



*Presents:*

# CAREER INFORMATION AND RESOURCES



## FOR THE NETHERLANDS

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Going Global Career Guides are not intended to serve as the sole source of information in looking for international employment. We strongly encourage all readers to conduct additional research that is tailored to their background and objectives.

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## **JOB-SEARCH RESOURCES**

Finding a job in the Netherlands is similar to seeking employment in other industrial countries. An important way to secure employment is through referrals and leads from acquaintances. An estimated 50 percent of Dutch workers find their jobs through networking, which is the process of seeking employment recommendations through friends, current and former colleagues, professional associates and industry contacts. Other networking sources include family members, neighbors or schoolmates.

Another option is to search through trade associations and other business organizations or the *uitzendbureaus* (employment agencies). Every city in the Netherlands, and particularly those in the populous Randstad region, has a number of these agencies. Jobs at the *uitzendbureau* often begin on a temporary basis, but there is a good chance that a temporary job will be extended into a long-term contract. Officially, a temporary contract with the same employer may be renewed three times. After that, if the company wants to keep the employee, a permanent contract has to be offered.

Other job-search resources include recruiters, advertisements on Internet websites, help-wanted classified advertisements in newspapers and other publications, and job fairs and other career-related events. Many government agencies publish their jobs in weekly reports or on the Internet.

Last, but not least, is the government employment service CWI, the Center for Employment and Income (Centrum voor Werk en Inkomen). The 131 national CWI offices offer, among other things, regional employment information and career counseling. These services are available free of charge to both jobseekers and the employed. Moreover, CWI is involved in the admission of foreigners to the Dutch labor market and works in close collaboration with the Immigration and Naturalization Department (IND) of the Dutch government.

Another job-hunting approach is to apply directly to a selected employer by sending in credentials or completing a job application. Many employers post all or some of their job openings on their corporate websites and feature prominent careers links on their home pages.

Most career and employment advisers agree that one of the best ways for non-Dutch professionals to gain employment in the Netherlands is by first seeking a position with a company in their home country that has Dutch offices, or with a Dutch corporation that has offices in the home country, then arranging for a transfer to a post in the Netherlands.

### ***ONLINE JOB SITES***

The following websites post job announcements from employers and recruiters. Most employment websites permit jobseekers to add their résumé/CV to an online database for perusal by potential employers. Users can also set-up a Job Alert search agent to email them job postings that match specified criteria, such as by job title, occupation and geographic location. It is also worthwhile to visit the websites of Dutch companies who increasingly post internal job vacancies on their corporate websites.

### **De Nationale Vacature Bank**

<http://www.nationalevacaturebank.nl/> (Dutch)

With job postings from over 32,000 Dutch businesses, De Nationale Vacature Bank is one of the larger job sites in the Netherlands. As part of its services, users can upload their résumé/CV and have them cross-referenced against all available posted jobs. This website also offers an email Job Alert service. Jobs can be searched by region or industry sector.

### **English Language Jobs**

<http://www.englishlanguagejobs.com>

This website is dedicated to assisting candidates in the Netherlands who are looking for English-speaking or other multilingual jobs. This website lists sales and marketing, administrative, IT and finance positions, among several others. A résumé/CV posting service is also available.

### **Executive Search**

<http://werving-selectie.startpagina.nl/> (Dutch)

This employment portal provides links to a variety of job and career websites and information. Virtually all recruitment agencies operating in the Netherlands are listed here. Executive search, recruitment and consulting firms are listed in alphabetical order. This website also contains background on employment issues. There is a résumé/CV posting service at this website. This website offers links to other websites covering law and regulations concerning job seeking.

### **Expatica Jobs**

<http://www.expatica.com> (English)

This website is designed specifically for English-speaking foreigners. It offers regularly updated job listings as well numerous articles on Dutch employment trends and tips on how to find work. This website is published by Expatica Communications, the largest European network of websites for English-speaking expatriates in Holland, France, Germany and Belgium.

### **Intermediair.nl**

<http://www.intermediair.nl> (Dutch)

Intermediair.nl's job site lists positions for professionals who hold a Bachelor's or Master's degree. This website also offers an email Job Alert service and a résumé/CV database. (Intermediair.nl also publishes a print magazine with job postings.)

### **JobbingMall.nl**

<http://www.jobbingmall.nl> (Dutch)

JobbingMall.nl posts some 3,500 vacancies in a variety of industry sectors and skill levels. This website also provides Job Alert and résumé/CV posting services. Users can set search criteria by occupational field, region, career type and level.

### **JobNews.nl**

<http://www.jobnews.nl/jobnews/index2.html>

JobNews.nl offers about 2,000 vacancy postings, a Job Alert email service and a résumé/CV bank. This website also features news and job market information, a salary calculator and an employment discussion forum.

### **JobTrack.nl**

<http://www.jobtrack.nl/jobtrack/> (Dutch)

Each week JobTrack.nl posts more than 1,500 new vacancies, compiled from 19 Dutch regional publications. In addition to Job Alert and résumé/CV posting services, this website lists jobs with companies in all industry sectors and at most levels.

### **Monsterboard.nl**

<http://www.monsterboard.nl> (Dutch)

Monsterboard.nl offers a wide range of services to jobseekers, including Job Alert and résumé/CV posting, which enables potential employers to peruse the credentials of registered jobseekers. Part of the Monster Career Network, with 21 country-specific employment websites, Monsterboard.nl lists approximately 7,000 available positions each month.

### **StepStone.nl**

[http://stepstone.nl/home\\_fs.cfm](http://stepstone.nl/home_fs.cfm) (Dutch)

StepStone is a leading European network of online career websites. StepStone.nl offers jobseekers in the Netherlands a database of about 2,200 postings. This website allows users to search jobs by occupational field, location and career level. It also offers an email Job Alert service and a résumé/CV registry for its searchable database. Searchable company profiles are also on offer.

## ***INTERNSHIP PROGRAMS***

### **InternAbroad.com**

<http://www.internabroad.com/Netherlands.cfm>

Part of the GoAbroad.com network, the website InternAbroad.com features links to several undergraduate and graduate internship programs as well as a practical guide to interning in the Netherlands.

### **MSN – Marketing Stagenetwerk Nederland**

<http://www.marketingstages.nl>

MSN (Marketing Stagenetwerk Nederland) was founded by six Dutch marketing associations that belong to the Marketing Association of Nederland (MAN). The main purpose of MSN is to organize marketing internships between companies and students. Internships are available with companies throughout the country. To search internship listings click *Stages*, followed by *Studenten*.



### **Stages.nl**

<http://www.stages.nl/nl/student> (Dutch)

Stages.nl allows students to search for internships by location, industry and time period. Most internships are administrative, finance- or IT-related. Users can set-up an email Job Agent to send them details of new internships based on specified search criteria. This website also offers tips for résumé/CV writing, links to training programs and recruitment events. Stages.nl is published by All4Students, the company that also runs <http://www.studentenbaan.nl>, a student job search website.

### **StagesPlaza.nl**

<http://www.stageplaza.nl> (Dutch)

StagesPlaza.nl allows students to search for internships based on location, industry, function, time period or company. It offers some 300 internship listings. This website also offers tips for résumé/CV writing and other business correspondence.

### **Study Abroad Links**

<http://www.studyabroadlinks.com/search/Netherlands>

The Study Abroad Links Search Engine & Directory features links and information on study abroad and educational travel opportunities worldwide. The Netherlands section offers links to academic, language, MBA and various other internship programs.

## ***GOVERNMENT-SPONSORED EMPLOYMENT OFFICES***

### **CWI – Centrum voor Werk en Inkomen**

<http://www.cwinet.nl>

CWI, the Center for Employment and Income (Centrum voor Werk en Inkomen), has 131 national offices that offer regional employment and career information as well as counseling in the areas of work and income. These services are available free of charge to both jobseekers and the employed. Moreover, CWI is involved in the admission of foreigners to the Dutch labor market and works in close collaboration with the Immigration and Naturalization Department (IND) of the Dutch government. Information and guidance is available through the Internet, by telephone and in person.

*Note: Jobseekers can find a CWI office by visiting [http://www.cwinet.nl/nl/about\\_cwi.asp](http://www.cwinet.nl/nl/about_cwi.asp), going to the “postcode check” section and entering the local postal code for a listing of nearby CWI offices.*

### **EURES – European Employment Services**

<http://europa.eu.int/eures> (supports various languages)

European Union (EU) passport-holders can benefit from EURES. More than 500 EURES advisers are employed throughout the European Union. This network has at its disposal a database of job vacancies and a second database containing general information on living and working conditions in European countries.

*Note: Jobseekers can find a local EURES advisor by performing a EURES advisors search for the Netherlands.*

## **GOVERNMENT-SPONSORED JOB SITES**

### **EURES – European Employment Services**

<http://europa.eu.int/eures/home.jsp?lang=en> (English, French, German)

This multi-website guide, which is geared towards European jobseekers, and is coordinated by the European Commission, can be a useful tool for seeking employment in the Netherlands. The EURES.nl website is a portal for information about working in Holland with hyperlinks to relevant employment agencies and Dutch corporations. The EURES-jobs website lists approximately 600 jobs in the Netherlands. EURESCV-search.com allows users to upload their résumé/CV for employer perusal.

### **Overheid.nl**

<http://www.overheid.nl> (Dutch)

Overheid.nl is an online guide to Dutch governmental websites and public documents. This website also offers links to organizations that are closely affiliated with the Dutch government, such as libraries, schools and healthcare institutions. Each government organization lists its vacant jobs on its website, which can be found through Overheid.nl. This website has an introductory webpage in English under the “Guests” section.

### **Werk.nl**

<https://www.werk.nl> (Dutch, English)

Werk.nl is a CWI initiative, financed by the Ministry of Social Affairs and Employment. Users can submit their résumé/CV, and this website sends an automatic Job Alert email whenever a matching job is posted. Besides job vacancies, the *werksite* offers information on the Dutch employment market, news and career issues. This website also features helpful tips on how to prepare for an interview and information on laws, regulations and employment in general.

## **JOB FAIRS AND CAREER EVENTS**

Job seekers attending job fairs and career events have the opportunity to meet in person with recruiters, hiring managers and employers who want to fill positions quickly. These events are free of charge to job seekers and are a convenient way to interact with employer representatives and ask questions about specific openings, benefits, and compensation, in settings that are less formal than a typical job interview.

Most of these events are advertised in local newspapers, but many are now listed online. Newspapers such as the *Telegraaf*, *Algemeen Dagblad*, *Volkskrant* and *NRC Handelsblad* are the best papers for information about job fairs, and *Elsevier* and *Intermediair* magazines could also be useful.

These events are usually held in hotel ballrooms or other large halls. More information can be found on the websites of the four biggest conference centers in the Netherlands: de Doelen in Rotterdam (<http://www.dedoelen.nl>), the Conference Center in The Hague (<http://www.congresscentre.com/>), the MEC in Maastricht (<http://www.mecc.nl>), and the Jaarbeurs in Utrecht (<http://www.jaarbeurs.nl>). The atmosphere is usually informal yet

professional and conducive to interviewing. Applicants should bring résumés/CVs and dress in professional attire.

### **De Nationale Carrièrebeurs**

<http://www.carrierebeurs.nl>

The National Career Fair (De Nationale Carrièrebeurs) is the largest career event in the Netherlands and has been known to draw over 11,000 attendees. A wide-range of companies and employment organizations from various industry sectors are represented. It is usually held at the Amsterdam RAI.

### **Techniek Bedrijven**

<http://www.techniekbetrijven.nl/>

This annual business fair for technical careers is the largest of its kind in the Netherlands. Some 70 businesses and institutions are represented, and there are several lectures, business presentations and workshops on offer. The event is held at the Jaarbeurs Utrecht.

## ***STAFFING AGENCIES AND TEMPORARY HELP FIRMS***

### ***EMPLOYMENT AGENCIES (UITZENDBUREAU)***

*Uitzendbureaus* (employment agencies) have a substantial presence in the temporary-jobs market in the Netherlands. There are a number of these agencies in every major city. Most *uitzendbureaus* specialize in finding temporary jobs in various industries, but many can also provide full-time permanent positions. There are several agencies that specialize in placing international, multilingual professionals. The law in the Netherlands states that a company has to offer a worker a long-term job when he/she has worked for the company as a temporary employee for a year.

A good place to start an online search for temporary employment and for addresses of *uitzendbureaus*, is <http://uitzendbureau.startpagina.nl/>. On this website bureaus are listed in alphabetical order and by location. There is also information on employment laws and regulations.

A few of the biggest employment agencies in the Netherlands are listed below. These agencies have numerous offices around the country. Addresses are given on this websites.

### **Adecco.nl**

<http://www.adecco.nl>

Adecco.nl offers staffing services in all segments of the Netherlands job market. The company provides permanent, contract and internship positions. The Adecco website lists some 2,000 job vacancies and provides the addresses of its 172 nation-wide offices.

### **Brunel International**

<http://www.brunel-international.nl/default.asp?ids=1&ide=41&idl=NL>

Established in 1975, Brunel provides temporary staffing and recruitment, and currently employs some 4,000 professionals. The company specializes in college and university-trained workers

with a background in energy, engineering, ICT, finance, legal, insurance and banking. Brunel has eight offices in Netherlands.

### **Content**

<http://www.content.nl>

With over 30 years' experience, Content specializes in connecting employees and employers for administrative, commercial, secretarial, call center and ICT positions. The company has 550 recruiters in establishments throughout the country.

### **Creyfs**

<http://www.creyfs.nl>

Creyfs is a 35-year-old recruitment agency and has 140 establishments in the Netherlands and covers various employment specializations, including sales, logistics, healthcare, administrative and student employment.

### **Dactylo.nl**

<http://www.dactylo.nl>

Dactylo.nl provides staffing and temporary placement services, as well as internship positions. The agency serves virtually all industry sectors but specializes in administrative, industrial and technical employment. Dactylo has 130 offices located throughout the country.

### **Manpower**

<http://www.manpower.nl/Pub/content.asp?ref=NL&noderef=home&langid=nl>

Manpower has been in the Netherlands for 60 years and has a network of 150 offices around the country. The company offers employment services for virtually all industry sectors and at various hierarchical levels.

### **Randstad**

<http://www.randstad.nl/content/home/index.xml>

This market-leading temporary employment agency is part of the largest temporary and contract staffing organizations in the world. It offers employment services in all industry sectors and career levels. It has offices throughout the country..

### **Start**

<http://www.start.nl/>

Start is a 25-year-old agency that specializes in placement in a variety of industry sectors including healthcare, technical, call centers, graphics, transport and logistics.

### **Tempo Team**

<http://www.tempoteam.nl>

Tempo-Team is one of the top three recruitment consultancies for temporary staff in the Netherlands, and is a subsidiary of The Randstad Group. The agency recruits for positions in logistics, financial services, government, healthcare, hotels and catering.

### **Unique Nederland**

<http://www.unique.nl>

Unique Nederland is a full-service agency that specializes in temporary placement and recruitment across a variety of industry sectors and positions—from office workers to healthcare personnel. Unique also offers specialized services for multilingual professionals. (See below: Unique Multilingual Services)

## ***SPECIALIZED STAFFING AGENCIES FOR NON-DUTCH SPEAKERS***

### **Abroad Experience**

<http://www.abroad-experience.nl/page.php>

Abroad Experience specializes in the recruitment of international personnel for the Dutch employment market. It works with internationally-oriented companies that have European/EMEA headquarters, sales, customer service or financial departments in the Netherlands.

Abroad Experience (Head Office)

H. van Viandestraat 18

NL-3817 AB Amersfoort

Tel: +31 (33) 4793095

### **Kelly Services**

<http://www.dutchisnotrequired.nl/eprise/main/web/nl/dinr/en/index.html>

Kelly Services provides contract and permanent work in fields ranging from office and call center staff to light industrial staff. The agency also has a division specifically for placing international workers. Its slogan is: “Dutch is not required.”

Kelly Services Nederland (Head Office)

Kerkplein 3

NL-2513 AZ Den Haag

Tel: +31 (70) 4262800

Fax: +31 (70) 4262899

Email: [info@kelly.nl](mailto:info@kelly.nl)

### **UnDutchables**

<http://www.undutchables.nl>

UnDutchables Recruitment Agency matches international, multilingual personnel to mostly full-time, permanent positions in areas such as international sales and finance, customer service departments and call centers.

UnDutchables (Head Office)

Burgemeester Haspelslaan 21

NL-1181 NB Amstelveen

Tel: +31 (20) 3455104

Fax: +31 (20) 3455105

Email: [hq@undutchables.nl](mailto:hq@undutchables.nl)

### **UMLS – Unique Multilingual Services**

<http://www.uniquemls.nl>

UMLS (Unique Multilingual Services) offers recruitment of temporary and permanent staff and specializes in placing international and multilingual personnel.

Unique Multilingual Services

Paulus Potterstraat 28

NL-1071 DA Amsterdam

Tel: +31 (20) 5702094

Fax: +31 (20) 5702096

Email: [amsterdam@uniquemls.com](mailto:amsterdam@uniquemls.com)

## ***EXECUTIVE RECRUITERS AND SEARCH FIRMS***

Executive recruiters and search firms are very common in the Netherlands. Many firms specialize in particular market sectors, executive recruitment, or placing recent university graduates with Master's degrees or PhDs. The newspapers, especially the Saturday edition, often contain advertisements for these firms.

***FOR A GENERAL OVERVIEW OF EXECUTIVE RECRUITERS AND SEARCH FIRMS, THE FOLLOWING WEBSITES ARE USEFUL:***

<http://werving-selectie.startpagina.nl/>

<http://www.detachering.pagina.nl>

***THE FOLLOWING ARE LEADING EXECUTIVE SEARCH AGENCIES IN THE NETHERLANDS.***

### **Aces.nl**

<http://www.aces.nl> (Dutch, English)

Founded in 1990, ACES International is a specialized executive search agency for the ICT field.

### **Amrop.nl**

<http://www.amrop.nl> (English)

Established in 1978, Amrop Hever Group is a chief executive and senior management recruitment agency. This website does not list vacancies.

### **Berenschot.com**

<http://www.berenschot.com> (Dutch)

Berenschot Search is one of the leading business consulting firms in the Netherlands. This website features job vacancies.

### **Björk Executive Search**

<http://www.bjork-groep.com> (Dutch, English)

This agency specializes in senior positions in the ICT, retail, chemical and finance industries. This website does not list vacancies.

**Balance.nl**

<http://www.balance.nl> (Dutch)

Balance.nl provides executive search services for financial, technical and legal positions on a project or interim basis.

**Deloitte.nl**

<http://www.deloitte.com/dtt/home/0%2C1044%2Csid%25253D13344%2C00.html> (Dutch)

Deloitte & Touche recruits for the private and public sector. Its candidates range from recent graduates to the top executives. This website features job vacancies.

**Harvey Nash**

<http://www.harveynash.com/nl>

Harvey Nash operates as two distinct business units. The International Executive Search & Selection division provides senior executive and interim management solutions across a broad range of industry sectors. The IT division provides end-to-end IT recruiting and project outsourcing solutions. This website is in English.

**Hays Personnel**

<http://www.hays.com/> (Dutch, English)

Hays Personnel recruits executive and managerial personnel for a range of industry sectors, including government, business and financial services, industrial, construction, retail and healthcare. This website lists vacancies.

**Interlace**

<http://www.interlace.com/web/page.asp?LNG=31&SP=6&WS=1> (Dutch, English)

This search and recruitment firm focuses on executive and top-level positions. Although this website is in Dutch and English, vacancies in the Netherlands are posted only on the Dutch website.

**Korn/Ferry International**

<http://www.kornferry.com/Default.asp>

Korn/Ferry's services range from corporate governance and CEO recruitment to executive search, middle-management recruitment, strategic management assessment, and executive coaching and development. This website is in English.

**Mercuri Urval**

<http://www.mercuriurval.com/default.aspx?id=4365&epslanguage=EN>

This international consulting and recruitment agency has over 80 offices in Europe, the United States, and Australia. Several job vacancies are listed on the agency's Netherlands website.

**Michael Page Recruitment**

<http://www.michaelpage.nl> (Dutch)

Michael Page primarily recruits for the finance, banking, marketing and sales, legal and taxation fields. This website lists job vacancies.



**Nassau Recruitment Group**

<http://www.nassau-recruitment.nl/index.htm> (Dutch, English)

This firm specializes in recruitment and executive search across a variety of sectors. Job postings are listed by category.

**NMC-Nijse International Executive Search**

<http://www.nijse-international.com>

Part of the NMC Group, NMC-Nijse International Executive Search is one of the leading executive search companies in Europe. The firm focuses on filling top and senior management and board-level appointments. This website is in English and does not list vacancies.

**PCI Consultants**

<http://www.pci.nl> (Dutch)

PCI specializes in IT, financial and administrative positions. This website lists searchable job vacancies by category.

**PricewaterhouseCoopers**

<http://www.pwcglobal.com/extweb/home.nsf/docid/5A0574A9E7FF497580256EE80027EFB9>

(Dutch, English)

PricewaterhouseCoopers looks for experienced professionals and recent graduates with a strong academic record in economics, business, or management and a good grasp of the Dutch language.

**Robert Half Finance & Accounting**

[http://www.roberthalf.net/Site/showpage.jsp?p=HOME&s=RHF\\_NLD](http://www.roberthalf.net/Site/showpage.jsp?p=HOME&s=RHF_NLD) (Dutch, English)

Robert Half Finance & Accounting specializes in recruiting services for accounting and finance professionals on a permanent basis. The firm works with a wide range of organizations aiming to expand or reorganize their operations or find replacement staff. The firm has offices in Amsterdam, Eindhoven and Rotterdam. This website lists job vacancies.

**Smith Northon International Executive Search**

<http://www.smithnorthon.nl> (Dutch, English)

Smith Northon recruits for middle management positions that offer growth to young academics and graduates with at least 3 years of business experience. This website does not advertise job openings.

**TMC Executive Recruitment**

<http://www.themembercompany.nl/ne/home/> (Dutch)

TMC provides staffing services in the fields of finance, legal, sales and marketing, IT, logistics and general management to several leading Dutch companies. This website lists job vacancies.

**Totem Executive Search and Recruitment**

<http://www.totem.nl> (Dutch)

Totem, which focuses on IT jobs, has an extensive database and welcomes résumé/CV applications. This website features job vacancies.



**United Capacity**

<http://www.unitedcapacity.nl> (Dutch)

United Capacity recruits for marketing, communications, sales, finance, legal and human resource positions. This website lists job vacancies that are searchable by region and employment type.

**Van der Meer Executive Recruitment Consultants**

<http://www.vandermeer.nl> (Dutch)

Van der Meer specializes in IT positions. This website lists job vacancies in IT, sales and marketing, start-up companies and consultancy.

**Van der Velde Recruitment sales jobs**

<http://www.velde.nl> (Dutch)

This firm focuses on commercial positions. Apart from the introduction page, which can be read in English, this website is in Dutch and website features job vacancies.

**YER – Young Executive Recruitment**

<http://www.yer.nl> (Dutch)

YER specializes in placing young, academic candidates. Job listings are searchable across a variety of industries.

***THE FOLLOWING WEBSITES ARE RECOMMENDED FOR MORE SPECIFIC SEARCHES:***

***ACADEMIC***

**Academic Transfer**

<http://www.academictransfer.nl>

This website lists vacancies at Dutch universities, academic hospitals and other institutions. It also provides career news and advice on the Dutch and international academic job market.

***AGRICULTURAL***

**AgriHolland**

<http://www.agriholland.nl>

AgriHolland is the largest agribusiness portal in the Netherlands and offers access to the Green Jobs database, a Dutch employment database for the food industry, agribusiness, environmental planning and nature conservancy.

**Agrojobs**

<http://www.agrojobs.nl/home.asp>

Agrojobs is dedicated to placing professionals in environmental, food- and agri-businesses.

***BIOTECHNOLOGY***

**Bird Engineering and Recruitment**

<http://www.birdengineering.nl> (Dutch, English)

Bird recruits specialists in biotechnology for companies, institutes and universities all over Europe. This website lists vacancies.

### ***CLOTHING/FASHION***

#### **Fashion Solution**

<http://www.fashionsolution.nl> (Dutch)

Fashion Solution is a fashion and textiles recruitment firm. This website lists vacancies.

#### **Boelenadvies**

<http://www.boelenadvies.nl> (Dutch)

Boelenadvies specializes in recruitment for industries such as fashion and textiles, retail and consumer goods, logistics, printing, publishing and graphics media. This website lists vacancies.

### ***CATERING***

#### **Chef de Cuisine**

<http://www.chefdecuisine.nl> (Dutch)

This agency specializes in the recruitment of experienced chefs, kitchen or catering managers. This website lists vacancies.

#### **Horeca-Jobs.nl**

<http://www.horeca-jobs.nl> (Dutch)

This jobsite for the catering, recreation and tourism industries lists vacancies and allows users to enter their résumés/CVs into this website's database.

### ***ENVIRONMENT***

#### **MilieuOnline**

[http://www.kluwer.nl/portal.jsp?gc=WKNL\\_KL\\_PNP\\_KLUWER\\_OVH\\_OVERHEID\\_pp\\_milie\\_u](http://www.kluwer.nl/portal.jsp?gc=WKNL_KL_PNP_KLUWER_OVH_OVERHEID_pp_milie_u) (Dutch)

This portal, with news and reference information on the Netherlands environmental sector, lists job vacancies.

### ***FINANCIAL AND BANKING***

#### **Ranger**

<http://www.ranger.nl> (Dutch)

This recruitment and placement firm specializes in the financial, sales and marketing, and technical fields. This website lists job vacancies.

**Frima**

<http://www.frima.nl> (Dutch)

This recruitment and executive firm specializes in financial, legal and banking positions. This website lists job vacancies.

**Vitae**

[http://www.vitae.nl/domains/vitae\\_internet/pages/scheduled.asp?contentcode=FLASHHOMEPAGE](http://www.vitae.nl/domains/vitae_internet/pages/scheduled.asp?contentcode=FLASHHOMEPAGE) (Dutch)

Vitae specializes in recruitment for finance, technical, ICT, sales and marketing communication and management support positions. The agency has eight offices around the country and its website lists vacancies.

**Network & Search**

<http://www.network-search.nl> (Dutch)

Network & Search is an executive search firm for the financial sector. This website lists vacancies.

***HEALTH AND MEDICAL***

**Artsennet**

<http://www.artsennet.nl/content/hp/> (Dutch)

Artsennet is a portal for KNMG, the Royal Dutch Society of Medicine (Koninklijke Nederlandsche Maatschappij tot bevordering der Geneeskuns). This website is independently published.

**MedJob**

<http://www.medjob.nl> (Dutch)

MedJob is an employment website specifically for healthcare workers. This website lists job vacancies.

***HUMAN RESOURCES MANAGEMENT***

**Van den Boogaart Personeelszaken**

<http://www.vandenboogaart.nl/> (Dutch)

Van den Boogaart Personeelszaken specializes in placement of human resource professionals in permanent or temporary positions.

***IT (ICT)***

**A&C-Provadis**

<http://www.aenc.com> (Dutch)

A&C-Provadis specializes in recruitment for the ICT sector. This website lists vacancies and offers a résumé/CV database service.

### **Appoint**

<http://www.appoint.nl> (Dutch, English)

Appoint provides ICT job placement. This website lists vacancies and offers a Job Alert email service.

### **Computable**

<http://www.computable.nl> (Dutch)

ICT information portal that features markets news and career articles and lists job vacancies.

## **LOGISTICS**

### **BLMC**

<http://www.logistiekjob.nl> (Dutch)

BLMC is a recruitment firm for the logistics field. This website lists job vacancies and offers a résumé/CV database service.

### **Transportenlogistiekbanen.nl**

<http://www.transportenlogistiekbanen.nl/frontend/frontendIndex/> (Dutch)

This jobsite for the transport and logistics field offers Job Alert and résumé/CV posting services.

## **NEWSPAPERS THAT PUBLISH JOB ADVERTISEMENTS ♦**

The Saturday editions of newspapers (such as *De Telegraaf*, *Algemeen Dagblad*, *NRC Handelsblad*, and *De Volkskrant*) are a good place to search for jobs.

The websites <http://kranten.startpagina.nl/>, and <http://www.jobtrack.nl/jobtrack/> offer links to a variety of newspapers. Job vacancies are listed under *baan* or *vacature*.

### ***De Telegraaf***

<http://www.telegraaf.nl/>

*De Telegraaf*, the biggest newspaper in the Netherlands, covers national and international news. It is considered an easy-to-read newspaper, with a circulation of over 2.16 million. *De Telegraaf*'s help-wanted advertisements cover a broad variety of jobs. Online, most of the paper's job advertisements are found at <http://www.vacatures.telegraaf.nl>. The jobs are posted online for a couple of days. An annual subscription costs about 190 EUR. ♦ For a subscription call +31 (20) 4802424 or (Toll Free, Netherlands) 0800-0567.

### ***Algemeen Dagblad***

<http://www.algemeendagblad.nl>

The *Algemeen Dagblad* (also known as the AD) is a national newspaper, but focuses on the Rotterdam area. An annual subscription costs about 195 EUR. For subscriptions, call +31 (10) 4066077.

***De Volkskrant***

<http://www.volkskrant.nl>

*De Volkskrant* is considered to be a more serious newspaper than *De Telegraaf*. The publication provides analysis of important international and national news. A broad variety of job advertisements can be found, including governmental and public school positions. An annual subscription costs about 220 EUR. For a subscription, call +31 (20) 5626260 or (Toll Free, Netherlands) 0800-0561.

***Het Financieele Dagblad***

<http://www.fd.nl/Home.asp>

*Het Financieele Dagblad* specializes in national and international financial matters, and news and stock market listings. The paper's job advertisements are also focused on financial services jobs. This website offers an English-language version of the paper. An annual subscription costs about 299 EUR. For a subscription, call +31 (20) 5928878 or (Toll Free, Netherlands) 0800-66-66-667.

***NRC Handelsblad***

<http://www.nrc.nl>

This publication offers financial news and analysis of important global and national current events. The paper publishes a wide variety of employment advertisements, beginning at middle management jobs. An annual subscription costs about 254 EUR. For a subscription, call +31 (10) 4067767 or (Toll Free, Netherlands) 0800-0323.

***THE FOLLOWING MAGAZINES ALSO LIST JOB VACANCIES:***

***Carp Magazine***

<http://www.carp.nl>

Job listings can be found on the Carp.nl website by clicking on the *career* or *vacaturebank* section. Free subscriptions are given to people between the ages of 25 and 35 holding a Bachelor's or Master's degree.

***Elsevier***

<http://www.elsevier.nl/>

*Elsevier* offers news and analysis in the fields of economics, politics, finance, science and culture. The magazine also publishes many job advertisements. A 13-week trial subscription is available for 13.50 EUR. Subscription information can be found by clicking on the *abbonnementen* link on this website.

## **EMPLOYMENT TRENDS AND OPPORTUNITIES ♦**

### ***GENERAL TRENDS***

Underneath its laid-back cultural and social veneer, The Netherlands is a thriving hub for international business. Its central geographical location has encouraged some of the world's best-known companies to station operations there.

The Netherlands has an open economy that depends heavily on foreign trade. Its economy is noted for stable industrial relations, moderate inflation, a sizable current account surplus and an important role as a European transportation center.

Despite performing extremely well for many years, the Dutch economy has slowed to the point of stagnation over the past couple of years. The envy of Europe during the 1990s, The Netherlands finally emerged from a recession in 2004 to grow by a modest 1.4 percent thanks to a hefty increase in exports. However, 2005 economic growth was expected to be less than .5 percent. The future outlook has remained somewhat pessimistic and a timeline for a return to more robust growth is uncertain, according to the Netherlands Bureau for Economic Policy Analysis.

Employment worries continue to create anxiety across The Netherlands. In recent years, employment numbers have been on the decline thanks to actions by major Dutch employers to downsize their operations by eliminating or outsourcing jobs, particularly in the financial services sector. For the first half of 2005 – before many of these companies made their job reduction announcements – employment was down approximately 2 percent from the same period of 2004, while higher pension premiums caused labor costs to increase by 5.4 percent in the first half of 2005, compared with the first half of 2004. Overall, unemployment has almost doubled from 2001 levels. For 2006 as a whole, the CPB (the Dutch Social and Cultural Planning Bureau) projects an unemployment rate of about 6.5 percent, down slightly from 6.75 percent in 2005. As a result of restructuring in many industries, one out of three Dutch employees changed jobs between 2000 and 2002, up from 25 percent in 1993, according to the CPB.

Even so, the country will continue to face a shortage of skilled labor through at least 2006, according to the Centre for Work and Income (CWI). The organization projects that the economy will create 54,000 jobs in 2005 and 144,000 jobs in 2006, eclipsing the estimated number of workers available by 39,000 and 99,000 workers, respectively. The largest job growth will occur in health care, and women will continue to benefit from the majority of new employment opportunities. Demand for workers also is expected to be strong in the business services and IT sectors, and the government and educational sectors should remain bright points on the employment horizon. Service sector companies project an increase in orders and revenues and are ramping up employment accordingly, although many of these jobs are part-time.

Industrial activity in The Netherlands is dominated by food processing, chemicals, petroleum refining and electrical machinery. Industrial job growth in the Zuidoost-Brabant Region fell 5

percent between 2004 and 2005 but is expected to increase slightly in 2006. The northern part of the Brabant Region lost 16,000 industrial jobs over the same period. However, the forecast is for improved employment opportunities for construction workers. Temporary employment agencies in the country also expect the number of part-time or project-related jobs to increase, particularly as companies outsource tasks or reduce the number of full-time positions they seek to fill.

As in other European countries, demographics play an important role in the job market and the overall economy. Twenty-two percent of Dutch citizens are over age 50. Since 1992, the number of Dutch seniors working at least 12 hours a week has doubled. One in 3 employed persons over age 50 is female.

### **Areas of Need**

Despite the current employment slowdown, there are certain professions that lack qualified job applicants within the Netherlands. As a result, there is growing interest by Dutch employers for recruitment of workers in these areas. The Dutch public employment service (CWI) is collaborating with the European employment agency EURES to recruit individuals for the following professions:

#### **IT and Call Center Services**

Most call centers in the Netherlands are located in or near Amsterdam. Due to growing job opportunities, the CWI developed a specialized office to handle recruitment and training for both the IT and call center businesses in the Amsterdam area. Professionals who are looking for a job in an international call center can contact this office to help arrange job placement. Most vacancies in the international call centers are for native speakers of English, French, Italian, German, Spanish, Portuguese, Danish, Swedish, Norwegian and Finnish. For some candidates, the office provides job training. For more information jobseekers can contact: ICT & Call Center services, email: [ict.ccs@kliq.org](mailto:ict.ccs@kliq.org).

#### **Healthcare Sector**

EURES and Dutch employers are working together to fill numerous vacancies in the Dutch healthcare system. The vacancies are primarily for qualified nursing staff, either for hospitals or for nursing homes for the elderly. Interested healthcare professionals can contact: Ms. G. Dorland or Ms. M. Westerburgen, email: [g.dorland@cwinet.nl](mailto:g.dorland@cwinet.nl) or [m.westerburgen@cwinet.nl](mailto:m.westerburgen@cwinet.nl)

#### **Agricultural Sector**

Every year, there are seasonal jobs in the agricultural sector in the Netherlands, especially in the northwestern part of the country. The CWI works closely with a specialized agriculture office to deal with applicants from abroad. Some examples of vacancies are: landscaping and gardening, from April to October; flower bulb companies, from June to August and from October to December; and horticulture (harvesting), from June to November. For most of these jobs, accommodation will be provided. For more information, interested jobseekers can contact: CWI Agrarische sector, email: [c.sijmonsma@cwinet.nl](mailto:c.sijmonsma@cwinet.nl)

More information can be found on the Statistics Netherlands website at <http://www.cbs.nl/nl-NL/default.htm>

### **SER – Sociaal Economische Raad**

<http://www.ser.nl> (French, Spanish, German, English)

SER, the Social and Economic Council (Sociaal Economische Raad), is the Dutch government's main advisory body on national and international social and economic policy. In its advisory capacity, the SER represents the interests of trade unions and industry. Being independent from the government and financed by industry, the SER may give advice, solicited or unsolicited, on all major social and economic affairs.

One of the signs that Dutch society is developing into a knowledge-based economy is the “mark up” of employment. On average, employees are required to meet higher standards than ever before. In some segments of the labor market, this is leading to a shortage of skilled employees. Even in the most cautious economic growth rate scenarios, barring a change in policy, the shortage of experienced, skilled employees will become more serious in the years ahead.

In the SER's opinion, policy measures recently introduced by the cabinet will go a long way toward reducing labor shortages in the education sector. There is a shortage of teachers of English, French and German languages, as well as of math. By updating school management, school managers and teaching staff will be better able to meet the justifiably high standards set by parents and society. The process of “updating the wage and job structure” that the cabinet has announced can also make the teaching profession more attractive, especially if it proves possible to open up the education labor market.

The existing and impending labor shortages in the IT sector are even more worrisome and require a highly-specific approach. Tackling staff shortages effectively will require a major effort from many different parties: students and educational institutions, training institutes, employers, trade associations, employers' associations, trade unions and the authorities. In the past several years, these organizations have implemented a variety of policies to address the IT shortage. Among these is the government's streamlined process of approving work permits, or MVV applications, for foreign workers in the IT sector.

The SER also emphasizes the need to improve qualifications at the lower end of the labor market. It applauds initiatives taken by the government, employers' associations and trade unions to ensure that all school graduates have a suitable basic qualification. The SER also stresses the importance of an instrument whereby an employee's competencies acquired through experience are recognized and assessed. This instrument is an essential part of the training policy, in particular allowing for a better and more concrete interpretation of the concept of tailor-made training. It is important that such instruments are used with respect to both employees and jobseekers.



## **INFORMATION TECHNOLOGY ♦**

The Netherlands offers several advantages that make it an ideal center for pan-European e-business operations and European business in general: excellent logistics and communications infrastructure, a multilingual workforce, advanced Internet-ready environment and a strategic location. Despite several years of slow IT sales, industry downsizing and a focus by companies on cost-cutting and efficiency improvements, the Netherlands continues to offer opportunities for IT job-seekers.

The Netherlands' IT industry is divided between two key sectors: IT services and software. In 2003, IT services companies accounted for sales of US\$5.5 billion, primarily from small- to medium-sized companies specializing in everything from management consulting to hardware. The software segment continues to be the key driver of the Dutch IT market with 2003 sales of US\$4.5 billion. Applications software accounts for 45 percent of sales, followed by systems software (30 percent) and software tools (25 percent). Although this segment is fast-growing, it is estimated that between 65 and 70 percent of software products available in The Netherlands are imported from the United States, Germany, the United Kingdom and France.

The slow economy across Europe has caused many IT managers to confine their spending to Internet and network security solutions and ERP and CRM business process activities. Hardware sales should continue to remain flat, but the Dutch chip industry, which includes companies like Royal Phillips Electronics NV, should see improvement in sales as worldwide chip inventories are reduced. Forecasts call for improvements in the country's overall economy, and this bodes well for the IT segment during 2006 and beyond.

E-commerce and Web-based IT services continue to grow in importance thanks in large part to a business and consumer population that has embraced the Internet and broadband access. Among members of the Organization for Economic Co-operation and Development (OECD), the Netherlands is second only to South Korea in the percentage of households with broadband Internet access. It also is home to the Amsterdam Internet Exchange (AIE), a network of Internet service providers (ISPs) that forms the largest Internet exchange in continental Europe, and its GigaPort project ensures that the country will maintain a high-speed information network for years to come. This enthusiasm for the Internet is enhanced by government support for e-businesses. As early as 1995, the Dutch government began undertaking a variety of e-business-friendly programs, and Dutch industry developed and adopted the first e-commerce Code of Conduct. The government continues to invest large sums in the Netherlands' digital infrastructure. As a result, leading U.S. companies -- such as Sun Microsystems, Cisco Systems, Hewlett-Packard, IBM, Lucent, PeopleSoft, Symantec, Oracle, Hyperion Solutions, Network Associates and Ineas Insurance (the first virtual insurance company) -- have established significant European operations in the Netherlands.

On the employment front, the Netherlands has experienced a shortage of skilled IT workers in recent years. To attract foreign IT specialists, the government and companies have simplified their hiring procedures. Observers say the shortage of IT workers will continue through at least 2006, and that demand for highly-qualified workers is likely to remain strong for at least 20 more

years. However, restructuring by American companies with operations in The Netherlands has resulted in some job cuts. Hewlett-Packard and IBM both instituted job reduction strategies beginning in 2005. The IBM cuts come despite a \$1.8 billion IT outsourcing contract with Dutch financial giant ABN Amro, which decided to outsource much of its IT support in order to reduce its employment roster and cut costs over the next 5 years.

## **Certification and Education Requirements**

While education requirements vary, a university degree is increasingly required. Since there is a shortage of workers in the Netherlands with computer skills (hardware and software), it is currently quite easy to get a work permit within this sector.

## **Organizations and Trade Associations**

### **AWT – Advisory Council for Science and Technology Policy**

<http://www.awt.nl/>

The AWT is an advisory body to the Dutch government on science and technology policy. These policy fields are coordinated within the Cabinet by the Minister of Education, Cultural Affairs and Science (science policy) and the Minister for Economic Affairs (technology policy). The AWT is a source for information and updates on Dutch technology policy.

AWT

Javastraat 42

NL-2585 AP Den Haag

Tel: +31 (70) 3639922

### **FENIT – Federatie Nederlandse IT**

<http://www.ictoffice.nl/>

FENIT, the Dutch IT Federation (Federatie Nederlandse IT) was formed to protect the interests of its members—200 IT companies that make up about 80 percent of the total Dutch IT market. Due to its size, the organization represents virtually all of the sector's suppliers of hardware, software and IT services. The federation also works with the employer's organization VNO-NCW, the European IT federation EISA and worldwide IT organization WITSA. FENIT's services and activities include lobbying, service provision to members, market research and quality control.

FENIT/Nederland-ICT

Pompmolenlaan 10a

NL-3447 GK Woerden

Tel: +31 (34) 8493838

Fax: +31 (34) 8482288

Email: [bureau@fenit.nl](mailto:bureau@fenit.nl)

### **NOREA – National Association of IT Auditors**

<http://www.norea.nl>

NOREA has over a thousand registered members or Registered EDP Auditors (REs). All members have met explicit requirements for registration, including the successful completion of a recognized post graduate course on IT auditing. NOREA works to create a greater recognition of the importance of IT auditing, to improve the standards of practice of the RE, and to provide the necessary training to its members. NOREA operates in many national committees on IT issues, publishes a Dutch-language quarterly magazine *De EDP-Auditor*, defines auditing standards of practice and organizes conferences and workshops.

**NOREA**

A.J. Ernststraat 55  
Brievensbus 7984  
NL-1008 AD Amsterdam  
Tel: +31 (20) 3010380  
Fax: +31 (20) 3010302  
Email: [norea@norea.nl](mailto:norea@norea.nl)

**SPIder**

<http://www.st-spider.nl/> (Dutch)

SPIder is a Dutch network for IT professionals with interest in Software Process Improvement (SPI). It is an independent platform where both novices and experts exchange knowledge and experience regarding SPI. SPIder is organized as a *stichting*, or non-profit organization. The group holds regular plenary sessions, an annual conference and working groups, and publishes a quarterly print newsletter.

**SPIder**

Brievensbus 2047  
NL-4200 BA Gorinchem  
Tel: +31 (18) 3620066  
Fax: +31 (18) 3621601  
Email: [info@st-spider.nl](mailto:info@st-spider.nl)

**Labor Unions**

There are no trade unions specifically operating in the IT industry. The Federal National Labor Union (FNV) and the Christian National Trade Union Confederation (CNV) are the two major trade unions in the Netherlands, and they support IT workers.

**FNV – Federal National Labor Union**

<http://www.fnv.nl/>

Formed in 1976, the FNV is one of the most important labor unions in the Netherlands and by far the country's largest and strongest trade union confederation. 60 percent of all union members are members of the FNV confederation, which is comprised of 14 unions, each operating in its own specific field, such as manufacturing, construction, transport, healthcare or education. The FNV negotiates at the industry level and sometimes at the enterprise level. The group represents the interests of 1.2 million workers.

FNV  
Naritaweg 10  
NL-1043 BX Amsterdam  
Tel: +31 (900) 3300300

**CNV – Christian Trade Union Confederation**

<http://www.cnv.nl>

The CNV is a trade union federation with over 360,000 members. The organization is completely independent of governmental or political groups, and is open for anyone to join. The CNV has broad grassroots support throughout the Netherlands. 11 trade unions are affiliated with the CNV and are involved in various sectors, including IT. The CNV guards and advocates employees' rights in matters related to collective labor agreements, social security and pensions. The CNV accounts for about 18 percent of trade union members in the Netherlands.

CNV  
Ravellaan 1  
NL-3533 JE Utrecht  
Tel: +31 (30) 2913911  
Fax: +31 (30) 2946544

**MHP – Vakcentrale voor Middelbaar en Hoger Personeel**

<http://www.vakcentralemhp.nl/>

Established in 1974, MHP, the Union of Managerial and Professional Staff (Vakcentrale voor Middelbaar en Hoger Personeel), the federation of trade unions for white-collar workers, has approximately 175,000 members and is considered a neutral organization, without a political-ideology. MHP has grown consistently since the 1970s, due largely to the increased demand for highly-qualified workers in the Netherlands. The unions affiliated to MHP are expected to grow in membership and have come to play an important role in collective bargaining in sectors such as banking and insurance. The MHP represents the interests of almost 10 percent of unionized employees in the Netherlands.

MHP  
Randhoeve 223  
Brievensbus 400  
NL-3990 DK Houten  
Tel: +31 (30) 6374792  
Fax: +31 (30) 6378829

**Publications**

***De Automatiseringsgids***

<http://automatiseringgids.sdu.nl/do/welkom> (Dutch)

Since being launched as a newsletter in 1995, *De Automatiseringsgids* has grown to be the largest paid weekly publication about the IT industry in the country. The magazine is an excellent resource, for technology and business news and analysis. *De Automatiseringsgids*

website provides the magazine's articles as well as archived content. An annual subscription costs 15 EUR.

De Automatiseringsgids  
10 Hagen & Stam Uitgevers  
Juliana van Stolberglaan 148  
NL-2595 CL Den Haag  
Tel: +31 (70) 3045700

### ***Emerce***

<http://www.emerce.nl> (Dutch)

The magazine *Emerce* features news, analysis and interviews on e-business and e-commerce topics. Subscriptions to the online newsletter are free, and subscriptions to the print magazine and complementary yearbook cost 56.99 EUR.

Emerce B.V.  
Van Diemenstraat 28  
NL-1013 NH Amsterdam  
Tel: +31 (20) 5313880

### **Vnunet.nl**

<http://www.vnunet.nl/>

Vnunet.nl is a portal that compiles select content from *Computable* (a weekly online and print publication for IT-professionals), *CRN* (a biweekly trade publication for computer resellers), *PCM* and *Computer Idea* (personal computer magazines), and *Power Unlimited* (the largest gaming magazine of the Benelux). Vnunet is the publisher of these magazines as well as several other business and consumer titles.

VNU Business Publications B.V  
Klantenservice, Brievenbus 1921  
NL-2003 BA Haarlem  
Tel: +31 (23) 5465660  
Fax: +31 (23) 5465511  
Email: [klantenservice@bp.vnu.com](mailto:klantenservice@bp.vnu.com)

### ***Computable***

<http://www.computable.nl> (Dutch)

Published by Vnunet, *Computable* is a Dutch-language website and print magazine about, and for, the IT industry. The publication features news, product and career information and IT business reports. This website also offers a discussion forum and job listings (powered by Intermediair.nl).

Computable  
Klantenservice, Brievenbus 1921  
NL-2003 BA Haarlem  
Tel: +31 (23) 5465660

Fax: +31 (23) 5465511

Email: [klantenservice@bp.vnu.com](mailto:klantenservice@bp.vnu.com)

## **Other Resources**

### **EUROPA – European Commission Information Society**

[http://europa.eu.int/information\\_society/index\\_en.htm](http://europa.eu.int/information_society/index_en.htm)

This website contains a wealth of thematic information produced mainly by the European Commission and other European Union actors. Currently around 30 content providers publish on this website and more than 130,000 visitors (2 million hits) navigate it per month. The various topics and policy areas are arranged thematically to facilitate a comprehensive overview of European Union activities in the “Information Society” field. This website also features contact information, details on EU programs and political initiatives.

European Commission, Directorate General Information Society

Information and Communications Unit

BU 24 0/41

Rue de la Loi 200

B-1049 Brussels

Belgium

Tel: +32 (22) 999399

Fax: +32 (22) 999499

Email: [info-desk@cec.eu.int](mailto:info-desk@cec.eu.int)

### **ICT-Monitor**

<http://www.ictmonitor.nl/>

The ICT-Monitor reports on the current state-of-affairs of ICT in the Dutch education system. The organization focuses on four sectors: elementary education, secondary education, vocational training/adult education and teacher training. The ICT-Monitor website features the group's latest findings in the area of IT and education.

Office ICT-monitor

University of Twente, Faculty of Educational Science and Technology

OCTO/ICT-monitor

Brievensbus 217

NL-7500 AE Enschede

Tel: +31 (53) 4892022

Fax: +31 (53) 4893023

Email: [ictmonitor@edte.utwente.nl](mailto:ictmonitor@edte.utwente.nl)

### **IDC Research**

<http://www.idc.com/benelux/index.html> (Dutch)

The IDC Research consultancy firm regularly posts news and findings on the Dutch IT sector on its website. The company also holds regular IT trade events. Details on upcoming Netherlands-based and European IT conventions can be found on this website.

IDC Research Benelux  
A. Fokkerweg 1  
NL-1059 CM Amsterdam  
Tel: +31 (20) 6692721  
Fax: +31 (20) 6175566

**LogicaCMG**

<http://www.logicacmg.com/countries/Netherlands/Page4004>

LogicaCMG provides management and IT consultancy, systems integration and outsourcing services. With additional expertise in wireless technology, the company supports clients across diverse markets including telecoms, financial services, energy and utilities, industry, distribution and transport and the public sector. Formed in December 2002 through the merger of Logica and CMG, the company employs around 21,000 staff in offices across 34 countries and has nearly 40 years of experience in the IT service arena. The company's recruitment arm attracts high-level professionals in the IT field, and is particularly helpful for project managers and IT managers.

LogicaCMG  
Brievensbus 22067  
NL-3003 DB Rotterdam  
Tel: +31 (10) 2061111  
Fax: +31 (10) 2061100

***IT EVENTS***

**Heliview Conferences**

<http://www.heliview.nl>

Heliview organizes IT and technology conferences throughout the year, including: *De Dag van het DataCenter*, Business Intelligence, Web services & Enterprise Application Integration, Storage World and several others. The organization also provides training sessions.

**Megabit Festival**

<http://www.megabit.nl>

This networking event, held in Ede over several days, features discussions and lectures on a variety of issues such as Internet security, hacking and gaming. The conference/festival is known for its laid-back atmosphere that includes a barbecue, drinks and film screenings. Camping space, complete with network connection, is also available.

**SANE – International System Administration And Network Engineering Conference**

<http://www.nluug.nl/events/sane2004>

The International SANE technical conference and tutorial is a networking event for system administrators and network professionals. The event features tutorials, papers, and talks on the latest in tools, techniques, security, and networking. The conference is held in Amsterdam.

## **ENGINEERING ♦**

The Netherlands has a long history of technological innovation, particularly in such engineering fields as coastal defense, hydrodynamics, optimum cultivation, biotechnology, food processing and agribusiness. Much of this expertise is due to the historic need to maximize the potential of its land and protect it from the ongoing ravages of the sea. The Dutch are renowned for the Deltawerken and de Afsluitdijk, projects created to protect reclaimed parts of the Netherlands from the sea. Because Dutch people have lived in a delta for centuries, they have gained knowledge and experience in dealing with the fresh water of lakes and rivers, as well as the brackish and salt water of estuaries, tidal areas and other coastal waters. This knowledge continues to be applied locally and internationally in the development and implementation of water-related policies, administration, safety, infrastructure, consumption, education and management.

Dutch water expertise is one of the country's top exports. Dutch companies are involved in projects all over the world where their special engineering and construction skills are necessary. Areas of Dutch water engineering expertise include hydraulic (dredging, land reclamation, port construction, dikes and dams, maintenance of soft sandy coasts); spatial planning (water as guiding principle, multifunctional use of densely populated areas, combination of urban development with water retention, nature development and recreational areas); nature conservation (ecological restoration of rivers, wetlands, coastal zones and estuaries, safeguarding biodiversity and waterfowl habitat); and development co-operation (irrigation, drainage, drinking water supply and sanitation, judicious use of wetlands, such as mangroves and coral reefs).

Outside of water management engineering fields there has been a general slowdown in other important engineering-related sectors. For example, commercial and industrial building operations have been affected by a slowdown in commercial/industrial real estate investments. However, residential housing construction has experienced some improvement due to a shift by Dutch households to more expensive dwellings.

The Dutch government has created project-oriented Innovative Research Programs designed to encourage industrial research. This project approach is the organizational focus for the leading technological institutes, which are bringing forth resources from TNO and universities to address a market-driven research agenda that is generated by the combined needs of the government, science and the private sector. These Centers of Excellence are set up for pre-competitive research and are jointly funded by the government and a consortium of companies. Three such institutes already have started in telematics (communications and computing), polymers and metals.

### **Certification and Education Requirements**

Within engineering there are a great number of different branches, typically requiring a university degree. Most Dutch engineers are graduates of one of the three universities of technology (Delft, Eindhoven and Twente), the Agricultural University Wageningen or the



technical faculties of the University of Groningen. Graduates of engineering faculties at these universities obtain the degree of *ingenieur* and are allowed to bear this title, which is protected by law, using the abbreviation “*ir.*” before their family name. These are educational titles. In general, the Dutch market is now asking for better-educated workers with different skills (i.e., computer experience, management/leadership skills). Temporary managers and project leaders will not have a problem finding a job. Because of these diverse branches it is not possible to mention the necessary licensing. In general, it will be necessary to have a visa and work permit.

## **Organizations and Trade Associations**

### **CLAIU – Liaison Committee of the Associations of University Graduate Engineers**

<http://www.claiu.org>

CLAIU was founded in 1988 as a de facto confederation between the associations of university graduate engineers from all member states of the European Union. The CLAIU aims to promote the science and technology of engineering; to maintain the quality level of the university education for engineers; to maintain the quality and ethics of the professional practice of the university graduate engineer; to promote the removal of limitations to the free movement and the obstacles to the professional practice of engineering; and to defend the professional interests and titles of university graduate engineers. Engineers become members of CLAIU through their regional associations. In the Netherlands that group is the Koninklijk Instituut voor Ingenieurs.

### **ONRI – Dutch Association of Consulting Engineers**

<http://www.onri.nl/>

ONRI was founded in 1917. Initially working on behalf of individual consultants, today ONRI represents more than 250 companies. ONRI is responsible for initiating developments within the consulting engineering sector, taking advantage of market developments and actively lobbying politicians with regard to the interests of its members.

ONRI

Koningskade 30

NL-2500 GK Den Haag

Tel: +31 (70) 3141868

Fax: +31 (70) 3141878

Email: [onri@onri.nl](mailto:onri@onri.nl)

### **EIB – Economy Institute of Builders**

<http://www.eib.nl/> (Dutch)

Founded in 1956, the EIB is an important agency representing all the institutes, companies and firms in the Netherlands that are constructing buildings, housing, etc. This group performs research for these companies and regularly publishes reports on its findings.

EIB

De Cuserstraat 89

NL-1081 CN Amsterdam

Tel: +31 (20) 6429342

Fax: +31 (20) 6449089

## **HIBIN**

<http://www.hibin.nl> (Dutch)

Established in 1905, HIBIN is the umbrella organization that represents the interests of the Dutch construction materials trade. The group's members include some 380 businesses, and 100 manufacturers and importers. Among its services, HIBIN offers consultation with employers' associations over the CAO and pension plan benefits, and offers a variety of training courses, market information and arbitration services.

## **HIBIN**

Meander 601

NL-6825 ME Arnhem

Tel: +31 (26) 3633555

Fax: +31 (26) 3633559

Email: [info@hibin.nl](mailto:info@hibin.nl)

## **ITC – Ingeokring (Dutch Association For Engineering Geology)**

<http://www.itc.nl/~ingeokri/ingeokring.htm>

The Netherlands National Group of the IAEG was founded in 1974 and has more than 200 members working in various organizations, ranging from universities and research institutes to contractors from consultancy agencies and various governmental organizations. The association plays a vital role in the communication between engineering geologists in the Netherlands.

Ir J.W. Bierman (Secretary)

Fugro Engineers B.V.

Brievenbus 250

NL-2260 AG Leidschendam

Tel: +31 (70) 3111453

Fax: +31 (70) 3203640

Email: [secretaris@ingeokring.nl](mailto:secretaris@ingeokring.nl)

## **KivI – Koninklijk Instituut voor Ingenieurs**

<http://www.kivi.nl>

KivI, the Royal Institution of Engineers in the Netherlands (Koninklijk Instituut voor Ingenieurs) was founded in 1847 by, and on behalf of, professional engineers. The institution is very active, with more than 21,000 members. All members are graduates of, or students at, one of the three Dutch Universities of Technology (Delft, Eindhoven and Twente), the Agricultural University Wageningen or the technical faculties of the University of Groningen. The Royal Institution of Engineers promotes the professional, personal and social interests of its members but it is not a trade union. The Institution publishes a biweekly magazine *Technologietijdschrift De Ingenieur*, a special biweekly with all of the activities of the institution (for members), and a variety of reports on technical and related subjects and issues, regulations and directives. Some publications are in English. In addition, KivI-members can subscribe at reduced prices to various other professional journals.

Koninklijk Instituut van Ingenieurs  
Prinsessegracht 23  
NL-2514 AP Den Haag  
Tel: +31 (70) 3919900  
Fax: +31 (70) 3919840  
Email: [kivi@kivibur.nl](mailto:kivi@kivibur.nl)

### **De Metaalunie**

<http://www.metaalunie.nl/>

This 100-year-old trade association represents small- to mid-sized commercial enterprises in the metal working and mechanical engineering industries, and represents about 40 other metal industry associations and organizations.

De Metaalunie  
Brievenbus 2600  
NL-3430 GA Nieuwegein  
Tel: +31 (30) 6053344  
Email: [info@metaalunie.nl](mailto:info@metaalunie.nl)

### **V&W –Ministry of Transport, Public Works and Water Management**

<http://www.verkeerenwaterstaat.nl/?lc=uk>

V&W is active in numerous policy areas. Its most well-known tasks are to protect the country's coastline and to take care of the nation's infrastructure. Ministry matters also include policy areas such as telecommunications, shipping and aviation. The core tasks of V&W are: guaranteeing safe, versatile and reliable accessibility both over land and water, through the air, and for telecommunications and post; offering protection against floods; and ensuring the existence of clean water and sufficient supplies thereof.

### **NWO –Netherlands Organization for Scientific Research**

<http://www.nwo.nl/nwohome.nsf/pages/index>

The NWO promotes quality scientific research at Dutch universities and research institutes. NWO also promotes the dissemination and use of research results achieved wholly or partly with NWO support. NWO pursues an active information policy aimed both at researchers and at the media, politicians and the public at large. To help it achieve these aims NWO receives funding of around 450 million EUR from the government. Most of this funding comes from the Ministry of Education, Culture and Science, though other Ministries also contribute. NWO targets all fields of research activity pursued in the Netherlands, from physics to theology and from IT to research on ethnic minorities.

NWO  
Laan van Nieuw Oost Indië 300  
NL-2593 CE Den Haag  
Tel: +31 (70) 3440640  
Fax: +31 (70) 3850971  
Email: [nwo@nwo.nl](mailto:nwo@nwo.nl)

### **NIRIA – Nederlandse Ingenieursvereniging**

<http://www.ingenieurs.net/Resource.phx/community/mainpage/mainpage.htm>

Formed in 1959, NIRIA, the Netherlands Association of Engineers (Nederlandse Ingenieursvereniging) is an association of graduates from the Netherlands Universities of Professional Education (*Hogescholen*), but membership to the association is open to foreigners who have earned a Bachelor's degree in Engineering or its equivalent. The aims of the organization are to promote science and technology, to stimulate the education of engineers and promote members' social and professional standing.

Nederlandse Ingenieursvereniging

Van Stolkweg 6

Brievenbus 84220,

NL-2508 AE Den Haag

Tel: +31 (70) 3522141

Fax: +31 (70) 3521221

Email: [niria@niria.nl](mailto:niria@niria.nl)

### **NWP –Netherlands Water Partnership**

<http://www.nwp.nl/handler.cfm?CFID=4317891&CFTOKEN=98938209>

The NWP is an independent body set up jointly by the Dutch private and public sector to act as a national coordination and information point in relation to water activities overseas. The NWP website offers a variety resources to jobseekers interested in the Dutch water sector, including a listing of job vacancies, links to public and private organizations, event listings, and local and international water developments.

NWP

Brievenbus 3015

NL-2601 DA Delft

Tel: +31 (15) 2151728

Fax: +31 (15) 2151759

Email: [info@nwp.nl](mailto:info@nwp.nl)

### **Labor Unions**

There are only a small number of labor unions in the Netherlands. The biggest labor unions are the Dutch Trade Union Federation (FNV) and the Christian Trade Union Confederation (CNV). Almost 2 million people in the Netherlands are affiliated with a trade union. In terms of the total working population, this means that 27 out of every 100 employees are unionized.

### **FNV – Federal National Labor Union**

<http://www.fnv.nl/>

Formed in 1976, the FNV is one of the most important labor unions in the Netherlands and by far the country's largest and strongest trade union confederation. 60 percent of all union members are members of the FNV confederation, which is comprised of 14 unions, each operating in its own specific field, such as manufacturing, construction, transport, healthcare or education. The

FNV negotiates at the industry level and sometimes at the enterprise level. The group represents the interests of 1.2 million workers.

FNV  
Naritaweg 10  
NL-1043 BX Amsterdam  
Tel: +31 (900) 3300300

**CNV – The Christian Trade Union Confederation**

<http://www.cnv.nl>

The CNV is a trade union federation with over 360,000 members. The organization is completely independent of governmental or political groups, and is open for anyone to join. The CNV has broad grassroots support throughout the Netherlands. 11 trade unions are affiliated with the CNV and are involved in various sectors, including IT. The CNV guards and advocates employees' rights in matters related to collective labor agreements, social security and pensions. The CNV accounts for about 18 percent of trade union members in the Netherlands.

CNV  
Ravellaan 1  
NL-3533 JE Utrecht  
Tel: +31 (30) 2913911  
Fax: +31 (30) 2946544

**MHP – Vakcentrale voor Middelbaar en Hoger Personeel**

<http://www.vakcentralemhp.nl/>

Established in 1974, MHP, the Union of Managerial and Professional Staff (Vakcentrale voor Middelbaar en Hoger Personeel), the federation of trade unions for white-collar workers, has approximately 175,000 members and is considered a neutral organization, without a political-ideology. MHP has grown consistently since the 1970s, due largely to the increased demand for highly-qualified workers in the Netherlands. The unions affiliated to MHP are expected to grow in membership and have come to play an important role in collective bargaining in sectors such as banking and insurance. The MHP represents the interests of almost 10 percent of unionized employees in the Netherlands.

MHP  
Randhoeve 223  
Brievensbus 400  
NL-3990 DK Houten  
Tel: +31 (30) 6374792  
Fax: +31 (30) 6378829

## **Publications**

### **PERIODICALS**

#### ***Het Technologiетijdschrift De Ingenieur***

<http://www.deingenieur.nl/>

The *Technologiетijdschrift De Ingenieur* is the official publication of KivI and NIRIA. The periodical appears every month, together with the *KIVI-News*, and offers news, interviews and information for engineers of any discipline. The *Technologiетijdschrift De Ingenieur* is free for KIVI and NIRIA members or available at an annual subscription rate of 80 EUR. Subscriptions are available through the magazine website.

De Ingenieur  
Lezersservice  
Brievenbus 119  
NL-4130 EC Vianen (U)  
Tel: +31 (23) 5183338  
Email: [magazines@inbound.nl](mailto:magazines@inbound.nl)

#### ***IHE***

<http://www.ihe.nl/vmp/articles/contentsHomePage.html>

The UNESCO- IHE Institute for Water Education (an organizational arm of the United Nations). is dedicated to scientific research, postgraduate education, training and capacity building in the fields of water, environment and infrastructure. Their mission is to become the preeminent global networking center with its partners in all major regions of the developing world for research into all aspects of water, the environment and physical infrastructure. *IHE* publications can be ordered online

#### ***Energietechniek***

<http://www.energietechniek.nl/>

*Energietechniek* is a publication for the electrical power industry. It is an independent magazine that covers everything from energy science and utilities management to electrical generation, transmission and distribution. The publication features interviews, news and features. *Energietechniek* is read by electrical engineers, Dutch utility companies, academic institutes, government agencies and other professionals. Subscriptions costs 106 EUR per year and are available through this website.

Stichting Energietechniek  
Brievenbus 9035  
NL-6800 ET Arnhem  
Tel: +31 (26) 3563074 / +31 (26) 3562898  
Fax: +31 (26) 4457771  
Email: [info@energietechniek.nl](mailto:info@energietechniek.nl)

#### ***European Journal of Engineering Education***

<http://www.ntb.ch/SEFI/Publications/journal.html>

*European Journal of Engineering Education* is published quarterly by SEFI. The journal can be purchased online or in print from the publisher. An annual subscription costs 343 EUR.

ISSN: 0304-3797

Publisher: Taylor & Francis, Ltd.

## **Other Resources**

### **BuildingCareers.nl**

<http://www.buildingcareers.nl/> (Dutch)

This job search and recruitment firm—for “engineers only”—specializes in civil and environmental engineering careers. This website lists job vacancies.

BuildingCareers BV

Houtplein 22-2

Haarlem

Tel: +31 (23) 5519555

Email: [info@buildingcareers.nl](mailto:info@buildingcareers.nl)

### **Grond-, Weg- en Waterbouw**

<http://www.gwwweb.nl>

This portal for ground, road and hydraulic engineers features more than 2,000 links to Dutch companies and organizations in the sector. This website also lists employment vacancies and career information for jobseekers.

### **Inframatch.nl**

<http://www.inframatch.nl> (Dutch)

Inframatch.nl lists technical and engineering vacancies. This website also includes job tips, advice, company information and industry news.

Inframatch

Frederik Hendriklaan 48

Den Haag

Tel: +31 (70) 3520211

Email: [info@inframatch.nl](mailto:info@inframatch.nl)

### **Infrastructure.nl**

<http://www.infrastructuur.nl>

Infrastructure.nl is a website specializing in all facets of the Netherlands’ infrastructure, and provides information on traffic and transportation, water management, rail infrastructure and building. This website also lists employment vacancies and career information for jobseekers.

## **ACCOUNTING AND FINANCE ♦**

The ongoing global and domestic economic slowdown has affected the finance and accounting business in the Netherlands, especially in the industries that depend on exports or sales of capital goods, like manufacturing, wholesale trade and construction. Related sectors, such as business services, transport, banking, finance and insurance also are affected.

Financial services companies have announced a reduction in number of workers they will hire, while others have instituted significant workforce reductions. The banking and insurance industries have been hit particularly hard: Insurance companies continue to suffer from the new fiscal system, which makes buying single premium insurance policies less attractive to consumers. In late 2005, Dutch banking and insurance giant ING announced plans to eliminate 1,000 jobs in a reduction characterized by union officials as “the tip of the iceberg.” The company also said it would consider outsourcing an additional 5,000 to 6,000 jobs by 2007. In late 2005, however, Dutch unions won an important victory when ING management agreed to job guarantees and 1.25 percent retroactive pay increases for its Netherlands-based employees. The union pact remains in effect through the end of 2006 and it is uncertain what will occur after that date. The ING announcement followed similar ones from Dutch-Belgian financial services conglomerate Fortis NV that it plans to cut 2,200 positions by 2009, and from banking leader ABN Amro, which is outsourcing 1,500 IT jobs (550 of them in the Netherlands) to a consortium of foreign companies led by IBM – moves which have further inflamed relations between management at the companies and union leadership. On a more positive note, the country’s tax department announced in May 2005 that it would recruit 400 part-time employees in Leuwarden in the northern part of the Netherlands. The department also said it would add an unknown number of full-time jobs in late 2006. The additional jobs are being created in response to the planned addition of approximately 500 news customer service branches.

Accountants working in the Netherlands earn an average salary of 27,000 EUR to 41,000 EUR.

A controller in the Netherlands earns an average salary of 48,500 EUR to 85,000 EUR.

Financial analysts earn, on average, 32,500 EUR to 59,000 EUR.

Insurance underwriters earn an average salary of 24,500 EUR to 42,500 EUR.

A banking credit analyst’s salary averages between 18,000 EUR and 33,500 EUR.

### **Certification and Education Requirements**

Education requirements vary by job, but a university degree is typically required. In the case of Dutch accountancy practice, however, specific certification rules apply.

Two organizations currently represent the accounting profession in the Netherlands: Royal NIVRA (Nederlands Instituut van Registeraccountants), whose members use the title RA; and



NOvAA (Nederlandse Orde van Accountants-Administratieconsulenten), whose members use the title AA. Both have the status of public bodies, responsible for the qualifications and regulation of the profession.

*Qualifying as Registeraccountant (NivRA) requires a university-level education, which can be obtained in various ways:*

- VWO (pre-university education) followed by a part-time accountancy course organized by NivRA and the Nijenrode University;
- for business school graduates, an accountancy course run by NivRA/Nijenrode University, or a post-graduate accountancy course at the university;
- for graduates in economics, a post-graduate accountancy course that can be taken at the University of Amsterdam, Free University Amsterdam, University of Groningen, University of Limburg (Maastricht), Erasmus University (Rotterdam) or Brabant University (Tilburg).

Most candidates follow the recently revised NivRA/Nijenrode University Accounting and Auditing study program, leading to the qualification of *doctorandus* and *registeraccountant*. The course is structured to combine work and study, covering the various levels within the accountancy practice. The entire course takes 7.5 years.

Candidates studying to become *registeraccountant* must have 3 years of practical experience, although this can take place concurrently with the final phase of the accountancy course run by NivRA /Nijenrode University.

The educational program required by candidates to become NOvAA members takes 4 years of theoretical training, followed by 3 years of practical training, of which 2 years under must be under the supervision of an Accountant-Administratieconsulent.

For qualified Chartered Certified Accountants, access to membership to either NivRA or NOvAA falls under the provisions of the EC Mutual Recognition Directive of higher education diplomas. To work as an accountant or auditor in public practice in the Netherlands, supplementary examinations have to be taken relating to Dutch Civil Law, Tax Law, External Reporting, and Rules of Conduct and Professional Practice. Upon successful completion of these aptitude tests, holders of an EU-recognized qualification can obtain a certificate of professional competence, allowing them to practice in the Netherlands.

These rules also apply to those wishing to join NivRA or NOvAA.

## **Organizations and Trade Associations**

### **Federatie van Assurantieclubs**

<http://www.assurantieclubs.nl/>

The Federation of Insurance Clubs (Federatie van Assurantieclubs) is a collaborative body made up of the country's various regional insurance organizations, and is designed to represent their interests. The federation's website features links to 26 insurance clubs throughout the country. These organizations are generally open to anyone in the insurance trade, and are intended to

promote the industry and provide a networking venue for members. Members of the federation also gain a subscription to *De Beursbengel*, a monthly magazine covering developments in the insurance industry.

#### **AFM – Autoriteit Financiële Markten**

<http://www.ste.nl/>

AFM, the Netherlands Authority for the Financial Markets (Autoriteit Financiële Markten), supervises the conduct of financial market participants in the Netherlands, and the disclosure of information by them. It covers savings, lending, investment and insurance. The AFM monitors compliance with the relevant laws and regulations by all market participants and advises the Ministry of Finance on new legislation governing the supervision of the conduct of the financial markets. The AFM is an autonomous administrative authority. Its website features an English-language section with regular news updates and an information database for the public and professionals.

Autoriteit Financiële Markten

Brievensbus 11723

NL-1001 GS Amsterdam

Tel: +31 (20) 5535200

Fax: +31 (20) 6206649

Email: [info@afm.nl](mailto:info@afm.nl)

#### **NVB – Netherlands Bankers' Association**

<http://www.nvb.nl/> (Dutch, English)

The NVB was established in 1989 to promote the common interests of Dutch banks, both nationally and internationally. Virtually all banks operating in the Netherlands, including foreign bank branches, belong to the NVB. The NVB also conducts collective bargaining for the banking industry. This website features news, information and links about the banking industry in the Netherlands.

NVB

Singel 236

NL-1016 AB Amsterdam

Tel: +31 (20) 5502888

Fax: +31 (20) 6239748

#### **NIVRA – Nederlands Instituut van Registeraccountants**

<http://www.NIVRA.nl/>

NIVRA, the Royal Netherlands Institute of Registered Accountants (Nederlands Instituut van Registeraccountants), is the oldest and largest accountancy body in the Netherlands, with about 13,000 members listed as *registeraccountants*. NIVRA 's mission is to advance the quality of the professional services provided by *registeraccountants*. NIVRA is a member of IFAC (International Federation of Accountants), IASC (International Accounting Standards Committee) and FEE (Fédération des Experts Comptables Européens). The organization publishes various reports on the state of the Dutch accounting sector, as well as information on the recognition of foreign accountancy qualifications in the Netherlands on its website.

Koninklijk Nederlands Instituut van Registeraccountants  
Brievensbus 7984  
NL-1008 AD Amsterdam  
Tel: +31 (20) 3010301  
Fax: +31 (20) 3010302

**NOvAA – Nederlandse Orde van Accountants-Administratieconsulenten**

<http://www.novaa.nl/394.html>

This public body represents the administrative accountant, or AA-accountancy, profession. NOvAA, the Netherlands Order of Management Consultant Accountants (Nederlandse Orde van Accountants-Administratieconsulenten), was established as a public body with the implementation of the revised AA-Accountant Act of 10 September 1993; however, its history extends back to 1948, when the foundations for the current organization were laid. Under the AA-Accountant Act, NOvAA is required to promote professionalism and the common interests of AAs. It is also responsible for monitoring the professional integrity of accountants and for providing or making arrangements for theoretical training programs.

Nederlandse Orde van Accountants-Administratieconsulenten  
Nieuwe Parklaan 25  
NL-2597 LA Den Haag  
Tel: +31 (70) 3383600  
Fax: +31 (70) 3512836

**Labor Unions**

There are only a few labor unions in the Netherlands. The biggest are the Dutch Trade Union Federation (FNV) and the Christian Trade Union Confederation (CNV). Almost 2 million people, or 27 percent of employees, are affiliated with a trade union. Many employees are members of nonaffiliated craft organizations, which are not confederated and generally represent a specific occupational group.

**FNV – Federal National Labor Union**

<http://www.fnv.nl/>

Formed in 1976, the FNV is one of the most important labor unions in the Netherlands and by far the country's largest and strongest trade union confederation. 60 percent of all union members are members of the FNV confederation, which is comprised of 14 unions, each operating in its own specific field, such as manufacturing, construction, transport, healthcare or education. The FNV negotiates at the industry level and sometimes at the enterprise level. The group represents the interests of 1.2 million workers.

FNV  
Naritaweg 10  
NL-1043 BX Amsterdam  
Tel: +31 (900) 3300300

**CNV – The Christian Trade Union Confederation**

<http://www.cnv.nl>

The CNV is a trade union federation with over 360,000 members. The organization is completely independent of governmental or political groups, and is open for anyone to join. The CNV has broad grassroots support throughout the Netherlands. 11 trade unions are affiliated with the CNV and are involved in various sectors, including IT. The CNV guards and advocates employees' rights in matters related to collective labor agreements, social security and pensions. The CNV accounts for about 18 percent of trade union members in the Netherlands.

CNV

Ravellaan 1

NL-3533 JE Utrecht

Tel: +31 (30) 2913911

Fax: +31 (30) 2946544

**MHP – Vakcentrale voor Middelbaar en Hoger Personeel**

<http://www.vakcentralemhp.nl/>

Established in 1974, MHP, the Union of Managerial and Professional Staff (Vakcentrale voor Middelbaar en Hoger Personeel), the federation of trade unions for white-collar workers, has approximately 175,000 members and is considered a neutral organization, without a political-ideology. MHP has grown consistently since the 1970s, due largely to the increased demand for highly-qualified workers in the Netherlands. The unions affiliated to MHP are expected to grow in membership and have come to play an important role in collective bargaining in sectors such as banking and insurance. The MHP represents the interests of almost 10 percent of unionized employees in the Netherlands.

Vakcentrale voor Middelbaar en Hoger Personeel

Randhoeve 223

Brievenbus 400

NL-3990 DK Houten

Tel: +31 (30) 6374792

Fax: +31 (30) 6378829

**BBV – Beroepsorganisatie Banken en Verzekeringen**

<http://www.bbv-vkbv.nl/>

BBV, the Occupational Union for the Banking and Insurance Sector (Beroepsorganisatie Banken en Verzekeringen), is the trade union for banks and insurance companies. The organization offers its members collective bargaining assistance, personal support, individual rights assistance and a subscription to its periodical for financial professionals, *Banking Review*.

Beroepsorganisatie Banken en Verzekeringen

Bisonspoor 3005 a

NL-3600 NB Maarssen

Tel: +31 (34) 6552552

## **Publications**

### **PERIODICALS**

#### ***NVBulletin, NVB Annual Reports***

<http://www.nvb.nl/>

The *NVBulletin* is the magazine of the Dutch Association of Banks. Published quarterly, and with a limited circulation, the most recent issues can be downloaded from the NVB website. Also available for download are the NVB's most recent Annual Reports on the Dutch banking sector.

NVB

Singel 236

NL-1016 AB Amsterdam

Tel: +31 (20) 5502888

Fax: +31 (20) 6239748

#### ***AssurantieMagazine (AM)***

<http://www.amweb.nl/AMWEB/index.html>

Published for 20 years, *AssurantieMagazine (AM)* is the leading trade publication for the Dutch insurance sector. The magazine features news, vacancies and industry information for professionals in the insurance and financial services sector. AM has some 30,000 subscribers. Subscriptions are free to professionals in the Dutch insurance or finance sector, or can be purchased for 81 EUR per year. Tel: +31 (57) 0673360 Email: [am@kluwer.nl](mailto:am@kluwer.nl)

#### ***European Accounting Review***

<http://www.eaa-online.org/associations/eaal/index.asp>

European Accounting Review is the international scholarly journal of the European Accounting Association. The journal's contents include full research articles, information about individual countries, summaries of recent accounting conferences and workshops, and abstracts of successfully-defended doctorates. The contents are available for view on the EAA website, and a print version is provided without charge to all members of the EAA.

EAA Secretariat

EIASM

Place de Brouckère Plein 31

B-1000 Brussels

Belgium

Email: [eaal@eiasm.be](mailto:eaal@eiasm.be)

#### ***FEM Business***

<http://www.fembusiness.nl/default.asp> (in Dutch)

Published by Reed Business Information, the weekly financial magazine *FEM Business (Financial Economic Magazine)* provides news and analysis on Dutch financial markets, business management and personal finance. The publication also offers *FEM de dag*, a free daily

email newsletter that covers financial and economic issues. An annual subscription to the print magazine costs 99 EUR.

## **BOOKS**

### ***Prisma vakwoordenboek accountancy***

A dictionary of accountancy terms in Dutch.

ISBN: 9027429332

Author: A.L.F. de Beir

Publisher: Spectrum (paperback), Utrecht, the Netherlands (1995)

## **Other Resources**

### **TEMPO-TEAM Recruitment Agency**

<http://www.topflex.nl> (Dutch)

This agency operates in the top segment of the market, and most of its clients are managers and controllers in the accounting business. The company has offices in Amsterdam, The Hague (Den Haag) and Eindhoven.

Top-flex TEMPO TEAM

Paulus Potterstraat 18

NL-1071 DA Amsterdam

Tel: +31 (20) 6954490

Fax: +31 (20) 6951195

Email: [topflex.amsterdam@tempo-team.nl](mailto:topflex.amsterdam@tempo-team.nl)

### **Vroom & van den Heuvel**

<http://www.vroomheuvel.nl> (Dutch)

This firm specializes in executive search of financial professionals. The agency website lists vacancies across a variety of fields in the financial sector.

Vroom & van den Heuvel

Lutherse Burgwal 13

NL-2512 CB Den Haag

Tel: +31 (70) 3614666

Fax: +31 (70) 3614674

Email: [info@vroomheuvel.com](mailto:info@vroomheuvel.com)

### **Academie Financiële Planner, AFPweb.nl**

[http://www.kluwer.nl/portal.jsp?gc=WKNL\\_KL\\_PNP\\_KLUWER\\_FIS\\_FISCAAL\\_home](http://www.kluwer.nl/portal.jsp?gc=WKNL_KL_PNP_KLUWER_FIS_FISCAAL_home)

AFPweb is the website for the Academy of Financial Planning. This website features news, training information, event and job listings and an email newsletter for financial planners.

### **Quote Personal Finance**

<http://www.qpf.nl> (Dutch)

Quote Personal Finance is a website and free weekly email newsletter that features financial market news and analysis.

## ***GENERAL BUSINESS – SALES AND MARKETING ♦***

Perhaps it is because of the Netherlands' reputation as a magnet for creativity and "free spirits." Or, maybe it's because of the country's proximate location to the core of Europe and its long history as a world commerce center. Whatever the reason, some of the world's largest companies are headquartered or have major business operations in the Netherlands.

Supporting these corporate behemoths are a wide range of consulting, marketing and other businesses that have gained some renown in their own right. Advertising and other creative agencies have flourished thanks to the presence of global brand giants like Adidas and Nike.

The Netherlands also has become known as a center for management consulting firms. After a period of decline in the early years of this decade, management consulting – and consulting in general – is on the rebound across the Netherlands. Recent decisions by major employers, particularly in the financial services sector, to downsize and/or outsource IT and other operations functions has resulted in a rapid uptick in jobs for qualified professionals with the combination of a college degree and a few years of experience in a management or leadership role. With many European companies restructuring their operations to increase efficiency or improve their balance sheets, outsourcing such functions will continue to offer employment opportunities for the foreseeable future.

Demand has remained strong for job candidates with marketing, sales and/or management skills. Managers willing to consider an interim position are especially in demand. Because of the international context in which many Dutch companies operate, English fluency is a plus.

The growing use of the Internet is expected to increase demand for consulting services in such areas as CRM (Customer Relationship Management) and procurement implementations. Computer services providers should benefit from the well-developed IT infrastructure and liberalized telecommunications market in the Netherlands.

This trend also has fostered increased confidence among Dutch entrepreneurs. According to a 2005 survey by the Dutch Central Bureau of Statistics (CBS), business services entrepreneurs are becoming more positive in their outlook. For the first three quarters of 2005, the percentage of entrepreneurs who reported hiring additional personnel was higher than the percentage who reported that they reduced their employment numbers. In particular, the survey noted an increase in the ICT and temporary employment sectors.

The trend also was confirmed by a survey of small- and medium-sized Dutch companies conducted by MKB Nederland. While the actual number of unfilled jobs declined during the 2004 to 2005 survey period, the number of jobs requiring more than a secondary school education that remained unfilled after three months increased from 30 percent to 44 percent.

More women are finding opportunities to express their entrepreneurial skills in the Netherlands, according to a study released in 2005 by the Dutch Chamber of Commerce (KvK). The study revealed that 31 percent of beginning entrepreneurs in 2004 were women, up from 25 percent in 2000, and that their average age was 36. The majority of these new businesses are in the services sector.

Foreign-born women also are finding new business opportunities in the Netherlands are plentiful. Some 15 percent of women starting a business are foreign born. Of that percentage, 33 percent are from the Netherlands Antilles and 15 percent are from Morocco, up from 22 percent and 10 percent, respectively, in the 2000 survey.

At present, compensation for both sales managers and consultants is favorable:

An area sales manager working in the Netherlands earns an average salary of 47,500 EUR to 79,500 EUR.

Marketing managers earn between 58,500 EUR and 86,000 EUR.

A senior (external) management consultant earns an average salary of 61,000 EUR to 99,000 EUR.

Internal management consultants in the Netherlands earn an average of 40,000 EUR to 79,000 EUR.

## **Certification and Education Requirements**

Education requirements vary by job, but most business jobs require a university degree. In general, most management and consulting firms require staff to have at least a Bachelor's degree, and some also require a few years' experience in a leadership position.

Marketing professionals may also like to note that the European Marketing Confederation (EMC) has set up an Accreditation Committee—comprised of experts from seven EU-member countries—that has established an accreditation scheme by which national member associations can submit their top level marketing diplomas for an EMC accreditation. So far, over 18,000 students have received an EMC-accredited diploma. The advantage is that their diplomas are mutually recognized in the other countries, thereby giving greater mobility to professionals, and enhancing their national diploma.

## **Organizations and Trade Associations**

### **EMC – European Marketing Confederation**

[http://www.emc.be/activities\\_rss.cfm](http://www.emc.be/activities_rss.cfm)

The EMC represents its members' interests in the European Union and works to harmonize standards of marketing education and training throughout Europe, while serving as a platform for information, contacts and joint initiatives between members. The group also supports the development of the sales and marketing profession, and promotes marketing's role as a key element in European prosperity and competitiveness.



EMC  
Pl. des Chasseurs Ardennais, 20  
B-1030 Brussels  
Belgium  
Tel: +32 (27) 421780  
Email: [infodesk@emc.be](mailto:infodesk@emc.be)

**ESOMAR – European Society for Opinion and Marketing Research**

<http://www.esomar.org/>

ESOMAR, founded in 1948, unites over 4,000 members in 100 countries, both users and providers of research. Members come from a variety of organizations and fields, from advertising and media agencies, universities and business schools to public institutions and government authorities. ESOMAR's mission is to promote the use of opinion and marketing research for improving decision-making in business and society, worldwide. Apart from general information about ESOMAR, this website contains directories of market research organizations throughout the world, a reference list to their publications, and congress information.

ESOMAR  
Vondelstraat 172  
NL-1054 GV Amsterdam  
Tel: +31 (20) 6642141  
Fax: +31 (20) 6642922  
Email: [email@esomar.org](mailto:email@esomar.org)

**NIMA – Nederlands Instituut voor Marketing**

<http://www.nima.nl/>

NIMA, the Dutch Institute for Marketing (Nederlands Instituut voor Marketing), works to stimulate, develop and professionalize the Dutch marketing industry, primarily through promoting and administering exams in the field of marketing, sales, public relations, direct marketing and business marketing. The group has approximately 3,000 members and holds regular networking events, conferences and seminars. It also publishes a monthly marketing magazine.

Nederlands Instituut voor Marketing  
Asserring 188  
NL-1187 KL Amstelveen  
Tel: +31 (20) 5039300  
Fax: +31 (20) 5039391  
Email: [mail@nima.nl](mailto:mail@nima.nl)

**NIVE – Nederlandse Vereniging voor Management**

<http://www.manager.nl/site/load.php?page=1>

NIVE, the Dutch Association for Management (Nederlandse Vereniging voor Management), is a 75-year-old association that has an independent body for managers in the Netherlands. NIVE has thousands of members in a variety of fields and organizational types, including private

companies, non-profit groups and self-employed professionals. The association organizes networking meetings, training events, and provides an information service.

Nederlandse Vereniging voor Management  
Brievbus 266  
NL-2270 AG Voorburg  
Tel: +31 (70) 3001500  
Fax: +31 (70) 3001599  
Email: [info@nive.org](mailto:info@nive.org)

### **SWOCC – Stichting Wetenschappelijk Onderzoek Commerciële Communicatie**

<http://www.swocc.nl/over/> (Dutch)

Established in 1995 at the University of Amsterdam, SWOCC (Stichting Wetenschappelijk Onderzoek Commerciële Communicatie) is a foundation that promotes scientific research in the field of commercial communication. The foundation collects money for study grants, and sponsors and conducts research. This website provides information on the organization, its projects and conferences. It also offers the full text of SWOCC research results and links to comparable sources.

Stichting Wetenschappelijk Onderzoek Commerciële Communicatie  
Kloveniersburgwal 48  
NL-1012 CX Amsterdam  
Tel: +31 (20) 5253590  
Fax: +31 (20) 5253681  
Email: [swocc@pscw.uva.nl](mailto:swocc@pscw.uva.nl)

## **Labor Unions**

There are only a few labor unions in the Netherlands. The biggest are the Dutch Trade Union Federation (FNV) and the Christian Trade Union Confederation (CNV). Almost 2 million people, or 27 percent of employees, are affiliated with a trade union. Many employees are members of nonaffiliated craft organizations, which are not confederated and generally represent a specific occupational group.

### **FNV – Federal National Labor Union**

<http://www.fnv.nl/>

Formed in 1976, the FNV is one of the most important labor unions in the Netherlands and by far the country's largest and strongest trade union confederation. 60 percent of all union members are members of the FNV confederation, which is comprised of 14 unions, each operating in its own specific field, such as manufacturing, construction, transport, healthcare or education. The FNV negotiates at the industry level and sometimes at the enterprise level. The group represents the interests of 1.2 million workers.

FNV  
Naritaweg 10  
NL-1043 BX Amsterdam

Tel: +31 (900) 3300300

### **CNV –Christian Trade Union Confederation**

<http://www.cnv.nl>

The CNV is a trade union federation with over 360,000 members. The organization is completely independent of governmental or political groups, and is open for anyone to join. The CNV has broad grassroots support throughout the Netherlands. 11 trade unions are affiliated with the CNV and are involved in various sectors, including IT. The CNV guards and advocates employees' rights in matters related to collective labor agreements, social security and pensions. The CNV accounts for about 18 percent of trade union members in the Netherlands.

CNV

Ravellaan 1

NL-3533 JE Utrecht

Tel: +31 (30) 2913911

Fax: +31 (30) 2946544

### **MHP – Vakcentrale voor Middelbaar en Hoger Personeel**

<http://www.vakcentralemhp.nl/>

Established in 1974, this federation of trade unions for white-collar workers, MHP, the Union of Managerial and Professional Staff (Vakcentrale voor Middelbaar en Hoger Personeel), has approximately 175,000 members and is considered a neutral organization, without a political-ideology. MHP has grown consistently since the 1970s, due largely to the increased demand for highly-qualified workers in the Netherlands. The unions affiliated to MHP are expected to grow in membership and have come to play an important role in collective bargaining in sectors such as banking and insurance. The MHP represents the interests of almost 10 percent of unionized employees in the Netherlands.

Vakcentrale voor Middelbaar en Hoger Personeel

Randhoeve 223

Brievenbus 400

NL 3990 DK Houten

Tel: +31 (30) 6374792

Fax: +31 (30) 6378829

## **Publications**

### ***PERIODICALS***

#### ***Adformatie***

<http://www.adformatie.nl> (Dutch)

*Adformatie* is a weekly magazine for the advertising, sales and marketing industries and features news and topical industry features. The publication website is updated daily with trade news, and provides job vacancies, archived magazine content and a calendar of industry events. An annual

subscription to the *Adformatie* print publication is 160 EUR. Subscriptions are available from the magazine website.

Tel: +31 (20) 5733644

### ***Incentive***

<http://www.incentive-online.nl/>

*Incentive* is a monthly magazine for the Dutch marketing industry. An annual subscription costs 68 EUR.

### ***Marketing Tribune***

<http://www.zibb.nl/marketingsales/mt/>

*Marketing Tribune* is a biweekly trade magazine for the Dutch marketing industry and includes news, topical features and human-interest stories that emphasize the crucial role of marketing within organizations. An annual subscription to the magazine costs 150 EUR. Subscriptions are available from the magazine website.

Tel: +31 (20) 5159106

Fax: +31 (20) 5159102

Email: [redactie.mt@reedbusiness.nl](mailto:redactie.mt@reedbusiness.nl)

### ***Sales Management***

<http://www.sales-online.nl> (Dutch)

*Sales Management* is the most widely-read trade publication for the sales industry in the Netherlands. The monthly magazine features industry news, topical features, trend and analysis articles, and information on sales methods, new techniques and case studies. Also featured are conference and training information. An annual subscription costs 135 EUR. Subscriptions are available from the magazine website.

### ***Tijdschrift voor Marketing***

<http://www.marketing-online.nl> (Dutch)

*Tijdschrift voor Marketing* is the oldest Dutch-language magazine geared towards marketing and business managers. The publication covers all aspects of the profession and includes industry news, trends articles and topical features. An annual subscription costs 135 EUR. Subscriptions are available from the magazine website.

## **Other Resources**

### **Managers Online**

<http://www.managersonline.nl/mol/index.shtml> (Dutch)

This free website offers information on various aspects of management and provides specific content for the fields of finance, human resources, ICT and consultancy. *Managersonline* also offers job listings and a free email newsletter.

### **The Management Page**

<http://management.startpagina.nl/> (Dutch)

This website provides a listing of links to a variety of Dutch websites concerning management in the Netherlands.

### **Marketing Online**

<http://www.marketing-online.nl>

This free website for the magazine *Tijdschrift voor Marketing* features news, job vacancies, conference listings and training and product information.

### **MarketingWeb**

<http://www.marketingweb.nl/>

MarketingWeb is a website for Dutch marketing professionals that features daily national and international marketing news, links, job and event listings and a discussion forum.

### **MarketingWeb**

Kralingse Plaslaan 94

NL-3061 DG Rotterdam

Tel: +31 (10) 4528602

Fax: +31 (10) 4529778

Email: [info@marketingweb.nl](mailto:info@marketingweb.nl)

### **Sales Online**

<http://www.sales-online.nl> (Dutch)

This free website for *Sales Management* magazine features news, job vacancies, conference listings and training and product information.

### **Sharing Ambitions**

<http://www.sharingambitions.com/com/index.asp>

Sharing Ambitions is a European platform for comparing and benchmarking marketing ambitions. Top marketing professionals from all industry sectors are invited to share their ambitions and reveal how they leverage content management technology to achieve them. Users can share, compare and benchmark their marketing ambitions with their peers. The Sharing Ambitions platform is an initiative of Tridion, *Tijdschrift voor Marketing*, and NIMA, the marketing association.

### **EXECUTIVE SEARCH**

#### **Altera Consultants**

<http://www.altera.nl/> (Dutch)

This executive search firm specializes in high-level marketing, sales, logistics, finance and accountancy positions. This website lists vacancies.

#### **Altera Consultants**

Brievensbus 281

NL-2400 AG Alphen aan den Rijn

Tel: +31 (17) 2424242

Fax: +31 (17) 2426042

Email: [info@altera.nl](mailto:info@altera.nl)

### **Spencer Stuart**

<http://www.spencerstuart.com//global> (English)

Spencer Stuart specializes in executive search for higher-level jobs. Members gain access to all sorts of information of interest to executive-level professionals.

### **Selector Europe**

Selector Europe is a recruitment agency for managers in sales and marketing.

Selector Europe

Gabriel Metsstraat 9

NL-1071 DZ Amsterdam

Tel: +31 (20) 3057351

### **It's Your Job**

<http://www.itsyourjob.nl> (Dutch)

This recruitment company specializes in jobs for sales managers. The firm's straight-forward website features sales, marketing and IT vacancies on its homepage.

## ***AGRICULTURE, FISHERIES AND NATURE MANAGEMENT* ♦**

The Dutch agriculture sector has grown considerably in the last few decades, largely owing to the expertise of its farmers and the adoption of advanced production techniques. Seventy percent of available land in the Netherlands is under cultivation, although the number of farms fell by 15 percent between 2000 and 2004. Large farms today account for half of total agricultural production, up from only a third of production a decade ago. An aging population of farmers, fewer Dutch young people following their families into farming, and a trend toward larger, more efficient corporate farms is behind the trend.

The agri-food complex covers all economic activities in production, processing and distribution of agricultural products (food and non-food) of domestic and foreign origin. It is of major importance to the national economy and represents a gross added value of approximately three percent of the Gross Domestic Product (GDP), down from 10 percent a few years ago. Dutch agriculture also occupies a strong position on the international markets and produces a wide range of high-quality products, providing work for some 230,000 workers – a third of them involved in dairy farming. Increasingly, farm workers are imported from other countries – the majority coming from Poland.

The Netherlands' main objective vis-à-vis this sector is to achieve sustainable forms of agriculture. Current intensive production methods that use fertilizers and pesticides can create risks for the environment, and the Dutch are putting a great deal of effort into finding methods that do not cause any unnecessary environmental damage. One example is the increase in organic farming and alternative methods of combating pests and disease. Farmers and market gardeners are becoming less dependent on chemicals to grow produce, and a great deal of research is being done into producing plants that are less susceptible to disease. Market gardeners are increasingly

using systems that recycle or dispose of harmful substances and water, preventing them from entering the environment. Even so, the Dutch farmers remain the world's most prolific consumers of pesticides.

### **Cattle and Stock Breeding**

The Netherlands' climate and geography are favorable for grasslands, and therefore for dairy cattle. Farms have undergone a great many changes in the last few decades, partly as a result of modern technology and research.

Mechanization, planned breeding by artificial insemination and better feed mean that dairy cows in the Netherlands are producing more and more milk. Yields of 7,000 liters of milk per cow per year are common; comparatively, in 1950, an average Dutch cow produced only 3,800 liters per year. The enormous increases in milk production in the Netherlands and other EU countries have, however, led to surpluses, and the European Union has had to take measures to curb production.

In addition to traditional stockbreeding, which is dependent on soil and grassland, farmers have increasingly turned to intensive or non-soil-dependent stockbreeding in the last 25 years. When improved and cheaper animal feeds made their entrance onto the market, farmers no longer had to depend on the feed they grew themselves. Meat production, particularly pig and poultry, is central to intensive stockbreeding. A large proportion of the pork, chicken and eggs produced are exported. For intensive farming purposes, animals are kept in stalls or on very small stretches of land. Since this leads to great distress, farmers are searching for new, more humane methods of accommodating their stock. Consumers are also showing an increasing interest in free-range eggs and meat from animals that are allowed greater freedom of movement.

The creation of manure surpluses is a further disadvantage of intensive stock farming. Farmers have insufficient land to spread the manure without causing damage to the environment. They are attempting to solve the problem by processing the manure or removing it to areas where it will not pose an environmental threat.

### **Arable Farming**

Though arable farming has always been an important sector of Dutch agriculture, the land area devoted to it has declined sharply over the years and is now around 800,000 hectares. Yields per hectare have risen enormously in recent decades. As a result of the development of higher yield varieties and improved crop protection, for example, the winter wheat harvest has almost doubled in the last 30 years, from 4,500 kilograms per hectare in 1970 to 8,200 kilograms in 2001.

In the past few years, farmers have mainly concentrated on a number of crops that guarantee them a reasonable income. These include wheat, sugar beet and potatoes. They have also produced increasing quantities of green maize for use as animal fodder, using one-quarter of the land available for this purpose. Many Dutch arable farmers are experiencing financial difficulties since their farms are too small for the cultivation of traditional crops, which yield enough profit

only when grown extensively. Experiments with new crops may breathe new life into the arable sector, and the profitability of using arable land for forestry is being examined.

### **Organic Farming**

According to Statistics Netherlands, about 16 percent of the total farmland in the Netherlands is devoted to organic farming. Flevoland is the province with the largest proportion of organically farmed land. Dairy farming is the most prominent player in the field of organic agriculture.

### **Horticulture and Market Gardening**

The horticulture and market gardening sector is the largest agricultural sector in The Netherlands, and Dutch flowers and flower bulbs are world famous. Many other kinds of produce are grown, including lettuce, cucumbers, mushrooms, tomatoes, fruit, potted plants, saplings and trees.

Most produce is grown under glass in greenhouses, and the business concerned is generally highly specialized, frequently concentrating on a single crop. Increasingly abundant harvests have made most of this business highly profitable. Energy costs are a crucial factor in profitability, and market gardeners are making a great effort to save energy, for instance by introducing technical improvements to greenhouses and heating installations.

### **Food and Drink**

The processing of market gardening, meat and dairy produce is one of the agricultural sector's major activities. The food, drinks and tobacco industry currently accounts for more than a quarter of total industrial turnover, making it one of the most important industrial sectors in the Netherlands. The dairy and meat processing industries are the largest.

Agriculture must respond to consumer demand in order to maintain this position, which means striving for variety, quality and a clean environment. Efforts to improve quality include working towards production cycle management, in which the quality of products is monitored throughout the production process.

### **Fisheries**

The Dutch fishing industry, with its modern fleet of cutters and trawlers, mainly centers on deep-sea and coastal fishing, but shellfish farming and freshwater fishing are also practiced. The trawlers fish mostly for herring, scads and mackerel in the North Sea and more distant fishing grounds. The much smaller cutters fish for plaice, sole, cod, haddock, whiting, herring and shrimp in nearby fishing grounds, mostly in the central and southern North Sea. Shellfish—predominantly mussels, oysters and cockles—are primarily cultivated in the estuaries of Zeeland and in the Waddenzee. It is the cutter fleet which is of the greatest economic importance to the Dutch fishing industry, while plaice and sole are the most important species of fish.



A number of species of fish have been greatly declining in numbers over the last few years, owing to the great increases in the catch capacity of most Western fishing fleets, including that of the Netherlands. The European Union has therefore been fixing quotas for a number of species since 1983, and measures are being taken to reduce the size of the fishing fleet.

### **Nature Management**

As nature conservation is vital in an over-populated country like the Netherlands, the government purchases and manages areas of special natural interest and allocates funds to private organizations for the same purpose. Farmers assist in these efforts by entering into special nature conservation agreements. Under the provisions of law, specific areas of land or stretches of water may be designated as nature reserves, and thus receive special protection. Specific measures are sometimes taken to protect particularly vulnerable plants and animals. Natural habitats are increasingly under threat, partly due to the fact that the many, small nature reserves are widely spread and isolated. The government thus plans to link up existing and future nature reserves, creating one large nature network in which plants and animals will have enough space.

The country currently has six national parks, The Hoge Veleuw, The Veluwzoom, The Groote Peel, the island of Schiermonnikoog, The Dwingelderveld in the province of Drenthe and the Weerribben in the north of the province of Overijssel. This number is to be gradually increased in the next few years.

### **Certification and Education Requirements**

Education requirements are different within each branch, but typically a university degree is required.

### **Labor Unions**

There are only a small number of labor unions in the Netherlands. The biggest labor unions are the Dutch Trade Union Federation (FNV) and The Christian Trade Union Confederation (CNV). Almost 2 million people in the Netherlands are affiliated with a trade union. In terms of the total working population, this means that 27 out of every 100 employees are unionized. The remainders of the unionized employees are members of nonaffiliated craft organizations. These organizations do not operate within a confederation and generally represent a specific occupational group.

#### **FNV – Federal National Labor Union**

<http://www.fnv.nl/>

Formed in 1976, the FNV is one of the most important labor unions in the Netherlands and by far the country's largest and strongest trade union confederation. 60 percent of all union members are members of the FNV confederation, which is comprised of 14 unions, each operating in its own specific field, such as manufacturing, construction, transport, healthcare or education. The FNV negotiates at the industry level and sometimes at the enterprise level. The group represents the interests of 1.2 million workers.

FNV  
Naritaweg 10  
NL-1043 BX Amsterdam  
Tel: +31 (900) 3300300

**CNV – Christian Trade Union Confederation**

<http://www.cnv.nl>

The CNV is a trade union federation with over 360,000 members. The organization is completely independent of governmental or political groups, and is open for anyone to join. The CNV has broad grassroots support throughout the Netherlands. 11 trade unions are affiliated with the CNV and are involved in various sectors, including IT. The CNV guards and advocates employees' rights in matters related to collective labor agreements, social security and pensions. The CNV accounts for about 18 percent of trade union members in the Netherlands.

CNV  
Ravellaan 1  
NL-3533 JE Utrecht  
Tel: +31 (30) 2913911  
Fax: +31 (30) 2946544

**LTO – Land- en Tuinbouw Organisatie Nederland**

<http://www.lto.nl/>

LTO Nederland, the Dutch Organization for Agriculture and Horticulture (Land- en Tuinbouw Organisatie Nederland), is an umbrella organization for 5 regional and 16 sectoral organizations in agriculture and horticulture, LTO has a particular focus on political activities. LTO's mission is to stimulate a strong economic and social position for farmers, and a sustainable agricultural and horticultural industry in the Netherlands. A pro-active and international process is used to provide optimal opportunities for farmers and growers to make a profit.

LTO Nederland  
Prinsevinkenspark 19  
NL-2585 HK Den Haag  
Tel: +31 (70) 3382701  
Fax: +31 (70) 3382810

**NAV – Nederlandse Akkerbouw Vakbond**

<http://www.nav.nl> (Dutch)

NAV, the Dutch Agriculture Union (Nederlandse Akkerbouw Vakbond), is a labor union for agriculturists that also publishes branch-related books, which can be ordered online. Membership contributions are 50 EUR per year plus an additional charge of 1.50 EUR per hectare. The books available on this website are in Dutch.

Nederlandse Akkerbouw Vakbond  
Bisschop Hopmansstraat 1  
NL-4758 TB Standaardbuiten

Tel: +31 (168) 329130

## **Publications**

### ***NEWSPAPERS***

#### ***Agrarisch Dagblad***

<http://www.agrarischdagblad.nl/>

*Agrarisch Dagblad* (*Agriculture Newspaper*), a newspaper, and its accompanying website, provides local and international agriculture news, reports, market analysis and interviews. Published 5 days per week, the newspaper offers a trial 4-week subscription for 12 EUR. Subscriptions are available from this website.

Agrarisch Dagblad  
Brievensbus 4  
NL-7000 BA Doetinchem  
Email: [agd.internet@ebi.nl](mailto:agd.internet@ebi.nl)

#### ***Nieuwsgrazer.nl***

<http://www.nieuwsgrazer.nl> (Dutch)

By subscription only, this website offers up-to-date and archived information on all topics related to the agricultural sector. An annual subscription costs 60 EUR. A daily newsletter comes with the subscription and is sent by email.

#### ***Countryside***

<http://www.vriendenvanhetplatteland.nl/>

*Countryside*, a magazine published by the Friends of the Countryside (Stichting Vrienden van het Platteland), features articles and reports on the many social initiatives in place to preserve the Dutch countryside, product information and interviews with professional horticulturists. An annual subscription costs 29 EUR.

Vrienden van het Platteland  
Prinsevinkenspark 19  
Brievensbus 29773  
NL-2502 LT Den Haag  
Tel: +31 (70) 3382769  
Fax: +31 (70) 3382811  
Email: [info@vriendenvanhetplatteland.nl](mailto:info@vriendenvanhetplatteland.nl)

### ***BOOKS***

#### ***The Farm Book***

ISBN: 0810908174

Author: Rien Poortvliet

Publisher: Harry N. Adams Inc. (March 1994)

***The Future of Food***

ISBN: 0500280754

Author: Brian J. Ford

Pages: 112

Publisher: Thames & Hudson (July 2000)

***Lords of the Harvest***

Biotech, Big Money and the Future of Food

ISBN: 0738202916

Author: Daniel Charles

Pages: 368

Publisher: Perseus Publishing (September 2001)

**Other Resources**

**AgriHolland.nl**

<http://www.agriholland.nl/> (Dutch)

The AgriHolland.nl portal provides daily news on agriculture and food, a jobs database, a guide with links to Dutch agribusiness and food companies, links to market prices of farm and food products, an agenda with events and courses in Holland, statistics of the major agricultural and food sectors and a subsidy overview.

**Agrarischplein.nl**

<http://www.agrarischplein.nl/>

Agrarischplein.nl is a website for the farming and agriculture industry. It features information on a variety of topics including cattle and pig farming, as well as horticulture. This website offers news, a discussion forum, job listings and links to other relevant websites.

**Deltamilieu**

<http://www.deltamilieu.nl/dmi/dpmwebroom.nsf/>

This employment and recruitment firm, which specializes in the environmental sector, provides temporary and permanent positions. This website lists vacancies.

Deltamilieu

Varkensmarkt 9

Brievenbus 315

4100 AH Culemborg

Email: [info@deltamilieu.nl](mailto:info@deltamilieu.nl)

**ECOjob.nl**

<http://www.ecojob.nl/>

The ECOjob.nl website features employment, recruitment and outsourcing firm focus on the environmental sector. Some of the company's clients include consulting firms and the government. This website provides job listing under categories, such as: technology, management, fieldwork, soil, water and starters jobs.

**EURO-AGRI.nl**

<http://www.euro-agri.nl>

The EURO-AGRI.nl portal provides useful links to some of the most visited farming and agriculture websites in the Netherlands.

**FruitTrade-nl.com**

<http://www.fruittrade-nl.com> (Dutch)

This website offers information on vegetable and fruit trade issues, such as regulations for import and export.

**Professional-Match.nl**

<http://www.professional-match.nl/>

The website of KLV, Professional-Match.nl, lists dozens of vacancies for professionals in the agriculture, food and environmental sectors.

**Ziezo.biz**

<http://www.ziezo.biz/?SMSESSION=NO>

The agricultural Internet portal Ziezo.biz is an initiative of Agroportal B.V., founded in May. Agroportal's goal is to become the best place for Dutch farmers and horticulturists to access information and e-commerce activities for optimizing their businesses. To accomplish this vision, Agroportal has consolidated some of the current leading agriculture forces, among which the GD Animal Health Institute, *Agrifirm* (feed industry), *Rabobank* (banking) and *LTO Nederland* (farmers union).

## **PROFESSIONAL ORGANIZATIONS AND RESOURCES**

### ***BUSINESS ORGANIZATIONS AND TRADE COUNCILS***

#### **FNV – Federatie Nederlandse Vakbeweging**

<http://www.fnv.nl>

FNV, the Dutch Trade Union Federation (Federatie Nederlandse Vakbeweging), is a confederation of 18 unions that was formed in 1976. It is the largest trade union confederation in the Netherlands, with more than a million members. The FNV negotiates at the industry level and sometimes at the enterprise level.

Federatie Nederlandse Vakbeweging

Naritaweb 10

1043 BX Amsterdam

Tel: +34 (20) 581

Email: [fnvvoorl@wxs.nl](mailto:fnvvoorl@wxs.nl)

#### **CNV – National Federation of Christian Trade Unions in the Netherlands**

<http://www.cnv.nl>

The CNV is a general Christian trade union federation with more than 365,000 members. It comprises around 10 affiliated unions and is completely independent of the government or any political support group.

CNV

Ravellaan 1

NL-3533 JE Utrecht

Tel: +31 (30) 2913911

Fax: +31 (30) 2946544

#### **NCH – Nederlands Centrum voor Handelsbevordering**

<http://www.handelsbevordering.nl> (Dutch)

NCH, the Netherlands Council for Trade Promotion (Nederlands Centrum voor Handelsbevordering), was established in 1946 and is a federation of 60 bilateral country centers and regional business councils, including numerous regional Chambers of Commerce. The NCH provides a worldwide network of knowledge and contacts, with over half century of experience working in collaboration with foreign markets.

Nederlands Centrum voor Handelsbevordering

Brievenbus 10

Bezuidenhoutseweg 181

NL-2501 CA Den Haag

Tel: +31 (70) 3441544

Fax: +31 (70) 3853531

**NFIA – Netherlands Foreign Investment Agency**

<http://www.nfia.nl> (English)

The NFIA facilitates foreign companies' direct investments in the Netherlands. As a government agency, the NFIA provides extensive information and practical assistance free of charge and on a confidential basis. The agency's services include information on website selection and logistics strategies, and guidance on such matters as available incentives, permit procedures and tax structures. The NFIA is a division of the Dutch Ministry of Economic Affairs.

NFIA The Hague office (headquarters)

Bezuidenhoutseweg 16A

Brievenbus 20101

NL-2500 EC Den Haag

Tel: +31 (70) 3798818

Fax: +31 (70) 3796322

Email: [info@nfia.nl](mailto:info@nfia.nl)

**EIM**

<http://www.eim.nl> (Dutch, English)

EIM is a leading research agency, specializing in policy research for government institutions and other organizations. The English-language website, which contains research reports and other official English publications, is aimed at the international research community. The Dutch counterpart, Kennissite over MKB en ondernemerschap, also offers empirical data on SMEs and entrepreneurship in the Netherlands, a range of reports, press releases, links and more.

EIM BV

Italiëlaan 33

Brievenbus 7001

NL-2701 AA Zoetermeer

Tel: +31 (79) 3430200

Fax: +31 (79) 3430202

Email: [info@eim.nl](mailto:info@eim.nl)

**Fenedex – Federation for Netherlands Exports**

<http://www.export.nl>

<http://www.fenedex.nl/> (Dutch, English)

Established in 1954, Fenedex is an association of Dutch exporters looking to build positions in foreign markets. The federation is comprised of 5,000 Dutch companies. The addresses, telephone numbers, email addresses and names of these Dutch companies can be viewed on this website.

Fenedex

Brievenbus 90409

NL-2509 LK Den Haag

Tel: +31 (70) 3305600

Fax: +31 (70) 3305656

Email: [fenedex@export.nl](mailto:fenedex@export.nl)

**EZ – Ministry of Economic Affairs**

<http://www.minez.nl> (Dutch)

The EZ plays an important role in creating the best possible circumstances for economic activity in the Netherlands, stimulating innovation and growth in vital sectors. EZ seeks and maintains a permanent dialogue with companies on strategic issues, also offering subsidies aimed at strengthening the competitive edge of those industries that qualify to use them.

Information Department  
Ministry of Economic Affairs  
Brievensbus 20101  
NL-2500 EC Den Haag  
Tel: +31 (70) 3798911  
Fax: +31 (70) 3474081

**BUZA – Ministry of Foreign Affairs**

[http://www.minbuza.nl/default.asp?CMS\\_NOCOOKIES=YES](http://www.minbuza.nl/default.asp?CMS_NOCOOKIES=YES) (Dutch)

BUZA coordinates and carries out Dutch foreign policy at its headquarters in The Hague and through its missions abroad. It is likewise the channel through which the Dutch Government communicates with foreign governments and international organizations.

Foreign Information Division (DVL/BZ/VB)  
Brievensbus 20061  
NL-2500 EB Den Haag  
Tel: +31 (70) 3486486  
Fax: +31 (70) 3484848

**MKB - Nederland**

<http://www.mkb.nl/>

The Royal Association MKB-Nederland is the largest employers' organization in the Netherlands. Some 125 branch organizations and 400 regional and local employers' fellowships are affiliated to this umbrella organization. All in all, MKB-Nederland promotes the interests of some 125,000 employers. The grassroots support of MKB-Nederland is provided by employers in such areas as the building and retail trades, healthcare, the catering, recreation and tourism branches, industry, transport and business services.

Royal Association MKB-Nederland  
Brassersplein 1  
Delft  
Tel: +31 (15) 2191212  
Fax: +31 (15) 2191414

**EVD – Netherlands Foreign Trade Agency**

<http://www.evd.nl> (Dutch)

The EVD, which is part of the Ministry of Economic Affairs, focuses on small- and medium-sized Dutch exporting companies and potential exporters. The EVD's main tasks are processing



information on foreign markets and supplying it to Dutch companies through reports, publications, the Export Information Center, seminars, individual consultation, databases and its website. EVD publicizes the Dutch business community internationally, through publications, videos, reports and its multilingual website, <http://www.hollandtrade.com>. EVD also works in very close cooperation with Dutch diplomatic missions abroad.

EVD

Brievenbus 20105

Bezuidenhoutseweg 181

NL-2594 AH Den Haag

Tel: +31 (70) 3798888

Fax: +31 (70) 3797858

### **Senter**

<http://www.senternovem.nl/senternovem/index.asp>

Senter is a Dutch agency responsible for the execution of grant schemes in the fields of technology, energy, environment, exports and international partnerships on behalf of a range of Dutch Ministries. Senter has a total of 1 billion EUR at its disposal, which can benefit thousands of organizations. Senter provides advice on the best possibilities for companies and can also provide financial assistance.

Senter

Juliana van Stolberglaan 3

Brievenbus 93144

NL-2509 AC Den Haag

Tel: +31 (70) 3735000

Fax: +31 (70) 3735100

## ***CHAMBERS OF COMMERCE***

Chambers of Commerce (*Kamers van Koophandel*) are the prime meeting places for businesspeople in the Netherlands. Most Chamber publications are in Dutch.

### **American Chamber of Commerce in the Netherlands**

<http://www.amcham.nl/> (English)

The American Chamber publishes a monthly newsletter about its activities and related business news.

American Chamber of Commerce in the Netherlands

Van Karnebeeklaan 14

NL-2585 BB Den Haag

Tel: +31 (70) 3659808

Fax: +31 (70) 3646992

Email: [amchamnl@wxs.nl](mailto:amchamnl@wxs.nl)

**Association of Chambers of Commerce and Industry**

<http://www.kvk.nl/> (Dutch, English)

Watermolenlaan 1

Brievenbus 265

NL-3440 AG Woerden

Tel: +31 (34) 8426911

Fax: +31 (34) 8424368

Email: [post@vkv.kvk.nl](mailto:post@vkv.kvk.nl) or [verkoop@atabank.kvk.nl](mailto:verkoop@atabank.kvk.nl)

**Amsterdam Chamber of Commerce**

<http://www.amsterdam.kvk.nl> (Dutch, English)

De Ruijterkade 5

Brievenbus 2852

NL-1000 CW Amsterdam

Tel: +31 (20) 5314000

Fax: +31 (20) 5314799

Email: [post@amsterdam.kvk.nl](mailto:post@amsterdam.kvk.nl)

**Central Gelderland Chamber of Commerce**

<http://www.arnhem.kvk.nl> (Dutch, English)

Kronenburgsingel 525

Brievenbus 9292

NL-6800 KZ Arnhem

Tel: +31 (26) 3538888

Fax: +31 (26) 3538999

Email: [info@arnhem.kvk.nl](mailto:info@arnhem.kvk.nl)

**District Zwolle Chamber of Commerce**

<http://www.zwolle.kvk.nl> (Dutch, English)

Govert Flinckstraat 1

Brievenbus 630

NL-8000 AP Zwolle

Tel: +31 (38) 4553800

Fax: +31 (38) 4537424

Email: [info@zwolle.kvk.nl](mailto:info@zwolle.kvk.nl)

**Drenthe Chamber of Commerce**

<http://www.meppel.kvk.nl> (Dutch, English)

Stationsweg 66

Brievenbus 27

NL-7940 AA Meppel

Tel: +31 (522) 265600

Fax: +31 (522) 261351

Email: [info@meppel.kvk.nl](mailto:info@meppel.kvk.nl)

**Flevoland Chamber of Commerce**

<http://www.lelystad.kvk.nl> (Dutch, English)

Het Ravelijn 1

Brievenbus 123

NL-8200 AC Lelystad

Tel: +31 (320) 286286

Fax: +31 (320) 222543

Email: [info@lelystad.kvk.nl](mailto:info@lelystad.kvk.nl)

**Friesland Chamber of Commerce**

<http://www.leeuwarden.kvk.nl/>

Heliconweg 62

Brievenbus 699

NL-8901 BL Leeuwarden

Tel: +31 (38) 2954321

Fax: +31 (38) 2128460

Email: [info@leeuwarden.kvk.nl](mailto:info@leeuwarden.kvk.nl)

**Gooi-Eemland Chamber of Commerce**

<http://www.gooi-eemland.kvk.nl> (Dutch, English)

Melkpad 26

Brievenbus 378

NL-1200 AJ Hilversum

Tel: +31 (35) 6721212

Fax: +31 (35) 6234931

Email: [infocenter@gooi-eemland.kvk.nl](mailto:infocenter@gooi-eemland.kvk.nl)

**Groningen Chamber of Commerce**

<http://www.groningen.kvk.nl> (Dutch, English)

Leonard Springerlaan 15

Brievenbus 134

NL-9700 AC Groningen

Tel: +31 (50) 5205888

Fax: +31 (50) 5264852

Email: [info@groningen.kvk.nl](mailto:info@groningen.kvk.nl)

**Midden-Brabant Chamber of Commerce**

<http://www.tilburg.kvk.nl> (Dutch, English)

Reitseplein 1

Brievenbus 90154

NL-5000 LG Tilburg

Tel: +31 (13) 5944122

Fax: +31 (13) 4686215

Email: [info@tilburg.kvk.nl](mailto:info@tilburg.kvk.nl)

**Noorden Midden Limburg Chamber of Commerce**

<http://www.venlo.kvk.nl> (Dutch, English)

Noorderpoort 21

Brievenbus 1910

NL-5900 BX Venlo

Tel: +31 (77) 3203333

Fax: +31 (77) 3545021

Email: [info@venlo.kvk.nl](mailto:info@venlo.kvk.nl)

**Noordwest-Holland Chamber of Commerce**

<http://www.alkmaar.kvk.nl> (Dutch, English)

Wilhelminalaan 1

Brievenbus 68

NL-1800 AB Alkmaar

Tel: +31 (72) 5195757

Fax: +31 (72) 5195737

Email: [info@alkmaar.kvk.nl](mailto:info@alkmaar.kvk.nl)

**Oost-Brabant Chamber of Commerce**

<http://www.eindhoven.kvk.nl> (Dutch, English)

Wal 20

Brievenbus 735

NL-5600 AS Eindhoven

Tel: +31 (40) 2323911

Fax: +31 (40) 2449505

Email: [info@eindhoven.kvk.nl](mailto:info@eindhoven.kvk.nl)

**Rijnland Chamber of Commerce**

<http://www.leiden.kvk.nl> (Dutch, English)

Stationsweg 41

Brievenbus 2059

NL-2301 CB Leiden

Tel: +31 (71) 5250500

Fax: +31 (71) 5142568

Email: [info@leiden.kvk.nl](mailto:info@leiden.kvk.nl)

**Rivierenland Chamber of Commerce**

<http://www.tiel.kvk.nl> (Dutch, English)

Laan van Westroyen 4

Brievenbus 218

NL-4000 AE Tiel

Tel: +31 (34) 4637700

Fax: +31 (34) 4637701

Email: [info@tiel.kvk.nl](mailto:info@tiel.kvk.nl)

**Rotterdam Chamber of Commerce**

<http://www.rotterdam.kvk.nl> (Dutch, English)

Beursplein 37

Brievenbus 30025

NL-3001 DA Rotterdam

Tel: +31 (10) 4057777

Fax: +31 (10) 4145754

Email: [dvergeer@rotterdam.kvk.nl](mailto:dvergeer@rotterdam.kvk.nl)

**The Hague Chamber of Commerce**

<http://www.denhaag.kvk.nl> (Dutch, English)

Koningskade 30

Brievenbus 29718

NL-2502 LS Gravenhage

Tel: +31 (70) 3287100

Fax: +31 (70) 3262010

Email: [info@denhaag.kvk.nl](mailto:info@denhaag.kvk.nl)

**Utrecht Chamber of Commerce**

<http://www.utrecht.kvk.nl> (Dutch, English)

Waterstraat 47

Brievenbus 48

NL-3500 AA Utrecht

Tel: +31 (30) 2363211

Fax: +31 (30) 2312804

Email: [servicecenter@utrecht.kvk.nl](mailto:servicecenter@utrecht.kvk.nl)

**Veluwe & Twente Chamber of Commerce**

<http://www.deventer.kvk.nl> (Dutch, English)

Bergweidedijk 10

Brievenbus 716

NL-7400 AS Deventer

Tel: +31 (57) 0504405

Fax: +31 (57) 0620727

Email: [info@deventer.kvk.nl](mailto:info@deventer.kvk.nl)

**Brabant Chamber of Commerce**

<http://www.breda.kvk.nl> (Dutch, English)

Mozartlaan 7

Brievenbus 3182

NL-4800 DD Breda

Tel: +31 (76) 5646800

Fax: +31 (76) 5646976

Email: [info@breda.kvk.nl](mailto:info@breda.kvk.nl)

**Zeeland Chamber of Commerce**

<http://www.zeeland.kvk.nl> (Dutch, English)

Buitenruststraat 225

Brievenbus 6004

NL-4330 LA Middelburg

Tel: +31 (11) 8673500

Fax: +31 (11) 8637059

Email: [info@zeeland.kvk.nl](mailto:info@zeeland.kvk.nl)

**Zuid-Limburg Chamber of Commerce**

<http://www.maastricht.kvk.nl> (Dutch, English)

Pierre de Coubertinweg 5

Brievenbus 1920

NL-6201 BX Maastricht

Tel: +31 (43) 3506666

Fax: +31 (43) 3506660

Email: [info@maastricht.kvk.nl](mailto:info@maastricht.kvk.nl)

## ***TELEPHONE DIRECTORIES***

The Netherlands is divided into 18 different telephone regions. Each region has its own telephone directory and a different Yellow Pages (*De Gele Gids*).

**Belles.nl**

<http://www.cdfoon.nl/> (Dutch)

Belles.nl is a comprehensive online directory of White Pages that includes the directories of KPN, Libertel, Ben, UPC and Talkline. Future additions will include directories for other mobile companies as well.

**De telefoongids**

<http://www.detelefoongids.nl> (Dutch)

The website of De telefoongids (The Telephone Guide) is searchable by name and city. It is the official Dutch White Pages and classified directory for businesses and residents.

**Dutch Yellow Pages**

<http://www.markt.nl/dyp/index-en.html> (Dutch, English)

This English- and Dutch-language, online Yellow Pages directory is searchable by business category or name.

**Infobel**

<http://www.infobel.com/netherlands> (Dutch, English)

This bilingual, online directory includes both the White and Yellow Pages, and is searchable by name and address.

**TPGPost.nl**

<http://www.tpgpost.nl/> (Dutch, English)

This website for the national Dutch mail, express mail and logistics service, TPGPost.nl, provides a comprehensive listing of postal codes.

**Scoot Nederland Directory**

<http://www.scoot.nl> (Dutch)

This online directory provides information on more than 600,000 firms in the Netherlands and is searchable by name or by sector.

**ITT Gouden Gids**

<http://www.goudengids.nl> (Dutch)

The Netherlands Yellow Pages website, GoudenGids.nl, is an online directory that provides the addresses and telephone and fax numbers of 600,000 Dutch firms.

**Faxgids.nl**

<http://www.faxgids.nl> (Dutch)

Faxgids.nl is another online directory that provides the addresses and telephone and fax numbers of Dutch businesses. Users may reverse-search by telephone or fax number.

**MAJOR TRADE PUBLICATIONS**

**PERIODICALS**

***Elsevier***

<http://www.elsevier.nl/index.asp> (Dutch)

*Elsevier* is a weekly publication geared towards university-educated workers. *Elsevier* offers news and analysis in the fields of politics, finance, science and culture. A 13-week trial subscription is available for 13.50 EUR. A 6-month subscription from outside of the Netherlands costs 84.50 EUR.

Redactie Elsevier

Van de Sande Bakhuyzenstraat 4

NL-1061 AG Amsterdam

Tel: +31 (31) 4358358

Email: [klantenservice@reedbusiness.nl](mailto:klantenservice@reedbusiness.nl)

***Emerce***

<http://www.emerce.nl/> (Dutch)

*Emerce* is a monthly magazine for managers. It features news, analysis and interviews on e-business and e-commerce topics. Subscriptions to the online newsletter are free, while subscriptions to the print magazine and complementary yearbook cost 57 EUR.

Emerce B.V.  
Van Diemenstraat 28  
NL-1013 NH Amsterdam  
Tel: +31 (20) 5313880

***FEM Business***

<http://www.femdeweek.nl/default.asp> (Dutch)

*FEM Business* is a weekly magazine that features concise financial news and analysis. The magazine also covers topics related to management and personal finance. An annual subscription costs 99 EUR and is available to order from the magazine's website.

FEM Business  
Reed Business Information  
Brievensbus 808  
NL-7000 AV Doetinchem.  
Tel: +31 (435) 8358  
Email: [adresregistratie@reedbusiness.nl](mailto:adresregistratie@reedbusiness.nl)

***Intermediair***

<http://www.intermediair.nl> (Dutch)

*Intermediair* is a weekly paper that contains information for jobseekers with a Bachelor's or Master's degree. The magazine has 230,000 subscribers. An annual subscription costs 120.50 EUR.

Intermediair Weekblad Klantenservice,  
Brievensbus 1921  
NL-2003 BA Haarlem  
Tel: +31 (77) 3961830  
Fax: +31 (77) 3825232  
Email: [klantenservice@bp.vnu.com](mailto:klantenservice@bp.vnu.com)

***Van Hage/Veko***

<http://www.vanhageveko.nl/vhgv/home.php> (Dutch)

Van Hage/Veko is a discount subscription service provider that specializes in a wide-range of periodicals, including numerous professional journals.

Van Hage/Veko  
Brievensbus 730  
NL-2003 RS Haarlem  
Tel: +31 (23) 5316144  
Fax: +31 (23) 5322456



## **BOOKS**

### ***Netherlands-American Trade Directory***

This annual directory covers more than 1,300 American subsidiary companies in the Netherlands, and about 600 Dutch subsidiary companies in the United States. Listings include general contact information, products and services and key personnel.

American Chamber of Commerce in the Netherlands (publisher)  
Van Karnebeeklaan 14  
NL-2585 BB Den Haag  
Tel: +31 (70) 3659808  
Fax: +31 (70) 3646992

### ***Holland Exports***

<http://www.hollandexports.com> (Dutch, English)

This annual, multi-language directory provides information on export companies in the Netherlands, in industries such as industrial products, consumer goods, non-food commercial, and gardening and farming services.

Holland Exports  
ABC voor Handel en Industrie CV  
Koningin Wilhelminalaan 16  
NL-2012 JK Haarlem  
Tel: +31 (23) 5319031  
Fax: +31 (23) 5327033  
Email: [info@abc-d.nl](mailto:info@abc-d.nl)

### ***Kompass Nederlands***

This annual directory, which is in both Dutch and English, lists contact information and financial data for 25,000 companies.

Kompass Nederland BV  
Hogehilweg 15  
NL-1101 CB Amsterdam  
Tel: +31 (20) 6974041  
Fax: +31 (20) 6965603  
Email: [info@kompass.nl](mailto:info@kompass.nl)

### ***Nederland ABC voor Handel en Industrie (Netherlands ABC for Commerce and Industry)***

<http://www.abc-d.nl> (Dutch, English)

This annual directory of industry and commerce provides data on 25,000 companies and their products, services and suppliers. It also lists 46,000 foreign companies doing business in the Netherlands.

ABC voor Handel en Industrie CV  
Koningin Wilhelminalaan 16  
NL-2012 JK Haarlem  
Tel: +31 (23) 5319031  
Fax: +31 (23) 5327033

***Netherlands' 25,000 Companies***

This annual Dutch- and English-language directory provides information on the top 25,000 firms in the Netherlands, including contact data, names of executives, name of parent companies and brief financial data.

Dun & Bradstreet BV  
Brievensbus 278  
NL-3000 AG Rotterdam  
Tel: +31 (10) 4009400  
Fax: +31 (10) 4147380  
Email: [bmsNL@dnb.com](mailto:bmsNL@dnb.com)

***OTHER RESOURCES***

***NETWORKING ASSOCIATIONS***

**ACCESS –Administrative Committee to Coordinate English-Speaking Services**

<http://www.access-nl.org/> (English)

ACCESS is a non-profit foundation that helps English speakers of all nationalities adjust and make the most of life in the Netherlands. ACCESS' services include educational seminars and workshops on a variety of topics, maintenance of a telephone information service and a variety of publications and other information of use to the English-speaking community.

ACCESS  
2nd flr., Societeit de Witte  
Plein 24  
NL-2511 CS Den Haag  
Tel: +31 (70) 3462525  
Fax: +31 (70) 3561332

**American Netherlands Club of Rotterdam**

<http://www.fawco.org> (English)

The American Netherlands Club of Rotterdam, founded in 1955, is a non-profit organization that promotes friendship and understanding between women of various nationalities who reside in the Netherlands.

American Netherlands Club of Rotterdam  
Brievensbus 34025  
3005 GA Rotterdam

**AWC Amsterdam – American Women’s Club of Amsterdam**

<http://www.awca.org> (English)

The AWC Amsterdam is a non-profit organization whose mission is to help women adjust to living and working in the Netherlands, providing a meeting place where expatriate women will find others with whom they share common ground.

American Women’s Club of Amsterdam

Brievensbus 70133

NL-1007 KC Amsterdam

Tel: +31 (20) 6443531

Email: [Membership@awca.org](mailto:Membership@awca.org)

**AWC The Hague – American Women’s Club of The Hague**

<http://www.awcthehague.org> (English)

Founded in 1930, the AWC of The Hague has over 400 members, provides a comfortable and inviting clubhouse and organizes numerous activities, tours, classes and fundraising events. The group is a non-profit organization that functions to provide support for American women living and working in The Netherlands.

Nieuwe Duinweg 25

NL-2587 AB Den Haag

Tel: +31 (70) 3506007

Fax: +31 (70) 3587772

Email: [info@awcthehague.org](mailto:info@awcthehague.org)

**British Society of Amsterdam**

<http://www.britishsocietyofamsterdam.org> (English)

The British Society of Amsterdam has been in existence for more than 50 years, providing a venue for English speakers in the Netherlands to meet new people and share common cultural experiences. Regular activities range from sporting events to restaurant, pub, dance and film nights. The Society’s “Mothers and Others” group provides invaluable contact for spouses with young children.

Tel: +31 (61) 2058139

Email: [info@britishsocietyofamsterdam.org](mailto:info@britishsocietyofamsterdam.org)

**British Women’s Club**

<http://www.bwclubthehague.demon.nl> (English)

The British Women’s Club is a social club which caters to a wide range of age groups. It is open to British, Commonwealth, and Associate Members.

British Women’s Club

Plein 24

NL-2511 CS Den Haag

Tel: +31 (70) 3461973

Fax: +31 (70) 3461973

### **Connect International**

Connect International is a non-profit organization that helps people of all nationalities become familiar with the business, social and cultural life of the north Netherlands.

Connect International  
Damsterdiep 38  
NL-9711 SM Groningen  
Tel: +31 (50) 5891634  
Fax: +31 (50) 5891637  
Email: [connect@inn.nl](mailto:connect@inn.nl)

### **IWCU – International Women’s Contact, Utrecht**

<http://www.iwcu.non-profit.nl>

The IWCU was established in 1992 to promote contact between English-speaking women living in the Netherlands. The group’s purpose is to give women a chance to meet, exchange information and socialize. IWCU members come from a variety of different countries and backgrounds—ranging from career professionals, mothers and housewives to retired citizens and students.

International Women’s Club  
Vierloper 10  
NL-2586 KV Den Haag  
Tel: +31 (70) 3540489  
Fax: +31 (70) 5177435

### **International Women’s Contact, Amsterdam**

[http://www.euronet.nl/users/iwc\\_amst](http://www.euronet.nl/users/iwc_amst)

The aim of the International Women’s Contact is to facilitate and foster friendship between women of all nationalities, living in and around Amsterdam. The group’s “Welcoming Committee” serves to help newly-arrived members make contact with women from their own countries, and give help and information on life and living in the Netherlands.

Email: [iwc\\_amst@euronet.nl](mailto:iwc_amst@euronet.nl)

### **Lions Clubs in the Netherlands**

<http://www.lions.nl/content/home.php?page=1> (Dutch, English)

Since 1917, Lions Clubs have offered people the opportunity to give something back to their communities. From involving members in projects as local as cleaning up an area park or as far-reaching as bringing sight to the world’s blind, Lions Clubs have always embraced those committed to building a brighter future for their community. The Lion’s now have more than 46,000 clubs in 192 countries and geographical areas. The group also serves as a networking channel.

Lions Clubs in the Netherlands Brievenbus 64  
2600 AB Delft

**Pickwick's Women's Club of Rotterdam**

<http://welcome.to/pickwick> (English)

This Pickwick's Women's Club of Rotterdam was founded in the 1950s to bring together British women living in the Netherlands. The club has social events and provides information about Rotterdam.

Tel: +31 (10) 5117762

Email: [smith@onetelnet.nl](mailto:smith@onetelnet.nl)

**Rotary Clubs in the Netherlands**

<http://www.rotary.nl> (Dutch)

Rotary is an organization of business and professional leaders united worldwide who provide humanitarian service, encourage high ethical standards in all vocations and help build goodwill and peace in the world. In 166 countries worldwide, approximately 1.2 million Rotarians belong to more than 30,000 Rotary clubs. There are seven Rotary districts and 435 clubs in the Netherlands.

Stichting Rotary Administratie Nederland (RAN)

Amstel 266

NL-1017 AM Amsterdam

Tel: +31 (20) 6232405

## **EMBASSY LISTINGS**

The Netherlands Ministry of Foreign affairs website provides important information for foreigners. <http://www.minbuza.nl/>. This website contains the addresses, telephone numbers and opening times of foreign embassies and consulates, as well as the names and posts of members of the Diplomatic Corps accredited in The Hague.

### **Embassy of Australia**

<http://www.australian-embassy.nl/>

Carnegielaan 4

NL-2517 KH Den Haag

Tel: +31 (70) 3108200

Fax: +31 (70) 3107863

### **Embassy of Austria**

Lange Voorhout 58/A

NL-2514 EG Den Haag

Tel: +31 (70) 3654916

### **Embassy of Belgium**

<http://www.diplomatie.be/thehague/>

Lange Vijverberg 12

NL-2513 AC Den Haag

Tel: +31 (70) 3123456

Fax: +31 (70) 3645579

Email: [thehague@diplobel.org](mailto:thehague@diplobel.org)

### **Embassy of Canada**

<http://www.dfait-maeci.gc.ca/canada-europa/mundi/>

Sophialaan 7

NL-2514 JP Den Haag

Tel: +31 (70) 3111600

Fax: +31 (70) 3111620

Email: [hague@dfait-maeci.gc.ca](mailto:hague@dfait-maeci.gc.ca)

### **Embassy of China**

Adriaan Goekooplaan 7

NL-2517 JX Den Haag

Tel: +31 (70) 3551515

### **Embassy of Denmark**

<http://www.ambhaag.um.dk/da>

Koninginnegracht 30

NL-2514 AB Den Haag

Tel: +31 (70) 3655830

Email: [info@danishembassy.nl](mailto:info@danishembassy.nl)

**Embassy of Finland**

Groot Hertoginnelaan 16  
NL-2517 EG Den Haag  
Tel: +31 (70) 3469754  
Fax: +31 (70) 3107174  
Email: [sanomat.haa@formin.fi](mailto:sanomat.haa@formin.fi)

**Embassy of France**

<http://www.ambafrance.nl/>  
Smidsplein 1  
NL-2514 BT Den Haag  
Tel: +31 (70) 3560606

**Embassy of Germany**

Groot Hertoginnelaan 18  
NL-2517 EG Den Haag  
Tel: +31 (70) 3420600

**Embassy of Italy**

<http://www.italy.nl>  
Alexanderstraat 12  
NL-2514 JL Den Haag  
Tel: +31 (70) 3469249  
Fax: +31 (70) 3614932  
Email: [italemb@worldonline.nl](mailto:italemb@worldonline.nl)

**Embassy of Japan**

<http://www.nl.emb-japan.go.jp/>  
Tobias Asserlaan 2  
NL-2517 KC Den Haag  
Tel: +31 (70) 3469544  
Email: [info@www.emb-japan.nl](mailto:info@www.emb-japan.nl)

**Embassy of Norway**

Prinsessgracht 6/A  
NL-2514 AN Den Haag  
Tel: +31 (70) 3245470

**Embassy of Singapore**

Weena 670  
NL-3012 CN Rotterdam  
Tel: +31 (10) 4042111

**Embassy of South Africa**

<http://www.zuidafrika.nl/>  
Wassenaarseweg 40  
NL-2596 CJ Den Haag  
Tel: +31 (70) 3924501  
Fax: +31 (70) 3460669  
Email: [info@zuidafrika.nl](mailto:info@zuidafrika.nl)

**Embassy of South Korea**

Verlengde Tolweg 8  
NL-2517 JV Den Haag  
Tel: +31 (70) 3520621

**Embassy of Spain**

<http://www.claboral.nl/>  
Lange Voorhout 50  
NL-2514 EG Den Haag  
Tel: +31 (70) 3024999  
Fax: +31 (70) 3617959  
Email: [ambespnl@correo.mae.es](mailto:ambespnl@correo.mae.es)

**Embassy of Sweden**

[http://www.swedenabroad.com/pages/start\\_5960.asp](http://www.swedenabroad.com/pages/start_5960.asp)  
Burg van Karnebeeklaan 6A  
Postbus 85601  
NL-2505 CH Den Haag  
Tel: +31 (70) 4120200  
Fax: +31 (70) 4120211  
Email: [ambassaden.haag@foreign.ministry.se](mailto:ambassaden.haag@foreign.ministry.se)

**Embassy of Switzerland**

[http://www.eda.admin.ch/den Haag\\_emb/e/home.html](http://www.eda.admin.ch/den Haag_emb/e/home.html)  
Lange Voorhout 42  
NL-2514 EE Den Haag  
Tel: +31 (70) 3642831  
Fax: +31 (70) 3561238  
Email: [Vertretung@hay.rep.admin.ch](mailto:Vertretung@hay.rep.admin.ch)

**Embassy of the United Kingdom**

<http://www.britishembassy.gov.uk/servlet/Front?pagename=OpenMarket/Xcelerate/ShowPage&c=Page&cid=1025627649632>  
Lange Voorhout 10  
NL-2514 ED Den Haag  
Tel: +31 (70) 4270427  
Fax: +31 (70) 4270345  
Commercial Section: +31 (70) 4270346



Political Section: +31 (70) 4270347

**Embassy of the United States**

<http://thehague.usembassy.gov/embassy.html>

Lange Voorhout 102

NL-2514 EJ Den Haag

Tel: +31 (70) 3109209

Fax: +31 (70) 3614688

**United States Consul General in the Netherlands**

[http://thehague.usembassy.gov/consular\\_visa.html](http://thehague.usembassy.gov/consular_visa.html)

Museumplein 19

NL-1071 DJ Amsterdam

Tel: +31 (20) 5755309

Fax: +31 (20) 5755310

## **FINANCIAL CONSIDERATIONS ♦**

### **Salaries and Cost of Living**

In general, the Netherlands can be an affordable place to work and live. While Amsterdam, the country's capital, ranked twentieth in terms of overall prices in a 2005 survey of cities around the world, it ranked fourteenth in terms of salary levels. It also ranked thirteenth in terms of domestic purchasing power. This means that prices and salaries are very much in line, and overall, Amsterdam is more affordable than other European cities, such as Berlin, Brussels, London, Paris and Rome.

The average hourly wage in 2004 varied from 13 Euro in retail to 29 Euro in banking, insurance, and the IT sector. A large part of the hourly wage goes towards social programs such as sick pay, unemployment, and pension schemes. Collectively agreed wages rose by 1.3 percent in 2004, down from an increase of 2.8 percent in 2003. The most substantial wage increase was in the private sector, where they rose 1.5 percent.

Salary in the Netherlands depends heavily on education, job level, and age. Women typically are paid nineteen percent below their male co-workers, at all levels of education.

Food prices are reasonable, with Amsterdam ranking twenty-eighth among other cities worldwide. Only a few other European cities (including in Germany, Spain and Greece) have lower food prices. Clothing costs are rather mid-range for Europe, with prices averaging higher than cities like Brussels and Milan, but lower than other metropolitan centers such as Berlin or Paris. On the other hand, apartment rental is extremely expensive (see below).

### **Housing**

Since most expatriates only stay in the Netherlands for a couple of years, most rent a home instead of purchasing property. Due to a housing shortage and a dense population, rental costs overall are quite high. There may be more choices when one buys a house. In 2005, the average price for a single-family dwelling in the Netherlands was EUR 1,801 per square meter. A very popular expat region is Amstelveen (on the edge of Amsterdam), which is expensive, averaging 2,460 per square meter. The city of Heerlen in Limburg is the cheapest, averaging 1,172 per square meter.

Foreigners are only eligible for free-sector apartments which means they must pay the highest rates. Realtors will have a variety of listings. Some agents specialize in dealing with foreigners, while others only deal with Dutch nationals.

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♦ Due to the recent and significant fluctuations of the United States Dollar (USD) with the European Union Euros (EUR), currencies in this document have not been converted from EUR to USD. The jobseeker can get a rough idea of value by assuming parity (1 USD = 1 EUR). Should more specific conversions be needed, conversion rates can be found on the Internet or in newspapers.

Typically, four month's rent is due in advance: one month rent, two month's deposit, and one month agent commission. One may also be charged EUR 70 to EUR 150 to have a rental agreement drawn up.

Apartment prices vary widely. In 2005, a studio apartment (40-55 square meters) near the center of Amsterdam ranged from EUR 900-EUR 1200. Just outside the city they ranged from EUR 800-EUR 1000. A one bedroom apartment (55-75 square meters) inside Amsterdam was between EUR 1200-EUR 1500, while a similar apartment outside the city centre was EUR 1000-EUR 1200. A two bedroom apartment (70-90 square meters) was EUR 1400-1800 EUR within the city, EUR 1200-1400 outside.

An oral agreement is legally binding under Dutch law. If a person says that he likes a house that is for sale, he will not be legally bound; but if he expresses intention to buy it, he is bound. It is therefore best to let an agent do the talking. Many people think that if they have not signed a contract, they can get out of the agreement, but in the Netherlands, if the contracts are being drawn up, a commitment to the deal has already been made.

Unfurnished properties may or may not have light fixtures, curtains, water heaters, floor coverings or kitchen appliances. Partly furnished properties should have light fixtures and floor and window coverings, but they will have little or no furniture. Be sure to clarify what stays and what goes.

Furnished homes may have everything, including furniture, fixtures and fittings, pots and pans, linen, cutlery and crockery. Most landlords are willing to work with tenants if there is something additional the tenant wants.

Most rental rates do not include charges for electricity and gas. There will also be an extra charge to cover maintenance of the hallways, elevators and the central heating system. Heating costs tend to be high, as insulation and double-glazing are not common. Many Dutch hang heavy curtains in front of doors and windows to keep out the cold.

### **Medical Care and Health Insurance**

The healthcare system in the Netherlands changed dramatically on January 1, 2006. The public-private health insurance system was replaced by a universal basic package, with optional supplementary coverage. As a new system, insurance companies are not permitted to refuse coverage based on current medical history.

Every citizen is required to have health insurance. Children are covered for free. Adults (over 18) are charged higher premiums. Every insurance company offers different rates and packages. It is estimated that the annual fee will be around EUR 1,100. A person's level of income does not affect which company they may choose from and a person can change insurance providers once per year if they are dissatisfied with the service they have been given.

Every person with an income makes a contribution premium. The employer pays a 6.25 percent premium and individuals pay the premiums charged by the insurer that they choose. Those who are self-employed are billed by the tax authorities (*belastingdienst*).

Low income individuals and families receive assistance from the *belastingdienst*. The premium of EUR 1,100 includes a no-claim amount of EUR 255. If no medical claims are made during the year, this money will be repaid.

The basic package consists of medical care including doctor visits, hospital stays, specialist treatment, dental work, prescriptions, pediatric care, and ambulatory services.

### **Work Hours**

Although Dutch law established a maximum 40-hour workweek, collective bargaining agreements mean the average workweek for full-time jobs now stands at 37.5 hours, and these hours are often flexible.

Only one-fourth of the employed labor force belongs to unions, but union-negotiated collective bargaining agreements are usually extended to cover about three-quarters of the workforce. Employers have cut working hours even further in order to create jobs or avoid layoffs, and recently concluded wage contracts include provisions for a 36-hour workweek.

Work is sometimes allowed on Sunday, but it is usually a day of rest. An employee in the Netherlands is allowed to work a maximum of four Sundays in every 13-week period. Flextime is becoming more popular in the Netherlands. Sometimes, flex workers are allowed extra hours or days off. Firms may extend opening and closing hours to increase operating times or hours of business. Recently, flextime has become part of collective bargaining agreements.

### **Vacation and Leave**

Under Dutch law, an employee is entitled to a yearly paid holiday of at least four times the number of specified working days a week. In the case of a five-day workweek, after one year the employee will therefore have a holiday entitlement of at least 20 days. Most collective agreements provide for more than this. Employees start to accumulate their holiday entitlement at the beginning of their employment.

Since January 1, 2001, employees have been able to save some of their earnings or time worked to take a tax-friendly, sabbatical-style break. The Holiday Time Savings Act gives employees the right to save up to 10 percent of their gross annual salary (in time or money) to take paid leave at a future date. The employer must approve the timing of the leave and the period of leave must not exceed 12 months.

The national health system provides considerable help for working women with families. Women are eligible for up to 16 weeks of maternity leave with full pay. The Parental Leave Law requires employers to allow new mothers and fathers to work 20 hours a week for up to 6 months. Parents may take additional, unpaid full-time leave for up to three months and extend the leave period longer than six months. Parental leave is also available for those who work fewer than 20 hours per week.

There are nine public holidays: January 1 (New Year's Day), April 30 (official birthday of the Queen), Good Friday, the Monday after Easter, May 5 (Liberation Day), the sixth Thursday after Easter (Ascension Day), the seventh Monday after Easter (Pentecost or Whit Monday), December 25 (Christmas Day), and December 26 (Second Christmas Day).

## **Taxes**

Taxation in the Netherlands is extremely high, but resident taxpayers never have to pay more than 68 percent of their income in taxes. If more than that is taken out, there will be a refund. The *Rijksbelastingdienst*, a department of the Ministry of Finance, administers all taxes.

There are two types of taxes in the Netherlands: direct and indirect. Direct taxes are income taxes. Indirect taxes include VAT, wealth tax and inheritance tax. The tax year is the calendar year and all tax returns must be sent by April 1. Failure to pay taxes can result in fines. If the tax return's figures are incorrect, the filer may face a 100 percent penalty. If the inaccuracies are deemed a deliberate attempt to mislead the tax authorities, the filer may be imprisoned. It is advisable to hire a tax expert.

Tax reform in 2000 resulted in a system with three taxable incomes, each of which falls into a "box." Each box has its own tax rate:

- Box 1: taxable income from work and home ownership
- Box 2: taxable income from a substantial (business) interest
- Box 3: taxable income from savings and investments

Each form of income is taxed in one box only.

The tax rate for income from work and home (Box 1) is a rising scale with four brackets:

- 33.40 percent on the first 16,265 EUR
- 40.35 percent on the next 13,278 EUR
- 42 percent on the next 21,109 EUR
- 52 percent on the remainder

The tax rate for Box 2 is a fixed rate of 25 percent.

The tax rate for Box 3 is a fixed rate of 30 percent.

Foreign employees working for Dutch employers may be eligible for special tax treatment, the so-called 30 percent ruling. In certain cases, such as when the employee has specific expertise that is scarce or unavailable on the Dutch labor market, two important tax breaks may be allowed:

- a tax-free allowance for expenses outside the Netherlands
- the right to opt for partially non-resident taxpayer status when living in the Netherlands.

## **Social Security**

The Netherlands has an extensive social security system, which includes several social insurance schemes which offer protection against the risk of loss of income and exceptional expenditure due to old age, death, illness, disablement or unemployment. One must pay premiums for most social insurance schemes.

The social insurance schemes are classified into three groups:

- [National insurance schemes](#)
- [Employee insurance schemes](#)
- [Self-employed persons insurance schemes](#)

Social security is financed by contributions and tax revenues. The cost of social security is about 30 percent of the national income.

There are three national insurances implemented by the Social Insurance Bank (SVB): General Old Age Pensions Act (*Algemene ouderdomswet*) (AOW), General Surviving Relatives Act (*Algemene nabestaandenwet*) (ANW) and General Child Benefit Act (*Algemene kinderbijslagwet*) (AKW). A fourth insurance program is the General Act on Exceptional Medical Expenses

The national insurance schemes are, in principle, applicable to all residents of the Netherlands who are not excluded from coverage under national or international regulations. The national insurance schemes also apply to non-residents of the Netherlands who are covered by social insurance in the Netherlands by virtue of national or international regulations. The national insurance schemes are:

- [the General Old Age Pensions Act](#) (AOW)
- [the Surviving Dependents Act](#) (ANW)
- [the Exceptional Medical Expenses Insurance Act](#) (AWBZ)
- [the General Child Benefit Act](#) (AKW)

The Dutch Tax and Customs Administration levies the contributions for the national insurance schemes.

Contributions for national insurances schemes are based on income: the higher the income, the higher the contribution. There is a ceiling for contributions, however, just as there is for benefits. The contributions for the national insurance schemes are collected by the tax authorities.

The General Old Age Pensions Act (AOW) provides old age pensions for all insured persons who have reached the age of 65. For each year of residence in the Netherlands, a person is entitled to two percent of the full pension. If a person has been insured from his 15th to his 65th birthday, he is entitled to his full pension. A person's income and assets do not affect the rate of the benefit.

The General Surviving Relatives Act (ANW) provides entitlement to a benefit to survivors. The amount of the benefit is income related. The ANW also awards an orphan's benefit to a child who has lost both parents.

The General Child Benefit Act (AKW) provides some compensation for the costs of raising children. Parents are entitled to this benefit for children up to the age of 18.

General Act on Exceptional Medical Expenses (*Algemene wet bijzondere ziektekosten*) (AWBZ) provides that the entire population of the Netherlands is insured for a number of healthcare provisions. This includes homecare and exceptional medical risks such as admission to a nursing home.

In addition to the basic state pension, various industries and companies operate occupational pension schemes of their own for employees. The intention is that the state pension and the various supplementary schemes should together provide the retired individual with 70 percent of his most recent salary; however, not all employees receive a supplementary pension.

Unemployment coverage is for all employed persons, although there is a special system for public services employees. To get the basic benefit, a worker must have worked 26 of the 39 preceding weeks. He also must have received wages for 52 days in four of the five preceding calendar years to get the extended benefit. Periods spent caring for children under age 12 also count towards the qualifying period. The individual must be registered at the public labor exchange, capable of work, available and looking for work. The basic benefit is 70 percent of minimum wage; the extended benefit is 70 percent of the last salary, up to a specified maximum. Unemployment coverage is payable for six months, but can be extended for up to an additional four and a half years, depending on age and years of covered employment.

## **WORK PERMITS AND VISAS**

### **Background**

The Netherlands is a small country with a large population. Housing shortages and unemployment are particular problems, and the government wants to be able to guarantee that all aliens admitted to the country will enjoy equal status and have the best possible chance of self-fulfillment. Admitting too many aliens would undermine those efforts, so only small numbers of foreigners are granted permission to stay in the Netherlands for a prolonged period.

The Netherlands is a member of the Schengen Agreement, which provides for the cross border movement of business visitors among member countries without inspection once initial entry has been made. The member countries of the Schengen Agreement are: Austria, Belgium, Denmark, Finland, France, Germany, Greece, Iceland, Italy, Luxembourg, the Netherlands, Norway, Portugal, Spain and Sweden. Visitors to these countries who are not exempt from the requirement to obtain a visa should obtain a Schengen Visa when traveling for business purposes. It is important to note that the maximum allowable stay in Schengen countries is 90 days cumulatively for all member countries within any 6-month period. (For example, if a business visitor stays in the Netherlands for 30 days within 6 months, he/she may only spend up to 60 days total in all other Schengen countries as a business visitor.) Schengen Visas may be obtained from the consulate of the member country in which the visitor will spend the majority of time during the visit. If the stay exceeds 90 days, the individual must obtain a residence permit.

### **Business Visitors**

A business visa is required for citizens of countries not included in the Schengen Agreement, unless there is a treaty between their country of nationality and the Netherlands indicating that a visa is not needed for entry.

*The following requirements for business visitors are subject to change or modification:*

- Must have a residence and an employer outside the Netherlands;
- Must be traveling to the Netherlands for a defined, limited period and have pre-determined plans;
- May not receive any compensation from sources within the Netherlands;
- The period of intended stay must be consistent with the intended purpose of the trip

*Most Commonly Requested Documents:*

The Dutch Consulate reserves the right to request additional information and/or documentation.

- Valid passport;
- One passport-size photo;
- Completed and signed application form;
- Copy of airline ticket;



- Letter of support from employer stating the purpose and length of trip and financial responsibility during the visit to The Netherlands;
- Evidence of legal status in the country where the visa application is being submitted;
- Application fee

Visitor visas can take up to 3 to 4 weeks to process, depending on the nationality and whether the application must be referred to the home immigration service for approval.

### **Residence Permits (Visas)**

The individual planning to stay in the Netherlands for longer than 3 months should follow the following procedures to obtain a residence permit:

- Report to the local police, *Section Vreemdelingenpolitie*, of the municipality where he/she is staying within 8 days after arrival in the Netherlands;
- Provide proof of sufficient means to finance the stay, adequate housing and health insurance.

*For stays of longer than 3 months, one of the following is necessary:*

- Authorization of temporary stay (*machtiging tot voorlopig verblijf, MVV*);
- Residence permit (*verblijfsvergunning*);
- Work permit (*tewerkstellingsvergunning*).

### **Work Permits**

EU and EEA nationals do not need permits to work or reside in the Netherlands; however, they do need the legal documents required to cross the border (such as passports). Non-EU/EEA nationals (with the exception of a handful of countries) need an *MVV* to enter the country. Each member of the family must apply for the *MVV* with the Dutch embassy or consulate in their home country, and obtain it before entering the Netherlands.

The Dutch Embassies and Consulates General in other countries cannot and will not provide assistance concerning employment. This is only available from the relevant government agency in the Netherlands.

The applicant may seek an employment permit only after submitting a residence permit application (*VTV*). Applications for employment permits are available from the Regional Employment Office. The Employment Office will process an application for an employment permit only if the form has been completed and signed by both the employer and the employee, and all required background material has been attached.

After entering the country, the resident must make an appointment with the Alien Authorities of the applicable municipality to apply for a residence permit. Though EU/EEA nationals are not required to do this, they are advised to do so for social insurance purposes. After the appointment with the Alien Authorities, the resident can register with the municipality.

*Requirements for Employment Permits:*

- A foreign national must possess special qualifications not available in the Netherlands, and earn a minimum gross salary of more than 50,000 EUR.
- To apply for a work and residence permit while in the Netherlands, the foreign national must acquire a residence and register with the local Alien Authorities. Once this is done, the application for a work and a residence permit may be submitted to the appropriate body. Upon approval, the work and residence permit will be issued by the local authorities.
- For foreign nationals who are not permitted to apply within the Netherlands, the work and residence permits are applied for at the Dutch Labor Office in the Netherlands. After approval, the foreign national applies for a work/residence visa (MVV) at the Dutch Consulate with jurisdiction over the foreign national's place of legal residence.
- Work permits are valid up to a maximum of 3 years; as a rule, they cannot be extended. Residence permits are valid for the duration of the work permit and may be renewed up to a maximum of 5 years.

*Most Commonly Requested Documents:*

Please note that the Dutch authorities reserve the right to request additional information and/or documentation:

- Documentation from the employer stating the scope of the job, the title, duties, salary and length of assignment;
- Documentation from the employer demonstrating the company's financial capability to maintain business;
- Documentation in support of the foreign national's qualifications (degrees, diplomas, etc.);
- Documentation from the foreign national (i.e., résumé/CV, valid passport, photographs, family information and documentation).

Depending on the authorities with jurisdiction in the Netherlands where the work and residence permit is submitted, the process may take approximately 3 months.

More information on visas, work permits and residence permits can be found at <http://www.immigraatiedienst.nl/nl/index.asp> (Dutch).

**Family and Dependents**

Accompanying family members should apply for residence permits in conjunction with the principal's work and residence permit application.

An accompanying spouse or partner is not authorized to work in the Netherlands, unless he/she obtains his/her own work permit. If the principal has obtained an intra-company transfer work permit, a work permit for the spouse or partner will be granted without the job validation test.

The Dutch authorities recognize common law relationships; however, evidence of non-marriage (legalized statements) must be submitted. Further documents must prove that the partners will actually be living together in the Netherlands.

### **International Schools**

The Netherlands is known for its pursuit of internationalization in every field. Education, with its emphasis on language knowledge, is in the forefront.

SIO, the Foundation for International Education in the Netherlands (Stichting Internationaal Onderwijs), encourages and supports initiatives designed to raise the standards of international education throughout the country and offers professional guidance and advice for such initiatives.

SIO's website, <http://www.sio.nl>, provides information for pupils and teachers as well as a regional map and a listing of international schools.

## **JOB APPLICATION GUIDELINES**

The job application should be sent directly to the person responsible for the position. If a name is not available, the application should go to the personnel department.

The applicant should use the title and university degree of the person to whom the application is addressed. Common titles include Prof (*Professor*), Dr (*Doctor*), Drs (*Doctorandus*), Ing. (*Ingenieur*), Ir (*Ingenieur*), and Mr (*Meester*).

For example, a letter addressed to someone with a Doctorate should commence: “Aan de Weledelzeergeleerde Heer (Vrouwe) Dr. A.A. de Wit.”

The applicant should also use proper titles and forms of address for those who belong to the nobility. Exact titles can be found at <http://home.kabelfoon.nl/~macdanie/misc/titels.htm>

Details that give the employer a clear picture of the candidate’s abilities and experience are important, but too much detail can be distracting. Employers read many applications, so it is wise to try to create one that will stand out. Grades, certificates and letters of recommendation should not be included with the initial application; but when they are provided, copies should be sent, not originals. It is not common in the Netherlands to include a photo with the résumé/CV (*curriculum vitae*) for advanced professional positions. In fact, it is considered inappropriate. A handwritten letter should only be sent if the job announcement specifies this; otherwise, printed letters are the norm. It is not unusual to ask for information about salary, etc., during an initial talk with a company, and other personal details, such as marital status, are usually discussed as well.

Email applications are increasingly popular. Although email is sometimes viewed as a less formal medium, for job applications it is considered just as formal as an application by post. The email cover letter should be written as formally as a hardcopy letter, and the résumé/CV should be sent as an attachment.

International candidates should know that most employers will highly favor those with fluent Dutch language skills. It is good to demonstrate this in the job application.

## **COVER LETTER GUIDELINES AND SAMPLE**

A personalized cover letter should always be included with a job application. The average length of a cover letter is approximately one page. The Dutch use A4 size paper.

The cover letter should specify the position for which the jobseeker is applying. It should be personal and give the reader an impression of the candidate as an individual. It should briefly describe the candidate’s present position, present employer and general field, explain his/her interest in the position and establish his/her competency. Being original can be a good strategy, but it is not a good idea to try to be funny.

**COVER LETTER SAMPLE (DUTCH)**

ZZEM International  
Afdeling Personeelszaken  
T.a.v. de Weledelgeleerde Vrouwe  
Drs R.J.A. Jansen  
Brievenbus 2002  
2222 MX AMSTERDAM

Amersfoort, 13 september 2003

Geachte Mevrouw Jansen,

In de Telegraaf van zaterdag 7 september jongstleden, heb ik een advertentie gelezen waarin ZZEM International een Inkoop Manager zoekt.

Ik ben ervan overtuigd dat ik bij uitstek voldoe aan de vereiste kwalificaties voor deze functie. Ik ben sinds 4 jaar Inkoop Manager Ladies Wear bij De Bijenkorf te Amsterdam. Ik heb dit met veel plezier gedaan, maar ben op zoek naar een nieuwe uitdaging bij een internationaal concern zoals het uwe.

Meer informatie omtrent mijn opleiding en werkervaring treft u hierbij aan in mijn Curriculum Vitae.

Graag zou ik op korte termijn een afspraak met u maken om mijn sollicitatie mondeling toe te lichten.

Met vriendelijke groet,

Tessa Blom  
Dijkstraat 14  
1212 BA Amersfoort  
Tel: +31 (20) 1234567

**COVER LETTER SAMPLE (ENGLISH)**

ZZEM International  
Personnel Department  
Attn. Mrs. R.J.A. Jansen  
Brievensbus ZZZZ  
2222 MX AMSTERDAM

Amersfoort, September 13, 2003

Dear Mrs. Jansen,

In the *Telegraaf* of September 7, I noticed your advertisement concerning a position as Buying Manager at ZZEM International.

I am convinced that I am qualified for this position. I have worked as a Buying Manager for the last 4 years at The Bijenkorf in Amsterdam. I have done this with great pleasure, but I am looking for a new challenge in an international environment such as ZZEM International.

Attached you will find my Curriculum Vitae, in which you can read more about my education and work experience.

I would like to make an appointment with you to discuss my qualifications in person.

Yours sincerely,

Tessa Blom  
Dijkstraat 14  
1212 BA Amersfoort

## **RÉSUMÉ / CV GUIDELINES AND SAMPLE**

In general, the résumé/CV should be tailored for each job application. Relevant experience should be highlighted.

In the Netherlands, the résumé/CV begins with the applicant's name, address, telephone number, email address, marital status and nationality. After this come complete details of the educational background, followed by professional career specifics, both listed in chronological order. It should end with a description of personal details and references. The résumé/CV should be no longer than two or three pages.

**Education** – Relevant data in the educational history should be presented in a clear and concise way.

- Beginning and ending of education?
- Diploma, title or certificate received
- Subjects of majors or degree
- Practical training or student internships, stating assignments and when and where each was performed.

**Extracurricular Activities** – Recruiters in the Netherlands will most likely be very interested in extracurricular activities if they point to certain skills applicable in the workplace, such as organization, leadership and initiative.

**Honors and Awards** – Awards and honors received for scholastic achievement or outstanding performance in other areas should be listed. This section should be brief and succinct, as the Dutch tend to dislike boasting.

**Additional Education and Specialized Training** – Additional courses or training in specialized areas that are relevant to the position.

**Work Experience** – Employment dates should be specified, then job titles, the name of the employer and whether the position was full-time or part-time. A clear and concise picture of duties and responsibilities should be given, as should insight into the results achieved the skills developed. Relevant information should be emphasized, and any gaps explained.

**Experience Abroad** – Candidates with experience abroad will do well to highlight this. Dutch employers like applicants with international experience and will want to know if, when and where a candidate spent time internationally.

**Achievements and Accomplishments** – Achievements and accomplishments should be integrated into the work experience descriptions. If they do not directly relate to the employment history, they should be mentioned separately.

**Special Skills** – Special skills, such as languages and knowledge of specific computer programs, should be noted separately.

**Professional Associations** – Involvement with organizations, such as membership in the work council or special interest groups, should be briefly noted.

**Military Experience** – If the applicant served in the military, the focus of training, field of responsibility, and, if relevant, the leadership experience acquired should all be included.

**Volunteer Experience** – Brief description of volunteer experience.

**Personal Information** – Concise mention of any hobbies.

**References** – Only references that are connected with work experience should be listed. References should preferably be a manager, a former supervisor or someone who is well acquainted with the applicant's recent work. Alternatively, it is acceptable to state that references will be provided upon request.



## **RÉSUMÉ / CV SAMPLE (DUTCH)**

### **PERSOONLIJKE GEGEVENS**

Naam	Blom
Voornaam	Tessa
Straat	Dijkstraat 14
Postcode en woonplaats	1212 BA Amersfoort
Telefoon	033-123457
Mobiele telefoon	06-53421131
Email	jansen@tiscali.nl
Geboortedatum	14 mei 1967
Geboorteplaats	Amsterdam
Nationaliteit	Nederlandse

### **OPLEIDING**

1980–1985    **HAVO te Amsterdam**

1985–1987    **HEAO te Amsterdam**

Diploma / Vakken: Economie, Sociologie, Wiskunde, Statistiek, Engels  
Specialisatie: Confectiekunde

### **WERKERVARING**

1998–Heden:    **Buying Manager Ladies Wear bij De Bijenkorf**  
Verantwoordelijk voor het gehele Ladies Wear pakket inclusief accessoires. Ik stuur een team aan van 5 mensen: 2 assistant buyers, 1 productmanager, 1 styliste en 1 administratief medewerker.

1993–1997:    **Inkoper Kleuter meisjes pakket bij De Bijenkorf**  
Orientatie, kleurkaarten, i.s.m. styling programma's ontwikkelen, zelfstandig inkopen in het Verre Oosten, Europa en bij leveranciers, plaatsing orders en de afhandeling en opvolging daarvan.

1988–1992    **Product Development Manager op de afdeling Inkoop/Productie bij De Hema**  
Inkoop- en productiebegeleiding en opvolging in al zijn facetten, inclusief de contacten met leveranciers, kwaliteitscontrole en collectie ontwikkeling op lokatie, logistieke traject uit Portugal beheren. Verantwoording voor het pakket gebreide goederen vanuit Portugal.

1987–1988    **Assistant Buyer bij Sarlini Modeaccessoires BV te Amsterdam**  
Verantwoordelijk voor het assisteren van de inkoper bij het collectioneren en inkopen van de mode-accessoires

**OVERIGE INFORMATIE**

Talen: Engels, Duits en Spaans in woord en geschrift

In bezit van rijbewijs BE

Ruime ervaring met computers (WORD, EXCEL, POWER POINT)

**REFERENTIES:**

DR. J. Gerards, Inkoop Directeur De Hema, Tel: 020-2089765

**HOBBIES:**

Paardrijden, tennissen, lezen en tuinieren.

## **RÉSUMÉ / CV SAMPLE (ENGLISH)**

### **CURRICULUM VITAE**

Name: Janneke van Dam  
Address: Prinsengracht 1  
1019 BB Amsterdam  
Telephone: 020-1234567  
Mobile: 06-5432154  
Date of Birth: October 12, 1956  
Marital Status: Married, 1 child

### **EDUCATION**

1988 Human Resources Management  
1984 First year of law school, University of Amsterdam  
1982 M. A., Social History, University of Amsterdam  
1974 High school in Amsterdam

### **EXPERIENCE**

The main elements of my job in the last year were advising the management team, implementing reorganizations, managing change and implementing new human resources policies in international companies.

#### **1-13-1999–Present Human Resources Director, Nova International BV**

Main tasks: Manage the merger process  
Build a new HR Department  
Integrate HR administration  
Coordinate compensation and benefits  
Recruitment and layoffs  
Implement Nova International share plan

#### **1-1-1998 to 1-12-1999 Human Recourses Director, New Holland BV**

New Holland BV is a Dutch multinational in the information technology industry. The Dutch organization is located in Amsterdam and sells products and services to the local market. My direct reports were two HR Consultants, the compensation and benefits manager, two secretaries, and an HR administrator.

Main tasks: Managed the HR department  
Responsible for the Collective Labor Agreement with Labor Unions  
Chairman of the board of the New Holland Pension Fund  
Responsible for contact and relations with the Works Council  
Coordinated of reorganizations and layoffs  
Updated compensation and benefits  
Responsible for HR budget and headcount

Developed personnel and management

**1995–1998**

**Human Resources Manager, Kramer & Kramer BV**

Kramer & Kramer BV is an English multinational. The Dutch subsidiary is located in Bussum and sells kitchens for industrial uses. The company started in 1995 with a turn-around process that resulted in an improved quality of products and more focus on the customers. Direct reports: a human resources consultant, a compensation and benefits administrator, and a secretary.

Important results:

- Prepared a reorganization process
- Negotiated with the Works Council and Labor Unions
- Organized the layoff of 24 employees
- Recruited difficult-to-fill positions for managers and professionals
- Implemented a new job-ranking system
- Updated company compensation and benefits policy
- Prepared the acquisition of a company
- Changed personnel department into a streamlined HR department

## **INTERVIEWING ADVICE**

The normal interviewing process may consist of several interviews before the final meeting is held to discuss employment terms. The candidate should always bring several extra copies of the résumé/CV to the interview, along with a list of references, and should briefly review the résumé/CV before the interview.

It is also important to research the potential employer as thoroughly as possible. A good deal of information can be found on the Internet, and it is common for applicants to call the company and ask for more details. Rehearsing typical questions and answers them can be a part of the interview process.

Business in the Netherlands is conducted on a formal and conservative basis. Work ethics are highly valued, and business courtesy is very important. Punctuality is a must, and it is wise to arrive at an interview 10 to 15 minutes early.

Attire is very conservative. Men generally wear dark suits, plain ties and white shirts to interviews, particularly for professional positions. Women generally wear suits year-round. Dresses, slacks, skirts and sweaters are also acceptable for day-to-day business.

Upon entering the interview, the interviewee may introduce him/herself if no one present does so—the Dutch consider it rude not to identify oneself. Very little physical contact is made in the business world. The candidate should shake hands with everyone present, but following this initial exchange, little small talk is usually made before getting down to business. The candidate should not sit until invited to do so, and should make eye contact when speaking with someone. Business cards will be exchanged.

To get a job in the Netherlands, the jobseeker must be able to sell him/herself in a professional way. Speaking effectively, demonstrating knowledge of the industry and/or the company are key. One should never interrupt the interviewer or criticize former employers. Specific examples of specialized skills or abilities that will stand out above other potential applicants should be given. During a job interview, the applicant must be prepared to express his/her reasons for applying for the position, as well as to discuss strengths and weaknesses and to demonstrate how he/she can contribute to the company.

Being able to clearly express one's goals with the company is important. The jobseeker should demonstrate accomplishments in such a way as to show independence as well as the ability to be a team player. Applicants should expect to be asked very direct or personal questions. The Dutch are well known for their directness, and this is not considered impolite.

Questions should be answered assertively, but not boastfully. It is wise to ask several questions about the company and position, which shows initiative and interest. Candidates should speak in a natural, positive tone, and maintain eye contact. Remaining courteous and polite with everyone present is critical, as there may be several people evaluating the applicant.

*Some typical Dutch interview questions include:*

- Where do you see yourself 5 years from now?
- What special skills and attributes can you bring to this role?
- What are your positive qualities?
- What would your friends describe as one of your negative qualities?
- Do you have trouble working under a boss?
- Are you willing to work over-time?

Answers should be phrased diplomatically, and should emphasize how important this position and company are to the candidate's career planning. He/she must convey why the job description is interesting and why his/her qualities and the position make an excellent fit.

It is becoming increasingly common for companies, especially large Dutch employers, to use an Assessment Centre test. In these, candidates spend one or more days being assessed while interacting together. Assessment Centres concentrate on tests that reflect real life situations, relevant to the vacancy, where the candidate has to "perform," instead of just stating what he/she might do in a situation.

Following an interview, sending thank-you notes to the interview team is appropriate. This may be the determining factor in hiring one applicant over another.

## **CULTURAL ADVICE**

### **Gift-Giving**

In general, gift-giving is not common in business; it is best not to send a business gift at any time, including the holidays, unless one has been received first from the business associate; however, holiday cards are very appropriate, particularly as a thank-you for business in the previous year, and should be mailed in time to be received the week before Sinterklaas (December 5) or Christmas. In addition, gifts are expected for social events, especially as a thank-you for private dinner parties. Flowers should be unwrapped before being given to the hostess. Flowers to avoid include chrysanthemums and white lilies (funeral flowers), and red roses and orchids (too romantic), and the bouquet must always include an odd numbers (an old European tradition). Other good gifts are fine chocolates, a sweet dessert wine or after-dinner liqueur of good quality. If staying with a family, an appropriate thank-you gift would be something that represents the guest's country, especially if difficult to get in the Netherlands.

English is spoken widely throughout the Netherlands as a second language in the major cities. At the same time, knowing and using a little Dutch will take the visitor or newcomer far in developing closer, more respectful relationships with Dutch colleagues.

### **Daily Office Protocols**

Doors are usually closed, and sometimes locked. Knocking before opening doors (this includes bathrooms), and closing doors when leaving the room are appreciated. Women and men are often treated as equals in the Netherlands, although this may not be universal in the countryside, across all generations or industries. Staying late at the office is not necessarily a good sign: it more often will be interpreted as indicating that the individual is incapable of organizing him/herself well enough to accomplish the job in the time permitted. People do not easily work over weekends, holidays or vacations: personal time is considered important—although Dutch businesspeople will take work home with them into the evening, and it is not improper to call a Dutch person at home (if permission to do so has previously been given) on business matters on workday evenings, if it is necessary and cannot wait until the next day.

The daily schedule in the Netherlands is as follows: work beginning early morning, lunch around noon and an early dinner at home with the family at between 6:00 p.m. and 7:00 p.m. Punctuality is expected in business, and it is important to make appointments with colleagues for meetings.

Workers traditionally can take up to 5 weeks of vacation. It is best to avoid planning important business during the months of July and August, because many people go on holiday at that time.

Work should not be discussed at the table unless the other person brings it up first. A Dutch business associate may invite a colleague home for drinks before continuing on to a restaurant for dinner.

### **Management Styles**

Privacy and individual accomplishment of one's tasks are critical; however, there can be much involvement between seniors and staff, and among team members. Following procedures quietly, thoughtfully and diligently is everything, and is believed to be the most effective way of accomplishing a task. Anything out of the ordinary or unusual is usually not appreciated, and must be explained. People and things need to be credible and substantial. The ability to be a smooth-working member of the team is important, sincerity and seriousness, not necessarily friendliness, are the important ingredients. Complimenting and rewarding publicly is usually not done.

### **Boss/Subordinate Relations**

Hierarchy is something to be respected, and there are definite routes through life which one follows according to one's rank in the hierarchy, of society and in work; however, the demonstration of rank is to be done cautiously. There can be an important chain of command that must be respected. No matter what the career field or industry, there is usually a hierarchy one must follow, a proper way for communicating with particular individuals and an expected procedure to follow. Deviating from the proper or expected way will generally make more problems, even if the intent is to bypass what appear to be difficulties or obstacles. Bosses are expected to provide guidance, information and make decisions; subordinates are expected to provide detailed information and follow the decisions made by the superiors. All are expected to work together as equals.

### **Conducting a Meeting or Giving a Presentation**

At meetings of peers, there can be open communication and sharing of ideas: meetings can, in fact, be information-sharing and decision-making forums where all individuals are expected to contribute, in their way and in their turn, with no interruptions. In more formal, conservative organizations, meetings are often gatherings of non-peers, where decision-makers have clearly called the forum together in order to gather information from below, clarify goals and formulate action plans. Nevertheless, even in these circumstances, there can be mutual problem-solving, and superiors and subordinates act and speak more as equals with each other. Everyone's contribution may be valued. Facts and figures are essential, clearly outlined and detailed.

### **Negotiation Styles**

The Dutch respect someone who comes to them with already established knowledge and experience. No details are too unimportant, and a carefully proposed, logically organized proposal is key. The first meeting may be very matter-of-fact, with the Dutch sizing up the associate, his/her organization and the ideas being presented; it will be conducted in the office. Because time needs to be carefully managed, meetings must be planned carefully and well in advance, and a detailed agenda should be drawn up for circulation prior to the meeting. Several meetings may be necessary before all details are clear and all questions answered. All meetings and the preparations for them should be confirmed well in advance. Casually changing time and place is not appreciated. The best times for meetings are between 9:00 a.m. and 10:00 a.m. and



between 2:00 p.m. and 4:00 p.m. It is important to never be late. The Dutch may begin a business meeting with some casual social discussion, but will move very quickly to the business at hand.

### **Written Correspondence**

Dutch written correspondence is very businesslike, with little non-business related information. Dates are written day/month/year (with periods in between, not slashes), and honorifics plus title is as common as honorific plus last name. Daily times are written in military time; weights and measures are usually written with metric measurements. Monetary amounts are written so that the period breaks up the figure into tens, hundreds and thousands, and the comma separates the bills from the coins.