

## **Rewards & Benefits FAQs**

### **General Eligibility**

**Q: Who is eligible for rewards and recognition at Greycap?**

**A:** All confirmed employees are eligible to be considered for rewards and recognition initiatives.

**Q: Is reward or recognition guaranteed for all employees?**

**A:** No, rewards and recognition are based on performance, contributions, and alignment with company values. Recognition is discretionary and not automatic.

**Q: Are remote employees eligible for all recognition programs?**

**A:** Yes, remote employees are fully eligible for all reward and recognition programs, including monetary and non-monetary benefits.

**Q: Can new hires be recognised under this policy?**

**A:** Yes, but most rewards are intended for confirmed employees. Exceptions may apply based on exemplary contributions.

### **Recognition Methods**

**Q: How can employees be recognised for their work?**

**A:** Recognition can be verbal, via our HRIS platform (Bob), newsletter, Slack, special appreciation events, or through monetary/non-monetary tokens.

**Q: Who can initiate recognition?**

**A:** Both managers and peers are encouraged to initiate recognition for outstanding contributions and demonstration of Greycap's core values.

**Q: What is a Bob recognition?**

**A:** Bob is our HRIS platform where peers and managers can publicly appreciate employees who demonstrate exceptional performance or embody Greycap's values.

**Q: How often can employees be recognised?**

**A:** There's no fixed frequency. Recognition is ongoing and can be given as and when contributions warrant it.

**Monetary Rewards and Tokens**

**Q: What monetary tokens are available to employees?**

**A:** Greycap provides the following:

- ₦400,000 for weddings
- ₦400,000 for childbirth
- ₦400,000 for bereavement
- ₦100,000 Suregifts voucher for birthdays

**Q: How do I claim a wedding, childbirth, or bereavement token?**

**A:** Inform the People Team and provide supporting documentation. Once verified, the token will be processed.

**Q: Can I claim more than one token in a year?**

**A:** Yes, provided you meet the conditions for each respective token.

**Q: Will I bear any tax liability on these tokens?**

**A:** Any applicable tax on tokens will be borne by the employee.

**Leave and Time-Off Recognition**

**Q: What are the standard leave benefits at Greycap?**

**A:** Employees receive:

- 20 working days of paid annual leave
- 1 day birthday leave
- 80 working days maternity leave
- 20 working days paternity leave
- Unlimited sick leave
- 5 days of compassionate leave

**Q: Do leave days increase over time?**

**A:** Yes, additional leave days are awarded after completing 2 years of service.

**Q: Is birthday leave automatically granted?**

**A:** Yes, employees are entitled to one paid day off on their birthday. Advance notice to the manager is recommended.

## **Performance Bonuses**

**Q: Is there an annual performance bonus?**

**A:** Yes, at management's discretion. The bonus is performance-based and may vary each year.

**Q: Is the bonus guaranteed every year?**

**A:** No, it is subject to change or discontinuation based on company performance and management's discretion.

## **Training and Development**

**Q: Does Greycap provide sponsored training for employees?**

**A:** Yes, employees receive a yearly training allowance to support personal and professional growth.

**Q: Who decides which training qualifies for sponsorship?**

**A:** Employees can propose training programs, but final approval rests with Management and the People Team.

**Health and Wellness**

**Q: What health insurance benefits are offered?**

**A:** Greycap provides comprehensive health insurance covering medical, dental, and vision. Employees can also add spouses and children.

**Q: Are there mental health resources available?**

**A:** Yes. Through our partnership with Akoma Health, employees can access therapy sessions and mental wellness support.

**Q: Is group life insurance part of the benefits?**

**A:** Yes. Greycap provides a group life insurance plan offering life cover to beneficiaries in the event of an employee's death.

**Other Recognition and Support Programs**

**Q: Are there loans available to employees?**

**A:** Yes, Greycap offers low-interest loans to eligible employees. A separate Loan [Policy](#) governs the process.

**Q: What happens if I leave Greycap before using a token benefit (e.g., birthday voucher)?**

**A:** Unused tokens are not transferrable or payable upon exit and are forfeited unless otherwise approved by management.