

U S T .

Welcome to UST



We wish you a
great career
ahead with us.

ust.com

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UST

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Overview

For more than 20 years, UST has worked side by side with the world's best companies to make a real impact through transformation. Powered by technology, inspired by people and led by our purpose, we partner with our clients from design to operation. Through our nimble approach, we identify their core challenges, and craft disruptive solutions that bring their vision to life. With deep domain expertise and a future-proof philosophy, we embed innovation and agility into our clients' organizations—delivering measurable value and lasting change across industries, and around the world. Together, with over 26,000 employees in 25 countries, we build for boundless impact—touching billions of lives in the process.

Visit us at ust.com



Core
Values

Humility
Humanity
Integrity

Born digital in 1999

HQ. Aliso Viejo, CA, USA

25 countries worldwide

USA, Canada, India, Malaysia, Singapore, Philippines, China, Taiwan, Australia, Israel, United Kingdom, Bulgaria, France, Germany, Portugal, Poland, Spain, Mexico

Awards

2021, Top Employer certified in the US, India, UK, Malaysia, Mexico, Spain, Philippines and Singapore

2020, Business Culture Award, Best International Initiative for Business Culture

2020, Glassdoor 100 Best Places to Work

2020, Everest Group's PEAK Matrix® Top 20 IT Service Providers of the Year

2020 & 2019, ISG Top Case Study Award in Digital Excellence

Objective

This document is designed to provide you with some basic information on the internal processes at UST Global. We hope this document will address any queries you may have and help you with your transition into an USsocioate!

Once again, a very warm welcome to the UST family.



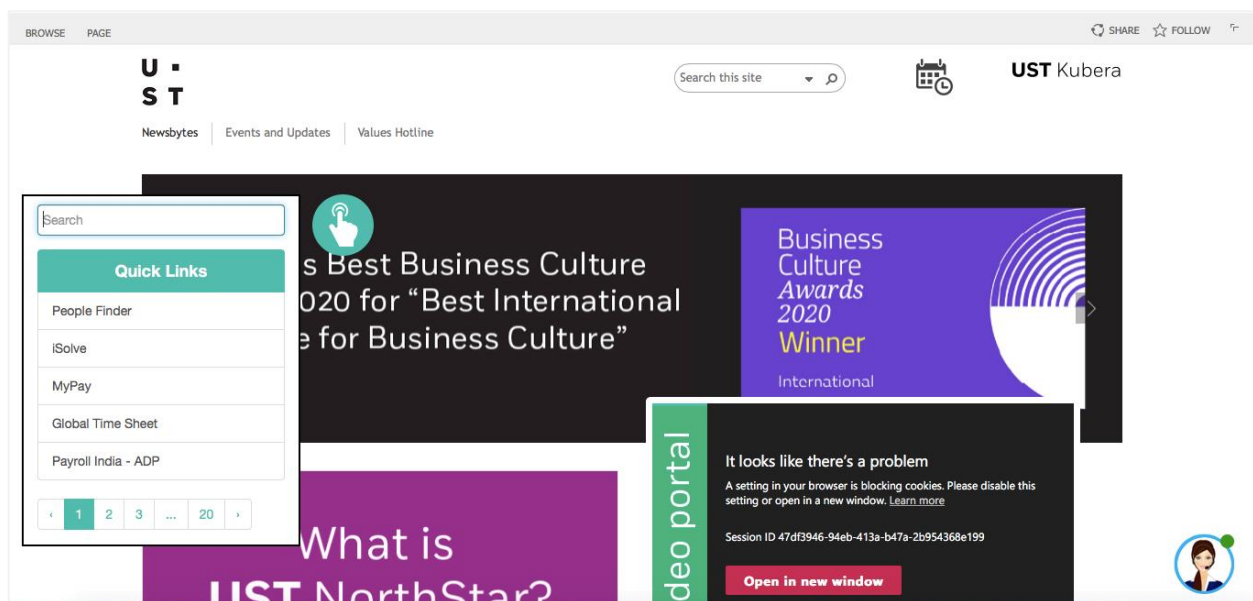
Kubera

Our employee hub

Kubera is our employee hub from where, you can navigate to all UST's internal processes and get connected to all the respective functional pages for their updates and services.

Kubera can be accessed at:

<https://ustglobal.sharepoint.com/Home/SitePages/home.aspx>



U&UST

The one stop solution for all employee interactions

Monday 1st Feb

2/1/2021 - 2/7/2021

Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total
02/01	02/02	02/03	02/04	02/05	02/06	02/07	0.00
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

New Entry

Save Submit

Download U&UST:

Play store: <https://play.google.com/store/apps/details?id=com.ust.uandust>

Apple Store: <https://apps.apple.com/in/app/u-ust/id1419417860>

**U&UST App can be downloaded from Play store/ App Store and can be used to update time sheets, check swipe reports, apply for leaves, to view absence details (under time tab), other tabs such as approvals, self-service, expense, Ticketing, People Finder, Survey, news Bytes etc. are also there for employees. **

Orion

Human Resources Management System [HRMS]

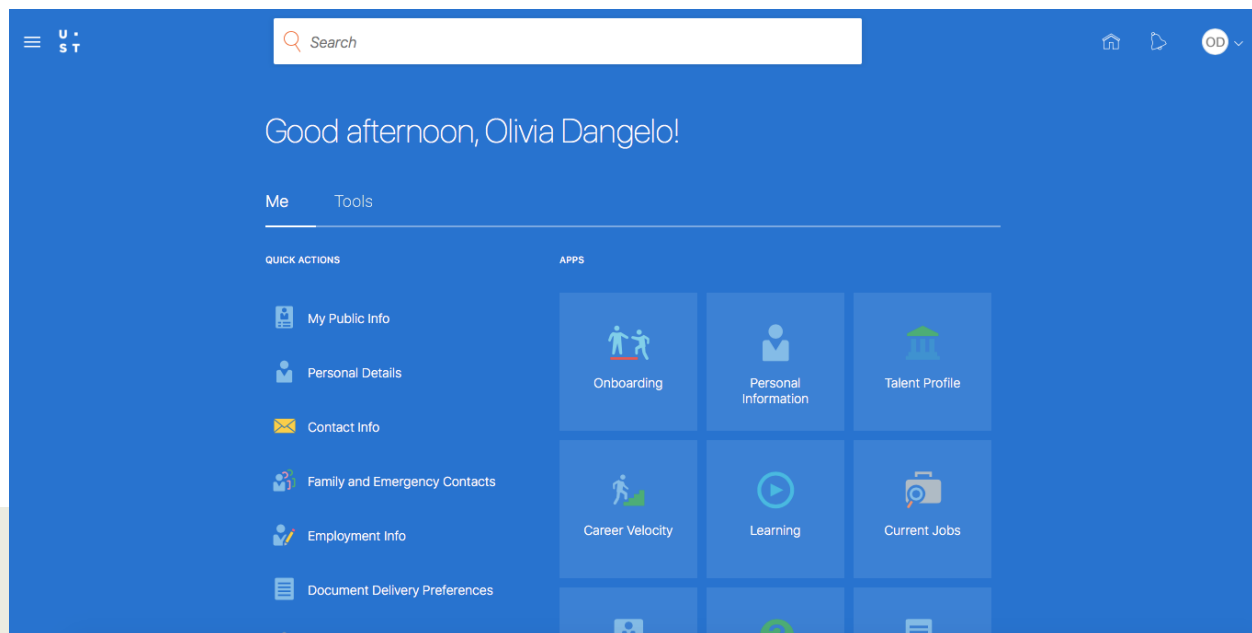
Orion is the **Human Resources Management System [HRMS]** that is used by the Human Resource team. ORION stores employee information and can be used by employees to update their personal information and other credentials. This tool is also used by USsociates for managing their absence.

Orion can be accessed at : <https://edvz.fa.ap1.oraclecloud.com/fscmUI/faces/FuseWelcome>

USsociates can update their personal and professional data in Orion by accessing the following link:
Kubera → ORION→ Me → Personal Information

1.Update personal information :

- Personal Details- Name, Marital Status and National Identifier.
- Document Records- Birth & Marriage Certificates, Awards & Recognition.
- Identification Info- To view and edit Passport, Driver license and Citizenship info.
- Contact Information- Phone, Email and Address details.
- Family and Emergency Contacts- Family and Friend's contact details.



Absence Management

USsociates can request for absence in Orion by navigating to the following path:

Mobile: U&UST>>Time>>Absence Request

Web: Orion >> Me >>Absence

Mobile: U&UST>>Time>>Absence Request

Orion: You will be able to see your previous leaves and your leave balance under Plan Balances. You can apply your leave by clicking on the +Add icon.

Maintain Absence Records Done						
View	Format	+ Add	Dates	Last 6 months	Absence Type	Status
Dates	Employer	Absence Type	Duration	Status	Delete	
2/15/19	I03-USTIPL India - Trivandrum	Sick Leave	9 Hours	Completed	✕	
12/26/18	I03-USTIPL India - Trivandrum	Sick Leave	9 Hours	Completed	✕	
12/24/18	I03-USTIPL India - Trivandrum	Sick Leave	9 Hours	Completed	✕	
11/29/18	I03-USTIPL India - Trivandrum	Sick Leave	9 Hours	Completed	✕	

Plan Balances				
Plan	Type	Balance Calculation Date	Balance	Actions
Earned Leave	Accrual	3/24/19	8 Days	
Flexi Leave	Accrual		0 Days	
Restricted Leave	Accrual		0 Days	
Sick Leave	Accrual		0 Days	

A pop-up screen will come when you click on +Add icon. Select the Absence type and then the details to enter the start date and end date. If it is a single day, then you can tick on the check box for Single day and specify that date only. Once all the details are entered you can click on submit.

+ Add

Add Absence Record

* Absence Type

Earned Leave

Details

☐

Single day

* Start Date

m/d/yy

* End Date

m/d/yy

* Start Date Duration

Hours

* End Date Duration

Hours

Duration

0

Hours

Balance

[View Entitlements](#)

Comments

Legislative Information

Descriptive Information

Context Segment

Save and Close

Submit

Cancel

What all are the absences for employees?

- Leaves for Regular Employees:**

Ussociates can avail of 6 Sick leaves, 2 Flexi leaves and 12 Earned leave (EL) in a calendar year (1 EL will be credited on the third week of every month). All these leaves would be credited on pro rata basis in the year of joining. USsociates who have completed 3 years in UST Global, can avail of 15 Earned leaves in a calendar year

- Leaves for Fixed Term Employees:**

ust.com

USsociates who are on Fixed Term engagement with UST can avail of 6 Sick leaves, 2 flexi leaves and 12 earned leaves in a calendar year (1 EL will be credited on the third week of every month). All these leaves would be credited on pro rata basis in the year of joining.

Other leave benefits that can be availed by USsociates based on criteria specified in the leave policy:

1. Restricted holiday
2. Special Travel Leave
3. Joining leave
4. Bereavement leave
5. Maternity leave
6. Paternity leave
7. Miscarriage leave
8. Compensatory off
9. Business Travel Leave

USsociates can avail these absences subject to the approval of reporting manager/HR BSE/Leave Management Team



Dress Code

Business Casual – Men

Casual half-sleeved shirts, plain polo shirts, Tees with round necks (turtlenecks included), collars dress shirts, sweaters and turtlenecks are acceptable attire for work.

Suit jackets or sports jackets

Slacks that are similar to Docker's cotton or synthetic material pants, wool pants, flannel pants and synthetic pants, Chinos, Corduroys, Cargos, presentable jeans are acceptable.

Business casual shoes

Sports shoes

Canvas shoes

Sneakers

Business Casual – Women

Jeans, slacks that are similar to Docker's cotton or synthetic material pants

Plain polo shirts, dress shirts, blouses, sweaters and suit jackets

Casual dresses, kurta-churidars/salwars, skirts, and skirts that are split at or below the knee are acceptable.

Casual tops, Tees with round necks, collars (turtlenecks included), Culottes/Parallels (below knee), presentable jeans.

Leggings can be worn only with long kurtas or tops

Business casual shoes

Heels

Sports shoes

Canvas shoes

Sneakers

Belly / Ballet flats

Timesheet

Request for absence


USsociates can request for absence in Orion by navigating to the following path:

Mobile: U&UST>>Time>>Time Sheet

Web: Kubera>>Quick links>> Global Time Sheet


Global timesheet can be accessed from the quick links in Kubera home page.

UST Timesheet

U39141

Time Sheet Approvals Support CompOff Reports

Monday 1st Feb

 < 2/1/2021 - 2/7/2021 >

Mon 02/01 0.00	Tue 02/02 0.00	Wed 02/03 0.00	Thu 02/04 0.00	Fri 02/05 0.00	Sat 02/06 0.00	Sun 02/07 0.00	Total 0.00
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+

New Entry

Save

Submit

U&UST App

You can also download the U&UST app from Google play or the App store. U&UST App has the following features

- Time Sheets
- Swipe Reports
- Work from Home
- Absence Management



Powered by UST Information Services

Payroll

Payroll cycle

Salary for a particular month will be processed as per the number of calendar days.

HR verifies the timesheet and approved absence records in Orion from previous month 16th day to current month 15th day, to process number of calendar days in a particular month.

If the timesheet is filled and approved absence records in Orion are not available for the specific period then those salary for those days will be impacted in that month's payroll.

Salary Account / Banks preferred or accepted by UST

Salary is credited in bank accounts and USsociates would have to open a salary account with the company's preferred banker: HDFC. Banks other than HDFC accepted by UST would be ICICI, Federal Bank and SBI.

UST Global makes arrangements with HDFC & ICICI representatives to meet up with new joiners at UST Global offices to help open a salary account.

Employees in other locations will have to make their own arrangements if they wish to open salary account with HDFC or ICICI or Federal Bank or SBI and share the bank account details with HRPayroll@ust.com for crediting salary to that account.

Bank account details

After furnishing all details to Bank personnel, USsociates will receive an email from an UST HR requesting to furnish bank details.

Account Number, Branch Name, IFSC Code, etc through a link. Please update all details correctly within deadline. Any error/delay will affect salary credit. For queries, please mail to HRPayroll@ust.com

Salary slip and Salary structure

Why is the salary as per salary slip different from the salary as per the salary structure updated in Remunerate?

Salary structure reflects the Gross salary which includes the Employer's PF and gratuity, but the salary slip indicates the salary (On the left hand side) which excludes the PF, Gratuity and the optional allowance. Due to this, the salary stated in the pay structure salary will be higher than that of the salary slips.

Gross salary – (Employer's PF + Gratuity) = Total salary

In case if there is any mismatch in the salary structure/ salary slip other than what is mentioned above please inform HR.

Night Shift allowances/ Eligibility of Night shift allowances

Night shift timings is from 9.00PM to 6.00AM, which has a shift allowance of Rs. 400 per day. The on call allowance is Rs. 150 per day. Account Managers sends the details of employees in their accounts who have worked in night shifts to the HR Payroll team along with the approval from the Account HR BSE within the deadline as specified by HRPayroll team.

Joining Bonus

Joining Bonus would be credited in the respective payroll month based on the offer letter shared by the recruiter with the HR team.

Relocation Reimbursements

To claim relocation reimbursement, USSociates would have to submit an expense report in Orion-Finance for claiming relocation reimbursements.

Login to <https://finance.orion.ust-global.com>

Orion > Main Menu > Employee Self Service > Travel and Expense Center > Expense Report > Create.

Reach us at EXPHelpdesk@ust.com for queries.



How/when can an USSociate update/declare Investment Plans/Optional allowances?

USSociates will be able to update 'Optional Allowance' and 'Investment Plan Projections' only between 10th and 15th of a month in the ADP portal.

PATH: Kubera > Quick Link > Get India Pay Advice > Please log in to Remunerate tool

For any queries related to 'Optional Allowance' and 'Investment Plan Projections' send a mail to: Finance Payroll Finance.Payroll@ust.com OR India.payroll@ust.com

National Pension Service

To avail the benefits of NPS, USsociates must possess a PRAN card.

You can share a copy of the self-attested corporate PRAN card to HRPayroll@ust.com.



Provident Fund (PF)

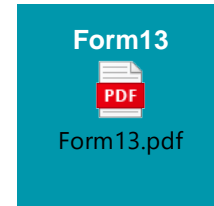
Why was a new PF account created when I joined UST?

A new PF account would be created when an employee joins UST even if that employee has a previous PF account. The employee has an option to merge the new PF account with the previous account or close the previous PF account.

What is the manual process for Transfer of PF?

Online PF transfer guidelines

Member who has two UAN number cannot apply through online transfer, they have to request Transfer by submitting duly filled manual Transfer Form, Form-13 to UST and UST in turn submit all Manual Transfer request forms to PF Office to process Transfer from PF Office end.



Please find the manual Transfer Form, Form 13 to the right.

Send 2 signed hard copies of the same to the below mentioned address.

HR Admin – PF Desk,

9th Floor, HR Bay, UST Global Campus,

Technopark Phase II Electronics Technology Parks SEZ II

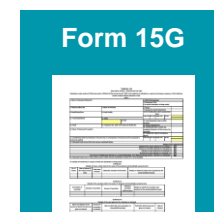
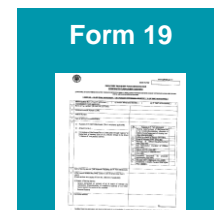
Attipra, Kulathoor,

Trivandrum – 695 583

What is the process for closure of PF?

The following documents need to be submitted mandatorily to PF Office in order to close your PF account.

1. Duly filled and signed Form19 (Composite Claim Form)
2. Duly filled and signed Form10C (Composite Claim Form)
3. A cancelled cheque leaf of the bank account number (Name should be mentioned in the cheque leaf)
4. Copy of PAN card and Aadhaar card.
5. Duly filled and signed Form 15G (2 sets) if the employee is having less than five years of service in PF.



There is a waiting period of 2 months (from last working day) after which only a PF Closure request can be initiated.

What is the process for taking advance /loan from PF?

The employees have the facility to partially withdraw their accumulations in PF when faced with any emergency situation. However, the PF office has specified certain conditions/criteria which need to be fulfilled in order to be eligible for PF part withdrawal.

The following documents need to be submitted mandatorily to PF Office in order to take advance from your PF account:

1. Duly filled and signed Form31 (Composite Claim Form)
2. A cancelled cheque leaf of the bank account number (Name should be mentioned on the cheque leaf)
3. Copy of PAN card and Aadhaar card

The image shows a sample of Form 31, titled 'Advance Form'. It is a composite claim form used for PF withdrawals. The form includes sections for 'Particulars of Withdrawal', 'Particulars of Accumulation', and 'Particulars of Transfer'. It also has a section for 'Remarks' and a 'Signature' section at the bottom. The form is filled out with sample data, including dates, amounts, and names.

How do I check the status of my PF transfer?

Please visit www.epfindia.com where you will get the home page for “Employees Services”. Clicking on “Employees Services”, you will be directed to the list of Services where you will have the option “ Know Your Claim Status” which you can select to check the PF transfer / claim status. Normally it will take 45 days to reflect the claim status.

Universal Account Number (UAN)

How to generate a new Universal Account Number (UAN) or link the already existing UAN to PF?

Ideally an employee should have only one UAN. Hence, Ussociates are advised to share the details of existing UAN in the UAN link survey that will be shared by HR team for linking UAN with the PF account created in UST.

How to correct your details in PF records?

1) As per the new functionality introduced by PF office Name, Gender and Date of Birth correction can be done through UAN member Portal. Request you to please update the details on the portal.

Here are the steps:


1. Login to EPFO employee member portal
2. Go to Manage tab
3. Click on Update details
4. Update the details and save.

The details will be updated and the request will be forwarded to Employer for approval. Post Employer approval, Field officer from PF Office will approve and hence the details will be updated in the portal.

Kindly update Your exact details as per Aadhar and submit.

2) In case correction is required on any other details other than Name, Date of Birth or Gender, you could fill in the Joint Declaration form, print two copies of the same with your signature and supporting documents (Any 2 government ID proof of which Aadhaar is a must) and submit the hard copy of documents (self-attested) for making the required changes.

Declaration form



Insurance

USsociates will receive an email from the Medi Buddy team, in which the link directing to the portal, user name of employee and password, Location POC details etc would be mentioned. The coverage and benefits can be viewed under the portal and queries regarding medical insurance can be raised under “my queries”. The associates are covered for medical insurance, life insurance and personal accident insurance.

Adding dependents are subjected to the terms and conditions of the Insurance policy.

1) For adding spouse to insurance plan:

Please share the below details with insurance@ust.com

1. Name of the Spouse:
2. Gender:
3. Age:
4. Date of Birth:
5. Date of Marriage:
6. Name and ID of Employee:

Note: You are advised to complete the enrolment process within 45 days from the date of marriage to ensure coverage under insurance from day one

2) To add newborn baby to insurance plan

Request you to share the below details with insurance@ust.com

- 1) Name of the Baby: Actual Name of the Baby or B/o your wife's name
- 2) Gender:
- 3) Date of Birth:
- 4) Name and ID of Employee:

Note: You are advised to complete the enrolment process within 45 days from the date of birth to ensure coverage under insurance from day one

3) To add parents to insurance plan

An employee would get an enrollment email in the same month or next month of joining, asking to enroll his/her dependents for insurance. The employee needs to initiate the enrollment process based on the communication email received at their end. This should be done within the stipulated dates specified, failing which the employee will have to

Insurance Company:

New India Assurance
Company Limited

Third Party Administrator (TPA):

MediAssist

Broker:

Marsh India Insurance
Brokers

wait till the subsequent month of June when the next window would be open for enrollment.

- **Is there any option to add/delete dependents under insurance if we have crossed the deadline announced by Insurance / Medi Buddy team?**

There is no option to add or delete dependents already updated by the employee during the last insurance coverage period if you have missed to add/delete dependents before the deadline announced by in Medi Buddy team.

- **In how many installments the insurance premium is deducted?**

Insurance premium is deducted as three equal instalments in 3 consecutive months.

- **Is there any option to deduct the premium from alternate months' salary than deducting it continuously for 3 months for an employee?**

There is no option to deduct insurance premium from alternate month's salary for an individual employee as it is a process followed throughout the India location.

Career Velocity

Growth & future opportunities

Career Velocity is our game changing vision to empower you to take charge of your career. The organization has set out on the journey to accomplish our vision to become a USD 5 Billion enterprise.

This prompted us to take a **stock of our skills, growth & future opportunities**.

And 'You' are at the core of this ambitious goal!

As we continue to get Higher Value Projects – it is imperative that we deliver them with excellence i.e., Highly skilled People delivering High Value work.

Please note that you need to complete the following 5 priority stages of your information on the tool in order to complete your whole profile.

We request you to complete this activity immediately.

Career Velocity is an online platform that accelerates your progress in 3 Simple Steps

Step 1: Update your skills

Step 2: Define your career aspiration

Step 3: Kickstart your Learning Journey

Complete your profile today and give Velocity to your Career.

Stage	Completion Stage	Description of the Stage	Priority/Optional Feature
Stage 1	Added Current Jobs	Current Role	Priority
Stage 2	Added Aspirations Jobs	Aspirational Role	Priority
Stage 3	Added Domains	Current Domain	Priority
Stage 4	Resume Uploaded	Resume Upload	Priority
Stage 5	Selected Skill	Current Skill	Priority
Stage 6	Create Career Plan	Choice of Career Path	Optional
Stage 7	Skill Interest	New Skill Interest expressed	Optional
Stage 8	Specialization Interest	New Skill Cluster Interest expressed	Optional

LOGIN NOW using SSO

Step 1: Kubera >

<https://ustglobal.sharepoint.com/Home/SitePages/Home.aspx>

Step 2: Quick links Icon (Green Hand symbol)

Step 3: Search for Career Velocity

Here's a quick Explainer Video on your desktop or visit the link below.

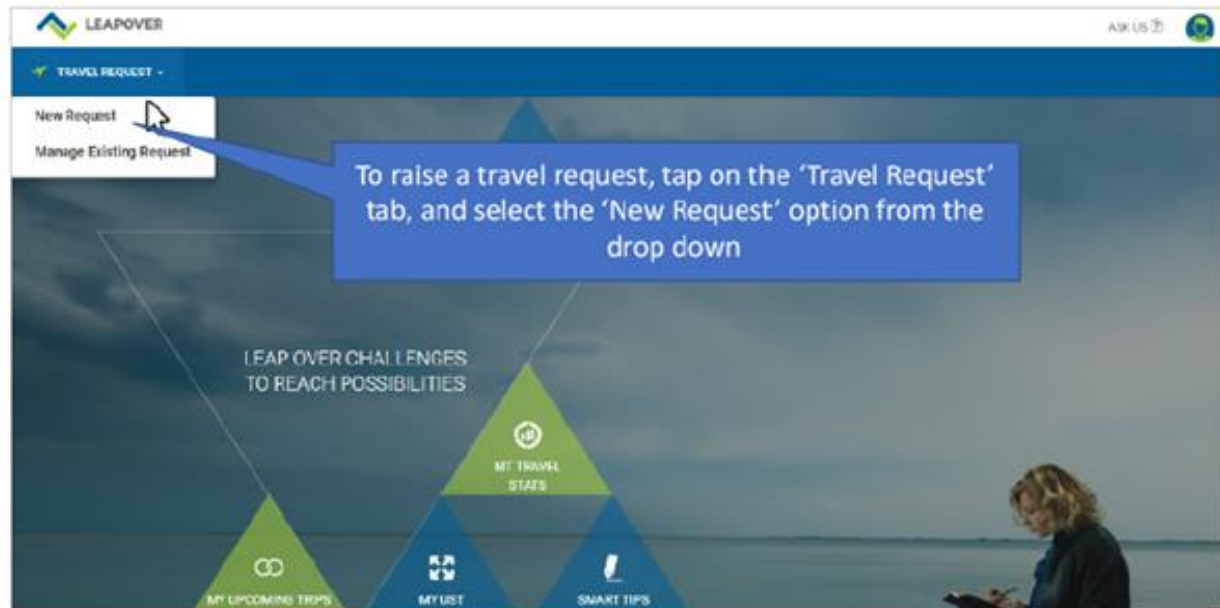
Explainer Video: [Career Velocity Explainer Video](#)

Please do reach out in case of clarifications to HRsolutions@ust.com

For technical issues please contact ishelpdesk@ust.com with a CC to HRsolutions@ust.com.

Leapover

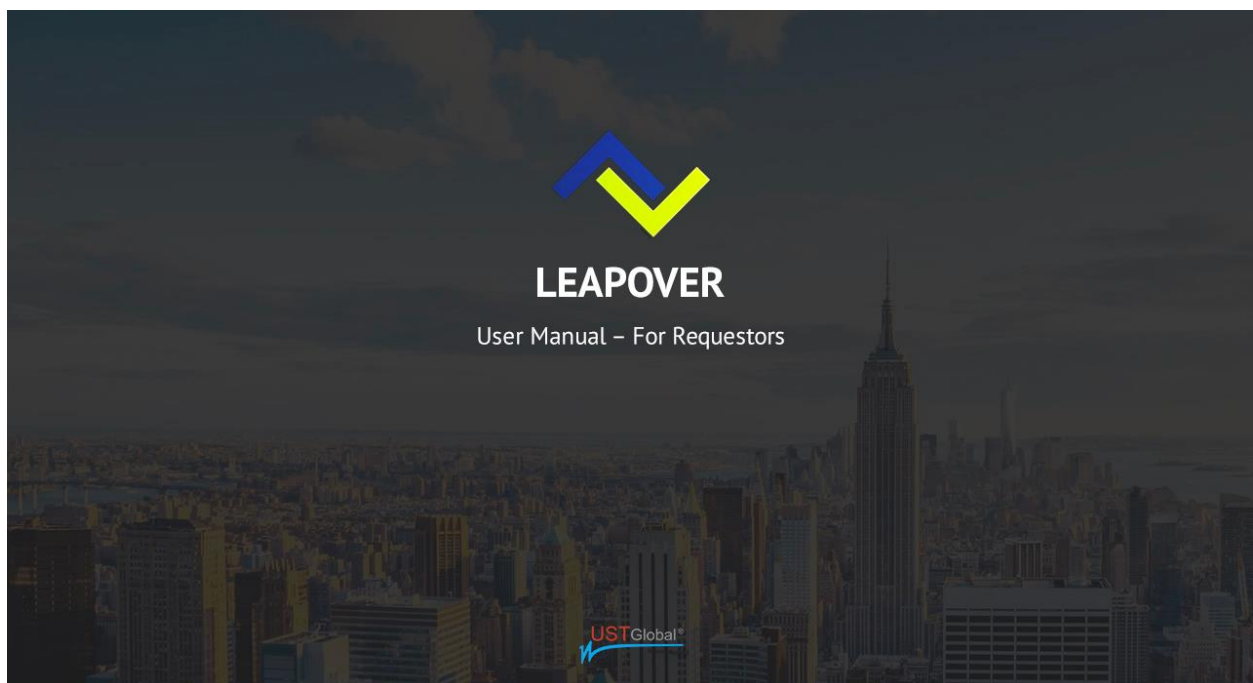
Raise a travel request



LeapOver is a centralized tool for all employees in the Europe and Asia Pacific regions to raise travel requests.

Step 1: Login to the tool through: Kubera --> Quick links --> LeapOver

User manual below:

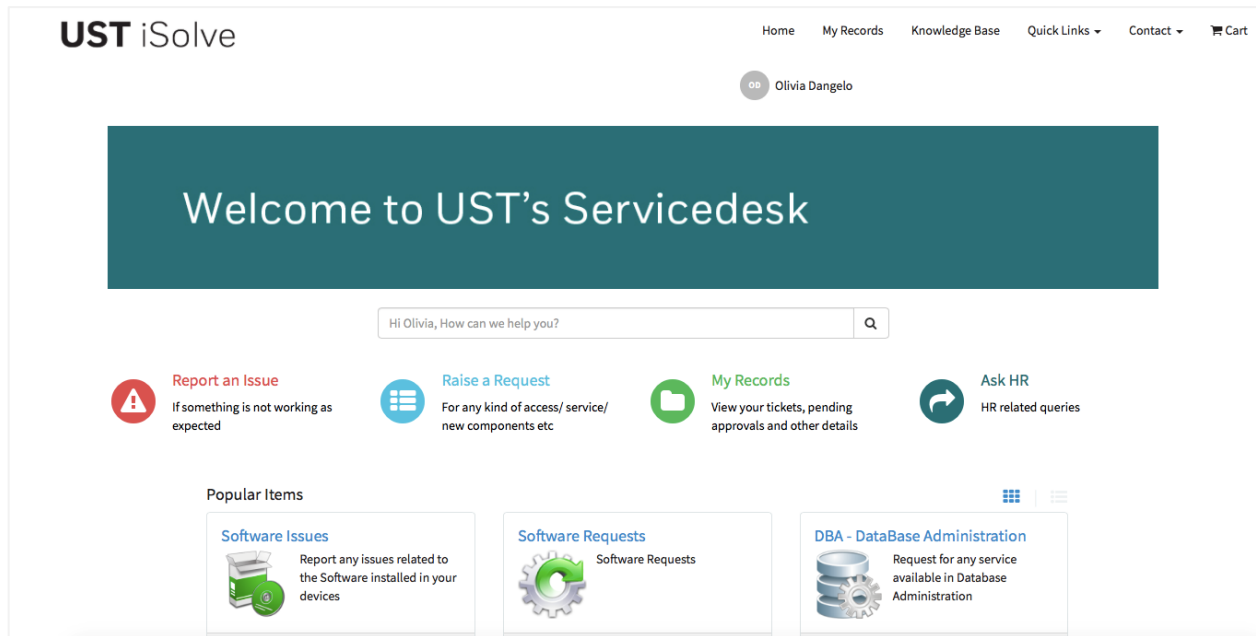


iSolve

Raise a request with HelpDesk

Any technical and non-technical queries and issues can be resolved by raising a ticket in iSolve which can be accessed in the below link.

<https://ustglobal.service-now.com/ust/resolve.do> Or With the quick link available in the homepage at Kubera.



You can reach out to 1111/ ping ISHelpdesk@ust.com in lync/skype to clarify or identify the right path to raise a query.

If you are at client location/home you can reach out to IS helpdesk by dialing 0471 404 5511 from your mobile.

EAP

What is EAP?

New employee benefit

"This program is designed to provide you with information, consultation, coaching, advice and support to assist you to address work and/ or personal issues that may be impacting productivity, morale and wellbeing."

Contact Information:

Toll free Numbers

1800 102 7293| 1800 209 8424

For more visit livewell.optum.com and enter your access code

****Your participation in the EAP is absolutely confidential. Your name, personal particulars, and the content of consultation will not be revealed to your company or any other third party. The company will only know about the statistical information, such as number of phone calls, gender ratio, nature of consultation, and so on, which reflects only the AMOUNT of services used. They will not have any personal information of the service users. ****

Quick links

- **Kubera** - <https://ustglobal.sharepoint.com/Home/SitePages/home.aspx>
- **Orion (HR)** – <https://edvz.fa.ap1.oraclecloud.com/fscmUI/faces/FuseWelcome>
- **Orion (Finance)** - <https://finance.orion.ust-global.com/psp/FINPROD/?cmd=login&languageCd=ENG&>
- **Holiday calendar** - [Holiday calendar 2021](#)
- **ISolve** – Kubera Portal →Quick links → ISolve
- **Webmail** – <https://outlook.office.com/>
- **To request for bus pass** – Kubera Portal →Quick links → Get a ride



Together, we
build for
boundless
impact

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