

**FIVE ▶**

**MEDICAL BENEFITS POLICY**

## PURPOSE AND OBJECTIVE

According to mandatory health insurance law in UAE, all Emiratis and Dubai expats along with their dependents, are required to have health insurance. In case of Zurich, the employers are required to obtain accident and sickness pay insurance coverage for all employees mandatorily.

## APPLICABILITY AND REVIEW

All colleagues and their authorized dependants working in FIVE are provided with Comprehensive Medical Insurance. As documented in the employment contract:

"Full private medical insurance will be provided for a colleague and Authorised Dependants in accordance with the Company's Medical Policy, which may be amended from time to time. Chronic or pre-existing conditions must be disclosed to the Company prior to the Start Date and will be assessed by the Company on a case-by-case basis".

This policy applies to FIVE and all its related group entities.

Review is performed by the Group Director of HR on a yearly basis to revisit any changes in the provisions laid out as per law and make the relevant amendments to this policy. In case of any update identified during the period, updates are made to the policy.

## GUIDELINES

### UAE

The Medical Insurance Plan is in effect for a year and renewed every year. The sum assured value under this policy is divided as per the employee levels (four categories) and for the Executive Management. The Medical Insurance Policy offers the below benefits to colleagues, all or some of the below depending upon the level:

- In Patient Services
- Out-Patient Services
- Alternate Medicine
- Ophthalmologic Treatment
- Physiotherapy
- Maternity
- New-Born Cover
- Dental
- Approved Vaccines
- Preventive services
- Life-threatening congenital condition
- Ambulance
- Emergency services

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- International Coverage
- Covering all major clinics and hospitals

Further details of medical benefits are mentioned in the medical insurance policy.

## **WORKMANSHIP COMPENSATION & EMPLOYERS LIABILITY**

Worker's compensation is a mandatory cover in the UAE. It covers occupational sickness or accident arising during the course of employment that results in incurring medical expenses. All colleagues are also covered under the Workmanship insurance should they have an accident to-fro from the place of work and whilst on duty.

One of the key responsibilities of FIVE is to give a safe and risk-free workplace to its employees. In any case, notwithstanding taking every single preventive measure, accidents can happen. If there should be an occurrence of any such lamentable occasion emerging out of or over the time of carrying out their duty at work, where a worker endures injury, FIVE has the colleagues covered under this insurance. This is administered by the UAE Federal Law No.8 of 1980 and ensuing revisions thereto. In this manner, Workmen's Compensation Insurance is needed to cover the business against their liabilities to the representatives regarding wounds endured by them throughout their business.

The above covers the work-related injury as per the U.A.E. Labour Law No.8 of 1980 and its subsequent amendments and/or Common Law and/or Shariah Law. We follow the compensation as per the labour law

Injuries not covered includes:

- An incident that arose out of an act of God – natural calamity
- Injuries due to alcohol abuse and other additives
- Common, one-time illnesses such as influenza or headaches
- Condition(s) that existed before an employee was hired or began performing a particular job
- Contracting ordinary disease of life

## **ADDITIONAL BENEFITS -**

- Employer's Liability – pre-defined value for any one claim and unlimited in the aggregate
- Defence Costs - payable in addition to the Limit of Indemnity – subject to an Additional Defence Costs Limit in respect of any one occurrence
- Cross Liability – (including Indemnified Parties)
- Claims Preparation Costs – up to a pre-defined limit in respect of any one loss
- Sick Leave Certificates and Medical Reports
- Medical Expenses (in full in Government Hospitals and up to pre-defined limits per person in Private Facilities)
- Home Country Extension
- Repatriation Expenses (of injured or deceased and accompanying persons)
- Employee
- Hernia, Heatstroke and Sunstroke
- Local transportation expenses as per the Labour Law

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- Increase in Workmen's Compensation Capital Benefits - increased to 24-month salary subject to a maximum limit per person – applicable also to the 24-Hour Extension if such extension is insured

## LIFE INSURANCE

Life insurance works as “cover” that pays out in a lump sum to your chosen beneficiaries if you, as the life assured, pass away during the time you are covered in your policy under natural cause and circumstances. Life insurance shall comprise of the following components –

- Basis of sum insured
- Free cover limit (up to Age 64) [*Any person whose Sum Insured/Age exceeds this limit will be considered subject to providing satisfactory underwriting evidence*] - *Cost of Medicals will have to be borne by Policyholder/Insured.*
- Special conditions –
  - Members to be declared and approved on case-by-case basis and only those declared and approved are to be covered (will be mentioned specifically by name in the policy schedule and additions/deletions during the policy shall be declared immediately from addition/deletion date)
  - Proof of sponsorship in the name of the Company Name is to be provided at the time of claim
  - Active-at-work condition
  - Members should not be engaged in part-time work for various employers

### Insurance coverage:

- All active full-time permanent employees of the Policyholder on a compulsory basis as per the census sent (number of employees) and eligibility conditions
- Including any addition/deletions sent for subsequently hired/terminated employees during the policy period
- Who are actively at work on the effective date of coverage, & are as per the specified Age Limits mentioned
- Employees who are currently receiving benefits at the inception of the coverage are excluded from this group
- All benefits are mandatory for all eligible employees

In an event of a claim, below information is required to be submitted:

- NOTIFICATION period is within 30 days from the date of event/loss
- If the death happened outside the UAE, the original death certificate duly notarized and attested by the Authorized Ministry of the Country of Death, the UAE Embassy in the country of death and the Ministry of Foreign Affairs in UAE needs to be submitted to the insurance company

### DECEASED CLAIM DOCUMENTATION

- Certificate of Insurance.
- Claim Form duly completed and signed by authorized signatory
- Accident Report (in case of Accident)

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- Death Certificate (in original). In case of death taking place outside U.A.E., such original Death certificate issued abroad should be attested by U.A.E. authorities concerned (UAE embassy in the country of death and MOFA in UAE)
- Post-mortem Report (wherever required)
- Police Report – if death due to accident/Road Traffic Accident
- Medical Report from a hospital with a detailed diagnosis, history of illness (if natural death) and cause of death, if the same is not clearly mentioned in the death certificate
- Copy of Passport of the Insured including visa cancellation page
- Copy of Emirates ID
- Labour / Trakhees Contract
- No Objection Certificate from Embassy to carry the body to the home country
- 3 Months Pay slip prior to death
- Medical Report
- Any other document found necessary

The above Policies are renewed every year. Further details of the policy may be collected from the Human Resources Department.

## **ZURICH**

As per local laws and regulations in Zurich, FIVE has taken a sickness benefit and accident insurance policy for all its employees to comply to the regulations. Medical insurance is mandated by law, however, is required to be obtained by the employees themselves. As per the law, following provisions are listed for the policies –

### 1. Sickness benefit insurance

The employer is required to take a sickness benefit insurance on the part of the employee to cover 80% of the gross salary for 720 of 900 consecutive days (180 days for AHV pensioners. . In the case of ongoing, uninterrupted inability to work, there may only be one period of postponement. These benefits must be provided even if the employment relationship ends before the illness has passed. The sickness benefit insurance premiums are shared equally between employer and employee.

### 2. Accident Insurance

The employer shall insure the employee in keeping with the guidelines of the Swiss Federal Law on Accident Insurance. For employees who have suffered an accident and are entitled to support, the employer must pay 100% of the gross salary for the duration of the period described in Art. 324a SCO. An accident on the way to work is deemed to be an occupational accident giving rise to a payment obligation. The Bern scale applies in this case. Any proportion of salary that exceeds the maximum amount of the insured income pursuant to the Accident Insurance Act must be paid by the employer for at least the period prescribed in Art. 324A SCO. The Bern scale applies in this case. Lost earnings compensation and social security If the employer has not concluded satisfactory insurance on the employer's behalf, the consequences of accident insurance legislation shall apply.

### 3. Occupational mandatory insurance

The employer shall insure the employee in keeping with the statutory guidelines that apply in respect of occupational old age, survivors', and invalidity insurance. When calculating the salary threshold for mandatory insurance and the coordinated salary, the 13th monthly salary payment shall be taken into account. If the monthly salary falls below the salary threshold for mandatory insurance, the employee should be insured until the end of the employment relationship, or until the end of the calendar year at the latest.

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A minimum contribution of 1% of the coordinated salary is levied on all employees from the start of the calendar year following their 17th birthday. A contribution of 14% of the coordinated salary is levied on all employees from the start of the calendar year following their 24th birthday. The employer may deduct a maximum of half the contribution amount from the employee's salary.

The employer must insure all employees subject to mandatory insurance who belong to the age categories set out in point b) clause 1 at a single standard rate.

Contributions that are not required for statutory and collective labour agreement benefits must be used to secure future benefits or to improve benefits for employees insured under the occupational pension scheme.

Any surpluses or profit shares should likewise be used to secure future benefits or improve benefits for the insured employees. The above mentioned contributions, surpluses or profit shares may not be offset against future contributions, diverted to the payment of future contributions, or assigned to the employer in any way

The insurance must guarantee the following minimum benefits:

- Invalidity pension 40% of the coordinated salary
- Widow(er)'s pension 25% of the coordinated salary
- Children's pension 10% of the coordinated salary
- Early retirement up to five years prior to reaching the statutory AHV age with no reduction in the ordinary statutory conversion rate if the employee has worked in the hospitality industry for at least five years without a break immediately prior to retirement

## COMMUNICATION AND TRAINING

All benefits under these policies are communicated to the employees as a part of the new-hire orientation programs. This policy is hosted on the intranet for ease of access to all employees.

## REVIEW

The policy is reviewed by the Group Director of HR on an annual basis to make any amendments to this document.

In case you have any questions or concerns regarding this policy, please reach out to the Human Resources team for assistance.