



# **FREQUENTLY ASKED QUESTIONS FOR ALL EMPLOYEES**

## **BTO EXEMPTION**

**NOVEMBER 2024**

**INTERNAL DOCUMENT**



# FAQS FOR ALL EMPLOYEES

## Where can an Employee/People Manager initiate BTO Exemption request?

- The BTO Exemption requests must be initiated through SuccessFactors.

## How can an employee initiate BTO Exemption requests?

- Employee can initiate the BTO Exemption through SuccessFactors through following path: **SuccessFactors->View my Profile-> Employment Information -> BTO Exemption**, please refer to the click guide here.
- **BTO exemptions are granted on an exception basis and are applied/approved for valid reasons.**

## Can People Manager initiate exemptions requests on behalf of the employees?

- People Manager can initiate exemptions requests on behalf of the employees, in certain circumstances.

## What is the max duration for a BTO exemption?

- BTO Exemption can be initiated for a minimum of 7 calendar days to maximum of 90 calendar days, if more than 90 calendar days the Employee/People Manager must initiate another request after the completion of 90 calendar days.
  - o For all the reasons (except Medical > 14 calendar days – self/family), an employee must initiate the new exemption request at least 7 days in future.
  - o For Medical > 14 calendar days – self/family, an employee must initiate the new exemption request at least 14 calendar days in future.
    - The BTO Exemption start date can be changed to an earlier date, if needed, the People Manager needs to raise a ticket on AskHR.

## What are the valid reasons for requesting a BTO Exemption?

- BTO Exemption requests can be raised for:
  - o Fare Welcome
  - o Medical <= 14 calendar days – Self/Family
  - o Medical > 14 calendar days – Self/Family
  - o Others
  - o Project Reason 1 day per week
  - o Project Reason all days
  - o Working form Client location (non-captive accounts)
- Note: Employees working at client locations (captive accounts) currently are not required to apply/initiate for BTO Exemption requests, these cases will be updated in the system. However, for any future scenarios, the concerned SPOCs will raise such requests through a ticket on **AskHR** on monthly basis.

### Who approves the exemption requests?

- Approval workflow for BTO Exemption requests depends on the reason selected:
  - o **For all the reasons excluding Medical > 14 calendar days – self/family**, People Manager will provide first level of validation and Practice lead will provide the second level of validation.
  - o **If Medical > 14 calendar days**, People manager will provide the first level of validation, Practice Lead will provide the second level of validation and WSS (Workspace Solution Specialist) will provide the final validation. WSS will respond on the request within 3 working days.
- Note: People Manager should validate a BTO Exemption request after consulting the Employee's supervisor.
  - o Employee's supervisor details are available in the SMS (Supervisor Management System)

### Is Upload of supporting documents mandatory?

- Upload of supporting documents is mandatory for:
  - o Medical reason
  - o Fare welcome
  - o Others

All supporting documents must be uploaded in a single instance, with a maximum file size of 5 mb.

### What happens when a BTO exemption request is Sent back(rejected) by People Manager or Practice lead?

- When a BTO exemption request is sent back, an employee can update/withdraw/Re submit based on the comments received from the approvers in the workflow.

### How can Employees or People Managers track the status of their submitted requests?

- You cannot make any more changes to the record until your pending workflow requests have been approved or rejected. Reach out to the workflow approver to take appropriate action.
- You can check the BTO exemption status through SuccessFactors, under view my pending workflows section.

### Can an Employee/People Manager change or edit a submitted BTO Exemption request?

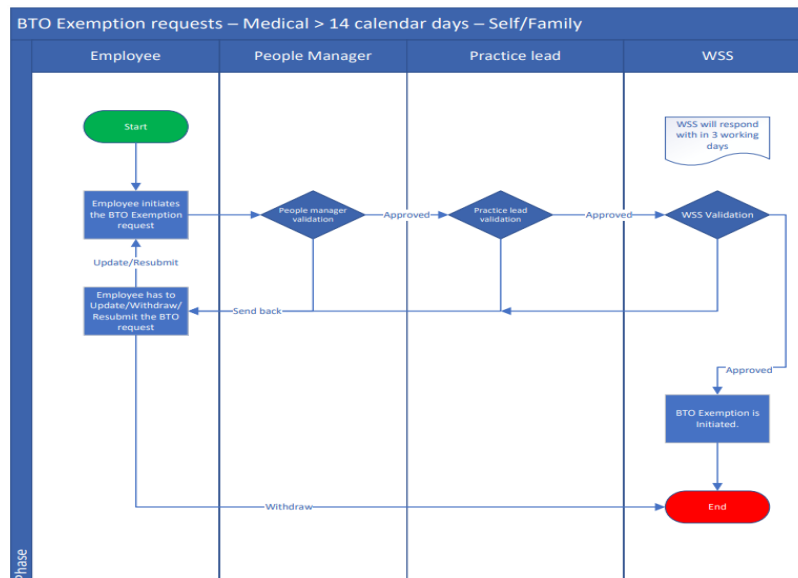
- No, Employee/People Manager cannot make any more changes to the record until a pending workflow request have been approved or sent back (rejected). Employee/People Manager must reach out to the workflow approver to take appropriate action.

## How are employee notified about their approval or rejection of their requests?

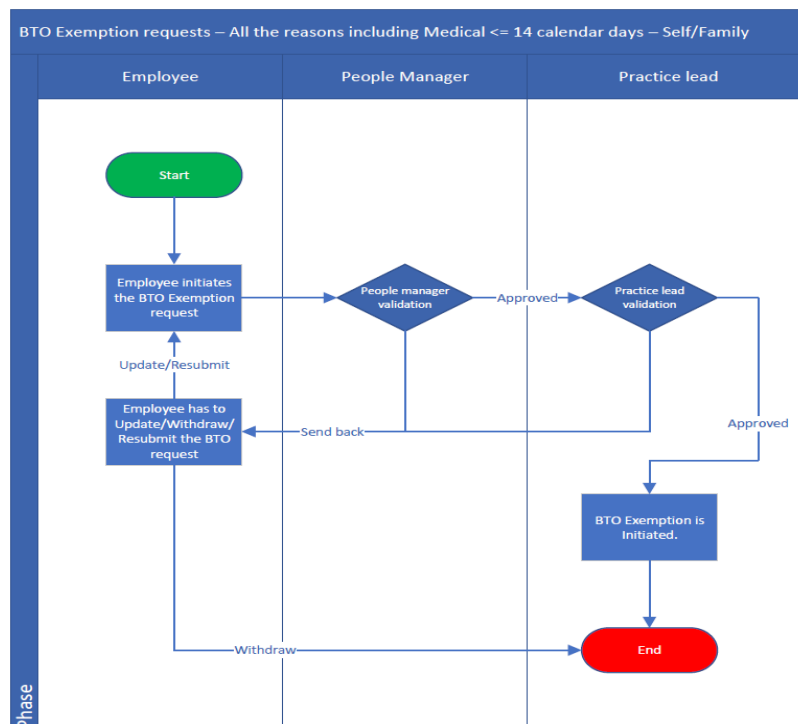
- Employee/People Manager/Practice lead will be notified about the BTO Exemption request Approval/Sent back (Rejection) through email triggered notifications.

## What is the workflow for Employee-initiated exemption requests?

- For BTO Exemption requests – Medical > 14 calendar days – Self/Family:



- For BTO Exemption requests – rest of the reasons:



### **Can a BTO exemption, end earlier than planned?**

- Yes, it is possible to end a BTO exemption earlier than planned. Please raise a ticket on AskHR. **Log into SuccessFactors -> AskHR -> Create Ticket -> Select topic "Employment data changes" -> Select subtopic "Employee data changes Queries"**.

### **Can exemption request be extended beyond 90 calendar days?**

- Yes, it can be extended beyond 90 calendar days, provided a new BTO exemption is raised beyond the current exemption end date.

### **Is there any escalation matrix for BTO Exemption?**

- For any escalations, please reach out to your Practice lead.