

Rewards & Benefits FAQs

General Eligibility

Q: Who is eligible for rewards and recognition at Kora?

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 Kora'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 Kora'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: Kora 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 Kora?

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

Q: What happens if I leave Kora 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.