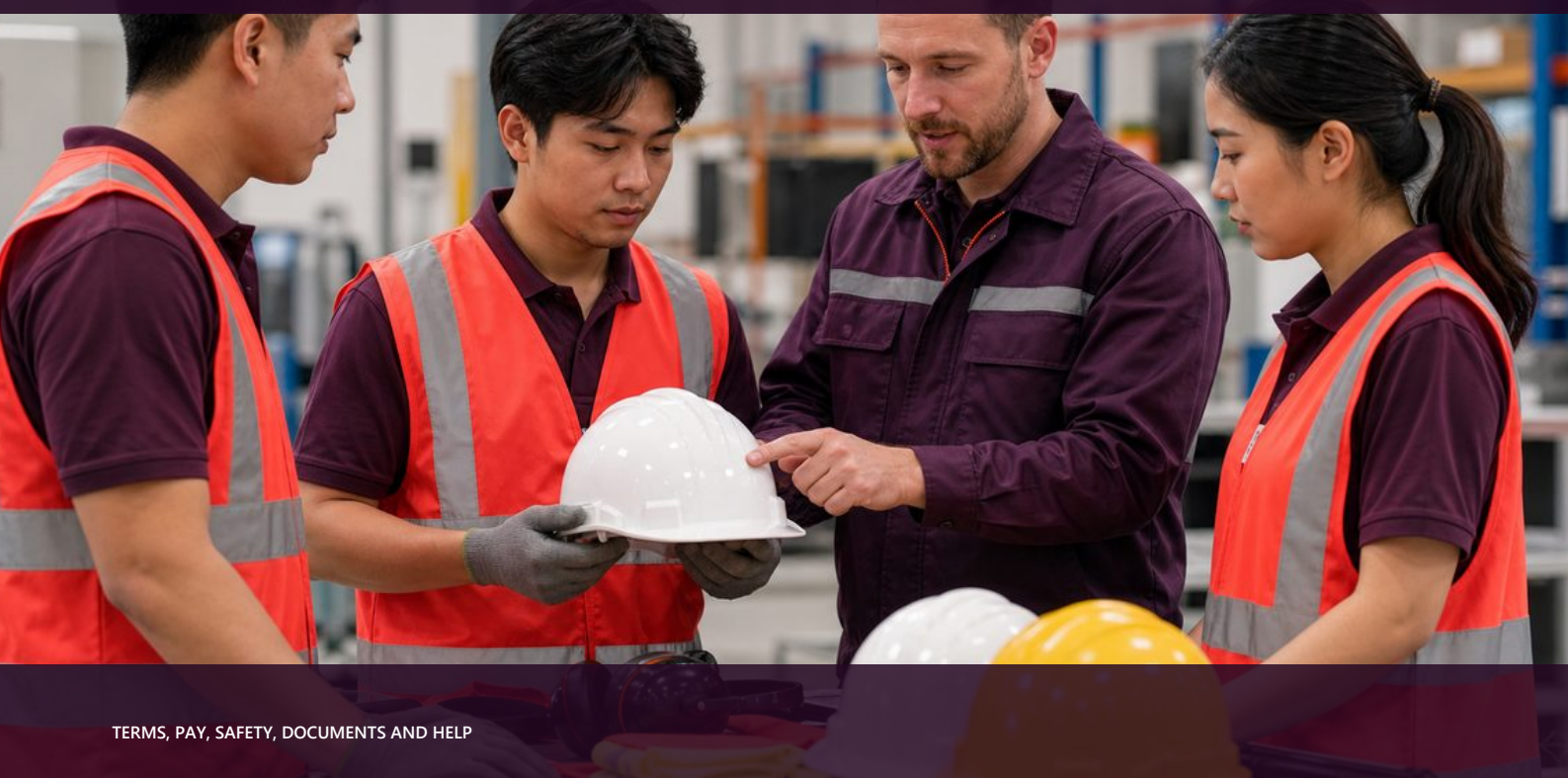




TERMS, PAY, SAFETY, DOCUMENTS AND HELP

WORK WITH WRITTEN TERMS

Worker Rights Questions Guide

05

A six-page guide to written job terms, pay and deductions, safe work, recruitment costs, document control and sources of help.

01**Read the terms**

Know the employer, work, place, pay, hours and duration.

02**Check pay and safety**

Ask how hours, deductions, training and equipment are handled.

03**Record and raise**

Keep evidence and use the right contact when something is wrong.

WRITTEN TERMS

Know the employer, the work and the conditions before day one.

EU guidance expects workers to receive written employment information. National rules add detail, so keep the country source beside the contract.



01

IDENTITY

Employer and workplace

- ☐ Employer name and the place or places of work.
- ☐ Job title or a short description of the tasks.
- ☐ Supervisor and the channel for workplace questions.

02

TIMING

Start and duration

- ☐ Start date and expected duration for temporary work.
- ☐ Probation information where it applies.
- ☐ Notice or process when the assignment changes.

03

MONEY

Pay and working time

- ☐ Basic pay and how often it is paid.
- ☐ Normal hours, shifts and overtime arrangements.
- ☐ Deductions, housing or transport charges and their basis.

04

WORKPLACE

Training and representation

- ☐ Safety information and training for the job.
- ☐ Required equipment and who provides it.
- ☐ Worker representative, union or authority contact if available.

1

Read

Compare every page.

2

Ask

Resolve missing or changed terms.

3

Keep

Save signed copies and messages.

4

Record

Track hours, pay and issues.

5

Raise

Use the right help channel.

PAY, HOURS AND DEDUCTIONS

Keep enough records to understand each payment.

Pay rules differ by country and contract. Your own records help you compare the written terms, hours worked and amount received.

QUESTIONS

Before work starts

- ☐ What is the gross basic pay?
- ☐ How often and by which method is it paid?
- ☐ Which hours, shifts and rest days are planned?
- ☐ How are overtime and shift changes handled?

QUESTIONS

Your weekly record

- ☐ Write each date, start, finish and break.
- ☐ Keep approved overtime or shift-change messages.
- ☐ Record absence, leave or training time.
- ☐ Keep the schedule that applied that week.

QUESTIONS

Your payslip or statement

- ☐ Compare pay period and recorded hours.
- ☐ Check basic pay, additions and deductions.
- ☐ Ask for the name and basis of any unknown deduction.
- ☐ Keep each statement with the matching bank record.

QUESTIONS

If the numbers differ

- ☐ Ask payroll or the named employer contact in writing.
- ☐ State the date, hours and amount you believe is wrong.
- ☐ Keep the response and any corrected document.
- ☐ Use the labour authority or adviser if it is not resolved.

Do not sign a pay record you do not understand.

Ask what the document confirms and keep a copy. A signature should not replace an explanation of hours, pay or deductions.



SAFE WORK

Ask for the induction, equipment and reporting route.

EU health and safety guidance requires employers to manage workplace risks and provide information and training. Country rules add detail.

01

Before the task

Ask what can cause harm, which instructions apply, what training comes first and who is responsible for the work area.

02

Equipment and PPE

Use the equipment supplied for the task, ask for the correct size and condition, and report missing or damaged protection.

03

Emergency and first aid

Know alarms, exits, first-aid arrangements and the local emergency procedure. Use 112 only for a real emergency.

04

Raise a concern

Tell the supervisor or safety contact when a task appears unsafe. Use the worker representative or national authority when needed.



INDUCTION CHECK

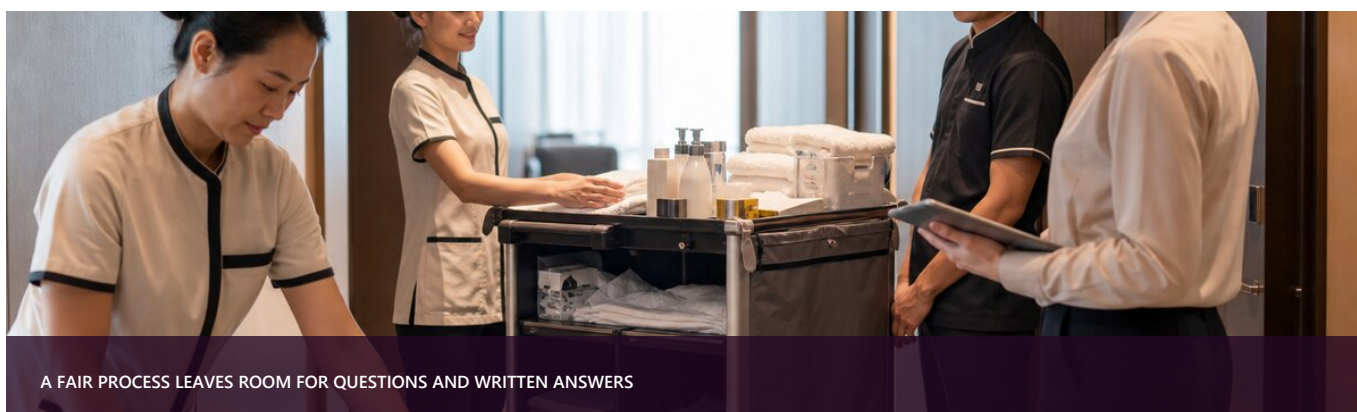
Before you start the task, can you answer these?

- What am I doing and what can go wrong?
- Which instruction or training applies?
- Which equipment protects me?
- Who do I tell about a hazard?
- What happens in an emergency?

DOCUMENTS, COSTS AND PRESSURE

Keep control of your identity and ask who pays each cost.

The ILO fair-recruitment guidance says workers should not be charged recruitment fees or related costs. Check national rules and every cost in writing.



A FAIR PROCESS LEAVES ROOM FOR QUESTIONS AND WRITTEN ANSWERS

01

RECORD

Protect your documents

- ☐ Keep passport and identity documents secure.
- ☐ Ask why an original is needed and for how long.
- ☐ Record who received it, on what date and for which step.
- ☐ Ask for a receipt or written handover record.
- ☐ Keep a copy and a return date where an original is held.

02

PAUSE

Watch for pressure

- ☐ Payment demanded without an explanation or receipt.
- ☐ Job, pay or housing terms changed after acceptance.
- ☐ Passport held without a stated process or record.
- ☐ Work started without induction or required protection.
- ☐ Threats used to stop questions or requests for help.

Leave a record when something feels wrong.

Write the date, place, people involved and what happened. Keep messages, payslips, schedules and photos you can lawfully retain, then use a trusted help channel.

ISSUE RECORD AND HELP DESK

Write the facts, keep the evidence and use the right contact.

A short factual record is easier to explain to an employer, worker representative, adviser or authority than a long message written from memory.

What happened	What you have
DATE, TIME AND PLACE 	MESSAGES OR DOCUMENTS
PEOPLE INVOLVED 	HOURS, PAY OR DEDUCTION
WHAT HAPPENED 	WHO YOU CONTACTED
	RESPONSE AND NEXT STEP

Official source desk

Checked 31 July 2026. Pages and requirements can change.

YOUR EUROPE	Written terms of employment EU overview of employment information workers should receive.	europa.eu/youreurope/.../employment-terms
YOUR EUROPE	Health and safety at work EU overview of employer and worker safety responsibilities.	europa.eu/youreurope/.../health-and-safety
PORTUGAL	ACT information service Official channel for labour relations and workplace safety questions.	gov.pt/.../autoridade-condicoes-trabalho
ROMANIA	Labour Inspection Official labour relations, worker information and safety entry point.	inspectiamuncii.ro
ILO	Fair recruitment principles International guidance on recruitment fees and worker protection.	ilo.org/.../fair-recruitment
EU	112 emergency number Official EU information on when and how to use 112.	digital-strategy.ec.europa.eu/.../112

Need help understanding who handles what?

Asia Connect can help connect job questions with the correct local channel.

[ASIA-CONNECT.EU/CONTACT/](https://asia-connect.eu/contact/)