



Welcome to Servisyd ApS

# EMPLOYEE HANDBOOK



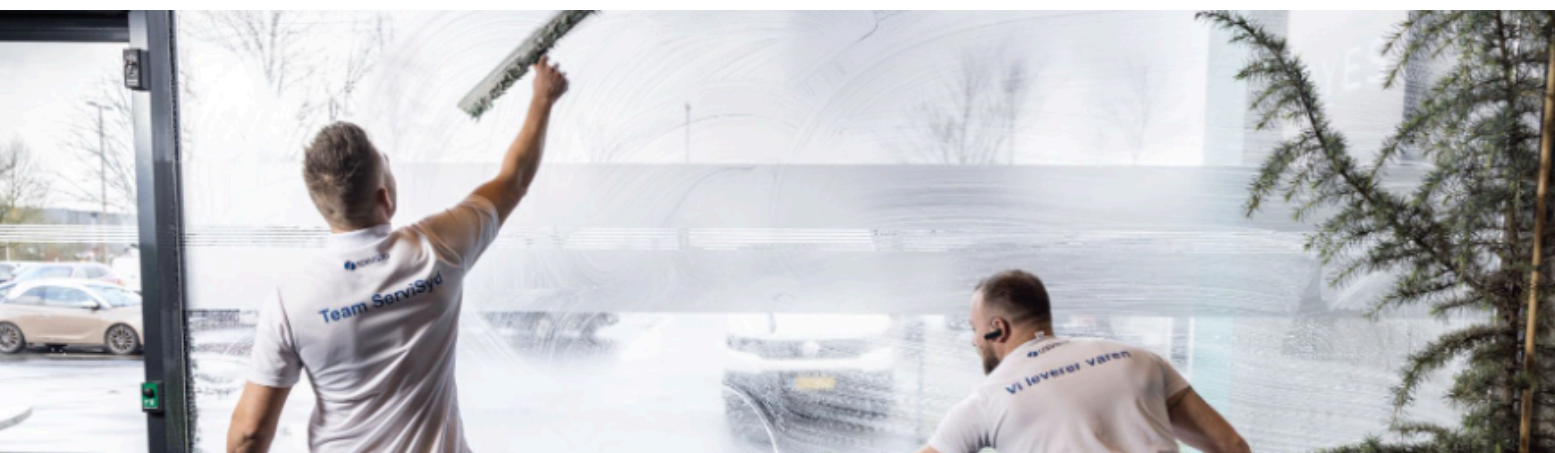
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Read the handbook online at  
[www.servisyd.dk/personalehandbog](http://www.servisyd.dk/personalehandbog)  
or scan the QR code

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First and foremost, **welcome!**

As an employee at ServiSyd ApS, you play a key role in how our customers perceive us. Your presence and daily efforts are noticed.

Therefore, there are seven things we especially expect from you:

- That you complete your tasks punctually and accurately.
- That you are quality-conscious and attentive to improvements in your own work.
- That you present yourself in a positive and polite manner towards customers and colleagues.
- That you always remain loyal to ServiSyd ApS.
- That you are energetic and helpful towards both customers and colleagues.
- That you always remember the customer is the main focus of your daily work.
- In short: that you always do your very best when representing ServiSyd ApS to customers and others.

### **What can you expect from ServiSyd ApS?**

At ServiSyd ApS, you can always expect to have an employer who:

- Supports you professionally with guidance, training, and assistance when needed.
- Keeps everything well-organized.
- Is not afraid to praise you for a job well done.
- Does their utmost to ensure your tools and methods are modern and environmentally friendly—both in relation to the global environment and your working environment.
- Provides thorough instruction/training from your service manager/supervisor.



# WORKING HOURS AND ABSENCE

Your working hours are determined by the needs of our customers.

It is important that you respect the agreed working hours. This means you must arrive on time and not leave the workplace before your shift ends. If you are delayed, you must inform your service manager.

If you do not notify us that you will be late, your manager will contact you. Both your colleagues and your manager depend on you, and repeated lateness may lead to a review of your employment with a view to termination.

If you do not work the agreed hours, you will be called in for a meeting with your service manager. It is your responsibility as an employee to observe your working hours, but ServiSyd ApS is always willing to explore the possibility of adjusting working times if it can be arranged to suit both parties.



## **WORK CLOTHING AND ID CARD**

ServiSyd ApS provides a T-shirt appropriate for your work function. Work clothing is issued by your service manager. You are responsible for washing the clothing yourself, and it is important that you always wear your work clothing while on duty.

If you need new work clothing, you must contact your service manager. Employees at ServiSyd ApS who are issued an ID card must always wear it. The card is, of course, strictly personal, and you must always wear it visibly while at work.

The card must be returned if you are no longer employed by ServiSyd ApS.

## **WORK-RELATED INJURIES**

In the event of any work-related injury, accident, or near-miss, you must report it to your service manager so that you and your immediate manager can file the incident report.



## **CHEMICALS AND WORK ENVIRONMENT**

You can find data sheets, risk assessments, action plans from the latest workplace assessment, and information about the health and safety organization on our website at [www.servisyd.dk/apv](http://www.servisyd.dk/apv). The password is 'Servisydapv' to access the content.

At ServiSyd ApS, we have an environmental organization that forms part of our overall safety organization. The environmental and safety groups consist of managers and employee representatives. The purpose of the organization is to give you a voice in ensuring a safe and healthy working environment.

You can find contact information at [www.servisyd.dk/apv](http://www.servisyd.dk/apv).

## **REPORTING SICK LEAVE AND RETURN TO WORK**

If you become ill, you must notify your immediate manager as soon as possible, and no later than 2 hours before your scheduled working time begins. Notification of sickness must be made by telephone through direct contact with your immediate manager, not by SMS.

You must also call your manager again when you are ready to return to work.

## **HOLIDAY**

Du skal i god tid aftale med din serviceleder, i hvilken periode du ønsker at afholde ferie.

Du inden udgangen af februar måned afgive ønsker om afholdelse af sommerferie (din hovedferie) til din serviceleder. Du kan maksimalt afholde 3 sammenhængende uger i denne periode med mindre andet aftales.

## **DISCRIMINATION, HARASSMENT, VIOLENCE, OR THREATS OF VIOLENCE**

At ServiSyd ApS, we do not tolerate discrimination, harassment, violence, or threats of violence—whether among employees, managers, or towards third parties.

Discrimination includes all forms of unequal treatment, exclusion, or preferential treatment based on personal characteristics that negatively affect a person's employment opportunities or otherwise create unfair treatment in the workplace.

Any incidents of the above must be reported to your immediate manager. You may also use our whistleblower scheme, which allows you to anonymously report incidents such as sexual harassment, etc. For more information, please refer to your employment contract.

## **HEALTH AND PENSION SCHEME**

Your employment includes a health and pension scheme. This means that after 9 months of employment, you will be enrolled in the pension plan.

If you wish to enroll in the pension scheme, you must notify us in writing one month before reaching 9 months of employment. Simply contact your immediate manager.

Your own contribution will be deducted from your salary each month.

## **NIGHTTIME WORK**

Employees who work regular night shifts between 00:00 and 05:00 will be offered an initial health check before the night work begins (unless there is an urgent need for them to step in). After that, employees with regular night work will be offered a health check at least every three years by their own doctor.

## **TERMINATION OF EMPLOYMENT**

Notice of termination must be submitted in writing and must comply with the applicable rules regarding notice periods. Please be aware that failure to observe your personal notice period may have financial consequences.

## **SMOKING**

Smoking is not permitted at our customers' sites—neither indoors nor outdoors.

If the customer has designated smoking areas, these may be used. Violation of this policy will result, at minimum, in a written warning for the first offense. If required by the customer, it may also lead to dismissal.

Repeated violations will result in immediate dismissal, regardless of the customer's rules.

## **ALCOHOL, NARKOTIKA**

The consumption of beer, wine, or spirits in the workplace is not permitted. The use of drugs is strictly prohibited.

Employees must report to work free from the influence of alcohol or drugs.

Violations of this policy will result in termination of employment or immediate dismissal.

## **MOBILE PHONE**

Private phone calls are not permitted during working hours. Such calls may be made during breaks. In urgent cases (e.g., family illness), please keep the conversation brief.

## **THEFT**

At ServiSyd ApS, we have a zero-tolerance policy regarding theft. Therefore, your employment with us will be terminated immediately if you steal from us or from our customers.

# Contact information

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