

## Standard for accommodation of labor migrants (or the standard for the regular SNF register)

*Note: The Dutch version of the standard is leading in all cases.*

This standard for housing labor migrants consists of 5 parts:

- A. The set of standards, consisting of 6 parts plus a number of recommendations
- B. Description of the auditing method
- C. Decision tree
- D. Registration, suspension and deregistration from the SNF register
- E. Additional information about the duty to provide information

Compliance with this standard leads to registration in the 'regular SNF register'. Other standards apply to registration in the SNF-hiring-register. Look for this at [www.normeringflexwonen.nl](http://www.normeringflexwonen.nl).

In the harmonization document, which is part of the SNF scheme, an explanation is included on various components. This explanation is not without obligation and must be followed up. See [www.normeringflexwonen.nl](http://www.normeringflexwonen.nl) for the most recent version of the harmonization document.

### A. Norm set

#### 1. Space and Privacy

	<i>Norm</i>	<i>Qualification</i>	<i>Comments</i>
1.1	The administration of the prospect must provide a current overview of the housing locations and corresponding number of residents. This current overview of housing locations and persons per location must be available to the auditor on-site.	Major	<ul style="list-style-type: none"> <li>• The company ensures that the inspection body receives a complete and up-to-date overview of all accommodation locations one week before the audit.               <ul style="list-style-type: none"> <li>o All locations</li> <li>o The number of residents per location (no names)</li> </ul> </li> <li>• This list must be signed by the applicants and the list must be declared 'truthfully'.</li> </ul>
1.2	Permissible types of accommodation: <ul style="list-style-type: none"> <li>a. regular home</li> <li>b. hotel/questhouse</li> <li>c. residential units in a building complex</li> <li>d. chalets/housing units</li> <li>e. housing in recreational ground</li> </ul>	Major	

1.3	<p>Residents must have a minimum of 10m<sup>2</sup> of enclosed living space per person.</p> <p>Residents of a regular home (a.) and residential units in a building complex (c.) must have a minimum of 12m<sup>2</sup> of usable area (GBO). This also applies to chalets/housing units (d.) in case the official destination is 'living'.</p> <p>All facilities (sanitary, kitchen, bedroom and living room or relaxation room) must be accessible under one roof and on-site.</p>	Major	<p>For an explanation of GBO see the harmonization document. As a methodology for determining GBO, the most current 'user surface area measurement instructions' from the NVM, VBO, VNG and Waarderingskamer is used and has to be calculated by the determination 'gebruiksoppervlakte wonen'. <a href="https://www.waarderingskamer.nl/hulpmiddelen-gemeenten/meetinstructies-gebruiksoppervlakte-inhoud/">https://www.waarderingskamer.nl/hulpmiddelen-gemeenten/meetinstructies-gebruiksoppervlakte-inhoud/</a> The floor area is measured according to measurement instructions at 1.5 m height.</p> <p>The measurement must actually be carried out at the location.</p>
1.4.1	<p>In all types of accommodation, residents have a minimum of 3.5 m<sup>2</sup> of floor space per person in their sleeping area.</p> <p>Temporary (time limit still has to be set) applies that for the existing type of accommodation (e), housing in recreational ground residents have a minimum of 2.7 m<sup>2</sup> of floor space per person in their sleeping area. If the sleeping area in living accommodation, housing in recreational ground is less than 3.5 m<sup>2</sup> floor space per person, the sleeping area may be used for a maximum of 2 persons.</p>	Major	<p>The measurement must actually be carried out at the location.</p> <p>The floor area is measured according to measurement instructions at 1.5 m height</p>
1.4.2	<p>In all types of accommodation, a bed with a mattress of at least 80 * 200cm and a wardrobe of at least 0.36m<sup>3</sup> plus a chair is available for every resident in the sleeping area.</p>	Major	
1.4.3	<p>If the wardrobe is not in the bedroom, it must be lockable.</p>	Minor	
1.5	<p>During the audit, it is checked whether actual occupancy matches the administrative records.</p>	Major	

## 2. Sanitary, Safety and Hygiene

	<i>Norm</i>	<i>Qualification</i>	<i>Comments</i>
2.1	There must be a minimum of 1 toilet for every 8 persons.	Major	If there are more than the minimum number of toilets, these must also meet the requirements for (fire) safety and hygiene.
2.2	There must be a minimum of 1 shower for every 8 persons.	Major	If there are more than the minimum number of showers, these must also meet the requirements for (fire) safety and hygiene.
2.3.1.1	There is no visible overload of the electricity grid (check e.g. on electric plugs and stoves).	Minor or major	The auditor determines whether it concerns a minor or major non-conformity. Safety must be guaranteed for all areas of the residential location.
2.3.1.2	The lighting and electricity supply in wet rooms: <ul style="list-style-type: none"> <li>• is splash-proof</li> <li>• is suitable for use in wet rooms.</li> </ul>		
2.3.1.3	There are no circumstances that can lead to danger or injuries.		
2.3.2.1	Hygiene in and around the residential location does not pose a danger to public health.	Minor or major	The auditor determines whether there is a minor or a major non-conformity. Hygiene must be guaranteed for all areas of the residential location.
2.3.2.2	There is a reliable and demonstrably maintained mechanical installation or natural ventilation, this in combination with sufficient aeration.		
2.3.2.3	There is not any mold in the bathrooms, kitchens and / or other rooms.		
2.4	Central heating, gas heater and water heater must be demonstrably inspected every two years.	Major	This must be demonstrated with the sticker on the device and / or the test report. If the auditor has doubts about the reliability of the sticker, he can request additional evidence (maintenance contract, invoice, test report). When the legislator makes this mandatory, only authorized companies with qualified person may maintain central heating boilers, stoves and water heaters.
2.5	At locations with the official destination 'living', each living area must have a minimum of 0.5 m <sup>2</sup> of daylight area . In locations with destination 'guest accommodation', every living area has direct daylighting.	Minor	The measurement must actually be carried out at the location.

### 3. Facilities

	<i>Norm</i>	<i>Qualification</i>	<i>Comments</i>
3.1	Refrigerator(s), 30 litres of cooling/freezing space per person.	Minor	If there is more than the minimum number of liters of cooling / freezing space, these must also meet the requirements for (fire) safety and hygiene.
3.2.1	Cooking rings / stove / plates, at least 4 rings. Specific standard for larger numbers of residents: With more than 8 people 1 ring per 2 people. If more than 30 persons a minimum of 16 rings.	Major / Minor	If cooking facilities are lacking in the types of accommodation a, c, d and e, there is a major non-conformity. If cooking facilities are missing in the accommodation type b (hotel / guesthouse), there is a minor non-conformity. If there are more than the minimum number of rings, these must also meet the requirements for (fire) safety and hygiene.
3.2.2	Cooking rings / stove / plates: Studios for a maximum of 2 residents must have a minimum of 2 rings plus a microwave or oven.	Major	This applies in those cases where residents do not have access to cooking facilities other than the cooking facilities for themselves and the possible inmate of the studio. These must meet the requirements for (fire) safety and hygiene.

### 4. Information and other requirements

	<i>Norm</i>	<i>Qualification</i>	<i>Comments</i>
4.1	There must be an information sheet visible in a central place in the residential location. It must be possible to contact someone 24/7 in the event of an emergency.  The information sheet is drawn up in English or German or the national language of the residents and contains at least telephone numbers of: <ul style="list-style-type: none"> <li>• manager / contact person / own aid worker</li> <li>• regional police</li> <li>• fire brigade</li> <li>• 112 (in life-threatening situations)</li> <li>• concise house and behavioural rules in the national language of the residents</li> <li>• evacuation plan and emergency procedure</li> </ul>	Major	Evacuation plan and emergency procedure applies to all permitted types of accommodation. Not only with the types of accommodation a, c and d.  If a location concerns accommodation type b (hotel/guesthouse), a map in and / or on the information card is required. The temporary resident(s) must be informed in a central place in the residential location how to act in case of emergency.
4.2	If the auditor comes across locked bedrooms, he/she may decide to order a re-audit of the location.	Major	The auditor must be able to form a proper picture of the housing location as a whole.

## 5. Fire Safety

### 5.1. Measures in the accommodation

	<i>Norm</i>	<i>Qualifications</i>	<i>Comments</i>
5.1.1	<p>Fire extinguisher</p> <ul style="list-style-type: none"> <li>• A fire extinguisher must comply with the 1997 portable fire extinguishers decree and in particular the prevailing NEN-EN 3-7. The installation of fire extinguishers and choice of extinguishing agent in relation to the fire class must comply with NEN 4001 + C1.</li> <li>• A portable fire extinguisher must be provided with the indication of the expiry date (year and month) on which the next maintenance must be carried out in accordance with the current NEN 2559.</li> <li>• The preventive maintenance must be carried out annually in accordance with the current NEN 2559 by a certified REOB company. The maintenance data must be recorded on a label based on the prevailing NEN 2559 that is permanently attached to the fire extinguisher.</li> <li>• A total of 6 liters / 6 kilos of extinguishing agent is present.</li> <li>• There is a fire extinguisher of at least 2 liters / 2 kilograms within 5 meters of any place where food is cooked and in places with an open fire (directly within reach, so not in another unit and not outside).</li> <li>• There is an instruction for use on each fire extinguisher.</li> </ul>	Major	<p>NEN-EN 3-7: Portable fire extinguishers - Part 7: Properties, performance requirements and test methods.            NEN 4001: Fire safety projection of portable and mobile fire extinguishers.            NEN-EN 2559: Maintenance of portable fire extinguishers.</p> <p>The REOB approval of the organization that carried out the audit is shown by means of the sticker on the extinguishing agent.            If there is a fire hose approved by a REOB-certified company, a 2-liter / 2-kilogram foam extinguisher may be sufficient within 5 meters of each cooking place and in places with an open fire (directly within reach, not outside ). One and the other depending on the range and accessibility of the reel. This is determined by the auditor.</p>
5.1.2	There is a fire blanket for every kitchen.	Major	
5.1.3	<p>Working smoke and CO detectors have been installed at the prescribed locations.</p> <p>Combined CO and smoke detectors are not permitted.</p>	Major	<p>Checked:</p> <ul style="list-style-type: none"> <li>• The signal</li> <li>• If there is a fire alarm system that has been switched to a PAC or directly to the fire brigade, the signal from the smoke detectors does not need to be checked, but the inspection of the system is checked in the existing logbook.</li> </ul>

### **5.2. Binding information obligation**

The inspection body informs the audited company of the applicable obligations with regard to the 2012 Building Decree and advises to ensure the housing conforms to this decree, insofar as it does not already do so. For this, the inspection body states the option of arranging a Bed-for-Bed scheme with the local authorities. As part of the information provision and advice, the inspection body will use the overview in part E of this standard.

### **5.3. Report to the municipality**

In the event of a serious breach of fire safety regulations, the inspection body must report this location to Stichting Normering Flexwonen, as well as demand that the company solves the situation within the shortest possible time. SNF can report this to the competent authority.

## 6. Good employment practices

	<i>Norm</i>	<i>Qualification</i>	<i>Comments</i>
6.1	<p>In order to ensure good employment practices, <b>temporary employment agencies</b> are subject to the condition that they are registered in the register of certified companies of SNA. Temporary employment agencies that work in the sector where the collective labor agreement meat sector is applicable must be registered with the SNA quality mark as well.</p> <p>In order to ensure good employment practices, <b>agricultural companies in the 'open cultivation' sector</b> and in <b>the 'greenhouse horticulture' sector</b> that house their own employees have to declare to the SNF office that:</p> <ul style="list-style-type: none"> <li>• they submit the own declaration of compliance with the collective labour agreement ('eigen verklaring geen huisvesting eigen werknemers') from which it appears that the applicable open cultivation is complied.</li> <li>• plus the declaration of good employment practices as in the collective agreement for open cultivation or the collective labor agreement for greenhouse horticulture is prescribed and available via the SNF website.</li> </ul> <p>Companies registered with <b>Fair Produce</b> can thus demonstrate compliance with the requirements for good employment practices.</p> <p>In order to ensure good employment practices, companies that house their own employees in sectors with which SNF has not yet entered into agreements about the implementation of good employment practice, have to:</p> <ul style="list-style-type: none"> <li>• submit the 'own declaration of compliance with the collective labour agreement' ('eigen verklaring geen huisvesting eigen werknemers')</li> <li>• submit an annual account statement in accordance with the prescribed format, showing that the applicable collective labor agreement is complied with.</li> </ul> <p>Companies that do not house their own employees do not have to comply with this norm requirement. See the 'reglement registratie' for the requirements.</p>	Major	<p>The Chamber of Commerce number of the company is leading in the audit by the inspection body. The company must be included in the SNA register on the day of the audit.</p> <p>On registration and continuation, the SNF office checks the presence of the declaration and, if applicable, the audit certificate. The auditor will assess during the audit whether the documents have actually been sent to the SNF office.</p>

### **Recommendations**

In addition to the applicable standards, the quality mark companies are given a set of recommendations which they can implement at their discretion. These recommendations concern the following subjects:

- Drawing up a smoking, drinking and drugs policy
- Drawing up a policy in the field of order and tidiness in and around the housing location
- The cooking area has an oven or a microwave
- The housing takes into account the privacy of the residents, and privacy regulations have been drawn up.

### **Transitional arrangement**

Modified requirements in the standard that were not yet included in a previous version of the standard or changes in interpretation or explanation of the standard that are new to the harmonization document must be one month after publication of the relevant version of the standard or harmonization document implemented and are therefore used in all audits that take place from one month after publication.



## B. Auditing method

Below is the information about the actual audit.

### Scope

Housing companies and employers who want to house temporary migrant workers can qualify for the regular SNF register. See the 'reglement registratie' for the formulation of the requirements for companies that want to be registered.

### Inspection bodies

Compliance with the SNF scheme is assessed by an accredited inspection body (the term conformity assessment body, CBI, is used by the Dutch Accreditation Council) that is accredited on the basis of the current ISO17020 guideline by the Accreditation Council. The inspection body must have an agreement with Stichting Normering Flexwonen for carrying out audits on the SNF scheme (the standard for accommodation of labor migrants and additional documents referred to in the SNF Standards).

### Periodic audit

Every company mentioned in the register must, in order to remain registered, periodically carry out a new audit.

### Sample

The auditor will draw a sample from the submitted list with locations which will be checked during the administrative audit (standard 1.1).

Companies that also hire housing in addition to their own housing must include all locations, their own and hired locations, in the total list of locations. The sample is drawn from all locations.

The determination of the sample is the responsibility of the auditor. He should be able to form a proper picture of the quality of the housing based on the sample. The following starting points can be used to determine the sample:

- There must always be 'new' locations in the sample compared to the locations visited in previous years (provided new locations are available)
- There must be a good distribution over the various types of accommodation (homes, units in a building, recreational grounds, guesthouse).
- This good distribution implies that if there is only one large holiday parc, where for example 25% of the beds are on, this will be inspected again during the next periodic audit.

Depending on the number of locations that appear from the administration, the size of the sample is determined. The following scale is used:

- 1-5 locations: 2 locations, unless there is only one location.
- 6-10 locations: 30%
- 11-20 locations 25%, with a minimum of 3
- 21-50 locations: 20%, with a minimum of 5
- 51-100 locations: 10 locations
- > 100 locations: 15%

### **Auditing method per permissible type of accommodation**

Control locations in relation to housing form.

A permissible type of accommodation can consist of one or more units to be monitored.

- regular home: one unit
- hotel / questhouse: at least 10% of the rooms with a minimum of 4 rooms
- residential units in a building complex: at least ten percent of the units with a minimum of 4 units
- chalets / housing units: at least 10% of the chalets / housing units with a minimum of 4 chalets / housing units
- accommodation in recreational ground: at least 10% of the chalets / housing units with a minimum of 4 chalets / housing units

### **Planning**

The company submits an updated list of locations, drawn up and signed to the inspection body, 1 week before the audit. The company is notified of which locations will be audited, 24 hours in advance.

### **Qualification of the standards**

Within the standards, a distinction is made between major non-conformities, minor non-conformities and recommendations.

- Major non-conformities must be solved within the set period and the number of major non-conformities determines whether a re-audit must take place.
- Minor non-conformities must also be resolved within the specified period. A minor non-conformity that appears again at a subsequent audit is regarded as a major non-conformity in that audit.
- Companies can also receive recommendations, but are free to implement this.

### **Urgent audits**

In the event of doubt about the locations of a quality mark holder, Stichting Normering Flexwonen has the option to have an urgent audit carried out.

In the event of good reasons to doubt, municipalities, SZW inspectorate, fire brigade and other government bodies can request Stichting Normering Flexwonen to carry out an urgent audit.

### C. Decision tree

Within three weeks after the audit, the inspection body will send a draft report to the audited company. The complaint can be filed with the inspection body. This complaint is taken into account by the inspection body in the final report and the accompanying advice that it sends three weeks later (within six weeks) to Stichting Normering Flexwonen.

The inspection body will deliver a report to Stichting Normering Flexwonen within six weeks after the audit. In this report, the inspection body has included the assessment of the non-conformities and the requirements for the way in which recovery of the non-conformity(ies) is demonstrated. It has also been established whether there is a re-audit or whether the cases are being dealt with in writing. See the table below:

	<b>Recovery to demonstrate in writing</b>	<b>Re-audit</b>
1-2 location, sample 1-2	If resolving majors can be properly verified in writing. In case of doubt, re-audit <sup>1</sup> .	If resolving majors can not be properly verified in writing.
3-5 locations, sample 2	Max 1 major, if properly verified in writing.	More than 1 major <sup>2</sup> .
6-8 locations, steekproef 2	Max 1 major, if properly verified in writing.	More than 1 major.
9-10 locations, sample 3	Max 1 major, if properly verified in writing.	More than 1 major.
11-13 locations, sample 3 locations	Max 1 major, if properly verified in writing.	More than 1 major.
14-20 locations, sample 4 locations	Max 1 major, if properly verified in writing.	More than 1 major.
21-23 locations, sample 4 locations	Max 1 major, if properly verified in writing.	More than 1 major.
24-48 locations, sample 5-9	Max 1 locations with (a) major(s)	More than 1 location with (a) major(s)
49-50 locations, sample 10	Max 2 locations with (a) major(s)	More than 2 locations with (a) major(s)
51- 99 locations, sample 10 locations	Max 2 locations with (a) major(s)	More than 2 locations with (a) major(s)
100 – 199 locations,	Max 3 locations with (a) majors	More than 3 locations with (a) major(s)

<sup>1</sup> For companies with 1 or 2 locations, all locations are audited. Re-audit is not necessary provided that the resolution of deficiencies can be demonstrated very well in writing, with photos via Skype or film.

<sup>2</sup> For companies with 3 locations or more, a re-audit is sensible because there are other locations where it can be checked whether all requirements are met.

sample 15 %		
200 – 299 locations sample 15%	Max 4 locations with (a) majors	More than 4 locations with (a) major(s)
300 – 399 locations sample 15%	Max 6 locations with (a) majors	More than 6 locations with (a) major(s)
More than 400 locations sample 15%	Max 7 locations with (a) majors	More than 7 locations with (a) major(s)

All identified non-conformities must be reported. All identified non-conformities are taken into account when determining whether a re-audit must be carried out on the basis of the above table. The immediate rectification of the non-conformity during the audit has no influence on this.

**Description of sanctions**

***Written proof of recovery:***

The company must confirm to the inspection body that the repair has taken place (this confirmation can be demonstrated by photographic or film material, invoices, Skype or otherwise). The company must prove that recovery took place at all locations, where applicable, and not only at the locations that emerged from the sample and were audited physically.

The report of the inspection body to Stichting Normering Flexwonen regarding the measures taken and the compliance with the standards must be received within 6 weeks of receiving the report of the regular audit by Stichting Normering Flexwonen.

If no confirmation is received, or if the confirmation does not contain sufficient guarantees that the recovery has taken place, a re-audit must still be carried out.

**Re-audit**

If a re-audit is sanctioned, 50% of the audited locations will be re-audited and 50% of new locations (and with an odd number of locations to be audited, one location will be audited more than new ones). The number will be equal to the original number of locations audited. On the basis of this re-audit, a test report will again be submitted to Stichting Normering Flexwonen by the inspection body. The final audit report must be received by Stichting Normering Flexwonen within 6 weeks of receipt of the report from the regular audit, in which the re-audit was imposed on the company.

#### **D. Registration, suspension and deregistration from the SNF register**

If no non-conformities or only minor non-conformities are found, Stichting Normering Flexwonen can, provided that the other requirements as formulated in the 'reglement registratie' are met, include the company in the register or continue the registration in the register. This also applies to the situation that the major non-conformities have been resolved.

In the situation that after re-audit a new second re-audit is sanctioned, the audited company is temporarily suspended from the register by SNF. This is also made visible in the register. Even if recovery can be demonstrated in writing, but the documents are not received or not received on time or are considered inadequate, the company will be suspended from the register.

In the event of a suspension, the company is given the opportunity to be audited once more. A completely new sample is drawn here. If the company does not meet the requirements during this audit, the company will be removed from the register. See also the 'reglement registratie'.

This standard part D contains the requirements that apply to registration of the Registry of Stichting Normering Flexwonen. This standard part does not apply to the accreditation of the inspection bodies.

**E. Additional information about the obligation to provide information pursuant to the 2012 Building Decree .**

In some situations, the owner / landlord has a legal obligation to submit an occupancy notification to the municipality in respect of the use of the accommodation made available by him or her for room-to-room letting and/or hotel function or be in the possession of an environmental occupancy (fire safety) permit. This can be to house migrant workers, among other things.

In case of a residential function for room-based rental with 5 or more residential units, a notification of use is mandatory. The 2012 Building Decree also stipulates additional fire safety requirements for room-based occupancy of a residential function. There is room-based rental if there are five or more residential units (one room or system of rooms in use by a room occupant) in use within a house (independent house with independent access and essential facilities). Residential units usually share one or more essential facilities (shower, toilet and kitchen) with other accommodation units. In such a case, smoke detectors (see Article 6.21, paragraph 2 and 3 of the Building Decree 2012) are mandatory in every accommodation and in every enclosed space up to the exit.

The inspection body will verify with the audited company whether this notification of use has been made or whether the environmental permit has been issued. Based on the result, the auditor will inform the company. The next schedule is leading for the auditor.

Information obligation & recommendation			
The inspection body determines which of the following situations is at issue at an audited location.			
# residential units	Form of residence	Obligated use notification	Obligated environmental permit for fire safe use (use permit)
≤ 5 residential units	a,c & d (if in use as living destination)	No	No
> 5 residential units	a, c & d (if in use as living destination)	Yes	No

Based on the scheme, the inspection body informs the company about the use notification and / or environmental permit for fire safe use and this legal obligation. This obligation to provide information does in any case include:

- Infosheet Kamergewijze rental - Building Decree 2012 <http://www.rijksoverheid.nl/ministeries/bzk/documenten-en-publicaties/brochures/2012/04/27/infoblad-kamergewijze-verhuur-bouwbesluit-2012.html>
- Infosheet Vluchten bij brand – Building Decree 2012 <http://www.rijksoverheid.nl/ministeries/bzk/documenten-en-publicaties/brochures/2012/10/09/infoblad-bouwbesluit-2012-vluchten-bij-brand.html>
- Infosheet Omgevingsvergunning en melding brandveilig gebruik – Building Decree 2012 <http://www.rijksoverheid.nl/ministeries/bzk/documenten-en-publicaties/brochures/2012/04/27/infoblad-omgevingsvergunning-en-melding-brandveilig-gebruik-bouwbesluit-2012.html>

The inspection body will recommend the company in writing (a.) to submit the occupancy notification to the municipality after all or to apply for environmental occupancy (fire safety) permit with the municipality and (b) to report to the municipality for the possibility of a Bed-for -Bed arrangement. Further information about the Bed-for-Bed scheme can be found on the website of Stichting Normering Flexwonen ([www.flexwonenarbeidsmigranten.nl](http://www.flexwonenarbeidsmigranten.nl)) for migrant workers.