1. **Objective**

   The objective of this procedure is to describe all the activities associated with Insurance coverage and Insurance claims.

2. **Scope**

   The scope of the activities defined in the procedure is applicable to the Finance Department of Axiom Telecom.

3. **Insurance Coverage**

   The company should have the following insurance coverage:

   1. **Property All Risk Insurance**

      This covers the following:
      - All Furniture’s & Equipments
      - Stock
      - Plate Glass
      - Rent – 12 months rent payable.

   2. **Marine Cargo Open Cover**

      This policy covers all our Export transactions for goods in transit and for the commercial vehicles that transport them, on water, on air and over land until it reaches the final destination.

   3. **Money Insurance**

      This covers the following:
      - Money In transit
      - Money in locked safe in the premises during and out of the business hours.
      - Money in cash registers / counters / drawers during and out of the business hours.

   4. **Fidelity Insurance**

      Points of control beyond this coverage:
      - Ensure all employees who are handling cash are covered under this policy on time.
      - Keep all the concern staff aware of the limits covered under the policy.
      - Passport of all employees handling cash should be in the custody of Axiom.
• Cash in transit to be carried in a briefcase and not exceeding the limit for which they insured under fidelity.
• Make necessary arrangements to keep proper record on all the cash in transit/safe/cash registers and these records to be kept some place other than the safe.

5. **Goods in Transit**

This covers the following:
• Van Sales
• Wholesales

*In addition; the following insurance coverage might take place (if required)*

**Public Liability**

• Take all reasonable precautions to prevent bodily Injury loss of or damage to property and the sale or supply of Products which are defective in any way and cease any activity which may give rise to liability under this Policy.
• As soon as possible after discovery cause any defect or danger to be made good or remedied and in the meantime shall cause such additional precautions to be taken as the circumstances require.
• Comply with all statutory requirements and other safety regulations imposed by any authority.

**Contractor Liability**

As a business owner, you may be exposed to the risks associated with doing contractual work at some point. Whether it’s you or your employees going to work at third-party sites then you will be responsible for ensuring that you have sufficient contractor liability insurance.

**Business Interruption**

Business Interruption is also known as "Loss of Profits Insurance" or "Consequential Loss Insurance".

• Loss of profit margin on stock destroyed
• Dislocation of most general business activities
• Non-fulfillment of outstanding orders
• Breaking of contracts
• Loss of customers to competitors
• Certain expenses continue, for example, rent, payroll, interest
• Additional expenditure in order to minimize loss of income and customers, like rental of temporary operating premises, or working additional shifts
• Ongoing inability of the business to attract customers
• Reduction in net profit — possibly net loss; obviously, the longer the period of interruption to the business, the greater the strain on financial resources.
• Claim preparation costs

Credit Insurance

Credit insurance protects your receivables against commercial risks which could result in non-payment of your invoices. These risks could take the form of buyer insolvencies (e.g. bankruptcy) or protracted defaults (slow payment). These problems could occur for many reasons, such as fluctuations in demand, natural disasters, or general economic conditions in your customer's industry.

Medical Insurance

To cover Employees from expenses related to all illnesses covered under their policy.

Motor Insurance

To cover company vehicles from expenses related to accidents covered by the policy.

6. Inputs
   a. Insurance policies
   b. Insurance claim forms
   c. Insurance file

7. Hierarchy and responsibility

If the organization structure doesn't specify an Insurance officer; all the tasks will be handled by a person assigned by the Country Finance Manager.
8. Requirements

 Document No: AT/F/SOP
 Issue No : 01
 Revision No : 00
 Date : 11/08

<table>
<thead>
<tr>
<th>Requirements &amp; Arrangements</th>
<th>KPI:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PROPERTY ALL RISK/ MARINE CARGO/ MONEY / FIDELITY/ GOODS IN TRANSIT</strong></td>
<td></td>
</tr>
</tbody>
</table>

- Once a new property is acquired (car, retail outlet etc.), communication with Insurance Company is essential to ensure coverage.
- Information about the asset/location to be sent to the insurance company this includes location, details of assets at location, details of cash being handled at location, details of inventory held at the location etc.

**PROPERTY ALL RISK INSURANCE:**

_Take into consideration:_
- Additions & deletions of location to be done on time to ensure there is no gap in cover.
- At all time use appropriate security measures to ensure safety.
- Inform any change of occupation or risk exposures to the insurers.

**MARINE CARGO OPEN COVER**

For Marine Cargo insurance, declaration is required for every new shipment. This includes full details about shipment.

_Take into consideration:_
- Declaration should be done on every shipment.
- Complete Invoice details to be faxed or mailed to the insurance company.
- Proper packaging should be done as per the requirements.
- In case of Imports we have to inform the insurance company in advance.
- Ensure all locations are covered under the policy on time.
Money Insurance

- Keep all the concern staff aware of the limits covered under the policy & daily deposit of cash in Bank.
- Passport of all employees handling cash should be in the custody of Axiom.
- Cash in transit to be carried in a briefcase and amounts exceeding the limits (i.e. AED 100,000 in UAE) should be carried by two authorized person.
- Keys of the safe should remain in the custody of the responsible persons.
- Make necessary arrangements to keep proper record on all the cash in transit/safe/cash registers and these records to be kept some place other than the safe.

Fidelity Insurance

- Ensure all employees who are handling cash are covered under this policy on time.
- Keep all the concern staff aware of the limits covered under the policy.
- Passport of all employees handling cash should be in the custody of Axiom.
- Cash in transit to be carried in a briefcase and not exceeding the limit for which they insured under fidelity.
- Make necessary arrangements to keep proper record on all the cash in transit/safe/cash registers and these records to be kept some place other than the safe.

Goods In Transit Policy:

- Ensure the limit of Goods in Transit should not be more than what we declared.
- Employee should be insured under Fidelity Insurance.
- Road Accidents to be informed to police
- Loss or damage should be intimated immediately or with in 48 hours.
- Passport of all employees handling stock should be in the custody of Axiom.
- Make necessary arrangements to keep proper record on all stocks in transit.

Public Liability

- Take all reasonable precautions to prevent bodily Injury loss of or damage to property and the sale or supply of Products which are defective in any way and cease any activity which may give rise to liability under this Policy.
- As soon as possible after discovery cause any defect or danger to be made good or remedied and in the meantime shall cause such additional precautions to be taken as the circumstances require.
- Comply with all statutory requirements and other safety regulations imposed by any authority.
## Medical Insurance

- Medical Insurance: Once a new employee completes the probation period to contact the insurance company and forward the details of the employee and his family (if eligible) to include them in the medical insurance scheme.

  Documents Required: Application Form, photo & Passport copy with residence visa

### Claims:

- **Direct Settlement**: Can be settled at the prescribe hospital.
- **Outside Network Claims**: Claim form to be filled by the doctor & respective medical report & invoices to be attached with the form and submitted to the insurance company.

## Motor Insurance:

- All renewal to be done on time as per the expiry of the policy.
- All claims regarding accident to be informed to police & to the insurance company on time.
## 9. Procedures

<table>
<thead>
<tr>
<th>Activity</th>
<th>Decision</th>
<th>Review &amp; Approval</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>FINANCE MANUAL Insurance</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Document No: AT/F/SOP-7A</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Issue No: 01</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Revision No: 00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Date :</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Activity</strong>: New insurance policy for retail location</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>KPI</strong>: To ensure insurance coverage of risks at all times</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Input / Reference</td>
<td>Process Sequence</td>
<td>Process Step</td>
</tr>
<tr>
<td>Expansion team to advice on opening date of new outlets, rent, cost of fixtures &amp; location.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Retail manager will give the total stock figure, approx daily sales figure &amp; employee details for Fidelity insurance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>After collecting all the details, the insurance person will communicate with the insurance company.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Once the policy is assigned a copy will be forwarded to the administration, expansion and to the landlord whenever required.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## FINANCE MANUAL
### Insurance

**Activity**: Insurance Claim  
**KPI**: To ensure insurance claims are paid

<table>
<thead>
<tr>
<th>Input / Reference</th>
<th>Process Sequence</th>
<th>Process Step</th>
<th>Responsibility</th>
<th>Record Generated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Retail or Logistic team should inform the Insurance person or insurance company during identification of claims.</td>
<td>Incident report has to be prepared</td>
<td>Retail / Logistic</td>
<td>e-mail / written communication</td>
<td></td>
</tr>
<tr>
<td>All supporting like invoices, Bill of lading, Photographs, contact Information etc to be submitted to support the claim</td>
<td>Once the claim is submitted insurance person will follow up the status.</td>
<td>Retail / Logistic</td>
<td>e-mail / written communication</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>□</th>
<th>Activity</th>
<th>◇</th>
<th>Decision</th>
<th>☰</th>
<th>Review &amp; Approval</th>
</tr>
</thead>
</table>