.17
Salarié / Jour imposables	: <input type="text"/>
No sécurité sociale	: <input type="text"/>

Reference period  
Print date  
(may be different from Reference period)  
Salary index  
Your references / Taxable days

ADECCO LUXEMBOURG SA	
177, rue du Luxembourg	
L-1222	ESCH-SUR-ALZETTE
No matricule	1990200000000
No téléphone	+352 66 66 66 6

1. Deductions		Impôt	
AS	Classe 2	Classe 3	Truc
CS	Congés	Mensuel	Annuel
PS	4	5	
FS			
FD			

- Daily tax card reductions
- Tax card number
- Tax card classe
- Monthly holiday leave balance
- Annual holiday balance

Prêt	Designation	Qté	Valeur	Total
			Hourly rate	
	Gross salary items: hours, overtime, premiums...			
	TOTAL BRUT			
	Assurance dépendance (1.4%) Caisse de maladie (2.8%) Caisse de pension (2%) Caisse Maladie Esp. (0.20%) TOTAL COTISATIONS		Social Security Contribution	
	Supplément de nuit à 20% Supplément de Jour Fériés à 200% Heures Supplémentaires Supplément 40 % (HS) TOTAL A.BATTEMENT S		Tax deductions	
	IMPOSABLE IMPOT IMPOSABLE NON PERIODIQUE IMPOT NON PERIODIQUE CIS-CIP-CIM NET		Tax calculation	
	NET		Net amount	
	NET		Net positive and negative amounts (luncheon vouchers, commuting expenses...)	
	MONTANT A PAYER		To be paid	

SOLDE SALAIRE 2014-11 05/12/2014 d'un montant de
Paiement par virement :

Merci de transmettre tous documents administratifs ( Relevé d'heures, contrats, certificat de maladie, ...) par courrier à l'adresse suivante : ADECCO LUXEMBOURG 5 Rue des Mérovingiens, ZA1 BOGURMICHT L-8970 BERTRANGE  
Pour toute question relative à votre salaire TEL : +352 48 25 51 236

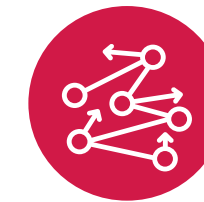
Administrative team data, just ask us!

# Do you have administrative issues?

Just ask us.



**Administrative contact**  
**Request of administrative documents**  
Email : pool@adecco.lu  
Tel : +352 48 25 51 236



**myAdecco**  
Votre espace sécurisé personnel

**Questions about salary**  
Email : salaire@adecco.lu  
Tel : +352 48 25 51 290

**Affiliation with Social Security**  
Email: affiliationCCSS@adecco.lu  
Tel : +352 48 25 51 211

## Employment Administration ADEM

10, rue Bender  
L-1229 Luxembourg [maps](#)  
Tel: (+352) 24 78 88 88  
Fax: (+352) 40 61 41  
Email: info@adem.etat.lu  
[www.adem.public.lu](#)

## Zukunftskeess

34 Avenue de la Porte Neuve  
L-2227 Luxembourg [maps](#)  
Tel: (+352) 47 71 53-1  
Fax: (+352) 47 71 53-328  
[www.cae.public.lu](#)

## Administration des Contributions Bureau RTS Non-Résidents

5, rue de Hollerich,  
L-2982 Luxembourg [maps](#)  
Tel: (+352) 40 800-1  
Fax: (+352) 40 800-5100  
Email: rtsnr@co.etat.lu  
[www.impotsdirects.public.lu](#)

## Administration des Contributions Directes

45, boulevard Roosevelt,  
L-2982 Luxembourg [maps](#)  
Tel: (+352) 40 800-1  
Fax: (+352) 40 800-3300  
[www.impotsdirects.public.lu](#)

## CNS

125 route d'Esch  
L-2979 Luxembourg [maps](#)  
Tel: (+352) 27 57-1  
Fax: (+352) 27 57-2758  
[www.cns.public.lu](#)

## TEMP AGENCIES

### LUXEMBOURG CITY

Catering, Hospitality,  
Sales and Events

43-49, rue Ste Zithe  
L-2763 Luxembourg

☎ (+352) 29 60 10-1

### WASSERBILLIG

Industrial, Office and  
Construction

74, route de Luxembourg  
L-6633 Wasserbillig

☎ (+352) 26 72 59-1

### POMMERLOCH

Industrial, Office and  
Construction

Knauf Shopping Center  
19, route de Bastogne  
L-9638 Pommerloch

☎ (+352) 95 96 15-1

### ESCH-SUR-ALZETTE

Construction

22, boulevard JF Kennedy  
L-4170 Esch-sur-Alzette

☎ (+352) 26 53 68-1

Technical Industry and  
Mechanical Welding

Avenue du Blues  
L-5886 Esch-Belval

☎ (+352) 28 48 21-1

Industrial, Manufacturing and  
Logistics

177, rue du Luxembourg  
L-4222 Esch-sur-Alzette

☎ (+352) 54 72 20-1

**Opening Time :**

**Monday to Friday**

📅 08h30 - 12h00  
13h30 - 18h00

