

Welcome to Our Team!

Information for Your Start at Real Garant

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1 Time Management System Personio

The Personio time tracking system is used by all employees for the following functions:

- Recording sick leave
- Requesting vacation

The following functions are only relevant if the recording of working hours has been agreed upon:

- Clock in/out working hours, additional breaks, errands, and business trips

1.1 Registration

The link to Personio is as follows: [Personio · Dashboard](#)

You can log in using your Windows password (single sign-on solution).

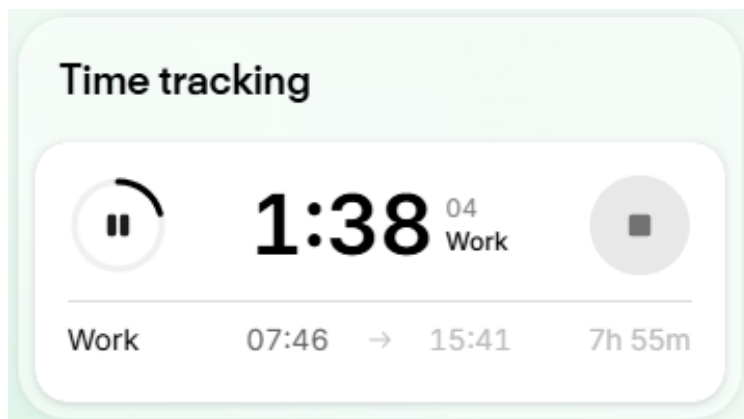
The following video or screenshots provide detailed instructions on how to log in and how Personio works:

[RG-Human Resources - Documents - Personio - All Documents.](#)

If you have any questions, please feel free to contact the Human Resources department at any time.

1.2 Recording of working hours, additional breaks, business trips

You can record your **working hours** by clicking on the corresponding buttons on the start page (right):

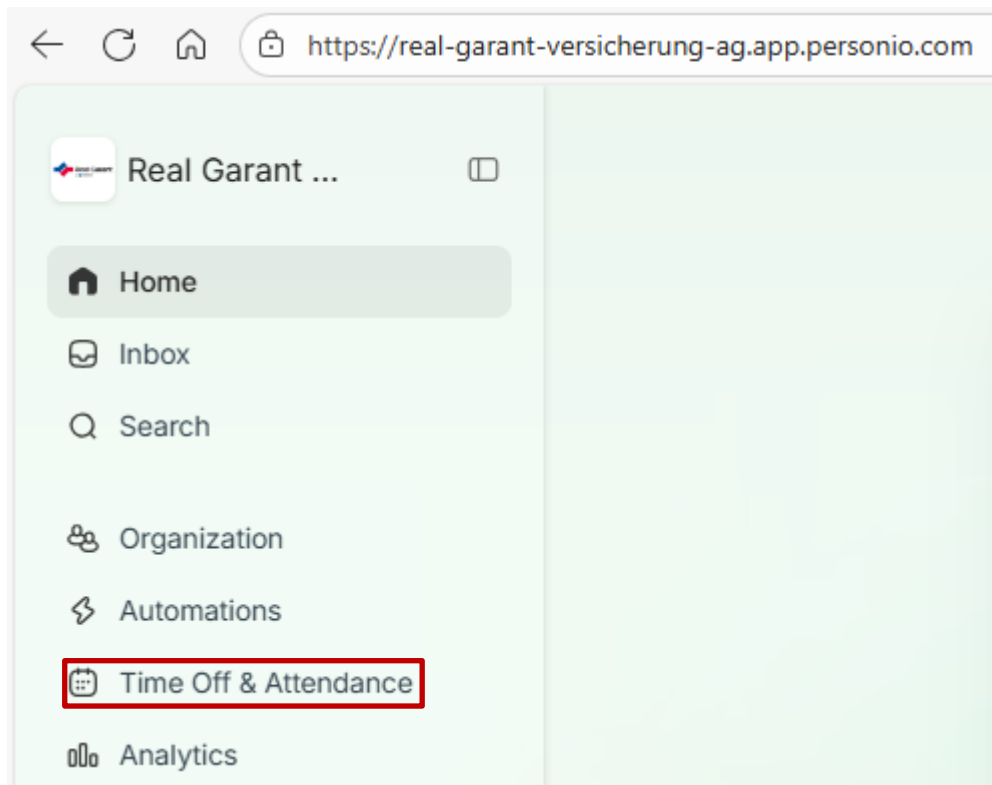


Clicking on the left arrow starts the time tracking. Clicking on the left arrow again starts a break. The same applies to resuming working time. The right button is used to record the end of work.

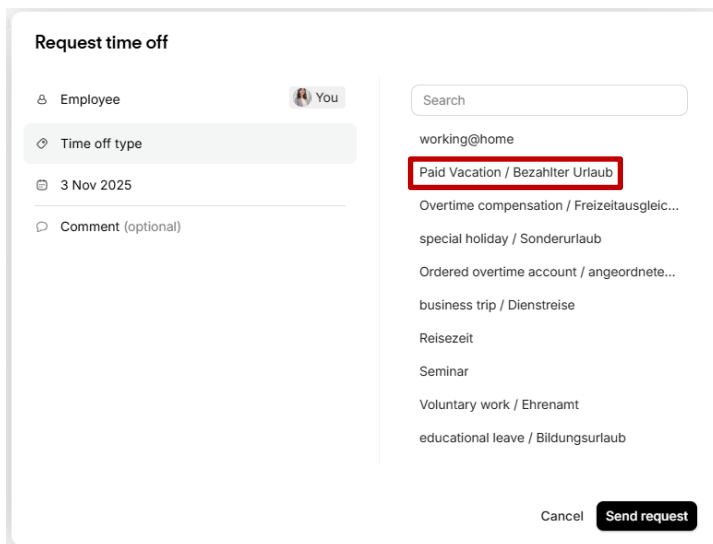
Personio takes into account a travel time of 5 minutes per working day. The travel time is preset as a deduction from the actual daily target working time.

1.3 Request for Time Off

Requests for Time Off, such as vacation, must be submitted via Personio. To do so, go to "Time off & Attendance" à "Time Off."



A calendar view appears. Clicking on the desired day opens a mask:



The types of "Time Off" available are listed on the right-hand side. Select the desired type of time off by clicking on it, e.g., "Paid vacation" for vacation.

Click on the date to set the duration of the absence:

Request time off

Employee 

Paid Vacation / ... 1 day remaining

3 Nov 2025 1 day

No overlap with colleagues

Substitute (optional)

Comment (optional)

3 Nov 2025 - 3 Nov 2025

November 2025

Mo	Tu	We	Th	Fr	Sa	Su
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

Duration Full day

Cancel Send request

Finally, click on “Send request” to send the request to the Manager for approval.

Note: Travel times and business trips are also requested via “Time Off.”

Request time off

Employee 

business trip / Dienstreise

3 Nov 2025 1 day

Substitute (optional)

Comment (optional)

3 Nov 2025 - 3 Nov 2025

November 2025

Mo	Tu	We	Th	Fr	Sa	Su
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

Duration Full day

Cancel Send request

Request time off

Employee 

Reisezeit

3 Nov 2025

Comment (optional)

3 Nov 2025 - 3 Nov 2025

November 2025

Mo	Tu	We	Th	Fr	Sa	Su
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

Part of the day ☐

Start time - End time 00:00 → 00:00

Cancel Send request

The actual duration of the business trip (excluding travel time!) must be recorded retrospectively via “Attendance”:

Tue 21 Oct 08:15 → 16:42 7h 57m/7h 55m 2m 30m Approved ...

Work	08:15 → 12:00	3h 45m	Add comment	
Break	12:00 → 12:30	30m		
Work	12:30 → 16:42	4h 12m	Add comment	

+ Work + Break

Cancel Save

To do this, click on the day on which the business trip took place. You can enter the times retrospectively using “+ Work” and “+ Break”. Fill in the start and end times and then click on “Save.”

You can also use the same method to request forgotten clockings.

Since travel time is recorded as time off, this reduces the daily target working time by the value of the travel time.

Please use the “Travel Expense Report” document for **settling travel expenses**. You can find the applicable expense regulations in the currently valid travel guidelines. Both documents can be found in our Document Library.

1.4 Recording of Overtime and Sick Leave

Your overtime is automatically recorded in Personio based on your clock-in times. You can find a current overview of your working hours in the “Attendance and Time off” view under “Attendance.”

Time Off & Attendance

Team calendar Time off Attendance

Today < > 📅 November 2025

Tracked hours
0h / 158h 20m

Time off >
0h

Overtime >
21h 47m

1-30 Nov 0h

Mandatory overtime is recorded separately and displayed under “Time off”:

Time Off & Attendance Request time off Pending requests

Team calendar Time off Attendance

Today < > 📅 November 2025 Month ⚙️

Mon	Tue	Wed	Thu	Fri	Sat	Sun
27 working@home - ...	28	29 working@home - ...	30	31	1 Allerheiligen / All...	2
3	4	5 working@home - ...	6	7	8	9

Time off balances

- working@home
- Paid Vacation / Bezahlt...
2 days remaining
- Overtime compensation / ...
- special holiday / Sonder...
- Ordered overtime account...**
132h remaining

Your Manager will submit the request for mandatory overtime accordingly. The transfer to Personio will be carried out by the HR department.

In the **event of illness**, the Manager must be informed immediately. In addition, the HR department (Germany, Switzerland, Nordics) or the country-specific time recording representative (for all other RG countries) requires information in order to maintain the time off in Personio. In accordance with individual country-specific labor laws, a sick note must be submitted in a timely manner. Please contact the HR department or the country-specific time recording representative for further information.

Germany: You are required to submit a sick note from your doctor no later than the fourth day of illness. The sick note is usually submitted via an eAU. In the case of an eAU, inform the HR department by email about the issuance of an eAU, stating the type of certificate (initial/follow-up certificate) and the period of illness. If your doctor issues you with an (old) yellow certificate, please submit it to our HR department. Your absence will then be entered into Personio. You can find out more about working time regulations in the works agreement on working time.

If you have any questions about Personio, please contact the HR department.

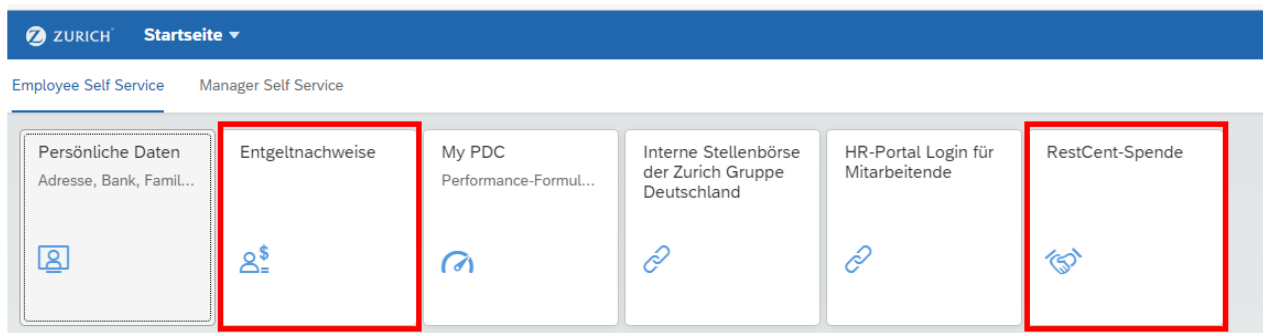
2 Electronic Payroll Accounting

Germany: You can find your statements on the 20th of each month via the following link: (Log in with your myID password.)

<https://gems.zurich.com/sap/bc/ui2/flp#Shell-home>

You also have the option of donating the cent amount of your net salary. This is completely voluntary! You can find further information in the Share Point unter:

Kleiner Beitrag, großer Nutzen – die „RestCent-Spende“



All other RG countries: The payslip is either available via the country-specific online portal or is sent by e-mail or post in accordance with the country-specific regulations. Please contact the respective country manager for further information.

3 SharePoint and OneDrive

OneDrive and SharePoint are important for your work. OneDrive serves as a private “drive” that only you have access to.

Share Point is a platform for digital collaboration with a secure place to store, structure, share and access information. You can find all public, cross-departmental, and internal departmental information in the SharePoint.

4 Archie – The Real Garant Intranet

To keep up to date with what's happening in the Real Garant world, our intranet is the first port of call. You will receive the login details for your initial registration by e-mail. The link to the intranet is as follows:

<https://archie.realgarant.com/>

5 Works Council (only relevant for Germany)

Our works council in Germany is made up as follows:

Chairman of the Works Council	Heiner Kleih	IT	+49 711 49063 330
Deputy Chairman of the Works Council	Leopold Brosi	Legal	+49 711 4906266
Works Council Member	Tuncer Terzyürek	Claims Germany	+49 711 49063381
Works Council Member	Berna Cinkilic	Market Proposition	+49 711 49063373
Works Council Member	Stephan Jazeschen	Underwriting	+49 711 49063323
Works Council Member	Kok Hoong Lim	IT	+49 711 49063154
Works Council Member	Brigitte Jourdan	Customer Service Germany	+49 711 490 63 29

You can reach the works council in person, by phone or by email at **betriebsrat@realgarant.com**. The works council can also be found at Archie:

Betriebsrat - Archie

Please Note: in all other countries there`s no Works Council at the moment.

6 Company Suggestion Scheme

Ongoing development ensures our success as a company. Each individual contributes to our success – on a large and small scale.

Ideas on how we can improve as a company are therefore always welcome - whether externally or internally, whether to optimize work processes or to strengthen cooperation.

Send us your suggestion for improvement via the Real Garant internal company suggestion scheme! To submit a suggestion, fill out the company suggestion scheme form and submit it to the HR department.

More detailed information on the company suggestion scheme from Real Garant can be found in the company agreement on the company suggestion scheme (BVW). This further information and the form for submitting suggestions can be found on RG Net.

We look forward to your suggestions!

7 IT- Support

The entire Office365 environment, in particular Sharepoint, Teams, OneDrive und Outlook is managed by Zurich via a telephone support and an online platform called "Service Now". RG IT-specific requests are forwarded to our IT colleagues.

7.1 IT-Helpdesk from Zurich

Internal Service Office Management: (0) 0 800 500 12 70

From abroad: +49 69 50070143

E-mail: ewphelp-de@dxc.com

Please keep your Help-Desk-Pin ready which you can find on MyAccess (<https://myaccess.zurich.com/>) under "My information".

7.2 Service Now

Service Now (SNOW) is our platform for dealing with your IT issues. Service Now contains two types of concerns or requests:

IT Support Request: You can submit an IT Support Request if you need help with operating the software, hardware, setting up out-of-office notes, changing signatures, setting up meeting, asking which software you have/can use etc.

You can submit the request via the following link: **IT Support Request - eWP Service Portal**

Incident-Ticket: You can submit an Incident-Ticket if something is not working.

You can submit the ticket via the following link: **Zwischenfall erstellen - eWP Service Portal**



Hilfe
Durchsuchen Sie die Wissensdatenbank und beheben Sie Ihr Anliegen selbstständig.



Ein Anliegen melden
Senden Sie ein Anliegen online zur Untersuchung



Servicekatalog
Navigieren Sie im Katalog und senden Sie eine Serviceanfrage

Hilfe FAQ

Wählen Sie im Abschnitt Hilfe FAQ die gewünschte Kategorie und erhalten Sie Wissen, um Ihr Anliegen selbstständig zu lösen.

» Anleitungen	» Application / Zugang
» Drucker / Fax / Scanner	» Hardware
» Office 365 / Outlook	» Server / Cloud
» Telefonie / Mobile Geräte	» Windows 11

IT FEEDBACK

Meine offenen Anliegen

Meine offenen Bestellungen

Meine Genehmigung

You can find more information at the following link: **How IT Support Works - Archie**

7.3 Global Protect

Global Protect is an encryption software that is used to encrypt our data when it is transmitted over the internet.

We are already familiar with Sophos at Real Garant. You can use Sophos to connect to the servers in our data center (ATOSS, ELO) from your home office, for example.

Global Protect is the software from Zurich that allows you to connect to the Zurich services while being protected.

We need this new software now as part of the switchover of our network (Zurich-LAN) at all locations for different applications. Currently, the best way is to have Global Protect activated in the office as well.

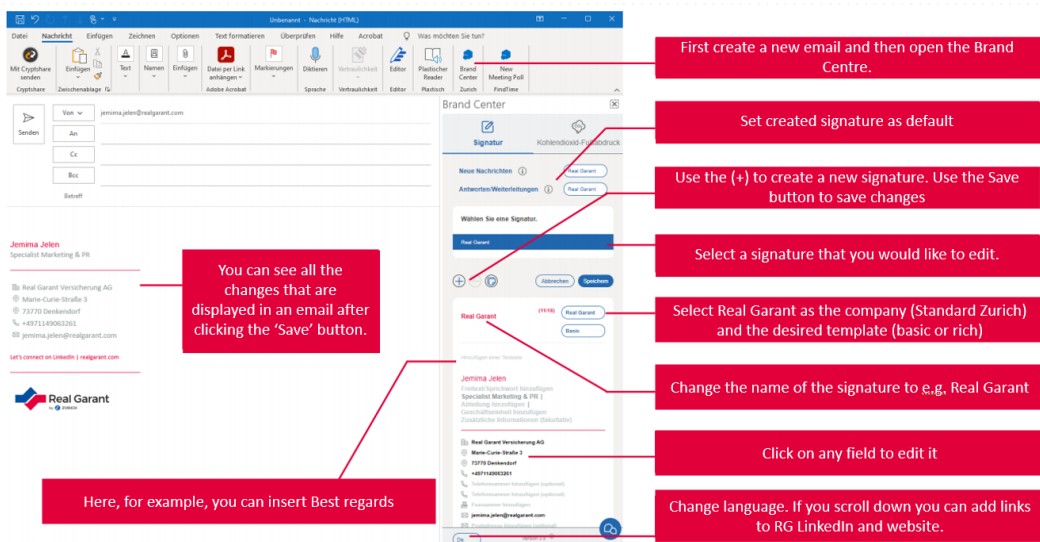
With an active Global Protect, you have access to services like ATOSS, ELO or SAP.

If you move your laptop between a docking station (LAN connection) and a meeting room, you may be logged out of Global Protect and a new login window will then appear.

If you have any questions, please feel free to contact IT by email: IT@realgarant.com

8 Signatures in Outlook

Signatures can be created independently in Outlook via the Brand Centre:



First create a new email and then open the Brand Centre.

Set created signature as default

Use the (+) to create a new signature. Use the Save button to save changes

Select a signature that you would like to edit.

Select Real Garant as the company (Standard Zurich) and the desired template (basic or rich)

Change the name of the signature to e.g. Real Garant

Click on any field to edit it

Change language. If you scroll down you can add links to RG LinkedIn and website.

You can see all the changes that are displayed in an email after clicking the 'Save' button.

Here, for example, you can insert Best regards

Up to 5 signatures can be created, e.g. for internal, external or group mailbox. In all cases, company details such as name, address and telephone number are mandatory fields.

The disclaimer is automatically added in the form of links when emails are sent.

Help can be requested via the blue speech bubble.

9 Wi-Fi Use

Colleagues in Denkendorf are allowed to connect their private mobile phones to the <byodz>Wi-Fi.

You can log in as follows:

User: firstname.lastname

Password: Domain-password (as when logging in to your laptop)

The login must be repeated daily.

Please do not connect your company laptop with the <byodz>Wi-Fi!

Use for guests: If you are receiving visitors you can create a 24h valid guest Wi-Fi account for the <guestz> Wi-Fi. Colleagues from the CEO-Office, reception or IT Service Delivery have extended rights and can also create visitor accounts with a duration of up to 7 days.

Instructions:

Portal system for guest registration: <https://regportal-eu.zurich.com/>

Information page: <https://zurichinsurance.sharepoint.com/:u:/r/sites/TelNetDE/SitePages/W-LAN-f%C3%BCr-alle---das-neue-GUESTZ.aspx>

 [Anleitung WLAN GUESTZ über Sponsorportal 102022.pdf](#) -> Employees are not allowed to use a guest access

10 Private Internet Use

Private internet use is only allowed during breaks and with the following restrictions:

Any use of the internet, intranet and e-mail that violates applicable legal provisions or company guidelines or harms the interests of the company or its public reputation is prohibited. This includes in particular:

- accessing, retrieving, downloading and distributing content that violates data protection, copyright or criminal law provisions
- accessing, retrieving, downloading and distributing anti-constitutional, insulting, defamatory, violence-glorifying, racist, sexist or pornographic
- streaming or downloading films and music in MP3 format or comparable file formats
- accessing, retrieving and downloading paid content
- participation in internet chats
- sending round and chain e-mails
- introduction of viruses, worms, trojans and similar malicious functions

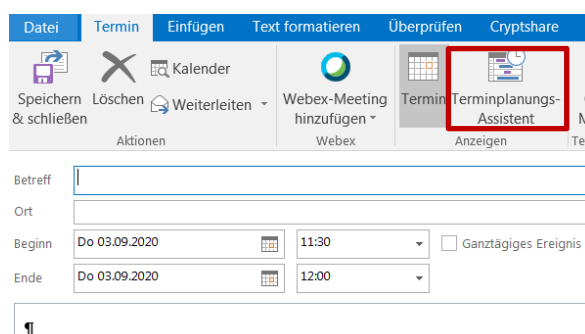
11 Booking Meeting Rooms

Meeting rooms can be booked in Outlook. To do this go to your Outlook calendar. When creating the corresponding appointment, a meeting room can be booked via the "Scheduling Assistant". Click on "Räume hinzufügen /Add rooms" and select the room you want to book. If you select all meeting rooms from Denkendorf, you will receive an overview of the availability of the rooms and can select a suitable one.

When adding rooms, it is important that the name is always preceded by "**Besprechungsraum**".

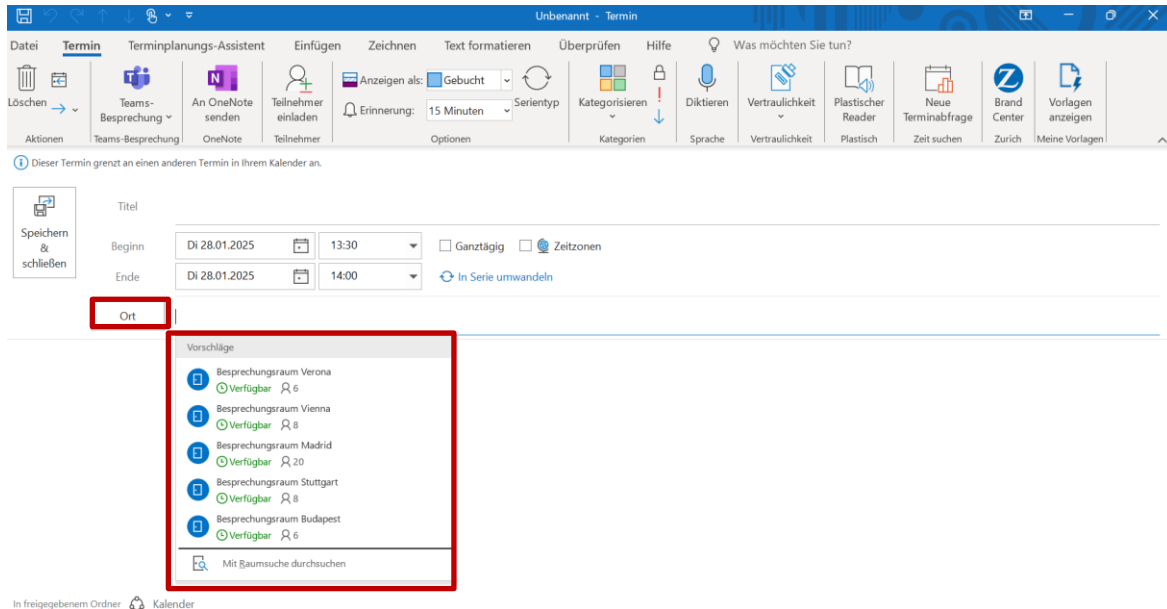
In Denkendorf we have 6 meeting rooms named after our branch offices:

- Besprechungsraum Vienna
- Besprechungsraum Verona
- Besprechungsraum Stuttgart
- Besprechungsraum Madrid
- Besprechungsraum Sint-Niklaas
- Besprechungsraum Budapest



Another option is to click on “Ort/Location” while creating the appointment. There you can select all meeting rooms from Denkendorf again.

In future, Outlook will always show you the available rooms when you click on the line next to the location button.



Do and Don't for the meeting rooms

Do

- Cancel the room if you don't need it anymore
- Refill the drinks when they are empty
- Report it if something no longer works or is broken

Don't

- Don't leave the room dirty
- Do not block a room that you have not booked
- Leave the room in time if it is booked afterwards

12 Work Safety & Health contact person (only relevant for Germany)

All fire safety assistants and first aiders are located in Denkendorf, with the exception of Kemal and Rainer, who are located in Freiburg.

Fire Protection Assistants Denkendorf	Benjamin Steinbeck	Risk Manager	+ 49 711 49063 206
	Leopold Brosi	Legal Counsel	+ 49 711 49063 266
	Alexander Stolz	Specialist Claims Germany	+ 49 711 49063 300
	Dirk Fiedler	Specialist Claims Germany	+49 711 49063 418
	Tuncer Tezyürek	Specialist Claims Germany	+49 711 49063 381
	Lars Schelske	CIO (IT)	+49 711 49063 430
	Gerhard Hieber	Head of Service Delivery (IT)	+49 711 49063 329
Fire Protection Assistant Freiburg	Alexander Blattmann	Specialist Claims Germany	+49 711 49063 472
First Aiders Denkendorf	Sarah Gießler	Inside Sales	+49 711 49063 399
	Marius Lohmüller	Crossfunctional Governance	+49 1733717784
	Alexandra Keck	Specialist Customer Service Germany	+ 49 711 49063 320
	Simon Nützel	Specialist Customer Service Germany	+ 49 711 49063 312
	Manuela Beichle	Assistant to the board	+ 49 711 49063 433
	Erik Eppe	Content Creator Foto & Video	+ 49 711 49063 413
	Zekeriya Rohland	Manager Claims Germany	+ 49 711 49063 382
First Aiders Freiburg	Kemal Karaca (Freiburg)	Specialist Tax and Controlling	+ 49 711 49063 143
	Rainer Kunz (Freiburg)	Head of Performance Controlling	+49 711 49063 145

Safety Officer	Stephan Jazeschen	Specialist Underwriting	+49 711 49063 220
	Dirk Fiedler	Specialist Claims Germany	+49 711 49063 418
Occupational Safety Specialist	Klaus Klein	outsourced/company Noeller	+49 7158 60643
Company Doctor	Christina Dorminger, Specialist in general medicine - occupa- tional medicine	DOR-MED Occupational health service	+49 711 251752 E- Mail: arbeitsmedi- zin@dor-med.de

13 Insurance Products from Zurich and Guidance (only relevant for Germany)

As a part of the Zurich Insurance Group Germany you have the opportunity to finalize an insurance to favorable employee conditions through Zurich.

Herr Marc Schnichels (Campus Agent ZGD) is your contact person at Zurich. He will be happy to advise you!

Marc Schnichels also advises you on **company pension schemes**.

Contact: marc.schnichels@zurich.com, Phone: 0228 / 268 3258.

14 Parking Facilities in Denkendorf (Germany)

Car parks next to Lichtäckerstraße (left in the sketch) and the gravel car park are marked red in the illustration down below. These car parks are only available to employees from Real Garant. They are also labelled with Real Garant signs.



15 MyID

You will be asked to change your MyID-password at regular intervals. You can carry out the update via the following link:

<https://zurich.okta-emea.com/>

16 Notes about Information Safety and Clean Desk Policy

At the end of the working day, the desk must be left clean and no (important) documents may be left lying around on the work surface. The dishes must be tidied up.

When leaving the workplace for a short time (meeting/getting coffee/toilet etc.) documents must also be stored securely. As soon as you leave your workplace, the screen must be locked. The key combination for this is: Strg + AltGR + Entf. and confirm lock.

17 Benefits

Real Garant offers numerous benefits for employees of the company, which are listed below. Further and more detailed information on the benefits can be found on the benefits page on the intranet. **Please notice that not all benefits are available in every country.**

Benefits - Archie

List of some benefits:

- Company pension scheme and capital-forming benefits
- Flexible working hours
- Company health management
- working@home
- Purchase of company cars
- Subsidy for the gym
- Supplementary health insurance
- Free hot drinks and water as well as regional fruit and vegetables in organic quality
- Meal allowance
- Corporate Benefits
- Further education and training
- Special leave for various occasions
- Events
- Company suggestion scheme
- Job bike