

EMPLOYEE USER MANUAL

Offboarding Process

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Name Offboarding Process	
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1. Objectives:

This document aims to provide the best experience to employee for an end-to-end voluntary exit as well as retirement process.

2. Scope:

The policy will be applicable to all the permanent standard/full-time employees.

3. Exclusions:

- Subcontractors
- Direct Contractors
- Secondees (permanent conversions)

4. Definition:

Standard Employee(s) means any person who is on the direct payroll of Capgemini.

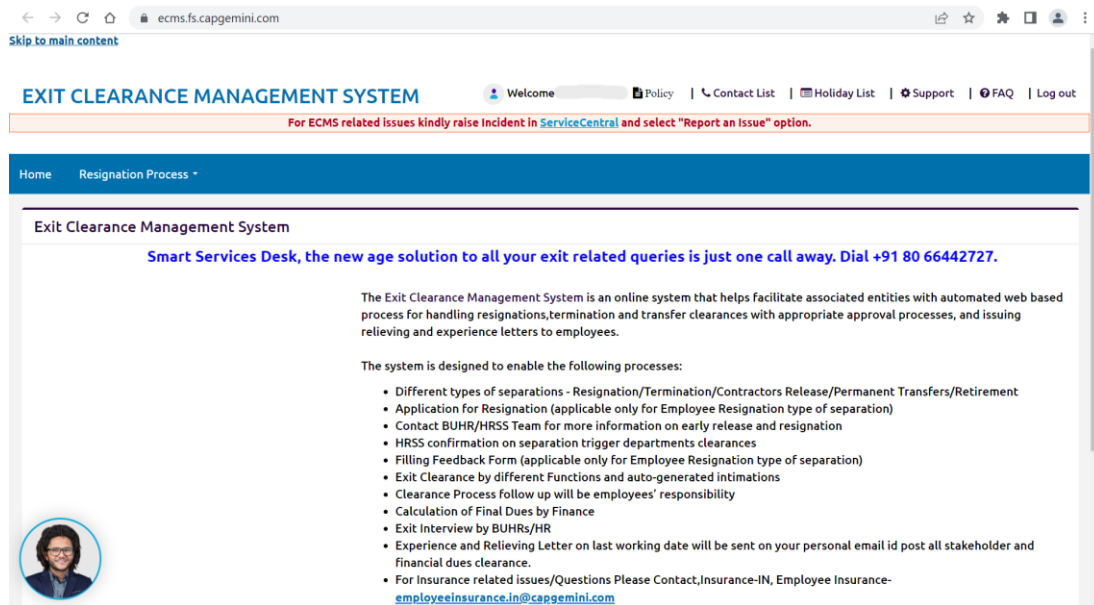
5. Abbreviation:

Abbreviation	Description
BU	Business Unit
BUHR	Business Unit HR
LWD	Last Working Day
EIS	Employee Internal Services
FnF	Full and Final Settlement
LOA	Letter of Authorization
ECMS	Exit Clearance Management System

6. Voluntary Exit Process- Resignation:

A. Process Details

- Employee needs to submit his/her resignation in Exit Clearance Management System (ECMS) which is web based application. <https://ecms.fs.capgemini.com/Home/ShowHome>
Click on Resignation Process, and fill in the resignation form.



- Once the resignation is approved by Supervisor, system auto triggers exit guidelines to be followed by the employee.
- If not approved by the Supervisor within 15 days, resignation gets auto approved.
- HRSS confirmation gets auto approved on the 16th day from the date of resignation, post which clearances fields will be enabled in ECMS.
- A Case Manager will be allocated for the Employee. The Employee can reach out to seek clarity for exit formalities.
- An exit orientation session will be scheduled after resignation is approved by the Supervisor, within 30 days for more clarity.
- Employees may also contact Smart Services Desk at **+91 8066442727** for voice based assistance on their queries related to exit process.
- Employee needs to follow up with the respective departmental stakeholders for the completion of clearances.
- Employee needs to submit asset on the last working day, after raising a ticket in Service Central.
Service Central>Order or Request>PC Surrender
- Once the clearances are completed, an autotriggered email is sent to the employee stating that the clearances are complete.
- Employee to recheck personal details like personal email id, mobile number and mailing address on the ECMS portal, as this will be used for future communications.

Exit Guidelines**

Given below are the exit guidelines and information which will help you in completing the clearances activities smoothly.

[Click Here](#) to log on to ECMS application or use this URL <https://ecms.fs.capgemini.com/>

- On the top panel of ECMS home page you can find a tab called "Contact List" to get in touch with departmental role holders to get your clearance completed
- You can refer to FAQ document on ECMS home page, where most of your queries related to exit will be available.
 - Exit Process FAQ - [Click Here!](#)

We also have an Orientation document, which will further guide you on the several sub-clearances and the timelines to complete the same.

- Exit Orientation - [Click Here!](#)

Please do remember to update your **Personal Email id and Contact details in ECMS**, the same would be used for all future communications.

Relieving and Experience letters will be released on to your personal ID post completion of all the clearances (including the final clearance) without any dues.

Employees having dues as part of exit checklist are requested to settle the same with exit team on Last Working Day

You need to obtain following clearances in ECMS

Type of Clearance	Details
	<p>IT Asset Clearance will be provided only on last working day after all assets are surrendered / transferred. Timing for Asset exit/transfer clearance : 11 AM to 1PM</p> <p>Before approaching for clearance please ensure Laptops/Desktops, Safe word token, Black berry (as applicable) or any other IT assets needs to be surrendered by raising surrender ticket in India Service Desk portal at least 3 days prior to last working day.</p> <p>Please ensure that you follow-up for asset surrender/transfer with the person handling your ticket.</p> <p>For Transfer of asset (desktop/laptop) please initiate the process along with necessary approvals at least 3 days before LWD to avoid any delays/Hassles</p>
Asset Management	<p>IT Asset clearance will be provided only if asset(s) owned by you is surrendered/Transferred, ensure asset is untagged and your tickets is closed before approaching for clearance.</p> <p>NOTE:- Please ensure while surrendering, the Laptop is in good condition. If any damage kindly get it repaired by raising request in Service Desk well in advance to avoid any last minute delay.</p> <p>Recovery will be initiated if surrender asset is in damaged condition.</p> <p>"As a process, without following above mentioned steps, it would delay your clearance.</p> <p>" Kindly refer below process document for Desktop/Laptop Transfer and Surrender available in Talent portal:</p> <p>Laptop Allocation, Transfer and Surrender Process</p> <p>Desktop Allocation, Transfer and Surrender Process</p>
EIS/HR Clearance	<p>EIS/HR clearance will be done 2 days before LWD, notice period shortfall days will be updated in ECMS 1 day before LWD. Please contact the location POC as mentioned in contact list available in ECMS home page</p>
Supervisor Clearance	<p>Your Supervisor has to provide the clearance in ECMS, this is in addition to his approval for resignation</p> <p>Time sheet for preceding 180 days and expense clearance if any, has to be approved by supervisor before LWD</p>

Please connect with Finance team 7 days prior to your last working day.

Forex - If you have any Onsite travel you need to get in touch with Forex team to verify your record by providing them your relevant documents like LOA, Per Diem Annexure Form and Passport Immigration along with stamps having your travel period mentioned in it or else Project Manager's e-mail approval.

Please get your record verified with forex team in case you have claimed Travel Kit Allowance or Relocation Cost.

Finance	<p>Please get your record verified with forex team in case you have claimed Travel Kit Allowance or Relocation Cost.</p> <p>The same is not applicable for employees on Transfer.</p> <p>Payroll – It is mandatory to upload investment proofs in Payroll (HGS) 3 days before LWD, if applicable.</p> <p>Proof submitted on emails will not be “Accepted” for FnF settlement</p>
ICRES	<p>ID & Access Card:</p> <ul style="list-style-type: none"> • ID card needs to be submitted by all employees mandatorily • ID card should be submitted to the ID card cell in the respective locations by 3 pm • If the ID card is not submitted within the LWD a penalty will be levied • The ID card cell will issue visitor pass to exiting employees once they submit their ID's. • The pass is valid only on the LWD. • The pass will allow the employees to remain in premises to complete their formalities. He will be escorted to access any of the work area (N+1 or anyone who is authorized by N1).
Amex card	<p>AMEX Card:</p> <ul style="list-style-type: none"> • Clearance will be given 10 days before LWD for employees who are not holding Corporate AMEX Card • Employees holding Corporate AMEX Card and having any dues are requested to settle it directly with AMEX vendor • Clearances will be given only if the account shows “0” balance <p>Note: To speed up the clearance process, kindly share the screen shot of payment details with Amex help desk team</p>
Learning and Development	<p>L&D – Library</p> <ul style="list-style-type: none"> • Auto clearance is provided in case you do not have any books • Books should be returned “at least 45 days” prior to the last working day • For any queries or concerns, please contact Library SPOC <p>L&D certification</p> <ul style="list-style-type: none"> • Please get in touch with the L&D certification clearance role holder 7 days before LWD • L&D role holders names are available on ECMS - Contact list <p>Note : Training cost recoverable is updated by the L&D team in amount section.</p>
People Process (HR)	<p>Please ensure to update all the availed leaves in LMS and Clarity / Time card (time sheets) with appropriate leave code.</p> <p>This should also be approved by your supervisor at least 3 days prior to the last working day.</p> <p>People process clearance shall be auto cleared prior to 2 days/1 day or on Last working day subject to completion of Time helpdesk clearance.</p>
	<p>This should also be approved by your supervisor at least 3 days prior to the last working day.</p> <p>People process clearance shall be auto cleared prior to 2 days/1 day or on Last working day subject to completion of Time helpdesk clearance.</p> <p>In case time helpdesk clearance is pending, People process clearance shall be auto cleared on Last working day.</p>

Time Helpdesk	<p>ACIS employees needs to ensure that in India Timecard Application Portal, last 6 months (till the LWD of ACIS employee) timecard status should be in "Approved" status. Post which Supervisor can provide Time clearance in ECMS portal.</p> <p>1. In case of any technical related queries in ECMS portal raise the ticket through ITSM Portal : Service Central – Click on Browse categories – Employee Management- ECMS- Select appropriate category</p> <p>2. In case of any technical related queries in India Timecard Application Portal raise the ticket through ITSM Portal: Service Central – Click on Browse categories – Finance Applications – Timecard(Finance) - Select appropriate category</p> <p>BSv employees should ensure that all the Clarity Timesheets are approved by Supervisor till the LWD in clarity system for any technical issues please reach out to cgbsil-clarity.in@capgemini.com</p> <p>.Note: Supervisor Clearance is mandatory to provide Time Helpdesk clearance</p> <p>In case of any functional related queries in India Timecard Application Portal raise the ticket through Service Central: Click on Browse categories – Finance Support – MTS Clearance - Select appropriate category</p>
BU HR Clearance	<p><u>BU HR Clearance:</u></p> <ul style="list-style-type: none"> • BU HR clearance can be given 7 days before the LWD. • Details of the BU HR are available on Exit request status tab in ECMS
Mobility/IAS Clearance	<p><u>Mobility / IAS:</u></p> <ul style="list-style-type: none"> • Clearance can be completed 7 days before last working day if you do not hold any visa's • Please get your record verified with IAS / Mobility team, in case you hold valid Work Permit / Visa / Residence Permit Card <p>For any queries or clarification, please contact IAS / Mobility admin as mentioned in contact list.</p>
Gratuity	<p>Upon validation of the record, the claim will be processed and disbursement of the amount will be settled through your salary a/c within 30 days from your LWD.</p> <p>For helpdesk support, please write it to the email-id : https://ctfss.in/CTFCGEss/Login.aspx or cgretirals@allsectech.com</p> <p>Note: You should mention your entity and employee-id whenever you communicate to the helpdesk team for better tracking.</p>
Provident Fund(PF)	<p>KYC: We request you to update your name as per Aadhaar in UAN Member Portal on EPFO site : https://unifiedportal-mem.epfindia.gov.in/memberinterface/</p> <p>Please note this requirement is mandatory from PF authority to complete the individual KYC to avoid any issues in future.</p> <p>For any queries related to your PF account (including PF withdrawal/Transfer), please get in touch with the PF team :</p> <p>For helpdesk support, please write it to the email-id : https://ctfss.in/CTFCGEss/Login.aspx or cgretirals@allsectech.com</p>

Shift and On Call Allowance Process:

- 1- Please ensure that you raise your Shift and On-call allowance before your Last Working day. Any shift or on-call not claimed via the tool will not be processed.
- Please note that your attendance and roster are updated on the tool. Once the details are updated you can raise a shift/on-call claim on the tool. Any changes to empulse records will take 48 hours to reflect on the shift allowance tool hence ensure you plan before your last working day.

In case of queries, please reach out to:

- 2- For technical queries please raise a ticket on <http://help.capgemini.com> -> Finance Application ->Shift Allowance.
- 3- For payment related queries please raise a ticket on <http://help.capgemini.com> -> Finance Applications ->PICS (Finance).
- 4- For change in approver definitions - <http://help.capgemini.com> -> Finance Support->Project Player Definition->New PM Matrix definition
- 5- For policy or process understanding related query please reach out to your BUHR

Full and Final settlement Process:

Full and final settlement shall be credited within 45 days from your final clearance completion date.

Please note - If the last working date is on or before the 5th of any month, the previous month's salary will be put on hold and will be paid along with the full & final settlement

For instance - If your last working date is 1st/ 2nd/ 3rd/ 4th/ 5th Aug, your Jul month salary will be kept on hold and will be paid out with your Final settlement.

Note: MyPath is available for performance management, if you have queries please write a mail to tmsupport.global@capgemini.com

Please do not reply directly to this email as this is an automated email and will not acknowledge any responses made directly to this message.

Regards,
HRSS Offboarding Team

B. Notice Period Applicability

a. Notice period for all standard employees is 90 days.

b. If employee is on Probation:

- Employee initiated Separation – 90 days' notice period
- Company initiated Separation – 60 days' notice period

C. Departmental Clearances

- a. The clearance form is designed to cover various departments within the organization:

Sl No.	Function	Sub Clearance
1	Asset Management	Asset Management - Laptop
		Asset Management - Desktop
		Asset Management - Hardware
		Asset Management - Software
2	EIS/HR Clearance	EIS Dues - Notice Given (days)
		EIS Dues - Notice Shortfall (days)
		Waiver of Notice Period
		Notice Pay day to Employees
		Notice Pay day from Employees
		Salary Payable
		Amount Due (shortfall days)
3	Supervisor Clearance	Supervisor Clearance – All time sheets approved
		Supervisor Clearance – Expense Approved
		Supervisor Clearance – Client Access Revoked
		Supervisor Clearance – Project Related material Returned

		Supervisor Clearance – Recovery on Travel Contract
4	Finance	Finance Sub Clearance – Housing Int Sub.
		Finance Sub Clearance – Vehicle Int Sub.
		Finance Sub Clearance – General Int Sub.
		Finance Sub Clearance – Processing Charges
		Finance Sub Clearance – Earning Others
		Finance Sub Clearance – Gratuity Finance Sub Clearance – LTA
		Finance Sub Clearance – Telephone Recovery
		Finance Sub Clearance – Deduction Others
		Finance Sub Clearance – Kit Allowance Cost Recovery
		Finance Forex – Housing Advance
		Finance Forex – Foreign Exchange
		Finance Relocation – Relocation Cost (Finance)
5	ICRES	ICRES- Bus Pass
		ICRES- Id Card
		ICRES- Company Chair
6	Learning & Development	Library – Library Books
		Certification
7	People Process/HR	People Process - Leave without pay
		People Process - leave encashment
9	Time Helpdesk	Timecard/Clarity Approval (auto cleared)
10	Mobility Clearance	Work Permit & Visa Cancellation
		Recovery against LOA/Secondment-Specify Amount
11	Car Lease	Car Lease (auto cleared if the employee does not hold any)
12	Amex Card	Amex Card

- b. Employees who are exiting from onsite, are governed by the Letter of Authorization/secondment agreement currently in force, will have to complete the exit formalities before leaving the organization.

- c. Employees on notice period are not eligible for 5 days advance leaves. If LWD (Last working date) is on or before 15th of the month, employee is eligible for only 1 leave credit in his last month.

D. Full and Final Settlement

- a. Employees, whose last working date is within one year from the date of joining, will be liable for recovery under the following heads, wherever applicable, as a part of Full & Final Settlement. However, in cases where the terms of employment mention a different condition period, the same shall prevail.
 - i. Sign On bonus/ Joining bonus
 - ii. Notice Period Buyout at the time of joining
 - iii. Retention Bonus
 - iv. One- time Incentives or Bonus
 - v. Relocation Expenses
- b. If the employee's last working date is within one year from the date of availing the benefit or term mention in agreement, then the financial dues like above, will be mentioned in the Exit Clearances hosted in the ECMS portal under the respective category by the role holder.
 - i. An employee is given the opportunity to settle the dues by making online payment to company's account.
 - ii. In case, the employee prefers to get this adjusted in the Full & Final settlement, then the financial dues will be recovered from the employees Full & Final settlement.
- c. Salary for the previous month will be put on hold and be paid out along with the full and final settlement if the last working day is on or before 5th of any month & salary for the current month will be paid along with full and final settlement if the last working day is on or after 6th of the month.

Eg- If the LWD is 5th of June, salary for the month of May will be put on hold and will be paid out along with the full and final settlement. And salary for the current month will be paid along with full and final settlement if for instance the LWD is 10th June.
- d. In case an employee is unable to settle the outstanding dues before the last working day with the company, settlement will be foreclosed and the company will issue notices towards recovery of outstanding dues. Relieving/experience letters will be put on hold in such cases until the outstanding dues are cleared.
- e. For recovery cases the below details need to be considered.

Particulars	Details
Fund Transfer Type	RTGS / NEFT

Beneficiary Name	Capgemini Technology Services India Ltd
Bank Name	BNP Paribas
IFSC	BNPA0009009
Bank Address	BNP Paribas House, 1 North Avenue, Maker Maxity, Bandra Kurla Complex, Bandra East, Mumbai 400 051
Account Type	Current Account
Bank Account Number	CAPGEMEXITEMPLOYEE ID NUMBER
Note	<p>Bank Account number is combination of "CAPGEMEXIT" fix words, without space, adding Employee Number.</p> <p>For Eg. If Natasha Shahane having her Employee ID 12345 then account number for transferring fund is CAPGEMEXIT12345</p> <p>For Eg. If Natasha Shahane having her Employee ID 012345 then account number for transferring fund is CAPGEMEXIT012345</p> <p>For Eg. If Natasha Shahane having her Employee ID 123456_FS then account number for transferring fund is CAPGEMEXIT123456</p> <p>For Eg. If Natasha Shahane having her Employee ID 1234567 then account number for transferring fund is CAPGEMEXIT1234567</p> <p>Please note relieving letter/documents will only be issued after the confirmation of the above said payment is received by the DL IN Central Exit centralexit.in@capgemini.com.</p> <p>If you require any further information on the recovery please contact DL IN Central Exit centralexit.in@capgemini.com</p>

7. Retirement Process:

A. Process Details

- Retirement process is initiated 3 months prior to LWD.
- Employee will be informed about the initiation of retirement process in ECMS.
- After approval of retirement request in the ECMS by the Supervisor, system sends an auto triggered exit guidelines email that needs to be followed. This contains the key instructions to be followed as part of exit formalities such as, list of departmental clearances, along with their POCs including Email IDs from whom clearances need to be obtained. *(Mail Screenshot attached- Refer to voluntary exit case)***
- Employee needs to revalidate personal details in the ECMS.
- After all the clearances are done, retirement letter is sent to the personal and official email id of the employee.
- Employee needs to submit asset on the last working day, after raising a ticket in Service Central.
Service Central>Order or Request>PC Surrender

B. Departmental Clearances

****For more details refer to Voluntary Exit Process**

8. Common Process Distribution and Escalation Matrix:

Please reach out to IN, Off-boarding Services (offboardingservices.in@capgemini.com) for any Exit related queries.

Escalation Matrix:

Level	Contact Person	Email Id
1	Janardhana Rao	janardhana.rao@capgemini.com
2	Michael Bunyan	michael.bunyan@capgemini.com