

Standards for migrant worker housing

Introduction

Since 01-09-2021, all companies that want to be registered with SNF must first undergo an administrative inspection (set of standards A) and immediately afterwards have all locations for which they are "primarily responsible" inspected. (Standard set B). In this version of the standard, compared to version 10.0, only textual adjustments have been made.

All currently SNF registered companies are to undergo their administrative inspection in the period preceding expiry of their certificate. This date was listed in the latest continuation email. The inspecting institution will ensure that, between 1 September 2021 and 31 December 2022, all locations are scheduled for inspection over the course of this period. Locations that have already been inspected between 1 September 2020 and 31 August 2021 do not have to undergo (re-)inspection over the period between 1 September 2021 and 31 December 2022. This exception does not apply to companies with 1 or 2 locations.

Transitional arrangement

Changed requirements in the standard that have not yet been included in a previous version of the standard must, unless explicitly stated otherwise, be implemented one month after publication of the relevant version of the standard and are therefore used in all inspections carried out from one month after publication.

A. Standards for annual administrative inspection

1. Locations registry

	<i>Standard</i>	<i>Qualification</i>	<i>Comments</i>
1.1	<p>The SNF locations registry includes an up-to-date overview of all of the company's housing locations, including the maximum number of occupants (capacity).</p> <p>This includes any hotels, bed & breakfasts, or temporary accommodations being rented at the time of inspection, which must also meet the SNF requirements.</p> <p>The locations registry must also list all foreign locations housing migrant workers employed in the Netherlands, and all foreign locations housing migrant workers employed abroad within 50 kms of the Dutch border (circle distance).</p>	Major	<ul style="list-style-type: none"> • The company will ensure that, one week prior to the inspection, the inspecting institution has download access to a full and current overview of all housing locations in the SNF locations registry, which includes <ul style="list-style-type: none"> o All locations o Maximum numbers of occupants (unnamed) per location • The accuracy and completeness of the locations registry is verified by means of financial auditing (ledgers, invoices, etc.) and, where applicable, by means of auditing staff administration. See appendix 2 for a description of the working method. • Private individuals who only rent out one location to labour migrants have to prove this with the "object list concerned" from the Land Register. The inspection authority checks annually on the basis of the "object list concerned" whether the private individual has only one extra object. • Locations abroad up to 50 km from the Dutch border, used by companies to house migrant workers, must be inspected for compliance with SNF. It should be noted that these accommodations must meet SNF requirements, with the exception of any items in conflict with local regulations.

2. Good employment practice

	<i>Standard</i>	<i>Qualification</i>	<i>Notes</i>
2.1	<p>To ensure good employment practices, temping companies must meet the requirement of being registered with the registry of SNA-certified companies. Temping agencies temping to companies subject to the collective employment agreement for the meat sector must be SNA-certified.</p> <p>To ensure good employment practices, agricultural companies in the ‘open farming’ sector and the ‘horticulture’ sector housing their own employees, must submit to the secretary’s office**</p> <ul style="list-style-type: none"> the good employment practices statement prescribed by the collective employment agreement for the horticultural or the open farming sectors, made available by way of the SNF website. <p>Companies registered with Fair Produce can demonstrate their compliance with good employment practices via this registration**.</p> <p>In order to ensure good employment practices, companies that house their own employees in sectors with which SNF has not yet reached agreements on the interpretation of good employment practices must submit an auditor’s report in the prescribed format that demonstrates compliance with the applicable collective labour agreement.</p> <p>Companies that do not house their own employees are not subject to this standard. Please refer to the regulations registry for applicable conditions.</p>	Major	<p>The company’s <i>KvK</i> (CoC) number is leading for the inspection by the inspecting institution.</p> <p>The company with SBI-code 78201 (temping agency), 78202 (loan desks), 78203 (job pools), 7830 (payrolling) must be listed in the registry of inspected SNA companies on the day of inspection.</p> <p>Annually and during the initial inspection, the inspecting institution will inspect the continuation of the SNA registry and/or the presence of a statement, certificate, or audit opinion.</p> <p>Over the course of the year, the secretary’s office will monitor the company’s SNA registration. In case of SNA registration decommitment, the SNF regulations registrations will become leading.</p> <p>**Documents must be uploaded to the company’s own file in the locations registry. The inspecting institution will verify these documents.</p>

3. Supervision and management

3A Local residents

	<i>Standard</i>	<i>Qualification</i>	<i>Notes</i>
3A.1	<p>The location and direct surroundings (building, garden, garage/shed) must be demonstrably verified for their condition periodically by the company.</p> <p>Any faults or failures must be serviced and remedied.</p>	Minor/ major	<p>Periodical inspections of the state of repair must be demonstrably documented in a log, listing inspections by date, name of inspector, and assessment.</p> <p>These inspections include:</p> <ul style="list-style-type: none"> • condition of green areas • condition of the building (window frames, glass, doors, gutters, drains, etc.) • condition of the direct surroundings of the residence • inspection for absence of refuse • inspection for regular maintenance. <p>The location must be inspected at least once every 4 years, and the data must be documented.</p>
3A.2	<p>Direct local residents must have been informed about the company's point of contact by name and direct phone number in case of questions or complaints.</p>	Minor	<p>Direct local residents are informed of the point of contact. There is no prescribed communication method (website, card in a letterbox, WhatsApp group).</p> <p>Direct local residents are defined as the relevant location's "direct neighbours".</p> <p>This standards item is assessed at the central locations in a meeting between the inspector and the responsible individual.</p>
3A.3	<p>The company's complaints and compliments procedure is approachable. The company uses a complaints and compliments process, and takes complaints into account when managing locations.</p>	Minor/ major	<p>The website must list where complaints can be submitted. The point of contact is determined by the company.</p>

B. Standards for locations inspection

1. Occupancy

1.1	During the inspection, actual capacity must be checked against administrative information.	Major	
1.2	If the inspector finds sealed bedrooms, they must order a reinspection of the location.	Major	<p>The inspector must be allowed to obtain an impression of the full housing location.</p> <p>The entire location must be open to inspection, as the inspector must be allowed to obtain an impression of the full housing location. If rooms are being rented in regular residences, the full residence (even rooms not being rented by the company) must be in accordance with SNF standards.</p>

2. Room, day-light, and heating

2.1	<p>Permitted forms of residence:</p> <ul style="list-style-type: none"> a. regular residential homes b. hotels/pensions c. residential units in a building complex d. residential units e. housing at a recreational area f. campus (per 1 September 2021) 	Major	<p>Housing that does not fall into either of these categories is not permitted.</p> <p>Hotel/pension is defined as a hotel/pension/bed & breakfast currently being operated as such. SNF only allows temporary stays at such locations, as not all facilities (such as a kitchen) are available.</p> <p>A location formerly used as a hotel/pension and currently being used as a housing location for migrant workers is defined as 'residential units in a building complex'.</p> <p>A studio is any one-room residence characterised by the lack of a separate bedroom. The bedroom requirements (article 2.3) also apply in full to a studio. Studios are often among the 'residential units in a building complex', assuming there is a single managing organisation. In other cases, 'regular residential home' may also apply.</p>
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			A campus is any location specifically designed to house migrant workers in residential units/chalets managed by a single organisation.
2.2	<p>Occupants of a location with zoning "residential", e.g. regular house (a.) and residential units (c.) have at least 12.0 m² of usable floor area (GBO). This also applies to residential units (d) with a purpose of "housing". This includes a 3.5 m² bedroom each.</p> <p>Occupants of a location zoned "accommodation" or "recreation" have at least 10.0 m² of living area per person.</p> <p>The usable space (US) must exist fully indoors. All provisions (sanitary, kitchen, bedroom, and living room or lounge area) must be located under the same roof and reachable indoors.</p>	Major	<p>For notes on US, see appendix 1.</p> <p>The most current version of the '<i>meetinstructie gebruiksoppervlakte woningen</i>' by NVM, VBO, VNG and <i>Waarderingskamer</i> is used to determine usable space (US), specifically the provision: '<i>gebruiksoppervlakte wonen</i>'. https://www.waarderingskamer.nl/hulpmiddelen/gemeenten/meetinstructies-gebruiksoppervlakte-inhoud/ This means that usable space (US) includes bedrooms.</p> <p>In accordance with measuring instructions, floorspace is measured at a height of 1.5 m.</p> <p>The listing in the BAG-viewer (Cadastral Agency) can be used for determining usable surface. If there is a suspicion that this information is no longer correct, e.g., following renovation, measurements must be conducted on-site.</p>
2.3	<p>For all residential forms, occupants must have at least 3.5 m² of individual floorspace each.</p> <p>Until no later than 31 December 2023, existing housing in residential forms e and f must afford occupants at least 2.7 m² of available floorspace per occupant.</p> <p>There is no limit on the number of occupants per bedroom. If the bedroom in residential forms e and f is less than 3.5 m² per occupant, the bedroom cannot be used by more than 2 people.</p>	Major	<p>Measurements must be conducted on-site.</p> <p>In accordance with measuring instructions, floorspace is measured at a height of 1.5 m.</p> <p>Open attics or other rooms cannot be used as bedrooms if these areas contain facilities that must remain available to all occupants.</p> <p>The size of the bedroom in residential form e. housing 2 people must be at least 5.4 m² (or 2.7 m² each), irrespective of whether the occupants are using bunkbeds.</p>
	This exception will expire on 1 January 2024. Instead, bedrooms in all residential forms must afford their occupants at least 3.5 m ² of available floorspace each.		The "square metre" requirement of at least 3.5 m ² each (or, in the exception, 2.7 m ²) for bedrooms includes a bed, cupboard, and chair.

2.4	<p>All residential forms must have a bed with a mattress of at least 80*200 cm and a chair per person.</p> <p>Two-person beds must be at least 160*200 cm. Beds slimmer than 160*200 cm can only be used by one person.</p>	Major	<p>The mattress must fit the bedframe (or, in case of a box-spring, fit the base). If the mattress is too large, this is assessed as a minor deficiency.</p> <p>There must be at least 80 cm of free headroom over the bed.</p> <p>If a couple occupies a bed of 140 cm, this can only be approved if the inspector can confirm that this is in accordance with the couple's wishes.</p>
2.5	<p>All residential forms must have a lockable clothing cupboard of at least 0.36 m3 in the bedroom for each occupant.</p>	Minor/ major	<p>A cupboard is any lockable storage with shelves or drawers.</p> <p>If the cupboard is found in the bedroom and has the right size, but is not lockable, this is qualified as a minor shortcoming.</p>
2.6	<p>If the cupboard is not in the bedroom, it must be lockable.</p>	Major	
2.7	<p>Locations designated 'residential' have at least 0.5 m2 of daylight surface for direct or indirect daylight in each common room.</p> <p>Locations designated 'lodging' have at least 0.5 m2 of daylight surface for direct or indirect daylight in each common room, with the exception of the kitchen.</p>	Minor	<p>The designation is determined by the council and can be found through the Cadastral Agency/BAG viewer.</p> <p>Measurements must be conducted on-site.</p> <p>In building constructed in accordance with a Building Code predating 2012, windows measuring 0.47 m2 instead of 0.5 m2 are permitted.</p> <p>Solatubes are permitted only in case of residential designation and an equivalent of at least 0.5 m2 of incoming daylight. Please note that ventilation requirements must still be met in case of Solatubes.</p>
2.8	<p>Common rooms must be heated.</p>	Major	<p>Freestanding gas or oil-burning heaters and open electric radiant heaters are not permitted.</p>
			<p>Freestanding gas heaters are defined as heaters that use a freestanding gas tank, and whose tank and heater are both found indoors.</p>

3. Sanitary

	<i>Standard</i>	<i>Qualification</i>	<i>Notes</i>
3.1	There is at least 1 toilet per 8 occupants.	Major	<p>A toilet is defined as a mechanically water-cleaned toilet. If there are more than the required number of toilets, all toilets must comply with (fire) safety and hygiene regulations.</p> <p>Toilets for common use must be directly reachable to occupants, and may not be reachable via occupied or occupiable bedrooms. This is with the exception of toilets that can be used by occupants of the adjacent bedroom.</p> <p>When determining the number of required toilets, the number of occupants per directly reachable toilet is leading (i.e. not the total number of residents divided by the number of toilets).</p>
3.2	<p>There is at least 1 shower per 8 occupants.</p> <p>The shower room or the bathroom in which the shower is located should be lockable.</p>	Major	<p>If there are more than the required number of showers, all showers must comply with (fire) safety and hygiene regulations.</p> <p>If a bathroom contains a shower and a bathtub, this is still considered one shower as these are not in two separate rooms that can be locked.</p> <p>Bathrooms for common use must be directly reachable to occupants, and may not be reachable via occupied or occupiable bedrooms. This is with the exception of bathrooms that can be used by occupants of the adjacent bedroom.</p> <p>When determining the number of required showers, the number of occupants per directly reachable shower is leading (i.e. not the total number of residents divided by the number of shower).</p>

4. Hygiene

4.1	Hygiene in and around the residential location must not constitute a public health risk.	Minor/ major	Hygiene must be assured for all rooms of the residential location. When determining 'hygiene' status, the hygiene score card can be used. See appendix 3.
4.2	There is a properly and demonstrably maintained mechanical installation or natural ventilation, combined with adequate aeration.	Minor/ major	
4.3	There is no mould in the bathrooms, kitchens and/or other areas.	Minor/ major	
4.4	The must be adequate opportunities for doing laundry.	Major	There must be adequate laundry opportunities at all locations. The must be sufficient washing machines for the number of occupants, or other means of laundry available/affordable to the occupants (example: having a manager or laundrette do the washing).
4.5	There must be adequate opportunity for drying laundry outside of the bedroom.	Major	A dryer is not required.

5. Facilities

	<i>Standard</i>	<i>Qualification</i>	<i>Notes</i>
5.1	Refrigerator(s), 30 litres of cooler/freezer space each.	Minor	If there is more than the minimum amount of cooler/freezer space, any excess must also comply with (fire) safety and hygiene regulations.
5.2	Hob(s), at least 4 rings. Specific standard for large number of occupants: For more than 8 occupants 1 ring per 2 persons For more than 30 persons, at least 16 rings. Hobs in studios for no more than 2 occupants must have at least 2 rings plus a microwave or oven.	Minor/ major	Cooking facilities in accordance with standards must be found at all locations. If cooking facilities are absent from residential forms 1, c, d, e or f, this is a major shortcoming. The exception is a regular hotel/pension in brief temporary use. The minor for missing cooking facilities will automatically become a major in the following inspection, and must be resolved. In the case of a regular hotel/pension, the only option is to cease using the location.

			<p>If there are more than the required number of hobs, all hobs must comply with (fire) safety and hygiene regulations.</p> <p>Hob-requirements in studios for a maximum of 2 occupants apply in cases where occupants have no access to other cooking facilities than the one intended for them and any fellow studio occupants. All (fire) safety and hygiene regulations must be met.</p>
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6. Safety

6.1	<p>There is no visible overload of the electrical grid (check for plug pairs, extension cords, splitters, or electrical hobs, loose electrical cables, etc.).</p> <p>There are a residual current device and automatic fuses in the electrical cupboard.</p>	Minor/ major	<p>The inspector is to classify shortcomings as major or minor.</p> <p>The safety of all areas in the residential location must be safeguarded.</p>
6.2	There is at least 1 wall socket for each occupant.	Minor	The wall sockets cannot be assigned for standard use by other facilities (fridge, TV, etc.)
6.3	<p>Lighting and electrical facilities in wet rooms:</p> <ul style="list-style-type: none"> • is splash-proof • is suitable for use in wet rooms 	Minor/ major	<p>As a guideline for splash-proofing, NEN 1010 is applied (uses zoning):</p> <ul style="list-style-type: none"> • Zone 0: The area in the bath or shower tray: at least IP67 12Volt. • Zone 1: Directly over the shower tray or bath, up to 2.6 metres high: at least IP65. • Zone 2: A radius of 60 cm around the bath or shower: at least IP45. • Zone 3: Other parts of the bathroom: at least IP21
6.4	There are no circumstances that may lead to risk of personal danger or injury.	Minor/ major	<p>When assessing building safety, the inspector will assess for:</p> <ul style="list-style-type: none"> • stairs (banisters must be installed) • landing (adequate room, no storage),

			<ul style="list-style-type: none"> • lighting in common areas • free access to and through emergency exits • broken windows • draughts • visible damaged asbestos • etc. <p>Consequences of any findings (major or minor) are at the inspector's discretion.</p> <p>In case of regular residential homes in an apartment building or residential units in a building complex, the inspector also assesses for circumstances that may lead to risk of personal danger or injury in central areas, such as lifts, stairways, galleries, common rooms, etc.</p>
6.5	Boiler, gas heater, and geyser must be and have been demonstrably assessed once every two years.	Major	<p>Must be demonstrable using an invoice of the inspecting agency and/or the audit opinion and/or a sticker on the device listing the name of the inspecting company.</p> <p>The inspection company must then be approved with the 'gas and heating' approval, which can be found at www.echteinstallateur.nl or at www.technieknederland.nl.</p> <p>New appliances are inspection-free for two years from the date of first use. From the moment that the legislator makes this compulsory, only certified companies with skilled fitters may maintain boilers, stoves and water heaters.</p>

7. Fire safety – Building measures

In all cases, at least the legal requirements as listed in the applicable Building Code must be met. SNF ‘transcends legislation’, meaning that SNF imposes additional requirements on top of legal requirements in some cases.

	<i>Standard</i>	<i>Qualification</i>	<i>Notes</i>
7.1	<p>Fire extinguisher:</p> <ul style="list-style-type: none"> • A total of 6 litres/kilograms of fire retardant is present. Fire safety requirements and/or the Building Code contain any additional requirements in terms of floors, etc. • There is a fire extinguisher of at least 2 litres/kilograms within 5 metres of each cooking location (within direct reach, not inside another unit or outdoors). <p>Fire extinguishers must comply with applicable decisions regarding portable extinguishers from 1997, in particular with applicable NENEN 3-7. The location of extinguishers and choice of retardant in relation to fire class must comply with applicable NEN 4001+C1.</p> <p>In accordance with applicable NEN, new foam extinguishers must list the following information regarding the retardant:</p> <ul style="list-style-type: none"> o date of production o next date of maintenance o next date of replacement <p>New powder or CO2 extinguishers must list the following information regarding the retardant:</p> <ul style="list-style-type: none"> o date or production o next date or maintenance. <p>Preventative maintenance must be performed annually by a certified REOB company in accordance with applicable NEN 2559. Maintenance data must be registered on a label that has been durably applied to the extinguisher in accordance with applicable NEN 2559.</p> <p>Instructions for use must be located on all extinguishers.</p>	Minor/ major	<p>The inspection requirements can be found in the applicable NEN2559. Stickers must indicate when inspections took place, when the next inspection is to take place, and when the retardant is to be replaced. New extinguishers must also carry a sticker listing the next required inspection and retardant replacement date.</p> <p>NEN-EN 3-7: Portable extinguishers - Part 7: Properties, performance requirements, and test methods</p> <p>NEN 4001: Fire-safe projection of portable and movable extinguishers.</p> <p>NEN-EN 2559: Portable extinguisher maintenance. All retardants present must be verified annually by an REOB certified business, even those that are ‘extra’ (compared to minimum requirements).</p> <p>In accordance with NEN 4001 +C1, fire extinguishers must be mounted on braces or stood on a stand. Extinguishers may not be kept on the floor. A black rubber cap is a valid stand. Extinguishers must be easily visible to persons using an escape route. Suitable locations are corridors, stairwells, central access hallways, and locations near room exits. Extinguishers must be installed in such a way as not to have access to the extinguisher prevented by a projected risk of fire.</p> <p>Ambient temperature Extinguisher functionality is affected by ambient temperature. NEN-EN 3-7 certified extinguishers list the temperature</p>

			<p>tolerance of the extinguisher on the label. Extinguishers must not be exposed to temperatures exceeding tolerance.</p> <p>The company will demonstrate to the inspector that the maintenance company is REOB certified through its listing on the inspection label. Following maintenance, the certified maintenance company must place a label with the CCV logo on the retardant container.</p> <p>If an REOB-certified company-approved fire coil is present, a 2-liter/kilogram foam extinguisher within 5 metres of any cooking facility and in locations with open flame (directly within reach, not outside) may suffice. Such is dependent on the coil's reach and availability, to be assessed by the inspector.</p>
7.2	A fire blanket is found at each cooking facility	Major	<p>Fire blankets come in various sizes, the smallest being 1m x 1. To be able to use a fire blanket properly, a fire blanket of at least 1.2m x 1.2m is preferred. Studies by the <i>Nederlandse Voedsel- en Warenautoriteit</i> (NVWA) and the Dutch Fire Brigade show that fire blankets are not suitable for extinguishing deep fat fryer fires. The fire blanket must list this information. Most new fire blankets do. Older blankets must be supplied with a notification to this effect, for example using a clearly visible sticker (for more information regarding deep fat fryer fires, see: https://frituurbrand.nl/documenten/advertentieblusdekencampagne--def--16-10-2014.pdf)</p>
7.3.1	Working CO detectors have been installed at prescribed locations	Major	<p>If a CO-producing device is located in the building (gas heater, heating system with open and closed combustion system, geyser, fireplace, pellet stove), a CO detector must be installed near the device. CO detectors are not required near a gas stove.</p> <p>All required CO detectors must be operational and installed in the prescribed locations.</p> <p>CO detectors can never be installed behind the device or in a dead spot without airflow.</p>

			<p>The inspector will verify the alarm signal.</p> <p>On 31 May 2027, NVWA published a study into CO detectors. https://www.nvwa.nl/nieuws-en-media/nieuws/2017/05/31/nvwa-helft-onderzochte-koolmonoxide-melders-onveilig Detectors recalled by the NVWA will be rejected by the inspectors if found (major shortcoming).</p>
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7.3.2	Working CO detectors have been installed at prescribed locations.	Minor	If, according to the inspector, safety dictates another CO detector must be installed, a minor may be issued.
7.4.1	Working smoke detectors have been installed at prescribed locations. Combined CO/smoke-detectors are not permitted.	Major	<p>Smoke detector locations: (https://www.brandweer.nl/brandveiligheid/rookmelder) each floor should have at least one working smoke detector in a through-space (hallway, landing, etc.). The smoke detector must have been correctly installed and regularly inspected to ensure it is in working order and whether the battery needs replacing. For additional information, see appendix 1.</p> <p>If a working fire detection installation is present, the smoke detector signal does not need to be verified; however, the log will be used to verify that testing and appraisal has taken place.</p> <p>All smoke detectors present must be functional and must have been installed in the prescribed locations.</p>
7.4.2	Working smoke detectors have been installed at prescribed locations.	Minor	If, according to the inspector, safety dictates another smoke detectors must be installed, a minor may be issued.
7.5	Any centralised fire notification system must be assessed annually.	Major	If there is a centralised fire notification system, it must be assessed at least once per year by a certified company, in accordance with NEN 2654-1. Certified companies can be found via www.preventiecertificaat.nl

			<p>If a centralised fire notification system is present, NEN-2654 imposes the following demand on management:</p> <ul style="list-style-type: none"> - Monthly assessment (by manager) - Quarterly assessment (by manager) - 12-monthly assessment (by manager) <p>The manager may outsource the assessments but will remain wholly responsible.</p>
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8. Maintenance and management

	<i>Standard</i>	<i>Qualification</i>	<i>Notes</i>
8.1	Faults and issues must be remedied.	Minor/ major	<p>During the inspection, the inspector will visually assess:</p> <ul style="list-style-type: none"> • condition of green areas • condition of the building (window frames, glass, doors, gutters, drains, etc.) • condition of the direct surroundings of the residence • inspection for absence of refuse

9. Supervision and maintenance

9.1	In case of calamity, occupants can avail themselves of the manager 24/7.	Minor/ major	<p>Calamities are defined as: major damage to building, disruptions like power outage, major leakage. Calamities must be reported to the company's point of contact. The occupants must have been informed of this point of contact. In case of personal injury or direct risk to occupants or local residents, emergency response services must be contacted via the emergency service number 112. In case of calamity, a manager or employee for the renting company must be available by phone 24 hours per day.</p> <p>In case of calamity, a manager or an employee for the renting company must be on-site as soon as possible.</p> <p>Depending on location capacity, a manager or superintendent (over 100 beds) or an employee for the company must be available by phone (fewer than 100 beds) must be available on-site during office hours.</p> <p>This section of the standards is tested at the central locations in a meeting with the responsible individual as well as tested during the on-site inspection as well as in meetings with the occupants.</p>
9.2	Occupants are free to receive unannounced visitors at the location.	Minor	<p>The company may impose conditions on the visitations in terms of safety (such as registering with reception for purposes of evacuation) and to prevent disturbances for other residents (e.g. by not allowing visitors during evening or night-time hours, or by imposing a maximum limit on the number of occupants).</p>

10. Providing information and other requirements

	<i>Standard</i>	<i>Qualification</i>	<i>Notes</i>
10.1	<p>An information card must be located at a central location.</p> <p>The information card is composed in English or German or the language of the occupants, and contains at least:</p> <ul style="list-style-type: none"> • Maximum occupancy (in beds) • QR code with at least the link to SNF pages in English SNF prescribed text • Room for sticker with phone numbers of: <ul style="list-style-type: none"> • manager/renter's point of contact (available 24/7) • regional police • fire department • 112 (for life-threatening situations) <p>And:</p> <ul style="list-style-type: none"> • summarised house regulations and rules of life in the occupants' mother tongue • evacuation plan and emergency procedures <p>The company has verified that the occupants understand the language used.</p>	Major	<p>The information card has one SNF page with an indication of the maximum number of beds, QR codes to SNF information, and introductory text and room for a sticker, in accordance with SNF prescribed format. The SNF website contains a template for this purpose.</p> <p>The remainder of the information card can take any form the company wishes, assuming all required items are present.</p> <p>On the SNF web, information will also be available in other languages. It is recommended to add the QR codes to the information map in the languages relevant for the residents.</p> <p>The information card must pay attention to procedures in case of fire, extinguishing tools and resources at the housing locations, and escape routes. This applies for all residential forms (even non-permit requiring). This information may take the form of a map of the location, a reference to the escape route, but also in any other fashion. The leading principle is whether the temporary occupant occupants are also informed of response protocols in case of emergencies in another centralised location in a comprehensible form (for example, see appendix 5).</p> <p>Evacuation plan and emergency procedure apply for all permitted residential forms, not just a, c, and d.</p> <p>A required evacuation plan is not defined as a document of multiple pages with instructions for in-house emergency staff or other persons responsible for evacuation. A map of the location is not required for housing types a, d, and e.</p> <p>In case of housing form b (hotel/pension), a map is a required part of the information card set.</p>

		<p>Temporary occupants must be able to obtain comprehensible information on how to act in case of emergency at a centralised location.</p> <p>For the 'residential units in a complex of buildings', an evacuation plan must be present at the entries and exits to every floor.</p> <p>The inspector is not required to assess whether all occupants understand the languages used.</p>
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10. Binding informational obligation

The inspecting institution will inform the inspected company of the obligations that apply with respect to the 2012 Building Code, being a notification of room letting in a residential accommodation to the council, or requesting a permit. See appendix 4 for the implementation of this standard.

11. Council notifications

In case of serious (fire) risk, the inspecting institution must report this issue at the location to *Stichting Normering Flexwonen*, as well as urge the company to remedy the (fire) risk as soon as possible. SNF may report this issue to relevant authorities.

C. Assessment methodology

Scope

Housing companies housing migrant workers may be eligible for listing in the SNF registry. See the registration regulations for the specific formulation of the demands on companies looking to be registered.

Inspecting institutions

SNF schedule compliance is assessed by accredited inspection institutions (the Council for Accreditation uses the term compliance assessment institution, CAI) accredited by the Council for Accreditation, based on applicable ISO17020-guideline. The inspecting institution must be in an arrangement with the *Stichting Normering Flexwonen* with regard to the implementation of SNF schedule assessments (the standard for housing migrant workers and supplementary documents as listed in the Standards Handbook).

Administrative inspection and 100% locations inspection

To qualify for registration, a company must:

- be subjected to an administrative inspection
- have all locations for which it is the “primary responsible party” inspected. Registration is possible if any major shortcomings have been remedied.

To remain registered, any registered company:

- be subjected to an annual inspection
- have all locations for which it is the “primary responsible party” inspected over the course of the year. The inspecting institution determines when the locations are to be inspected. Inspections are divided evenly across the period.

Bonus scheme

SNF plans to implement a bonus arrangement from 1 January 2023. If the company is permitted to use the bonus scheme, the company must inspect its locations using a prescribed method, with results verified remotely by the inspector. A predetermined percentage of 30% will presumably be inspected annually by the inspector.

Assessment per residential form

- regular residence: each house must be inspected. A flat in an apartment building is also considered a regular residence.
- hotel/pension: at least ten percent of rooms, with a minimum of 4, must be inspected. Other rooms allocated to migrant workers must be viewed.
- residential units in a building complex: at least ten percent of units, with a minimum of 4, must be inspected. The others must be viewed.
- residential units: each residential unit must be inspected, unless the units are located at a recreational area.
- housing at a recreational area: all bungalows, chalets or residential units must be inspected.
- campus: at least ten percent of units, with a minimum of 4, must be inspected. The other units must be viewed.

* the difference between housing at a recreational area and a campus is that a recreational area can also house recreational guests, and this area and housing are designed for recreational purposes. A campus is designed for occupancy by migrant workers. A campus is managed by a single organisation. If it is not, the campus is considered a recreational area.

Planning

The company ensures that the locations registry has been updated at least one week before the administrative inspection and on the first day of the month of the updated. The company will be notified of the locations to be inspected on the business day preceding the inspection.

Qualification of standards

Within the standards, there is a distinction between major and minor shortcoming:

- Major shortcomings must have been demonstrably resolved within six weeks of having been found. The inspector will determine the need for reinspection, or whether the company can demonstrate the resolution administratively.
- Minor deficiencies must be resolved by the next inspection. Either at the time of the inspection by the inspection body or at the time of the self-inspection. Any minor shortcoming still found during a following inspection will be characterised as a major shortcoming. Any shortcomings found must be reported.

Targeted supplementary inspections and 'flying squad' inspections

Based on concrete third-party indications with a founded suspicion of non-compliance with standards, *Stichting Normering Flexwonen* has the option of performing or having targeted supplementary inspections performed by the inspecting institution per article 11 section 6 of the Regulations and article 13 section 1 of the Regulations.

The foundation may task the inspecting institution to conduct additional inspections under the banner of 'flying squad' in accordance with article 11 section 9 of the Registration Regulations and article 13 section 2 of the Inspecting Institutions Regulations. The costs of this inspection are payable by SNF.

Councils, the Inspectorate SZW, the fire brigade, and other governmental agencies may, in case of founded suspicions, ask *Stichting Normering Flexwonen* to perform targeted supplementary inspections.

Description of sanctions for major shortcomings found during location inspection

Major shortcomings found during location inspections must have been demonstrably resolved within 6 weeks. If not, the company will be suspended in accordance with registration regulations, until such time as the shortcomings have been demonstrably resolved.

Administrative settlement

In case of the administrative settlement of a major shortcoming, the company must, by way of photographic or video materials, invoices, a digital tour, or otherwise, demonstrate to the inspecting institution that the issue has been resolved. If no confirmation of such is received by SNF within 6 weeks, or if the confirmation does not adequately show that the major shortcoming has been resolved, the company will be suspended in accordance with registration regulations, and reinspection will need to take place.

Reinspection

If, in the opinion of the inspector, the resolution of the major shortcoming cannot be demonstrated administratively, the company must undergo a reinspection by the inspecting institution within 6 weeks of the major shortcoming having been identified.

If no reinspection is possible or if, during reinspection, major shortcomings are found, the company will be suspended in accordance with registration regulations.

Description of sanctions for major shortcomings found during administrative inspection

If a major shortcoming is found with regard to the 'locations list' item:

- An additional administrative inspection must be performed on the standards item within 3 weeks. During this check, it is verified whether the missing locations have been added to the location register.
- A site inspection should be carried out within 6 weeks on all locations for which the company is "primarily responsible" and which were found not to be on the locations list during the administrative inspection.
- An additional administrative inspection must be performed within 6 months. The inspection is carried out over the period between the additional inspection after 3 weeks and the additional inspection after 6 months.

If the additional administrative inspection after 3 weeks and 6 months or the site inspections reveal one or more major deficiencies or if the additional inspections are not carried out, the company will be suspended in accordance with the Registration Regulations.

If a major shortcoming is found with regard to the good employment practice item, the company will be suspended in accordance with registration regulations, and the issue must have been demonstrably resolved within 6 weeks.

If a major nonconformity is found with regard to the standard part supervision and management, it must be demonstrated to the inspection body within 6 weeks that rectification has taken place. If this is not the case, the company will be suspended in accordance with the registration regulations until rectification has been demonstrated.

Registration, suspension, and removal from the SNF registry

If no or only minor shortcomings are found, *Stichting Normering Flexwonen* may, if all other requirements as formulated in the registration regulations are met, include the company in the registry or continue its registration in the registry. This also applies for situations where all major shortcomings have been resolved.

If major shortcomings are not addressed within a timely manner as indicated above and in the registry, SNF may proceed with the company's removal from the SNF registry in accordance with registration regulations.

The conditions for registration, suspension, and removal from the SNF registry are not part of the accreditation of inspecting institutions.

Appendix 1: Notes to the standards

Space, daylight, and heating

- Article 2.1. A location is often referred to as an 'address', but the two are not interchangeable by definition.
 - At a recreational area, every bungalow or chalet is a location.
 - Pension/hotel is a location, a room is a unit.
 - The regular residence is both a location and a unit.
 - A converted monastery/office is a location, chambers/studios are the units.
 - A regular apartment building. Each flat is a separate location (regular residence). All facilities are found behind the front door of each flat, and each flat has its own address (house number).

- Article 2.1: A hotel/pension that does not offer cooking facilities for migrant workers, for example because it uses central catering, does not comply with SNF requirements (minor shortcoming) and may, for reasons of safety, only be used temporarily, since the minor shortcoming will automatically become a major shortcoming at the next inspection, and must be resolved. This is not an option in a regular hotel/pension/B&B, meaning the location cannot be used for extended periods of time.

- Article 2.2: There is no minimum height-requirement. In the opinion of SNF, to ensure adequate living space, and for reasons of safety, standing room is required. As such, SNF assumes that locations should comply with the minimum height of 2.1 metres for existing builds. This is measured indoors. When determining the number of square metres, the US definition is used (in accordance with measurement instructions as listed in the standards), which does include a number of height-related restrictions.

- Article 2.1. A hotel/pension/B&B/recreational home used for a short period of time must, in all cases, be registered in the locations registry. Depending on the duration of use, these will or will not be inspected within 6 weeks of their first use.
 - If a hotel/pension/B&B/recreational home is used for less than four consecutive weeks, it does not have to be inspected.
 - If a hotel/pension/B&B/recreational home is used for longer than four consecutive weeks, it must be inspected within 6 weeks of its first use.

- Article 2.2: The usable surface (US) is any surface that can be said to be suitable for valuable use. This metric is used for comparing residences, but also for calculations regarding, for example, fire safety and usage. For SNF purposes, the usable surface is calculated in accordance with measurement instructions used by the *Waarderingskamer* (a link to this information is found in the standard). In point of fact, the US is the total floorspace between the enclosing walls of the useful function minus any sizable fixed obstacles. Examples of such obstacles are:
 - load-bearing interior walls;
 - lunette, stairwells, vide, lift shaft with a surface greater than 4 m²;
 - floor surface with free room lower than 1.5 metres (including floorspace below a staircase or ramp);
 - any freestanding construction excluding stairs or pipe shafts with a horizontal diameter greater than 0.5 m².

- Article 2.2: The usable surface (US, as per the measurement instructions in the norm), must be contained fully indoors. All facilities (sanitary, kitchen, bedroom and living room or lounge) must be located under the same roof and available via an indoor route. This means that occupants must not need coats or shoes to reach part of the usable surface or facilities. A recreational area is any part of the building that can only be reached via an outdoor route; therefore, it cannot be included when calculating the US. A bike shed or storage cabin is not part of the US, even if it can be reached via an indoor route.

Fire safety – residential measures

Article 7.1 Fire extinguishers

- A maintenance company may use a maintenance label for various products which describe maintenance in various formats. It is permitted for one or more standards to use the indication “NEN 2559” on either the right or left-hand side of the label. Depending on maintenance methods, the relevant standard must be tagged or otherwise indicated in a durable manner.
- A maintenance company can be certified based on the *Onderhoud Blusmiddelen* (REOB) certification scheme. This only refers to certifying businesses, not individuals.
- In a location abroad (Germany, Belgium) the installation and assessment of fire extinguishers must follow local legislation.
- Note: the use of powder and CO₂ fire extinguishers for fire class F fires (extinguishing hot oil or grease) is considered dangerous and is therefore discouraged. Grease fires cannot easily be extinguished with other retardants as they may reignite. In such cases, a fire class F extinguisher is recommended.
- Areas of attention with regard to fire extinguisher selection – Obstructed Perception:
Use of a powder extinguisher in an enclosed space will substantially obstruct perception, and may hinder the rescue of human beings and animals, as well as the implementation of other emergency measures. In such cases, water or foam extinguishers are preferred.

Article 7.3: CO detector.

There are various options for CO detectors. The most obvious solution is a separate, battery powered CO detector. When determining the correct position, the detector’s manual must be followed. This is due to the fact that the correct position depends on whatever device may produce CO (geyser, furnace, or boiler) and whether the room is used as a bedroom. It is therefore recommended that the installation is left to a specialist. If there is no installation manual/user manual available, the fire service’s recommendations for the installation of CO detectors must be observed

<https://www.brandweer.nl/brandveiligheid/koolmonoxidemelders/meer-info/plaatsingsadvies-co-melder>

Article 7.4: Smoke detector

Smoke detector location: at least one working smoke detectors must be found in the through space on each floor (hallway, landing, etc.). The smoke detector must have been installed correctly and must be regularly assessed for its function and the condition of its batteries (where applicable).

If the installation manual disputes the aforementioned instruction, the manual’s instructions must be observed. The installation manual must be available for the inspector to review during inspections.

The occupants must be advised of the fact that smoke detectors are there for their safety, and that removing or disabling a smoke detector may be harmful or punishable.

Installation: The smoke detector must be installed at the highest point of the ceiling, at least 50 cm away from any walls. In case of a sloping ceiling, the smoke detector must be installed at least 90 cm from the ridge (see: www.brandweer.nl or <https://brandwondenstichting.nl/plaatsingsadvies-rookmelder/>).

Smoke detectors that use the electrical grid must be installed by a technician. Smoke detectors with unremovable batteries or that are connected to the electrical grid are preferred, while noting that such detectors do use a back-up battery which must be assessed regularly. Maintenance: Smoke detectors require maintenance to prevent false alarms. This maintenance is relatively simple; vacuum the area around the smoke detector at least monthly to remove any dust or cobwebs.

Appendix 2: Administrative inspection procedure for checking the location list

Scope

The administrative inspection for companies' 'completeness and accuracy of the locations list' consists of two parts:

- An assessment of the staff administration
- An assessment of the financial administration

For letters (companies not housing their employees), it consists of one part:

- An assessment of the financial administration

In the case of private individuals who have only one location available for rent:

- Checking the object list involved from the Land Registry. This verifies that, in addition to a possible own home, the private individual possesses no more than one object that is made available for letting.

Assessment of staff administration

Objective: obtain location addresses via staff administration, and compare this list to the locations list in the SNF locations registry.

Methodology:

- The inspector is provided with a list of occupants that includes all names and addresses of migrant workers housed by or on behalf of the organisation during the established period.
- This list of occupants must either be an export from the company's system or be delivered to the inspector in one Excel file (possibly with several tabs).
- The inspector requests the wage sheet and selects a number (see sample below) individuals who may be presumed to be migrant workers (many SV days, foreign names, etc.).
- The inspector requests a single wage slip for each of the prescribed number of occupants to determine their accommodation address over the period to be assessed.
- The inspector assesses whether this list of occupants is correct using samples from wage administration -> are people with wage deductions listed?
- The inspector compares the addresses obtained via staff administration to the addresses on the housing and locations lists.

Sample

For organisations with 20 locations or fewer, the residential addresses of 10 individuals are assessed over the assessment period (see period below) using the wage slips. For organisation with over 20 locations, the residential addresses of 20 individuals are assessed.

Assessment of financial administration

Objective: find out the addresses of locations through the financial administration and compare them with the location list in SNF's location register.

Interpretation of financial figures, results and key figures is explicitly not part of this audit.

Methodology:

- The inspector is given access to the chart of accounts, balance sheet or column balance. This concerns the structure including the description of the general ledger accounts. The figures are not relevant and may be omitted or made illegible.
- The inspector assesses balance sheet items such as ‘depreciation’ or ‘rental deposit’ that are cause for follow-up questions, and requests additional information with the goal of obtaining addresses.
- The inspector asks follow-up questions (such as into invoices) to assess location addresses housing migrant workers.

Sample

Over past years, administrative inspection based on sampling has been shown to be sufficiently reliable. The financial administration assessment uses a sample. The inspector finds the following number of locations in the administration of any company:

Specified locations	Percentage in sample	With a maximum of
1-20 locations	100%	
21 – 50 locations	60%	25
51 – 100 locations	40%	
101 – 200 locations	30%	50
201 – 300 locations	20%	55
301 - 500 locations	15 %	70
>500 locations	10 %	

The inspector has the right to extend the sample and to exceed the maximum number of locations indicated above.

Period

For both methodologies, the inspection takes place over the course of the preceding 12 months. For the initial inspection, the inspection takes place over the preceding 3 months.

Supplementary assessment for short stays in hotels, pensions, B&Bs, or recreational homes

All hotels, pensions, B&Bs and recreational homes used must be listed on the locations list. During the administrative inspection, the inspector performs an additional assessment of hotels, pensions, B&Bs, or recreational homes used by the company. The inspector assesses the period during which this location was rented, and does not only assess whether all locations are (or have been) listed in the registry, but also whether there was valid reason for their (lack of) inspection.

The following provisions apply:

- If a hotel, pension, B&B, or recreational home was used for shorter than four weeks, it does not need to be inspected.
- If a hotel, pension, B&B, or recreational home was used for longer than four weeks, it must have been inspected within 6 weeks of its first use.

Shortcomings

If any location identified is not found on the SNF locations list, this will qualify as a major shortcoming, in accordance with standards descriptions and registration regulations. The inspection will be continued, and the full number of missing locations will be indicated in the report.

Appendix 3: Hygiene scorecard

Scoring	0	1	2
Mould in bathroom/toilet	No mold	Minor mould on ceiling and other places	Substantial mould
Mould in kitchen	No mold	Minor mould in ceiling and other places	Substantial mould
Condition of kitchen	Good	Moderate	Poor
Condition of bathroom/toilet	Good	Moderate	Poor
Condition of bedrooms (mattresses, curtains, carpeting, overall)	Good	Moderate	Poor
Soiling from poor maintenance	No mold	Moderate	Substantial mould
General hygiene condition of residence	Good	Moderate	Poor

Item

For one or more items with 2 point	major shortcoming
For a score of 4 points of more	major shortcoming
For a score of 2 or 3 point	minor shortcoming
For a score of 1 point	area for improvement

Appendix 4: Supplemental information on the applicable Building Code informational obligation

In many cases, the owner/letter is legally obligated to report the use of a residence they have made available for room letting or hotel function to the council, or to request an environmental permit for fire safe use. This may be for purposes of housing migrant workers.

In case of a residential function for room letting for 5 or more residential units, a notification of use is obligated. The 2012 Building Code also imposes additional fire safety requirements on room letting of a residential function. Room letting occurs if, within the same residence (autonomous residence with dedicated access and essential facilities) five or more residential units (one room or system of rooms used by a room occupant) are in use. Residential units generally share one or more essential facilities (showers, toilets, and kitchens) with other residential units. In such cases, smoke detectors (see article 6.21 sections 2 and 3 Building Code 2012) are required in all occupied rooms and all confined spaces leading up to the exit.

The inspecting institution will assess the inspected companies to determine whether a notification of use has been issued and whether the environmental permit for fire safe use has been obtained. Based on the outcome of this assessment, the inspector will inform the company in accordance with the schedule below.

<i>Informational obligation & recommendations</i>			
The inspecting institution establishes which of the following situations applies to an inspected location.			
Residential units	Residential form	Required notification of use	Required environmental permit for fire safe use (permit for use)
< 5 units	a, c, d (if designated residential) & f	No	No
≥ 5 units	a, c, d (if designated residential) & f	Yes	No

Based on this schedule, the inspecting institution will notify the company of the notification of use and/or environmental permit for fire safe use and legal obligations. This informational obligation covers at least:

- Infoblad Kamergewijze verhuur (Info card Room letting) – Building Code 2012 <http://www.rijksoverheid.nl/ministeries/bzk/documenten-en-publicaties/brochures/2012/04/27/infoblad-kamergewijze-verhuur-bouwbesluit-2012.html>
- Infoblad Vluchten bij brand (Info card Escape in case of fire) – Building Code 2012 <http://www.rijksoverheid.nl/ministeries/bzk/documenten-en-publicaties/brochures/2012/10/09/infobladbouwbesluit-2012-vluchten-bij-brand.html>

- Infoblad Omgevingsvergunning en melding brandveilig gebruik (Info card Environmental permit and notification of firesafe use) – Building Code 2012
<http://www.rijksoverheid.nl/ministeries/bzk/documenten-enpublicaties/brochures/2012/04/27/infoblad-omgevingsvergunning-en-melding-brandveilig-gebruik-bouwbesluit-2012.html>

The inspecting institution will offer the company a written recommendation (a) to submit a notification of use to the council or to request an environmental permit for fire safe use from the council and (b.) to report to the council for the possibility of a *Bed-voor-Bed* arrangement. The *Expertisecentrum Flexwonen* (www.flexwonenarbeidsmigranten.nl) website for Migrant Workers has more information on the *Bed-voor-Bed* scheme.

Appendix 5: Examples of (parts of) an information card and evacuation plan, Required SNF information card format +

Note: the information card must be written in English or German on the occupants' national language

Information from

Location [*street, house number, suffix*]



<p>Maximum no. of occupants</p> <p>[#]</p>	
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Scan the QR-code for more information about the  mark for housing migrant workers and location requirements.

English



If the location does not meet SNF requirements, then please inform the manager. If any issues are not resolved, please report your issues to SNF. Fill in the form on the SNF website.

This location has been inspected by SNF inspection institution

[room for the inspecting institution to apply a sticker following inspection]

ONTRUIMINGSPLATTEGROND

u bevindt zich hier

1e VERDIEPING

Brandalarmhoop	Telefoon voor brandmelding	Eerste hulp kabinet	Reanimatiekoffer (Defibrillator)	Nooduitgang via trap naar beneden
Handbrandblusser	Bij ontzetting is het gebouwen	BHV lifter	Verzamelpaats	Nooduitgang via trap naar beneden
Handbrandblusser	Bij ontzetting is het gebouwen	Opgang	Verzamelpaats	Nooduitgang via trap naar beneden
		Opgang		Nooduitgang via trap naar beneden
			Verzamelpaats	Nooduitgang via trap naar beneden
			Verzamelpaats	Nooduitgang via trap naar beneden
			Verzamelpaats	Nooduitgang via trap naar beneden
			Verzamelpaats	Nooduitgang via trap naar beneden
			Verzamelpaats	Nooduitgang via trap naar beneden
			Verzamelpaats	Nooduitgang via trap naar beneden

Tegenover hoofdingang bij de garageboxen

WAT TE DOEN BIJ

BRAND

- » Druk ruitje in van handbrandmelder
- » Bel **112**
- » Meld: • uw naam
- plaats van de brand
- » Sluit deuren en ramen
- » Volg instructies **ONTRUIMING**

ONGEVAL / LETSEL

- » Bel **112**
- » Meld: • uw naam
- plaats van het ongeval
- aard van het letsel
- » Laat het slachtoffer niet alleen
- » Geef het slachtoffer geen drinken

ONTRUIMING

- » Schakel apparatuur uit
- » Volg de instructies BHV op
- » Verlaat het gebouw rustig, niet rennend
- » Verleen waar nodig hulp
- » Meldt u op de verzamelplaats

In Case of Fire

Alert others

Use the stairs

Crawl through the smoke

Break the glass

112

Get the fire extinguisher

Do not use use elevator

Do not waste time on social network

Important phone numbers/ ważne numery telefonów

In case of emergency, call 112

W nagłych przypadkach zadzwoń pod numer 112



When? Kiedy?



Brand
Fire
Ogień
Пожар



Ernstige ongevallen
Serious accidents
Poważne wypadki
Сериозни злополуки



Ernstige verwondingen
Serious injuries
Poważne obrażenia
тежки наранявания



Botbreuk
Bone fracture
Złamanie kości
костна фрактура



Hartinfarct
Heart attack
Atak serca
инфаркт



Ernstige benauwdheid
Severe Stuffiness
Ciężka duszność
Тежка задух



Verdrinking
Drowning
Тониęcie
Удавяне



Vergiftiging
Poisoning
Zatrucie
Отравяне

No emergency; Police presence requested?/ Bez nagłych wypadków, tylko policja?

Bel/ Call/ Połączenie/ обадете се:



0900 - 8844

Spoedpost/ Emergency Post/ Stanowisko awaryjne/ Аварийен пост



(nummer)

(*s avond en in het weekend/ in the evening and on weekends/
wieczorem i w weekendy/ вечер и през почивните дни)

Huisarts/ General Practitioner/ Lekarz ogólny / Общопрактикуващ лекар



(naam en nummer)
(08.00 – 17.00 u)

Beheerder/ Manager/ Kierownik/ Мениджър



(naam en nummer)

House rules ...

