



Welcome to the team!

ONBOARDING MANUAL



Congratulations on your starting employment!

This is the start of an exciting journey.

In this onboarding manual, you will find information on all the topics you need to know when working in Norway.

We are here to support you every step of the way.

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About Norway

"Velkommen" - Welcome to Norway – The land of opportunities!

The Kingdom of Norway is a sovereign nation on the Scandinavian peninsula in northern Europe. It's pretty easy to pick out on a map.

Norway shares a long land border with Sweden. The country is also bordered by Finland and Russia to the north-east, with an extensive coastline facing the Atlantic Ocean and the Barents Sea.

The long coastline influences the country's climate. Coastal Norway is wet and mild whereas inland regions are cooler and drier with longer winters. However, due to the Gulf Stream, the coastal areas are rather mild in the winter time and all parts of the country can experience surprisingly warm summers.



The natural environment is truly diverse. Northern Europe's tallest mountains, retreating glaciers and the famous fjords define much of the landscape. Due to the country's terrain, most major towns are located on the coastline or by fjords.

Norwegians value work-life balance and long working weeks are not common. This concept is baked into Norway's employment laws.

A typical working week is not more than 37.5 hours, often with an early finish on a Friday. Hours are flexible although most workplaces will have set core hours.

Read more about Norway on this website: www.visitnorway.com



The Contract

We have sent you the employment contract by email.

Please check the prefilled information and fill the empty gaps.

Please inform us of the following information:

- Personal ID number
- Post address
- Contact name and number for emergency calls
- Bank details

IBAN

SWIFT/BIC

Bank name



If you agree with the conditions, please sign on the last page and return the contract to your recruiters' e-mail as a photo or scanned document.

If you can not sign the contract at that moment, then please reply to us by email, that you accept the terms and conditions of the contract.

With the signed contract, please add a copy of your passport.

We need that in order to prepare tax papers for you.



Travel to the workplace

We would be glad to help you with combining the itinerary to the workplace. Let us know from which airport and when you would like to start your journey.

Links to help you

Multi-modal routes to easily get you from A to B:

<https://www.rome2rio.com/>

Norwegian public transportation:

<https://www.vy.no/en>

Example: From Tallinn to Oslo

<https://www.rome2rio.com/map/Tallinn/Oslo>

We have provided information about the contact person at your workplace via email.



Do not forget to take the following papers with you:

- European Health card
- Passport
- Copy of your contract

You must take your own working clothes and shoes!

Clothing standards:

Waiters – receptionists

- Women – below-the-knee black skirt or long formal trousers, white formal blouse, black jacket/vest, and black shoes.
- Men – black long formal trousers (pressed pants), white formal blouse, black vest, tie/bow tie, and black shoes.

Chefs - trousers, chef's jacket, T-shirt, indoor shoes.



Tax info & D-number

The Contract is by Norwegian law – all the taxes go to Norway.

If you have sent us a signed contract and a copy of your traveling tickets, then we will fill out the paperwork for you in the Tax office.

After we have filled out all the paperwork, we will send you the reference number and the date, when and where you have to go.



Do not miss your appointment and inform your manager about it!

Why do you need it?

D-number is necessary for the employees who work in Norway for less than 6 months, unlike the ID number which is made for long-term contracts.

The Employee working in Norway through Job Norway NUF is being treated as a Service Provider (in Norwegian tjenesteytere) and due to that many legislations for foreign workers do not apply to workers of Job Norway NUF to the same extent.

The Employee who works for a Norwegian employer is subject to taxation in Norway. The Employer (Job Norway NUF) is obligated to fill in and submit the application forms 1199 and 1209 about the Employee.

The Employee has to go to the local tax office for ID validation within 2 weeks after arrival to Norway. Due to the ongoing problems with immigration, it can take longer than 2 weeks.

The Employee will get a D-number with the Tax card that the authorities use to identify the person. Details about a person's details are sent by post to his/her home address or working place. **Ask for the D-number on the spot!**

The tax deduction card will not be issued until the worker has been to an ID check. Without a tax deduction card, the employer must deduct 50 percent tax.

When going to the Tax office or Police station, the Employee should take a passport and contract with him/her.

If you have received the D-number then inform your recruiter as soon as possible.

Most banks demand an ID or D-number, passport/ID card, and a contract to open a bank account.



Tax Return (skattemelding/selvangivelse)

In March/April every year, everyone who receives a salary, pension, or disability benefit receives a tax return. It presents a summary of your income, deductions, wealth, and debt.

To make sure you do not pay too much tax, you must check that the information in the tax return is correct.

The deadline for submitting the tax return is 30 April every year.

If you discover errors or receive new or delayed information, you can still change and submit the tax return.

If you do not have received any paper from the tax office by April, then you have to contact the tax office itself

No. +47 22 07 70 00

For the English menu, press 9.

You can also log in and submit it electronically, even if you received yours on paper.

Read more:

<https://www.skatteetaten.no/en/person/taxes/tax-return/tax-return-person/>



If your employment contract is running for over 90 days

Employees with EU citizenship have a right to work and live in Norway for 90 days without a residence permit.

If your employment contract is running for over 90 days and you must register yourself at the police in order to obtain Norwegian work and residence permit.

<https://udi.no/en/want-to-apply/work-immigration/duty-to-report-for-job-seekers-who-are-eueea-nationals/>

Please book your appointment and let us know when you will go to your appointment.

We will send your **Employment certification and UDI form by post.**

It might take a week when you'll get the originals.

Please make sure to take with you:

- Your ID card or passport
- Employment contract along with all the additions
- Attached certificate that confirms your connection with the workplace. Please ask your manager to sign it before you go to the police office! It will be sent to you by post to the workplace.
- UDI form, which will be sent to you by post to the workplace as you have to take the original document to your appointment.





Health & Insurance

Before you go, you have to organize a **European Health Insurance Card**

What is the European Health Insurance Card?

A free card that gives you access to medically necessary, state-provided healthcare during a temporary stay in any of the 27 EU countries, Iceland, Liechtenstein, Norway, and Switzerland under the same conditions and at the same cost (free in some countries) as people insured in that country.

How do you obtain a card?

You obtain a card by contacting the health insurance institution where you are insured and which is therefore responsible for assuming your healthcare costs.

Who can benefit from the card?

To be eligible for a card, you must be insured by or covered by a state social security system in any Member State of the European Union, Iceland, Liechtenstein, Norway, or Switzerland.



Read more here: <https://ec.europa.eu/social/main.jsp?catId=559&langId=en>



Insurance

Job Norway has health- and accident insurance contracts with insurance providers. **Our workers are covered for accident Insurance.**

Insurance cover is valid during the working time at the working place or during the time meant for fulfilling tasks given by the Employer.

Insurance cover does not apply to accidents occurring on the way to the working place.

The insurance cover applies to new employees starting from the day the working contract is signed.

Summarized insured for one person:

- Permanent disability indemnity 10 000 EUR
- Death indemnity 6 000 EUR
- Daily allowance 3 EUR per day

If the Employee has been a taxpayer in Norway for 4 weeks before the doctor's proof of sickness or injury has been given out, the Employee has the right to sickness benefit.

In case of employment injury, the Employee has a right to get the benefit starting from the first day of absence. The first 16 days will be covered by the Employer, and after that by NAV. It is covered at least in the amount of 50%.

The contract may not be ended in a proposal of the Employer if the Employee has been away from work due to sickness or injury for up to 12 months.

In case of sickness, the Employee should inform the Employer immediately so the sickness sheet would start promptly. The Employee has a right to stay on home treatment for up to 3 days. On the 4th, the doctor has to be called out.

The Employee has to pay the visit fee when seeing a doctor. Before valid insurance in Norway, it is necessary to make European Health Insurance Card.

People who visit Norway and have the European Health Insurance Card, get essential medical care as the Norwegians. Medical help is offered in the National Health Service (Lokale Trygdekantor). It is necessary to submit the European Health Insurance Card and ID. The visit fee will not be compensated.

Dental service is priced. The patient has to pay for the treatment in full sum. For patients under 18 years, dental services are free.

Employees that are living in Norway with the whole family, are entitled to child benefits after living in Norway for at least 12 months. In that case, all the payments from the home country will be stopped and will be made in Norway. The application has to be made in a local NAV office. Read more about child benefits in Norway:

<https://www.nav.no/en/home/benefits-and-services/relatert-informasjon/child-benefit-and-cash-benefit-foreign-employees-in-norway>



Pension

Job Norway pays for every employer the minimum requirement for pension savings - 2% from the first day starting.

The minimum pension level is a guaranteed minimum retirement pension payment from the National Insurance Scheme.

With effect from 1 January 2011, the minimum pension level replaced the concept of basic pension for old age pensioners. This also applies to those who drew retirement pension before 2011. (For those born between 1954-1962, the minimum pension level will gradually be replaced with the term guarantee pension).

Who can receive the minimum pension level?

You must draw a 100 percent retirement pension and have at least five years of National Insurance coverage to be entitled to the minimum pension level. You will receive the full minimum pension level if you have 40 years or more as a member of the National Insurance scheme. If you have a shorter period of National Insurance coverage, the minimum pension level will be reduced accordingly. The criterion for drawing a retirement pension before the age of 67 is that you must have accumulated pension rights that are at least equivalent to the minimum pension level. Therefore, in practice, you will normally not qualify for the minimum pension level until you turn 67.

<https://www.nav.no/en/home/benefits-and-services/pensions-and-pension-application-from-outside-norway>



Working hours and salary

The Employee is paid at an hourly rate. Unless otherwise agreed, the hourly pay shall be paid latest on the **17. day of the month** pursuant to correctly completed timesheets authorized by the client.

Every month workers get paid for worked hours calculating from the first to the last date of the month, salary date is the 17th (next month).

The pay shall be in Norwegian currency and shall be transferred to a Norwegian or native account specified by the Employee.

In accordance with the prevention agreement of double taxing between the EU and Norway, the Employee is obligated to pay taxes to Norway from the salary earned in Norway.

Vacation money (10.2%) and overtime (+50%) will be paid at the end of the contract period.

We are expecting you to send us an update of your working hours for the previous week each Monday to kristo@jobnorway.no.

Tips are something between each employee and the client.

We don't have any responsibilities with tips since it's an agreement between those two parties and we can't have any overview of this. It may change every time.

Each worker is responsible and understands, that failing to send the hours on time can result in payslip delays for ALL workers.

The worker is obliged to take a 30min break on all shifts longer than 5,5h. 0,5h will be deducted from these shifts automatically.

If the daily working time is at least 8 hours, the employee is entitled to a total break of at least half an hour. Such breaks are not normally considered working time.





How to send your working hours?



Please send the working hours for the previous week **each Monday**.

You can simply send these as a screenshot or a written document/letter.

Please check the attachment sent by email with the contract.

There are 2 different forms of Timesheets we would like you to use in the future when sending us your hours. You can pick either one you like.

If you have a computer you could use, it would be easier to go for the Excel version. You will just need to fill in the start and finish times of each of your shifts. In case you have more than one shift in a day, you can just insert a new row for it and again, mark your start and finish times.

If you do not have access to a computer, you might prefer the Word version of the Timesheet. You can ask the management of the workplace to print these out for you. If you choose to go for the Word version, you will need to get each shift signed by whoever is in charge of you at the workplace.



Salary calculation

Average working hours per month are usually 168 h.

In different places it can also be lower - please read your contract.

Example of the working hour calculation

By the contract, The Employee works on the bases of summarized working time with the calculation period of the whole working period. It means, that overtime will be calculated and paid at the end of the contract.

For example, the contract period is 12.01.2022 - 11.04.2022.

Normal working hours are 40 h per week and therefore basic hours for the whole period are $40 \text{ h} \times 13 \text{ weeks} = 520 \text{ hrs}$. All the working hours exceeding 520 h in total are considered overtime and will be paid (+50%) with the final salary.

Vacation money (10,2% of income) will be earned on a deposit account and also paid out with the final salary.

Every month workers get paid for worked hours calculating from the first to the last date of the month, salary date is the 17th (next month).

The following is a rough estimate of your monthly salary:

$220 \times 168 \times 10,2\% = 40729 \text{ NOK}$ before taxes. Taxes are ~25%.

After taxes ca 30547 NOK (~3054 €)

10.2% from 30547 NOK = ~3115 NOK/month (~311 €) will be earned on a deposit account and paid out with the final salary.

So by this, you would actually get every month approximately $30547 - 3115 = 27432 \text{ NOK/month}$ (~2743 €)

If you have a foreign bank account, then take into account the transfer fee.



Time-bank system

When you will receive a salary based on a time-bank system with a set average of 160 hours per month. This means that every month you will get paid for 160 h and all the exceeding hours would be saved to the „time bank“.

In case you work less than 160 h per month, the missing hours would be compensated from your time bank balance. The closing of the time-bank balance would be made at the end of your contract and the remaining time-bank would be considered as overtime and paid out with +50%.

Calculation example:

The working period is 1.04.2022-31.06.2022 (3 months) but the worker has done hours in:

*April- 211 h

*May - 183 h

*June - 140,5

Total= 534,5 h

We have paid a salary for :

*April- 160 h (211-160=52 hours to time bank)

*May - 160 h (183-160=23 hours to time bank)

June – 160 h (140,5-160=-19,5 hours taken from time bank)

Total worked hours = 534,5 h

Set average hours are $3 \times 160 = 480$ h

Remaining in timebank=52+23-19,5=55,5 (treated as overtime and paid with +50%)

Along with the final salary, the worker will receive the remaining timebank balance (with +50%) and vacation money which is 10,2% of income during the whole working period.



The concept of Norwegian holiday pay

Vacation money (10,2% of income) will be earned on a deposit account and will be paid out with the final salary.

Holiday pay is always tax liable and is included in the basis when calculating tax for the income year. Generally, the tax deduction card is adjusted so that some extra tax is deducted from your regular salary payments for the rest of the year so that tax is not actually deducted from the holiday pay upon payment.

As a general rule, Norwegian companies do not pay an ordinary monthly salary when an employee takes a vacation. Instead, holiday pay that was “accrued” during the previous year's employment is paid out.

This is known as “feriepenger” in Norwegian, which literally means “holiday money.”

For those with a legal minimum of 21 vacation days, your holiday pay will be at least 10.2% of your base salary. If you are over 60, the rate is 12.5%.





Public Holidays in Norway

The public holidays, 1st of May (Labour day) and 17th of May (Constitution Day) are regulated in the Public Holiday Act of 147-04-26 no 1. Employees that must work on May 1st or 17th are entitled to an ordinary salary + 50%.

New Year's Day

Norwegians tend to celebrate the evening before in a somewhat more subdued fashion than in other countries. Fireworks are common, but gatherings tend to be small family-focused affairs. On New Year's Day itself, Norwegians will most likely head to the hills for a hike.

Easter

Because of religious traditions, Norway grants 3 public holidays for Easter. Maundy Thursday, Good Friday, and Easter Monday are known in Norwegian as skjærtorsdag, langfredag and andre påskedag respectively.

Labour Day

May Day or International Workers Day is observed in around 80 countries around the world and marks the achievements of the organized labor movement.

Constitution Day

17th of May - Without a doubt, this is the biggest celebration of the year. Norway's national day starts with children's parades in every community. Typically, this is followed by a parade of community groups, live music and other fun activities.

Ascension Day

Known in Norwegian as Kristi himmelfartsdag, Ascension Day commemorates the ascension of Jesus into heaven 39 days after their resurrection on Easter Sunday.

Although the actual date varies wildly each year, it always falls on a Thursday. Some companies offer their employees Friday off for free. Others encourage their staff to take Friday as a vacation day.

Whit Monday / Pentecost

Also known as Pentecost, Whit Monday is observed ten days after Ascension Day and therefore always falls on a Monday.

Christmas Day

25 December: Juledag is a public holiday in Norway despite the main family celebrations taking place on Christmas Eve. Although not technically a public holiday, Christmas Eve sees very few people at work, with the main family meal taking place in the evening.

The main festive meal varies by region, with common dishes including lutefisk, pinekjøtt, and baked cod.

St. Stephen's Day

26 December: Andre juledag is a much-needed day of relaxation after the indulgence of the Christmas festivities.

Much like Easter (and let's face it, pretty much any day of the year!), Norwegians use the day as a reason to get out into the forests and mountains, despite the cold.



Internal Rules

Rules for employees at restaurants and hotels become the bedrock of its success. Here are some rules that every employee – both the front of the house as well as the back of the house – must adhere to.

Every restaurant and hotel has different policies and procedures that employees need to learn. It is of utmost importance to know those policies and procedures well, but it is also important to have fun.

Working in a restaurant is not only about selling food but is an experience that will engage customers so they will want to come back again and again to a clean, happy, mannerly staff, as well as to a restaurant's menu.

Rules help make a business successful for everyone.

Manners and Communications Skills

It is important to offer professional and friendly service, to be flexible and positive in your duties, and to communicate with customers and colleagues/management. Pay attention to what is going on around you, show initiative, and offer solutions to situations that you can handle.

Every department has its own set of routines that the head of the department will explain and that should be followed.

To get most of your working day, arrive at least 10 minutes early to get a handover or an overview, or so needed chat with a coworker.

Mobile phones are not allowed to be used while at work.





Smile at all times! In Norway, a happy and positive attitude coming from within is expected from every individual. Negative thoughts and personal problems should be left aside.

Staff should greet restaurant patrons promptly when they enter, and should extend the same polite promptness when patrons are seated, when they order, when they ask for refills or dessert – and during their entire stay at the restaurant, including paying for the check and exiting out the door.

Never interrupt when someone is speaking and always look at people directly so they will feel that their words are important. All staff members should use this same kindly demeanor with all customers and with each other as well.

Alcohol, drugs, and other hypnotic substances are strictly prohibited!

Being cordial is of utmost importance.

You will be working long shifts and spend a lot of time with your colleagues so it is very important to respect each other and stay on good terms.

Appearance and Hygiene

Wear the appropriate uniform for your department (restaurant and kitchen).

Every restaurant or hotel has its own requirements for uniforms, but a few standards are consistent, no matter the employment: clothing must be free of stains, tears, and holes, and must be of an appropriate length, with nothing fitting too tight. Shoes should be color coordinated and should have good grips on the soles.

Nail polish and make-up are used in moderation.

Perfumes and colognes should be administered with a very light hand, if at all – if the scent overwhelms the food, then that isn't good.

Hair should be relatively secured at all times. This can mean that kitchen staff should wear hair nets or hats, and servers should have ponytails and trimmed hairstyles. No matter what, hair must be clean and out of the way – and away from food. Facial hair should also look freshly groomed, not only for the sake of appearance but also for hygiene.

Hands must be washed often and thoroughly, with soap under warm running water, for at least 30 seconds



Timely Performance and Time Off

Every restaurant or hotel has different policies and procedures that employees need to learn. It is of utmost importance to know those policies and procedures well, but it is also important to have fun.

Employees should arrive for their shifts 10 minutes early so that they have time to clock in, put on their name tags and aprons, and hear any specials or any information they need to know.

Asking for time off should be done as far in advance as possible, so the appropriate coverage can be assured. It's of paramount importance that employees do not come to work sick with a communicable illness that staff or patrons can catch.

In the food service industry, this becomes a hygiene issue, so it's important not to come to work with anything contagious.

Drinking alcohol and smoking at workplaces premises and showing up to work with an alcohol smell is forbidden.

Working rules

- Follow working duties of department.
- Do not enter the kitchen area and guest restaurant without a working uniform. Workplace kitchen food stock is not allowed for personal use.
- Check what's going on during the day and a few days in front.
- Double check with reception HB and group amounts for the evening.
- Before opening a restaurant make sure everything is ready for service.
- Kitchen staff must follow the duties of the day, during breakfast buffet must go into the restaurant and check the food.
- All departments have to follow cleaning routines.



Staff accommodation

The accommodation room must be clean and tidy. You should treat the property of the hotel/apartment prudently.

They do not provide hygiene articles such as toilet paper, shower gel, shampoo, or chemicals for cleaning the premises and washing the dishes. It is your own or collective responsibility.

Keeping the area tidy is also your/collective responsibility.

Usually, there is a cleaning schedule available where example two rooms every week take charge of the area.

Following a basic rule, “you make a mess, you clean it” would help to maintain the premises representable.

Fire exits are used only in case of fire or other emergencies. They should not be blocked.

Common use articles (coffee machine, washing machine, toaster, fridge, iron, pans, pots, sinks, etc.) are to be used with care so that they last for more than the current season.

Keep the kitchen clean even if it is not your week on the cleaning duty – it is each and everybody’s duty to clean after cooking.

Dishes should be washed after your meal. No one likes to enter a kitchen where dirty dishes and leftovers are blocking the way to cooking. If the kitchen floor gets messy after your cooking, clean it even though it is not your cleaning week.

Be considerate and respect other people living here – their work schedule, given private space, and their belongings.

The garbage has to be sorted – paper, plastic, cans, and general waste. It has to be binned in a timely manner – before the flies, ants and other animals appear.

When the accommodation place is damaged and dirty, charges are assessed and will be deducted from the employee's final paycheck.



End of The Contract

If you would like to finish the contract before the final date, you have to give notice one full month ahead, calculation from the first day of the month after the notice was given.

During the probation period, it's 14-days ahead notice, starting from the date of the notice.



Final payment

Well done! You made it!

With your final payment, you will receive the amount of overtime and vacation money.

What are your future plans?

We would be happy to continue working with you.

Let your recruiter know 4 weeks before your contract ends that you would like to continue working with us, and we will find a new offer.



Questions?

Do not hesitate to contact us if you have any questions.

Just remember, we are always an email away if you need help.

Open dialogue is essential, and people should feel able to speak honestly and openly. It is our goal to provide a supportive, non-judgmental environment.

If you hate coffee, that's okay, honestly.

Team Job Norway

www.jobnorway.no

