

Newsletter from 2024-10-16: Quarterly Meeting and Standards



Dear union members,

Last week, FNV had extensive discussions with Albert Heijn about a number of important issues, as there was another so-called quarterly meeting.

Christmas Vacation for Temporary Workers

We expressed that we want to have a joint consultation with Albert Heijn and temporary employment agencies regarding granting vacation to temporary workers during the Christmas period, as this causes dissatisfaction every year. It concerns both how the agencies approve the holidays and how little flexibility Albert Heijn offers for leave. Unfortunately, Albert Heijn is not willing to discuss this matter with us. In any case, we will still talk to the temporary employment agencies.

New, Healthy Standard for Order Picking

Albert Heijn has made significant commitments to seriously investigate the workload of order pickers and to develop a new, healthy standard. Our fight, which has now been going on for more than a year, seems to be leading to structural improvements.

The commitment is, firstly, that there will be a comprehensive and independent ARBO investigation into the physical and mental strain associated with order picking. Secondly, Albert Heijn will develop a new standard that will be calculated in an entirely new way. An external organization will investigate how long all order-picking activities take when an order picker works in a safe and healthy manner, following all the rules. Based on this information, a new algorithm will be developed to predict how long an order should take.

What's better about this approach is that until now, Albert Heijn did not take health and safety into account at all and only looked at the numbers in the computer. This meant that the standard kept increasing as people worked harder under pressure. Although we had already stopped this trend through our actions, the way the standard fundamentally worked remained the same. That should no longer be the case in the future.

The implementation of these plans will take several more months. We are cautiously optimistic about this new development, and we will continue discussions about the further implementation and how it will work out in practice.

Workpressure Survey

A year ago, you filled out the FNV-CNV survey on workpressure. We want to know the current situation. Therefore, you can fill out the survey again via the following link:

Dutch: [Sneltest Werkdruk](#)

Polish: [Sneltest Werkdruk](#) (remember to click on the Polish flag, sorry no English option).

Additionally, we also discussed a number of other topics that are particularly important to Albert Heijn employees. To keep it brief, we have not included them in the Polish and English versions of our newsletter. If you'd like, you can read them in the Dutch version.

Kind regards,
Shefania Sewbaks and Levin Zühlke-van Hulzen