

Badge FAQ

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1. PERMANENT BADGES

The Reply badge is used for identifying the person and for granting access to office areas. Please remember to always have your badge with you!

Q: My badge is stolen or broken. What should I do?

A: Based on your office:

1. **Milano C.11, Milano K.1, Milano B.1, Torino, and Roma G.59:** First go to Reception and ask for a daily badge which is necessary to access the HR office. Then open a Replace a Badge ticket and go to the HR office to obtain a temporary badge which grants you access to all Reply office areas while the permanent badge is being prepared.

2. **Silea, Genova, Padova and Milano R.104:** Go to Reception and ask for a temporary badge which grants you access to all Reply office areas while the permanent badge is being prepared. Then open a Replace a Badge ticket.

3. **All other offices:** Ask your Manager for a temporary badge which grants you access to all Reply office areas while the permanent badge is being prepared. Then open a Replace a Badge ticket.

Q: I lost my badge. What should I do?

A: If you think you might still find the badge but you need to access Reply offices right now, please ask for a temporary badge at Reception. (If your office does not have a Reception desk, please refer to your Manager.)

If the badge is lost permanently, please follow the steps in the My badge is stolen or broken section above.

Q: I have found my badge that I had earlier reported as lost. What should I do?

A: Please Open a Ticket to let us know. HR will reactivate your badge and will inform you when it is ready. Finally, you shall return the temporary badge which HR had provided you.

Q: My badge is worn out or deteriorated but still works. What should I do?

A: HR will provide you a new badge. Just open a Replace a Badge ticket.

Q: I just joined Reply. How can I get my permanent badge?

A: HR will inform you by email when your new badge is ready. Based on your office:

1. If you are located in **Milano C.11, Milano K.1, Torino CM.71 / CM.75 / CM.83, and Roma G.59**, please pick up your badge at your HR office.
2. Otherwise please pick up your badge at Reception (or ask your Manager if your office does not have a Reception desk).

Q: Can I access Reply offices abroad with my badge?

A: Your permanent badge grants access to all Reply badge readers in Italy and abroad. Please note that some Reply offices require additional non-Reply badges. For more information, please refer to your local contact person or:

- If you are travelling to UK, please contact Operations UK at operations.uk@reply.com / +44 2077306000
- If you are travelling to Germany, please contact Operations DE at operations.de@reply.de / +49 894111420

2. VISITOR AND COLLABORATOR BADGES

Q: My Collaborator's badge is lost / stolen / broken. What should I do?

A: Please ask him/her to go to the Reception desk to get a new badge.

Q: I am inviting a visitor in a Reply office. What should I do?

A: You must register the appointment here. A badge will be provided to your visitor at the Reception desk.

3. INTERNSHIP BADGES

Q: A new intern is joining Reply shortly. Who provides his/her badge?

A: HR will autonomously prepare and provide the badge to the intern at the first day.

Still need help? Open a Ticket!