



## Securely record your working hours

The “Geh auf Nummer sicher – Schreibe deine Stunden auf!” (“Play it safe – note your hours!”) tool provides transparency on type and amount of work in nine languages



### IQ | GOOD PRACTICE in a nutshell

**Addressees for transfer:**  
Advice centres

#### **“Geh auf Nummer sicher – Schreibe deine Stunden auf!” tool**

The tool allows you to record working hours. It also provides information on employment law concepts. Based on their advisory experience the “Fair Integration Thüringia” team developed a handy document in DIN A5 format with two components: A pad with tear-off pages to enable transparent recording of working hours as well as a brief overview of legal regulations on working hours. Both are available to interested parties in nine languages. The aim is to provide those seeking advice with a handy and useful form of support so they can be aware of their rights in advance and empowered to exercise these rights.

**Project:**  
Fair Integration

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**Provision:**  
You can find further information on the services of the “Fair Integration” project as well as important dates at [www.faire-integration.dgb-bwt.de](http://www.faire-integration.dgb-bwt.de)

All previously published IQ Good Practice examples can be found at [www.netzwerk-iq.de](http://www.netzwerk-iq.de).

#### **Starting point/challenge**

In the advisory work provided by the Fair Integration project in the Network IQ Thüringia, it was clear that those seeking guidance and their employers often had a different view regarding the type and amount of work performed. This frequently resulted in wages that were lower than expected. In many cases there was simply insufficient transparency to allow people to claim outstanding payment for work done. It was necessary to find a pragmatic solution, which could reach and support a large and above all highly diverse target group. The decision was taken to develop a user-friendly format that both records working hours in a clear manner and provides information on the basic legal concepts relating to this topic.

#### **Implementing the “Geh auf Nummer sicher!” tool**

Employers and employees quite often have a different opinion on how many hours have actually been worked. This is clear from the guidance services in the IQ subproject Fair Integration provided by the DGB-Bildungswerk Thüringia. The project staff drew on their advisory experience and assessed the pros and cons of existing time management systems to create a straightforward, user-friendly tool. It takes the form of a portable DIN A5 folder which can fit into any bag. The folder contains a pad with tear-off pages to record working hours as well as the location where work was done or various tasks performed. A sample page shows what information must be presented in the event of conflict with one’s employer. The pre-punched weekly overviews can then be safely filed away in the folder. A brief overview of the legal regulations regarding working time completes the tool. The whole thing has been translated into nine languages. The texts were written in



a clear and simple manner to meet the linguistic challenges posed by the target groups. The end result is a convenient and useful support for those seeking guidance. It informs the target group of their rights and empowers them to exercise these rights.

#### **Conclusion**

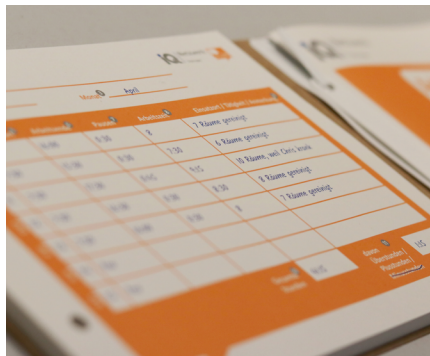
2,000 copies of “Geh auf Nummer sicher – Schreibe deine Stunden auf!” have been printed. People getting advice from Fair Integration receive a copy and often taken an extra copy for people they know. The publication has been distributed to other advice centres, meaning that hundreds of copies are currently in use. User feedback has so far been very positive. Users are pleased to be able to record their working hours in a straightforward manner and thus have more control over their wage payments.

# “Defend yourself against unfair wage payments”

Legal regulations are clearly explained in the tool in nine different languages.

“With our tool for recording and documenting working hours we are responding to a problem for which advice is frequently sought. Many of our advice seekers are unhappy about the pay they receive. They do not agree with their employers on the number of hours they have worked,” says Benjamin Heinrichs, head of the IQ subproject Fair Integration in Erfurt. “When it comes to assembly and installation and temporary work it is especially important to also note where the work is performed, as people often work at very different locations,” adds Anne Willecke, project manager of Fair Integration. “It is particularly important regarding temporary work to know that the hours written

in the employment contract also have to be paid. This also applies when the employer has no work that needs doing even though the employee is available.” These and other



legal regulations are explained in the tool in an easy-to-understand manner in nine different languages. Necessary rest periods and the rules on taking a break, as well as overtime and a working time account, are also dealt with. “Most people seeking advice do not know that limitation or expiry periods in employment or collective bargaining contracts permit only a brief window to claim outstanding wages,” Benjamin Heinrichs explains. “Our small, highly practical folder equips users with a tool that helps them to defend themselves against unfair payment. The folders help to solve conflicts between employers and employees in an impartial and fair manner.”

Three questions for Anne Willecke and Benjamin Heinrichs, Fair Integration project managers in the Network IQ Thuringia:

## “Transfer the tool in a straightforward manner to each provider”



### *What is innovative about the concept?*

Lack of documentation of working hours often makes it harder to claim payment for actual hours worked. Outstanding wage payments have undoubtedly been the most

frequent problem discussed with our visitors since we launched our advisory service in early 2018. We tell all people seeking guidance how important it is to document their working hours. That is why we have developed this working hours calendar. The table includes all the necessary details in a clear form, while understanding is ensured by basic legal information and the multi-lingual format. The pad has enough pages for a whole year, which are pre-punched and simply have to be filed away in the folder.

### *Is the format easily transferable?*

Discussions within the country-wide network of Fair Integration sub-projects have shown that the problem of unpaid overtime is frequently encountered by all advice centres. All IQ Networks thus need a tool for recording working hours. Our model can be quickly and easily transferred to any federal state network and project provider. The only thing that has to be done is to change the logo and contact details.

### *How useful is the tool in the long term?*

Users can record their working hours in a straightforward, transparent manner so as to exercise their right to fair pay. In the case of a dispute, the documentation can be used to help resolve the issue to the benefit of the person seeking guidance. Employees can be assured that they have control over their working hours and are not entirely dependent on employers.

#### **Publication details**

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#### **Network IQ**

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