

Sweden Onsite - On Call Allowance Policy

Revision History

#	Status	Revision History	Author	Verified by	Date Released
1	Initial Document	Initial document	Bhavana Gupta	Sahana S, Sanjeev G	24-09-2020

Objective:

In general, Tarento India employees deputed in Sweden are allocated the regular 8-hour project work. There may be a request for on-call support based on specific needs of the project from the client. The objective of this policy is to provide guidelines for the allowances that would be paid to the employees for such on-call support effort during onsite assignments. It also outlines the monetary benefits for overtime services that they extend during on-call support.

On-call Allowance:

24*7 On-call support allowance will be provided as per the below slabs:

Support Type	Kronos Code	Weekday	Weekend/Holiday
24x7 On-call Support	On-Call	300 SEK per day	400 SEK per day
Overtime within On-call Support	Billable Overtime	160 SEK per hour	210 SEK per hour

Eligibility:

1. The policy is applicable to all full-time employees of Tarento who have travelled onsite to Sweden on Long term/short term assignment.
2. This policy will only apply for billable client approved on-call hours.
3. The policy does not apply to business travelers.
4. This policy is not applicable to employees based out of India

Signing up for On-call Support:

1. One should obtain written approval from the customer for On-call support. The approval should also contain the work plan and commercial terms.
2. The work plan should describe the on-call support hours, days, frequency as well as key support process as well as any applicable SLAs.
3. The work plan must be compliant to any Working Hours Act wrt daily rest as well as weekly rest.
4. Commercials should have rates for the On-call Support as well as Overtime hours towards resolution of any incidents during on-call support.
5. An Employee should not be allocated to on-call support for **more than 1 week in a month**. As such **upto a maximum of 7 days of on-call allowance can be billed and claimed in a month**.
6. Total overtime **should not exceed 10 hrs per week during the on-call support period**. Another employee should be provisioned in case workload increases beyond these hours. Please take help from your IBU head to plan this as a joint effort with India based employees.

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Readiness for On-call Support:

1. Employee should understand the work scope, processes as well as any available SLAs.
2. Employee should understand the key stakeholders, communication and escalation matrix so that proper action can be initiated as appropriate for various situations
3. Employee should get the necessary hardware, communication and software to be able to provide the support
4. If the oncall work processes are new, then try to shadow with the other support person for a week or so to familiarize.
5. Plan appropriate overlaps in case of takeover or handover to other colleagues.

Delivering the On-call Support

1. Follow the agreed processes to acknowledge any support during the on-call support. Log the start of the support. Sync up any person who may be providing the support during the earlier period.
2. In case of incident during the oncall support, log the start and end of the effort spent to resolve the incident.
3. Once the oncall support period is over, log the end of support. Sync up with the person who may be taking over from you.
4. Report weekly activity to various stakeholders.

Claiming the On-Call Support Allowance

1. The hours must be logged in Kronos under the right project and with right activity codes
2. Allowance shall apply only for days and time that are approved and paid for by the customer.
3. Employee should claim the allowance in the month following the one in which the support was provided.
4. HR team sends the Reimbursement/Allowance claim form (RACF) to all employees by mid of every month, specifying the cut-off date to submit claims for that month's payroll processing
5. Employees should fill the RACF with relevant details and attach it on Kronos under the section Expense Reporting > Add Expense > Allowance > Allowance Category > On call
6. Select your Manager's Email ID in the "Approver" field and "Save" your claim
7. Managers will verify & approve the allowance for further processing
8. Once approved, employees will receive an acknowledgement mail from Kronos
9. Claim will be processed upon Manager's approval and the allowance will be credited along with India salary in the claimed payroll cycle
10. Submissions post the specified cut-off date will be processed in the subsequent payroll cycle
11. These allowances will be subject to taxes and paid in India in equivalent INR.

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