

Frequently asked questions

What are “Ausfallstunden”?

If any of your workers are ill for an extended period, they can continue to acquire paid leave entitlements during that period (minimum remuneration) if sickness benefits are paid by the social security fund. We observe the applicable regulations in your home country.

Please remember to report the relevant amount as part of the worker’s gross wage in the following month (after the entitlement has arisen).

What do I have to remember when keeping a working time account (Ausgleichskonto)?

If you are planning to keep a working time account for your workers, please do not hesitate to get in touch with us. We will then discuss the conditions under which we can recognise your working time accounts.

My company only hires self-employed workers. Do I have to pay contributions?

You are obliged to notify us of all commercial workers posted to Germany. We will determine whether someone is a commercial or self-employed worker based on German law – not the laws in your home country. We will therefore check whether the workers concerned are actually self-employed by requesting the relevant documentation (e.g. a description of their work and working conditions, contracts for work and services, their trade licences and A1 certificates).

What is a § 18 declaration / customs declaration?

Before posting workers to construction sites in Germany, you must register with the German Central Customs Authority. You can do this using the minimum wage registration portal (Meldeportal-Mindestlohn) at www.zoll.de.

What is “PGP” and why do I need it?

Whenever we send you an email containing personal data, we have to encrypt the email in accordance with the General Data Protection Regulation (Datenschutz-Grundverordnung – DSGVO). Some examples of personal data may include a worker’s date of birth or address.

We encrypt the email using a programme called “PGP”. If you ever receive an encrypted email from us, please follow these instructions:

1. You first get an email from the PGP Web Messenger. Open it and click on the link in the email.
2. This opens a website. Register there with your email address and a new password. Please create a password with at least 8 characters.
3. You come back to your mailbox afterwards. You are now able to read the encrypted email.

Please remember your password. It allows you to open all encrypted emails that you receive from us.