

dONUS⁺⁺
Lifelong Learning Platform
For BNP Paribas Fortis employees



BNP PARIBAS
FORTIS

dONUS⁺⁺
The Development Bonus

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1. Introduction to dONUS

BNPPF has included **dONUS⁺⁺**, The Development Bonus®, in your cafeteria plan in order to give you more possibilities to master your career and steer your employability. You can use your units freely even for programs that are not directly linked to your current job.

You can access the customized Lifelong Learning platform (hereafter “LLL-platform”) via <http://www.donus.be/lifelonglearning>.

Trainings that have no link with your professional or personal development, cannot be funded with your units.

2. What training offer is made available for you?

2.1. The dONUS-training catalogue

From mindfulness, through coaching to MBA, more than 1000 trainings with over 30 partners are available for you in the dONUS LLL-catalogue.

Although you can filter and search all you want in the training catalogue, if you have a specific question, please do not hesitate to get in touch with dONUS for some advice.

If you would like to be informed on the dONUS-training offer, you can subscribe to the monthly news letter through the LLL-platform or by e-mail at bnppf@donus.be.

Keeping the learning catalogue up to date is one of the top priorities of dONUS. If it would occur you see that a certain training title from one of our partners (list of our partners available on the dONUS Lifelong Learning webpage) is not available, please do get in touch with dONUS so they can check if dates of a training need to be updated.

2.2. Outside the dONUS-training catalogue

Even if it might be hard to make a choice in the more than 1000 trainings available, you might consider a training outside the LLL-platform (in Belgium or abroad)... BNPPF gives you the opportunity to register for courses outside the catalogue, provided that these are in line with the agreements made with the tax authorities. An additional fee of 10% will be charged for the coordination of the enrolment and the further processing of these off-catalogue courses. This fee is payable in units. In case you have such request, please contact dONUS and provide the following information:

- + Name of the training and training partner
- + URL-link
- + Price of the training (VAT excluded)
- + Calendar dates of the training
- + Availability and enrollment conditions met?

Please note that your request should be **filed more than one month prior to the start of the training** and that it is also up to you to **check whether, if applicable, there is availability for the training and if you qualify for the training (eligibility criteria)**.

When you file your request, **dONUS will check if your request is admissible and if there are alternatives available** to the training requested in the existent training offer. You may expect an answer within three working days.

If you are informed on a valid alternative available within the dONUS-catalogue, you may reserve this training through the LLL-platform. In case your requested training is not available in dONUS and falls within the eligible training scope, the training will be created on the LLL-platform for you so you may reserve it with your units.

2.3. Memberships of professional organisations

You cannot finance the membership fees for professional institutions through dONUS.

3. What is the pricing of the trainings in the dONUS-training catalogue?

3.1. How it works in general

The prices of the trainings are displayed in EURO, VAT excluded, as in units. The price in units includes the VAT and the valorisation of 120% (100 units equals 120 euro).

Example of conversion of the training price to units:

Public price of the training is 500 EUR, VAT excluded.

Units requested: $500 * 1,21(\text{VAT}) / 1,2(\text{valorisation}) = 504$ units

The training price in EURO, VAT excluded, is the same price as the price made public by the training partner (e.g. on its website). It happens that more than one price is available for a training. In that case, dONUS and the training partner have agreed on which of the prices apply in the dONUS context.

In case you would see a different price on the website of the training partner than the one in the LLL-catalogue, please inform us at bnppf@donus.be.

3.2. Pricing for trainings outside the dONUS-catalogue

An extra cost is charged for trainings to be followed outside the dONUS-catalogue.

The pricing will be increased by 10% with a maximum of 1500 euro.

Example:

Public price of the training outside the catalogue is 500 €, VAT excluded.

Price to be sponsored with units: $500 \text{ €} + 105 \text{ €} (\text{VAT } 21\%) = 605 \text{ €} + 60,5 \text{ €} (\text{fee dONUS } 10\%) = 665,5 \text{ €}$

Units requested (valorisation 120%) = 554 units

It remains interesting for the BNPPF-employee to sponsor the training through dONUS even if this extra cost occurs.

3.3. What about travel, catering and other expenses?

If additional costs to a training occur such as travel and hotel costs, catering costs or costs for course books, these costs are at the expense of the employee. In case the training partner has incurred these costs for the employee, the employee shall be invoiced directly by the training partner.

3.4. VAT applies!

Be aware that **VAT (21%) is due on all reservations made!**

A few of our training partners are not (or partly) subject to VAT. Even in the case you reserve a training in dONUS for which no VAT applies in the original pricing of the training provider, you will need to add 21% to the pricing/conversion in units. This is unfortunate indeed, but we do nothing else than applying the VAT legislation.

3.5. Contribution Social Security

The employer is obliged to withhold a personal contribution from the NSSO that is calculated on the total amount of the registration + VAT. This contribution is payable in Euros and is deducted from the pay slip.

3.6. What if the training is not in EURO?

In case a training is booked outside the EURO-zone, extra conversion costs may occur. These will be communicated upfront to you.

4. Prior to your reservation

4.1. What in case eligibility criteria apply?

Some trainings (such as masters, MBA's,...) require a certain background, experience, motivation,... Even if this would be practical, it is not because you push the 'reserve' button on your LLL-platform, that you automatically qualify...

So prior to reserving the training, it is best **you get in touch with the training partner in case eligibility criteria apply.**

When you have received confirmation of your admission from the training partner and you proceed with your reservation on the LLL-platform, please **fill in on the reservation form using the comment box, that you have been admitted to the requested program.**

4.2. What in case you do not have sufficient units?

You cannot wait to follow a training but lack some units... then we have good news! You can personally pay the remaining budget needed. Be aware that in that case, the valorisation of 120% does not apply

(on the amount you have personally financed). dONUS shall address an invoice to you, mentioning the amount, VAT included.

You can pursue your reservation of the training through the LLL-platform. In the comment box of the reservation form, you will need to mention that you will pay the missing amount personally. dONUS receives your request from the BNPPF Contact Center and will invoice you the remaining amount. Please be aware that VAT of 21% applies.

5. How to make a reservation?

5.1. Where can you find the training offer and can you make your reservation?

The customized platform can be accessed by BNPPF employees via

<http://www.donus.be/lifelonglearning>.

The information is accessible in English, French and Dutch.

When clicking on the 'Enter the training catalogue' button, you land on the training offering. On the training offer page you can search, compare and discover a broad range of trainings. You can define the offering via various filters (theme, type, region, language,...) and by sorting on start date, price,... Prices are displayed in EURO (VAT excl.), as in units (VAT included and 20% subsidized).

When clicking on the 'more info' button, the employee lands on the training detail page. The training detail page gives more information about the content and the practical aspects. Via the red button on the bottom of the page you can make a reservation.

5.2. What information do you need to provide when you make a reservation?

A pop-up appears when you make the reservation:

RESERVATION

You are about to make a reservation for: Seminar Actuele Ontwikkelingen Overheidsopdrachten.

You need 125 units to register for this session. If you have enough units, fill in the following fields and confirm.

First name

Surname

Personal number (HR ID)

E-mail (professional)

Session
Seminar Actuele Ontwikkelingen Overheidsopdrachten

Price
€ 250,00 (125 Units)

Start date
8/06/2015

Comments

You fill in your personal details and confirm.

- First and last name
- Personal HR ID
- Professional e-mail
- Comments such as: prerequisites to the program are met, need to add personally an amount to follow the training in case you do not have sufficient units....
- Complies with the general conditions

You will get a confirmation mail of your reservation. This does not mean that you have already enrolled!

5.3. What happens next with your reservation?

- + The BNPPF Contact Center will check whether you have enough units for the training.
 - If you *haven't got enough* units, the BNPPF CC will inform you.
 - If you have *enough* units, the BNPPF CC will send a confirmation mail to bnppf@donus.be, maximum 2 days after receiving the reservation mail.
 - dONUS informs the training partner who will confirm to dONUS the registration or refusal of the reservation.
 - If the training partner *refuses* the reservation: dONUS will inform you and the BNPPF CC in order to make sure you recover your units.
 - If the training partner *confirms* the reservation, the training partner will arrange all training practicalities directly with you.

6. What to do when you wish to cancel the chosen training?

If you choose to cancel your registration for the chosen training, you shall communicate this with the training partner and dONUS by sending an e-mail (bnppf@donus.be). The employee has three options:

6.1. You and the training partner agree to follow the training on another date or another training

In case the training will take place at a different moment but the content is identic, pricing too, the initial reservation remains valid. No further action needs to be undertaken by the employee.

In case a different training is agreed:

- + The training partner cancels the employee's participation.
- + Simultaneously a notification will be sent to BNPPF and dONUS.
- + The balance will be transferred to the unit account of the employee by the BNPPF Contact Center.
- + You make a new reservation.

6.2. You do not wish to follow your training and cancel your reservation

You send an e-mail to bnppf@donus.be and depending on the timing of your cancellation (related to the starting date of the training), cancellation costs are applicable (cf. general conditions). The balance will be transferred to your unit account by the BNPPF Contact Center.

7. Cancellation policy

If you choose to cancel your registration for the chosen training, you shall communicate this to the training partner by sending an e-mail. You have two options:

- 1) you and the training partner agree to follow the training on another date.
- 2) you don't want to follow the training any more, so you send an e-mail to bnppf@donus.be and depending on the timing of your cancellation (related to the starting date of the training), the following cancellation costs are applicable:

Should the value of the chosen training amount to **more than 5.000 EUR**:

- no cancellation fee shall be owed following cancellations made more than 90 days before the start of the chosen course;
- a cancellation fee shall be owed amounting to 20% of the registration fee following cancellations made fewer than 90 days but more than 30 days before the start of the chosen training;
- a cancellation fee shall be owed amounting to 40% of the registration fee following cancellations made fewer than 30 days but more than 15 days before the start of the chosen training;
- a cancellation fee shall be owed amounting to 100% of the registration fee following cancellations made fewer than 15 days before the start of the chosen training;

Should the value of the chosen training amount to **less than 5.000 EUR**:

- no cancellation fee shall be owed following cancellations made more than 15 days before the start of the chosen training;
- a cancellation fee shall be owed amounting to 100% of the registration fee following cancellations made fewer than 15 days before the start of the chosen training;

8. What happens if the training partner cancels the training?

If the training partner cancels the registration for the chosen training, this shall be done by means of an e-mail sent to you.

In case you agree that the training will take place at a different moment (content is identic, pricing too), the initial reservation may remain valid. No further action needs to be undertaken by you.

In case no agreement is reached on a new date, the training partner cancels the training and he shall also **refund** the full training budget:

- + The training partner cancels the employee's participation by e-mail to the employee and to dONUS.
- + The balance (full price of the training) will be transferred to your unit account by the BNPPF Contact Center.

9. When and how can you reach dONUS?

A special e-mail address for all your inquiries: bnppf@donus.be.

For urgent help and questions, the following phone number can be called between 9 and 5pm:

+32 (0)3 286 82 39.

Enjoy dONUS and lifelong learning!