



VodafoneZiggo cla 2026 - 2027

Version 1.0
8 april 2026

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The undersigned

VodafoneZiggo with its registered office in Utrecht,

and

De Unie with its registered office in Culemborg

and

CNV with its registered office in Utrecht

DECLARE

that they have entered into the following VodafoneZiggo Collective Labour Agreement effective from 1 January 2026 up to and including 31 December 2027.

Thus agreed in Utrecht, dated 8 April 2026

VodafoneZiggo

De Unie

CNV

.....
K. van Aalten

.....
R. Castelein

.....
J. Schot



List of defenitions

Certain terms are used in this CLA. The definition of these terms can be found in the list of definitions below. If a term is not included in the list of definitions, we will use the statutory definition. In the event that the definition below and the statutory definition differ, the statutory definition applies.

Defenitions	
Employment contract	The employment contract is recorded in writing and concerns an agreement between the employer and the employee with regard to the work done by the employee and the employment conditions assigned by the employer.
Bonus	A bonus of which the amount has not been determined in advance. The amount of the bonus depends on the aims and achievements on the individual, team and/or corporate level.
Extra-statutory leave	Every employee can purchase leave hours in excess of the statutory minimum. In addition, extra- statutory leave hours can be accrued by working overtime.
CLA	Collective Labour Agreement. A CLA is an agreement regarding employment conditions concluded between an employer or an employers' organization and one or more employees' organizations (trade unions).
Daily wage	Your daily wage is what you earn on average per day. To calculate the daily wage, the Employee Insurance Agency UWV starts from the wage for the purposes of wage tax/ national insurance contributions (sv-loon). This is the wage on which you also pay taxes and social security contributions. The daily wage is bound by a legal maximum. See www.uwv.nl. <i>Maximum daily wage</i> A maximum daily wage applies to the calculation of the benefits from the Sickness Benefits Act, the Unemployment Insurance Act, the Invalidity Insurance Act and the Work and Income (Capacity for Work) Act and the Work and Care Act. If your salary (converted to a daily wage) exceeds the maximum daily wage, the UWV will base the above-mentioned benefits on the maximum daily wage. The Ministry of Social Affairs and Employment sets the maximum daily wage twice a year. It does so on 1 January and 1 July. Also see: www.uwv.nl
Flexible work location	If you normally travel from your home address directly to an external work location, this is referred to as a flexible work location.
Works Council	The Works Council is a consultative and participation body within a company, consisting of employees that consult with VodafoneZiggo about the corporate policy and the interests of employees, on behalf of the staff. The members of the Works Council are chosen by the employees.
Restructuring	A change in or to the organization within the meaning of Article 25(1) of the Works Councils Act (Wet op de ondernemingsraden). In those situations, VodafoneZiggo will request the Works Council to issue a formal opinion about the change VodafoneZiggo wants to implement.
Salary	Unless stated otherwise, salary is the amount that is awarded to you every month on the basis of your position in a cluster and a TW grade. The salary does not include 8% holiday allowance. The salary scales are included in section 12.
Work location	Your work location is stipulated in your employment contract. This is the location where you usually carry out your work. The work location of employees who work in a shop is linked to a district.
TW method	There are different methods of job evaluation. In this CLA, it has been agreed that the Global Grading System of Willis Towers Watson will be used. This method comprises three separate steps: 1) determining the top grade of the organization to determine the 'ceiling'; 2) classifying the jobs in a salary scale; 3) classifying the jobs in a TW grade



Defenitions	
TW method	This method involves two career paths: one for management positions (with a focus on managing others) and one for jobs with an individual contribution. In principle, both groups of jobs can arrive at the same level. For each job, the applicable career path is determined first and then what kind of job it is. After that, the job level (global grade) is determined, in which the following seven factors are taken into account: • required professional knowledge; • required knowledge of the organization and the market; • type of leadership; • level of problem resolution; • type of influence; • degree of influence (on which part of the organization does the job have influence); • required social skills.
Hourly wage	1/174 of the salary. For employees with a position in the Retail cluster, the hourly wage is 1/165 of the salary.
Vodafone	'Vodafone' must be understood to refer to: Vodafone Libertel B.V.
VodafoneZiggo	"VodafoneZiggo" means the following legal entities that are part of VodafoneZiggo Group Holding B.V. and that employ staff: • Ziggo B.V. • Ziggo Services B.V. • Ziggo Services Employment B.V. • Vodafone Libertel B.V. • VodafoneZiggo Employment B.V.
Employer	One of the companies that are part of VodafoneZiggo Group Holding B.V.
Employee	All persons employed by VodafoneZiggo on the basis of an employment contract in TW grades TW1 up to and including TW12. This does not include trainees, holiday workers and those that are employed with VodafoneZiggo in the context of a work/ educational programme.
Statutory leave hours	These hours are based on the provision from the Dutch Civil Code: every employee is entitled to four weeks of holiday per year, i.e. four times your weekly working hours.
Ziggo	Ziggo must be understood to refer to: Ziggo B.V., Ziggo Services B.V. and Ziggo Services Employment B.V.



Introduction

1. Foreword

The objective of the VodafoneZiggo CLA is to support both VodafoneZiggo and employees in obtaining and maintaining the strongest possible position on the labour market in the coming years. Central to this is:

- customer satisfaction;
- efficient and flexible operations;
- an effective balance between work and private life;
- sustainable readiness, training and employability;
- employee satisfaction.

The parties to the CLA deem it important that the employee benefits package provides the employee with maximum flexibility and is clear. This CLA therefore offers the employee ample opportunity to decide on the concrete details of the employee benefits package himself.



Introduction

2. Basic principles CLA

Parties to the CLA and affiliated companies

This CLA was concluded by the trade unions De Unie and CNV and the employer VodafoneZiggo.

Term and scope of this CLA

This CLA runs from 1 January 2026 up to and including 31 December 2027.

This CLA applies only to employees of VodafoneZiggo.

Standard CLA, deviations sometimes allowed

The VodafoneZiggo CLA has a standard structure. This means that VodafoneZiggo cannot deviate from the provisions in this CLA. It was agreed for a number of provisions that this CLA may be deviated from if such benefits the employee. For those provisions (indicated in the text), this CLA is of a minimum nature.

There is also the possibility of deviating from the CLA by entering into a performance-based contract (see section 3).

For a number of provisions (indicated in the text), VodafoneZiggo will make further arrangements with the Works Council on the implementation thereof. This will then be included in VodafoneZiggo's company policies.

Availability of the CLA

VodafoneZiggo will make this CLA available via internet and intranet.



1 My employment contract



My employment contract

3. Employment contract

The starting point is that you will receive an employment contract for an indefinite period of time, unless otherwise agreed.

Description

You have an employment contract for an indefinite or definite period of time. VodafoneZiggo may agree on a probationary period with you in the employment contract. If nothing has been laid down in your employment contract, no trial period applies.

Temporary workers

After working a consecutive period of 12 months as a temporary worker, temporary workers who perform well will be offered an employment contract for an indefinite period of time if a permanent job is available at that time.

Temporary workers who have worked as temporary workers for a consecutive period of less than 12 months may be given a fixed-term or permanent employment contract. The temporary employment period and the employment contract for a definite period of time together may not exceed 12 months. After that, the temporary worker will be offered an employment contract for an indefinite period of time, provided that the temporary worker performs well, at a minimum, and a permanent job is available.

These rules do not apply to temporary workers with first-line customer contact. For them, the rules in the next paragraph apply.

Temporary workers with first-line customer contact

In positions with first-line customer contact, temporary workers will be used for a consecutive period of no more than 12 months. Following the temporary employment period, one or more employment contract for a definite period of time may be offered. VodafoneZiggo and the Works Council have jointly established which positions this regards.

Chain provision

If you have an employment contract for a definite period of time, the statutory chain provision applies to your contract. If you have been employed as a temporary worker prior to entry into employment, your temporary employment period is not taken into account in the chain.

The chain provision entails that a contract for an indefinite period of time arises automatically if the employer and the employee:

- conclude more than three successive temporary contracts; and/or
- use successive temporary contracts for more than three years.

In this context, successive contracts are deemed to exist if the interval between the contracts is six months or less.

Performance-based contracts

VodafoneZiggo may enter into a performance-based contract with you. With a performance-based contract, special arrangements may be made with regard to:

- salary, bonuses and special allowances;
- training and development;
- non-competition and non-solicitation clauses;
- the notice period.

The special arrangements, including salary levels and salary prospects, are considered a personal guarantee.

Non-competition clause, non-solicitation clause and confidentiality clause

The new employment contracts will not contain a non-competition clause unless VodafoneZiggo deems such necessary. In that case, the clause will be agreed separately with you.

All new indefinite employment contracts will include a non-solicitation clause.

All new employment contracts will include a standard confidentiality clause and penalty clause.



Termination of the employment contract

Both you and VodafoneZiggo may terminate the employment contract early. The statutory notice period applies. If you give notice of termination, under the current statutory rules you have a notice period of one calendar month. For VodafoneZiggo, the notice period depends on the length of your employment, namely:

- one month with employment for a term of up to five years;
- two months in the event of employment for a term between five and ten years;
- three months in the event of employment for a term between ten and fifteen years;
- four months in the event of employment for a term of fifteen years or more.

VodafoneZiggo first needs permission from the UWV to terminate the employment contract. VodafoneZiggo may deduct the time it takes to get permission (the procedural time) from the notice period. Only if you agree with the termination of the employment contract by VodafoneZiggo, or your employment contract is terminated during the probationary period, or you are dismissed with immediate effect, no notice period applies and the UWV's permission is not required.

A notice period that differs from the statutory notice period also may have been agreed with you in writing. In that case, this other notice period will apply. This notice period may not exceed six months. If a notice period that is longer than the statutory notice period has been agreed with you, that same longer period also applies to VodafoneZiggo. If you and VodafoneZiggo have agreed on a notice period that is shorter than the statutory notice period, that shorter period applies only to you. In that event, VodafoneZiggo must still observe the statutory notice period.

End of the employment contract

The employment contract ends by operation of law (automatically) when you reach the state pension age.

Working after you reach the state pension age

After the end of the employment contract due to reaching the state pension age, a new fixed-term employment contract can be entered into in consultation with you. In that case, the standard agreements in this CLA and the company policies will apply. Additionally, the provisions of the Working Beyond State Pension Age Act will then apply.

Other duties

You are obliged to temporarily perform work other than your normal work, if VodafoneZiggo considers this desirable and necessary in the interests of the company. The request must be reasonable, and it must concern suitable work. My employment contract



4. Workplace and mobility

Description

You perform your work where you are needed. Your formal work location can be found in your employment contract. If your work location changes in mutual consultation, this will be confirmed to you.

Flexible working

At VodafoneZiggo, the customer comes first. All activities are tailored to that. That is why VodafoneZiggo facilitates you to work wherever it is needed, We do this through our mobility policy and through arrangements about flexible working in the Connected Working Scheme.

If you are part of the Connected Working target group (as described in the Connected Working Scheme) and you have signed the corresponding work-from-home agreement, this CLA entitles you to a Connected Working allowance. This allowance is EUR 25 net (on a full-time basis) per month as an allowance for the cost of an Internet connection.

Travelling to and from work

VodafoneZiggo's mobility policy accommodates you in the travel needed for your work. You are free to decide how your travel from home to work.

The time spent commuting to and from your work location at the beginning and end of the day does not count as working time. If you have a flexible work location, a maximum of 30 minutes at the beginning and at the end of the day are considered your own time. The remaining travel time is considered working time.

Relocation

If you move in the interest of the company, you will be compensated for the costs. More information can be found in the Connected Working Scheme.



2 My working hours



My working hours

5. Working hours and work times

Description

In case of full-time employment, you work an average of 40 hours per week. The actual working week may vary between 35 and 45 hours. The average is always calculated over a 13-week period.

For employees in the Retail cluster, the average working week for full-time employment is 38 hours. The employment contract states your average working hours per week.

Change in working hours

You can agree on different weekly working hours with your manager. If you make a request to change your working hours, your manager will take into account your individual interest, the company's interest and a number of legal provisions, as mentioned for example in the Flexible Working Act and the Dutch Civil Code, when assessing your request. If you agree together on the change in your working hours, this will be confirmed to you in writing.

Rights in case of part-time work

If you work part-time, i.e. less than an average of 40 hours per week or 38 hours per week for the Retail Cluster, your rights arising from this CLA will be calculated on the basis of your part-time working hours, unless provided otherwise in the text devoted to the specific topic.

Duration of workday

A normal workday averages eight hours. It is not permitted to agree on structurally longer workdays. Existing individual arrangements for employees who work 9 hours 4 days a week, for example, will be respected if there is a record showing that these arrangements have been made.

Working hours

The normal working hours are from Monday to Saturday between 07:00 hours and to 22:00 hours. For some positions, work is also performed on Sundays and public holidays, or at different times.

VodafoneZiggo will establish working hours schemes for each business unit in consultation with the Works Council. These will take into account the business operations, the job offer and the Dutch Working Hours Act (Arbeidstijdenwet).

Working according to a schedule

Work schedules will be made for teams with regularly changing working hours. Your manager will determine your working hours in consultation with you. In doing so, your manager will strive to achieve a good balance between your individual interest, the interest of the team and that of the company.



My working hours

6. Irregular hours allowance

Description

If your position is classified in TW grades 1 through 11 and you work on a schedule, you will receive an irregular hours allowance (onregelmatigheidstoeslag - ORT) on top of your regular salary for contract hours that you work at times that differ from the normal working hours. You can claim ORT in Benefit Connect. The irregular hours allowance is considered compensation for the inconvenience.

Amount of the irregular hours allowance

The ORT is a percentage of your hourly wage according to the table below.

The ORT includes the holiday allowance and any other remuneration components. This also applies to ORT on vacation hours granted.

ORT	07:00- 22:00 hours	22:00- 07:00 hours
Monday through Saturday	-	113%
Sundays and public holidays	113%	113%

Please note:

Separate rules apply to overtime (see section 7) and for activities in continuous shift work (section 8).

This ORT scheme does not apply to employees that hold a position that falls under the Retail cluster.

If your position is classified in TW grade 12 you will receive 113% ORT when you perform work between 00:00 and 07:00 hours



My working hours

7. Overtime

Description

Your manager may direct you to work overtime if it is necessary for business operations. Your manager must inform you of this in advance and in a timely manner.

For overtime, you will receive compensation in time or money. You can claim this compensation in cash in Benefit Connect. This arrangement applies to you if your position is classified as TW grade 1 through 11.

Time off in lieu of overtime

In consultation with your manager, you can take the hours you have worked overtime on a different day or in a different week. You will then not receive overtime pay for those hours. The overtime must be taken within 13 weeks after you earned them.

A maximum of 5 overtime hours per week are eligible for "time for time". All hours from the 6th hour onwards can be claimed in cash.

Overtime compensation in cash

You will receive overtime compensation if you:

- worked more than 520 hours in a 13-week period (or, for a contract for less than 40 hours: more than 13 times that number of contract hours)
- worked more than 5 overtime hours in a week, starting from the 6th hour.

Overtime compensation amount

The compensation per hour consists of your gross hourly wage plus an allowance according to the table below.

The allowance includes the holiday allowance and any other remuneration components. This also applies to the allowance for vacation hours granted.

Overtime compensation	07.00 - 22.00 hours	22.00 - 07.00 hours
Monday through Saturday	40%	113%
Sundays and public holidays	113%	113%

Overtime compensation in time

You can also choose to add the overtime to your Leave Budget. In that case, an hour of leave will be added to the Leave Budget for each hour of overtime, and you will be paid the allowance (40% or 113%).

If your Leave Budget has reached the maximum number of hours, the overtime hours in excess of maximum will still be paid out as overtime allowance.



My working hours

8. Continuous shifts

Description

Some departments operate 24 hours a day. At these departments, your working hours are based on five continuous shifts. When working in five continuous shifts, according to the work schedule you work in the morning, afternoon or night on all days of the week (including Sundays and public holidays). You will receive a continuous shift work allowance.

Your preferences will be taken into account as much as possible in preparing the schedule.

Amount of the allowance

The fixed allowance for continuous 5-shift work in a fixed 10-week schedule is 31.25% of the gross monthly salary. The fixed allowance includes the holiday allowance and any other remuneration components.

The amount of the fixed allowance is calculated based on the said schedule, using the percentages from the table below.

Allowance	00:00 – 07:00	07:00 – 19:00	19:00 – 22:00	22:00 – 24:00
Monday through Friday	44%	-	20%	44%
Saturday	44%	44%	44%	44%
Sundays and public holidays	111%	111%	111%	111%



My working hours

9. On-call duty

Description

On-call duty means that you are on call and available outside your normal working hours. You are scheduled for on-call duty. If you are scheduled for duty, you must be continuously available, be able to be at work within a reasonable period, and, of course, you may not be under the influence of alcohol or drugs. Depending on the situation, you will perform your activities at home or at location.

You will receive compensation for on-call duty.

Compensation amount

The compensation consists of a gross amount per hour according to the table below.

The compensation for on-call duty includes the holiday allowance and any other remuneration components. This also applies to the compensation for vacation hours granted.

Compensation per hour	1 January 2026 to 1 June 2026	1 June 2026 to 1 January 2027	As of 1 January 2027
Monday through Saturday	EUR 2.21	EUR 2.27	EUR 2.34
Sundays and public holidays	EUR 4.41	EUR 4.53	EUR 4.66

Call during an on-call duty shift

If your position is classified in TW grades 1 through 11 and you are called during an on-call shift you will receive compensation for the hours worked equal to the overtime compensation (see section 7).

If your position is classified in TW grade 12 and you are called during an on-call shift, you will receive compensation for the hours worked between 00:00 and 07:00 hours, equal to overtime pay (see section 7).

Temporarily no on-call duty shift

If the company physician determines that you are temporarily unable to work an on-call duty shift, you will not be scheduled for that period and will not receive compensation. If there are other compelling personal reasons that prevent you from participating in on-call duty, your manager may decide, in consultation with you, that you will not be scheduled for on-call duty. You will not receive compensation in that case, either.



My working hours

10. Phase-out scheme time-limited allowances

You are eligible for a phase-out scheme of time-limited allowances (ORT, Continuous Shift Allowance, On-call Allowance) if you were entitled to it for at least two years without interruption and this entitlement now ends because:

- You get a new position within VodafoneZiggo without these allowances, even if this is on your own initiative, or
- The company physician advises this, or
- VodafoneZiggo will no longer schedule your position for the relevant services.

Duration of the Phase-out Scheme

The duration of the phase-out scheme is based on the period during which you were continuously entitled to the relevant allowance or compensation. For each period of six months that you have worked, you are entitled to one month of phase-out allowance, up to a maximum of 60 months.

Amount of the allowance based on the phase-out scheme

The basis for calculating the amount of the (descending) allowance is the average allowance that you have received in the last 12 months. The phase-out period is divided into 3 equal parts:

1. in the first period, you will receive a phase-out allowance of 75% of the basis;
2. in the second period, you will receive a phase-out allowance of 50% of the basis;
3. in the third period, you will receive a phase-out allowance of 25% of the basis.

If you are going to work less in the period in which you are entitled to the phase-out scheme, the allowance will be reduced proportionately.

Particulars

If you are entitled to a specific allowance or compensation in your current position and you move to a new position with a different compensation, you will retain the right to phase out the old compensation. At the same time, the new compensation will apply immediately and in full.

¹Periods of illness are not considered interruptions.



3 My income





My income

11. Salary

Your salary and the salary perspective depend on the cluster to which your position has been assigned and the weight of your position.

If you work part-time, your salary will be calculated in proportion to the agreed working hours.

Clusters

There are four different clusters:

- Office & Technology
- Sales
- Customer Services
- Retail

Each cluster has its own salary table. In the table you will find the range of salary for each job class.

Job Assessment

VodafoneZiggo establishes the job class on the basis of job assessment. The Willis Towers Watson method (TW method) is used to classify all positions. This leads to a TW grade classification expressed as a number from 1 to 12.

The amount of the salary and the salary perspective depend on your cluster and TW grade; see the salary tables below.

Salary tables

The amounts in the salary tables are based on working hours of 40 hours per week (Retail cluster: 38 hours). In the event of fewer working hours, the amounts apply pro rata. The amounts in the salary tables are exclusive of 8% holiday allowance.

The salary table states the following for each TW-scale:

- *Standard salary*: the salary you can earn over time (100% of the scale).
- *Minimum salary*: the minimum salary you earn in a certain position in the scale. The minimum salary is 80% of the standard salary and is the starting point for appointments to a new position. This can be deviated from in a positive sense if you have already gained the necessary experience in similar have jointly. The salary is never lower than the statutory minimum wage.
- *Progressive salary*: the progressive salary is 110% of the standard salary.

The salary tables are adjusted with the collective salary increases. In the event of a collective salary increase, all amounts are arithmetically rounded off to two decimals.

Legal minimum hourly wage

As from 1 January 2024, the minimum monthly wage will be calculated annually based on the number of working days in a calendar year. In the years 2026 and 2027 it is 261 days. In addition, the minimum monthly wage depends on working hours on a full-time basis: 40 hours or (Retail cluster) 38 hours.



VodafoneZiggo salary tables as from 1 January 2026
All amounts in the tables below are in euros.

Office & Technology

TW-grade	Monthly salary excl. 8% holiday allowance		
	80%	100%	110%
12	5.393,34	6.741,67	7.415,84
11	4.663,27	5.829,09	6.412,00
10	3.980,82	4.976,03	5.473,63
9	3.492,75	4.365,94	4.802,53
8	3.219,92	4.024,90	4.427,39
7	2.942,86	3.678,57	4.046,43
6*	2.703,44	3.379,30	3.717,23
5*	2.559,54	3.141,36	3.455,50
4*	2.559,54	2.920,17	3.212,19

Sales

TW-grade	Monthly salary excl. 8% holiday allowance		
	80%	100%	110%
12	4.893,16	6.116,45	6.728,10
11	4.410,82	5.513,53	6.064,88
10	3.636,93	4.546,16	5.000,78
9	3.230,57	4.038,21	4.442,03
8	2.929,99	3.662,49	4.028,74
7*	1.581,91	3.295,64	3.625,20
6*	2.559,54	2.928,78	3.221,66
5*	2.559,54	2.722,57	2.994,83

Customer Services

TW-grade	Monthly salary excl. 8% holiday allowance		
	80%	100%	110%
11	4.519,23	5.649,04	6.213,94
10	3.748,43	4.685,54	5.154,09
9	3.218,14	4.022,68	4.424,95
8*	2.848,83	3.561,04	3.917,14
7*	2.655,08	3.318,85	3.650,74
6*	2.559,54	3.126,10	3.438,71
5*	2.559,54	2.933,37	3.226,71

Retail (based on a 38-hour working week)

TW-grade	Monthly salary excl. 8% holiday allowance		
	80%	100%	110%
12	4.139,47	5.174,34	5.691,77
11	3.780,12	4.725,15	5.197,67
10	3.065,68	3.832,10	4.215,31
9*	2.724,29	3.405,36	3.745,90
8*	2.513,16	3.141,45	3.455,60
7*	2.431,56	2.864,98	3.151,48
6*	2.431,56	2.612,83	2.874,11

*Statutory minimum wage:	01/01/2026	2.559,54 (40 hours)	2.431,56 (38 hours)
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*The employee's monthly salary is not lower than the statutory minimum wage and the monthly salary in the table will be adjusted if it changes.

VodafoneZiggo salary tables as of 1 June 2026 (including 2,8% collective increase)
All amounts in the tables below are in euros.

Office & Technology

TW-grade	Monthly salary excl. 8% holiday allowance		
	80%	100%	110%
12	5.544,35	6.930,44	7.623,48
11	4.793,84	5.992,30	6.591,53
10	4.092,29	5.115,36	5.626,90
9	3.590,55	4.488,19	4.937,01
8	3.310,08	4.137,60	4.551,36
7	3.025,26	3.781,57	4.159,73
6*	2.779,14	3.473,92	3.821,31
5*	2.583,46	3.229,32	3.552,25
4*	2.559,54	3.001,93	3.302,12

Sales

TW-grade	Monthly salary excl. 8% holiday allowance		
	80%	100%	110%
12	5.030,17	6.287,71	6.916,48
11	4.534,33	5.667,91	6.234,70
10	3.738,76	4.673,45	5.140,80
9	3.321,02	4.151,28	4.566,41
8	3.012,03	3.765,04	4.141,54
7*	2.710,34	3.387,92	3.726,71
6*	2.559,54	3.010,79	3.311,87
5*	2.559,54	2.798,80	3.078,68



Customer Services

TW-grade	Monthly salary excl. 8% holiday allowance		
	80%	100%	110%
11	4.645,77	5.807,21	6.387,93
10	3.853,39	4.816,74	5.298,41
9	3.308,26	4.135,32	4.548,85
8	2.928,60	3.660,75	4.026,83
7*	2.729,42	3.411,78	3.752,96
6*	2.570,90	3.213,63	3.534,99
5*	2.559,54	3.015,50	3.317,05

Retail (based on a 38-hour work week)

TW-grade	Monthly salary excl. 8% holiday allowance		
	80%	100%	110%
12	4.255,38	5.319,22	5.851,14
11	3.885,96	4.857,45	5.343,20
10	3.151,52	3.939,40	4.333,34
9	2.800,57	3.500,71	3.850,78
8*	2.583,53	3.229,41	3.552,35
7*	2.431,56	2.945,20	3.239,72
6*	2.431,56	2.685,99	2.954,59

*Statutory minimum wage:	1-1-2026	2.559,54 (40 hours)	2.431,56 (38 hours)
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*The employee's monthly salary is not lower than the statutory minimum wage and the monthly salary in the table will be adjusted if it changes.

VodafoneZiggo salary tables as of 1 July 2026 (adjustment minimum wage)

All amounts in the tables below are in euros

Office & Technology

TW-grade	Monthly salary excl. 8% holiday allowance		
	80%	100%	110%
12	5.544,35	6.930,44	7.623,48
11	4.793,84	5.992,30	6.591,53
10	4.092,29	5.115,36	5.626,90
9	3.590,55	4.488,19	4.937,01
8	3.310,08	4.137,60	4.551,36
7	3.025,26	3.781,57	4.159,73
6*	2.779,14	3.473,92	3.821,31
5*	2.608,26	3.229,32	3.552,25
4*	2.608,26	3.001,93	3.302,12

Sales

TW-grade	Monthly salary excl. 8% holiday allowance		
	80%	100%	110%
12	5.030,17	6.287,71	6.916,48
11	4.534,33	5.667,91	6.234,70
10	3.738,76	4.673,45	5.140,80
9	3.321,02	4.151,28	4.566,41
8	3.012,03	3.765,04	4.141,54
7*	2.710,34	3.387,92	3.726,71
6*	2.608,26	3.010,79	3.311,87
5*	2.608,26	2.798,80	3.078,68

Customer Services

TW-grade	Monthly salary excl. 8% holiday allowance		
	80%	100%	110%
11	4.645,77	5.807,21	6.387,93
10	3.853,39	4.816,74	5.298,41
9	3.308,26	4.135,32	4.548,85
8	2.928,60	3.660,75	4.026,83
7*	2.729,42	3.411,78	3.752,96
6*	2.608,26	3.213,63	3.534,99
5*	2.608,26	3.015,50	3.317,05

Retail (based on a 38-hour working week)

TW-grade	Monthly salary excl. 8% holiday allowance		
	80%	100%	110%
12	4.255,38	5.319,22	5.851,14
11	3.885,96	4.857,45	5.343,20
10	3.151,52	3.939,40	4.333,34
9	2.800,57	3.500,71	3.850,78
8*	2.583,53	3.229,41	3.552,35
7*	2.477,85	2.945,20	3.239,72
6*	2.477,85	2.685,99	2.954,59

*Statutory minimum wage:	1-7-2026	2.608,26 (40 hours)	2.477,85 (38 hours)
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*The employee's monthly salary is not lower than the statutory minimum wage and the monthly salary in the table will be adjusted if it changes.



VodafoneZiggo salary tables as of 1 January 2027 (including 2,8% collective increase)

All amounts in the tables below are in euros

Office & Technology

TW-grade	Monthly salary excl. 8% holiday allowance		
	80%	100%	110%
12	5.699,59	7.124,49	7.836,94
11	4.928,06	6.160,08	6.776,09
10	4.206,87	5.258,59	5.784,45
9	3.691,09	4.613,86	5.075,25
8	3.402,76	4.253,45	4.678,80
7	3.109,96	3.887,45	4.276,20
6	2.856,95	3.571,19	3.928,31
5	2.655,79	3.319,74	3.651,71
4*	2.608,26	3.085,98	3.394,58

Sales

TW-grade	Monthly salary excl. 8% holiday allowance		
	80%	100%	110%
12	5.171,02	6.463,77	7.110,15
11	4.661,29	5.826,61	6.409,27
10	3.843,45	4.804,31	5.284,74
9	3.414,02	4.267,52	4.694,27
8	3.096,37	3.870,46	4.257,51
7	2.786,22	3.482,78	3.831,06
6*	2.608,26	3.095,09	3.404,60
5*	2.608,26	2.877,17	3.164,89

Customer Services

TW-grade	Monthly salary excl. 8% holiday allowance		
	80%	100%	110%
11	4.775,85	5.969,81	6.566,79
10	3.961,29	4.951,61	5.446,77
9	3.400,89	4.251,11	4.676,22
8	3.010,60	3.763,25	4.139,58
7	2.805,85	3.507,31	3.858,04
6	2.642,89	3.303,61	3.633,97
5*	2.608,26	3.099,93	3.409,92

Retail (based on a 38-hour working week)

TW-grade	Monthly salary excl. 8% holiday allowance		
	80%	100%	110%
12	4.374,53	5.468,16	6.014,98
11	3.994,77	4.993,46	5.492,81
10	3.239,76	4.049,70	4.454,67
9	2.878,98	3.598,73	3.958,60
8	2.655,86	3.319,83	3.651,81
7*	2.477,85	3.027,67	3.330,44
6*	2.477,85	2.761,20	3.037,32

*Statutory minimum wage:	1-1-2027	not yet known
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*The employee's monthly salary is not lower than the statutory minimum wage and the monthly salary in the table will be adjusted if it changes.

Relative Salary Position (RSP)

The RSP is calculated by dividing your current salary by the standard salary (100%) in the TW grade that applies to your position. If you have a personal salary guarantee, then the RSP will be calculated on the basis of the standard salary (100%) of that guarantee.

Personal salary guarantee

You may have received a personal salary guarantee. In that case, you will not be subject to the standard salary of the TW grade applicable to your position, but a personal (higher) standard salary (100%) and a personal progressive salary (110%).

The personal guarantee amounts will be increased by future CLA increases, so that the guarantee will retain its value. This guarantee will continue to apply until you have been classified in a TW grade that offers a better perspective than your personal progressive salary.



My income

12. CLA increase

During the term of this CLA, you will receive two collective salary increases.

Salary increase

With effect from 1 June 2026, your salary will be increased by 2.8%. You are eligible for this increase if you are employed by VodafoneZiggo on 31 May 2026.

With effect from 1 January 2027, your salary will be increased by 2.8%. You are eligible for this increase if you are employed by VodafoneZiggo on 31 December 2026.

The salary tables in the CLA will be adjusted as follows:

- All amounts will first be increased by 2,8% as from 1 June 2026.
- All amounts will then be increased by 2,8% as from 1 January 2027.

These increases will also be applied to any personal salary guarantee (standard salary and progressive salary) you have received.

Allowances and remunerations

A number of allowances and remunerations will be increased during the term of this CLA:

- by 2,8% starting on 1 June 2026,
- by 2,8% starting on 1 January 2027.

The allowances and remunerations eligible for this increase are:

- the on-call allowance
- the replacement allowance
- the harmonisation allowance and the pension compensation as referred to in the company regulations.



My income

13. Individual salary increase

Individual salary increase 1 January

The individual salary increase effective 1 January depends on your performance and development in conjunction with your Relative Salary Position (RSP) on 31 December of the previous year. The granted individual salary increase is comprised of a nominal amount that is based on a percentage of the standard salary (100%) in the TW grade that applies to your position. Your manager determines whether you receive a salary increase and, if so, how much it will be. After the individual increases have been finalised, your manager will inform you in December of your personal individual salary increase and provide an explanation.

The percentage of your individual salary increase is determined by your manager. For this purpose, a budget is made available to the manager each year, the amount of which is calculated based on the nominal increases in the team according to the 2024 scheme.

1. With an RSP lower than 100%, the budget is 2% of the standard salary for the team member;
2. With an RSP of 100% or more, the budget is 0.5% of the standard salary.

You are eligible for an individual salary increase only if your salary is less than the progressive salary (RSP 110%). The salary after the individual salary increase can never exceed the progressive salary (RSP 110%).

If you entered employment in the last quarter of the current calendar year (i.e. as from 1 October or later), you will not be eligible for an individual salary increase as of 1 January of the next calendar year.

Discretionary increase

Apart from the individual salary increases as from 1 January, a discretionary interim salary increase of up to a 110% of the TW grade for your position may be awarded on an individual basis.

Please note:

If you work for the Vodafone Group, a Vodafone scheme applies to you. This replaces the individual salary increase under this CLA.



My income

14. Salary growth in the event of promotion and horizontal transition

Your salary can also grow as a result of a promotion or horizontal transition. A promotion is considered a promotion if you are appointed to another position with a higher TW grade after you have applied as an internal candidate. Horizontal transition means being appointed to another position with the same TW grade after an application as an internal candidate.

14.1 Salary growth in the event of promotion

In the event of a promotion, your current salary will be immediately increased by 6% of the standard salary of the new TW grade. You are also entitled to an increase in promotion if you are appointed to the same position at a medior or senior level with a higher TW grade after you have applied for a job.

The new salary amounts to at least 80% and no more than 110% of the new standard salary. This means that the new salary, after the promotion increase, will be increased to the minimum salary or will be capped at the progressive salary. If you have a personal salary guarantee with a higher standard salary than the new TW grade, the salary will be increased to a maximum of the personal progressive salary.

14.2 Salary growth in the event of horizontal transition

If you make a horizontal transition to another position with the same TW grade after an application as an internal candidate, you will be eligible for a salary increase of 2% of the standard salary of the TW grade in the new position.

The new salary will amount to no more than 110% of the standard salary. This means that after the increase the new salary will be capped at the amount of the (personal) progressive salary.

Bonus

If a higher on-target bonus percentage applies to the new position, it will be applied from the date of appointment. This also applies if you have a personal guaranteed salary. If a lower on-target bonus percentage applies, this percentage will be applied as from the new calendar year. As from the date of appointment, the bonus targets associated with the new position will apply.

14.3 Salary growth after acquiring new skills (in specific customer-facing positions)

For specific customer-facing positions within COPS, B2C or B2B, you may be eligible for a salary increase of 2% of the standard salary for your TW grade. The condition for this increase is that you have acquired additional skills through study and/or experience.

The specific conditions must be clearly defined in advance, as well as the specific positions that may be eligible for this increase. The latter will be done in consultation with the Works Council.

During the period in which you hold an eligible position, you can receive a maximum of three skill-based increases.

The new salary is capped at 110% of the reference salary. This means that, after the increase, the new salary will be capped at the (personal) progressive salary.



My income

15. Assignment to a lower-rated position

There are various reasons why you might be assigned to a lower position in a lower TW grade. If you are assigned to a lower TW grade as a result of a reorganisation, the Social Plan applies. When voluntarily applying for a position with a lower TW grade, we follow the scheme below.

Description

If you are employed and are appointed to a position with a lower TW grade after you have applied for a position on your own initiative, you will be placed in the TW grade that belongs to your new position. Your current salary will be immediately reduced by 6% of the standard salary in the lower TW grade.

If your new position differs by two or more TW grades from your previous position and your salary is more than 110% of the new standard salary after reduction, then your salary will be reduced in two steps, of six months each, to this 110%:

1. six months after the commencement date of your new position, the new salary will be reduced by 50% of the difference between your salary and the progressive salary of the new scale.
2. twelve months after the commencement date of your new position, your new salary will be lowered to the level of the progressive salary of the new scale.

Bonus

If a higher on-target bonus percentage applies to the new position, it will be applied from the date of appointment. If a lower on-target bonus percentage applies, this percentage will be applied as from the new calendar year. As from the date of appointment, the bonus targets associated with the new position will apply.

Pension

If you are 58 years of age or older and are placed in a lower TW grade with an equal number of working hours per week after you have applied for on your own initiative, you can request VodafoneZiggo to continue your pension accrual on the basis of the pensionable income of your former position.=



My income

16. Replacement allowance

Replacement means that you temporarily replace a colleague in a higher-ranked position (up to two TW grades higher) when asked to do so by your manager. This allowance is applicable under the following conditions:

- You completely replace the colleague, assuming all responsibilities of that position;
- The replacement is temporary and lasts at least one month and a maximum of twelve months;
- The replacement takes place at the request of the direct manager of the person you are replacing, and;
- The replacement allowance is requested and approved in advance.

The replacement allowance is 6% of the standard salary of the next higher TW grade and is paid each month as a gross amount based on your contract hours. This allowance is not pensionable and is not included in the calculation of the Benefit Budget or the bonus payment.

You retain the on-target bonus percentage associated with your own position.

Once the replacement ends, entitlement to the replacement allowance will end as well.



My income

17. Bonus

VodafoneZiggo wants to reward you for your direct contribution to the results of the company and encourage you to increase your personal involvement. That is why you are entitled to a bonus in addition to your fixed gross salary. The amount of this reward depends on the results achieved at the company level, team level and/or personal level.

To determine the bonus, a number of subjects are important. These subjects can be found in table below, indicating where they are described in more detail.

Subject	Described in:
Amount of the on-target bonus	CLA
Calculation of the bonus	CLA
Type of objectives bonus by cluster	company policies
Upper and lower limits bonus	company policies
Special circumstances	company policies

Basis

The bonus is calculated on the total amount of gross monthly salary received by you for the bonus period, increased by 8% holiday allowance.

Bonus amount

The bonus percentage is set by cluster and TW grade according to the table below.

TW-grade	Office/ Technology	Sales	Customer Services	Retail
4	8%			
5	8%	15%	6%	
6	8%	15%	6%	10%
7	8%	15%	6%	10%
8	8%	15%	6%	12%
9	8%	20%	8%	15%
10	8%	20%	8%	15%
11	10%	20%	8%	15%
12	10%	25%		15%

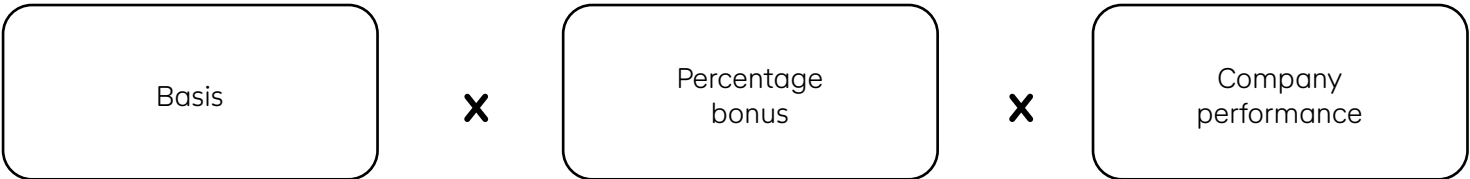
The bonus percentage, calculated on the base, is paid if the targets set are achieved.

Bonus based on company objectives

Every year, before 1 April, VodafoneZiggo informs the Works Council and you of the results achieved with regard to the previous year's business objectives and the objectives for the current calendar year. These company objectives may be financial objectives, but also objectives relating to production, logistics, commerce, personnel, or research and development, for example.

Amount of the payment based on company objectives

The bonus payment based on business objectives is calculated using the base of the relevant year, the bonus percentage as defined in the table above and the business performance as established by VodafoneZiggo. Business performance indicates the extent to which VodafoneZiggo achieved its business objectives for the year.





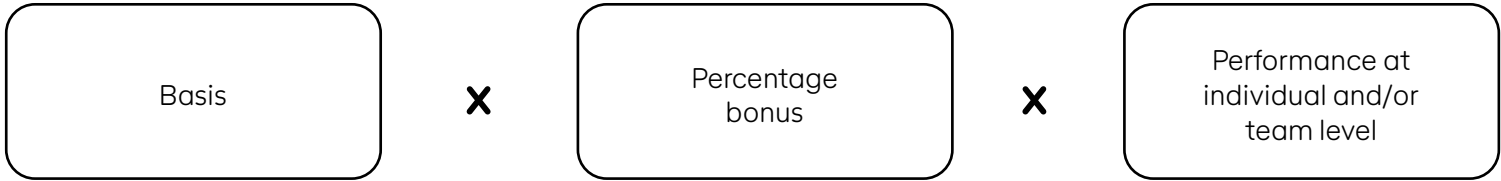
You are entitled to the payment of the bonus based on company objectives if you were employed by VodafoneZiggo on 31 December of the year in question. Moreover, you are only eligible for payment if you joined the company on or before 1 December of the year in question.

Further details on the implementation of the bonus can be found in the company policies.

Amount of the payment based on individual and/or team objectives

The bonus based on objectives at the individual and/or team level will be paid every month, quarter or six months. The payment is calculated on the basis of the base of the relevant period, the bonus percentage as laid down in the table below, and the realisation of the team and/or personal objectives as set by the management.

The bonus payment is calculated as follows:



Further details on the implementation of the bonus can be found in the company policies.

Pension accrual

The bonus is not taken into account in determining the pensionable salary.

Transitional arrangement for Ziggo employees

Are you a former Ziggo employee who still had a Ziggo scale on 1 January 2022? Then the on-target percentages will continue to apply to the bonus group of which you are a part, see the table below.

Bonus group	Description	Bonus on-target
Employee	All employees except those categorised in the Management, Sales employee and Sales Manager bonus groups.	5,09%
Management	Executive positions that, in hierarchical and operational terms, bear final responsibility and have a measurable influence on company-critical KPIs.	9,26%
Sales employee	Employees who make a direct contribution to sales activities and for whom sales and customer retention is a measurable objective	11,11%
Sales Manager	Employees who are primarily responsible for sales activities and for whom generating sales and maintaining turnover are the most important objectives	18,52%

The underlying objectives and timing of payment will be determined based on the cluster (Office&Technology, Customer Service, Sales or Retail) that you are part of.

In the event of a promotion to a position in a higher TW grade, a horizontal transition or the transition to a position in a lower TW grade, and starting on the effective date of your appointment, you will be entitled to the on-target bonus percentage that this section of the CLA indicates corresponds to that TW grade.
This transitional arrangement will lapse at that time.

The bonus is calculated on the basis of the base in the relevant bonus period, the bonus percentage and the realisation as determined by VodafoneZiggo.

The amount of the bonus includes the Profit-Related Bonus. The on-target bonus is the bonus percentage, calculated on the base, that is paid if the objectives set are achieved.

Do you participate in the ABP or PNO Media Pension Scheme? If so, the bonus counts towards the pension accrual of 3.0% of the salary if the results correspond exactly to the set company objectives. The actual bonus percentage that is included in the pension accrual may be higher or lower, depending on the extent to which the company objectives have been achieved.

Further details on the implementation of the bonus can be found in the company policies.

Please note:

If you work for the Vodafone Group, a Vodafone scheme applies to you.
This replaces the bonus under this CLA.



My income

18. Benefit Budget

You receive an extra amount in addition to your salary each month, which we call the Benefit Budget.

Amount

The Benefit Budget is a gross amount equal to 14.95% of your salary. This percentage is made up of:

- 8% holiday allowance
- 2.9% leave over and above the statutory minimum (7 days per year)
- 4.05% for sustainable employability, anniversary bonus and special leave.

The Benefit Budget automatically grows with your salary.

Use

With the Benefit Budget, you get to choose how you want to fill out your terms and conditions of employment.

The Benefit Budget offers you:

- more *freedom of choice*: you receive a monthly allowance, the destination of which you decide for yourself
- more *moments of choice*: you can make monthly adjustments to your own employment conditions package
- more *options*: you can choose from a wide range of products that provide tax benefits in a number of cases

You can spend it on different things that are important to you. For example, you can use it to buy leave hours in the Benefit Shop, you can use it for tax benefits, or you can choose to have all or part of the Benefit Budget paid out every month.

If you wish, you can also choose to reserve your Benefit Budget. This can be useful if you want to make a larger purchase later. If you choose to reserve your Benefit Budget, you decide when you want it paid out or used. There is one exception: in December, the remaining amount for that year will be paid to you automatically.

If you choose not to spend your Benefit Budget on one of the available products, the amount will be paid out to you gross on a monthly basis.

The rules and options for the Benefit Budget are further detailed in the Benefit Shop rules and the company policies.

Pension accrual and social security

The Benefit Budget is not part of the pensionable income. You only accrue pension on the 8% holiday allowance. If you accrue pension with ABP and PNO Media, the "premium release pension contribution" (0.75% of the Benefit Budget) is also pensionable.

If you have the Benefit Budget paid out immediately or at a later time, you will pay income tax and national insurance contributions and premiums on its gross value. Additionally, the Benefit Budget paid out then counts as income on which any social security benefits (such as unemployment benefit and benefit under the Work and Income (Capacity for Work) Act) are based.



4 My leave





My leave

19. Public holidays

On recognised public holidays, as stated in this CLA, work is performed at VodafoneZiggo only if the company interest so requires. On Ascension Day and Whit Monday, employees can work on a voluntary basis, in exchange for a day off at another time (see section 19.2).

On public holidays, you will have leave with retention of salary.

Employees on fixed work schedules are paid for the hours they would normally work on holidays. Employees with rotating schedules receive an additional allowance in addition to their salary to compensate them for holidays. This is explained below under the heading “public holidays scheme”.

19.1 Public holiday scheme

Description

If you have a rotating work schedule, the number of paid public holiday leave hours will be determined for each public holiday. In this context, the average number of hours that you have worked on the relevant day (Monday to Sunday) in the 13 weeks prior to the public holiday is taken into account.

This average amount of hours (rounded up to full hours) will be granted as paid public holiday leave. You then either work the normal amount of hours in the week in which the public holiday occurs and receive public holiday remuneration, or you take leave at another time (see section 19).

Leave hours and sick hours are fully taken into account as hours worked in determining the average hours worked.

Payment

The public holiday remuneration is paid out together with the salary of the next month at 108% of the hourly wage applicable at that time. This means that you can buy leave hours on a cost-neutral basis, if so desired.

19.2 Exchanging public holiday leave

Description

VodafoneZiggo is pleased to offer the option to take holidays off that are not the same as the recognised public holidays.

On Ascension Day and Whit Monday, you can choose whether to take time off or work. If you decide to work, you may exchange these days for a holiday or day off at another time within the same year. This is done at no additional cost, via time-for-time exchange. However, always consult with your manager first.

If you work on a rotating schedule and choose to work on these public holidays, you will not receive an additional allowance for irregular working hours, as described in section 6 of the CLA.

Public holidays according to this CLA

New Year's Day, Easter Sunday and Easter Monday, Ascension Day, Whit Sunday and Whit Monday, Christmas Day and Boxing Day, King's Day, the 5th of May in the anniversary years and the extra holidays granted on the instructions of the government with retention of salary.

Anniversary years end in 0 or 5.



My leave

20. Statutory leave and extra-statutory leave

You are entitled to statutory leave as regulated by the Dutch Civil Code. In addition, you have a Benefit Budget with which you buy leave extra-statutory leave hours. Those leave hours purchased can be taken immediately or saved for later by adding them to the Leave Budget.

20.1 Statutory leave hours

If you have a contract for 40 hours per week, you will receive 160 hours of leave per year. If you have a contract for fewer hours, you will receive fewer hours of leave, depending on your working hours.

If you enter or leave the employment in the course of a year, your leave hours for that year will be calculated based on the time you worked at VodafoneZiggo.

Taking leave is always done in consultation with your manager and by submitting it in VodafoneZiggo's leave system.

Application

You have the right to take three consecutive weeks of leave at least once a year. Your manager will consider your wishes in terms of scheduling, but may deny your request if the best interests of the company would be jeopardized by your absence.

Illness and holiday

Even if you are ill, you continue to accrue leave hours. If you are ill, discuss with your manager and the company physician whether and how you can take leave. During your leave, you do not have to fulfil your reintegration obligations.

Illness during leave taken

If you become ill during your leave, you will notify your manager in the usual way. For the that period in which you are ill, you can have the hours of holiday leave that were already registered returned to you. In order to do so, however, the rules of conduct in the event of illness must be observed. These rules of conduct are included in our Illness Absence Regulations, which can be found on *MijnHR*.

Expiry period

There is a term within which you must take your statutory leave. By law, you must take these hours within six months of the calendar year in which you accrued them (i.e. before 1 July of the following year). If you fail to do this, the hours expire even if you are ill. Your leave will not expire only when you have not reasonably been able to take leave in a timely manner. You must coordinate this with your manager in good time.

Set-off or repayment

If you leave VodafoneZiggo in the course of the year, your statutory leave hours will be recalculated based on the period you were employed. If you have any leave hours remaining, they will be paid to you based on your hourly wage on the date of leaving employment, plus 8% holiday allowance, unless otherwise agreed.

If you took more leave hours than you were entitled to, they will be charged to you at your hourly rate of pay on the date of leaving employment, plus 8% holiday allowance. VodafoneZiggo is entitled to set off any amount owed against your final salary payment or other amounts you are owed.



My leave

20.2 Extra-statutory leave

You have the possibility to buy extra-statutory leave hours.

You can purchase up to 480 additional leave hours annually with your Benefit Budget, if you work full-time. For employees in the Retail cluster, this is a maximum of 456 hours.

A leave hour costs your hourly wage plus 8% vacation allowance.

You take the leave hours purchased no later than in the year after purchase, except if you want to save them for later: then have them added to your Leave Budget no later than the year after purchase. Hours not taken or saved will be paid back to you at your hourly wage at the time of payment plus 8% holiday allowance.

For more details, please refer to the company schemes.

20.3 Leave Budget

Sometimes you want to take time off for such things as a sabbatical, parental leave longer than 9 weeks or long-term care leave. These types of leave are unpaid. By saving leave hours in your Leave Budget, you can ensure that you are continued to be paid in whole or in part during this leave period. You can also use the Leave Budget to reduce all or part of your working hours just before your retirement or early retirement.

You can keep up to 4,000 leave hours (100 weeks) in your Leave Budget on the basis of full-time employment. For employees in the Retail cluster, this is a maximum of 3,800 hours. If you work part-time, the maximum number of hours is calculated proportionately.

You fill your own Leave Budget by adding:

- leave hours that you have bought;
- overtime allowance in time.

The hours you add to your Leave Budget are recorded separately in the administrative accounts.

When you use the leave, the salary and Benefit Budget then applicable to you will continue to be paid on the hours taken. Fixed allowances and benefits also continue to be paid.

When your employment ends, the unused hours in your Leave Budget will be paid out based on the hourly wage applicable to you at that time, plus an 8% holiday allowance.

20.4 Leave bonus

Employees aged 60 or older who have already saved at least 184 leave hours (23 leave days in case of full-time employment) in their Leave Budget themselves are eligible for the leave bonus.

The leave bonus is granted once and consists of 184 hours of leave (equivalent to 23 leave days in case of full-time employment). This allows you to work half a day less each week, for example, a year before your state pension age. If you combine your own saved leave, you can extend it to a full day a week, for example.

Bonus leave will not be granted if you entered VodafoneZiggo's employ again after reaching state pension age.



My leave

21. Leave in the event of family expansion

Leave in the context of an addition to the family is regulated by the [Dutch Work and Care Act](#). The main points of this Act are summarised below. The text of the Act always takes precedence over this summary.

21.1 Pregnancy and maternity leave

You may take [Pregnancy and maternity leave](#) in the period before and after your give birth. You may take maternity leave at the earliest six weeks and at the latest four weeks before the expected delivery date. You are free to choose. Pregnancy leave ends on the day you give birth.

Maternity leave starts on the first day after you give birth. In any event, the maternity leave lasts ten weeks. Once you have given birth, you have to notify your manager of this as soon as possible.

More information about this can be found on [MijnHR](#) :

- the duration of the leave;
- applying for the leave;
- rules in the event of illness.

Income

During the leave, VodafoneZiggo will continue to pay the salary applicable to you.

21.2 Partner leave and (additional) birth leave

Your partner may take leave during and after you give birth. The table below shows what leave this is.

Duration of the leave	Comments / conditions
One day of maternity leave	Based on the Dutch Work and Care Act, You are entitled to leave granted so you can be present during the birth, so it is on the day of the birth itself. If the birth is on a day off, you are not entitled to this leave.
Five days of birth leave	Based on the Work and Care Act (Wazo), you are entitled to five days of paid birth leave (on the basis of a full-time employment contract). If your partner gives birth at home, you must take the birth leave within four weeks after the birth. If your partner gives birth in hospital, you must take the birth leave within four weeks after the baby has come home. You can also spread out this leave over these four weeks. You have to notify VodafoneZiggo in a timely manner of whether and when you wish to take this post-birth leave.
Two additional days of birth leave	Based on this CLA, you are entitled to two additional days of paid birth leave in addition to the statutory birth leave. These two days have to be used within two months after the birth.
Five weeks of additional birth leave	Based on the Work and Care Act, partners may take up to a maximum of 5 weeks (on a full-time basis) of additional birth leave. During the leave, instead of salary you will receive benefits from the UWV amounting to 70% of your salary (up to a maximum of 70% of the statutory maximum daily wage). VodafoneZiggo will supplement your statutory birth leave benefits to 100% of your salary. You can take the additional birth leave within six months after the birth of the child. You take the first five days of birth leave before you take additional post-birth leave.



My leave

21.3 Adoption leave and foster care leave

If you adopt a child or take in a foster child, you are entitled to unpaid leave.

You are entitled to six weeks of adoption leave or foster care leave. You may take this leave starting from four weeks before the child enters your family. The leave will last until no more than 22 weeks after the arrival of your child.

You can take this leave within this period of in total 26 weeks. Foster parents may also take this leave if the child's registered address is your home address.

More information about this can be found on [MijnHR](#) :

- the duration of the leave;
- applying for the leave;
- rules in the event of illness.

VodafoneZiggo can refuse a request from you to spread out the leave only if there is a compelling business interest.

Income

No salary is paid during the period of leave. However, you may be eligible for benefits from the UWV. For the amount and the duration of the benefits for adoption and foster care, please see the [website of the UWV](#).

The consequences of unpaid leave for your terms and conditions of employment are explained in section 27.

21.4 Parental leave

Parental leave only applies for children up to the age of 8 years. You can take parental leave for your biological child or for your adopted child. If you have two or more biological children or adopted children, you may take leave more than once. You can take the leave successively in that case. If you marry or begin living with someone who has biological children or adopted children, you can take parental leave for one of these children.

More information about this can be found on [MijnHR](#) :

- the duration of the leave;
- applying for the leave;
- rules in the event of illness.

You must coordinate how you will use your parental leave with VodafoneZiggo. VodafoneZiggo may change your parental leave arrangements, after consultation with you, until four weeks at the latest before your leave starts, due to substantial business interests.

Income

If you take parental leave in your child's first year of life, you are entitled to 9 weeks of paid parental leave for the full weekly working hours. You will then receive a benefit amounting to 70% of your daily wage (up to a maximum of 70% of the statutory maximum daily wage). And VodafoneZiggo supplements this parental leave benefit to 100% of salary. This is also the basis for establishing the Benefit Budget and the basis for the bonus.

The remaining period of parental leave will be unpaid. You can finance all or part of this additional period of parental leave by using leave hours from your Leave Budget (see section 20.3).

The consequences of unpaid leave are explained in section 27.



My leave

22. Care leave

Short-term and long-term care leave are regulated by the [Dutch Work and Care Act](#). The main points of this Act are summarised below. The text of the Act always takes precedence over this summary.

You are entitled to short-term care leave if your partner, your child, a blood relative in the first or second degree, someone who is part of your household, or someone with whom you have a social relationship is ill and it is reasonably necessary for you to take care of them. If you meet the criteria, you can consecutively take long-term care leave.

VodafoneZiggo may only deny your request for short-term or long-term care leave in event of substantial business interests.

22.1 Short-term care leave

If you want to use short-term care leave, your manager may ask you to demonstrate the need for care.

More information about this can be found on [MijnHR](#) :

- the duration of the leave;
- applying for the leave;
- rules in the event of illness.

Duration

You may take short-term care leave for up to two times your average weekly hours a maximum of two times per twelve months. This period of twelve months starts on the first day of the leave.

Income

You will receive 70% of your salary and 70% of the Benefit Budget. If your salary per day exceeds the maximum daily wage, you will receive 70% of the maximum daily wage. In that event, the Benefit Budget is also calculated based on the maximum daily wage. You will never receive less than the statutory minimum hourly wage and holiday allowance applicable to you.

22.2 Long-term care leave

You are entitled to long-term care leave if you want to take care of someone who is life-threateningly ill. You can also apply for long-term care leave if someone from your environment is ill or in need of care for a longer period of time. On the condition that the care is necessary.

Duration

You are entitled to long-term care leave for each event. For every period of twelve consecutive months the leave is up to six times your average working hours per week. You must discuss the details of this with your manager. If the situation regarding the care changes, you can enter into consultation with your manager regarding adjusting, interrupting or ending the leave.

More information about this can be found on [MijnHR](#) :

- the duration of the leave;
- applying for the leave;
- rules in the event of illness.

Income

No salary is paid during the period of long-term care leave. The consequences of unpaid leave are explained in section 27.



My leave

23. Emergency leave

Emergency leave is regulated by the [Dutch work and Care Act](#). The main points of this Act are summarised below. The text of the Act always takes precedence over this summary.

You are entitled to emergency leave in certain situations. This concerns situations in which you are compelled to immediately take leave due to unforeseen or personal circumstances. You are entitled to leave for the time you need up to a maximum of one day.

More information about this can be found on [MijnHR](#) :

- examples of emergency leave;
- applying for the leave

Income

Your salary will continue to be paid during this emergency leave.

24. Special leave

If someone close to you passes away, you are entitled to special leave in the following situations. Special leave is granted based on the table below.

Situation	Duration of leave
In the event of the death of: • Partner • Child	From the day of passing until the day after the burial or cremation with a minimum of four days.
In the event of the death of someone you love, such as: • a parent, parent-in-law or foster parent; • a grandparent, or your partner's grandparent; • a son-in-law or daughter-in-law; • a brother, sister, brother-in-law or sister-in-law; • grandchild; • friend; • colleague.	Four days including the day of the burial or cremation, or, if you have to make arrangements for the burial or cremation, from the day of passing up to and including the day after the burial or cremation.

You can find more information about requesting special leave on [MijnHR](#) .

Income

Your salary will continue to be paid during your special leave.

25. Special leave

In special circumstances that are not covered by other forms of leave, you can request special leave from your manager. The manager will then make an individual assessment. The extent to which a combination of other forms of leave and a balance of leave hours can provide a solution will also be examined. The arrangements that are made are recorded.

Income

Special leave may be either paid or unpaid leave. The manager will decide. The consequences of unpaid leave are explained in section 27.



My leave

26. Sabbatical leave

Once every five years you have the opportunity, in consultation with your manager, to take sabbatical leave. VodafoneZiggo can reject your request for sabbatical leave only if a compelling business interest is at stake. In that case, your manager will discuss with you what possible alternative solutions are available within a reasonable period of time.

More information about this can be found on [MijnHR](#) :

- duration of the sabbatical;
- applying for the sabbatical;
- how to save up for the sabbatical;
- rules in the event of illness.

Income

You are not entitled to a salary during a period of sabbatical leave. If you use the hours in the Leave Budget for sabbatical leave, then you will receive a salary for those hours. The consequences of unpaid leave are explained in section 27.



27. Consequences of unpaid leave

Unpaid leave could occur in various situations, namely:

- Adoption and foster care leave;
- Parental leave (except for the period of paid parental leave, see section 21.4);
- Long-term care leave;
- special leave;
- Sabbatical leave.

The table below shows the consequences of unpaid leave in terms of employment conditions.

Subject	Consequence
Salaris	You will not receive salary for the hours of your unpaid leave.
Benefit Budget	You will not receive the Benefit Budget for the hours of your unpaid leave.
Pension	The employer's contribution is either for your own account or will be discontinued. This depends on your pension scheme.
Bonus	The basis for calculating your bonus will be lower.
Allowances (i.e. replacement allowance, continuous shift allowance)	You will not receive allowances for the hours of your unpaid leave.
Connected Working allowance	You will not receive this allowance for the hours of your unpaid leave.
Company car	See company schemes.
Telephone	See company schemes.
Mobility allowance	See company schemes.

In addition to the above consequences, unpaid leave may affect your potential social security benefits and allowances. We recommend that you seek sound advice in this regard.

If you want to make use of the types of leave mentioned above, you may also elect to buy and use leave hours (see section 20.2 and 20.3). In this event, the aforementioned consequences in terms of employment conditions do not apply.



5 My health





My health

28. Incapacity for work

If you cannot work because you are partly incapacitated for work, your salary will continue to be paid in part for the first 104 weeks. This also applies to some allowances and benefits. The total of salary and the allowances and benefits that are continued to be paid is called the base.

Base

The gross monthly salary, plus (to the extent applicable):

- the Benefit Budget (including 8% holiday allowance);
- the average monthly compensation in money for on-call duty (section 9) for the preceding period of twelve months;
- the compensation in money for continuous shift work (section 8);
- the irregular hours allowance (section 6) on average per month for the preceding period of twelve months.

In the first 26 weeks of incapacity for work, you receive 100% of the base; in subsequent periods, this percentage decreases:

Weeks	Percentage of the base
27 through 52	90%
53 through 78	80%
79 through 104	75%

If you work partially, the hours you work will be paid fully, even after the first 26 weeks. This also applies to the hours you work as part of reintegration or on a therapeutic work basis, and to the hours for which you take leave.

The pension scheme rules describe what happens to your pension accrual during your partial incapacity for work.

End of obligation to continue to pay salary

After 104 weeks (two years) of incapacity for work, your right to continued payment of salary ends, even if your employment contract has not been officially terminated at that time.

Continued payment of salary ends during the 104-week period if during this period:

- your employment contract ends;
- you reach the state pension age
- you pass away.

Application for WIA benefit

If you are still incapacitated for work after 88 weeks, you must apply for WIA benefits (incapacity benefit). The UWV reviews this application. It determines whether you are eligible for a WGA benefit (if you are 35-100% incapacitated for work with a chance of recovery) or an IVA benefit (if you are 80-100% incapacitated for work). The UWV administers these schemes. We will inform you in time about what to do and what will happen next.

Guidance during your incapacity for work

Alf you are fully or partly incapacitated for work, we work with you on a reintegration programme, with the support of the company physician. By reintegration, we mean helping you get back to work in your own position or, if that is not possible, in a position that fits your medical limitations. You also have personal responsibility in this regard.

If returning to your own position is not possible, we will see if there is other work that is appropriate for you, both inside and outside our company. In doing so, we take into account your work experience, your education, your work pattern (for example, no transition from day shift to night shift), any medical restrictions you may have, travel distance to work, salary level, and so on. You are obliged to accept suitable work.



Second opinion/expert opinion

If you are incapacitated for work, the company physician will advise you and your manager on whether you can return to work, either in full or in part, and what things must be taken into account in this regard. If you disagree with the company physician's advice, you can seek a second opinion from another company physician. No charges apply to you in this regard.

If we disagree on:

- your incapacity for work,
- whether a particular task is suitable for you,
- whether VodafoneZiggo and/or you are making sufficient efforts towards your reintegration, then you or VodafoneZiggo can request an expert opinion from the UWV. VodafoneZiggo pays the associated costs.

You can find further rules and procedures that apply in the event of full or partial incapacity for work in our Illness Absence Regulations on the Intranet.



My health

29. Long-term incapacity for work

Less than 35% incapacitated for work

If you are not fully recovered after 104 weeks of incapacity for work but are less than 35% incapacitated for, you will remain employed if VodafoneZiggo can offer you a new or modified position. If this is not the case, VodafoneZiggo will request permission to terminate your employment contract. In either case, you may be entitled to a supplement.

Remaining employed

If you remain employed and get a new or modified position, your salary will be adjusted. If the salary for the new or modified position is less than what you first earned, you are entitled to a supplement. This supplement amounts to 70% of the difference between the base for continued payment of salary for incapacity for work and the adjusted salary.

If you start working fewer hours in this new situation, and receive an unemployment benefit for it, this benefit will be deducted from the aforementioned supplement. From time to time, VodafoneZiggo may ask you to submit evidence with regard to the amount of the unemployment benefit received.

Termination of the employment contract

If it is not possible to adapt your work and workplace so that you can continue to perform your position properly, and there are no possibilities to reinstate you at VodafoneZiggo in the short term either, VodafoneZiggo will follow the following dismissal procedure in the event of long-term incapacity for work.

If the employment contract is terminated, you will be entitled to a supplement in the following situations:

- If you are placed in another suitable position with a new employer and earn less with that employer than in your original position, you will receive a supplement of up to 90% of the base for continued payment of salary in case of incapacity for work.
- If you become wholly or partially unemployed, you will receive a supplement of up to 70% of the base for continued payment of salary in the event of illness.

These supplements last as long as the period over which you would normally receive unemployment benefits (up to 24 months).

35-100% incapacity for work

If you have been incapacitated for work for 104 weeks and are unable to perform your own position or another suitable position within VodafoneZiggo, VodafoneZiggo may decide to terminate your employment contract.

This procedure starts after you have been continuously incapacitated for work for at least 78 weeks. Consecutive periods within four weeks are added together.

VodafoneZiggo will inform you in writing when the procedure for dismissal on account of incapacity for work will be started. It will then follow the steps prescribed in the laws and regulations.



My health

30. Incapacity for work due to a work accident

A work accident is an accident at work or during working hours that results in immediate health damage.

Continued payment of salary

If you have become incapacitated for work as a result of a workplace accident, you are entitled, for 104 weeks, to continued payment of 100% of the base for continued salary payment during your incapacity for work.

Supplements in case of long-term incapacity for work > 35%

If a workplace accident has rendered you *fully and permanently* incapacitated for work, your employment contract will end after 104 weeks and you can apply for an IVA benefit (full incapacity for work benefit) In addition, you will receive a supplement to your benefit of up to 90% of the base for continued salary payment during your incapacity for work.

If you became *partially* incapacitated for work due to a work accident (more than 35%), you can claim a WGA benefit (partial incapacity for work benefit) after 104 weeks. You will also receive a supplement to your income depending on your remaining earning capacity. Three possible situations may occur:

1. If you are entitled to an incapacity for work benefit, you will receive a pay-related benefit for the first period (up to 24 months). During this period, your income (benefit and salary) is supplemented up to 90% of the base for continued payment of salary in case of incapacity for work. This is on the condition that you fully utilise your remaining earning capacity. If you do so only partially, you will receive a supplement up to 80%.
2. After the pay-related benefit, you may be entitled to a wage supplement benefit (up to the state pension age at the latest). In that case, your income (benefit and salary) will be supplemented up to 90% of the base for continued payment of salary in case of incapacity for work, provided you make full use of your remaining earning capacity.
3. After the pay-related benefit, you may be eligible for a follow-up benefit. In that case, you will receive a supplement up to 75% of the base for continued salary payment in case of incapacity for work for a maximum of ten years.

Less than 35% incapacitated for work

1. If you are incapacitated for work for 104 weeks after a work accident and are subsequently assessed as being less than 35% incapacitated for work by the UWV and you are given an adjusted or new position within VodafoneZiggo, you will receive a supplement to your new salary (corresponding to the new/adjusted position) up to 90% of the base, on the basis of your last-earned salary.
2. This supplement to your salary ends at the time your employment contract is terminated (see also section 29).
3. However, any unemployment benefits that you may receive in the event of a loss of hours will be deducted from this supplement as referred to at point 2.

Workplace accidents and arrangements

If, as a result of a workplace accident, you need to incur costs for medical treatment or care that are for your account, VodafoneZiggo will reimburse these costs if, in its opinion, these costs are necessary.



My health

31. Insurance in the event of incapacity for work

VodafoneZiggo has taken out collective invalidity insurance for you, which means that your income will be supplemented in the event of benefits under the Return to Work (Partially Disabled Persons) Regulations. The premium for these insurances is paid by your employer.

Description WGA shortfall insurance

If you are partially incapacitated for work after 104 weeks, you can apply for benefits under the Return to Work (Partially Disabled Persons) Regulations ("WGA benefit"). WGA stands for Werkhervatting Gedeeltelijk Arbeidsgeschiktheid, which means return to work in the event of partial incapacity for work. If the wage-related benefits under the Return to Work (Partially Disabled Persons) Regulations has expired and you have not found other (suitable) employment yet, your income may drop drastically. It is against this risk that your employer has taken out a collective WGA shortfall insurance. This insurance provides a supplement to your WGA benefit, so that your income is supplemented to at least 70% of the pensionable income and up to the income assessable for social insurance. If you earned more than the maximum income assessable for social insurance, you may also be eligible for a benefit under the WIA top-up insurance in addition to the WGA shortfall insurance.

Description of the additional income insurance supplementary to benefit paid under the Work and Income (Capacity for Work) Act

The additional income insurance supplementary to benefit paid under the Work and Income (Capacity for Work) Act ("WIA top-up insurance") provides benefits in the event of incapacity for work, if you receive benefits under the Work and Income (Capacity for Work) Act and are 35% or more incapacitated for work. WIA stands for wet Werk en Inkomen naar Arbeidsvermogen, which means Work and Income (Capacity for Work) Act. Under this law, you may be eligible for a WGA benefit (for partial incapacity for work of at least 35%) or an IVA benefit (for full and permanent incapacity for work). These benefits are calculated on your income up to the maximum income assessable for social insurance. If you earned more than the maximum income assessable for social insurance, then the WIA top-up insurance provides a benefit on the portion of pensionable income that exceeds the statutory maximum income assessable for social insurance. The WIA top-up insurance is effective until the state pension age at the latest.

In the event of full incapacity for work, the payment of the incapacity for work pension amounts to 70% of that part of your pensionable income that exceeds the maximum income assessable for social insurance. This percentage is lower in the case of partial incapacity for work.

More information about the conditions of these supplementary insurances can be found on the VodafoneZiggo Intranet. The policy conditions of the insurance are decisive.

Incapacity for work pension ABP and PNO Media

Employees who accrue pension with ABP or PNO Media are subject to specific arrangements regarding the incapacity for work pension. You can find detailed information about this on the website of ABP (www.ABP.nl) or PNO Media (www.PNOMedia.nl).



My health

32. Death benefit

If you pass away during your employment, your surviving relatives are entitled to an extra benefit, in addition to the statutory death benefit.

This extra benefit is a gross amount of three months' salary.

In the event of death, the bonus is set at 100% target realisation over the period until the death and will be paid in the month after the death. Any bonus already paid over the calendar year will be deducted from this.

Any death benefit under social insurance will not be deducted from the extra benefit.



6 My development





My development

33. Development and employability

In order to promote your knowledge and skills, decisiveness and agility, VodafoneZiggo considers it important to invest in your training and employability.

You yourself are primarily responsible for the development required for you to remain employable in the labour market in the long term. VodafoneZiggo supports this with:

- **Progress for You:** a platform with a wide variety of training courses that can be followed on-line or in a classical setting. Courses and training programmes within the context of employability are included in this range.
- **GROW:** in the annual GROW cycle, you and your manager devote attention to your development as well as your current and future employability. Wishes and possibilities are matched to each other. Agreements on development and training are recorded.
- **Employability-scan:** you have the right to apply for an employability scan once every two years. In an employability scan, we look at the current and desired future career situation, both internally and externally, together with you. Depending on the outcome, further development agreements will be made between you and your manager.
- **Experience Certificate :** once every five years, you can have your competencies and skills tested by a recognised APL company.
- **Vacancies:** if there are any vacancies within the company, VodafoneZiggo will first make these available for two weeks to employees who are already employed. In special cases, a vacancy can be posted both internally and externally at the same time.

More information on development and employability can be found in the company policies.

VodafoneZiggo will provide the trade union with annual insight into the investments made by the company in terms of nature, size and number of employees with regard to employability (minimally 1% total fiscal wage under the CLA). VodafoneZiggo will coordinate the training policy and the budget for training aimed at jobs and career opportunities with the Works Council.

Traineeships

VodafoneZiggo considers it important to offer internships both for new entrants to the labour market and for its own employees. VodafoneZiggo will therefore provide traineeships and accompanying counselling. Each year, VodafoneZiggo will reserve at least 1% of all full-time equivalents for the number of traineeships. The trainee receives an allowance of at least €300 per month, or pro rata if the trainee works less than 32 hours.

Training & Development fund

As indicated above, Progress for You was developed for the training and development of VodafoneZiggo's employees. Originally, VodafoneZiggo contributed to that objective by means of a Training and Development (O&O) fund. Because the Progress for You platform is already in use, the Training & Development fund is no longer needed to keep it operational. The employer has stopped financing the Training & Development fund for that reason. The amount remaining in the fund will still be used for activities approved by the board. After that, the O&O fund will be dissolved.



7 My pension





My pension

34. Pension

You build up pension during your employment. There are various pension schemes.

A VodafoneZiggo employee joining on or after 1 January 2027:

For VodafoneZiggo employees who join on or after 1 January 2027, a new pension scheme applies that meets the requirements set out in the Future Pensions Act (WTP). At the time of signing this CLA, VodafoneZiggo, the Works Council and the trade unions are still discussing the pension provider and the details of this new scheme.

B Vodafone or VodafoneZiggo employee who joined before 1 January 2027:

For employees of VodafoneZiggo or Vodafone, the pension scheme is administered by a.s.r. Cappital B.V. This pension scheme will remain unchanged on and after 1 January 2027 for the accrual of pension capital ("grandfathering"). More information can be found on the Cappital website: <https://www.asr.nl/pensioen#modal-particulier>.

C Ziggo BV or Ziggo Services Employment BV employee

Employees of Ziggo are subject to the pension scheme as it has applied since they joined the company:

- The pension scheme of Stichting Pensioenfonds ABP applies to Ziggo employees. You can find more information on the ABP website (www.abp.nl).
- The PNO Media pension scheme 1 applies to Ziggo employees from what was previously Casema. You can find more information on the PNO Media website (www.pnomedia.nl).
- These pension schemes will be amended as of 1 January 2027 to meet the requirements set out by the WTP. Participants will be informed about these changes by the funds and VodafoneZiggo.

As an employee, you may pay additional contribution into the group pension scheme, voluntarily and at your own expense, via the Benefit Shop. The room for this is based on the applicable statutory fiscal limits and is determined by the pension administrator.

If you are younger than 18 years of age, VodafoneZiggo will register you for the partner's and orphan's pension and (until 1 January 2027) the ANW survivor benefit shortfall pension, but no pension contribution will be paid yet to accrue old-age and survivor's pension.

General information about the pension scheme (scheme A and B)

This is a scheme in which a capital is built up until retirement age. You can use this capital to purchase a pension benefit on your retirement date. The amount of the pension depends on the return, the market interest rate and the life expectancy at the time of retirement. In addition to the old-age pension, your pension scheme also provides for partner's and orphan's pensions. In case of full or partial incapacity for work, the payment of contributions will be fully or partially continued without costs for the participant.

VodafoneZiggo pays monthly contributions to your pension scheme. Both you and VodafoneZiggo contribute to these contributions.

Contribution percentage (Scheme A)

The contribution rate is the same for all participants. VodafoneZiggo contributes 13.4% of your pensionable earnings. You owe a personal contribution of 4.5% of your established (part-time) pensionable earnings. This personal contribution is deducted from your gross salary, so you do not pay wage tax on it.

Contribution scale (scheme B)

The amount of this contributions is based on a graduated scale published by the tax authorities. The contribution rate depends on your age and is calculated on the pensionable earnings.

The amount of the contribution for pension accrual is determined based on the contribution scale below.



Age	Employer's contribution	Employee's contribution	Total contribution
18-19 years	4,39%	3,50%	7,89%
20-24 years	5,30%	3,50%	8,80%
25-29 years	6,67%	3,50%	10,17%
30-34 years	8,39%	3,50%	11,89%
35-39 years	10,21%	3,50%	13,71%
40-44 years	12,50%	3,50%	16,00%
45-49 years	15,13%	3,50%	18,63%
50-54 years	18,21%	3,50%	21,71%
55-59 years	21,99%	3,50%	25,49%
60-64 years	26,79%	3,50%	30,29%
From 65 year	31,47%	3,50%	34,97%

In addition to VodafoneZiggo's contributions, you thus owe a contribution of 3.5% of the (part-time or full-time) base for pension determined for you. The employee contribution is deducted from your gross salary: you do not pay any wage tax on this.

Alternative contribution scale (scheme B)

If you were employed on 30 September 2019, then you were able to choose whether you wanted the following alternative contribution scale apply to you. The main difference is that there is no mandatory contribution for you as an employee. The employer's contribution in the alternative contribution scale is slightly lower or equal to the standard contribution scale.

Age	Employer's contribution	Employee's contribution	Total
18-19 years	4,60%	0%	4,60%
20-24 years	5,30%	0%	5,30%
25-29 years	6,40%	0%	6,40%
30-34 years	7,80%	0%	7,80%
35-39 years	9,50%	0%	9,50%
40-44 years	11,60%	0%	11,60%
45-49 years	14,20%	0%	14,20%
50-54 years	17,40%	0%	17,40%
55-59 years	21,50%	0%	21,50%
60-64 years	26,80%	0%	26,80%
From 65 year	31,50%	0%	31,50%

Pension Basis (scheme A and B)

The pensionable earnings equal the pensionable income minus the deductible and is established on a monthly basis.

Pensionable Income

The pensionable income consists of:

- the salary including 8% holiday allowance, and;
- if applicable, the continuous shift allowance.

The pensionable income is subject to a maximum amount. This is the highest amount on which you can accrue pension tax-free. If this amount changes, the maximum amount in your pension scheme will be adjusted as well. If you work part-time, this maximum amount is reduced proportionally.

Franchise

The franchise is the portion of your income on which no pension contribution is calculated and no pension is accrued. This is because you receive benefits from the government as from your state pension age. The minimum franchise amount is included in the pension scheme and is adjusted if the legal minimum changes. If you work part-time, this amount is reduced proportionally.

Pension contribution in the event of illness and incapacity for work (scheme A and B)

If you are incapacitated for work, then your pension accrual is continued as if you were not ill during the first two years of incapacity.

If you are partially incapacitated for work after two years (104 weeks), you may qualify for WIA benefits. VodafoneZiggo has taken out two incapacity for work insurance policies for that situation. More about this can be read in section 31.

If you are incapacitated for work and are entitled to WIA benefits, then the pension administrator will pay the contribution in part or in full at its expense. You will be exempted from the payment of contributions for that portion. The part of the contribution for which that waiver of contributions is granted depends on the degree of incapacity for work. The waiver of contributions in the event of incapacity for work continues for as long as you receive a WIA benefit up to the state pension age.



Partner's and orphan's Pension

In addition to pension benefits, the pension scheme provides for partner's and orphan's pension based on risk insurance policies that are taken out for you at VodafoneZiggo's expense. This is an insurance in the event that the employee dies before the pension date.

If you die during your employment and you have a partner and/or kids, they will receive benefits. Your partner will receive this benefit until the moment he/she dies. Your children will receive the benefit until they are 18 (or 27 if they are studying or disabled), subject to conditions.

Amount of the partner's and orphan's pension (Scheme A)

The amount of the partner's pension is the same for all participants and is 41% of the pensionable earnings.

Amount of the partner's and orphan's pension (Scheme B)

The amount of the partner's and orphan's pension depends until 1 January 2027 on the total number of achievable service years, the accrual percentage and the pensionable earnings. The exact formula is included in the pension rules.

The Surviving Dependents Act shortfall pension is an insurance that temporarily pays out to your partner if you die during your employment. The Surviving Dependents Act shortfall pension is a partner's pension and is paid out until:

- the state pension age of your partner, but not later than 68 years of age, or;
- your partner's date of death if he/she dies before his/her state pension age.

As of 1 January 2027, the partner's pension will be 15% of the pensionable earnings. This will be supplemented on an individual basis to the level that applied on 31 December 2026.

Pension contribution on leave

If you take paid leave, you and VodafoneZiggo will continue to pay pension contributions. The risks of death and incapacity for work risks also remain covered in the scheme.

If you take unpaid leave, the consequences for pension are described in section 27.

End of employment contract

If you leave VodafoneZiggo's employment before your retirement date, you will maintain the accrued pension capital. However, no new contributions will be paid as from the end date of your employment.

It is important that you know that the risk insurances as described in this section have been taken out for you as long as you are employed by VodafoneZiggo. This means that if you leave employment, your insurance covers for surviving dependant's pension and exemption from contribution payments in case of incapacity for work will lapse.

However, you can use part of your pension capital to continue the insurance for partner's pension in the event of death before your retirement age.

Retirement Date

As soon as you reach the retirement date, you can purchase an old age pension and a partner's pension from your pension capital.

You may opt to retire up to five years before you reach the state pension age, or to postpone your retirement until up to five years after the first month in which you reach the state pension age. Incidentally, the employment contract ends by operation of law on the day you reach your state pension age.

If you opt for a part-time pension before you reach your state pension age, the employment contract ends for the part for which the part-time pension commences.

Pension Scheme Rules

The exact terms and conditions of the pension schemes and/or insurance policies are included in the relevant pension regulations. This text always prevails over the summary in this section.



8 Other provisions





8. Other provisions

35. Reorganisations

To protect against the personnel consequences of a reorganisation, VodafoneZiggo and De Unie concluded the VodafoneZiggo 2024-2026 Social Plan. This Social Plan applies to all reorganisations carried out within VodafoneZiggo during the term. The Social Plan was extended by the parties for one year on 8 April 2026 and now continues unchanged until 31 December 2027.

VodafoneZiggo and the Unions aim to avoid redundancy and unemployment as a result of reorganisations as much as possible. Therefore, the focus of this Social Plan is to provide assistance as you move from job to job, within or outside VodafoneZiggo.

The Social Plan has been notified to the Ministry of Social Affairs and Employment as a CLA within the meaning of the Dutch Collective Agreements Act.



Other provisions

36. Unemployment schemes

In the VodafoneZiggo 2024-2026 Social Plan, it has been agreed with trade union De Unie that the arrangements described in this section of the CLA do not apply when your employment is terminated under the terms of the Social Plan.

36.1 Correction 3rd year of unemployment benefits

If your employment ends and you subsequently qualify for unemployment benefits, the period during which you receive those benefits is extended.

In 2016, the Unemployment Insurance Act was amended. The maximum duration of unemployment benefits was then shortened from 38 to 24 months. The UWV calculates the duration of your unemployment benefit according to the current Act. Subsequently, you will receive a benefit from VodafoneZiggo. You will receive that benefit until you reach the number of months to which you would have been entitled under the former Act.

If the UWV denies your unemployment benefits in full or in part because you failed to meet your obligations to prevent or end unemployment, the extension will also expire in full or in part.

VodafoneZiggo will pay the cost of this extension for as long as this CLA applies.

36.2 Supplement to unemployment benefit in the event of a reorganisation

If your employment contract ends because your position becomes redundant exclusively as a result of a reorganization, merger or reduction of activities and you cannot be reassigned to another suitable position, you may be eligible for an unemployment benefit. In that case, you will be entitled to have VodafoneZiggo top up your unemployment benefit.

After the termination of your employment, you can apply for an unemployment benefit at the UWV. The UWV informs you whether you are entitled to an unemployment benefit and its amount and duration. After the expiry of the period of the statutory unemployment benefit applicable to you, you may be entitled to an extended unemployment benefit on the basis of the repair referred to in this section.

During both the statutory unemployment benefit and the extended unemployment benefit, you may be entitled to a supplement to the amount of the benefit.

You are responsible for applying for your unemployment benefit (on time) and for continuing to meet the conditions that apply to the maintenance of this benefit. If at any time the UWV refuses to pay your statutory unemployment benefit in full or in part, this will have consequences for your entitlement to the supplement. This right will then be adjusted proportionately. From time to time, VodafoneZiggo may ask you to submit evidence with regard to the amount of the statutory unemployment benefit received.

If the unemployment benefit is refused in full or in part by the UWV because you fail to meet your obligations to prevent or end unemployment, the supplement will also lapse in full or in part.

A) Supplement to the unemployment benefit

If you receive an (extended) unemployment benefit, you are entitled to a supplement to the amount of the benefit. VodafoneZiggo will inform you in good time about the application procedure.

Surrender of the right to supplement

You can agree with VodafoneZiggo that the right to the supplement is commuted. In that case you will receive a lump sum. You agree that you no longer have any right to this regulation. In a redundancy scheme, agreements can also be made about this commutation.

Term of the supplement to the unemployment benefit

You will be entitled to a supplement to the amount of the benefit, for the duration of the (extended) unemployment benefit. The period in which you receive a supplement starts on the first day on which you are entitled to an unemployment benefit from the UWV. The period in which you receive a supplement ends on the original end date of the (extended) unemployment benefit, even in the event of a temporary interruption.

Amount of the supplement to the unemployment benefit

During the first half of the (extended) unemployment benefit period, the (extended) unemployment benefits are supplemented to 90% of the base for continued payment based on your most recent salary. In the second half of this (extended) benefits period, the unemployment benefits are supplemented to 80%. B) Supplement to the Sickness Benefit

If you become incapacitated for work during the period in which you receive (statutory) unemployment benefits, you will receive



benefits for illness from the UWV, provided that you meet the conditions. On the basis of this CLA, VodafoneZiggo will also temporarily supplement these benefits.

Amount of the supplement to the sickness benefit

If you are incapacitated for work at the time your employment ends, or you become incapacitated for work within four weeks of the end date of the employment and are entitled to a Sickness Benefit, this Sickness Benefit will be supplemented to 100% for a maximum of 26 weeks and then to 90% for a maximum of 26 weeks. For the calculation of the supplement, we consider the calculation basis established by the UWV.

If you become incapacitated for work because of your pregnancy, the supplement will be 100% for the period until your pregnancy and maternity benefits start.

From time to time, VodafoneZiggo may ask you to submit evidence of your income. This supplement will in any case end at the time a supplement to the unemployment benefit would also have ended.

C) Supplement to salary new employment contact

If you enter into a new employment contract during the period over which you receive (extended) unemployment benefits, your new salary may be lower than your most recent salary. In that case, VodafoneZiggo will temporarily supplement your new salary.

Amount of the supplement to new salary

Your new salary will be supplemented by the amount equal to the difference between your new salary and your last-earned salary at VodafoneZiggo. Payment will be made as soon as you have submitted all the necessary documents (employment contract, pay slip, unemployment documents). If you start working fewer hours than you did with VodafoneZiggo when you became unemployed, the supplement will be provided for the number of hours you have worked.

You must apply for the supplement within four weeks of your first working day. The supplement will end at the moment that the supplement to the (extended) unemployment benefit would have ended.

Moving for a new employment contract

Sometimes a new employment contract requires you to move. If this situation occurs during the period over which you receive a supplement, you will be entitled to a moving allowance, subject to certain conditions.

The conditions to be eligible for a moving allowance are:

- on the date you enter into your new employer's employment you are still entitled to the supplement referred to in this section for at least three months;
- the new employment contract has been entered into for at least six months;
- your working time in your new position is at least 50% of the number of hours on which the supplement is based;
- the move is necessary to be able to enter the employment of the new employer, and;
- the move will take place no earlier than three months before and no later than twelve months after the start of your new employment.

The necessity of the move has sufficiently been demonstrated when your new employer demonstrably makes the move mandatory and the distance from your home address to the new location is shortened from more than 25 kilometres to 10 kilometres or less.

The moving allowance amounts to EUR 2,500 (tax-free). If you also receive compensation from your new employer, the amount will be reduced accordingly. You can apply for the moving allowance to VodafoneZiggo in writing, up to two months after the date of the move.

D) Supplement to unemployment benefits when you become unemployed again

If you entered into a new employment contract during the period over which you were entitled to a supplement to the unemployment benefit on the basis of this section, you may become unemployed again. If, in that case, your old unemployment benefit revives, then your right to the supplement will also revive subject to the conditions set out in this section. You are also entitled to the supplement if you are incapacitated for work on the day that your new employment contract ends.

Amount of the supplement in case you become unemployed again

The amount of the supplement is determined on the basis of the percentage (90% or 80%) to which you would have been entitled at that time if you had remained unemployed.



Other provisions

37. Rules of conduct

We aim to operate with honesty and integrity in accordance with the highest ethical and legal standards, respecting each other and the people we do business with. For this purpose, VodafoneZiggo has drawn up the code of conduct. This code of conduct can be found on the Intranet.

The failure to comply with this code of conduct and/or applicable legislation can have serious consequences for our company and the persons involved. If you do not observe the code of conduct, VodafoneZiggo can take disciplinary measure. In serious cases this can result in termination of the employment contract. If criminal offences are at hand, VodafoneZiggo will call in the authorities. This can result in criminal prosecution.

It is outlined below which disciplinary measures VodafoneZiggo can take if the code of conduct is violated.

Disciplinary measures

Disciplinary measures are taken not only to punish inappropriate behaviour, but also to make employees aware of the importance of compliance with the code of conduct. In addition, VodafoneZiggo wants to promote integrity and a positive work environment.

Depending on the nature and severity of the violation, ranging from mild to very serious, the following disciplinary measures, among others, may be imposed:

1. an official warning;
2. a financial penalty of no more than one week's salary;
3. withholding (part of) the bonus;
4. transfer;
5. suspension or leave of absence with full pay for a fixed period of time, either with or without (partial) withholding the salary;
6. termination of the employment, including dismissal with immediate effect.

It goes without saying that (a) disciplinary measure(s) may be followed by dismissal if you continue or repeat the undesirable or unacceptable behaviour and if you have been informed in advance that the consequence will be dismissal.

Defence and accountability

Before VodafoneZiggo imposes a disciplinary measure, you will be given the opportunity to tell your side of the story to a representative appointed by VodafoneZiggo (hearing both sides of the argument). You can seek the assistance of a lawyer. This meeting may be recorded.

VodafoneZiggo will draw up a written report of the oral account as soon as possible. You will receive a copy of the report. You must sign this report after reading it.

Notification

You will be informed of a disciplinary measure that is imposed on you as soon as possible. The imposition of the measure will be confirmed to you in writing. The reasons for imposing the measure will be stated in this confirmation. We will also inform you in what way and within what term you can lodge an objection against the measure with the Complaints Committee.



Other provisions

38. Objection and appeal

If you are of the opinion that a decision or an action of VodafoneZiggo violates your rights based on this CLA, you can lodge an objection with the Complaints Committee

The Complaints Committee treats submitted objections as confidential. When handling objections, and the personal and other data provided in that context, the Complaints Committee fully complies with the provisions of the General Data Protection Regulation (GDPR).

The Complaints Committee assesses a submitted objection carefully and objectively on the basis of the CLA, the applicable policies and the specific circumstances. If a situation arises that is not mentioned in the CLA, the Complaints Committee will assess this situation in line with the spirit and purport of the CLA.

Adoption of resolutions

The Complaints Committee will send a written opinion to the CEO, the Executive Director Human Resources and you. In this opinion, the Complaints Committee will state the grounds on which it has based its opinion.

On the basis of this opinion, the CEO will, after consultation with the Executive Director Human Resources, take a reasoned decision on the objection. The CEO's decision concludes the internal objection procedure. A copy of the decision will be provided to you and the Complaints Committee. If the board decides not to follow the advice, the Complaints Committee will give an oral explanation for his reasons for not doing so.

An objection procedure has been agreed on, the current version of which is available on the intranet. Here you will also find the deadlines used.

Composition

VodafoneZiggo has one Complaints Committee that handles the objections regarding all terms and conditions of employment (CLA, Social Plan, company policies). The Complaints Committee consists of an independent chair, a member on behalf of VodafoneZiggo and a member on behalf of the employee participation (union and works council together).

CLA disputes committee

If your objection concerned a subject from this CLA and this objection was rejected, you can present the dispute to the CLA Disputes Committee by means of a substantiated appeal. The term for this is one month after you have received the decision on the notice of objection.

The CLA Disputes Committee will give you and VodafoneZiggo the opportunity to explain the dispute orally within a reasonable period of time. The secretariat of the disputes committee will inform you about and VodafoneZiggo about the period within which the notice of appeal will be dealt with within two weeks after receipt of the notice of appeal.

The CLA Disputes Committee will inform you and VodafoneZiggo of its advice within six weeks after the hearing. Both VodafoneZiggo and you have the right to request a court ruling on the advice and the resulting decision.

The CLA Disputes Committee is composed of an independent chair, a member on behalf of VodafoneZiggo and a member on behalf of the trade unions. The independent chair is elected by the trade unions and VodafoneZiggo. The employer's association will provide the committee with a secretary.

The CLA disputes committee will draw up its own regulations.

Objection and appeal

This objection and appeal procedure applies to situations in which you are of the opinion that a decision or action by (or on behalf of) VodafoneZiggo has individually prejudiced your rights under this CLA, the Redundancy Scheme or the company policies.

The objection and appeal procedure do not apply to objections that concern:

- collective changes of the CLA;
- undesirable behaviour (such as sexual harassment, aggression and violence, bullying and work pressure in the work situation that can cause stress). You can find more information about this in the VodafoneZiggo code of conduct;
- a decision of VodafoneZiggo to dismiss the employee, either or not with immediate effect;
- a decision taken by the UWV or other body in the context of the unemployment benefits in excess of the statutory minimum on the basis of this CLA;
- a dispute that has been filed or submitted to the court before.

No suspensive effect

Unless VodafoneZiggo decides otherwise, the filing of an objection or appeal will have no suspensive effect with regard to the decision appealed or objected to.



Other provisions

39. Agreements with trade unions

Contribution to trade unions

VodafoneZiggo will pay an annual contribution to the costs of the training and non-formal education work of the trade unions that have signed this CLA. The contribution amounts to EUR 46,000 per trade union, per year (price level 2024). VodafoneZiggo's contribution is indexed annually on the basis of the Consumer Price Index.

Leave for trade union activities

The employee will be granted special leave with retention of salary, unless the business interests dictate otherwise, at the written request of the trade union, to:

7. participate as board member or representative in courses and meetings of the bodies provided for in the articles of association of the organizations in question for a maximum of 26 days per calendar year;
8. participate in training and non-formal education meetings to be held by this organization for a maximum of 5 days per calendar year, to the extent that the provisions in the point above or the Dutch Works Councils Act (Wet op de ondernemingsraden) do not provide for this.

Trade union facilities

VodafoneZiggo and the trade unions will make agreements on the greater details of the facilities for trade union members.

Amendment and renewal of the CLA

Special circumstances of a social or economic nature may be reason for one or more parties to the CLA to discuss an amendment or renewal of the CLA. If such a situation arises, the parties to the CLA will start negotiating on that within one month after the situation has been identified.

AI Protocol

AI is changing the way we work and affects the core of professional expertise. The CLA parties consider it important to agree on rules in the areas of transparency, employee participation, human oversight, ethical use of AI and AI literacy. These rules will be set out in an AI protocol in consultation with the Works Council.

Reservists Policy

The CLA parties recognise the importance of the Dutch armed forces. VodafoneZiggo wants to make a social contribution by supporting its employees who are active as reservists for the Ministry of Defence, where possible. To this end, a reservists policy will be developed in consultation with the Works Council.

Evaluation of Individual Salary Increase

The current system for individual salary increases will be evaluated during the term of this CLA. The outcomes will be discussed during the next CLA negotiations.

Textual changes

The changes that follow from the negotiation result of 8 April 2026 have been included in this new CLA. The text of the previous CLA (VodafoneZiggo CLA 2024–2025) was used as the starting point.

The substance of the other arrangements has not been changed, unless such has been agreed specifically in the negotiation result. If a deviation is observed compared to the old CLA, the parties will establish that a change has been made on the basis of the text of the old CLA.



Appendix

The following serves as an additional explanation for Ziggo employees that were covered by the 2018 Cable and Telecom CLA until 1 July 2018.

Benefit Budget

Section 18 of this CLA concerns the Benefit Budget.

The 2018 Cable and Telecom CLA described the composition of the Benefit Budget as follows:

The Benefit Budget is a gross amount available to you on a monthly basis. It consists of a fixed percentage of your gross monthly salary and comprises:

Holiday allowance	8%
Contribution premium release pension	0,75%
Sustainable employability contribution *	2,7%
Value of 56 holiday hours in excess of the statutory entitlement	2,9%
Anniversary scheme	0,4%
Special leave	0,2%

Explanation to *:
the sustainable employability contribution (previously 'contribution under the life-course savings scheme') has been calculated on the salary and the holiday allowance and consists of three parts:

- 0.8% on the basis of the ABP-Hoofdlijnenakkoord 2005 (ABP General Agreement 2005)
- 1% on the basis of the VPL-akkoord (agreement on early retirement, pre-pension and life-course savings schemes), (WENB framework collective labour agreement 2005)
- 0.7% on the basis of the sectoral collective labour agreement Cable & Telecom 2006



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