



Handbook

Version 1.4 - August 2026

incentro

Dear Incentronaut,

Here's our handbook for 2025–2027! This document gives you a clear overview of all our employee benefits.

At Incentro, we believe in Unleashing human potential. These employee benefits will give you the freedom and simplicity in creating opportunities for you to thrive, both professionally and personally. That's why we've carefully crafted this package to align with our core values of autonomy, mastery, boldness, camaraderie.

We're also putting a stronger focus on diversity, with perks that let everyone shine and create the space for you to do your best work. Want to know more about our culture? Check out our culture guide.

In short, this package shows who we are, a company that puts your growth at the center and creates an amazing place for everyone to work. And after 2027? We'll review and refine our employee benefits to ensure they continue aligning with our purpose of “unleashing human potential.”

A huge thank you to everyone who contributed to making this happen!

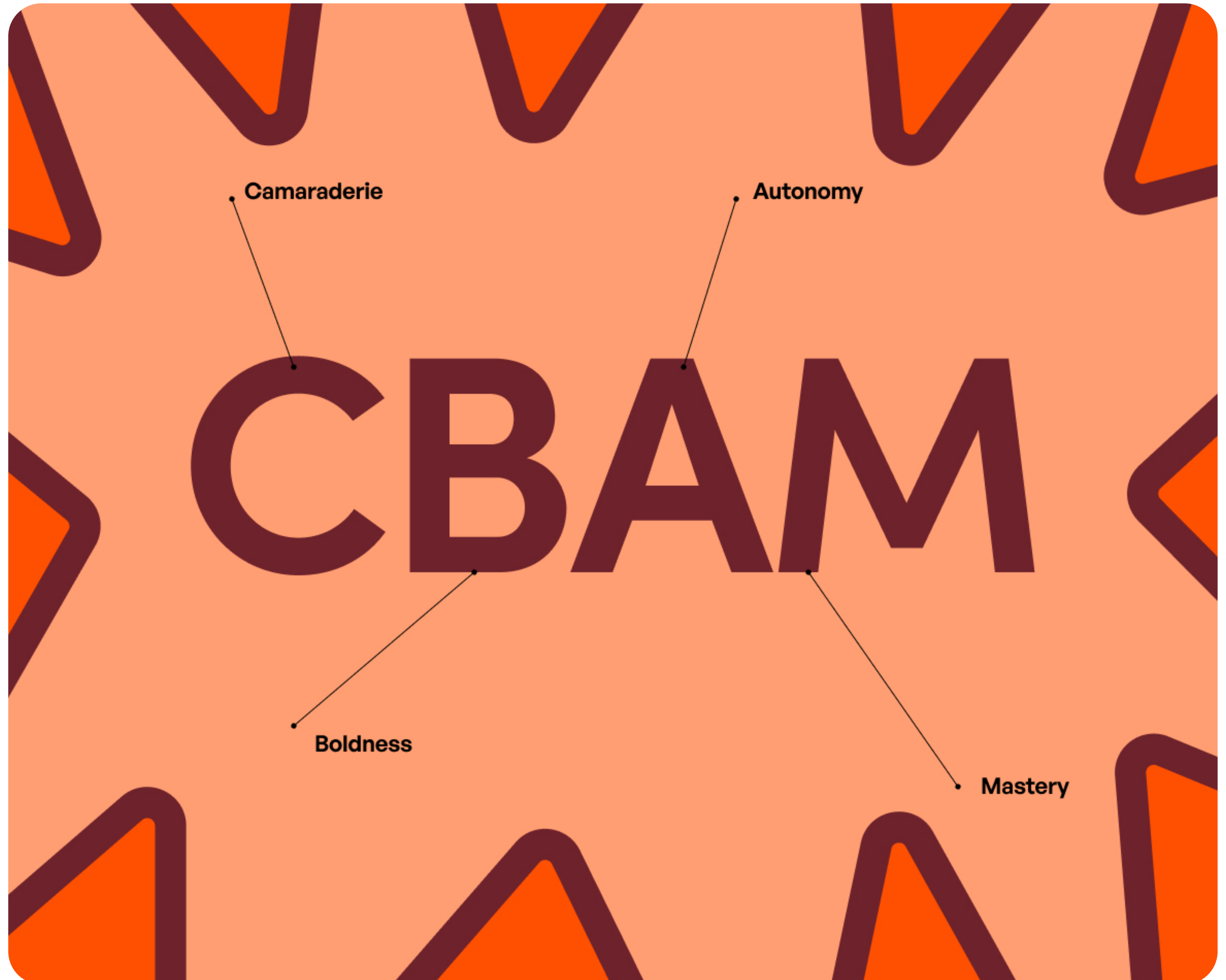


Core values

Do it the Incentro way

Our core values Camaraderie, Boldnes, Autonomy and Mastery (CBAM) define how we handle things.

That's why we used them as guidelines when creating our employee benefits.



Core Values

CBAM explained

This is what we're made of.

Every company has values. Most of them live in a PowerPoint nobody opens.

Not ours.

CBAM is the heartbeat of Incentro. Four values that shape how we work, how we treat each other and how we show up for our clients every single day. Not as a checklist. Not as a poster on the wall. But as the way we actually do things around here.

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Camaraderie



Here we like to do things a bit differently: business as unusual. You can truly be yourself, back each other up, and share great experiences together. We're all about having fun and lifting each other up, so we're not only delivering top results for our clients but also showing up for each other.

Boldness



Be bold, be you! Stepping out of your comfort zone and standing up for what matters to you, that's boldness. Our benefits are here to fully support this. Rather than locking everything down with rules (we're not into that, are we?), we'd rather have a chat.

Autonomy



“Think for yourself!” We believe it's important for you to have the space to make your own choices at Incentro. This autonomy goes hand in hand with trust—no strict rules or frameworks to follow, just the freedom to use your benefits in the way that works best for you.

Mastery



Aim to be the best at what you do. Show off your expertise and keep reaching for the top. What do you need to bring out the best in yourself? Our benefits are designed to give you the freedom to decide what you need to grow and thrive.

Core Values

Unleashing human potential

Values without substance are just words.

Talking about culture is easy. We show you what it actually means.

Every benefit, every policy and every arrangement in this handbook is linked to one of our four core values. Not because it looks good on paper. But because we believe that good employment conditions are not an HR checkbox. They are a direct expression of who we are.

CBAM is not just how we work. It is how we take care of each other.

Camaraderie



- Continued pay during illness
- Volunteering opportunities
- Having fun!

Boldness



- Become an owner of Incentro
- Vitality allowance
- Workation possibilities
- Sabbatical

Autonomy



- Pension plan
- Leave policies
- Expense reimbursement
- Mobility options
- The Ultimate Workplace budget
- (Flexible) vacation pay

Mastery



- Mastery money
- Overtime/hard work recognition
- Pick your own laptop

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Camaraderie



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Continued pay during illness

If you're sick

Sorry to hear you're not feeling well! Take a moment to think—who needs to know, and what should be arranged to keep things running smoothly? Give your field manager and client a quick call—it's nice to hear each other's voices and check if there's anything we can do to help. Don't forget to log your sick leave in AFAS on your first sick day and mark yourself as recovered when you're back.

If you're sick for a while

If you're out for a longer period, you'll probably want to know what to expect. Thankfully, there's a lot of support in place. We have our absence coach, Marleen, and our company doctor, Rulanne, ready to help. You're not alone in this!

We want you to focus on getting better, so we'll cover 100% of your salary during the first year (note: expense allowance stops after six weeks). In the second year, it's 70%. If you're not reintegrating in year two, your mobility allowance will also be paused.

If you're sick more often

If you're sick more than three times a year, we'll sit down with you to understand what's really going on and see how we can help. Maybe you need more rest or an expert's perspective. We have a network of experts ready to support you. Our approach: focus on what you can do. Being completely out of action usually isn't helpful in the long term. Maybe working fewer hours, changing clients, or switching to a different tech stack could work temporarily—whatever it is, we're here to find the best solution together.

Preventive Support

Being sick is no fun, so we're all about prevention. Your field manager is your go-to for any challenges that might lead to burnout. Need extra support? Our absence coach, Marleen, is here to help. We also have wellness tools at each office, plus a vitality budget to keep you fit and healthy!

[Check the link for all the government info.](#)

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Volunteering opportunities

At Incentro, camaraderie isn't just for the team, it extends to the community too. That's why you're welcome to spend eight hours a year on volunteer work. Whether you're donating blood, organizing a games session at a nursing home, or helping clean an animal shelter, you're making a positive impact, and if you do it as a team, it's a great bonding experience with colleagues. Volunteering can happen during work hours, but always check in with your director and client first. Together, let's make the world a little brighter!

Having fun!

A big part of our culture is doing fun things together! Team outings, skiing trips, pizza and game nights, and running the Dam-to-Dam race are just a few examples. Many of these events come from the initiatives of our colleagues—they bring the ideas, and we provide the resources to make it happen together. Joining in is voluntary, but we secretly love catching up outside of work and getting to know each other better. For some, that means grabbing a drink; for others, it's a deep dive into a new technology. Whatever works for you!

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Boldness



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Become a co-owner of Incentro

At Incentro, we believe in boldness, stepping out of your comfort zone and standing up for what matters to you. That's why we offer you the chance to become a co-owner!

Through the Stichting Administratie Kantoor (STAK), you can buy and sell Incentro shares during specific trading windows. Keep an eye on the timelines if you're interested in trading. This way, you gain not only a stake in the company but also a voice in key decisions, like dividend distributions. You'll find everything you need to know about this setup on [Google Drive](#). Remember, just like any investment, it comes with risks, and past performance doesn't guarantee future results.

Curious about Incentro's Value?

Calculate it with this formula: $\text{Incentro Value} = 5 \times (\text{1x profit from 3 years ago} + \text{2x profit from 2 years ago} + \text{3x profit from last year}) / 6$.

So, are you feeling bold enough to become a co-owner?

Vitality allowance

At Incentro, we want you to feel not only great at work but also physically and mentally strong. Whether it's an intense football session, a peaceful yoga class, or just a moment to fully relax, we encourage you to invest in what truly energizes you. That's why you get €120 every year to spend on just that. It could be for a gym membership, a deep-tissue massage, new running shoes, or even a course to quit smoking—you decide what supports your vitality, and we're 100% behind it. Simply submit your expenses in Afas under the code "vitality allowance," and we'll handle the rest. Take this opportunity to bring out the best in yourself and show your vitality!

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Workation

At Incentro, we believe that working from a new environment—whether it’s a sunny beach or a quiet cabin in the woods—can help you feel refreshed and energized. A workation lets you mix work with new experiences, giving you space to explore beyond the usual routine and find your own path.

Before you head off, discuss your plans with your MD or FM. Together, we’ll use a checklist to make sure your workation goes smoothly without compromising your work. And don’t forget to carve out some time to fully recharge if you can. Use your workation not just for work, but also to pause, reset, and refocus.

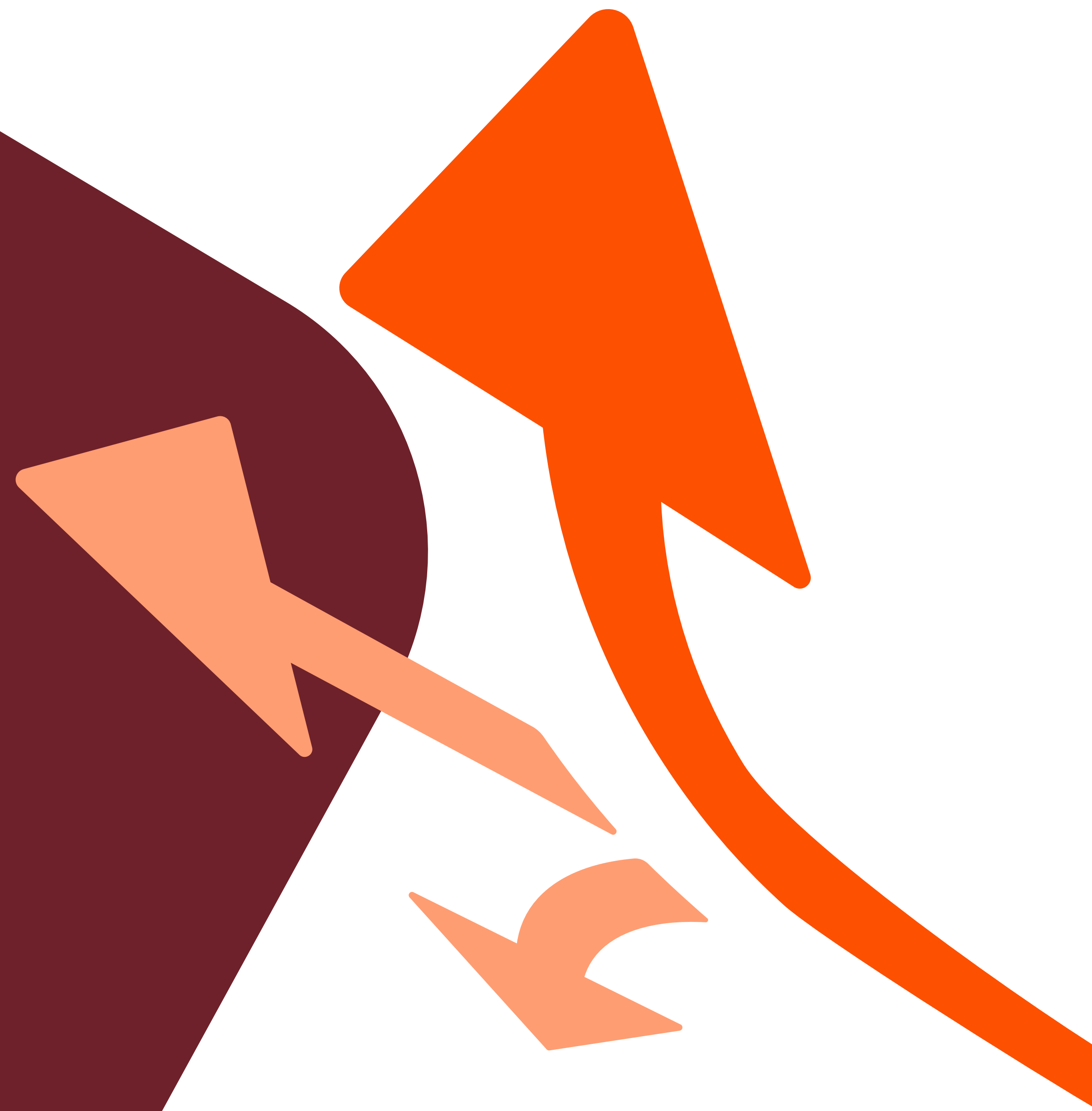
For more details and the checklist, reach out to your MD!

Sabbatical

Sometimes, a longer break is just what you need to try new things or recharge, and we totally get that at Incentro! A sabbatical could be the perfect time to step outside your comfort zone and rediscover what really matters to you. You can use your vacation days, buy extra days, or, if that’s not enough, take some unpaid leave. No strict rules here—just an open conversation about how your plans fit with the needs of you and the team. Talk things over with your Field Manager or Managing Director early on so we can shape your sabbatical in a way that works for both you and Incentro.

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Autonomy



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Pension plan

At Incentro, we believe it's important to start thinking about your future now. A pension is basically deferred salary—you're saving now for later. We contribute 5% of your pensionable earnings, which is your salary minus the AOW franchise according to OnsDoenpensioen. You're not required to make a contribution, but if you want to save or insure more, that's entirely up to you. This flexible approach fits well with our core values, like autonomy, since you're in control of how you save for the future. For younger employees, this often means more flexibility since there's no obligation to contribute from your own salary. However, for some colleagues later in their careers, this could lead to a pension gap. That's why it's so important to get good advice!

Want to learn more?

Our pension advisor from Het Pensioenbureau is here to help with all your pension questions, and we cover the cost of these consultations. Just reach out to your office manager to schedule a chat. Together, we'll help you plan for a future that's right for you, in your own way!

[Learn more about the Pension Act by clicking here.](#)

Leave policies

Taking time off

At Incentro, we believe that growth, learning, and hard work go hand in hand with taking enough rest. Vacation is essential for recharging, which is why we give you 7 extra vacation days on top of the legal minimum. If you work full-time, you're entitled to 27 days off per calendar year.

Using your vacation days

We encourage you to use up your vacation days each year to keep a good balance between work and relaxation. Starting in 2025, we'll follow the legal rules for vacation leave. This means the 20 statutory days must be used before the 1st of July of the following year, while the extra 7 days are valid for up to 5 years.

Buying extra vacation days

Want more than 27 days off? No problem! You can purchase up to 10 additional days (pro rata for part-time employees). This won't impact your mastery money, lease allowance, or other benefits. Your employment terms remain the same.

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Selling Vacation Days

In the year after they're accrued, you can sell your extra-statutory days back to Incentro. Example: If you carry over your 7 extra-statutory days from year 1 to year 2, you'll have 14 extra-statutory days in year 2. Only those 7 days from the previous year are eligible for sale. Reach out to your office manager to explore your options—they can provide a calculation for you.

Anti-Accrual Policy

Each year, you get 27 days off if you're full-time (20 statutory days plus 7 extra-statutory days). Since we want to encourage you to actually take these days off (for a healthy work culture, work-life balance, and overall well-being), we ask that you carry over a maximum of 10 days to the next year.

Legal Rules

The rules on vacation days are outlined in [Article 638](#) of the law. Leave for pregnancy, childbirth, adoption, and foster care is also legally regulated. For more information, you can consult the [Work and Care Act](#).

Special paid leave

At Incentro, we're here for each other through thick and thin. Sometimes, life calls for a little extra time, and we're more than willing to accommodate. For common situations, we've set up some standard arrangements, so everyone knows what to expect.

Parental leave

Welcoming a new little one? As a partner, you can take one week of paid paternity leave. Plus, within the first six months after birth, partners can take up to five weeks of additional parental leave. On top of that, both parents can take nine weeks of paid parental leave during their child's first year. By law, you receive 70% of your salary during these leaves. At Incentro, we top this up with 100% of your secondary benefits (with the exception of the expense allowance since it's not utilized and the tax office has opinions on that!).

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Other standard arrangements

- For weddings or registered partnerships (your own, your child's, or your parents'), you're entitled to one day of leave. Pre-wedding celebrations and other weddings require personal leave.
- Moving is considered a private matter and doesn't qualify for paid leave at Incentro.
- In the event of a partner's, parent's, or child's passing, you receive leave from the day of death through the funeral. You're also granted one day of leave for the passing of grandchildren, stepchildren, grandparents, great-grandparents, in-laws, siblings, and siblings-in-law.

Individual leave agreements

Life's situations are unique, and not everything can be pre-planned. But we want you to know that Incentro is here for you. We're always open to discussing special situations to give you the time you need, whether it's a few days off or a temporary reduction in hours. Here are some examples where we have offer special leave in the past:

- Illness of a child or parent
- Loss of a loved one
- Accompanying a close one to a medical appointment
- Caring for a seriously ill family member
- Support after a significant event
- Unexpected emergencies

Please discuss with your MD if you need some time off.

Public Holidays

The law leaves some wiggle room when it comes to national holidays, so here's how we handle it at Incentro. On the following public holidays, you're off. No vacation days deducted, no questions asked:

- 1 January – New Year's Day
- Variable date – Easter Monday
- 27 April – King's Day
- Variable date – Ascension Day
- Variable date – Whit Monday
- 25 December – 1st Christmas Day
- 26 December – 2nd Christmas Day

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Diversity

At Incentro, true success means being fully yourself. That's why we try to reflect diversity in our policies. Flexible holidays are one way we support this (see below), but we're happy to go further. Here are two situations where we already offer leave, and if you have other needs, let's talk—we promise to think along with you.

Rainbow Leave

Inclusivity for everyone is important at Incentro, including rainbow families. Rainbow parents who aren't eligible for standard paternity leave under the Work and Care Act receive six weeks of paid leave here (one week at 100%, five weeks at 70%). This leave is intended to support you and your child and to give you the time to fully embrace this special period together.

Transition Leave

For those going through a medical or social transition, we offer transition leave. This can be used for medical appointments, recovery after surgeries, or any other steps in your transition process. Leave is tailored to your needs, so you have the space to move through this period without worry. Many situations call for a tailored approach, and these examples show that we've been very generous in offering leave for exceptional circumstances in the past—and we'll continue to be. This bit of customization reflects our human side and shows our camaraderie. So, don't hesitate to discuss your needs with your MD. And if you notice a colleague struggling who isn't taking (or hasn't taken) enough space to manage, please help by bringing it up and making it open for discussion.

Flexible Holidays

At Incentro, we celebrate diversity by giving you the freedom to choose the holidays that matter most to you. Prefer to take time off for Eid-al-Fitr, Keti Koti, Diwali, Pride, Chinese New Year, or your birthday instead of a national holiday? No problem!

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If you work on a national holiday, let your office manager know, and we'll convert those hours into flexible holidays in AFAS. You can then use them for a day that counts for you, as long as it fits with your work commitments. That way, you get to celebrate what's important to you!

Expense reimbursement

We keep things simple and efficient at Incentro, and we trust your autonomy. You'll receive a monthly expense allowance of €83 (based on a 40-hour work week) to cover small work-related expenses, like coffee at a client's office or at home, home office costs like energy, your mobile phone and plan, and minor parking fees. No hassle with receipts or expense claims. We believe in trust and want to keep you free from administrative chores. You decide what you need it for, as long as it supports your work.

Vacation Pay

Like any employer, Incentro gives you 8% annual vacation pay. But here, you get to decide how you receive it! You can choose to have your vacation pay paid out monthly or save it up for a bigger payout once a year—whatever works best for you! Want a monthly extra or a lump sum for a big expense? It's your choice!

Mobility options

At Incentro, we love flexibility—especially when it comes to your travel choices. That's why you have two great options: the Lease Plan or the Leasenie Plan. You choose what works best for you! Both with Lease or Leasenie you can lease a bike.

Lease Plan

Prefer traveling by car? With our lease allowance, you can pick an electric car of your choice. You'll also get an NS Business Card for those times you want to take the train. If you're using both a lease car and public transport, we do expect you to leave the car parked when you're commuting by train.

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Leasenie Plan

Not interested in a lease car? No problem! The Leasenie Plan gives you an extra allowance on top of your salary, mileage reimbursement for business trips, and an NS Business Card. This card lets you travel both for business and personal use in second class.

So, if you fancy a weekend train trip within the Netherlands, you're all set with your NS Business Card. It's a unique and flexible addition to our mobility policy!

You can find all the details about these options in the [mobility policy](#), which is part of your employment agreement. That way, you're always ready to travel the way that suits you!

Bike plan

Prefer cycling to taking the car or public transport? Or maybe you'd like to combine different modes of travel? You can lease a bike! Our lease car provider, Ayvens, partners with Hellorider to offer a full range of e-bikes. [Read more about our Bike plan.](#)

The Ultimate Workplace Budget

Everyone works best in their own way, so we created the "Ultimate Workplace Budget." Every three years, you get €350 (excl. VAT) budget to set up or upgrade your home workspace just the way you like it. Think ergonomic chairs, balance stools, noise-canceling headphones, or any other tools that help you work comfortably and productively. This ties in with our focus on Diversity & Inclusion—everyone has different needs for an optimal workspace.

The Guidelines:

- You must have completed your probation period.
- The invoice should be in Incentro's name (so we can reclaim the VAT) and submitted in Afas with the code "home workspace setup."
- Purchased items belong to Incentro for three years, then they're yours. If you leave within 24 months, a prorated reimbursement applies.

This budget is here to support your unique work style and needs, so you can always work comfortably, wherever you are!

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LLM Use Policy

Working smarter with AI? Absolutely! But use your brain. At Incentro, we fully embrace this technology, both for our internal projects and when delivering value to our clients. But with great power comes great responsibility. That's why we've set up a clear LLM Use Policy.

The number one golden rule? Use your common sense and think before you prompt.

AI is fantastic, but the data you share isn't always private anymore. Some things simply never belong in a prompt. Anywhere. Period. This includes: passwords, API keys, and SSH keys, citizen service numbers (BSN) and full ID scans, raw health data and MFA codes, anything that would breach a client NDA

Want to know the exact do's and don'ts, how we protect client data, and how to get the most out of AI safely? Make sure to read the full [LLM Use Policy](#).

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Mastery



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Mastery money

At Incentro, we're all about your personal growth, at work and beyond. That's why each January, you receive €650 gross, which we call "Mastery Money." You choose how to invest it in your development. Whether you want to learn a new skill, take up guitar lessons, organize a family day, or go to a concert with friends—it all contributes to your growth.

Mastery is about progress, and that can happen both at home and at work. We kick off your new year with this amount in January, perfect for anyone with New Year's resolutions!

The fine print

This amount is fixed for three years and is only paid if our Dutch offices made a profit in the previous year. This condition starts with the payout in January 2026, as we'll still be paying out profit-sharing in 2025 (part of pre-2025 employment terms).

Overtime

Sometimes, you just need to go all in, and that's part of the job! If you put in more than 100% of your hours for a client in a month, those extra hours are fully paid out. And if you work on the weekend, you'll get 150% of those hours. Before committing to overtime, always check in with your Field Manager first—we want to make sure you're not pushing yourself too hard. When you've clocked those extra hours, just give your Office Manager a heads up so they can make sure everything is paid out smoothly. This way, we keep things healthy and well-organized!

Confidentiality

Part of working as a consultant is handling our clients' information professionally. You can read more about how we approach this in the addendum. Please review it carefully, as this is something you will deal with daily as a consultant. [Read more in the addendum here.](#)

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Pick your own laptop

The right tools are essential to your craft. Every four years, you get a budget of €2,250 (excl. VAT) to choose the laptop that best supports your expertise and helps you grow. Your work deserves the best equipment, and we trust you know what you need.

Here are a few things to keep in mind:

- The laptop must be used for at least 90% business purposes to meet tax requirements.
- The invoice should be in Incentro's name, and the laptop remains our property for the first four years.
- Take care of your laptop—costs from negligence, like theft due to inattention, are on you.
- Need a laptop that costs more than the budget? No problem, the difference can be settled through your salary.

Standard Incentro Laptop

No specific preference? You can also choose from a standard Dell, MacBook, or Chromebook that we have available.

Buying your laptop

After four years, you can buy your laptop at its residual value (depreciated to 10%). The depreciation is calculated linearly over 48 months. If you leave Incentro within these four years, you'll need to buy out your PYO laptop at its current value. For a standard laptop, this isn't necessary.

Sustainability

Want to pass on or donate your laptop after use? Our office manager is here to help make it happen.

You've made it!

We hope this handbook has given you a clear overview of the many opportunities and employee benefits available at Incentro. These employee benefits aren't just practical—they're a reflection of who we are as a company and what we stand for.

At Incentro, we believe in empowering our people to grow, innovate, and thrive. Whether it's through flexible holidays, professional development with Mastery Money, or the freedom to create your perfect workspace, these employee benefits are designed to help you unleash your full potential.

As you explore everything this handbook has to offer, we encourage you to make the most of these opportunities. If you have any questions, ideas, or need support, don't hesitate to reach out to your office manager or MD. Together, we'll continue to build a workplace where everyone can succeed, collaborate, and enjoy the journey. Here's to your growth, well-being, and everything we'll achieve together as a team!

Now go on and unleash your maximum potential!

