

Associate Reference Guide



We care @ Zensar

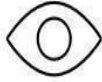
Here is everything that will help you to get settled in

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1.0 Vision, Mission, Values



Vision

Leaders in business transformation



Mission

We will be the best in delivering innovative industry-focused solutions with measurable business outcomes.



Values

- Customer Centricity
- Commitment to People and Community
- Continuous Innovation and Excellence

2.0 Zensar

Zensar is a leading digital solutions and technology services company partnering with global organizations on their digital transformation journey. A technology partner of choice, with strong track-record of innovation, credible investment in digital solutions and assertion of commitment to client's success, Zensar's comprehensive range of services and solutions enable clients achieve new thresholds of performance. Part of the \$40 billion APAX Partners' portfolio of companies, Zensar is uniquely positioned to help existing businesses run efficiently, manage legacy transformation and plan business growth through innovative digital platform.

3.0 Message from CEO's Desk

"Dear Associate,

Welcome to Zensar!

At Zensar, we perpetually strive towards providing the best-in-class onboarding experience to our associates; and to swiftly bring them up to speed with Zensar's Mission, Vision and Values along with the critical processes, policies, and key mentors, our HR folks (or team name) have drafted the attached Associates' Playbook (or the link) that provides all the necessary information every Zensarian, must possess.

This Playbook is a comprehensive source of organizational knowledge and information, an understanding of which will surely enhance the pace and efficiency of our operations and processes. I thereby urge you all to take optimum advantage of this Playbook and thoroughly go through it as it will bring you up to speed on our constant journey of outperformance.

A Proud Zensarian

Thank you

Ajay S. Bhutoria

CEO & MD

4.0 Zensar Kharadi Campus



5.0 My to Do List

a) Lateral Induction Program

- a. Pune- Every Monday.
- b. Hyderabad & Bangalore- Once in Every Month

*****Due to the current COVID-19 situation the Lateral Induction Program is conducted Virtually across Zensar India locations every Monday.***

- b) ID and Access Card-** To be collected from the respective joining Locations. **Digital ID Card-** Talent@Zensar-Profile-Home- Profile- Digital Id Card

c) System Allocation & Email Configuration

- c.i. Project Allocated Emp - Project Managers to raise the eform for the laptop/desktop allocation.
- c.ii. Pool Emp – Fuji 4th Floor Kiosk setup -Pune Location c.iii.Pool Emp--9th floor A Wing, Hyderabad location
- c.iv. Outlook Mailbox Access – Use Zensar Webmail to access Official mailbox and for mobile phone download Outlook 365 and Company Portal App from Playstore

6.0 Important Links and Path

6.1 Zensar Webmail: Outlook Web Access URL: - <http://email.zensar.com>

Go to Google – Zensar Webmail – Select “Sign in Zensar” option and use Zensar Email ID and One Time Password to access.

6.2 Zenlounge Plus: Zensar’s intranet portal which hosts a plethora of business applications, news and updates etc. Explore Zenlounge+ by clicking through this Link <https://zenloungeplus.zensar.com/> Use System login and password (mentioned above, if not changed)

a) Associate Self Service (HRMS Portal) - Link - <https://zenebiz.zensar.com/>

- i. Update the Bank details for payroll process before 15th of the month
- ii. Update Dependent for Insurances and nominations
- iii. Validate personal details including Contact Details (mobile, landline) Current and Permanent Address.

Path - Login to Associate -self-service- Associate History- Update all personal and professional details:-



Guidelines on updating Dependent & Beneficiary details in HRMS: The document has been sent to all the new joiners in Onboarding Deck.

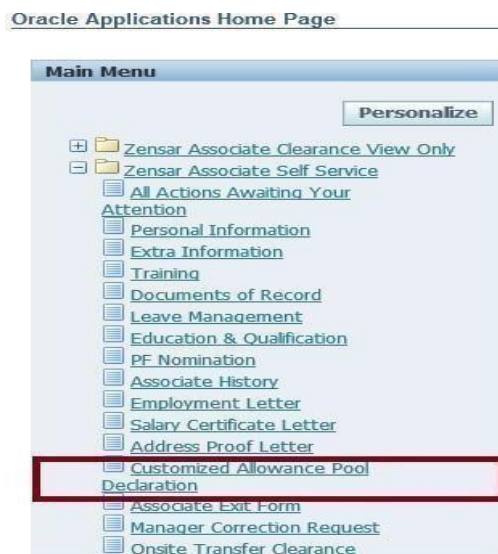
b) ZenPolicies - Read up on any policy by clicking on **Zenlounge plus** >>'ZenPolicies' on [Link - https://zenloungeplus.zensar.com/group/guest/zenpolicy](https://zenloungeplus.zensar.com/group/guest/zenpolicy)

c) Explore training courses including mandatory courses by logging in to **Zenlounge+** >>Applications>> Zenlearn) using below credentials: -

User Name for Zenlearn:- z (staff id)

Password-system password

d) CAP (Customized Allowance pool) – Investment declarations, ZETA or Paytm declarations **Link -** <https://zenebiz.zensar.com/>



6.3 Apply leaves through **Zensar Associate Self Service > Leave Management** and or **Talent@Zensar** app

6.4 Declare Investment details by login in Payroll (**Kindly proceed after the first salary is credited**) **Link -** <https://mypayroll.paysquare.com>

6.5 ZenDeavor (For Grade D1 and below) – Performance Management Portal. Set your goals (KRA) here after discussion with manager within 30 days of joining. Please use system username and password. **Link:** https://zendeavor.zensar.com/zendeavor/Kra/set_kra.

Success Factors (For Grade C2 and above) – Performance Management System. Set your goals here after discussion with manager within 30 days of joining. Need to add for C and above Band. Link <https://performancemanager8.successfactors.com/>.

Username- “z” followed by associate id, e.g. ‘z52732’. Password- System Password (password is not system password)

6.6 IS Service Desk (Ticketing Portal) - For any issues including application, systems, admin or facilities issues etc. you can raise a ticket for resolution **Path: Zenlounge plus – Applications - IS ServiceDesk**

6.7 Eform (used for additional software or desktop/laptop request) - For any issues including application, systems, admin or facilities issues etc. you can raise an eform for resolution **Path: Zenlounge plus – Applications - Eform**

7.0 General Guidelines

7.1 Attendance and Leave Management

Access card is used for daily attendance and floor access. we initially provide access only for attendance purpose. Swipe in and out at the nearest swipe in/out reader for recording your attendance. For floor access, request your manager to write to access_helpline@zensar.com .

7.2 Dress Code

Associates are the face of the organization and we believe that all must always present a clean and professional appearance when in office premises. Hence, the Dress Code policy helps provide consistent professional appearance, the goal is to maintain a positive appearance and not offend customer, client or colleagues. Associates are expected to dress in casual, business casual, smart casual, business attire Monday through Friday.

7.3 Transport Facility

Zensar provides Services in all locations (Pune, Hyd and Bang) as per the route map available in ZenAdmin app. The transport charges are borne by the associate and the deduction are part of the monthly salary. Download **ZenAdmin** app from Google play store. You can generate the pass online. (Day pass, Week pass and Month pass) Bus pass to be cancelled before 5th of the next month. Download **ZenCommute** for cab service. You can generate the pass online.

7.4 India Leave Policy

Privileged Leave (PL) -Annual entitlement of 18 working days. 1.5 days leave get deposited in the associate’s account at the end of every month. (On Pro-rated basis)

Flexi Leave (FL) -12: Annual entitlement of These leaves get deposited in the associate’s account at the beginning of every year or on the day of joining (prorated) 10 PLs get carry forward every year. Carryover

process is scheduled in the month of January. FLs are not carried forward. Associates cannot apply leaves overlapping year end/across 2 years.

7.5 Relocation Expenses –

All reimbursements including (relocation, travel and Domestic Transfer) to be submitted **on concur-** <https://www.concursolutions.com/nui/signin>. **All expense claims along with supporting documents must be submitted within 6 months from Date of joining.** Kindly connect with concur support for any technical assistance on email id- concur.support@zensar.com.

In case an associate leaves the organization within 12 months of joining, relocation expenses paid to him / her, would be fully recovered in the final settlement.

Claim Submission Process-

- Login to the **Zenlounge+ >>Applications >> Click on Concur**
- Login the portal with your email ID and password.
- Need to attach all the supporting expense receipt (original scan copies) for processing the claims.

Eligibility criteria-

| Particulars | Grade G | Grade F | Grade E & D2 | Grade D1 & C | Group A & B |
|-------------------------|--------------------|--------------------|--------------------|--|--|
| Travel | Train AC 2nd Class | Train AC 2nd Class | Train AC 2nd Class | Train AC 2nd Class Air: Economy Class | Train AC 2nd Class Air: Economy Class |
| Transit | Up-to 250/- | Up-to 250/- | Up-to 250/- | Up-to 250/- | Actuals |
| Local Travel for 1 week | Actuals | Actuals | Actuals | Actuals | Actuals |

| | |
|--------------------|--|
| Moving in expenses | Less than 500 kms you will be reimbursed as per actuals against bills subject to a max. of Rs.10000/- More than 500 kms you will be reimbursed as per actuals against bills subject to a max. of Rs.30000/-. (Per person if accompanied by spouse/ children) . |
|--------------------|--|

**Exception to these guidelines can be authorized by Head-HR and CFO.*

7.6 Internal Complaints Committee (ICC) – Prevention of sexual harassment at workplace

1) The first point of contact will be the relevant HR Associate Relations Manager, and the reporting Manager 2) Associates can also reach out with their complaint to a distribution list marked as ICCPune@zensar.com

7.7 ERequest Team: - Any request pertaining to letters (Employment, Address Proof, Role and Responsibilities), NOC's

8 Mandatory Apps

Please download the following basic application from Play Store or App Store and log in with your System login and password

8.1 Talent@Zensar

Download the Talent@zensar App by scanning QR code from the Zenlounge Plus portal – ZenApps Tab. Associate can raise any query /Grievances pertaining to Payroll/ Finance/HR/ Facilities using this app. Talent@zensar team will take care by routing your query to the correct SPOC

- i. Update the details including Marital Status, Work Experience, Blood Group ii. Know about your current BU, Manager, Project, Practice and AR iii. Check Your Leave records. Apply Leaves
- iv. TimeSheet Entry: Associate can submit their TimeSheet in Talent@zensar App. Incases the misses to update the Timesheet, there will be deduction of Flexi Leave (FL) and once flexi leaves are exhausted there will deduction from Privilege leaves. Incase, both the categories are exhausted there will be loss of pay. Associate can submit timesheet only for last 5 working days and not for the previous in case of any miss.

8.2 ZenVerse

This application is used for sharing suggestions/inputs/ideas/questions on a variety of topics with CEO. Associate can download the application from Playstore and access with the credentials received from Zensar.

8.3 Insurance Benefit: Insurance Policy for the year 2021-2022. Refer to the Benefit Manual on ZenLounge+ for the detailed coverages available.

a) Medclaim Policy for Associates & their Families.

Family Definition: Self + Spouse + Two dependent children upto 25 years

| Band | A/B | C | D | E | F | G |
|-------------|---------|---------|-----------|-----------|---------|---------|
| Sum Insured | 8 Lakhs | 6 Lakhs | 3.5 Lakhs | 3.5 Lakhs | 3 Lakhs | 2 Lakhs |

Policy Highlights:

- Standard hospitalization covered.
- Day care surgeries covered.
- Maternity benefit up to sum insured limit for both normal and c-section. Co-pay is not applicable for maternity.
- Pre and post hospitalization expenses for 30 and 60 days respectively.
- All waiting periods are waived off.
- Newborn baby covered in the floater sum insured from day one, provided the communication is sent by the associate within 30 days from the date of birth.
- No restriction on the room rent. However, the claim would be paid as per the actuals or GIPSA/Preferred Partner Network (PPN) package, whichever is lower.

b) Voluntary Medclaim Policy for Parents & In-Laws: Associates will receive a follow-up email for the Voluntary Parents Policy from the Mediassist Team.

Choose a sum insured that adequately secures your loved ones during medical emergencies:

| Year | 2022-23 | |
|-------------|---------------|---------------|
| Sum Insured | Single Parent | Set of Parent |
| 100000 | 11000 | 22000 |
| 200000 | 22000 | 43000 |
| 300000 | 33000 | 65000 |
| 400000 | 44000 | 85000 |
| 500000 | 55000 | 102000 |

Please note: the above premium is inclusive of GST@18%

Enroll Now in Three Easy Steps:

| | | |
|---|--|---|
| Step 1: Click here to enroll. You can also log on to Zenlounge+ -> Go to Application -> MediAssist -> Enroll Now | Step 2: Add or edit and verify your dependent details and the sum insured | Step 3: Click on confirm and log out |
|---|--|---|

*****Refer to the Benefit Manual on ZenLounge+ for the detailed coverages available***

Important Information:

- ✦ It is mandatory for the associate to log in and confirm the enrolment for existing dependents. Enrolment will not be carried forward automatically except for lock-in cases. Mid-term addition, deletion or changes are not allowed post the enrolment window period
- ✦ There will be a lock-in period of three years if an associate claims this year. The policy will be auto renewed for two subsequent financial years i.e., up to FY-24, as per the premium grids of the subsequent financial years.
- ✦ Lock-in clause : If the associate has made a claim during the 2019-20 or 2020-21 policy period, he or she cannot opt out of the policy this year. The premium for this financial year (FY-22) would be as per the above grid.
- ✦ Associates can increase the sum insured during the enrolment window period, however, the sum insured cannot be lowered.
- ✦ In case an associate chooses to opt out of the policy this year, he/she will not be allowed to enrol for the next two policy terms, i.e., up to FY 2024
- ✦ Adding parents, in-laws or editing their details into the existing policy can be done only during the enrolment window. It will not be possible to update the details during the year.
- ✦ The premium will be deducted from the respective payroll cycle in three equal instalments.
- ✦ In case of sad demise of parents or parents-in-law, the associate can modify the coverage by writing an e-mail to the Medi Assist Team (zensar@mediassist.in)

- **For any queries, please reach out to the TPA and Marsh Team**

| Name | Team | Mail ID | Contact No. |
|-----------------|----------------------|--|-------------|
| Abhijit Nikalje | Medi Assist -TPA | zensar@mediassist.in | 7026156788 |
| Sardar Khutale | Marsh - Broker | zensar@marsh.com | 9764741213 |
| Sujit Gadre | Zensar Wellness Team | Wellness-Benefits@zensar.com | 9823229699 |

9.0 Important contact details for Pune Location:

| Name | Function | Location | Extn | Email |
|---------------------------------------|------------------------------|--|------------|------------------------------|
| Joining Team | Joining & Induction | Alps 2 nd Floor | 5033 | joining@zensar.com |
| Vivek K/ Yogesh G | PF and Gratuity Queries | Corporate-Payroll | 7756 | pfzensar@zensar.com |
| Nitin Pawar/ Mahesh Kumar | Salary information | Corporate-Payroll | 7757 | n.pawar@zensar.com |
| Access Helpline | Hall/ Attendance Access | BMS Room-Himalaya , lower ground | 4091 | access_helpline@zensar.com |
| Leave On-Line | Leave | Fuji 5 th Floor | 7627 | leave-on-line@zensar.com |
| IT Helpdesk Team | TIMS / IT Service Desk | Himalaya Ground Floor | 4040 | IThelpdesk@zensar.com |
| Vijay Mane | Accommodation/ | Corporate-Admin | 7737 | vijay.mane@zensar.com |
| | Visiting cards /Transport | (4pm to 5pm) | | |
| | facility | | | |
| Aatish | Stationary Store | Rockies lower ground floor | 4519 | store@zensar.com |
| Mitali Mukherjee | Creche | Lower ground floor corporate building | 7589 | mitali.m@zensar.com |
| Altaf Khan | Zenrich(Referral Portal) | Pune - Fuji 7 th Floor | 8507 | zenrich@zensar.com |
| Yashwant Rathod | Background Verification | Alps 2 nd Floor | 8482 | yashwant.rathod@zensar.com |
| Pay square | Pay square Credentials | Corporate-Payroll | 7759 | zensar.payroll@paysquare.com |
| Jessie Stephen | Zeta/Paytm Meal coupon | Corporate HR | 4448 | J.Stephen@zensar.com |
| Business Expenses (Concur Team) | Finance Team | Alps Bldg, Ground Floor | 8983544740 | pradeep.nair@zensar.com |
| Exit Team | Offboarding | HR Operations | 7933 | Exit-Process@zensar.com |

9.1 Important contact details for Hyderabad Location:

| Name | Function | Location | Extn | Email |
|--------------------------------|--|---------------------------------------|------------|-------------------------------|
| Naren M | Joining & Induction | DLF - 8 th Floor | 9542233992 | joining@zensar.com |
| Vivek K/ Yogesh G | Hospitalization/PF | Pune - Corporate-Payroll | 7756 | pfzensar@zensar.com |
| Nitin Pawar/ Chandra | P Salary information | Pune - Corporate-Payroll | 7757 | n.pawar@zensar.com |
| Krishna Pochmoni | PF | DLF - 8 th Floor | 6138 | krishna.pochmoni@zensar.com |
| Leave On-Line | Leave | Pune - Fuji 5 th Floor | 7627 | leave-on-line@zensar.com |
| IT Helpdesk Team | TIMS / IT Service Desk | Pune - Himalaya | 4040 | IThelpdesk@zensar.com |
| Dharan Daram | Accommodation/ Visiting cards / Transport facility | DLF 9 th Floor - HR Bay | 6159 | dharan.daram@zensar.com |
| Access Helpline | Floor/ Attendance Access | DLF - 8 th Floor | 6614 | access_helplinehyd@zensar.com |
| Sai Prasad | EMD Help Desk / Drawer Keys | DLF 1st Floor | 8134 | saiprasad.t@zensar.com |
| Altaf Khan | Zenrich | Pune - Fuji 7 th Floor | 8507 | zenrich@zensar.com |
| Yashwant Rathod | Background Verification | Pune - Alps 2 nd Floor | 8482 | yashwant.rathod@zensar.com |
| Pay square | Pay square Credentials | Pune - Corporate-Payroll | 7759 | zensar.payroll@paysquare.com |
| Business Expenses (Co Team) | Finance Team | Alps Bldg, Ground Floor | 8983544740 | pradeep.nair@zensar.com |
| Jessie Stephen | Zeta/Paytm Meal coupon | Pune - Corporate HR | 4448 | J.Stephen@zensar.com |
| Local TIMS support | TIMS | DLF 1 st Floor | 7661843555 | TIMS-HYD@zensar.com |

9.2 Important contact details for Bangalore Location:

| Name | Function | Location | Extn | Email |
|---------------------------------------|---|--|---------------------|---|
| Joining Team | Joining & Induction | BLR_RMZ5A | 8015 | joining@zensar.com |
| Vivek K/Yogesh G | PF and Gratuity Queries | Corporate-Payroll | 7756 | pfzensar@zensar.com |
| Nitin Pawar/ Mahesh Kumar | Salary information | Corporate-Payroll | 7757 | n.pawar@zensar.com |
| Access Helpline | Hall/ Attendance Access | BLR_RMZ_5A Building | 8125 | access_helpline@zensar.com |
| Leave On-Line | Leave | Fuji 5th Floor | 7627 | leave-on-line@zensar.com |
| IT Helpdesk Team | TIMS / IT Service Desk | BLR_RMZ5A BLR_RMZ4C BLR_Cessna | 8087 5151 205 | IThelpdesk@zensar.com |
| Lokesh Reddy Gayatri Totad | Visiting cards / Transport facility Accommodation | BLR_RMZ_5A Building BLR_RMZ_4C Building | 5175 5102 | LReddy@Zensar.com gayatri.totad@zensar.com |
| Lokesh Reddy Gayatri Totad | Stationary Store | BLR_RMZ_5A Building BLR_RMZ_4C Building | 5175 5102 | Facilities-Bangalore@zensar.com |
| Altaf Khan | Zenrich(Referral Portal) | Fuji 7th Floor | 8507 | zenrich@zensar.com |
| Yashwant Rathod | Background Verification | Alps 2 nd Floor | 8482 | yashwant.rathod@zensar.com |
| Pay square | Pay square Credentials | Corporate-Payroll | 7759 | zensar.payroll@paysquare.com |
| Business Expenses (Concur Team) | Finance Team | Alps Bldg, Ground Floor | 89835- 44740 | pradeep.nair@zensar.com |
| Jessie Stephen | Zeta/Paytm Meal coupon | Corporate HR | 4448 | J.Stephen@zensar.com |
| Exit Team | Offboarding | HR Operations | 7933 | Exit-Process@zensar.com |

10.0 Bank Representative Details- Pune

| Bank Name | Representative Name | Contact number |
|-------------------------|--|--------------------------------------|
| ICICI Bank | Shwetank Pal /Ankush Lonkar | 9321900208/8999821718 |
| HDFC Bank | Sameer Garde/Supriya Singh | 9923194650/9738000150 |
| Standard Chartered Bank | Ankit Jain | 8806019130 |
| HSBC Bank | Madhu Dhaka | 9049998377 |
| Kotak Mahindra Bank | Amardeep Singh Tuli/Anit Kumar Karan | 9028986182/9730268014 |
| Citi Bank | Rajnish Kumar | 7767922889 |
| DBS Bank | Ajit Balgude/Mandar Sonawane | 9850005883/7507775779 |
| Yes Bank | Avinash Pawar/Sandeep Tatewar/Biswajeet Pandit | 9823621002/9890821281/ 8380095578 |
| Axis Bank | Bhalchandra Chopade/ Rakesh Singh | 8975199105/8411969168 |
| IDFC First Bank | Saurabh Chowdhury/ Shilpi Anand /Divakar Kumar | 7415847430/9511907997/9372138921 |

10.1 Bank Representative Details - Hyderabad

| Bank Name | Representative Name | Contact number |
|-------------------------|----------------------|----------------|
| ICICI Bank | Naresh | 9966588617 |
| HDFC Bank | Hanuman | 9393286257 |
| Standard Chartered Bank | Ravi | 9985247946 |
| HSBC Bank | Viresh | 9885590423 |
| Kotak Mahindra Bank | Prineetanvani Maturu | 9121279263 |
| DBS Bank | Srikanth | 8801011111 |

10.2 Bank Representative Details- Bangalore

| Bank Name | Representative Name | Contact number |
|---------------------|---------------------|----------------|
| ICICI Bank | Mahendrababu C | 7022251630 |
| HDFC Bank | Ajith K | 8867166378 |
| Kotak Mahindra Bank | George Steven | 9900646782 |
| Axis Bank | Sajith Chandran | 9387825221 |

10.3 For Virtual Bank Account Opening:

| Bank Name | Virtual Link to Open Account |
|-------------------------|---|
| Axis Bank | Axbk.in/DQd0M3oFfyz |
| DBS | Download App from Playstore |
| HDFC | https://apply.hdfcbank.com/vivid/s_account_newuiux?LGCode=V13399 |
| ICICI Bank | https://buy.icicibank.com/salary-account/ |
| Standard Chartered Bank | https://bit.ly/2KgbsVC |
| Kotak Bank | https://www.kotak.com/811-savingsaccountZeroBalanceAccount/811/vkyc-home.action?Source=Corp&banner=vkyc&pubid=emp-134485 |

We hope that the information shared above has helped you with all the entry level queries and concerns. Feel free to reach out to your Joining SPOC or AR should there is any information missing in this welcome kit.

Welcome again to the wonderful Zensar Family!

We are Zensarians !!

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