



Welcome to ThoughtWorks University

Table of Contents

[Section I - What is TWU and Why do you do it?](#)

[Section II - What we expect from you during TWU](#)

[Section III - Getting Ready for TWU](#)

[TW101](#)

[Getting your laptops ready for TWU](#)

[Immunizations & Medicines](#)

[Important Documents](#)

[Passports](#)

[Visas](#)

[What to pack : Clothes and other stuff](#)

[Section IV - Arrival at India](#)

[Immigration](#)

[Customs](#)

[Transportation for International Travelers](#)

[Accommodation Address & Contact](#)

[Communicating with Family and Friends](#)

[Section V - During TWU](#)

[Program Venue](#)

[Food](#)

[Water](#)

[Banking and Money](#)

[Health](#)

[Phones](#)

[Policy on Claiming Expenses](#)

[Section VI - FAQs](#)

[Section VII - Office Address](#)

[Section VIII - Key Contacts](#)

[Section IX - Useful Links for more information on Pune and India](#)

Getting Ready for TWU

Over the course of five weeks in Pune, India, you'll be faced with some of the most unique challenges you'll ever experience. From learning the tricks of the trade to building a network of colleagues (and friends!) across the globe, you are in for a highly challenging learning experience.

By now, your Graduate Experience Lead (GELs) will have spoken or written to you and you would be going through TW101 that you need to complete. You will also go through some local orientation that will provide you with administrative information, familiarize you with medical and financial benefits, and issue you essential tools, like a laptop and/or cell phone. After that you will travel to Pune, India for about five weeks.

The following is some critical information to help you broadly understand TWU along with ensuring that you are well prepared for your trip to Pune, India.

Section I - What is TWU and Why do you do it?

ThoughtWorks University (TWU) is a key on boarding and learning program for recent graduate hires within TW. It is quite likely one of the most intense learning experiences you will have at ThoughtWorks! We have run the course over forty times, and we have developed this program with the collective help of ThoughtWorkers from around the globe.

This five-week long program is comprised of facilitated classroom sessions, project work, a case study and individual performance coaching and review. Our mission is to help you understand ThoughtWorks as a company: how we run our business, our culture, the things that matter to us, our expectations from you as a ThoughtWorker; and to help you develop some core skills to effectively perform your role. Another key aim of TWU is to help you build a global network of friends and colleagues across TW.

Section II - What we expect from you during TWU

We expect you to work very hard and use TWU as an opportunity to learn as much as you can about the company and your work. We also expect you to create a strong network with your fellow ThoughtWorkers who come from different countries and cultures. We expect you to take every aspect of TWU very seriously. We will talk to you in more detail about our expectations once you reach here and begin TWU.

Section III - Getting Ready for TWU

TW101

Before you arrive for TWU in India, there is some homework to go through. This is to help you learn practices and concepts that we follow at ThoughtWorks and involves reading, reflecting and doing some hands-on assignments to hone your skills. Your GEL will have sent you this work by now and you are hopefully progressing well with this. You will need to complete this work and review with your GEL before you come to TWU.

Getting your laptops ready for TWU

TWU functions out of the Pune office, however you might have to access your e-mail and work from outside the network occasionally. Therefore it is absolutely imperative that you have RSA & VPN installed on your machines before you come to India & start the term. Failing to do so will result in unnecessary & urgent load for the infrastructure team and you may not be able to get what you need in time to get started. **There are detailed instructions in Module 4 of TW101 coursework on installing specific software. Please ensure this is done.** Dipsi from TWU team will get in touch with you to install IntelliJ licenses before you travel.

Immunizations & Medicines

Consult with your doctor or travel advisory about what immunizations to get before coming to India. These should have been initiated by now. However, you can get your final boosters in India if necessary. Malaria tablets can be purchased in India; if you decide to take them consider getting a few weeks worth before departing and purchasing the remainder while in India. Some of these immunizations require advance notice; so don't delay in getting them done.

We strongly recommended the following shots/jabs:

- Hepatitis A & B
- MMR (Measles, Mumps, and Rubella)
- Polio (adult booster)
- Typhoid
- TD (tetanus/diphtheria)
- Meningitis
- Tuberculosis

Optional

- Chicken Pox

Make sure to **save your receipts** so that you can be reimbursed.

Medications for the management of issues like stomach problems, diarrhea, etc., are readily available locally (just ask the TWU team for help), or you can bring medications with you. Remember to keep the ingredients list handy for any medication you are taking or need to get.

If your travel advisor or doctor does not advise any of these immunizations, be sure to question it very diligently; you may want to get a second consultation.

Important Documents

Take at least one photocopy of all important documents before you go and leave with someone at home; it's worth taking a second copy to keep with you, separate from the originals.

Documents include:

- Flight tickets
- Travel insurance issued by your home country
- Passport (front page) (you should be carrying your original passport as well)
- Business visa
- Invitation letter
- Social insurance number (or equivalent)
- Driver's license

Passports

It is **your responsibility** to keep your passport current.

If your passport expires within 6 months of departing to India, it is critical that you get it renewed before you depart. If it expires after that date but within a year, please advise us!

Please contact your passport office and find out what documentation and info you will need to provide; have it collected BEFORE you go. Contact your GEL if you have passport / visa questions. ThoughtWorks has an immigration team that can help.

Visas

Ensure your visa for India is not expired or expiring during your stay at TWU. Also check that your return ticket back to your home country is before the expiry date.

Ensure that you understand the conditions of your visas and advise us if you think you could potentially be violating conditions. If you find an annotation on the visa stating 'Registration required within fourteen days of arrival in India for visas valid for more than 180 days', please contact Dilkash Tasneem dtasneem@thoughtworks.com, Mobile no. +91 9880427155 OR Sumieetha Shree JP sjayprak@thoughtworks.com, Mobile no: +91 9972822557.

Please provide a copy of your work visa to your local Resource Manager (RM). If you plan to stay in India past the duration of your training, you need to discuss this with your local RM and/or GEL as well as the TWU team.

If you see this statement stamped on your visa, please inform Dilkash and Sumieetha immediately, you may need to do police registration upon arrival.

“Registration within 14 days of arrival in India for visa valid for more than 180 days”

What to pack: Clothes and other stuff

The dress code in the TWI office and in the classroom is casual: jeans and t-shirts are completely fine!

Bring comfortable walking shoes to navigate uneven sidewalks. Sandals or floaters are good for summers and the rainy season.

Remember that India is a conservative country despite how progressive it might seem. It's best to dress conservatively on the street and at work. Many religious establishments like temples, mosques and churches require certain dress standards and will not permit visitors who do not meet those standards.

Men can wear casual clothing including knee-length shorts. Sleeveless shirts and torn jeans are discouraged.

Women especially need to be aware of how to dress to avoid unwanted attention. A good rule of thumb for women is to avoid wearing anything that exposes your shoulders, ankles or calves.

The following are good options:

- dresses with a light jacket or cardigan to cover your shoulders
- drawstring pants
- long skirts
- 3/4 length or longer capri pants - light cotton or linen is best for breathability

If you really think you will be too warm with sleeves, bring some cap-sleeved tops that at least minimally cover your shoulders. Scarves are a good option as well.

Avoid wearing the following items on a day-to-day basis:

- plunging necklines
- low-waisted bottoms and skirts hemmed above the knee
- tight clothing

- It is advisable to carry a light jacket /cardigan/sweater since it tends to get cold in the office with the air conditioning.

Important Note – Business Attire Days at TWU

At TWU, **every Tuesday**, starting Week 1, you are expected to dress in Business Formals. Please bring at least one pair of formal clothes and shoes with you. If you don't want to carry this along, you can also buy it here in India. You should easily get formal clothing & shoes at the malls here which stock most international brands.

For men, essentially formal shirts and trousers with formal shoes. A blazer might be handy since it tends to get cold in the office but it's not necessary.

For women, you could do western formals (trousers and formal shirts, **at least** knee length skirts and formal shirts/blouses (please completely avoid plunging necklines or blouses that expose the back or shoulders) or Indian formals (chudidaar kurta or sarees). This needs to be accompanied by formal footwear as well.

Some other important things to carry or pick up when you reach India:

- Names and ingredients for any medication you are taking or need to get
- Passport-sized photos for gym memberships, phones, and/or ID cards
- Photocopies of important documentation
- A printout of the contact list and directions to the office from the airport so that you can call someone in case you run into problems
- Modest swim suit (avoid 2 piece bikinis), gym gear
- Bug repellent, although this is available in India; brand name-Odomos
- Sunscreen lotion
- Hand sanitizer
- Sunglasses
- A hat
- Raincoat (light) and umbrella
- Plug adaptors for India (though these can be purchased locally for under 100 rupees, approximately USD2.00).
- Blanket, towel, shower sandals (if you are picky)
- Avoid getting hair dryers that don't allow a different voltage
- Alarm clock (or your smartphone)

Generally though, it's quite easy to find most things in India including medicines, toiletries, electronic gadgets, etc., if you're not very picky.

Section IV - Arrival at India

Immigration

While Pune does not have an international airport, there are very few direct international flights to the city. Hence you will likely take a connecting flight to Pune from either Delhi or Bangalore international airport. The tickets will be booked by your local travel teams for you.

Your immigration check will be done at the first destination of landing in India (i.e. either Delhi or Bangalore most likely). As you make your way through Indian immigration, keep your passport handy as it may get checked several times. After the immigration check, **please do not walk out of the airport terminal altogether from the exit door.** Instead, just proceed towards the internal domestic terminal to check in for your connecting flight to Pune. Ask someone at an airport helpdesk or ground staff for help. Usually they arrange for an internal transfer to the domestic flight terminal through a shuttle.

During immigration, when asked what you are doing in India for the duration of your stay, simply explain to them that you are there to participate in a "technical training course" being held by ThoughtWorks' Indian subsidiary, ThoughtWorks Technologies (India). Avoid mentioning the name of the training program; it's for internal use only and will be of no significance to the immigration officer.

It is unlikely that they will require further information but if they do, provide them with your invitation letter. If you continue to have problems, call Dilkash Tasneem (dtasneem@thoughtworks.com, Mobile no. +91 9880427155) or Ajay Saraswate (+91 777 400 4217).

Customs

Once you're through immigration at Bangalore or Delhi airport, you'll find the baggage claim, where customs will scan your bags upon collection. You need to collect your baggage at landing and check it in again for the connecting flight to Pune. Occasionally, bags will be taken off the carousel by over eager helpers, so move around and keep an eye out for your bag anywhere in the claim area.

It is worth reviewing Indian customs information before arriving in India. Please, be aware that only one laptop/notebook computer can be brought in duty free. Any subsequent laptop will incur a charge; be ready to negotiate for anything between 25-50% of the value of the laptop. Please note that ThoughtWorks will not reimburse you for the additional expense.

Transportation for International Travelers

As you walk outside the Pune airport, ignore the mob of taxi drivers who can be very aggressive; a driver will be carrying a "ThoughtWorks" sign with your name. An escort from ThoughtWorks office will also be there to pick you up. The drive from the airport should take about 15 to 20 minutes.

It's a good idea to ensure that international roaming is activated on your mobile before you leave. Additionally you might want to exchange currency at the Delhi / Bangalore airport and keep about INR 1000 handy. This will help in the rare case that the driver has not shown up when you land at Pune. Find a local telephone booth at the Pune airport and call **Ajay** first. To dial his mobile phone number, just dial the 10 digit number (for e.g. if the number is +91 777 400 4217, skip +91 and directly dial 777 400 4217. If you cannot get through, try prefixing a zero before the number and try again - e.g. 777 400 4217). He will be able to help and it is okay to call even in the middle of the night.

Should you need to get a cab on your own, get it **ONLY** from the pre-paid taxi counter. Bring directions from the airport to the apartment complex. Do not allow people to pull your luggage around, they will expect tips but you may have limited Indian rupees at the time. Call Ajay if you need help talking to the driver.

Worst case scenario, if none of the above is possible; ask an airport official to lend you their mobile phone so you can call Ajay.

Once you arrive at the apartment complex, check in at the reception, ask your driver to wait until you are checked in. There will be an attendant at the reception who should provide you with the keys to your apartment and also guide you to the apartment. Either the attendant or the ThoughtWorks escort will hand over a phone handset and a sim card to you. If you prefer to use your own handset just take the sim card. There will be a set of written instructions in the apartment as to how to connect to the Internet. There should be a bottle of packaged water available for you to drink, if not, ask the attendant to give you one.

Get in touch with Ajay or Chitra if there are any hiccups while checking in.

Accommodation Address & Contact

Stay @ Home Apartments
Plot 118, Sakore Nagar Co-op Housing Socety,
Viman Nagar,
Pune 411014.
Ph [41282128](tel:41282128).

Contact person: Binod Thadani, +91-9822872761

Communicating with Family and Friends

When you land at Pune, you may want to contact family or friends to let them know that you've arrived. Global phone calls and texts are likely to be expensive, so you are advised to wait until you get to your apartment and to then use Skype. See the phone section below for more.

If you wish to contact someone while waiting at Delhi / Bangalore airports for your connecting flight to Pune, you would need to use the local phone booth and pay cash in INR for it.

Section V - During TWU

Program Venue

TWU will be held at the TW Pune office. It is about 2 km away from the apartment complex.

Address:

ThoughtWorks Technologies (India) Pvt Ltd.
Binarius Building,
6th Floor,
Deepak Complex,
Survey No 190 & 192,
Plot C,
Yerwada - 411006

Food

Breakfast will be served at the apartment complex before you leave for the program venue. Breakfast timings are 7 am to 8:30 am at the common dining area.

There are grocery stores in the vicinity from where you can buy vegetables and other food items. There is a common kitchen and dining area at the complex and you can ask the cook to prepare food for you. You will need to provide the grocery items to the cook. You will not be charged for the same. You also have the option of ordering food from the menu kept in your room, which will be on chargeable basis.

Lunch will be served at the office. Tea, coffee and snacks will be available at the office through out the day. Lunch is Indian food on most days of the week.

Do not consume raw vegetables. They have been washed and the water used to wash them may not be good for you.

For dinner, if you wish to eat at the apartment complex, please inform the caretaker on the same morning itself. They will ask you to log your request on a register. Dinner will be served during 7:30 to 9:30 pm at the dining area.

For lunch on weekends & public holidays, the same applies. Lunch will be served from 12:30 pm to 2:00 pm. You will need to pay for dinner and weekend lunch on a weekly basis.

You may also choose to order in or visit a restaurant; there are several international cuisine restaurants in Pune, including the area you are staying at – Viman Nagar. Visit for more information:

<http://www.zomato.com/pune/viman-nagar-restaurants>

Water

Packaged mineral water will be provided in the apartment / room for drinking (1 packaged water bottle + mineral water dispenser in the common kitchen). If this doesn't seem to be the case in your apartment, please call Ajay and ask to help.

Avoid ice in places you do not trust completely. When you are given a glass, make sure that it is completely dry before pouring bottled water into it. The water used to wash the glass may not be clean.

Banking and Money

- Debit / Credit Card
 - Call your bank in advance and inform them of your trip to India
 - There are a lot of Citibank outlets. Your Citicard will work best if you have one.
 - Be careful of foreign transaction fees! (Some credit cards, like the Chase Sapphire Preferred card, have no foreign transaction fees.)
 - Here is a list of ATMs available near the apartment complex at Viman Nagar:
<http://www.apneareamein.com/vimannagar-pune/ATM%20in%20Vimannagar.php>
- Money Exchange
 - A Forex vendor will come to TWU within the first 2 days of the term start date. You will need a copy of your passport during the exchange. You can exchange for notes or traveller cheques. Contact Ajay if you need more information.
- You should lock your money/valuables in the electronic safe at your room. This is very important.

Health

India has a competent medical system; the doctors are quite skilled, virtually every medication and specialist is available, and the hospitals are efficient.

[Jehangir Hospital](#) & [Ruby Hall](#) are amongst the best in Pune and located 15 to 20 minutes drive away from the venue / apartment. There are private clinics available close by as well, Ajay can help you should you need to visit any of these places.

If you should get so sick that you are not able to make it to a hospital, ask one of your colleagues to help you out. Alternately, call Ajay. For any emergencies, please notify Ajay or Chitra immediately.

It is not uncommon for some TWU attendees to get a minor gastro-intestinal bug. A quick trip to the doctor usually results in some antibiotics that will set you straight very quickly.

Please bring any allergy medication and identification you might need. Get the generic name of your medications if possible.

Emergency numbers will be provided to you upon arrival in India.

Phones

Each country has varying benefits and policies regarding mobile phones: some countries provide them to their consultants as a standard benefit upon joining and others do not. Regardless, many of you likely have a mobile for personal use, so this info is important.

Anyone bringing a phone into India will need to ensure that their phone is compatible with the GSM protocol (not CDMA). Ideally, ensure your handset is unlocked and supports GSM triband frequencies. Visitors from US should ensure their phones are quad band, though your phone may work even if your handset isn't quad band. Speak with your manufacturer or cellular provider for more information. Know how much it costs to make calls and texts. The rates are likely to be very high, so be careful. TW will not pay for global calls made using your phone.

All corporate phones brought over will need to be switched to a local Indian SIM card, which you will receive at the time of checking into the apartment. However, you might have trouble if your phone is locked to a specific cellular network. If you don't have a compatible handset, you have the option of using a handset provided by TWU as well. This can also be taken while checking into the apartment. The apartment caretaker / TWU attendant will have this with him/her.

You are advised to not make outside calls from the landlines in your apartments. Long-distance rates will be costly, and you will be responsible for paying them.

Skype is the recommended way to stay in touch. Each apartment has Wi-Fi connectivity and there will be a set of written instructions in the apartment on how to connect to Wi-Fi.

Policy on Claiming Expenses

Please refer to the TWU Graduate section in the policy document [here](#). You will be briefed about this policy during your local induction as well.

Section VI - FAQs

- Will I have roommates?
 - a. No. However all TWUers will live together in the same apartment complex.
 - b. You will have separate rooms and bathrooms.
- Will all the TWU attendees live near each other?
 - a. Yes, all the apartments are in a single complex or adjacent ones.
- What will be available in my apartment when I arrive?
 - a. Towel, sheets, bottled water, basic snacks, one TV per room.

- b. Wi-Fi router. For access, there will be a set of written instructions available in the apartment. Contact Ajay (ajaysa@thoughtworks.com) with any problems.
- What is available near my apartment?
 - a. ATMs, restaurants, hotels, pharmacies,
- Why is my shower cold?
 - a. You need to turn on the hot water heater at least 15 mins before you shower. The switch has a red LED, which lights up when the water is heating up. It may be marked “geyser.”
- Will there be bugs?
 - a. Probably some mosquitos and maybe ants. If there are very many, or if there are other pests, email Ajay. Use mosquito repellent!
- How will I wash my clothes?
 - a. Your apartment will have a washing machine in the common area. You will need to line dry your clothes. You will also have paid laundry services available.
 - b. Detergent comes as powder. Buy individual wash packets if you don’t know how much to use.
- How will I be getting from my apartment to the office?
 - a. The bus from the apartment complex to the office leaves at 8:15 am sharp. The transport back would be arranged for as well. You can also take auto rickshaws once you’re comfortable with the route.

Section VII - Office Address

Address:

ThoughtWorks Technologies (India) Pvt Ltd.
Binarius Building,
6th Floor,
Deepak Complex,
Survey No 190 & 192,
Plot C,
Yerwada - 411006

t: [+91 20 4105 7863](tel:+912041057863)

f: [+91 20 4002 7878](tel:+912040027878)

Section VIII - Key Contacts

Please ensure you have these numbers handy with you, you can either store them or carry a print.

Chitra Sachdeva (TWU Program Manager): +91 750 777 4850, chitrasa@thoughtworks.com

Ajay Saraswate (TWU Admin Lead): +91 777 400 4217 ajaysa@thoughtworks.com

Section IX - Useful Links for more information on Pune and India

- **More about Pune:** <https://en.wikipedia.org/wiki/Pune>
- **More about India:** <http://en.wikipedia.org/wiki/India>
- **Popular restaurants in Pune:** <http://www.zomato.com/pune>

Print This

Address:

ThoughtWorks Technologies (India) Pvt Ltd.
Binarius Building,
6th Floor,
Deepak Complex,
Survey No 190 & 192,
Plot C,
Yerwada - 411006

t: +91 20 4105 7863

f: +91 20 4002 7878

Chitra Sachdeva (TWU Program Manager): +91 750 777 4850

Ajay Saraswate (TWU Admin Focal Point): +91 777 400 4217

Your apartment address:

Stay @ Home Apartments
Plot 118, Sakore Nagar Co-op Housing Society,
Viman Nagar, Pune 411014.
Ph [41282128](tel:41282128).

Contact person: Binod Thadani, +91-982287276