

Niva Bupa Child Creche Program

Document Control	
Document Name	Niva Bupa Child Creche Program
Version	Version 1.0
Document Status	Final
Issue Date	31 st October 2023
Compliance Status	Mandatory
Review Period	On or before 24 months, as applicable
Security Classification	Internal
Distribution	All Niva Bupa Health Insurance Co. Ltd. Employees
Approved By	Director & CHRO

Document Revision History	
Version 1.0	1. Policy launch

Table of Contents

S. No.	Particulars	Page No.
1	Introduction	4
2	Objective	4
3	Applicability	4
4	Scope/ Eligibility	4
5	Creche Benefit	4
6	Creche Benefit Entitlement	5
7	Non-Covered Expenses	5
8	Process	5
9	Termination of Benefit	5
10	Interpretation to the Policy	6
11	Amendments to Policy	6
12	FAQ's	6-7
	Annexure-1	8-9

1. Introduction

Childcare is a full-time job and can be challenging, especially when our employee's children are at a young age. Ensuring that our employees' children have the best childcare while our employees are at work is very important to us.

2. Objective

The objective of this program is to support employees to continue to focus on their work and achieve their career aspirations without compromising on childcare.

3. Applicability

Applicable to the offices/branches where employee strength is 50 or above(as per the The Maternity Benefit (Amendment) Act, 2017).

4. Scope/ Eligibility

The '**Niva Bupa Child Creche Program**' covers all NBHI employees including contractual staff working for Niva Bupa Health Insurance Company Limited and this program is in effect from **31st October 2023**.

5. Creche Benefit

The program allows all eligible employees to **enroll children aged six (6) months to six (6) years** in any of these facilities.

Niva Bupa's Child Creche Service Partner is providing nearest creche centre from office. This benefit can only be availed at one of the partner creche centres.

Employees can avail creche facility for a maximum of 2 children per family. However, as an exception if there are twins during second child birth, the employee can avail the creche facility for 3 children per family.

List offices/branches details covering under creche program provided in **Annexure -1**.

6. Creche Benefit Entitlement

Company will bear the cost toward the following expenses and pay through the service provider partner.

- Annual/admission charges
- Monthly creche fee

7. Non Covered Expenses

Company will not bear the cost towards the following expenses:-

- Meals, wherever not a part of the base offering, will not covered by the company.
- Costs for any additional services, any app, transportation, classes, activities, which are not a part of the base offering are not covered by the company.

8. Process

It is prudent for the employee to start the inquiry a few weeks (3 weeks) in advance, so that the employee has time to do the required due diligence before taking admission for the child. Based on their own evaluation, employee should decide whether to avail the creche facilities or not, and there will be adequate time to close all admission formalities with respect to the creche.

Employees who wish to avail the facility can log on to Niva Bupa child creche portal:

<https://www.proeves.com/childcare-nivabupa.php> using their email & employee id to access the portal.

Creche Grievances

- In case of any issues/grievances with respect to the creche, please report the same on Niva Bupa child creche portal in “**Register Creche Complaint**” tab and our service partner experts will get in touch with you in 24-48 working hours.

9. Termination of Benefit

Employee will be covered under this benefit until he/ she is employed with the company. Benefit ends upon termination of employment or on completion of 6yrs of the kid enrolled or upon employee request. The company does not offer any post-employment or retirement coverage under this plan.

- Employees who wish to exit out of the creche arrangement need to follow the below process:
- Raise a Submit Termination creche request and submit the exit form on the portal.

10. Interpretation to this Policy

For any query, feedback on the program, or subject to any requirements of governing laws, employee can contact respective HRBP. In case of any ambiguity or dispute relating to any of the provisions of this policy, the decision of the Chief Human Resource Officer would be final and binding.

11. Amendments to this Policy

The policy rules are subject to change; hence ensure to refer to the latest version of the policy. The company reserves the right in its sole discretion, to amend, revise this policy document and communicate to employees.

FAQ:

1. Who will be the point of contact from all creche related queries?

Answer: Niva Bupa has partnered with expert child creche service provider to support Niva Bupa employees. Service provider will manage creche process for Niva Bupa through the customized child creche portal :

<https://www.proeves.com/childcare-nivabupa.php>

- Via this portal, Niva Bupa employees can also seek help from counsellors.
- Employees can also mail on Nivabupachildcreche@proeves.com.
- Internally: Employees can reach out to the HRBP for query related to the portal.

2. I am an eligible employee, how can I avail creche benefit?

Answer: Process for availing the creche Benefit

Employee enrolling their child(ren) into a creche :

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

Step- 1 All eligible employees who wish to avail the facility will have to log on to Niva Bupa child creche portal managed by Niva Bupa' s child creche service partner: For eligible employees, the same will be accessible via

<https://www.proeves.com/childcare-nivabupa.php>

- Details relating to creches available.
- Creche suggestion: Niva Bupa’s child creche service partner counsellor will suggest creches in line with requirements specified, and basis onboarding compliances.
- While looking at creche listed on the portal, employees can also ask for:
 - Creche Appointment – Block a date for appointment /visit to the creche
 - Counsellor Chat – Block a chat with a creche counsellor on queries like admission confusion, child anxiety, best age for Child creche.

Step 2: Employee is required to complete all admission formalities with selected creche centre as per the process followed by individual centre.

Note – admission formalities and process can vary from one creche to another.

Step 3: Subsequent to finalization of creche centre, employees are required to upload **“Birth Certificate of Child”** and duly filled & signed **“Declaration Form”** on the portal. The form is available at **“Submit Declaration”** tab.

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

Answer: Employees can raise the exit request by clicking on **“Submit Termination”** and active child registration would be closed after submitting the exit form subsequently. It’s prudent to raise the Exit request at least 3-4 weeks in advance. Detailing of the process as below:

Creche Exit/Termination

- Benefit ends on employee’s last day at work or upon employee 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 Child creche arrangement need to follow below process:
 - **Raise a “Submit Termination” request** and submit the exit form (<https://www.proeves.com/childcare-nivabupa.php>) on the portal.

Annexure-1

NBHI Office list covered under creche program
Ahmedabad
Niva Bupa Health Insurance Company Limited, SPG Empressa, 7th Floor, 701, beside Passport Seva Kendra, Nr. Mithakhali Six Roads, Navrangpura, Ahmedabad, Gujarat - 380009
Bangalore - I
Niva Bupa Health Insurance Company Limited, Vaishnavi Silicon Terrace, 30/1, Hosur Main Road, Adugodi, Opp. Prestige Acropolis, Bangalore - 560095
Baroda
Niva Bupa Health Insurance Company Limited, 1st Floor, 101-Samanvay Silver, Beside Royal Orchid Hotel, Mujmahuda Circle, Akota, Vadodara, Gujarat - 390020
Bhopal
Niva Bupa Health Insurance Company Limited, 2nd Floor, Star Arcade, 165A, 166, Zone-1, MP Nagar, ward No 43, Bhopal, Madhya Pradesh - 462011
Bhubaneswar
Niva Bupa Health Insurance Company Limited, 2nd Floor, Bhawani BMC Mall, Sahid Nagar, Bhubaneswar, Odissa - 751007
Chandigarh
Niva Bupa Health Insurance Comoany Limited, 2nd Floor, SCO 84-85, Sector 8 C Chandigarh - 160009
Chennai
Niva Bupa Health Insurance Company Limited, Ampa Manor, 1st Floor, 107/2, Nelson Macknickam Road, Aminjikari, Chennai, Tamil Nadu - 600029
Cochin
Niva Bupa Health Insurance Company Limited, 3rd Floor Alapatt Heritage Building , MG Road, Ernakulam, Kerala - 682035
Dehradun
Niva Bupa Health Insurance Company Limited, Virandavan Tower, Office No 1, 3rd Floor, 92/72 Ravinder Nath Tagore Marg , Near Cantt Road, Dehradun, Uttarakhand - 248001
Delhi - Pusa Road
Niva Bupa Health Insurance Company Limited, Samyak Tower, 39 Pusa Road, 3rd Floor, WEA Karol Bagh, New Delhi - 110005
GHATKOPAR
Niva Bupa Health Insurance Company Limited, 4th Floor, 408 B & 409, Sanghavi Square Building, MG Road, Kapol Wadi, Pant Nagar, Ghatkopar (W), Mumbai - 400086
Gurgaon - HO
Niva Bupa Health Insurance Company Limited, 14th Floor, Capital Cyberscape, Golf Course Extension Road, Sector-59, Gurugram, Haryana - 122102
Guwahati
Niva Bupa Health Insurance Company Limited, 3rd Floor, Mileston Building, Ananda Nagar Rd, Guwahati, Assam - 781022
Hyderabad - I
Niva Bupa Health Insurance Company Limited, Dno- 10-5-11/12, FK Regency-2ND Floor, Masab Tank, Banjara hills, Road no 1, Land Mark- Beside Balaji Grand Bazar, Hyderabad, Telangana - 500028
Indore
Niva Bupa Health Insurance Company Limited, 2nd Floor Unit no-202, N.M. tower LALA Banarasilal Dawar Marg, Race Course Road-11, Bungalow Colony, New Palasia, Indore, Madhya Pradesh - 452001
Jaipur
Niva Bupa Health Insurance Company Limited, Unit No 601D, 6th Floor, KJ City Tower, Ashok Marg, Jaipur – 302001

Kolkata
Niva Bupa Health Insurance Company Limited, Kailash Building, 1st Floor, 35/1, Jawaharlal Lal Nehru Road, Kolkata – 700071
Lucknow
Niva Bupa Health Insurance Company Limited, 3rd Floor, Speed Building – 3, Shahnajaf Road, Hazratganj, Lucknow, Uttar Pradesh - 226001
Ludhiana - I
Niva Bupa Health Insurance Company Limited, Unit no 3, Plot No.88, 2nd Floor, Kunal Tower, Mall Road, Opp. AXIS Bank, Ludhiana, Punjab - 141001
Mumbai - Andheri - I
Niva Bupa Health Insurance Company Ltd 1st Floor, Eagle Flight, Western Expressway, Near WEH Metro Station Andheri Kurla Road, Andheri East, Mumbai - 400093
Mumbai - Andheri - II
Niva Bupa Health Insurance Company Ltd 1st Floor, Eagle Flight, Western Expressway, Near WEH Metro Station Andheri Kurla Road, Andheri East, Mumbai - 400093
Noida
Niva Bupa Health Insurance Company Limited, 2nd floor, Shop No 18 & 28, The Centrestage Mall, Plot No 1, Block 1 , Sector - 18, Noida - Uttar Pradesh - 201301
Noida - HO
Niva Bupa Health Insurance Company Limited, 2nd Floor, Plot No D-5 , Sec-59, Noida , Gautam Budhnagar, UP-201301
Noida - NOC - I
Niva Bupa Health Insurance Company Limited, Campus, Plot No. A-67, Ground Floor, Sector 64, Noida, UP
Patna
Niva Bupa Health Insurance Company Limited, Office no-304, 3rd floor, Rajendra Ram plaza, Exhibition road, Patna, Bihar - 800001
Pune
Niva Bupa Health Insurance Company Limited, City Mall,4th Floor, 415 A/B/C, 132/B/1, Plot No. 1, Ganeshkhind Road, Near University Circle, Pune - 411007
Raipur
Niva Bupa Health Insurance Company Limited, Unit No F-3, First Floor, Raheja Tower, Ward No 35, Jail Road, Raipur, Chattisgarh - 492001
Surat
Niva Bupa Health Insurance Company Limited, Office No. 317, 3rd Floor, Eon Square, Guru Ram Pavan Bhumi Adajan, Surat, Gujarat - 395009
Vijayawada
Niva Bupa Health Insurance Company Limited, 3rd Floor, CVR Chambers beside Kalaniketan, MG Road, Vijayawada, Andhra Pradesh - 520010