



12Build.

For our (new) colleagues, friends
and other curious people.

The 12Build handbook | September 2024 edition

Foreword

Drive, Openness, Happiness, Goat's, Scaling Up and Huddles: at 12Build we know it all. Don't know it yet? Don't panic, the 12Build handbook is here!

At 12Build, we pride ourselves on our distinctive approach and culture. Whether you want to work for us or are just curious about our world, you'll find everything you want to know here.

With this handbook, we're trying to prepare you a little bit and prevent you from running away screaming after the first week. You are important to us. Your talent, energy and ideas help 12Build shine. In this book, we would like to share what we stand for, how we do things and what exactly our organization does.

Curious? Check the video





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Who we are



We are 12Build

Our platform is the leading sourcing platform for the European construction industry, focused on bid-, tender- and supplier management. In our platform, general contractors manage their construction projects and optimize their procurement process. Subcontractors receive, manage and respond to bid requests on these construction projects and streamline their work processes. For almost 20 years, we have been helping construction companies move forward through digitalization. We know what is going on within the construction industry.

We now have more than 80 employees spread across two offices. And because we are an international company, we have several international colleagues. This means that during collaborative events, our primary language is English.



12Build is a place where cool things are made and fun things are done.

Proud of our culture



Openness

We communicate openly and transparently with colleagues and customers. We believe that open and honest communication makes everything better. We give feedback daily and we talk to each other, not about each other. This creates a safe, respectful workplace where everyone feels respected and works together based on 100% trust.



Drive

Standing still means falling behind. A 12Builder always moves forward! As a company, we feel the responsibility to make quality and expertise transparent. We understand our clients and always help them. A 12Builder takes responsibility, also outside his own function, because together we make things possible!



Happiness

We celebrate successes together, with fun and positive energy. Fun and passion connect and strengthen us, essential for success. At 12Build, we are authentic, feel seen and valued. We create a pleasant atmosphere where cooperation is effortless and strive for fun and success in everything we do.



2006

Graduation presentation Erik
Aanenuitbesteden.nl



2015

Exploring Germany
and Belgium



2022

First customer
in Denmark



2013

Aanenuitbesteden.nl
becomes 12Build.com



2019

Start using the
Scaling-Up method



2024

Positioning from quotation-
to sourcing platform



2012

Start sales to
subcontractors



2018

Focus op corporate culture
and collective learning



2023

Our office dog Joep!



Our ambitions

"I feel grateful for what our team has accomplished over the past years. Grateful because it all starts with enthusiastic and smart people doing the real work. Being 12Build's founder, I truly enjoy witnessing this effort. I love mingling with everyone during team days and "all hands on deck" meetings, feeling and seeing the enthusiasm for our product and the camaraderie among us. I have great respect for the 12Builders who step out of their comfort zone, push their boundaries, and grow both personally and professionally.

It is incredibly rewarding to see us solving real problems for our users and to witness how a dream has turned into reality. This progress inspires us to focus on our next dream. Where we initially transitioned from paper to PDFs, we now aim to render PDFs obsolete as a data carrier. Our goal is to help our users spend less time selecting better projects or the most suitable subcontractor. Our mission is to make quality and expertise crucial factors in decision-making so that construction professionals can excel in their projects and derive maximum job satisfaction.

We have now become the absolute market leader in the Netherlands and Belgium. In Germany, we are playing in the Champions League and are well-positioned to win. In Denmark, we have made a promising start and we are already eyeing the next EU countries. All this is based on bootstrapped, profitable growth."

- Erik Nieuwenhuis, Founder & CEO

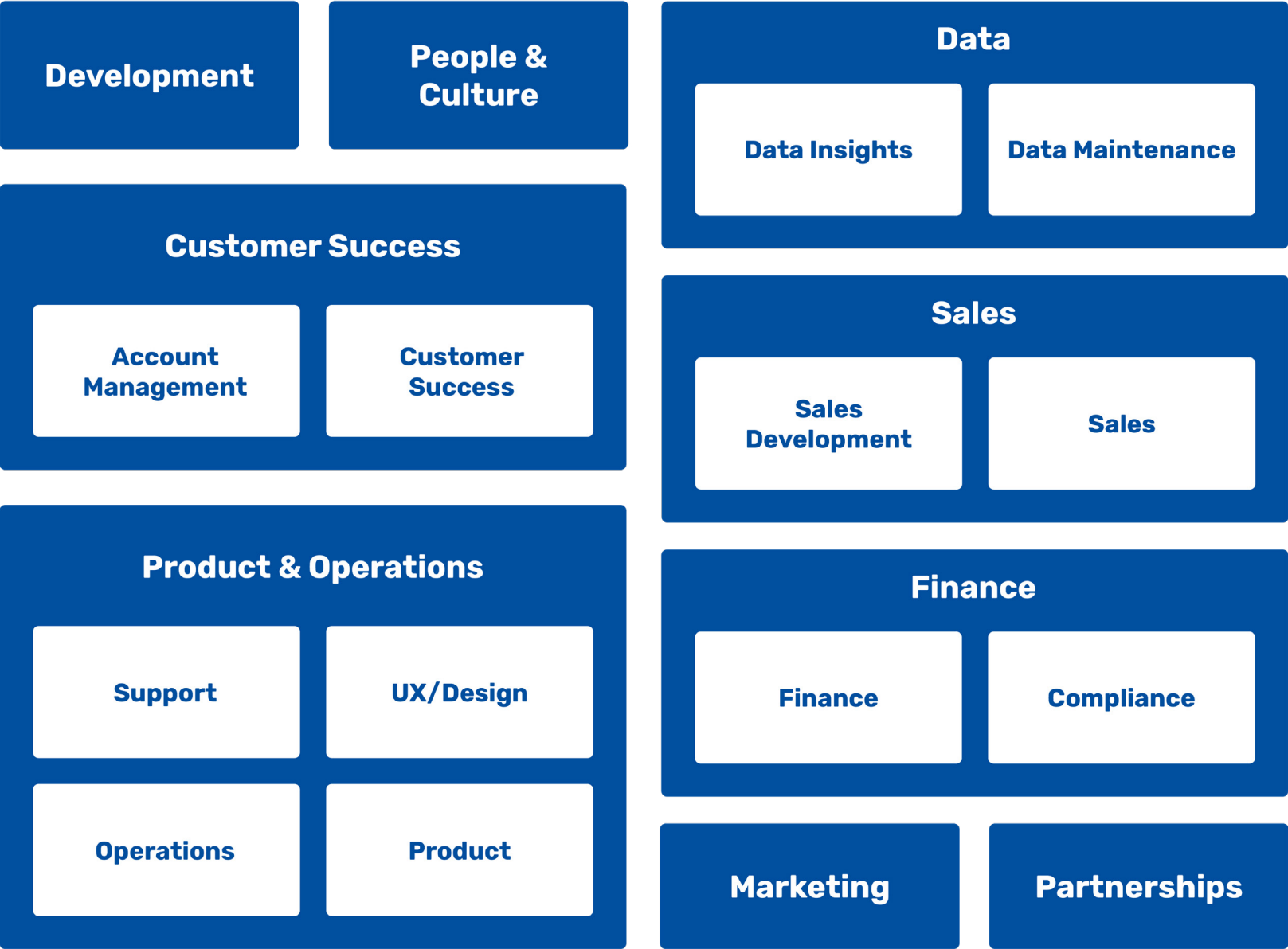


Our teams

At 12Build, we strive to minimize hierarchy. We favor a flat organization with short communication lines. Isn't that simple? We believe in placing as much responsibility as possible within the teams and giving team members the freedom to make their own decisions. Together, we make 12Build a success and ensure our continued growth.

'Do you have any management at all?' Yes, we do, in the form of our 'Scaling-Up team.' This team represents all the different disciplines within 12Build.

Anyone at 12Build can join these meetings, whether to listen in or pitch an idea. The door is always open.





What we do



What does 12Build do?

12Build is a SaaS solution for the construction industry. This solution enables companies in the construction industry to work faster and more efficiently. Think about exchanging offers digitally, comparing different offers and managing them. All communication and documentation takes place within the platform.

Our process starts with clients wanting to start construction projects. To find construction companies that can carry out these projects, a selection process is started: tendering. Construction companies participate in tenders by submitting bids to clients to carry out the project. In turn, these construction companies (general contractors) often subcontract a lot of work to construction specialists, also known as subcontractors. Think of plasterers or concrete braiders. There are also suppliers who supply the necessary materials.

A tender from a client triggers a long and complex quotation process among all parties involved. General contractors want to submit a bid for the tender, but first need to obtain quotes from subcontractors and suppliers. This entire process can take place within 12Build's SaaS solution.

Construction companies create construction projects in 12Build, creating and managing tenders (Tender management). Furthermore, the exchange of offers and their management takes place (Bid management), and 12Build offers the possibility to keep track of information about suppliers and subcontractors (Supplier management). Together, all these elements form a marketplace in which buyers and suppliers can cooperate and exchange offers during the procurement process.

Our solutions

12Build's SaaS solution transform the construction industry, from tender management to supplier management to Europe's largest marketplace. Our solutions improve efficiency and enjoyment in construction projects. Wondering how they work? We'll explain that to you briefly. This may seem overwhelming, but don't worry - during your onboarding you'll get a detailed explanation.

The image displays five overlapping digital interface mockups for a construction management system, each with a red callout box highlighting a specific feature.

- Project dashboard voor bouwspecialisten:** Features a project overview for 'Verbouw Stadhuis Amsterdam' with a 'Calculate' button. It includes sections for 'Project details' (with a 'MEER INFO' link), 'Documenten' (with a 'TOON DOCUMENTEN' button), and 'Informeer hoofdaannemer'. A red callout box states: 'Ontvang en reageer op offerteaanvragen'.
- Vergelijk offertes voor hoofdaannemers:** A comparison table for '12 - Grondwerk' with columns for 'Bouwspecialist', 'Prijs', and 'Aantal'. It includes a 'Subtotal' and 'Totaal' row. A red callout box states: 'Kwaliteitsvergelijking'.
- Communicatieoverzicht voor hoofdaannemers:** A communication overview screen with a 'NIEUW WERKONDERDEEL' button and a 'Calculate' button. It shows a list of communication items. A red callout box states: 'Automatische status update'.
- Pipeline management voor jouw projecten:** A pipeline management screen showing a list of projects with columns for 'Projectnaam', 'werkonderdeel', 'Deadline', and 'Hoofdaannemer'. A red callout box states: 'Pipeline management voor jouw projecten'.
- Offerte indienen:** A red callout box stating: 'Offerte indienen'.

Tender Management

Tender management is **the process of organizing and managing bids for construction projects**. A successful construction project starts with finding the right partners and proper procurement. 12Build's tender management solution makes it easy to gather all project requirements and invite suppliers and subcontractors to collaborate on the project. This can be done by publishing specific parts of the project on 12Build or by sending invitations in person. For a good proposal, it is essential to know what materials and services are needed, what quality is required, and what the cost will be.

Supplier Management

Supplier management is the process of effectively managing relationships with suppliers and subcontractors. This forms the basis for good sourcing. Once good and reliable subcontractors or partners are identified through sourcing, relationships can be developed with them. Within 12Build, this includes negotiating prices, tracking quality through certifications, evaluating performance and ensuring that each other's needs are continually met.

Bid Management

Bid management is **the process of managing requests and bids for construction projects**. This includes managing these, including viewing statuses and current projects. When responding to a bid request for a construction project, it is important to be able to quickly show value added and accurately estimate costs. By knowing the cost of materials and labor well and processing them quickly, a competitive quote can be prepared.

Campaign Builder

12Build's Campaign Builder helps subcontractors and suppliers increase their visibility within the 12Build Marketplace. This tool is designed for subcontractors to increase their discoverability by potential customers, which is essential to the success and growth of their business.

This feature allows users to create targeted marketing campaigns that enhance their presence within 12Build. This is done by optimizing their business profiles so that they stand out better in the platform's search results.

Marketplace

At the heart of our platform lies our sweet spot, which is what makes 12Build unique. This is where our three main solutions converge into a singular marketplace. It facilitates a complete ecosystem for sourcing, buying and selling, driven by supply and demand.



Robbin's tip for new 12Builders!

"For us it is very important that you fit well with our core values of Drive, Openness and Happiness. We have already paid a lot of attention to that in the application process, so you will easily be included in this group of (too) awesome employees. And especially read this super cool staff handbook, then you'll be up-and-running in no time!"

- Robbin, Head of Marketing

Our packaging

Activation

Make it easy for general contractors to find you with a complete company profile.

Connection

Maintain an overview of all bids with scheduling and communication features.

Foundation

Our foundation for sending and managing requests to known and unknown subcontractors and managing associated project documents.

Construction

Build on the foundation and create efficiency and structure for collaboration in teams that request and manage many quotes, with functionalities aimed at ensuring quality and uniformity.

Enterprise

Stay “in control” of the overall quote management process within more complex Enterprise organizations and ecosystems, with advanced management functionalities and custom links.



How we do it

We are Scaling-Up!

As you may have noticed by now, we are an ambitious, growing company. To help us remain focussed during this growth, we apply the Scaling-Up method. We focus on activities that contribute to our long-term goals via four key areas: People, Strategy, Execution and Cash.

Applying the Scaling-Up method also means we have a fixed meeting cycle, from daily huddles to quarterly meetings. But will this lead to meeting fatigue? Absolutely not. We find that we actually get energy from this rhythm! It helps us to recognise immediately whether we are doing the right things and it ensures better cooperation within the company. Who wouldn't want that?

Our mission and strategy



Mission: We connect construction partners based on their expertise and boost their online collaboration.

Our BHAG: Be recognized as an authority in the EU Construction sector, leading the transformation towards a transparent market and having an established EU market presence with a significant market share in 10 countries.



Our core competences



We are native to the construction industry

We know the market and its customs inside out. Our connection to our customers comes natural because of it.



Data driven customer value

Knowing the market and our customers also translates to our platform: we use the data we get out of our platform to improve the customer's outcomes.



We are a SaaS enabled marketplace

We provide a workflow solution for general contractors and give them access to a marketplace filled with the highest quality subcontractors.



We remain lean and mean

We are pragmatic and flexible, allowing us to respond quickly to changing circumstances and act immediately to ensure the best results.



Proven and dominant NL market leader

Our strong position as market leader in the Netherlands provides a significant competitive advantage through our extensive experience and knowledge.





Just a little bit different

Why we don't think in boxes

We believe that **happy colleagues ensure happy customers**. To be happy in your work, you have to have fun and be able to be the best version of yourself. 12Builders have fresh eyes, think differently, have an opinion and are not afraid of a little change. This is only possible if your work interests you, challenges you and offers independence.

Where are the managers? At 12Build, we have a **different organizational model** than most organizations. We believe that freedom and responsibility are the basis of fun work. Managers do exist, but we see them as true **teampayers**. No sky-high hierarchical layers. Just a flat organization with short lines of communication. You are responsible for your own work and the roles you fulfill. We assume that you can think for yourself and make decisions. And don't know what to do? Then your colleagues are there to help you out once in a while.



I feel safe and valued here at work. It is a place where I can be myself and where my efforts are truly seen and appreciated.

Good ideas? Bring it on!

If someone finds a good tool that makes work more fun and easier, chances are we will test and use the tool. Anyone in the organization, and we really mean anyone, can make changes. Whether it's changes in services, in procedures and practices, or in tools and systems. The only condition for implementing a change is that it makes for a better, more enjoyable, faster or more efficient way of working.

Personal development

360-degree feedback

In a flat organization like 12Build's, it is very important that colleagues can provide feedback to each other. After all, it is up to us to help and support each other. Feedback is an important tool for this. We therefore use 360-degree feedback with Leapsome. You are in control of your own personal development.

You can choose who you ask for feedback and what goals you want to set. And together with your team lead, you decide which tools you can use to achieve your goals. Our corporate culture makes it easy to give honest feedback. This is because we are open and dare to tell each other the truth.

DISC-scan

Every new colleague undergoes a DISC scan to gain deeper insights into their personality. This helps you discover your preferred communication style, how you like to collaborate, and what motivates you. Along with the scan, you'll have an **in-depth session with an external coach** who will help you understand the results and provide tools for your personal development.



12Build Growth hub

Making mistakes is mandatory. After all, it means that you are pushing boundaries. Continuous change is the foundation of our beautiful organization. It is therefore logical that we find personal development important. While working here, you not only contribute to the organization, but also to yourself. In other words, personal growth. In fact: this is expected of you! Sometimes you discover that you lack knowledge

or would like to deepen something. We encourage you to continue to learn from each other. We have so much knowledge and experience in-house that with some practical tips or a little coaching from colleagues, you can make quick steps. But, if necessary, you will of course also be given the space to **follow training, courses and workshops**. We heartily encourage you to take advantage of this to expand your competencies

and develop in a direction that makes you happy. Have you seen a great study, course, training or something else to help you in your development? Then report it, and we will discuss it together. And how do you know where you can develop? Through the results of your **360-degree feedback** via Leapsome you can see at a glance where your **development opportunities lie**.



Job title and salary (9-Grid)

At 12Build, we don't like to lay out everything in detail. When it comes to your job and your tasks, we focus more on your responsibilities. We give you a framework within which you have the freedom for your own initiatives and insights.

These frameworks are largely fixed per function and per function level. So you know what is expected of you. We evaluate these job profiles every year so that they remain up-to-date. The job profiles also form the basis of the 360-degree feedback described above.

You can also immediately see what pay is appropriate for positions/levels. This is because this is listed in our salary house. An annual benchmark ensures that our salaries always remain competitive with the market.

Annual salary changes occur each January. These salary changes are determined using the 9-Grid method. A clear method that considers both results and behavior in determining your salary increase. And the easiest part is that you can see in advance which raise fits which score. Scores are taken from several sources, but the most important are Leapsome (360-degree feedback) and results on targets.

The job and salary house are internally available for all to see.

“ Working at 12Build is fun, challenging and full of surprises.



From interns

Lennart: intern Development/Data

From the beginning there was a nice, open-hearted atmosphere and I quickly felt at home. Due to the relaxed attitude of colleagues and pleasant breaks, I always enjoyed myself. I was also given room to develop myself and broaden my horizons in the field of IT. The supervision was always good and everyone was willing to make time for questions or feedback. All in all, I look back on a fun and educational time!

“ **As a newbie, you immediately feel welcome on the team; everyone is happy to help you.**

Dion: from Sales Development Representative intern to Account Manager.

When I was 18, I came to 12Build for my final internship of the Junior Account Manager course. I did a six-month internship during which I really got to know the company. Because it was a collaborative internship, I was also able to really grow in the work. During my internship in the sales department, I did a lot of different things, from customer contact to trade shows. At the beginning,

I was excited about being responsible for making appointments with companies and having targets. That's exactly why I liked the fact that there was actually revenue from these appointments. After I graduated, because I had proven myself, I was allowed to work as a Junior Sales Development Representative. 3 years later I was able to make a nice promotion to Account Manager.



For interns



Eliza: from marketing intern to full-time employee as Brand Marketer.

Full of nerves and excitement, I started my first internship day here, which was two years ago. Construction? I didn't really have anything to do with it. Yet I was looking for a place with challenges, a place where I could apply all my knowledge in the field. Given the feeling and the contact moments I had with colleagues beforehand, 12Build seemed the perfect place for me.

Even in my first weeks, I was incredibly busy helping out on big projects. Banners, emails, cards, campaigns and everything around them had to be completely arranged and designed. There was so much responsibility involved, even in the first few weeks. I thought it was incredibly cool that I could already arrange something like that as an intern. After my internship where I gained a lot of experience, I continued to work part-time alongside my studies. After completing my studies, I officially started working as a full-time Brand Marketer. I feel right at home here in a great team and can't wait to work together to achieve great things.

Kelsey's tip for new 12Builders!

"The most important thing is that you can be yourself. So above all, express what you find important. That way you will make a good start and get used to our core value of 'openness' right away."

- Kelsey, Head of People & Culture



Collaboration

Collab Day

Every month we host a Collab(oration) Day. Don't we work together the rest of the month then? Sure we do, but on this day we all come together at the office in Nijverdal. Even the colleagues who normally work remotely. The purpose of this day is to work together as much as possible. Not only within the team, but also cross-team and in project groups.

A productive day that we look forward to together every time. And the extra delicious lunch is always a highlight as well.

All Hands On Deck

A regular part of the Collab Day is the "All Hands on Deck" (AHOD) meeting. During this AHOD we are updated on the company goals and the progress on the (financial) results. The teams also have the opportunity to present something, such as new features in our tool or an update on a project. So we regularly check in with each other and know what we are working on. It's very convenient!

During this moment we also celebrate our jubilees and put the 12Build cultural heroes in the spotlight.



Teamdays

We have a team day three times a year. At 12Build, we think it's important that colleagues feel at home and enjoy going to work. That's why we organize teamdays. These days are all about culture, connection, inspiration and fun.

On these days you get to know your colleagues better during team building activities and work together in fun and challenging workshops. We regularly invite inspiring speakers who motivate us and give you new insights. In addition, the party committee comes up with something fun every time that fits our core values. The team days contribute to a positive and productive work environment. We hope to see you at the next team day!

Twice a year there is an extra party. Namely before the summer holiday and before the Christmas break. It is always a fun surprise what we are going to do: skiing, go-karting, bowling, an all-you-can-eat-BBQ or whatever bubbles into the minds of the party committee. Sometimes we even stay overnight.

“Working here is much more than just a job. From team building to fun activities, there is always something to look forward to.”



Relaxing at work

Vitality

We think it's important to be fit. At work, but also outside of it. Being fit doesn't just mean being physically healthy; the mental aspect is just as important. We help you with that, because we understand that this is not always easy. Within 12Build we pay attention to different themes, depending on the need. For example, we talk about a good work-life balance, a nice ergonomic workplace and healthy nutrition.

12Move!

Sports are absolutely promoted by us! Speedsoccer, (half) marathons, mountain runs, skiing, obstacle runs, MTB races, padel tennis, the sky is the limit. Do you have a great idea and are several colleagues up for it? Then we are usually happy to (partially) finance it. We also regularly organize sports clinics. Would you like to show your kickboxing skills to your colleagues or are you curious about a particular sport? We would love to hear from you!

We don't do this alone, we like to be helped by experts. Are you often sick? Do you have little energy? Do you want to quit smoking? In most cases 12Build can support you. Any topic is negotiable for us. Vitality is not just the party of HR people. In fact, we have a few vitality heroes who like to get involved in this topic. This is how we keep each other sharp, healthy and energetic!

VrijMiBo

The VrijMiBo (friday afternoon drinks) is sacred at 12Build! Sometimes it takes a little longer, sometimes everyone is on their bikes by 5:30. You are always free to organize a great friday afternoon drink. Especially with a theme. Think Oktoberfest with curry sausage. Or we turn it into a barbecue party when the weather is nice. And otherwise we celebrate everything there is to celebrate together. So you will have to plan regular evening dinners and drinks. Sorry!

The G.O.A.T'S

We have a cool staff association, yay! Or rather, mèh! So far, the G.O.A.T's have managed to entice every colleague to become a member. Logical, for that small amount per month you get a lot of fun and goodies in return. They provide tasty treats, fun outings and great gifts. The number of colleagues is growing rapidly. Before you know it, you have to think up treats for 100 people.... We found a solution: a monthly treat from the PV! How convenient.

Colleagues from abroad

Although years ago it was mainly colleagues from the region who worked at 12Build, the club now consists of a mixture of all kinds of backgrounds and cultures. In the beginning it took some getting used to, because the level of English (call it 'Twenglish') was not that high with everyone. But that was an afterthought, because the important thing is that we believe in the positives of a multicultural company and that everyone, regardless of your origin or beliefs, is welcome at 12Build. Does this mean we should always adapt to other cultures?

Relaxation

We understand that you can't spend all day focused on a computer screen, so we'd like to challenge you to a game of FIFA on a giant screen. Do you feel like tossing a few darts or proving your skills at pool and table tennis? There is bound to be a colleague who will take you up on the challenge. Afterwards you can get back to work full of energy. Are you working in Nijverdal? There is a shower there, so you can walk or cycle to work.

No, because 12Build is and remains a originally Dutch company with Twente sobriety. And we are very proud of that. But we have proven that integrating different cultures goes well together. Understanding, interest and respect. Those are the most important conditions when it comes to good cooperation between all these cultures. And although customs are sometimes far apart, you always come to a solution together. And of course this is not only about cultural differences or origin. But also, for example, about gender or orientation. Inclusiveness is what we call it.





Working at 12Build



The application process

You are open to a new job, we are looking for a top performer. To see if we are a “match made in heaven,” we have an extensive application process. We use scorecards for this purpose. These scorecards list the tasks, competencies and required knowledge and experience on which we will interview you. In addition, of course, we will do our best to sell ourselves. Because what we all write in this book sometimes seems too good to be true. We are going to show you and experience that this is really how things are done here.

The application consists of three interviews. After someone from HR meets by phone and checks the key factors, the next appointment is scheduled.



An initital meeting with HR and your manager
With the goal to get acquainted and see if there is a competency match.



The 2nd interview is with 2 team members
In this conversation, we will go deeper into what the job actually entails and check for the necessary skills and knowledge level. Answer any questions that arose after the first interview.



The most important conversation: The culture fit
In an introductory meeting with Erik, we will look at your cultural fit and motivations and want to further excite you to join us.

Between the second and third interviews, you will also receive a contract proposal from us, clarifying your potential earnings. In some instances, we may also request a presentation or case study from you.

A flying start

Have you made your choice and will you be joining 12Build? Cool, we will provide you with a warm welcome. Your onboarding actually started during the job interview. Together we looked at how you fit within our organization. We work with a buddy system, which means that someone within your team will be paired with you and help you through the whole onboarding process. That onboarding takes several weeks so you’ll be up and running in no time. On your first day at work, you will be welcomed to the office by the team lead and your buddy. We always start with the practical stuff. Setting up and adjusting your workspace, accessing all systems and tools,

logging into your Google account, and so on. Then you’ll visit the different teams. All new people! Don’t panic, today you will mainly get to know your team and other colleagues who are present. Because there is a lot to deal with on your first day, we start by going over the schedule, explaining exactly what your week will look like and what you can expect from us. Furthermore, we make sure you quickly breathe the 12Build DNA. We do this by scheduling strategy sessions and culture sessions. After a few weeks you can call yourself a real 12Builder. Whether it’s about core values, strategy or how the coffee machine works, you’ll know everything.

The onboarding box
On the first day of work, you will find an onboarding box. In it you will find a bingo list that you get to go through completely over the next few weeks. Have you checked it off completely? Then you will receive something fun! Of course, we won’t tell you what’s in the onboarding box just yet. But it will get you off to a flying start!

Sven’s tip for new 12Builders!

“Finding your own style and inspiring your colleagues with it is encouraged!”

- Sven, Sales Development Representative



Your workplace

You probably spend more time at your desk here in the office than you do sitting on the couch at home, so we make sure your workstation is properly adjusted. In addition, of course, you'll get everything you need to do your job like a pro. We will provide you with a brand new laptop, which you can also choose yourself. All options and possibilities are described in our internal hardware policy.

We have set up all workstations plug-and-play. This way, colleagues can easily sit in all places and you don't have to crawl under your desk every working day to unplug cords. Of course, we (still) have two offices, one in Nijverdal and the other in Zwolle. How nice to take a look at the other office as well! We therefore recommend everyone to switch offices once in a while.

Working from home

Working from home is only natural for us. And easy, with your own company laptop. The most important thing is that you make good arrangements with your team members, so that you can come together at the office at important moments. In general, the rule is: if you work full-time and live a reasonable distance from the office, you will be at the office at least 2 days a week. Do you live further away? Then we will make appropriate arrangements with you. In some cases we can even arrange hotel accommodation for our colleagues. And of course we will help you set up your home office! Do you need anything, such as an extra keyboard or monitor? Then you can ask Support.

“There are several opportunities for advancement, both within your position and company-wide. It's great that all of this is possible.



An office garden, not an office jungle!

Both in Nijverdal and Zwolle we work in an inspiring office garden. There is a lot of telephoning and consultation in the open-plan office. In addition, some colleagues like to show how good they are with a Nerf gun, which others try to surpass with a soccer. This makes the offices cozy, but also sometimes restless. We humans are programmed to respond when called; a phone ringing, the mailbox filling up, pop-ups from Slack, a system

update or a colleague with a pressing question or fascinating story. We understand that sometimes you can't see the forest for the trees. Luckily, we have some solutions and tips! You have a voice, use it. Speak to each other when you are bothered by each other. Without you when necessary. You can always find a quiet spot in the quiet rooms or meeting rooms. Or take advantage of the resources we have, such as noise-canceling headphones.

New 12Builders

David - Sales Development Representative Germany

My conversations with 12Builders prior to my start here already gave me a very good feeling. The transparency within the company and the cordial interaction between colleagues appealed to me greatly. I was looking for an organisation that offered valuable relationships, a place where I could meet nice people and where I enjoy going to work.



What I value most in my work and work environment is the motivation we give each other. Everyone is always open to feedback and we help each other when necessary. Of course, there is also room for fun in the workplace. The people really make it a nice place to be here.

Jesper - Product Manager

To join 12Build had been on my mind for a couple of years, making me one of the longest running job applicants. In exploratory talks with Edwin, Kelsey and Robert I became very excited about the ambition, ideas, approach and market in which 12Build moves. Ultimately, it took over three years to actually complete my transition, which was mostly due to the right timing from both sides.



What attracts me to 12Build is the ambition to grow to a Champions League level as a company, while guarding the culture and values of 12Build. The culture and values have brought us to where we are today and in a fast growing company it is easy to let go of this, but that very guarding makes the difference compared to other companies. That's why 12Build is a great employer for me.

About 12Build

Joost - Head of Finance

During the first interviews I already noticed that 12Build is an ambitious company with an open and committed culture. It is also at a point where a lot can and must be done to achieve this ambition. That was the reason for me to choose 12Build. From day one I received a warm welcome, a lot of help to settle in and the space to make a good start.



During the interview process my expectations were raised and it's great to see them materialise now that I'm actually working here.

“ Work that you enjoy going to, that's real enjoyment.

René - Sales Development Representative Netherlands

While looking for a new job, an acquaintance quickly pointed me to a vacancy at 12Build. He was very enthusiastic about the company and the culture, so I wanted to experience this myself. Now that I work here, I can say he wasn't lying. From the first moment I felt welcome and included in the 12Build team.



The atmosphere is very good and that is just as important to me as having a great job! In addition, I'm learning every day, and whenever I have a question, there are always three colleagues nearby ready to assist and guide me. Joining 12Build has been a positive move for me!

Practicalities



Working hours

We have flexible working hours. This means you are free to plan your working hours as you prefer, as long as you coordinate this well with your team members and you can get the most out of your working hours. When you're in the office, we use our time between noon and 1 p.m. to have a nice sandwich or play a game of FIFA or table tennis.

We do not work overtime unless it is really necessary. If you structurally work overtime, something else is probably askew. And we would like to solve that with you directly.

Lunch

During the workday there is of course time for coffee, tea or whatever you feel like. You will find all refreshments in one of the kitchens. Groceries are ordered weekly in both offices so you can also have breakfast and lunch at the office for free. Bringing your own sandwiches is no longer necessary.

Do you have the skills to make something tasty for your colleagues? Anything is possible, this is even encouraged! To keep things healthy, our vitality heroes are constantly working on offering healthy alternatives, which are also super tasty. Enjoy!

Pension

We have made arrangements for your pension. When you join us, you will be enrolled in Scildon's pension fund. 12Build covers 45% of the pension premium, while you contribute the remaining 55% through your monthly salary.

Each year, 12Build organises an information session with a pension advisor to keep you informed about all the latest developments and options in the pension sector.



Corporate clothing

Everyone can wear what they like; flip-flops and shorts, hoodies and Dr. Martens. There is only 1 rule: if you have an appointment with someone who is not a colleague, you dress business casual. In the onboarding box you'll also find a nice surprise.

Sick call

If you are sick, please report this to your team lead by phone before 8:00 a.m. and make sure your team members and HR are notified by Slack or email. Please also notify them when you are feeling well again.

High praise for our leave policy

Vacation days

As much fun as working at 12Build is, everyone needs a vacation now and then. A break with the family or a city trip with a friend. Or finally make that attic habitable. Do you work full-time? Then you are entitled to 30 vacation days per year. The number of vacation days you accrue depends on your contract hours and the length of your contract.

To encourage our colleagues to actually take leave anyway, our guideline is to carry a maximum of 5 days of leave over to the following year. So we don't take large pots of leave. Needless to say, you are off on national holidays. And although Good Friday is not an official holiday, at 12Build you do have the day off. How good is that?

The same goes for St. Nicholas. Does December 5 fall on a workday? Then we stop at 3 pm.

Special leave

We understand that there are moments in life that require extra time and attention outside of regular vacations. That's why we offer special leave for important events. The page to the right lists the different types of special leave.

Emergency leave

Your water pipe has burst or you have to unexpectedly pick up your child from daycare. Don't panic, you can take emergency leave for this. Emergency leave is intended for unforeseen situations where you must act immediately. Depending on the situation, we will grant you emergency leave within reason.

Flash leave

When it's suddenly pool weather, you suddenly realize in the evening that you want to go to your favorite sports club's championship tribute, or the cans of BaCo at the canteen night were just half price and you notice the consequences the next morning. Then it's time to take flash leave. Of course, before you take flash leave, take a critical look through your schedule, consult with your colleagues to see if they agree, transfer your work properly, and make sure your colleagues know you're not there.

Special leave and associated leave days

Own marriage or registered partnership	2 days
Own betrothal	1 day
12.5 years, 25 years or 40 years of marriage	1 day
Moving (own home)	1 day
Volunteer work	1 day
Funeral/death of grandparents, parents-in-law, grandchild, brother, sister, half-brother, half-sister, brother-in-law, sister-in-law or a housemate	1 day
Funeral/death of parent, spouse, registered partner, child or foster child	Day of death to day of funeral
For medical visits to a specialist (e.g. doctor)	Annual maximum of 8 hours

Is there a long-term trajectory or chronic complaints? Then we will make arrangements with you about that.

Blood donation is something we hold dear (hehe). Therefore, 50% of this time does not have to be taken as leave. The maximum contribution from 12Build is 8 hours per year.



Care leave

Let's hope you'll never need it, but it's possible you need to provide care to an ill brother, sister, (grand)parent, (grand)child, roommate or acquaintance. In situations like this, you get the first 6 days of fully paid care leave from 12Build (for full-time employees. For part-timers, the maximum contribution is lower on a prorated basis).

Should the care last longer, you can also take long-term care leave. This is unpaid leave. The maximum number of hours of long-term care leave is 6 times your weekly contract hours.

Pregnancy and maternity leave

You are expecting a baby, congratulations! Now it's up to you to slowly let go of work (you can do it!) and enjoy your pregnancy.

You are entitled to 16 weeks of paid leave. The first day of your leave is 6 up to 4 weeks at the latest before your due date. For example, do you go on leave 5 weeks in advance? Then your maternity leave will be one week longer after your due date. You always have at least 10 weeks of maternity leave after birth. Is the baby born after the due date? This does not reduce your maternity leave. You apply for maternity leave with HR. After consulting with HR, you fill in the leave under 'verlof voor kinderen'.

Partner leave for childbirth

A new family member, congratulations! We understand you want to spend some time with your partner and the newest family member first.

Is the baby born on a work day? Then you can request 1 day of calamity leave in Locket. This is fully paid. In addition, you are entitled to 1 time your weekly working hours of partner leave. This leave is also fully paid and you can request it in Locket under 'verlof voor kinderen'. Because of new government regulations, you can also request an additional 5 weeks (5 x working hours per week) of leave. This is called extended partner leave.

You do not have to take this leave consecutively to birth leave, but you do take it according to a fixed schedule as much as possible. You can use this extended partner leave up to 6 months after the birth date. The hours of extended partner leave are paid at 70% of your salary.

Do you want to take extra extended leave after the birth of your child? Then you can make use of (paid) parental leave.

See next page for information on parental leave

Parental leave

As a parent, you have until your child is 8 years old to take parental leave. This leave is a maximum of 26 times the number of hours in your work week. Part of this parental leave is paid, namely the first 9 weeks. The main points at a glance:

Key points:

- Paid parental leave lasts a minimum of 1 and a maximum of 9 work weeks. You can only take this for a whole week.
- The leave must be taken on a fixed schedule as much as possible.
- You must take the leave within 1 year after the birth of your child. Or within 1 year of joining the family, if your child is adopted or fostered and your child is younger than 8 years old.
- Paid parental leave is paid at 70% of your salary.

Travel allowance

The untaxed travel allowance for commuting is €0.23 per kilometre. You can claim this allowance if you live at least 10 kilometres from work (Google Maps – shortest route). Together we determine how many days per week on average you travel to the office, and you will receive a fixed monthly travel allowance for those days.

Business travel is reimbursed at €0.31 per kilometre. This also applies when you drive from the Nijverdal office to the Zwolle office, or vice versa.

Work from home allowance

At the office, you have the luxury of a nice workplace, free Internet and lunch at no cost. When you work from home, you pay these costs yourself. We have therefore decided to compensate you financially for working from home in the form of a home office allowance.

This compensation amounts to €75 net when you work entirely from home. Together, we determine the average number of days you work from home, so you receive a fixed monthly compensation.





ISO and information security

Patrick Aarbodem, Chief Growth Officer: “Information security is an important topic within 12Build. Not only for our employees but also for our customers. We have established a team that ensures that the ISO 27001 certification (information security) is maintained. But we expect all our employees to actively engage in information security. Everyone reads the information security policy in Confluence.

We report security incidents to the Security Officer. The Security Officer is responsible for monitoring and improving the security of our information systems. We attend awareness sessions by the Compliance Officer and the Security Officer a few times a year. The Compliance Officer ensures that we comply with all relevant information security laws and regulations. When we have questions, we consult with the Security Officer or the Compliance Officer. In this way, together we ensure that our information remains secure.”

Eline’s tip for new 12Builders!

“For a good working atmosphere and cooperation, it is important that there is space to be yourself. Differences in character and personality are inevitable, but through curiosity about the other and mutual respect, these differences can be a strength within the company. When people can be themselves and differences are embraced, a safe and pleasant working environment is created in which everyone can develop.”



- Eline, Data Specialist

Compassion

Did you know that 12Build and Compassion have teamed up to help children in poverty in the Dominican Republic?

Despite its beautiful beaches and luxury hotels, this country also faces the challenge of many children being exploited in the sex industry.

That's why, when you are with us for one year or when you become a permanent employee, we connect you with a specific sponsored child. This way you can build a personal connection with a child and see where your donation ends up.

The children write to us a few times a year and we respond with heartfelt messages. You immediately notice how happy our mail makes them and how it improves their self-confidence and school performance.

In our Nijverdal office reception area, you'll find our 'Compassion tree'. It is decorated with pictures of our sponsored children and the 12Builders who support them. This way we always keep our little heroes in mind!

Wondering how you can make a difference for a child in need? Feel free to ask your colleagues or HR for more information!

Together we make the world a little more beautiful!



The end

Unfortunately, this is already the end of our handbook. We hope you have learned something from our organization and our way of working. Of course, we hope that you are even more eager to become part of our inspired team and a transparent construction industry!

Do you know people we could put to good use at 12Build? Then we would be delighted if you put them in touch with us. Even if there are no vacancies at the moment. We are always open for a (virtual) cup of coffee!

12build.recruitee.com

Want to see how things work at 12Build every day?
Follow us on social media! @Lifeat12Build





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