



# LEGATO POLICY

- Handbook & Escalation  
Matrix for People Managers

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# ALCOHOL & DRUG FREE WORKPLACE

Legato Health Technology LLP is committed to providing an alcohol and drug-free workplace, which helps to facilitate a safe and healthy work environment. Associates who use illegal drugs and/or work while under the influence of drugs or alcohol can be subject to appropriate corrective action up to and including termination.

## Applicability

To all the full time employees of Legato, Contractors, Vendors, Visitors or agents who visit Legato office premises

## About the Policy

Associates, agents, contractors, vendors and visitors are prohibited from the

- Unlawful manufacture,
- Distribution,
- Dispensation,
- Possession or use of alcohol and
- Controlled substances on Legato owned or leased property, or while representing Legato at any time.

Unless, in the case of alcohol, specifically and previously approved social event. Eg team dinner, team outings, team offsites, dinner with Anthem Stakeholders, etc.

## Drug Testing

If there is reasonable suspicion that an associate is violating this policy, As a manager you should immediately contact local Human Resources to discuss observations, relevant information and any supporting documentation.

- Based on review of this information, Employee may be required to submit to an alcohol and/or drug screening.
- All alcohol and/or drug testing is conducted at a certified testing facility. The company will test for alcohol and for illegal drugs.
- Refusal to consent to an alcohol or drug screening test under the circumstances described in this section will subject you to corrective action, up to and including termination.

## Follow-up screening

Legato retains the right to conduct follow-up fitness for duty

examinations, alcohol and drug screening and testing, as it deems appropriate (including at unannounced times) under circumstances where you have acknowledged a violation of this policy or have tested positive to a previous alcohol or drug test or screen.

## Violating the policy

- Engage in any activity or conduct prohibited by this policy, including but not limited to possession, use of or being under the influence of illegal drugs;
- work under the influence of alcohol;
- sell drugs;
- Take prescription drugs inappropriately

Above policy violation will be subject to corrective action, up to and including termination if you:

## Violating the policy

- Engage in any activity or conduct prohibited by this policy, including but not limited to possession, use of or being under the influence of illegal drugs;
- work under the influence of alcohol;
- sell drugs;
- Take prescription drugs inappropriately

Above policy violation will be subject to corrective action, up to and including termination if you:

## Alcohol on Company Property

Any consumption of alcohol and/or possession of an opened alcohol container or beverage on an Anthem owned or controlled property is prohibited with the exception of Anthem sponsored events and specific company sponsored social/work-related events.

**Exception Approvals** - When alcohol is served on Legato property, the Director of the business unit sponsoring the event must provide written approval,





and only a licensed bartender can serve alcoholic beverages.

**Fitness for Duty**

- Conduct that interferes with the course of business, discredits the company, creates a danger to associates, or
- customers, or is offensive to customers or fellow associates will not be tolerated.
- If the associate report to work but are un fit to perform your duties, Employee will be required to leave the workplace for employee own safety and/or that of coworkers.

**Drug related criminal conviction**

- The Drug-Free Workplace Act requires any associate directly engaged in the performance of a government contract
- to notify management within five days of any drug-related criminal
- If you work in any Anthem position that requires the disclosure of drug-related criminal convictions you also must notify management within five days of such conviction.

**Confidentiality: Who knows the results of my test?**

- Human Resources
- Lab technicians Anthem Alcohol and Drug-Free Workplace

- Law enforcement agencies as appropriate
- Reporting manager (in certain situations)

**Reporting a problem**

- Suspect another associate is under the influence of drugs or alcohol.
- Reporting manager
- Human Resources
- Call the Ethics and Compliance Hotline at 1-877-725- 270

**Points to Remember**

- Refusal to consent to an alcohol or drug screening test under the circumstances described in this section will subject you to corrective action, up to and including termination.
- When alcohol is served on Legato property, the Director of the business unit sponsoring the event must provide written approval, and only a licensed bartender can serve alcoholic beverages.
- Consumption of alcohol during work hours (exemption - social event with approvals) or working while intoxicated is prohibited and will subject you to corrective action, up to and including termination.
- Rehabilitation program - The company offers support and resources through the Employee Assistance Program.
- Employee tested positive for drugs – Corrective action up to and including termination.

# EWS TRACKER : USER GUIDE

**Steps**

- Access for EWS Tool
- Add your Span
- Update the EWS Data
- Adding /Deleting associate from the records
- Update the EET Data

**Access Request for EWS Tool**

1. Click on the path- EWS Tool Share point link
2. You will see the file name as “EWS Tool v0.0.0”
3. Right click on the three dots (...) then click on again (...) and Download a copy
4. Open the EWS Tracker

If you already have the access, your name will be shown in the tool as shown below

The screenshot shows the Legato People Charts interface. At the top, there's a header with the Legato logo and the text 'Legato People Charts'. Below the header, there are three tabs: 'EWS Tracker', 'Emp List Update / Delete', and 'Employee Engagement Tracker'. The 'EWS Tracker' tab is selected. The main area contains a form with several input fields: 'Supervisor Name' (with the value 'Shreenath DM'), 'Select Year' (with a dropdown menu showing '2020'), 'Select Month' (with a dropdown menu), 'Select Employee Name' (with a dropdown menu), and 'Status' (with a dropdown menu). To the right of the form, there's a section labeled 'Team HC - 1' and 'Completed Count - 0'. The top right corner of the interface shows the date 'Thursday, September 24, 2020' and the time '4:35:47 PM'.

If the name is not showing please reach out to Legato WFM ([dl-Legato\\_WFM@anthem.com](mailto:dl-Legato_WFM@anthem.com)) to sending an email with below details

- Domain ID
- Name as per the company record
- LOB
- Region

**Add your Span**

Once you get the access to the tool , share your team detail to Legato WFM ([dl-Legato\\_WFM@anthem.com](mailto:dl-Legato_WFM@anthem.com)) in below mentioned format

AFID	EName	EDesignation	Supervisor_Name	Supervisor_AFID	LOB	Region

Once the team details is added in the EWS record , you will see all your team details as shown below

The screenshot shows the 'Legato People Charts' interface. At the top, there's a header with 'EWSLogin' and 'Legato' logos, and a date/time stamp: 'Thursday, September 24, 2020 4:35:47 PM'. Below the header, there are tabs: 'EWS Tracker', 'Emp List Update / Delete', and 'Employee Engagement Tracker'. The main form area contains several input fields: 'Supervisor Name' (Shreenath DM), 'Select Year' (2020), 'Select Month' (SEP), 'Select Employee Name' (ABCD), 'Status' (empty), 'Team HC - 1' (Completed Count - 0), 'Anthem ID' (AG2345), 'Name' (ABCD), 'Designation' (1), 'Supervisor Name' (Shreenath DM), 'LOB' (Test), and 'Region' (Test2).

**Update the EWS Data (Mandatory)**

1. Select the previous month (if the current month is Oct select Sep to update the data)
2. Select the current year
3. Select each of the associates name from the list and update reason for EWS as shown below

The screenshot shows the 'Legato People Charts' interface with the 'Employee Engagement Tracker' tab selected. The top section is the same as the previous screenshot. Below it, there's a section titled 'EWS' with a list of reasons for attrition: 'Maternity / Pregnancy / Child Care', 'Benefits by organisation', 'Compensation disparity', 'Disciplinary / Behavior Issue', 'Family Compulsion', 'Growth Opportunity', 'Health Issues', 'Higher Studies', and 'Management Decision'. Each reason has a dropdown menu with values 1, 2, 3, and 4. To the right of these dropdowns, there's a section for 'Apply for All' with radio buttons for 'Green', 'Amber', and 'Red'. Below this, there's a 'Predicted month/date of attrite' field with a date picker. At the bottom right, there's a 'RAG Status' dropdown with 'Red' selected. 'Submit' and 'Clear' buttons are at the bottom.

4. Select the status in drop down for reasons of predicted exits (1-Red,2-Amber-3-Green ) and update the predicated date of attrition and click Submit
5. If all the associate is in same RAG Status for all the attrition reason select the Green/Amber/Red under Apply for All and Click Submit

**Adding /Deleting Associate from the records**

WFM will update the Employee records in the beginning of the team joining , if you want add any associate in between or want to delete any attired associate from the record , please follow as shown below

The screenshot shows the 'Legato People Charts' interface with the 'Employee Engagement Tracker' tab selected. It displays two side-by-side forms. The left form is titled 'Add Employee records' and contains fields for 'Anthem ID' (AG5678), 'Name' (EFGH), 'Designation' (Associate), 'Supervisor ID' (AG23402), 'Supervisor\_Name' (Shreenath DM), 'LOB' (WFM), and 'Region' (WFM). Below these fields are 'ADD' and 'CLEAR' buttons. The right form is titled 'Delete Employee records' and contains a field for 'Anthem ID' (AG5678) and a 'Delete' button.

Click ADD for adding the associate and click Delete for removing the associates from the record

Please note you cannot perform both the action (add/delete) at once

**Update : Employee Engagement Details (Mandatory)**

Update the Monthly connect, Fun@Work, Team meeting

The screenshot shows the 'Legato People Charts' interface with the 'Employee Engagement Tracker' tab selected. The top section is the same as the previous screenshot. Below it, there's a section titled 'Employee Engagement Details' with three sub-sections: '1-1 Connects (Monthly)', 'Fun@work (Fortnightly)', and 'Team meetings/ RR (weekly)'. Each sub-section has a table with 'Goal', 'Achieved', and '%' columns. The '1-1 Connects (Monthly)' table has values 1, 1, and 100. The 'Fun@work (Fortnightly)' table has values 2, 2, and 100. The 'Team meetings/ RR (weekly)' table has values 4, 4, and 100. To the right of these tables, there's a 'Status' dropdown with 'Completed' selected. Below the tables, there are 'SUBMIT' and 'CLEAR' buttons.

Once all the details updated send confirmation E-mail to HRBP team





# COMPLIANCE TRAININGS

All associates need to complete the required mandatory trainings prior to providing the required business support so that they are aligned with the Company requirements and regulations.

All Compliance trainings need to be completed within 30 days of date of assignment of the US domain ID.

Compliance champions - The objective of Compliance Champion Program is to get additional support from the associates to drive compliance across the Organization through team discussions, internal team initiatives and overall support to all associate related compliance programs.

**Accountability:** The accountability lies with the associates to complete the training on time and with the managers/Team Leads to ensure that all their new joiners have completed the mandatory trainings.

Any escalations should be routed to Compliance team

For any issues related to mandatory / compliance courses, please connect with Preetha Thaliath Savio

Name	Roles	E-mail address
Preetha Taliath Savio	Assistant Manager - Complianceaddress	<a href="mailto:PreethaThaliath.Savio@legatohealth.com">PreethaThaliath.Savio@legatohealth.com</a>

## Action for non-compliance of mandatory training courses

Step 1: Email warning to associates (marking their managers) to complete the required course/s/ COI survey in next 3 working days.

Step 2: In case not completed after 3 days, Formal written warning letter to complete the training within next 3 working days.

Step 3: If still not done, then managers are required to give 1 day leave to employees to complete the courses and surveys and this leave will be applied from their Annual leave quota.

Step 4: In case it's still not completed, ID will be deactivated till further updates from manager. And for the no of days id is deactivated those days will be treated as leave and deducted from their Annual Leave kitty

For any technical issues related to LMS tool, please raise ticket through IT Service connect

Effective **May 18** the Learning mailbox is no longer the place to report issues with accessing or taking training in the Learning Management System (LMS) by email.

SUPPORT OPTIONS

Call, chat or create a ticket in [IT ServiceConnect](#).

CREATE A TICKET

Go to [IT ServiceConnect!](#)

Use [IT ServiceConnect](#) tools to report your issues.

888-ANTHEM-9 (888-268-4369)

Start a live chat with us

Report an issue

Antem Technology Bank

Select the **LMS** option in the **Business Application** dropdown and then select your issue.

Type of Issue

Business Application

Business Application

Learning Management System (LMS)

Application Issue

-- None --

-- None --

Can't Find Course

Course Has No Audio

Course Not Marked Complete

Course Won't Launch

Other (All other issues)

Unable to Access System

Find LMS support in the [Learning Help Center](#) for tips and instructions.





# DISCIPLINARY PROCESS

This process provides a framework for dealing with cases of misconduct by an associate and any grievances faced by an associate.

## Disciplinary Process Instances

- Absence from service without prior notice in writing or without sufficient cause for 3 days or more
- Going on or abetting a strike in contravention of any law
- Causing damage to the property of the company
- Breach of confidentiality / secrecy provision
- Commission or attempt to commit any cybercrime
- Breach of any associate related rules, regulations, policies or code of business conduct in force from time to time
- Proven instance of sexual harassment (outside POSH)
- Proven instances of violence or harassment of a colleague
- Use of profanity or offensive language
- Non adherence to company policies, non-compliance with Anthem's EPIC Guideline
- Non Completion of mandatory compliance courses and COI (conflict of interest Survey) within the stipulated timeline.
- Committing any fraudulent or illegal acts against the company including against any associate(s), broker(s), vendor(s), customer(s), or other individual conducting business with the company
- Discriminatory harassment based on any protected status applicable under federal, state or local law (e.g. race, religion, color, national origin, gender, sex, marital status, disability or sexual orientation) or making unwelcome sexual advances, requests or demands for sexual favors (e.g. sexual harassment)
- Embezzlement
- Insubordination

## General Principles:

Informal Resolution – Where appropriate, issues will be resolved on an informal basis without recourse to the formal procedure. Reporting managers will address conduct and behavior issues and record any action taken in writing.

- **Investigation** – an investigation shall precede any disciplinary action.
- **Opportunity to be heard** – No disciplinary action shall be taken against an alleged associate without providing him or her an opportunity to be heard
- **Human Resource Involvement** – All the Disciplinary action cases will be handled by HR department
- **Confidentiality** – The team handling this procedure must ensure that they maintain confidentiality of the process and information and of the associates involved
- **Resolution time** – HR team shall endeavor to complete investigation within 15 working days from the date of complaint.
- **Resignation** – If pending investigation, an alleged associate submits his / her resignation, the same may be accepted depending on the nature of complaint and at the discretion of the reporting manager and Head HR.

The matter, if required, will be transferred to statutory/ judicial authorities having jurisdiction to investigate in to the matter.

## Informal Procedure

Cases of misconduct shall first be dealt with by reporting manager/ and or line director

- In case of a minor misconduct (eg, recurring late coming, frequent uninformed absenteeism, etc) reporting manager / line director shall speak to the associate and encourage him / her to abide by the terms of employment. Misconduct has been defined in the letter of employment issued by the company to an associate.
- The outcome of any discussion with the associate has to be confirmed in writing to the associate for any future record
- The matter will be resolved unless -
  - a) The misconduct by the associate persists
  - b) The required improvement in conducts are not achieved

- c) Any further information becomes available regarding the associate that makes the matter sufficiently serious
- Formal Procedure and investigation
- Any associate who witnesses a misconduct within the Organization should submit the complaint in writing with HR
- HR to initiate the Investigation
- Based on the investigation input, HR to issue the show cause notice to the accused associate
- Accused associate to revert with a written explanation to the show-cause notice within 3 working days
- HR may conduct further inquiry / investigations if required
- HR to provide the final investigation closure report, along with disciplinary sanctions to be levied.
- In case the Disciplinary Process involves a member of the HR team, the investigation and disciplinary sanctions will be conducted by the APEX Committee to ensure neutrality and objectivity

## Disciplinary Sanctions

Following are the various formal disciplinary sanctions depending on the gravity of the misconduct-

- Written warning for minor cases of misconduct which remains unresolved during informal discussion which will be retained in the associates personnel file records
- Withholding of annual increment / bonus or promotion or suspension without -Cases of gross misconduct will be dealt with by any of these sanctions - Suspension, Transfer, Dismissal or Termination from employment
- On termination for misconduct reasons, the associate will not be eligible to reapply for any suitable position within the company or its affiliates

## Malicious or false complaint

If on investigation, the HR determines that the allegation by associate was malicious or false or associate has produced any forged or misleading document, the same will be deemed to be inappropriate conduct/misconduct as per Company policy and the HR will recommend that action will be taken against the complainant in accordance with the prescribed policies





# FAMILY AND PERSONAL RELATIONSHIPS

Purpose

To help associates understand acceptable family and personal relationships for working at Legato

Eligibility

All permanent associates of Legato

Definitions:

- **Family** is defined as all relatives and not limited to spouses, relatives by marriage, domestic partners, Children, parents, step parents, grandparents, grandchildren, in-laws, siblings, cousins, nieces, nephews, aunts and uncles
- **Domestic partners** is defined as two individuals of the same or opposite sex who meet the criteria of domestic partners
- **Significant others** is defined as individuals who are dating or engaged to be married but are residing or not residing together
- **Favoritism** is defined as decisions which are based regarding with hiring, selection, promotion, wages, hours or other conditions of an employment and not with requirement or objective of the company
- **Nepotism** is defined as favoritism towards family members

Points to remember

- Prohibited relationships – Conflict of interest can arise while hiring, promoting or transferring an individual due to associate having direct/ indirect supervisor or subordinate relationship with a family member or may have a personal relationship
- Family relationships - Associates are not allowed to make decisions involving the hiring, promoting, transferring, compensation, performance evaluation, corrective action or termination of an immediate family member
- Personal relationships – associates who establish a personal relationship or marries another associate can continue in their current roles as long as prohibited relationships are not created
- Associates are required to disclose personal and family relationships where ever a prohibited relationship occur
- Undisclosed personal and family relationships involving prohibited relationship is violation of the policy and will lead to further course of action including termination
- Company will validate, assign or reassign one or both associates to prevent the continuation of prohibited relationship
- If a supervisor/ Manager and subordinate wish to start a personal relationship, they must disclose this to the company as they are not allowed to work in the same team or report to the same manager
- Consensual relationship between supervisor or team member is prohibited
- Associates are prohibited from inappropriate access and processing of personal information of current or ex spouse, domestic partner, neighbor

Escalation Matrix

Level 1	Reporting Supervisor
Level 2	Tower HRBP/ DL-HRBP_LegatoIndia@anthem.com



# GRIEVANCE REDRESSAL POLICY

Grievance redressal refers to associate’s issues of discontent related to various factors in the organization. The process to mitigate these is known as Grievances Redressal.

All the issues should be raised to apex committee by associates within 5 working days of the occurrence of the event. Apex committee shall revert within 5 working days.

### Grievance Resolution Procedure

- Associates are encouraged to first approach their manager /HR to discuss and try to resolve any issues they might be experiencing. This often addresses a concern in a simple, time- efficient manner.
- In case of no response from the manager/HR or dissatisfaction from the response by the manager /HR, associate should write to the Apex committee to address their Grievances.
- The Apex Committee will review and finalize the members of the Panel (to consist of 3 to 5 members across Level) to conduct the investigation and furnish the findings. The selected panel to investigate the complaint, talk to witnesses if necessary, and arrive at the findings.
- The committee member shouldn't be from the same team as the complainant or respondent.
- Both parties can share the details of their witness, where appropriate. All witness shared should be interviewed and all the interviewed statements should be recorded signed and dated.
- Post investigation, HR and APEX committee will discuss and decide on the final action basis the findings.
- Apex Committee to revert to manager / HR on the update with in next seven working days, later HR and Line Director will meet the associate and share the update as received from apex committee.

### Points to remember

- Information concerning associate grievances should be

confidential. Manager / HR and other members of the management who investigate a complaint may discuss it only with those individuals on a “Need to know” basis or those who are required to supply necessary background information or advice.

- Associates will not be penalized for proper use of the Grievance resolution procedure. However, it is not considered proper use if an associate raises complaint in bad faith or solely for the purpose of delay or harassment or repeatedly raises disputes devoid of merit or in connection with minor disagreements.

### Malicious or false complaint

- If on investigation, the Committee determines -
- The allegation was malicious or the complainant has made the complaint knowing it to be false or the complainant has produced any forged or misleading document,
- The respondent has produced any forged or misleading document,
- The witness has given false evidence or produced any forged document,
- This will be deemed to be misconduct in terms of Company policy and the Committee will recommend that action to be taken as mentioned in Disciplinary Policy.

### Appeal

- In case associate is not satisfied with the outcome of the apex committee, he or she can appeal to the Country Head. The Country Head will take the necessary steps to review and investigate the grievance and will then issue a final written decision.

List of Apex Committee Members  
(Should be a minimum of 3 member’s panel)

Name	Designation	Department
Prasad M	Director	Technology
Nagendra Bhat	Manager	Corporate
Rajitha B	Senior Manager	BO
Harsha BS	Delivery Manager	Technology
Anoop Nidiyil Arayakkil	Team Lead	BO
Sundar Krishnan	Director	BO
Vishal Mahajan	Senior Manager	Technology
Shwetha Jayaprakash	Lead Business Analyst	Technology
Manisha Mohan	Manager	BO
Chaitanya B	Sr. Associate	BO
Shahid Mohammed	Trainer	BO
Partha Pratim Baruah	Senior Software Engineer	Technology
Kiran Mai M	Sr QA Engineer	Technology
Neeraj Sharma	Director	Corporate





# LEAVE POLICY

Leave Category	Days	Guidelines
Casual Leave	12 Days	Should be informed at least 2 hours before the start of normal working hours or shift time
Sick Leave	12 Days	<p>If Sick Leave is availed for more than 2 consecutive days, a medical certificate issued by a registered medical practitioner specifying the diagnosis of the illness and the recommended period of absence from work should be submitted to HR team within 1 week</p> <p>Any planned Annual Leave of 5 working days and above needs to be approved by the Reporting Authority at least 10 working days in advance</p>
Annual Leave	18 Days	An associate can convert at maximum of 8 annual leaves at the end of the year. The encashment is on Gross Pay. Leave encashment payout will be in the month of January.
Bereavement Leave	5 Days	This leave can be availed up to 5 business days upon the demise of their immediate family member. Definition of immediate family member includes – Spouse, children, parents, parent in laws or siblings.
Voluntary Time off	2 Days	<p>Voluntary time off will help associates to volunteer for NGOs supported by SWARA, our CSR program. - 2 days can be utilized at one go or minimum of two hours or more across multiple days.</p> <p>Eligible associates receive up to 2 days of paid time in a year to volunteer for qualified charities as part of our CSR program.</p>
Paternity Leave	10 Days	This leave can only be availed within first month from the date of delivery, and can be available for up to 2 children.
Critical Illness	30 Days	If an associate is diagnosed with any of the critical illness in the Leave Policy. – This includes weekends and working days as the leave is granted for 30 Calendar Days. We cannot divide Critical Illness leave into multiple parts and avail the same.
Time Off to Vote	1 Day	Associates should not use time off to vote for any travel time to reach the voting district and back. Time to Vote applied to the voting cadence of the city where the Office is based.
Garden Leave	90 Days	Time given to associate to come back with justification on discrepancy in BGV Report or when an associate is asked to Leave and the associate is ready to serve notice period for next 3 months or The reactivation of AGIDs after deactivation only when BGV RED is being converted to GREEN

Leave Category	Days	Guidelines
Maternity Leave(ML)	26 Weeks	All women associates are entitled for 26 continuous weeks of ML for each delivery up to maximum of 2 children of which not more than 8 weeks shall precede the expected date of delivery, in case of 3rd child ML is 12 weeks
Adoption Leave	12 Weeks	The primary caregiver, whether mother or father is entitled to 12 continuous weeks of Adoption Maternity Leave from the date the child is handed over in adoption. The secondary caregiver is entitled to 10 days of paid leave.
ML extension	30 Days	In case a woman associate suffers from any illness arising due to-Pregnancy, Premature Birth, Miscarriage including medical termination of pregnancy, Tubectomy operation - an additional period of leave with wages for a maximum period of 30 days.
Miscarriage Leave	6 Weeks	6 weeks immediately following the date of miscarriage or medical termination of pregnancy. Not applied for voluntary termination of pregnancy
Emergency Leaves	10 Days	COVID cases , Laptop Replacement and New Joiners not receiving the Laptop
Comp Off (CO)	Depending	Associates who are required to work on non-working days (public holiday or weekends) or have worked by earning a total OT of 9 <a href="#">hours.CO</a> is valid for 3 months from the day comp off is earned .
Leave Without Pay	90 Days	This leave shall be provided up to maximum of 3 months (90 days) subject to exigencies of work, and based on prior approval by the manager/HR.

Leave Category	Days	Guidelines	Comments
ML extension	30 Days	In case a woman associate suffers from any illness arising due to-Pregnancy, Premature Birth, Miscarriage including medical termination of pregnancy, Tubectomy operation - an additional period of leave with wages for a maximum period of 30 days.	Submission of medical documents mandatory for availing leaves under this category.
Miscarriage Leave	6 Weeks	6 weeks immediately following the date of miscarriage or medical termination of pregnancy. Not applied for voluntary termination of pregnancy	In case Emergency leave kitty of 10 days has been availed previously, then can start directly with SL/CL and then go to Critical leave
Emergency Leaves	10 Days	COVID cases , Laptop Replacement and New Joiners not receiving the Laptop	Submission of medical documents of family member mandatory for availing emergency leave under this category.

### When can Reporting Manager Apply Leave on Associate's Behalf

- The associate has resigned and has stopped coming to office. Later after few days, he/she resumed work to serve notice period or resume work. ( in case the associate has not applied leaves)
  - The associate has not applied leave on his/her behalf before the cut off date.
  - The Reporting Authority can apply leave of ML and ML extension on associate's behalf.
- In case an associate is unable to meet the complete target, the Reporting Authority can apply half day leave on associate's behalf , if the associate has not been available for more than 4 hours.
  - Point to Remember - Reporting Authority cannot apply leaves if associate has worked full day and is not able to meet daily KRA.

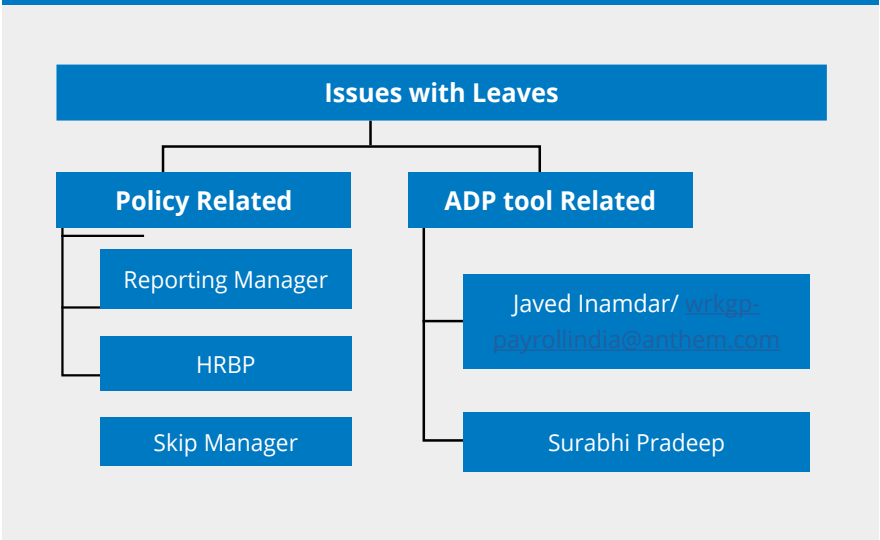


Accountability Matrix

Leave Category	Days	Guidelines	
Absenteeism (Unapproved and Unauthorized absence)	Associate has not informed to RM on Leave availed to the leave	Document all the incidences in emails with the associate.	HRBP gets into a call with associate along with RM only after 3rd instance or after RM has shared the warning letter to the associate
Absconding	Associate has not taken approval on his/her leave request from RM	At least two incidences has to be documented. Only loop HRBP from the 3rd instance.	HRBP tries to reach out to the associate and have a connect with the associate
Long Leave and Leave Without Pay(LWP)	Associate not informing about their absence	Warning letter from RM looping HRBP and Skip Manager ( Looping Skip Manager is optional)	if the associate does not respond , the absconding process gets started on the 4th day by the HR Ops team on HRBP's confirmation
Exit	Associate not informing RM about the absence neither available for a conversation over phone/not reporting to Office	The RM should try to reach out to the associate in all possible way - Calls, Messages and Email.	HRBP to have a conversation with the associate if the intervention is required on need basis- medical cases
Pre ML Leaves	Should inform and take prior approval from RM	Shares the details with HRBP as per standard format at the end of 3rd day ( Formats are shared in this handbook)	HRBP to take care of Exit formalities
ML	Associate should apply leaves in the tool	RM should have a discussion with the associate and loop HRBP on case to case basis. Must communicate the guideline of surety of role and employment as per policy	HRBP to share maternity forms to the associate if Pre- ML gets converted into ML
ML Extension	Associate should apply leaves, OT and comp off before LWD	The RM should approve all Leaves in the tool before the LWD	HRBP to share the documents with HR Ops team
Critical Illness	Associate should inform RM and submit medical documents relevant to illness arising due to Pregnancy to RM and HRBP	RM to have a conversation and provide favorable work condition during pregnancy also considering the business exigencies	HRBP to share maternity forms to the associate
Emergency Leaves	Associate should inform RM and submit medical documents relevant to her maternity leave and apply leaves in the ADP portal	RM to keep HRBP informed if the pre maternity leaves turns into Maternity / LWP	HRBP to share the documents with HR Ops team
Sick Leave	Associate should keep Reporting manager informed on his/ her illness and should produce medical documents	RM to seek medical documents and inform HRBP in case the associate apply for more than 2 days	HRBP to have the medical documents vetted and come back with the confirmation

Leave Category	Days	Guidelines	
Garden Leave	BGV/Asked to Leave cases	RM to keep HRBP informed in case the associate's access has not been resumed after an associate's BGV has turned Green from Red	HRBP to decide and communicate the business on the Garden Leave and get it applied from back end by sending inputs to the HROPs Team

ESCALATION MATRIX



Manuals available on Pulse – for Associates and Managers



FORMATS

For Reporting Absconding cases, details in below format needs to be shared with HRBP Team

AGID	PSID	Employee Name	LOB	Stop Salary/ Emergency Leaves	Reason	Dates to be Applied from the backend	Date of Stop Salary

**Emergency Leaves-** All emergency leaves have to be applied from the backend. You have to write to Inamdar, Javed for emergency leaves to be applied from the backend. Reporting managers can also cc their HRBP and [payroll.india@legatohealth.com](mailto:payroll.india@legatohealth.com)/[wrkgp-payrollindia@anthem.com](mailto:wrkgp-payrollindia@anthem.com)

AGID	PSID	Employee Name	LOB	Stop Salary/ Emergency Leaves	Reason	Dates to be Applied from the backend	Date of Stop Salary

MATERNITY FORMS

- **Form B** – Needs to be submitted by women Associates to the employer post attestation by medical practitioner. This form is applicable in case of any illness arising out of pregnancy / delivery/premature birth of a child or miscarriage
- **Form C** - Needs to be submitted by women Associates to the employer post attestation by medical practitioner in case of a death of a child
- **Form D** - has to be filled before women Associates avails Maternity Leave. This form captures the date from when the women Associates will be absent from work.

# PIP - Guidelines

## Performance Improvement Plan - PIP

This Performance Improvement Plan (PIP) is used when the company considers that an associate has fallen short of the work standards required and initial informal counseling has not helped the associate attain the necessary standards of performance. The purpose of PIP is to provide a structured, effective and transparent counseling program by which the associate receives extra support to achieve an acceptable level of performance.

Coaching and Mentoring are key aspects of PIP and which is also default KRA for all People Managers.

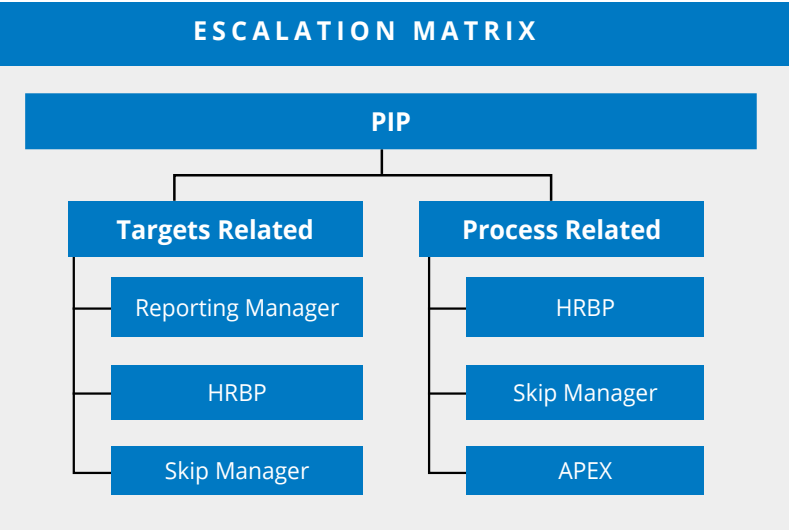
### PIP- Guidelines and Mandates

Employee should have spent at least 6 months in the organization.

- If the associate has achieved a rating of 1 or 2 in YE performance appraisals, he/she is eligible for PIP
- In case an associate has achieved a rating of 2 and the performance has approved after YE discussions , Reporting manager has to facilitate Skip Manager approval and business justification to HRBP to waive off PIP for the associate
- 3 emails having documented feedback is a mandate to start the PIP. These emails has to be sent by RM to the associate over a period of time.
- In Legato India, the PIP process is for 6 weeks , can also be extended up to 3 more weeks basis business justification.
- Before initiating any PIP, TL needs to send the performance discussion meeting invite (in the format as shared by HR) which should be scheduled after 2-3 days of sending out the invite so as to give the employee a fair chance to collect data points.( If any from their end)
- SMART Goals to be set Specific, Measurable objectives that are Accurate, Relevant and Time-bound in line with what is expected of others in the position with similar experience and background. The goals have to be incremental and in line with expected team’s average.
- Weekly review meetings with HRBP is mandatory
- The weekly documentation of review and feedback is important and mandatory on emails and calls. The associate should acknowledge on all emails and feedbacks at all stages.
- The associate has to acknowledge at all stages from the initiation till the last weekly meetings.
- At the end of 6 weeks, the TL have to schedule a call with HRBP and associate to communicate the outcome of the PIP and the next steps.
- If PIP is unsuccessful for an associate , it can lead to an impact on the Hike, Rating and employment of the associate even leading to termination.
- The employee should be informed that the alternative to a PIP is disciplinary action .The appropriate disciplinary steps should be made in consultation with HRBP. It is important to document a refusal to participate in or sign a PIP.
- Once completed either successfully or unsuccessfully, a PIP will be kept in the employee's personnel file.
- If an associate refuses to improve after the PIP 6 weeks evaluation phase, or if their performance actually worsens, the supervisor may elect to pursue discipline, up to termination for cause. Reporting Authority must consult with HRBP in all such situation.

## Accountability and Escalation Matrix

	Associate	Reporting Manager (RM)	HR Team
Associate not meeting expectation	Associate's performance is not improving despite several feedbacks shared by the RM	RM to document the feedback post discussion with the associate over email  RM to give heads up to the associate on PIP and what is coming his/her way over email as per format, post HRBP's confirmation	HRBP to review all the documented emails and give a go ahead on PIP
Before PIP initiation	Associate has to acknowledge and agree on the targets set for PIP for next 6 weeks over email or suggest some changes in the plan	RM to take a go ahead from Skip Manager on PIP initiation  RM to Share the PIP plan over email for associate to review and acknowledge	HRBP to review the targets and give a go ahead . HRBP's responsibility is to make sure the incremental targets are given and also targets are inline with Teams average target
PIP initiation	Associate to acknowledge all the terms of PIP	RM to set up call with the associate and HRBP and associate and extend the additional support to the associate for next 6 weeks	HRBP to message the importance of PIP and the employment implication of the same at the end of 6 weeks
During PIP	Associate to meet weekly targets and acknowledge all weekly review meetings over email	RM to document weekly feedback and set up weekly calls with the associate and HRBP to discuss the performance in previous week and ask for any additional support that associate needs	HRBP to be part of all weekly meetings to reiterate the purpose of PIP and also ask associate for any further support
Post PIP	Associate to follow guidelines as per HRBP	RM to document and sum up all 6 week's performance of the associate in PIP and communicate weather the PIP has bee successful or not	HRBP to communicate the next steps basis the outcome of PIP as per the Exit Policy of Legato
PIP Extension	Associate may need more time to be gazed in PIP Process	RM to get the extensional approval from business and shares business justification to HRBP  RM to communicate and do the entire exercise , same as PIP	HRBP to get approval from HRBP Lead & HR Ops and circle back with the RM to extend further by 3-4 weeks



### Annexure



PIP Removal Mail  
Format



Performance  
Discussion



PIP Initiation  
email - Format





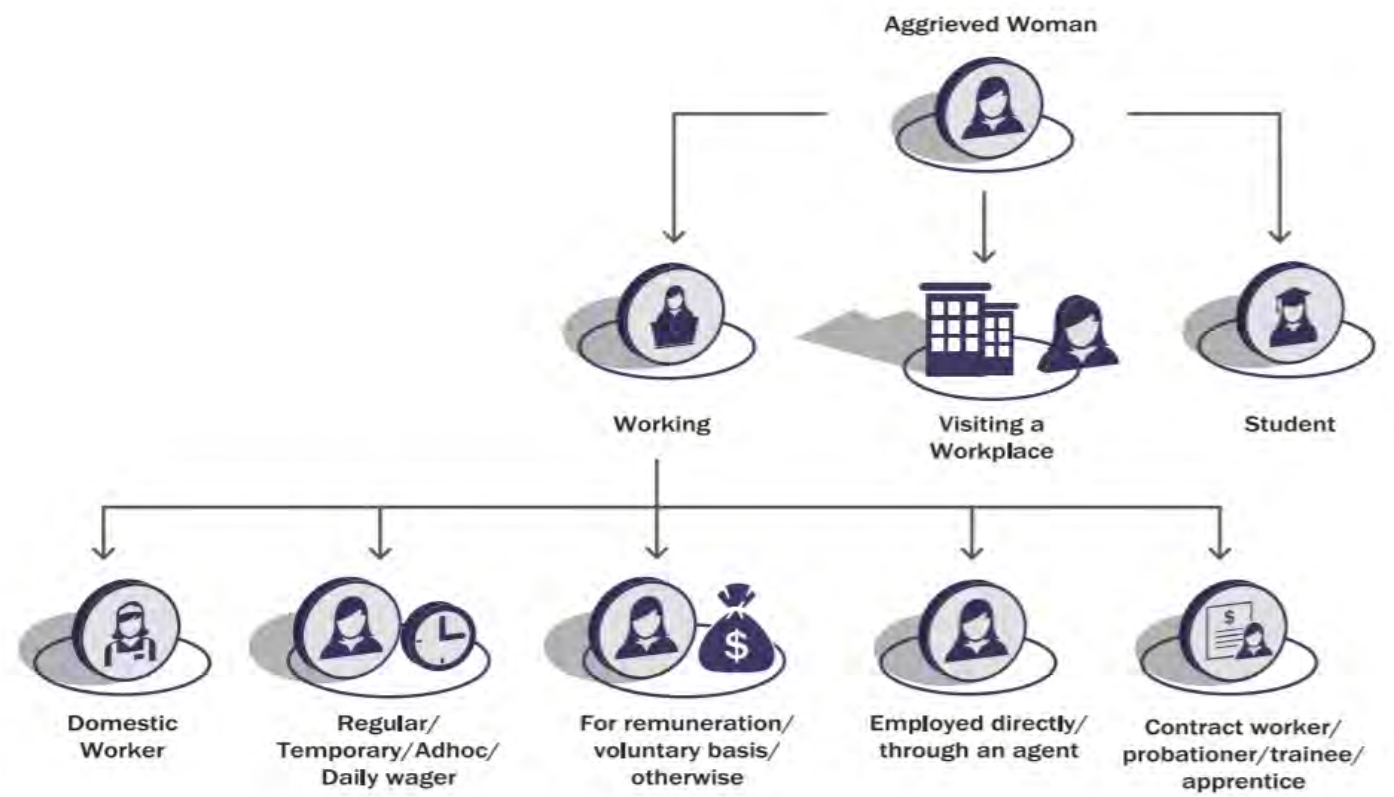
# POSH

(Prevention of Sexual Harassment)

## Know More to No More!

What we should know first - Working Woman, Workplace and Aggrieved Woman

Working Woman	<ul style="list-style-type: none"><li>• Employee, Contract worker, Trainee</li><li>• Apprentice, probationer, daily or temp worker</li></ul>
Workplace	<ul style="list-style-type: none"><li>• Inside or outside office building</li><li>• In the course of work at events outside office (office outings, conferences, social functions)</li><li>• Work related travel, including company transport</li></ul>





### Sexual Harassment

Legato is an equal employment opportunity employer that focuses on creating a healthy working environment that enables associates to work without fear of prejudice, gender bias or sexual harassment. Legato strives to provide a professional work environment free of sexual harassment, exploitation and intimidation. "Sexual Harassment" includes any or more of the following unwelcome acts/behavior (whether directly or by implication):

- physical contact and advances;
- a demand or request for sexual favors;
- making sexually colored remarks;
- showing pornography;
- any other unwelcome physical, verbal or non-verbal conduct of a sexual nature.
- implied or explicit promise of preferential treatment in employment;
- implied or explicit threat of detrimental treatment in employment;
- implied or explicit threat about present or future employment status;
- interferes with work or creating an intimidating or offensive or hostile work environment for the Associate;
- humiliating treatment likely to affect the health or safety of an Associate.

### Role as a People Manager

1. Encourage all associates to go through POSH training and policy – specially new joiners
2. Report any incidences that falls under Sexual Harassment in their span or their knowledge to POSH Committee.
3. Maintain confidentiality at all point of time regarding the issue.
4. Should not take any POSH complain into consideration while doing performance appraisal unless POSH committee has called out as a part of penalty
5. Coach direct reports on maintaining the confidentiality of the information related to any POSH incidences that they are being part of.
6. Having knowledge of "dos" and "don't"s in terms of POSH and cascade the same into the team
7. "It is not the impact but the intention" – Cascading the message to the Team so that unknowingly any associate should not get indulge in any activity that comes under Sexual Harassment

### Forms of Sexual Harassment



**Verbal**

- Whistling, cat-calls, comments on appearance & anatomy that are offensive
- Teasing and using names such as "darling", "maai", "sweetheart", etc



**Physical**

- Standing close or brushing up against another person.
- Patting, embracing, pinching, hugging or stroking



**Psychological**

- Requests to wear revealing attire
- Proposal for physical intimacy



**Visual**

- Display of sexually visual material such as pinups, cartoons
- Sending e-mails, SMS, with sexually colored remarks or jokes, etc.,



Physical contact And Advances



A demand or request for sexual favours



Making sexually coloured remarks



Showing pornography



Any other unwelcome physical, verbal or non-verbal conduct of sexual nature.

### Accountability and Timelines in POSH Workflow

Sl.No	Action point	Authority/concerned person	Time limit
1	Complaint:	Complaint to be lodged by aggrieved woman Before Internal Committee	1. within the period of 3 months from the date of the incident, or 2. n case of series of incidents, within the period of 3 months from the date of last incident.
2	Initiation of Inquiry Proceedings	By the Internal Committee, by sending the copy of complaint To the Respondent	Within the period of 7 working days of receipt of the complaint
3	Reply by the Respondent along with his list of documents, names and addresses of witnesses	To the Internal Committee	Within 10 working days from the day of receipt of the copy of complaint forwarded by IC.
4	Completion of Inquiry proceedings	By IC	Within 3 months from the date of receipt of complaint
5	Submission of Inquiry Report and Findings along with Recommendations by IC	To the Employer	Within 10 days of completion of Inquiry Proceedings by IC
6	Implementation of Recommendations made in the Inquiry Report of IC	By the Employer	Within 60 days of the receipt of the Recommendations made in the Inquiry Report by IC
7	Appeal	By the aggrieved person	Within a period of 90 days of Recommendations by IC.

### Role as a People Manager

Any associate found guilty of violating this Policy as substantiated by data and facts, will be subject to any of the below mentioned disciplinary action, leading upto and including termination of services with/or without compensation based on severity of case.

1. Written apology
2. Warning Letter
3. Reprimand or censure
4. With-holding of promotion
5. With-holding of pay rise or increments
6. Terminating of service
7. Undergoing a counselling session
8. Carrying out community service
9. Monetary Compensation

### Procedure for filing a complaint

The complaint may be oral or in writing. If the complaint is oral, the concerned Committee member shall record the same in writing, in detail, and have the contents confirmed by the complainant as per the timeline.

Where an aggrieved Complainant is unable to make a complaint on account of her physical incapacity, a complaint may be filed by any of these persons:

- the Complainant's relative or friend
- the Complainant's co-worker
- An officer of the National Commission for Women or State Women's Commission
- Any person who has knowledge of the incident, with the written consent of the Complainant.





#### Who

- Any **aggrieved woman** may make complaints of sexual harassment at workplace to the IC [POSH Committee]
- Legal heirs or such other persons may make the complaint on behalf of aggrieved woman



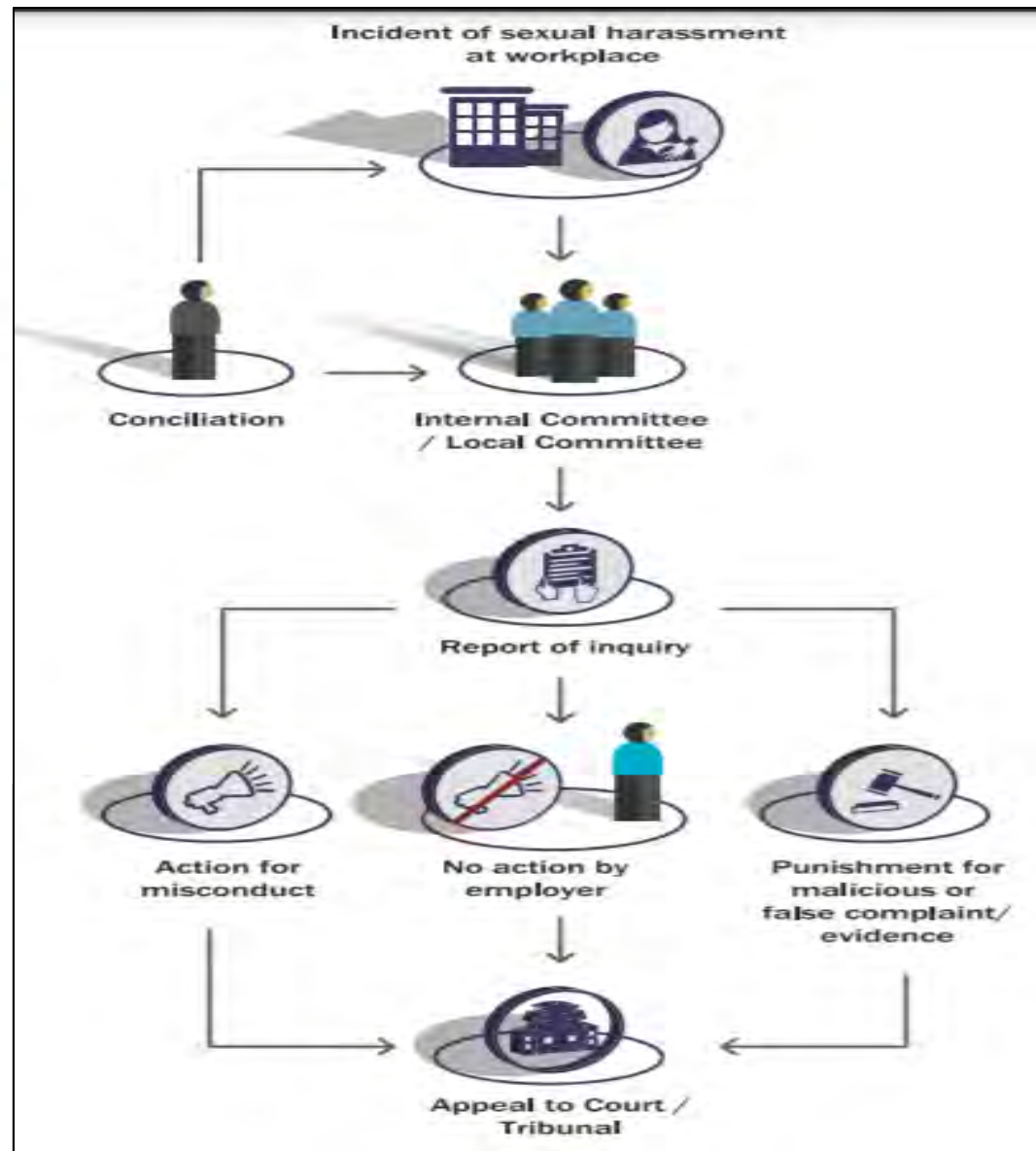
#### When

- Within a period of **three months** from the date of the incident
- IC can extend time limit by an additional 3 months provided reason for delay is bona fide



#### How

- Complaint should be made in writing to the IC
- Presiding Officer or any member may render reasonable assistance if woman cannot make the complaint in writing herself



## Prevention of Sexual Harassment



Know the company policy  
Say NO, speak up if confronted with sexual harassment.  
File the complaint with IC  
Report wrongdoing if you are aware



Avoid behavior that demeans / disrespects  
Recognize what is acceptable to one can be offensive to another  
Ask yourself if this is behavior you will be comfortable with if made public



Awareness to associates  
Act promptly on complaints  
Protect the victim from retaliation  
Maintain confidentiality of the victim and the situation



Sexual Harassment is a serious offense, and Legato has Zero Tolerance for such behavior.



All of us have a right to a safe, secure and harassment free work environment.



Speak up, say NO, report it to IC



Report wrong doing even if you are not the victim

## Legato's Internal Committee (IC)

Name	Designation	Name	Designation
Linnet D' Souza	Director	Manisha Mohan	Manager
Pawan Sachdeva	Staff Vice President	Shanthikala Balachander	Delivery Manager
Shabana Pathan	Assistant Manager	Soujanya Manupati	Manager- Membership
Kandappan Ramalingam	Delivery Manager	Naresh Desai	Senior Manager
Mahesh Akkisetty	Senior Manager	Gunja P Jain	Delivery Manager
Miraj Fathima	Senior Delivery Manager	Nagendra Bhat	Manager

You can write to [DL-POSH.Legato@legatohealth.com](mailto:DL-POSH.Legato@legatohealth.com) or reach out any of the members of IC to raise a complain or an issue

## Myths and facts

<b>Sexual Harassment is rare</b>	<ul style="list-style-type: none"> <li>Very widespread across every section of society</li> <li>68% of women face sexual harassment in some form</li> </ul>
<b>NO means YES</b>	<ul style="list-style-type: none"> <li>Gender stereotyping in media and movies</li> <li>Women who say NO mean NO</li> </ul>
<b>Its just a joke</b>	<ul style="list-style-type: none"> <li>Women find it painful and humiliating and frightening</li> <li>It is not a joke or harmless flirtation or a compliment</li> </ul>
<b>Women provoke it...</b>	<ul style="list-style-type: none"> <li>Shifting blame from the harasser to the harassed</li> <li>Women have the right to act, dress &amp; move without being harassed</li> </ul>
<b>Women make up Stories...</b>	<ul style="list-style-type: none"> <li>Most women are afraid of repercussions to job, reputation</li> <li>Research shows that less than 1% file false complaints</li> </ul>
<b>Only women get harassed...</b>	<ul style="list-style-type: none"> <li>That is true of the majority of harassment</li> <li>Men also harass men, women harass men, women harass women</li> </ul>





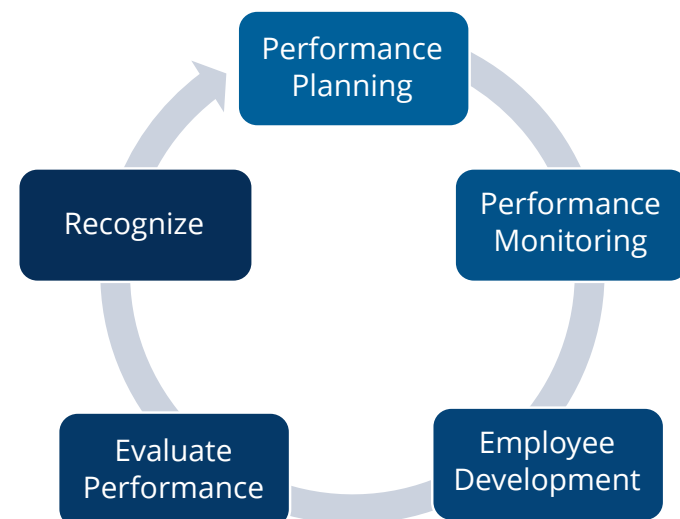


# PERFORMANCE MANAGEMENT PROCESS

## Performance Management Introduction

Performance Management Process is an organisation strategy to link organisation goal to individual employee goals. Guide the employee to take liability of meeting the organisational goals, Manage, Track and evaluate the individual employees performance and organisation growth.

## Performance Management Process



## Performance Management process involves

- Performance Planning – Goal Setting, Plan on what's and how's for the Year. Goal Setting is done at the beginning of the year in Jan-Feb. Based on the associate career aspiration, Help the associate to build a Career Development Plan for his/her career growth in Legato.
- Monitoring Employee Performance – Regular one-one connects with employee at least once a month, Review Key strengths and Key Accomplishment.
- Employee Development – Coaching and Feedback, Agree upon future-focused improvement and development actions. Monthly discussion can be documented in emails, Quarterly and Half yearly discussions to be documented in tool as a reference for Annual discussions.
- Evaluate Employee Performance – Rate the associate based on performance.
- Recognise – R&R and Incentivise, Reinforce the linkage between pay and performance

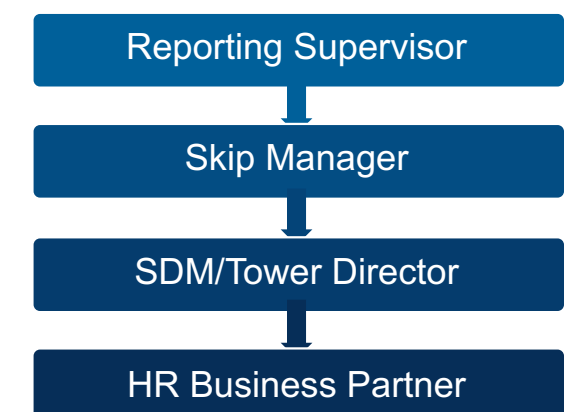
## Performance Rating Scale

- 5-point rating scale for goals will also be used for Anthem values
- All the levels of management should meet the recommended distribution.
- Manager can request for the feedback from Previous managers/onsite coordinator with whom the associates work closely.
- After the Rating are submitted it goes through an approval process.
- Based on the final ratings, Employee would receive their increments effective April.

Rating	Definition	Additional Guidance
<b>Significantly Exceeds Expectations (5)</b>	Significantly and consistently exceeds performance and behavioral expectations <ul style="list-style-type: none"> <li>• Significantly exceeds expectations for the goal on a sustained basis</li> <li>• Results far surpasses such that it would be hard to imagine any better results</li> <li>• Sets a standard of excellence as a distinguished role model</li> </ul>	"Most Valuable Players (MVP)"  Seen as the standout role model(s) that set the example of high performance
<b>Exceeds Expectations (4)</b>	Consistently achieves and frequently exceeds performance and behavioral expectations <ul style="list-style-type: none"> <li>• Exceeds the criteria and standards for the goal</li> <li>• Results have a meaningful impact beyond immediate team</li> <li>• Achieves targeted performance with most aspects being outstanding</li> </ul>	"All Stars"  The highest performers on a team (after the top category)
<b>Meets Expectations (3)</b>	Consistently achieves performance and behavioral expectations <ul style="list-style-type: none"> <li>• Good, solid, consistent overall performance</li> <li>• Results have a meaningful impact</li> <li>• Achieves results in a steady and reliable manner with minimal oversight</li> <li>• Demonstrates acceptable level of competence</li> </ul>	"Accomplished Achievers"
<b>Partially Meets Expectations (2)</b>	Inconsistently achieves performance and behavioral expectations <ul style="list-style-type: none"> <li>• Achieves some, but not all expectations for the goal</li> <li>• Results may have been delivered, but not consistently</li> <li>• Need for improvement and further development is clearly evident</li> </ul>	"Inconsistent Performers"
<b>Does Not Meet Expectations (1)</b>	Fails to meet performance and behavioral expectations <ul style="list-style-type: none"> <li>• Does not meet expectations for the goal</li> <li>• Results significantly below target</li> <li>• Requires immediate attention and potential corrective action</li> </ul>	"Further Review"

## Escalation Matrix / Support Required

- For Any support required on Performance Management please follow the below escalation matrix





Important points

Timelines

- Goal Setting: Jan / First month of joining
- Career Development Plan – Jan-Feb
- Performance evaluation period: Jan to Dec
- Self Assessment : Nov
- Year-end review process: Nov & Dec

Eligibility

All the full time employee except

- New Hires – Joined after 01 Oct

- Extended LOA (worked <90 days in calendar year)
- Contract Employees
- Associates who are part of Hiring programs (Ex- Campus hiring Programs)

Legato undertakes periodic evaluations for the purpose

- Determining how the team met assigned tasks and goals, Highlighting the achievements
- Identifying the potential of associates for additional responsibilities and growth.
- Providing a basis to reward you financially for your contributions (pay for performance)

Points to Remember	
Goals	Will be shared by Immediate supervisor
Employee on Maternity	Rating – 3, For any exceptions please seek your supervisor
Employee who worked less than 90days in Calendar year	Not Eligible for Appraisal
New Joiner Less than 6months	Rating – 3, For any exceptions please seek your supervisor
Tool Related issues	Reach out Immediate Supervisor for assistance



# INTERNET REIMBURSEMENT POLICY

Guidelines to claim the Internet expenses

Process controls for the reimbursement of Internet expenses incurred by the associate on behalf of the exclusive business requirement of Legato Health Technologies LLP.

Eligibility, approval and reimbubersement

Description	Dongles / Internet Connection:	Company issued Dongle:	Existing Internet connection/Dongle:
Tower Head Approval as one time	Yes	Yes	Yes
One time Internet setup charges	Actuals up to INR 500/-		
Manager Approval in CR Tool for each claim	Yes	NA	Yes
Dongle Cost (maximum reimbursable)	Actuals up to INR 2000/-	NA	NA
Monthly Internet Charges (maximum reimbursable)	Actuals up to INR 1000/-	NA	INR 1000/-
Communication to IT on Dongle Details	Yes	NA	NA

- Assets provided or purchased must be returned back to Legato, IT personnel will record details of Dongle and will update HR during F&F for clearance after collection of Dongle.
- All one-time setup cost reimbursed to associate will be recovered from the associate, if he or she leaves
- the organization with in one year of claiming the expenses

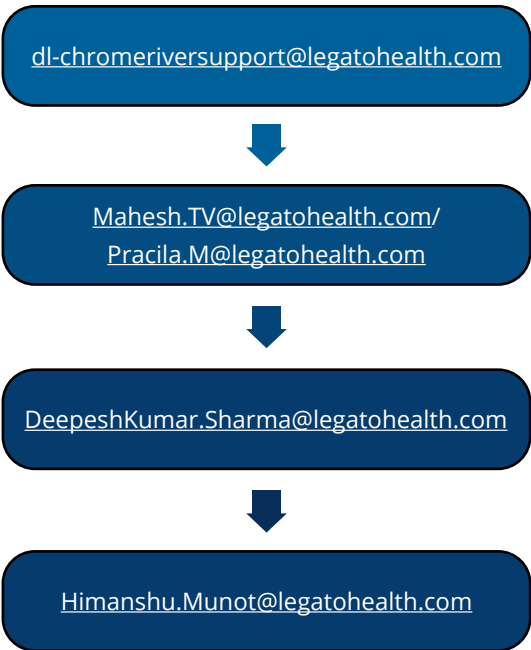
Chrome River

Associate need to attach the approval mails and payment proofs to submit the claims through Chrome River.

Approval Process in Chrome River

	Approver
1st Approval	Review by Finance/ AP reviewer
2nd Approval	Respective Reporting manager
Payment process	Once final approval given by manager, will be routed for payment to associate as per payment process

Chrome River Escalation Matrix



Points to remember

- All expenses must have a valid invoice and receipts from the provider. All expenses must be claimed within 30 days of invoice or receipt date.
- Invoice must be on employee name, Spouse or Parent name. In case if the invoice is on sibling's name, The same can be claimed with relevant documentation.
- If company dongle is not working properly, Employee can reach IT team to cancel the Dongles subscription once they receive confirmation they can use
- Employees can claim for mobile internet only if the invoices (submitted) explicitly state Mobile Internet charges. These invoices need to be attached mandatorily.
- Assets provided or purchased must be returned back to Legato.
- Associates can claim for quarterly and half yearly bills, Recovery will happen for the proportionate period for any exit from the policy or Legato during the period.
- One time set charges will be recovered if the associates if the associate leaves within 1 year.

# PROMOTION , BENEFITS, MOBILE PHONE USAGE

Promotion:-

Career progression through elevation of the role.

Eligibility Criteria:-

- Meets each position's minimum criteria
- Only one promotion cycle in a year with an effective date of 1st Apr
- Performs their current job satisfactorily/relatively well and also displays the leadership competencies for people manager roles
- Was not subjected to disciplinary action in the last 12 months as of December
- Has a rating of meets expectation or higher in the annual performance cycle/ cycles

Grade	Time in current Grade	Process
Up to Grade I10	One and half years	Based on manager recommendation with approval from Tower Director
Grade 10 and above	Two years	1. 3 - Panel interview process subject to the requirement of the role and evaluation based on leadership competencies. Aggregate score of all interviewers to be the final basis for promotion 2. Senior Leadership Team to review all the recommended associates list before approval

HR's Accountability	Manager's Accountability
HR to review the promotion recommendation with business in January	A 2-year promotion forecast will be maintained by all Directors, and sent to HR in Oct every year
HR to plan Assessment Center / Interview Calendar for promotions in Feb & March	Manager to assist any candidates who were not promoted in this cycle to develop skills in areas of improvement outlined in the interview feedback. Feedback will be incorporated into their IDP.
HR to consolidate results & communicate to Directors & Managers on final promotions in March	





# EMPLOYEE MOBILITY

## Lateral Movement (Manager /Associate initiated) & IJP:-

Movement of an existing associate to a new role, department, or location at the same level within the organization.

### Eligibility Criteria:-

Lateral Movement(Manager /Associate initiated) Eligibility	IJP Eligibility
Rating of Meets Expectations or above in the last performance cycle	Rating of Meets Expectations or above in the last performance cycle
Completed at least one and half years in the current role	Completed at least one and half years in the current role
Performs their current job satisfactorily	Not subject to disciplinary action in the past 12 months of application
Not subject to disciplinary action in the past 12 months of application	Meets each position's minimum criteria
Role aligns to Career Development Plan (CDP), in terms of progressing the associate's career by building additional skills	Performs their current jobs satisfactorily
Is not serving his/her notice period	Has not applied for more than three similar posted positions within the last 12 months in the current role
	Is not serving his/her notice period

### Points to remember:

- All open roles in the organization will be posted on Taleo
- All Individual contributor roles: Only technical assessment
- All people manager roles: 3-Panel interview process subject to the requirement of the role and evaluation based on leadership competencies
- Lateral moves will typically not have a salary revision but exceptions will be reviewed on a case-by-case basis
- Ramp-up of a new team (process/function or a major project) with tight deadlines: In a scenario where the

business needs to ramp-up a new team with a few critical roles to kick-start the project, which involves hiring associates with some niche or specialized skill or specific partner experience, then business can choose not to open the role for all. A formal document describing the rationale for this exception (from both managers) should be reviewed and signed-off by HRBP.

- Long standing open position: A position that has been open beyond 6 months and it has not been filled. A formal document describing the rationale for this exception from the hiring manager should be reviewed and signed-off by HRBP & TA.

### Accountability:-

Task & Responsibility	Reporting Manager	Associate	HRBP
Lateral Movement	<div>1. Managers are accountable for facilitating their team member's Career Development Plan (CDP), review progress every 6 months, provide guidance, coaching, feedback as required</div> <div>2. Managers to explore potential opportunities for their team by reviewing open positions on Taleo that aligns with their CDP</div> <div>3. Manager to initiate the discussion with associate &amp; both have to agree on objectives of the move, agree on timing and how to transition to the new role</div> <div>4. Manager to initiate the request with HRBP &amp; Director</div> <div>5. Evaluation to be done in the form of assessment or formal discussion by the hiring manager</div> <div>6. Hiring manager to inform the selected associate, his/her manager and HRBP of the result over an email.</div>	<div>1. Associate is required to build and track his/her CDP with the help of their immediate manager</div> <div>2. Associates are responsible for exploring opportunities within the organization by reviewing open positions on Taleo that aligns with their CDP and approach their managers to discuss these opportunities</div> <div>3. Associate to initiate the discussion with manager &amp; both have to agree on objectives of the move, agree on timing and how to transition to the new role</div>	<div>1. HRBP to evaluate eligibility guidelines and CDP and ensure fairness and transparency in the evaluation &amp; selection process</div> <div>2. HR team will inform the selected associate, his/her manager, hiring manager and HRBP of the result over an email</div>
IJP (Manager / Associate)	All managers are accountable for identifying the staffing needs of their department and the qualifications for each position within their department	Associates are required to inform their managers before applying for any internal job role.	TA Team to validate eligibility of associates who have applied for the role and ensure a transparent and fair selection process

### Escalation Matrix

Escalation Matrix	
Level	POC
Level 1	Immediate Manager
Level 2	Skip Manager
Level 3	Skip Manager's manager
Level 4	HRBP for respective process

# GROUP MEDICAL BENEFITS

Plan name	Group Medical Plan	Voluntary Employee Top up policy	Group Personal Accident	Group term life
Insurer	The Oriental Insurance Co. Ltd.	The Oriental Insurance Co. Ltd.	Aditya Birla Health insurance Co.	Aditya Birla Health insurance Co.
TPA	Family Health Plan Ltd	Family Health Plan Ltd	-	-
Sum Insured Limits	INR 300,000 and INR 500,000 per family	<ul style="list-style-type: none"><li>• INR 100,000</li><li>• INR 200,000</li><li>• INR 300,000</li><li>• INR 400,000</li><li>• INR 500,000</li></ul>	5 X Annual Fixed Salary	5 X Annual Fixed Salary
Members Covered	<ul style="list-style-type: none"><li>• Employee</li><li>• Spouse</li><li>• Dependent children (first 2 living dependent children up to 25 yrs of age )</li><li>• Dependent Parents/Parents in law up to 90 years of age.</li><li>• Employees have option to cover additional parents by paying additional premium INR 4,835 per parent.</li></ul>	As per the base cover	Employee	Employee
Geographical Limits	Covered for expenses incurred in India only	Covered for expenses incurred in India only	Worldwide	Worldwide
Mid term enrollment	Allowed, only for new joiners	Allowed, only for new joiners	Allowed, only for new joiners	Allowed, only for new joiners
Age Limit	01 days to 90 years	90 years	18- 65 Years	18- 65 Years
Benefits	-	As per the base cover	<ul style="list-style-type: none"><li>• Accidental Death up to 100% of SIDismemberment (100% SA)</li><li>• Permanent Total Disability (100% SA)</li><li>• Permanent Partial Disability</li><li>• TTD Benefit1 % of Sum Insured or INR 25,000/ or actual weekly salary whichever is lower for 104 weeks</li><li>• Medical extension :The maximum amount payable shall be 40% of the valid personal Accident claimamount or 20% of the relevant sum insured or actual claims whichever is less subject to maximum of INR500,000/Terrorism is covered</li></ul>	Accidental Death up to 100% of SIFree Cover Limit of INR 50,000,000



Hospitalization Procedure

You can avail either cashless facility or submit the claim for reimbursement.

Process for cashless:	Process for reimbursement
Cashless hospitalization means the TPA may authorize (upon an Insured person's request) for direct settlement of eligible services and the corresponding charges between a Standard Network / PPN Network Hospital and the TPA. In such case, the TPA will directly settle all eligible amounts with the Network Hospital and the Insured Person may not have to pay any deposits at the commencement of the treatment or bills after the end of treatment to the extent these services are covered under the Policy. Denial of cashless does not mean that the treatment is not covered by the policy.	In case you choose a non network hospital, you will have to liaise directly with the hospital for admission. However, you are advised to follow the preauthorization procedure and intimate the TPA about the claim to ensure eligibility for reimbursement of hospitalization expenses from the insurer.

List of hospitals in the TPA's network eligible for cashless hospitalization	
Hospital Network List	
Click on Website : <a href="https://www.fhpl.net/">https://www.fhpl.net/</a> net/(Hospital networks at The Oriental Insurance Co. Ltd)	Email ID: <a href="mailto:intimation@fhpl.net">intimation@fhpl.net</a>
Click on Network Hospital Lists: Click on above link and select Hospital networks For Assistance	For Intimation: 18004254033
Contact Call Centre at 24 X 7 Customer Service Centre	For Assistance : 9243479823
	18004254033

Points to remember:							
<ul style="list-style-type: none"><li>Intimation of claim: TPA must receive intimation within 24 hours days from date of Injury / accident</li><li>Submission of claim : TPA must receive the claim documents for all reimbursements within 30 days of discharge from hospital</li><li>To get the top up insurance updated from the backend for self &amp; family members(only emergency cases) below template will be shared with Prashanth Reddy &amp; Surabhi Pradeep</li></ul>							
Legato Id	PS ID	Name	Relation	Gender	DOB	Age	DOJ
			Self/Spouse/Child/Mother/Father/Father-inlaw/Mother-inlaw				

Expenses Coverage

Group Medical : Pre & Post Hospitalization Expenses	
Pre - hospitalization Expenses	If the Insured Person is diagnosed with an Illness which results in his or her Hospitalization and for which the Insurer accepts a claim, the Insurer will reimburse the Insured Person's Pre hospitalization Expenses for up to 30 days prior to his Hospitalization as long as the 30 day period commences and ends within the Policy Period.
Duration	Within 30 days before hospitalization
Post hospitalization Expenses	If the Insurer accepts a claim above and, immediately following the Insured Person's discharge, he requires further medical treatment directly related to the same condition for which the Insured Person was Hospitalized, the Insurer will reimburse the Insured Person's Post hospitalization Expenses Duration
Duration	Within 60 days post discharge

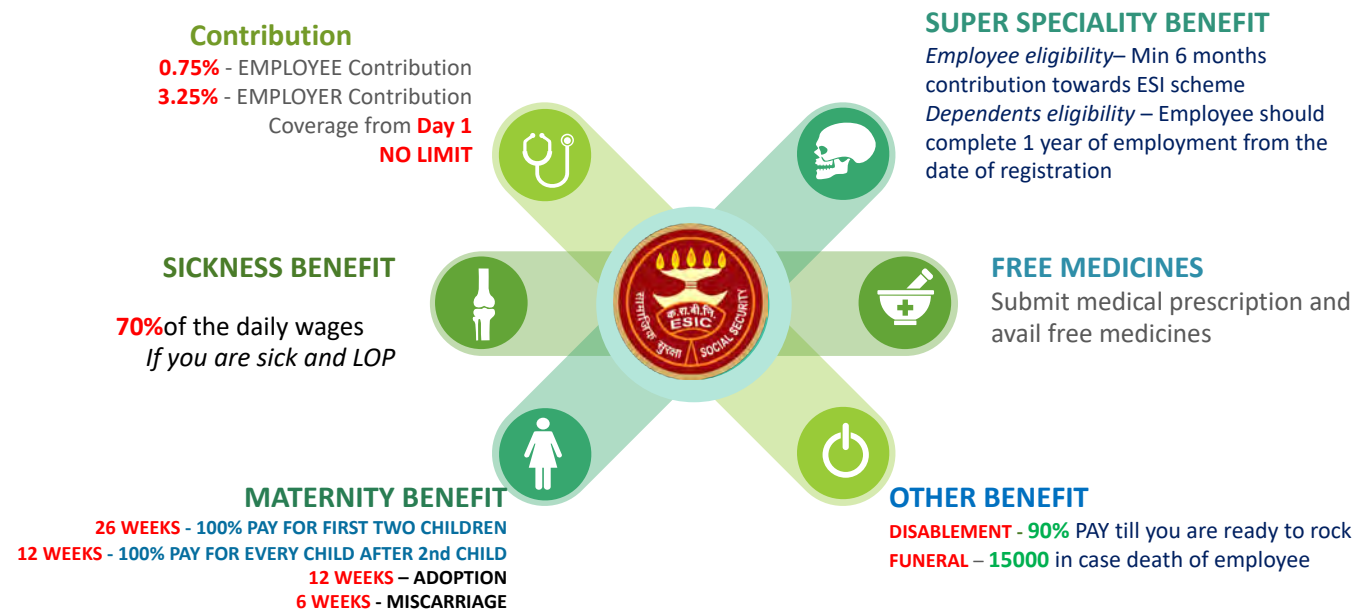
Maternity Benefits	
Maximum Benefit INR	INR 75,000 for Normal and INR 75,000 for C Section within Sum Insured Limit
Limit	Maximum up to 02 maternities
Pre - Post Natal expenses	Covered up to INR 5,000 with in maternity limit only on (OPD & Inpatient)
New born baby covered from day 1	Covered from day 1
Well Baby expenses	Well baby charges covered up to 3,000 within Maternity Limit

Points to remember:
<ul style="list-style-type: none"><li>Maternity benefits are admissible only if the expenses are incurred in Hospital / Nursing Home as in patients in India.</li><li>Those Insured Persons who already have two or more living children will not be eligible for this benefit.</li><li>Expenses incurred in connection with voluntary medical termination of pregnancy during the first 12 weeks from the date of conception are not covered. Infertility Treatment and sterilization are excluded from the policy.</li><li>For maternity reimbursements and employees on subsequent maternity leave, please do not wait till you have returned back to office to submit a claim as it will cross the claim submission within 30 days to avoid denial of claim.</li><li>Please also immediately inform your HR about the new baby coverage.</li></ul>

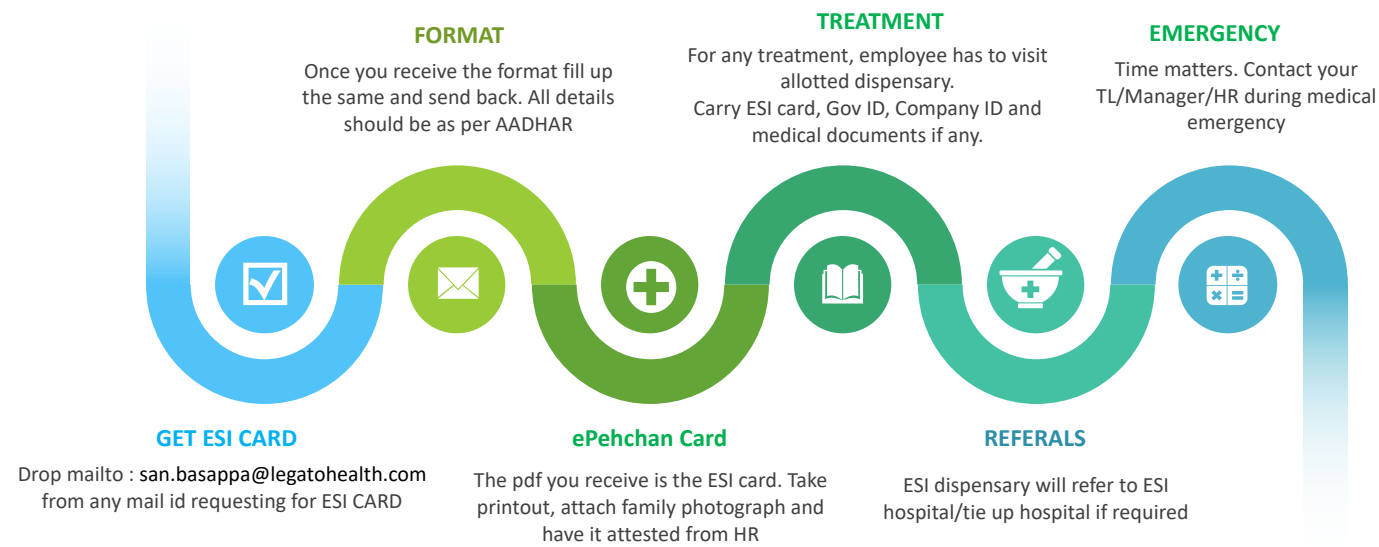
Point of Contacts - FHPL (TPA)			
Level	Name	Mobile Number	Email ID
1st point of contact - Health India TPA	Toll free number	1800 -425-4033	-
SPOC Bangalore	Shiva kumar	6366823452	<a href="mailto:shivakumar.a@fhpl.net">shivakumar.a@fhpl.net</a>
SPOC Hyderabad	Naveen		
Escalation 1	Prashant Reddy	9243044053	<a href="mailto:Prasanth.reddy@fhpl.net">Prasanth.reddy@fhpl.net</a>
Escalation 2	Aji Thomas		<a href="mailto:AjiThomas@fhpl.net">AjiThomas@fhpl.net</a>

Escalation Matrix

Employees whose monthly wages are Rs 21,000 or below are covered under the ESI Act

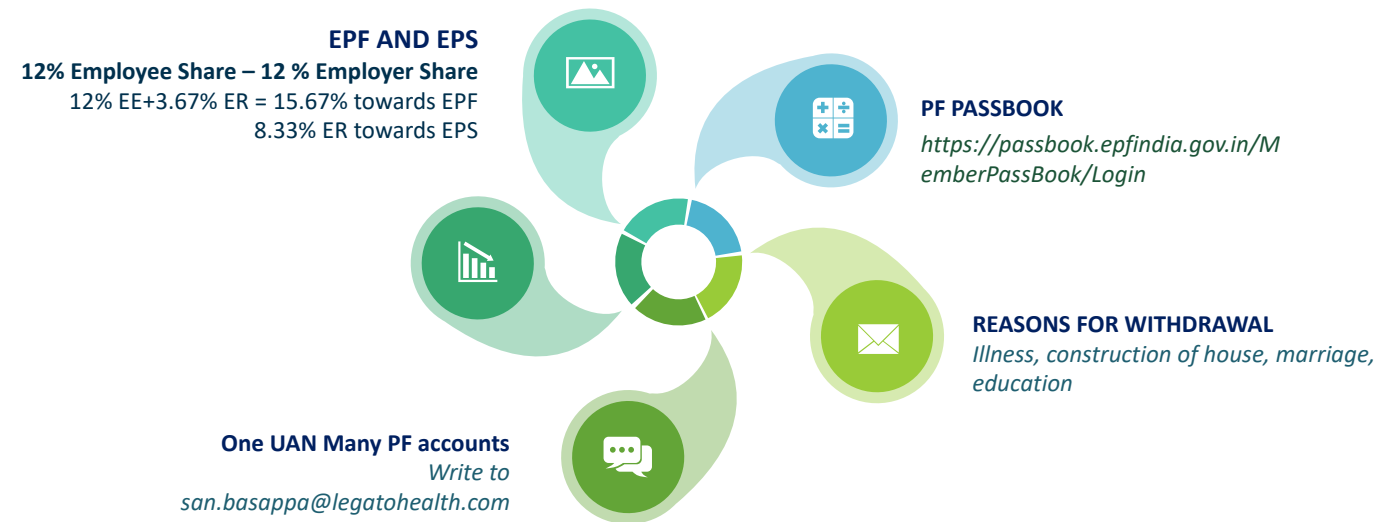


PROCESS

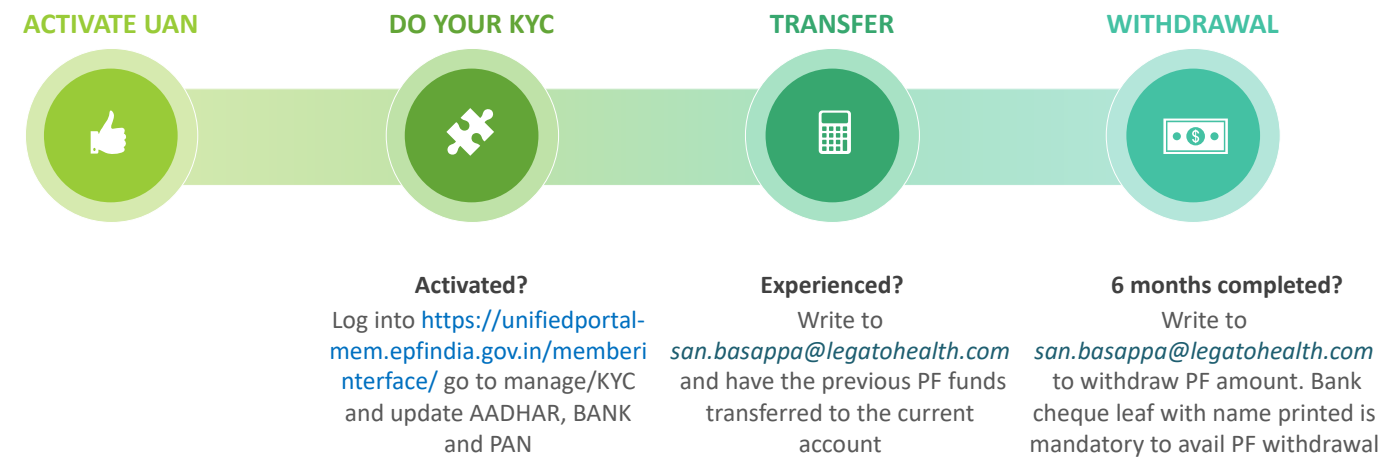


Escalation Matrix

Point of Contacts - FHPL (TPA)			
Level	Name	Mobile Number	Email ID
1st point of contact - Health India TPA	Toll free number	1800 -425-4033	-
SPOC Bangalore	Shiva kumar	6366823452	<a href="mailto:shivakumar.a@fhpl.net">shivakumar.a@fhpl.net</a>
SPOC Hyderabad	Naveen		
Escalation 1	Prashant Reddy	9243044053	<a href="mailto:Prasanth.reddy@fhpl.net">Prasanth.reddy@fhpl.net</a>
Escalation 2	Aji Thomas		<a href="mailto:AjiThomas@fhpl.net">AjiThomas@fhpl.net</a>



PROCESS



**Points to remember:**

EPF Nomination where the employee declare the name of the person to whom he/she wish to pass on the maturity amount in case of death:

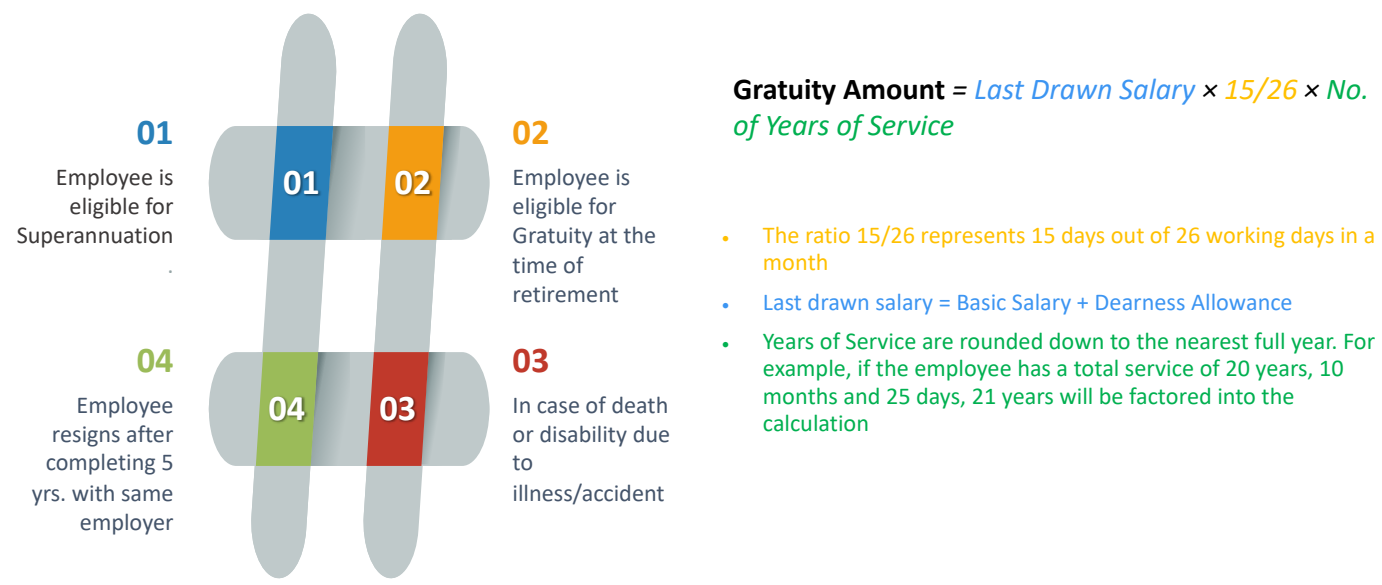
- For a married male: Wife, Children, dependent parents, his deceased son's widow & children are the legal heirs who can be nominated
- For a married female: Husband, Children, dependent parents, her husband's dependent parents and her deceased son's widow & children can be nominated
- For an unmarried person or for a person with no family any person or institution related to him or not can be nominated
- If there is no nomination the amount remains unclaimed. It can also cause problems for your legal heirs later on

Escalation Matrix

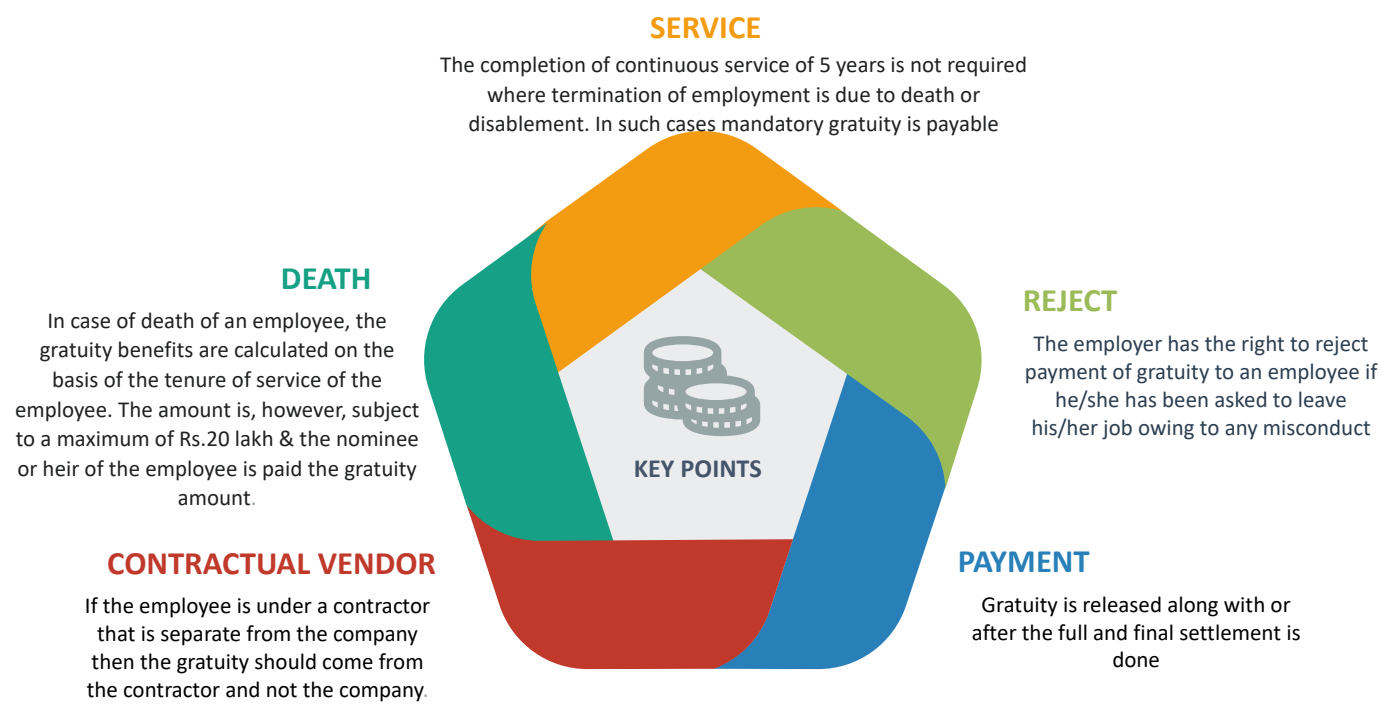
Point of Contacts - FHPL (TPA)		
Level	POC	Email ID
Level 1	Immediate Manager	Immediate Manager
Level 2	Basappa San	<a href="mailto:san.basappa@legatohealth.com">san.basappa@legatohealth.com</a>
Level 3	Surabhi Pradeep	<a href="mailto:surabhi.pradeep@legatohealth.com">surabhi.pradeep@legatohealth.com</a>



GRATUITY ELIGIBILITY & CALCULATION



Points to Remember



Escalation Matrix

Point of Contacts - FHPL (TPA)		
Level	POC	Email ID
Level 1	HRBP	HRBP for respective process
Level 3	Surabhi Pradeep	<a href="mailto:surabhi.pradeep@legatohealth.com">surabhi.pradeep@legatohealth.com</a>

Mobile Phone Usage Policy

This policy is applicable for employees who are eligible on the basis of job responsibilities, position, and business needs.

Eligibility:

Type of Associate	Eligibility
Country Head, Directors/Functional Heads	Yes
IT/BPM Senior Managers, Managers	Yes
Other associates based upon their role (as recommended by Director/Functional Head and approved by Country Head)	Yes
Other associates of Legato	Bring your own device, which can be configured with Legato email services

Accountability:

- Associates must not use the phone for personal use (unless approved for limited use by the manager)
- All individual mobile phone usage will be monitored and reviewed regularly
- Associate must not store any obscene material or any illegal, company confidential, unprofessional or other material prohibited by company policy on the phone
- Associate must be aware of the date of purchase in order to avail free warranty services in case of any defect in the device
- Associate should immediately report damaged, loss or theft of his/her mobile phone so that it can be turned off

Points to remember:

- The company reserves the right to recover the book value/repair charges of the device from the associate
- If the phone is covered under insurance and claimable under insurance, only the shortfall in the claim amount will be recovered from the associate's salary the following month
- In case of any defects, damaged, loss or theft the matter is to be highlighted to the Administrative/IT infrastructure team

Point of contacts

SPOC	Email ID	Contact Details	Function	Location
Mitu / Paramathesh	<a href="mailto:mitu.sharma@legatohealth.com">mitu.sharma@legatohealth.com</a> / <a href="mailto:pramathesh.kumarm@legatohealth.com">pramathesh.kumarm@legatohealth.com</a>	Facilities Helpdesk (Extn:20202)	Admin	Bangalore - MTP
DL	<a href="mailto:DL-LegatofacilitiesRGA@legatohealth.com">DL-LegatofacilitiesRGA@legatohealth.com</a>	Facilities Helpdesk (Extn:59081)	Admin	Bangalore - RGA
Premnath Raju	<a href="mailto:premnath.raju@legatohealth.com">premnath.raju@legatohealth.com</a>	9100834448	Admin	Hyderabad
K. Felix Arun	<a href="mailto:Kfelix.arunkumar@legatohealth.com">Kfelix.arunkumar@legatohealth.com</a>	-	IT	Bangalore/ Hyderabad



# REFERRAL POLICY

### Referral Bonus Eligibility

Applicable to full time open positions.

### Exceptions: Who are not eligible

- Manager Level & above
- HR Organization Including HR Contractors
- Hiring Managers (including Hiring Managers who are in Manager Assistant positions)
- Associates referring candidates to their own teams where there is a reporting relationship (either way)
- Candidates referred for intern or fresher positions
- Candidates referred for contract roles
- Candidates who are rehires into the organization
- Candidates through other source via job portal or advertisement, if received first from the other source are not eligible.
- Employees at Manager-level and above can participate to refer candidates but are not eligible for the referral bonus.

### Referral Bonus Payout

- Payout will be done upon the referred candidate’s completion of 3 months’ probation period
- The employee eligible for the referral incentive and the referred candidate, who has joined the company, must both be active and
- should not be serving notice because of resignation or disciplinary processes on the date of disbursement of the referral incentive.
- Referral bonus amount will be subject to taxes, levies or any other statutory requirement as applicable

### Referral Reward Details

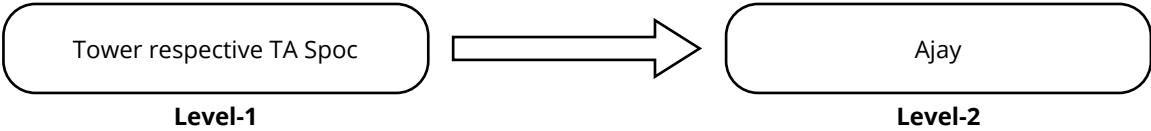
For the Job Level (Referred Candidates)	Reward amount for Tech and Corp	Reward amount for BO
Below Team Lead/ Tech Lead	INR 15,000	INR 5,000
Team Lead/Tech Lead/Scrum Master/Asst.Mgr	INR 25,000	INR 10,000
Managers & Sr. Managers	INR 50,000	INR 25,000

Referral Bonus Limit Per Annum	
Total Annual Limit for Referral Reward	INR 50,000

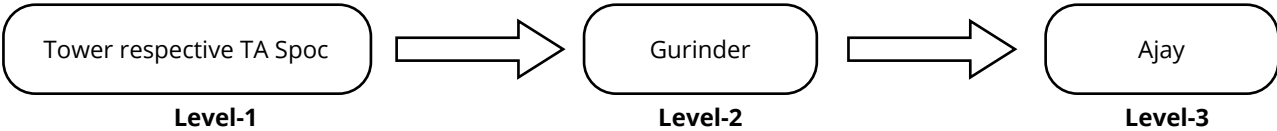
### Points to remember

- All referrals should be submitted by the Legato associate via the official channel for the open position through Taleo referral portal.
- All referrals must come from a referrer’s personal contacts and not through any recruitment agency/online portal/database.
- The referral award payment shall be limited to referrals hired within 6 months from date of submitting the referral in the system only (Taleo).
- Referrals of candidates already in the database, processed or otherwise previously interviewed will not be considered as a referral
- The referred candidate should not have been previously interviewed for the same position within the last 6 months.
- If duplicate referrals occur, the first referral received (based on the date and time of submission of resume) will be eligible for payment. In the event a candidate is referred from more than one source; for example from two referrers, or a referrer and an employment agency, the deciding factor will be time and date of the receipt of the referral.
- HR team members cannot refer their spouses, siblings or immediate family members for any open positions.
- Any unethical practices or actions found on the part of any employee with respect to the Employee Referral Program will result in disciplinary action (up to and including termination) and potential reimbursement of any candidate referral awards received.

### Escalation Matrix for Referral Status:



### Poc for Referral Payout:





# EMPLOYEE ASSISTANCE PROGRAM

Resources are available to help with all aspects of life—from finding day care or elder care to planning finances or getting legal assistance. EAP services are available 24 hours a day, seven days a week, 365 days a year.

**The EAP provides the following services:**

- Up to six free confidential counseling sessions (per person, per incident) for associates or any household member with personal issues like marital or family distress, grief counseling, substance abuse and mental illness.
- Work/Life consultants who can help you: locate child or elder care resources
- Get free legal consultations either over the phone or in person
- Find a financial consultant to assist with financial planning and/or money problems
- Locate local resources to meet your everyday needs such as repair services or

**Online resources and tools to help through every stage of life: parenting resources**

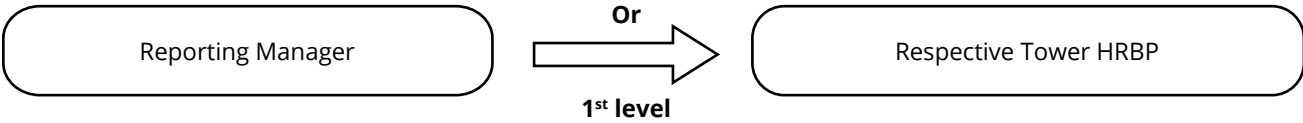
- Stress management
- College planning
- Career planning
- Work/life balance resources
- Legal forms such as wills and advanced medical directives
- Special kits to help you manage a variety of life events are available to you at no cost. The kits contain sample products and practical information to help you more effectively manage specific life events.

**Therapists on LiveHealth Online can help with these types of conditions:**

- Stress
- Panic attacks
- Depression
- Grief
- Anxiety
- Relationship or family issues
- Stress from coping with a sickness.

**Website:**  
[https://pulse.antheminc.com/webcenter/portal/HR/pages\\_topic?contentID=ANTHD\\_012044](https://pulse.antheminc.com/webcenter/portal/HR/pages_topic?contentID=ANTHD_012044)

**Point of Escalation :**



**Three forms of counselling will be available to associates:**

- Face to face counseling – Employees can request for a face to face counselling session by signing in into [www.1to1help.net](http://www.1to1help.net) or calling the toll-free number 1800 270 1790 to fix an appointment.
- Telephone counseling – Employees can call the toll free numbers to fix an appointment to speak to a counselor on the telephone.
- On-line counseling – Available 24/7 on [www.1to1help.net](http://www.1to1help.net)

**Voluntary and completely confidential**

**Manager Referral Format :**



Manage Referral Format

# RMG & INFO UPDATES

**Data Changes**

- What should be done in terms of manager changes for:
  - IJP
  - Existing reporting changes
- Promotion
- Employee mobility

**Share the change request template to HR OPs and RMG team. Once RMG team updates their records, later HR Ops team will update (ADP & PS).**

SPOC's		ESCALATIONS
For any scenario for Supervisor/ Manager Changes for FTE	HR OPs Team – Javed Inamdar (Javed.Inamdar@legatohealth.com) for PS/ADP updations and  RMG team - ResourceManagementGroup@legatohealth.com for Demand & Supply tracker updations	HR Ops Team -Surabhi Pradeep (surabhi.pradeep@legatohealth.com) and RMG team –Debasmita Sahoo (Debasmita.Sahoo@legatohealth.com)
For C2H employee supervisor changes	porting/Hiring Manager needs to make changes on NAIM tool (PS/ADP etc updations) and  RMG team ResourceManagementGroup@legatohealth.com (Demand & Supply tracker updations).	RMG team – Debasmita Sahoo (Debasmita.Sahoo@legatohealth.com)
Provisioning of APM/SNOW Access	Onshore Budget Coordinators.	RMG team –Debasmita Sahoo (Debasmita.Sahoo@legatohealth.com) andLegato-PMO Legato- PMO@legatohealth.com from business.

**Legato PMOs (Per Technology):**

Avnish Rana (Avnish.Rana@legatohealth.com) – Data Tower (T2), ETS Tower (T4), Reimagine Tower (T6).

Sridhathan (Mohan, Sridhathan Sridhathan.Mohan@legatohealth.com) – Digital Tower (T1), AI Tower (T5).

Desetty (Desetty, Obulesu Obulesu.Desetty@legatohealth.com) – CSBD Tower (T3).

**Accountability (Who needs to do the below process).**

- Obtaining Data from business – PMOs.
- Validation of data and sharing final data file to onshore team – RMG Team.
- Provisioning of APM/SNOW Access – Onshore Budget Coordinators.

**HR Ops (PeopleSoft) : Update Supervisor / Location / Cost Centre / job code Changes:**

Anthem ID	Employee Name	Current manager name	Current Manager Anthem ID	New manager Name (If manager change is requested)	New manager Anthem ID (If manager change is requested)	New Cost Centre (If change in Tower details)	Current Location	New Location (If change in location is requested)	New Job Code (If change in level or title is requested)	Effective Date (Will be determined by HR OPS as per SLA)

**RMG / APM-SNOW Updates (Demand & Supply file) : repurpose / retag template**

SI No	Current Req ID	Target Req ID	Current Tower	Target Tower	Current Sub Tower	Target Sub Tower	Target Anthem IT Manager	Target Cost Centre (APM CC)	Role	Current Location	Target Location	Name	Emp Domain ID	Effective Start Date in Project	Legato Direct Supervisor or (PeopleSoft)	Legato Direct Supervisor Domain ID	Justification / Comment

**How can we create profiles for APM for new joiners**

APM has been ruled out and replaced with SNOW (Service NOW application) effective 31st December. All new joiners are shared a PPT document by Saket (Saurabh, Saket saketa.saurabh@legatohealth.com) who is heading the transition for the project. SNOW is new and are yet to be explored by everyone at Legato and Anthem as it is going live from 11th Jan 2021. Below are the pointers we have received:

- Once service now is up and running, all existing associates will be migrated from APM to Service Now (this is in process and Saket's team is working on it).
- For new joiners, PMOs for each Technology's department (Digital, CSBD, Data, AI, ETS, Reimagine) will collate the data from the business/managers and share it with RMG team to initiate the request for SNOW access. Currently all new accesses are routed through the Demand And Supply file and is picked up by Anthem team for provisioning access.
- Once SNOW is in full effect, all FTE data will migrate automatically from Peoplesoft onto SNOW application.

Until then, requests will flow through DS file and RMG team.

- For Contractor resources, requests will flow through DS file and RMG team as the process for C2H/Contractors are yet to be in place).

**Requirements for SNOW creation (Info Required):**

- Only if the associate is tagged to the Demand and Supply file, to an active Requisition ID (REQ ID).
- Associate's Anthem IT Manager Name.
- Associate's Time approver name (supervisor). Time approver can be only people managers. (Team Leads/DMs etc).
- Anthem Cost Center (US project cost center).



# SHIFT ALLOWANCE

Shift time and amount allocated to each shift

Login Time	Shift Allowance
8:00 AM to 5:00 PM or 10:00 AM to 7:00 PM	None
12:00 PM to 9:00 PM	INR 250
2:00 PM to 11:00 PM	INR 250
5.30 PM to 2.30 AM	INR 450
9.30 PM to 6.30 AM	INR 600
6.00 AM to 3:00 PM	INR 250

**Associates responsibility –**

- Update the punch in and out time as per the shift allocated
- Reach out to reporting manager in case of any changes in shift timing
- Shift allowance is paid and is purely dependent on the shift assigned
- Work week – Monday to Friday however it depends on business call out
- For any shift change for a certain business requirement the manager will have to allocate the shift a day prior or before approving the time card
- Any shift allowance that's missed in the current payroll period, can be processed in the next month, if the corrections are done by the manager before the payroll

**Manager's responsibility –**

- Update the shift roster for their respective reportees for both existing associates and new joiners ( As the default shift time is 8 AM – 5 PM)
- Approve the time card / any updations on the active pay period by 16th of every month
- Assign/ allocate shift accordingly to those associates working on a week off / holiday for any business requirement

cut off date

- Any discrepancy in shift allowance payout can be rectified by manager ( Max of 1 Month rectification) and same will be processed in next pay cycle
- Any changes/ updation's in shift for active pay period can be done till 16th of the current month whereas the historic corrections must be done on or before 15th of the month for the amount to be processed in the current pay period
- Associates should mandatorily work in the standard shifts defined by Legato. Associates working in flexible shifts will not be eligible for SA
- Associates who work on a holiday/ weekend as per business requirement will be eligible for shift allowance
- Associates should mandatorily work for full 8 hours in a day to be eligible for shift allowance



# OVERTIME POLICY

**Purpose-**

- Associates below lead level in Legato will be compensated for the hours worked beyond their standard working hours
- Weekend OT: Applicable when associate works on a weekend or a Public holiday
- Weekday OT: Additional working hours worked after logout time as per business requirement

**OT Calculation –**

- OT wages are calculated at twice their Gross pay for the additional hours worked
- (Fixed gross salary / no of the days in the current month)/ 8)\*2)\*no of OT hours
- 8= No of working hours in a day
- 2 = Double the wages per day

**Note:**

- Weekday and weekend OT is purely basis the business requirement and approvals
- Associates who work on a holiday / weekend basis the business requirement can choose either for a compoff /OT

**Accountability**

**Manager’s responsibility –**

- Validate and Approve OT hours of associates in ADP E time before pay roll cut off date
- To ensure the OT hours does not exceed more than 50 Hrs in a rolling quarter
- Do not encourage frequent and excessive over time
- Manager can apply OT on behalf of associates incase of any misses from the associate
- Rectification of incorrect OT payout

**Associates responsibility –**

- Apply weekend/ weekday OT in E time before the payroll cut off date
- Follow up for approval with Manager for on time OT payout

**Points to remember**

- OT payout is applicable only when it is applied and approved on the tool by the respective people managers
- TL/Managers to enable all necessary provisions to allow Associates to complete their work during standard Working Hours
- TL/Managers to take measures to reduce or control Over Time. Tower Leaders to review OT regularly to ensure it does not exceed 50 hours in a rolling quarter as that is Non Compliance with the laws governing OT
- Due to business exigencies, if an associate is required to work on a non-working day (week off -week end / National or Public holiday), associate has the option to choose either a comp off or additional wages basis the hours of work done.
- Weekday OT should not go beyond 2 hours on a daily basis
- Weekly Off or Weekend OT can be applied up to maximum of 9 hours with 1 hour break

**Escalation Matrix ( Shift allowance and OT)**

Level 1	Reporting Manager
	Javed Inamdar ( Javed.Inamdar@legatohealth.com)/ Jeevitha Jayaramaiah ( jeevitha.jayaramaiah@legatohealth.com
Level 2	
Level 3	Surabhi Pradeep ( surabhi.pradeep@legatohealth.com)

# IMPACT

CELEBRATE ‘ABOVE AND BEYOND!’ | As we work together with a focus on ‘expecting more,’ we want to emphasize and recognize associates who truly go above and beyond what is expected. In particular – while ‘thank you’s’ are always important and can be offered via e-cards – the points’ awards are reserved for the greater achievements and accolades.

ABILITY TO RECOGNIZE | All Legato associates in good performance standing are eligible; contractors are not eligible to be nominated

**Recognition categories-**

<b>Enterprise mindset</b>	communities, customers and providers we serve
Translates strategy into end-to end action through inclusive and cross-functional collaboration	<b>Cultivates trust</b>  Always does what is right, with a spirit of excellence
<b>Accountability warrior</b>	<b>Champion of change</b>
Role models proactive ownership & initiative with flawless execution	Embraces curiosity, innovation and courage
<b>Mission-driven performance</b>	
Drives results to achieve our higher purpose with the diverse	

**Award levels –**

Go Above	Gratitude
0 Points - Ecards:	Appreciation for help extended
Go Above	Worked hard to meet expectations and delivered before time
125 Points:	Met or exceeded a team goal
Go Above	Proactively drove an initiative to fix gaps in the process
250 Points:	
Go Above	Inspired the team and was successful in driving the delivery of the team leading to dollar savings
500 Points:	
Go Above	Was instrumental in driving an enterprise wide initiative by collaborating with cross functional teams
1250 Points:	

Important points to consider while nominating the award

Be fair and consider nominating those who have ;

- Demonstrated Legato values and principles
- Associates who have gone beyond their expectations and regular tasks
- Associates who have created organizational impact
- Avoid quid pro quo and have reasoning for the nomination
- Awards need not be monetary but a “Thank you” card can be used to appreciate the good work

Approval Matrix –

1. Once the award has been submitted, the award will route to the First Approver for the first level of approval.

**The First Approver will be the Award Recipient’s Manager.**

2. If the Award Nomination is approved, the system will route the Award to the Second Approver.

**The Second Approver will be the First Approver’s Manager.**

Escalation Matrix –

Level 1	Anil Kumar ( Anilkumar.M@legatohealth.com)
Level 2	Barathan Ranganathan ( Barathan.Ranganatha@legatohealth.com)

Manager responsibility while approving the award

- Review and verify nominations which includes declining nominations if an associate is on warning letter for any reason at the time when nomination is made
- Avoid multiple nominations made by one person for the same recipient for the same event
- Validate on the rapid accumulation of points for one associate
- Review and verify General high volume activity of associates awarding points to each other within a particular group
- Avoid Quid pro quo

Note:

- If the Giver of the Award Nomination would like to know who the Award Nomination is pending with, they can check by going to My Account > History > Pending > Status.
- Budget is tower specific – Connect with tower director for any budget clarifications

# TECHNICAL TRAININGS REIMBURSEMENT POLICY

Purpose

The purpose of this policy is to communicate to all associates the Technical Training / Certification program within Legato Health Technologies to advance their current job skills or prepare them for future business requirements.

Eligibility

- Associate must have a rating 3 in last performance cycle, with minimum of 6 months experience in the company.
- Associate who are on PIP or subject to a Disciplinary process and on a long leave will not be eligible.
- Associate is eligible for certification only if on active rolls of the company and not serving notice period.

Course Requirements

- The course can be taken at any time outside of normal scheduled work hours. If the course requires time during scheduled work hours, prior approval from the line manager is needed.
- The associate will not be eligible for any additional support such as reduced or flexible working hours/work from home.
- Any leave requirements must be planned in accordance with the Legato leave policy.
- To qualify for the reimbursement, employee must have passed the exam in not more than 2 attempts and may be of the following type:
  - a) Classroom
  - b) On-line

Certification Program, Benefit and Recovery

The certification program will reimburse associate for 100% of approved expenses / recovery as per the table below.

Fee Range	Agreement Duration	Recovery at the time of Separation
Up to 50,000	No Agreement	No deduction
INR 50,001 to INR 75,000	Agreement for 6 Months from the completion of certification	100% Recovery if associates leave the organization within 6 months after completion of the certificate
INR 75,001 and above	Agreement for 12 Months from the completion of certification	100% Recovery if associates leave the organization within 12 months after completion of the certificate

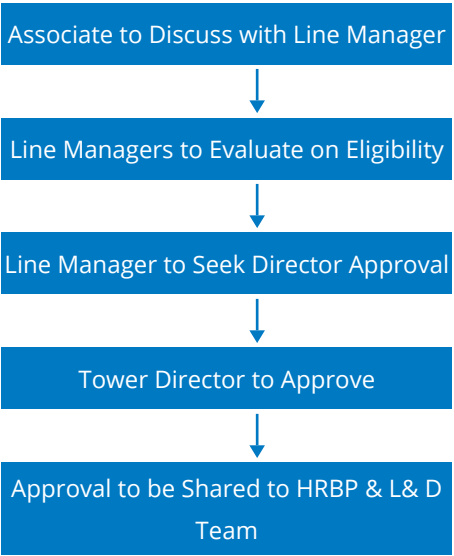




This program Covers/Not Covers:

Covered	Not Covered
Textbooks required for the course	Activities fees
	Cost of hardware and software
	Preparation courses for entrance exams
Course fee	Late fees
	Lab fees
	Registration fees
Exam Fee	Travel, Boarding, Meals, transportation and lodging expenses in connection with attending a qualifying course

Approval Procedure



Process to claim Reimbursement

- Associate must include an itemized fee statement, original bills and must submitted the claim within 60 days on successful completion.
- Associate must Submit the receipt and approval mail through ChromeRiver.

Points to remember

1. Prior approval from the tower Director is mandatory before enrolling for a course.
2. Associate should be active and not serving notice at the time of reimbursement.
3. All information and documents produced must be correct
4. Cash payment details will not be considered
5. No advance payment will be made for the certification.
6. Courses that commenced before employment are not covered.
7. Associates should sign an agreement post approval from Tower Director if the course fee is more than 50,000.

# RELOCATION POLICY

OBJECTIVE

The relocation policy has been designed to assist new recruits and existing associates who may be required to change their city of residence.

APPLICABILITY

- New recruits who may need to relocate between cities within India as a result of their recruitment at Legato.
- Existing associates who may be required to change the location of their place of work with regard to their job requirements.
- This policy is applicable only to Full- Time Employees.

Entitlement

The following benefits will be provided by Legato towards the relocation.

Distance of Relocation (Within India)	Eligibility Amount in INR
0 to 600 Kilometers	1,25,000/-
601 to 1,200 Kilometers	1,50,000/-
1,201 Kilometers and Above	1,75,000/-

- Travel tickets: The associate is eligible for two-way economy air fare for a maximum of 2 times at the time of relocation with family.
- Temporary accommodation: The Associate shall be provided temporary accommodation in a Legato-

designated hotel/guesthouse/serviced apartment at the host location for a period of 15 days.

- Shipment of household goods: The associate will be eligible for reimbursement of expenses for transportation, packing and insurance on actuals for shipment of household goods and vehicles.
- House brokerage: One-time house rent brokerage is included in the above entitlement.

Recovering the relocation expense

In the event of voluntary resignation and/or termination of the associate due to misconduct within 1 year from the date of joining/movement or negative background check report, the company reserves the right to recover the reimbursed amount during the final settlement.

Points to remember

- Any exception to the above should be approved by the respective Tower Director and the HR Director.
- The associate would have to avail the above facilities/ claims within 6 months of joining/transfer or relocation, as the case may be.
- All original bills/invoices/payment vouchers should be attached to the regular expense claim form, duly approved by the associate's immediate manager and submitted to the Finance team.
- Submitting original boarding passes is compulsory for airfare reimbursement.
- Any cash transaction above INR 5,000/- will not be considered.
- Associate + any 4 dependents
- No Pets are allowed to be included as per policy.
- Prior Approval from TA is a must to avail relocation expense for all new joiners.
- POC for Domestic travel BIKASHKUMAR.MISHRA@anthem.com



Chrome River Escalation Matrix

Associate need to attach the approval mails and payment proofs to submit the claims through Chrome River.

Approval Process in Chrome River

Associate need to attach the approval mails and payment proofs to submit the claims through Chrome River.

Approver	
1st Approval	Review by Finance/ AP reviewer
2nd Approval	Respective Reporting manager
Payment process	Once final approval given by manager, will be routed for payment to associate as per payment process

TRANSPORT POLICY

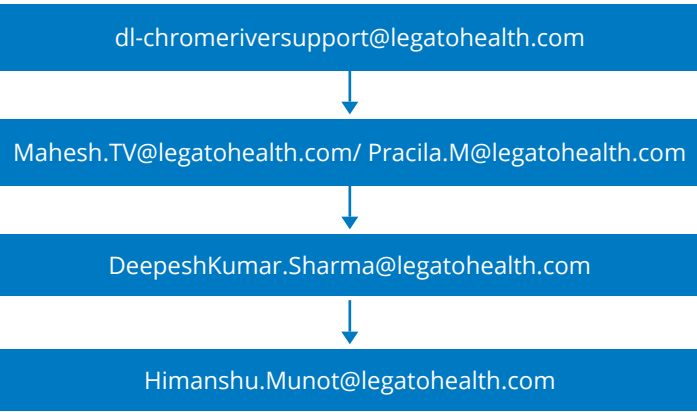
Purpose

To provide transport facility for commuting to work and back home from designated pick-up and drop points.

General Guidelines

- This service will be available Monday to Friday and other approved shifts during weekend, if any
- Transport to be provided within the city limits of Bangalore and Hyderabad
- No associate will be given exclusive vehicle
- In case of any exigencies, where the company vehicle is unable to pick-up, associate is required to reach office on their own.
- Escorts will be provided in case a women associate is travelling between 08:00PM to 06:00AM & is the first pick-up or the last drop.
- In case any associate opts for the transport facility during General Shift (shifts starts between 7:00 AM to 11:59AM) a subsidized cost will be borne by the associates. The amount is Rs. 1600.

Approval Procedure



Applicability

This policy is applicable to all the associates working in Legato Health Technologies LLP.

- Cost for the transport facilities provided during 12 :00 pm to 6:59 AM) will be borne by the company.
- Female associates are required to confirm their safe arrival at home Via IVR call which they receive after reaching home.
- Transport services at Legato are meant only for transporting its associates & authorized personnel. The associate shall not make any personal use under the transportation policy.

Transport for Specially abled / expecting female & Medical reason associates

- Door to door pickup & drop will be provided to associates with above criteria
- Approval with duration to be shared by Manager & HR
- This policy is applicable only to Full- Time Employees.

Points to Remember

- Any change in location during the course of employment, Associate to update the new address and intimate the transport team 48 hrs in advance using the transportation App
- Associate shall not make any personal use of the company provided transportation.
- Team Leads in BO teams to schedule transport for their team members in Transport Technology Application app.
- Timelines for scheduling are shifts starting from Monday 5.30 PM to Friday 9.30 PM Request Login: 12 hours prior to login time Request Logout: 3 hours prior to logout time For shift starting Saturday 6.00 AM to Monday 5.00 PM All the login and logout to be scheduled before 10 AM on Friday, if Friday is a Holiday the same shall be scheduled on the previous working day.
- Transport team will not entertain any request which

will come through e-mails/e-request or verbally. All the changes, shall be made in the Transport Technology Application app only as per the timelines.

- Smoking and consumption of alcohol is strictly prohibited within the company provided vehicles.
- Vehicle will nor stop anywhere other than the designated points.
- The associate shall immediately report all untoward incidents to transport team upon occurrence.
- Associates will be charged of INR 400/- per day after 4 no-shows in a month, in case cancellation not done on time on transport application.
- Any Violation to the Policy will lead to disciplinary action.
- The drop point/location (Address) will be as per the associate’s HR records.
- Female associates are required to confirm their safe arrival at home Via IVR call which they receive after reaching home.

Escalation Matrix

Bangalore	Level 1	Level 2	Level 3	Level 4
	Transport help Desk	Manager - Transport	Sr. Manager – Facilities	Director
	TransportBLR@anthem.com	Rajesh G	Prabhu Kumar prabhu.kumar@legatohealth.com	Sanjeev Tullicherry
	96060 07111 / 080 61520141	9741985212		ST@legatohealth.com

Hyderabad	Transport help Desk	Asst. Manager - Transport	Sr. Manager – Facilities	Director
	dl-transportHYD@legatohealth.com	Chakradhar Velam chakradhar.velam@anthem.com	Prabhu Kumar prabhu.kumar@legatohealth.com	Sanjeev Tullicherry ST@legatohealth.com
	91008 34447 / 040 - 68170 141	91008 38885		





# LEGATO UNIVERSITY – UPGRAD

## Purpose :

To provide best in class industry relevant online programs by well-known universities and colleges to explore and enroll, at a discounted rate to Upskill and accelerate associate's career aspirations.

## Exclusive Features of Legato University

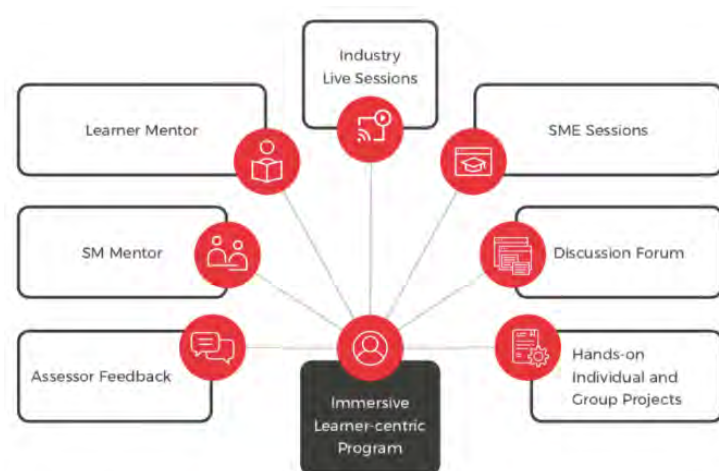
- 360° learner support with one on one industry mentorship by upGrad & outcome driven approach
- Hands on case studies and real-world industry projects, Faculty from Top Universities & Companies
- Advanced platform and curriculum complete with latest tools and technologies

## Legato Exclusives :

## Scope :

This policy applies to all full time associates of Legato Health Technologies.

Launched on 17-Dec-20, powered by UpGrad. To know more about UpGrad, click here or Visit <https://www.upgrad.com/us/about>



Exclusive 10% discount only for Legato learners, Dedicated mentorship from industry

experts Associates can choose programs across all professional levels in domains like Data, Technology, Digital

Marketing, Product Management, Law and Management.

## How to register:

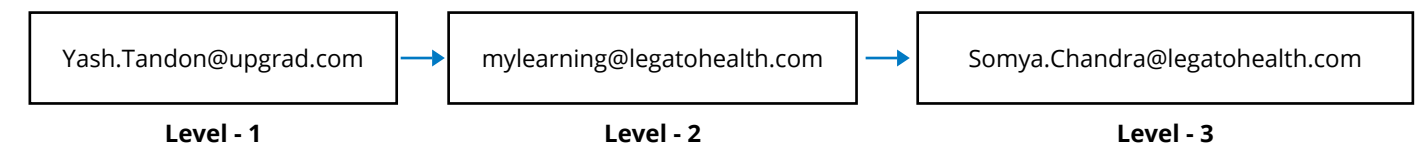
Associates can view all the programs and just by filling a form (<https://programs.upgrad.com/legato-university>)

authorized representatives and affiliates will connect with you either via calls/SMS/ emails, in connection with the courses and programs offered by upGrad.

\*All programs under Legato University is self fund, Associate's financial liability is direct with upGrad in a manner acceptable to them.

Any queries associates can reachout to [yash.tandon@upgrad.com](mailto:yash.tandon@upgrad.com) or call 1800-210-2020

## Escalation Matrix :



## Legato University - FAQ

- **Where do I sign-up?** Please leave your details in the registration form for upGrad counsellors to get in touch with you
- **Who pays for such programs?** You need to self fund to avail these programs.
- **Do I get any financial assistance - Loans/ No cost EMI options etc?** Yes. upGrad has partnerships with various loan partners through which Loans/ No cost EMIs can be offered. Please contact your upGrad counselor for details on finance options.
- **Will I get a refund, if I discontinue the program?** No. The refund is not provided post the start of the program
- **What if I leave Legato?** There is no change in the engagement except the discount part goes away.
- **Where do I get the reading material, course recordings etc?** upGrad has its own portal where all the videos, learning resources are embedded and the same can be downloaded from the same.
- **Can I transfer my course?** No. The same cannot be transferred.
- **Is there a salary advance provision for fee payment.** No, there is no salary advance process in Legato
- **Does the selected program fee get covered under the Legato technical fee reimbursement policy?** No, the courses offered through upGrad are offered at a discount for Legato employees and are NOT covered under the technical fee reimbursement policy. They are completely self-funded.

Click here or visit : <https://programs.upgrad.com/legato-university>



# CULTURAL CONVERSATION – ACCOUNTABILITY

- **Definition:** At Anthem, Culture is defined as “Collective way of acting, thinking and behaving.”
- **Launch:** Anthem’s Culture Conversation initiative was launched in the year 2020, the main objective is to engage teams in meaningful conversations to help bring our culture to life
- **Purpose:** Ensure that we all move forward with a shared understanding of what culture is, why it’s important, and what we are doing at Anthem to create a culture of performance and execution.
- **Scope :** All associates
- **Responsibility :** Culture champions have been identified to drive Culture Cultural conversations, they are responsible to lead change through ongoing reinforcement and application, and by maintaining awareness of the concepts and assisting leaders in bringing the concepts to life.

## Process & Accountability :

- Monthly culture concepts designed and communicated to all the associates. One new concept is introduced each month.
- Weekly guides and materials delivered to managers to help facilitate Culture Conversations with their direct reports.
- Culture champions, People managers and Business leaders are responsible to drive culture conversations through their various connect sessions, Interventions, Initiatives & regular check-ins

## Top three overall objectives that must be achieved:

- ✓ Clarify the purpose and set the tone for the organization
- ✓ Create a common language, understanding and expectations
- ✓ Ensure the desired culture is integrated into all core practices

