

# BENEFITS PLAYBOOK \_VOICEG



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\* **Note:** Headings in the table of contents are clickable links to their respective pages

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# EMPLOYEE HEALTH BENEFITS

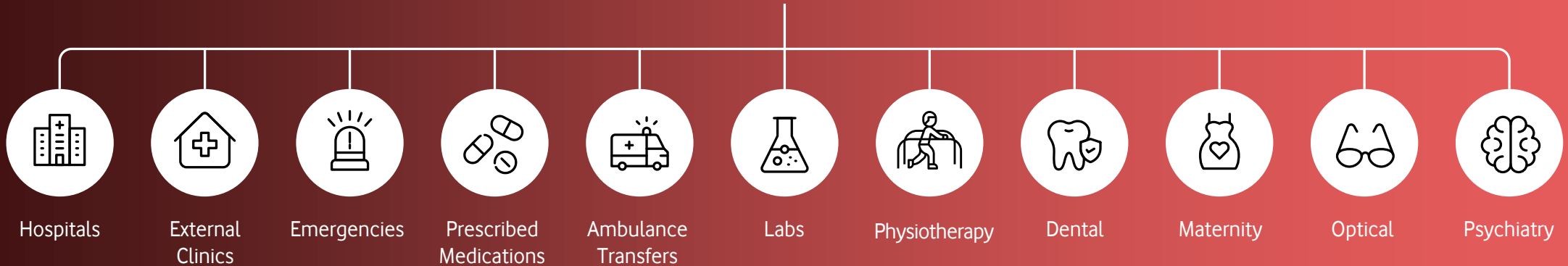
## EMPLOYEE HEALTH BENEFITS

# Say hello to your employee health benefits with MetLife!

## Our comprehensive medical coverage plan

Get ready to unlock a world of benefits with your medical insurance

### WHAT ARE THEY?



EMPLOYEE HEALTH BENEFITS

# Medical Insurance Provider

\_VOIS got your back! With MetLife, you and your family are covered with:



Employee  
Ceiling:  
750,000 EGP



Dependents  
Ceiling:  
650,000 EGP

\_VOIS

## EMPLOYEE HEALTH BENEFITS

# Inside Network

Covers 100% of R&C charges

## MetLife Doctors

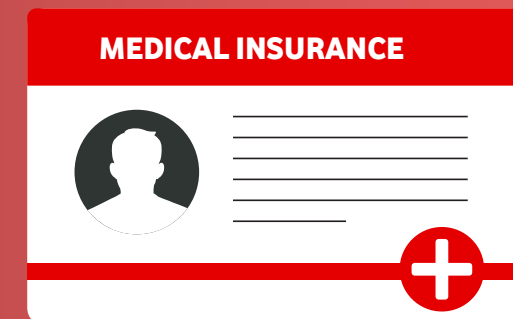
A MetLife doctor is available on-premises to support employees



## Medical Insurance Card

Our doctors are always here for you! Just make sure to bring your Medical Insurance Card whenever you need to use our network services.

Starting April 2024, present your e-card on the MetLife App to the medical service provider to access emergency support for employees



## EMPLOYEE HEALTH BENEFITS

# Outside Network

Refund 80% of R&C charges

## Paid in Cash before claiming the refund



Optical  
claims package

2,000 EGP



Dental Care  
Services

5,600 EGP



Maternity  
coverage

Normal: 18,750 EGP  
C-Section: 22,500 EGP

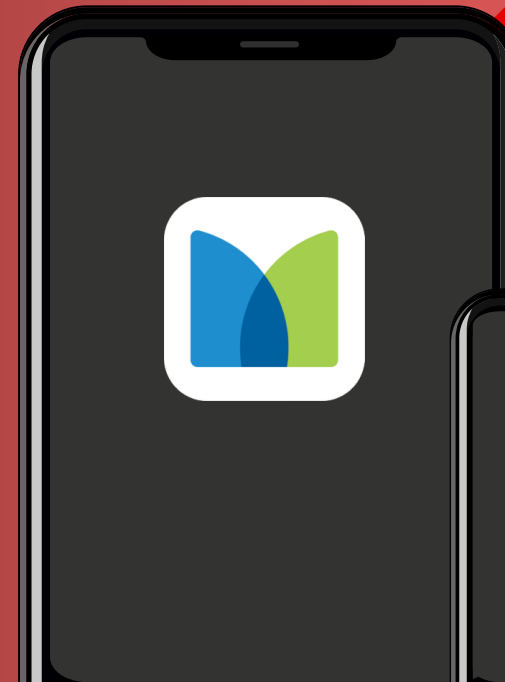


Psychiatry

Make sure you request your e-invoice to claim  
your discounted cashback

You will be refunded 80 % of MetLife Pricelist charges

## Medical claims submission



**Medical claims are  
submitted through:**

- ▶ MetLife App
- ▶ Any of our premises clinics



## EMPLOYEE HEALTH BENEFITS

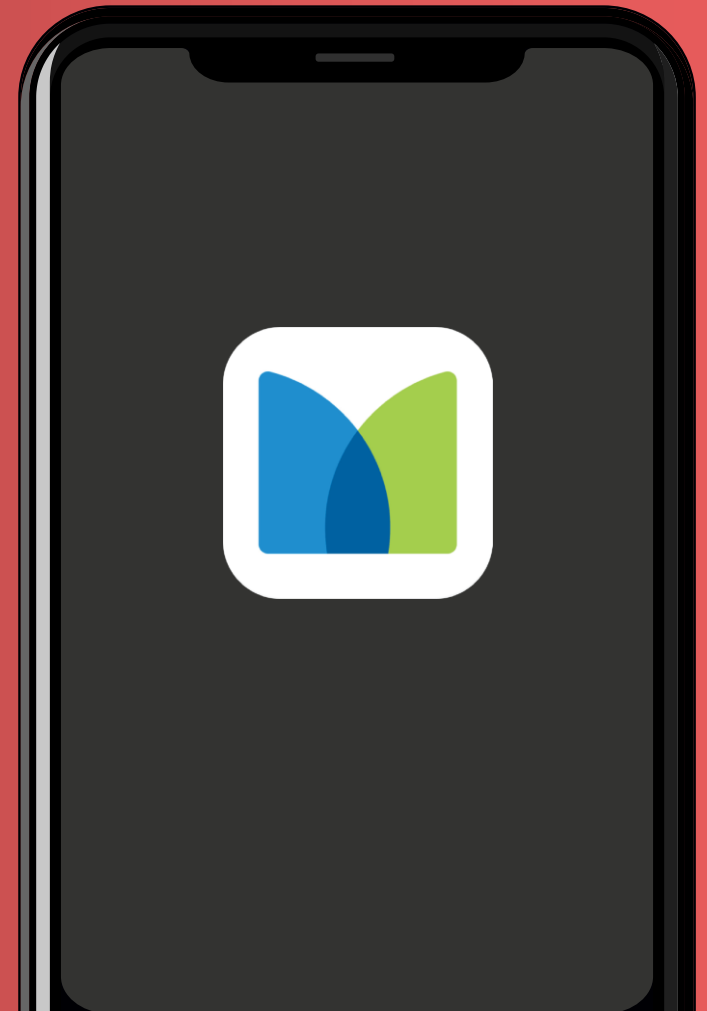
# \_VOIS got you covered when it comes to your health



Submitting your medical claim is as easy as tapping a button on your phone with the MetLife App



If you prefer a more in-person approach, you can visit any of our premises clinics





## EMPLOYEE HEALTH BENEFITS

## Family Discounts:

### *Unlocking Health Benefits & Family Discounts*

Take your family's health to the next level with our amazing health benefits:

[Click Here](#) to request your card

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## Savings for the whole family:

### *Introducing our Discount Card*

Enjoy discounts from various medical centers

**a**

Your parents and  
siblings can register

**b**

The card will be  
valid for 1 year

**c**

Card Issuance fees:  
120 EGP/Card/Year



# MetLife Administrator Contacts

- ▶ **VHUB1: Ground Floor**  
[VHUB 1 Clinic Mailbox](#)  
[01011110310](#)
- ▶ **Dallah: 1st Floor**  
[Dallah Clinic Mailbox](#)  
[01098888340](#)
- ▶ **Zayyan: 8th Floor**  
[Zayyan Clinic Mailbox](#)  
[01011110410](#)
- ▶ **VOIS HR Medical Insurance Team:** [vois.medical.insurance@vodafone.com](mailto:vois.medical.insurance@vodafone.com)

Download the MetLife e-services app using these links:



GET IT ON  
**Google Play**



Download on the  
**App Store**



\_VOIS

# SOCIAL BENEFITS

## SOCIAL INSURANCE

Employees are entitled to social insurance as per Egyptian legislation.

 [employee.relationsvsse@vodafone.com](mailto:employee.relationsvsse@vodafone.com)

## SOCIAL BENEFITS

# Why is it important to be enrolled in social insurance?

## Maternity Leave

Female employees, who have been employed for at least 10 months (with social insurance), are entitled to a fully paid leave of 16 weeks as maternity leave.

## Military leave

Employees called for Reserve Military Service (for 1-2 months during their employment) are entitled to a position upon their return.

✓ **Salary and Social Insurance are paid during this period.**

Employees called for Obligatory Military Service (for 1-3 years during their employment) are entitled to a position upon their return.

✗ **No salary or social insurance is paid during this leave.**



## SOCIAL BENEFITS

# When is my social insurance at risk?

## Unauthorized Leave

An employer will no longer sponsor an employee for social insurance if the employee is absent over 10 consecutive days.

An employer will no longer sponsor an employee for social insurance if absent over 20 nonconsecutive working days.



## Work from Home

For the setup to be legal and sustainable, WFH must be within Egypt, where Egyptian Labor Law specifies the employer and employee's responsibilities. (i.e., social insurance)



# PENSION SCHEME

**PENSION SCHEME**

## Get Your Pension Game On!

At \_VOIS Egypt, we're all about helping our employees build a strong financial future.

That's why we offer a pension program that's easy to join and comes with some cool perks. Check it out!

## Annual Pension Salary

Your Salary, Your Future



**PENSION SCHEME**

# Pension Made Easy

Pension Eligibility: If you're a \_VOIS Egypt **FTE** employee, you're eligible to join our pension program!

**Band E And F employees** are eligible to be enrolled in the pension program after 3 months of employment.

**Band H & G** are eligible to be enrolled in the pension program after 24 months of employment.





**PENSION SCHEME**

# Let's Talk Pension:

## We've Got Your Back

\_VOIS Egypt contributes for a certain percentage for your pension savings amount  
Care: 7 % | Other Functions: 10%

"Vesting Schedule" lets you receive a percentages of your Benefit Balance if you resign, retire early, or pass away (in this case Your family will be taken care of through the financial provisions you've made for them)

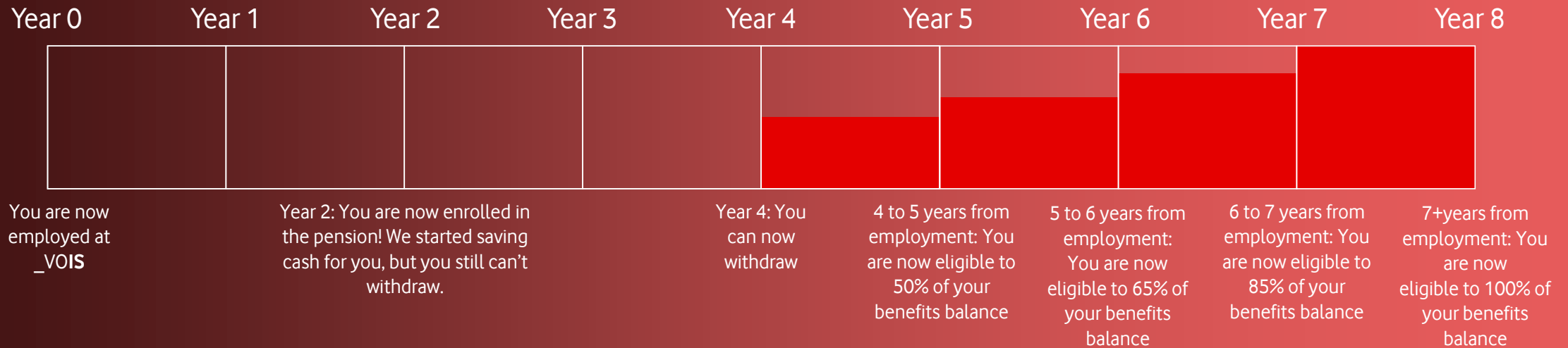


## PENSION SCHEME

# Vesting Eligibility

## Staff Bands (G & H)

### Length of Employment



**N.B:** You can apply for a cash withdrawal from your pension balance up to a maximum of 65% of your vested pension balance only once per year.

## Benefits Balance

Staff Bands **Care Only** (H & I Bands):

\*H band employees who were hired after August 2019 are not eligible to pension program while those who were hired before 1-September-2019 are eligible.

## PENSION SCHEME

# Retire with a Peace of Mind:

## *Pension Cash Withdrawals*

- ▶ You can withdraw up to 65% of your vested pension balance once a year
- ▶ Withdrawal rounds happen in February-March and September-October
- ▶ [Click here](#) to learn more about the pension policy



# PHONE AND CONNECTIVITY MADE EASY

Looking for phone and connectivity options? **\_VOIS** has got you covered with our Partially Flex and Go-Flex programs.

PHONE &amp; CONNECTIVITY MADE EASY

# Unleash Your Business Connectivity

- ▶ Provides a monthly fixed connectivity allowance
- ▶ Greater flexibility to control all your business connectivity items
- ▶ Enjoy diversified options that fit your daily business and personal needs
- ▶ Connectivity allowance is determined by your band and is shown as "Connectivity Allowance" on your monthly pay slip

Band	E	F	G1	G2	H & I
Connectivity Allowance	EGP 4,035	EGP 2,620	EGP 2,010	EGP 1,610	EGP 1,520

# TRANSPORTATION

Click [here](#) to book  
your ride!

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## TRANSPORTATION

# Let's Roll with the \_VOIS Bus!

Ready to hop on the \_VOIS bus? Here's what you need to know:

### Who can ride?

H and G bands are eligible to book a bus ride to and from the office.

## How to book?

01

Login to the \_VOIS bus  
booking portal (click here!)



02

Choose whether you're  
headed to the office or home



03

Enter all the  
necessary details



04

Validate your reservation  
and hit "Check-in"



(driver details will be available after 12.00 AM)

### Deadlines?



#### To the office:

Book by 11 PM the day before



#### To the home:

Book 2 hours before departure on the same day

# FAMILY CARE



## FAMILY CARE

# Embrace Motherhood: Our Maternity Leave Policy

Did you know that you get a fully paid maternity leave of 16 weeks after working with us for at least 10 months? That's right! We care about you and your little bundle of joy. But wait, there's more!

Moms-to-be deserve all the rest they can get! That's why we have pre-delivery and post-delivery maternity leave. But don't worry, after delivery, every new mom gets at least 45 calendar days to snuggle up with her little one.



## FAMILY CARE

# Working Moms, We've Got Your Back

**Pre-Birth**

Enjoy one 1 maternity hour starting from the 6<sup>th</sup> month of pregnancy.

**Baby Bonus Breaks**

Enjoy 24 months of paid nursing time post-birth!

**Work Wonders**

Ease back in with 30 hours/week for 6 months after delivery.

**Baby Bonus Breaks**

Daily 1-hour nursing breaks, no pay cut, until 24 months.

**Nursing Pit-stops**

Keep management in the loop for smooth sailing.

**Doctor's Note**

Share your pregnancy proof in your 6<sup>th</sup> month of pregnancy with HR and your manager.

## FAMILY CARE

# Daddy Duty Time: Take a Break with Our Paternity Leave

- ▶ New Dads are allowed to 16 weeks of paid paternity leave for each new bundle of joy!
- ▶ Make sure to submit the birth certificate to the company when you return
- ▶ Keep in mind that this leave is only following birth date, is valid for 18 months, and can't be transferred



## FAMILY CARE

# Little Sprouts, Big Benefits: Our Nursery Allowance

## Who's qualified for Nursery Allowance?

If you're a \_VOIS mom or single dad with custody of your child, then you're eligible for Nursery Allowance!

Note: Don't forget to apply for nursery allowance before the cut-off date (10<sup>th</sup> of the month) to ensure you get your allowance in the same month.



### Single Dads

Make sure to attach your **baby's birth certificate** and proof of **marital status**.

## Apply for Nursery Allowance



### Allowance Amount

Enjoy an allowance of **3,450** EGP/month with a maximum of **2 children** from birth until they reach the age of 5

### How to apply for the nursery allowance?

[CLICK HERE](#)

**\*Note:** Make sure you're connected to VPN before clicking on the link

## FAMILY CARE

# Little Haven: Our On-Site Nursery for Your Little Ones

- ▶ Our on-site nursery is here to help with childcare for your little ones:
- ▶ You can work with peace of mind knowing your child is just a few steps away.
- ▶ Feel free to check in on your little one anytime you want.
- ▶ And the best part? The fees are charged monthly for your convenience.



**Location:** Vodafone Egypt Premises – Smart Village  
**Opening Hours:** 8.00 AM – 4.00 PM

# THE POWER OF \_VOIS ID

## EXCLUSIVE PERKS

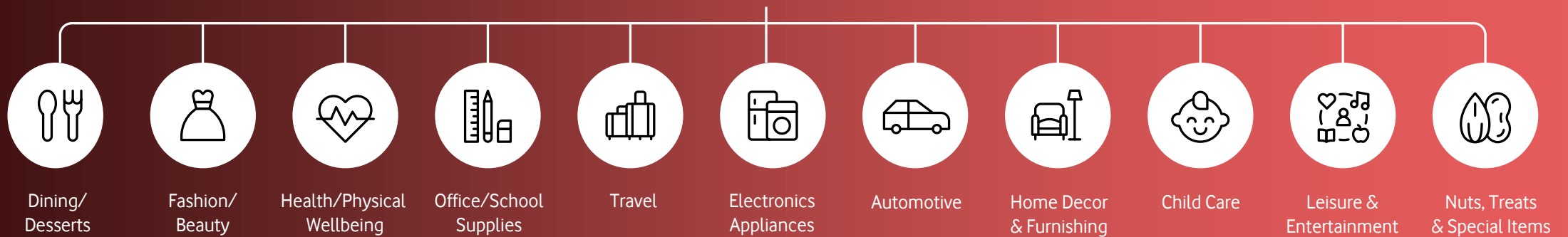
\_VOIS ID gives you access to exclusive discounts  
and perks with our partnered vendors

# Join the Fun with Benefits Club!

The Benefits Club is your ticket to the latest discounts, special offers, and promotions with different vendors.

From shopping to dining, we've got you covered.

## What goodies can you snag with the Benefits Club?



Drop your top picks in our **Vendor Referral Form** [here](#)  
From sweet discounts to exclusive perks, let's build the ultimate dream team of vendors together!

# BENEFITS PORTAL



**BENEFITS PORTAL**

**\*Note:** Make sure you're connect to VPN before clicking on Benefits Portal

# Welcome to our Benefits Portal

A one-stop-shop for all your benefit needs

Need to request something or access your benefits? Look no further!

**Here's what you'll find on the portal**



Medical Request



Phone & Connectivity Program



Nursery Request



Pension Request



SIM Cards



Benefits Club

**BENEFITS PORTAL**

# Join the B-Squad!

The B-Squad is Our benefits committee which is dedicated to providing everyone with an opportunity to speak up and be heard.

If you are passionate about employee benefits and want to make a difference, Join the B-Squad, \_VOIS Egypt's benefits committee!



## What is the B-Squad?

B-Squad is a benefits committee created by the benefits team to listen to employees' inquiries and improve our benefits portfolio.

## Who can join?

Any \_VOIS Egypt employee can apply! We target diverse individuals to ensure an inclusive benefits portfolio.

## How long is the term?

Each committee member serves for around six months, and before every round, each employee receives an email containing an application for the B-Squad.

Join B-Squad and help us make a difference in employee benefits at \_VOIS Egypt!

**For further information  
/updates or any inquiries,  
please refer to the below:**

[voisegbenefits@vodafone.com](mailto:voisegbenefits@vodafone.com)

**Follow us on Workplace:**

\_VOIS Egypt Benefits Workplace Group



## TEAMS DIRECTORY



### Benefits Team

- Pension Scheme
- Phone and Connectivity
- Benefits Club/ VOIS ID
- Benefits Portal
- B-Squad



[voisegbenefits@vodafone.com](mailto:voisegbenefits@vodafone.com)



### Medical Insurance Team

- Health Benefits
- MetLife related inquiries
- Claiming a refund
- Family Discount Card



[vois.medical.insurance@vodafone.com](mailto:vois.medical.insurance@vodafone.com)  
[VOISEGclinic@vodafone.com](mailto:VOISEGclinic@vodafone.com)



### Employee Relations Team

- Social Insurance
- Maternity Leave
- Paternity Leave



[employee.relationsvsse@vodafone.com](mailto:employee.relationsvsse@vodafone.com)



### Health & Safety/Fleet Team

- Transportation and buses



[voisfleethelpdesk@vodafone.com](mailto:voisfleethelpdesk@vodafone.com)