

FAQ DOCUMENT

1. When is the crèche/ day care policy effective from?

Answer: 1st May 2023. The portal is available for employees to explore by 17th April 2023.

2. Does the day care benefit policy apply to men and?

Answer: It is applicable for both female & male employees with children between the age group of six months to six years. This program is designed to be aligned with the Maternity Benefits Amendment Act, 2017.

3. What is the age criteria for children to be considered under the day care policy?

Answer: The day care benefit will be extended to eligible employees with children between the age group of six months to six years and up to two children.

- In case of two children availing this benefit, the process of declaration, would be treated as two independent requests
- In the case of twins, the employee can avail the day care facility for the 3rd child

4. Can I avail the day care center benefit for my adopted child/ children?

Answer: Yes, you can avail the benefit for your child / children as per the eligibility criteria, including single mothers.

5. Who will be the point of contact from all day care related queries?

Answer: Nes Fircroft has partnered with expert childcare service providers ProEves to support Nes Fircroft employees.

- ProEves will manage day care benefit process for Nes Fircroft through the customized childcare portal : <https://www.proeves.com/nesfircroft-childcare.php>
- Via this portal, Nes Fircroft employees can also seek help from counsellors / answer queries related to day care facility. employees can also mail ProEves on nesfircroft_childcare@proeves.com

Internally: employees can reach out to the HR Business Partner Payel Chowdhury at : payel.chowdhury@nesfircroft.com

6. In case of any grievances or issues with the Centre, what do I do?

Answer: Please raise your grievance and issue on the ProEves portal. ProEves will work with you to help you address the grievance and issue with the centre. You can also write to Proeves on nesfircroft_childcare@proeves.com

7. What are the resources available on the Nes Fircroft ProEves day care portal?

Answer: The portal <https://www.proeves.com/nesfircroft-childcare.php> has day care tutorials and FAQs to know about day care selection and admission process. The portal also has parenting resources for overall childcare support.

Should you need any more assistance, employees can always reach the counsellor

8. I am an eligible parent employee, how can I avail this financial benefit?

Answer:

Process for availing the Childcare Benefit

Employee enrolling their child(ren) into a daycare :

If employee chooses to avail Childcare benefit, they should start the inquiry at least 2 weeks in advance from the expected start date at childcare centre. This ensures that there is adequate time to do the requisite due diligence/ checks at your end and opt for the best childcare option for the child as per your requirement. This will also ensure that there is sufficient time to close all necessary admission/ settling in formalities of the selected childcare centre.

- **Step 1: All eligible employees who wish to avail the facility will have to log on to Nes Fircroft childcare portal managed by Nes Fircroft's childcare management partner:** For eligible employees, the same will be accessible via <https://www.proeves.com/nesfircroft-childcare.php>
 - Details relating to daycares near office or across city are available on this portal and can be leveraged during childcare centre finalization.
 - Childcare centres as per employee convenience/ location preference can be discovered/ explored on this portal or if required, raise a request on the portal for
 - Childcare suggestion: Nes Fircroft's childcare management partner counsellor will suggest Childcares in line with location requirements specified, or,
 - While looking at childcare centres listed on the portal, employees can also ask for:
 - Parent References – References of parents using the Childcare
 - Childcare Appointment – Block a date for appointment /visit to the Childcare
 - Counsellor Chat – Block a chat with a childcare counsellor on queries like admission confusion, child anxiety, best age for Childcare, infant care essentials.

- **Step 2:** employee is required to complete all admission formalities with selected childcare centre as per the process followed by individual centre. Do note – admission formalities and process can vary from one centre to another. This will needed to be done for near site and near home centres.

- **Step 3:** Subsequent to finalization of childcare centre, employees are required to upload duly filled and signed "Declaration Form" on the portal through "Submit Declaration Form" tab. This process is applicable for both near site and near home centres to avail the funding benefit.

- **Step 4: Payment to childcare centre:** Once admission formalities are completed including submission of declaration form (and any additional documentation, as required), Nes Fircroft's childcare management partner will initiate payment to childcare centre up to the amounts as mentioned in Daycare benefit entitlement for all listed centres.
 - Any fees or charges beyond what is provided for in Daycare benefit entitlement, employee will pay those charges directly to the service provider.
 - employees will need to close all Daycare and Nes Fircroft specific admission formalities before 5th of the start month else the admission will be deferred to the next month

Employee has already enrolled their child (ren) into a childcare centre:

This policy is effective 1st May 2023 for admissions on/ after 1st May 2023 or your date of joining whichever is later. Any fees/ charges paid for a period prior to applicable effective date will not be considered for payment. Proeves and company will not be responsible for any refunds.

In line with the process, employee will have to access Nes Fircroft's childcare management partner portal, register themselves and also submit necessary declaration forms along with requisite documents to avail the subsidy

9. How can I exit? What is the process I need to follow?

Answer: This is required for eligible employees who had enrolled into this benefit and were getting financial assistance. Employees would need to raise exit request and active child registration would be closed subsequently. It's prudent to raise the Exit request at least 3-4 weeks in advance. Payment/ refund terms as per the childcare centre enrolled with will apply. Detailing the process as below:

Childcare Exit/Termination

- Benefit ends on employee's last day at work or upon employees request. The company does not offer any post-employment or retirement coverage under this plan.
- This benefit also auto-terminates when the child enrolled for this benefit turns 6 years old (72 months)
- Employees who wish to exit out of the Childcare arrangement need to follow below process:
 - **Step 1: Raise a "Childcare exit" request** and submit the exit form on the portal.
 - **Step 2: Payment/Refund** terms of the childcare centre would apply when exiting the benefit/ arrangement.
- If required, in case of exit due to employee's last day at work, necessary adjustment might also be carried out as part of full and final settlement.