



New Hire Orientation

Welcome to arvato Systems North America

arvato
SYSTEMS

INTRODUCTION:

- ☐ What is your name?
- ☐ What is your position?
- ☐ What team do you belong to?
- ☐ Anything else you would like to share with us?



❖ **What comes to mind when you think of
arvato Systems North America?**

Who We Are

arvato Systems North America, Inc.

- ❑ North American division of arvato Systems (IT arm of arvato)
- ❑ Solutions-based consulting and custom application development.

BERTELSMANN



The No. 1
European
broadcaster



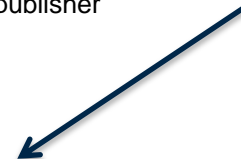
The world's
largest book-
publishing
group



Europe's
biggest
magazine
publisher



Leading
European
BPO Provider



Our Philosophy – We Go The Extra Mile

Values:

- ✧ Openness
- ✧ Trust
- ✧ We see our customers as partners

What We Offer:

- ✧ Creative Freedom
- ✧ Professional development
- ✧ Flexibility
- ✧ Collaborative environment



arvato Systems locations

arvato
SYSTEMS



Our Locations



Operating from:

➤ U.S.A

- ☐ New York City
- ☐ San Francisco
- ☐ San Diego
- ☐ Los Angeles
- ☐ Duncan
- ☐ Fort Lauderdale

➤ Canada

- ☐ Toronto

Companies that trust us

arvato
SYSTEMS



benefit
SAN FRANCISCO

Nikon

3M

**RACK
ROOM
SHOES**

 **ARAMARK**

P&G
Procter & Gamble

QBP
QUALITY BICYCLE PRODUCTS

ABB **CONCISE**
The smart choice.

Novation

Structural organization



**Frank
Zimmermann
CEO**

**Chinyere Enyinna
Human
Resources**



**Boris Katsman
Office of the
Controller**

Operations

**Product
Development**

**Sales &
Marketing**

**Professional
Services**

**Project
Delivery**



Juergen Grosserhode



Christian Neeb



Martin Guersoy



Christian Neeb



Dagmar Ludwig

SAP

SONY MUSIC

ESD

Broadcasting

Data Center

Agenda

- arvato Systems North America
- Structural Organization
- Company Guidelines
- Payroll
- Benefits Information
- Systems & Tools



» We know that IT is the heart of successful business.

Company Guidelines – Code of Conduct



- Common guidelines for behaving and acting
 - ❑ Corporate Responsibility
 - ❑ Interpersonal Conduct in the Workplace
 - ❑ Business & Finance
 - ❑ Media & Technology
- Mandatory online training (first 6 months)
- Open Door Policy

Company Guidelines

➤ Work Hours: “Flex-Time”

☐ 8 am – 5 pm

☐ 9 am – 6 pm

☐ Including a 60 minute break



➤ Dress Code:

☐ Relaxed Casual

☐ “Dress-Up Thursdays”

➤ Security Cards:

☐ Contact Danny Gonzales



Company Guidelines

➤ Safeguard Confidential Information:

☐ Share **only** with parties who have a legitimate business need to know.

☒ Records ☒ Business Plans ☒ Contracts ☒ Financial Data

☐ Uncertain: Ask your manager



➤ Electronic Communications:

☐ E-mails: (Regular business correspondence)

✓ Should **not** be considered confidential or secure

☐ All electronic communications created with arvato systems and equipment are the sole property of arvato Systems.

Health & Safety – Emergency Procedures

➤ In case of Smoke or Fire:

- ☐ Proceed calmly to the nearest marked **FIRE EXIT** stairway.
- ☐ Do **not** use the elevators unless specifically instructed to do so.
- ☐ Listen closely to all directions from the **public address system**.
- ☐ Remember: Always **travel down** – never go up.



Emergency Hotline Number:
212-757-0615

Medical Emergency:
911

➤ Employee's Safety

- ☐ Must Report every workplace injury, **no matter how minor**



Payroll

- ☐ Semi-monthly (15th and Last Day of the Month)
- ☐ Direct deposit (Void Check or Bank Letter)
- ☐ Pay Stubs (Paper or Elect



Time Sheets

- ☐ Paper Time Sheets (New Hires)
- ☐ CATS login information:

<https://cats.arvato-systems.de/GUI4CATS/>

Holidays

The company observes the following core holidays:

- ❖ New Year's Day
- ❖ Martin Luther King, Jr. Day
- ❖ Presidents Day
- ❖ Memorial Day
- ❖ Independence day
- ❖ Labor day
- ❖ Thanksgiving Day
- ❖ Day after Thanksgiving
- ❖ Christmas Day



Vacation Policy

<u>Years of continuous service</u>	<u>Eligible</u>
<input type="checkbox"/> One year and less	10 days
<input type="checkbox"/> One year but under 5 years	15 days
<input type="checkbox"/> 5 years but under 10 years	20 days
<input type="checkbox"/> 10 years but under 25 years	25 days
<input type="checkbox"/> 25 years or more	30 days



New Hire Vacation

<u>New Hire Month</u>	<u># of vacation days</u>
January	10
February	9
March	8
April	7
May	6
June	5
July	4
August	3
September	2
October	0
November	0
December	0



Personal days are earned as follows:

<u>Hired Between</u>	<u>Eligible for</u>
<input type="checkbox"/> Jan. 1 - Mar 31	4 days
<input type="checkbox"/> Apr. 1 - June 1	3 days
<input type="checkbox"/> July 1 - Sept. 30	2 days
<input type="checkbox"/> Oct. 1 - Dec. 31	1 day

❖ FMLA

- ❑ 12 Workweeks within 12 months
- ❑ Job Protected Unpaid Leave
- ❑ Family and Medical Reasons
 - ✓ Birth or Care of a newborn (within one year of Birth)
 - ✓ Forster care or Adoption placement (Within one year of placement)
 - ✓ Care for Spouse, Child or Parent (with a serious health condition)
 - ✓ Employee's Serious Health condition
 - ✓ Care for a service member



Referral Reward Program

- ☐ \$2,000
(After 90 Successful Days)

Child & Elder Care:

- ☐ Bright Horizons

College Savings Program

- ☐ \$15 Minimum Per Pay Period
- ☐ Nysaves.org

Employee Assistance Program:

- ☐ Resources Referral Service
- ☐ Counseling
- ☐ 1-800-6433

Wellness Program(s):

- ☐ Fitness/Yoga Classes
- ☐ Weight Watchers At Work
- ☐ On-Site Registered Nurse
- ☐ Running Club

Tuition Reimbursement:

- ☐ \$3,500 Undergraduate
- ☐ \$5,250 Graduate Studies
- ☐ Submit Application to HR

Wellness Reimbursment:

- ☐ \$500 per calendar year
- ☐ Organized Sport or Fitness activity
- ☐ Exercise Equipment Purchases

MetLife®

- ☐ MetLaw
(Finding an affordable lawyer)
- ☐ Auto & Home Insurance
(special group rates)
- ☐ Veterinary Pet Insurance (VPI)
(Multiple Pet Insurance)

➤ www.metlife.com/mybenefits

➤ [\(800\) 438 6388](tel:8004386388)

❖ Guideline for Navigating Healthcare & Insurance



- ☐ Assign a personal Health Advocate
- ☐ Find you the right doctors
- ☐ Research & Locate newest Treatments
- ☐ Answer questions about Test Results
- ☐ Explain Coverage Stipulations
- ☐ Get Estimates & Uncover mistakes

☐ Healthadvocate.com



❖ arvato Systems AMEX Card

- ☐ Extended credit line for business travel
- ☐ Grace period payment allowance (average 25 days)
- ☐ Reduced administrative work
- ☐ Simplified review and verification for account charge

❖ You will receive an email regarding the steps to apply for your American Express Corporate Card

401k

❖ Opt Out:

- ☐ 60 days (after eligible status)
- ☐ Call: 1 866 733 1170
- ☐ Access Account – 0%

❖ Automatic Enrollment

- ☐ 3% Pre-Tax to Fidelity Freedom

❖ How to Enroll:

- ☐ Access Netbenefits.com
- ☐ New User Registration Link
 - ✓ Select own percentage
 - ✓ Select Investment Options
 - ✓ 10- Day Processing Period

❖ Contribution:

- ☐ 1% - 75% of Earnings (255,000)
- ☐ 17,500 (IRS Dollar amount)

❖ Company Matching Policy:

- ☐ Dollar for Dollar up to 6% (after 1 yr. of Service)

❖ Additional Annual Contribution

- ✓ Age & Years Of Service
- ✓ Percentage of covered Earnings



Employee Discounts

- ☐ Random House Books (50%)
- ☐ Free book Program (5 Free Books)
- ☐ Discounted Movie Theater Tickets
- ☐ Estee Lauder Company Store
- ☐ Theme Parks
- ☐ Broadway Show Discounts (Plum Benefits)
- ☐ 1-800 Flowers
- ☐ Apple Store
- ☐ Wireless Discounts



at&t



❖ aSNA Benefits at a Glance Sheet

Signature Benefits

- Signature Benefits categories:
 - a) Medical
 - b) Dental
 - c) Vision Care
 - d) Disability Income
 - e) Employee life Insurance
 - f) Dependent Life Insurance
 - g) Health Care Flexible Spending Account
 - h) Dependent Care Flexible Spending Account

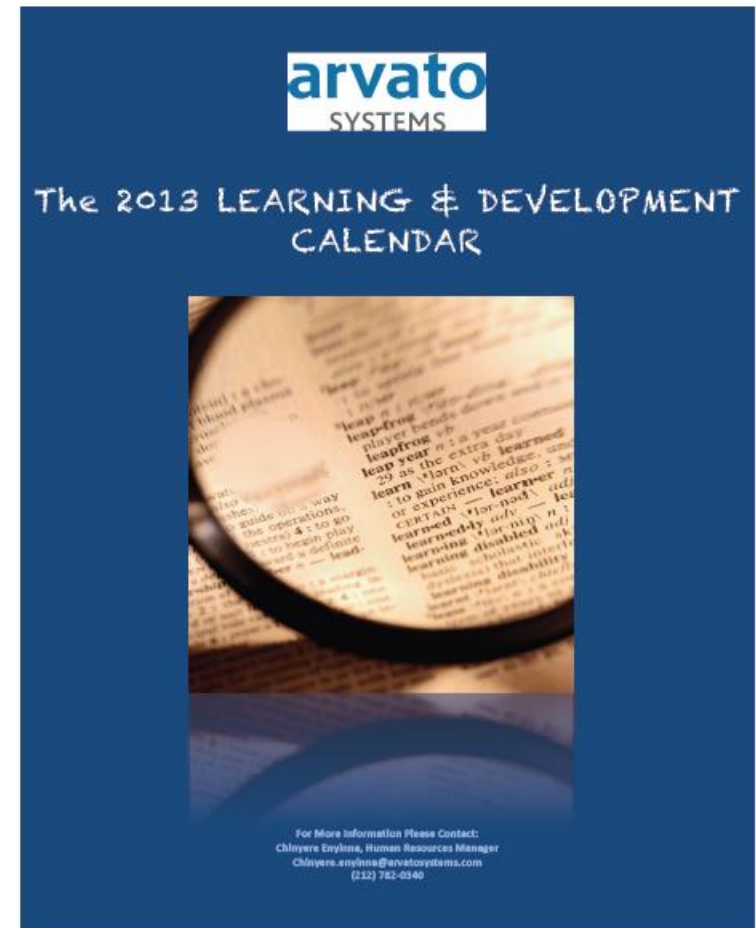


<https://secure.your-ebenefits.com/yourebenefits/login.aspx>

Training & Development

■ Courses

- Project Management Training
- Interview Skills Workshop
- Expanding Personal Influence and Negotiation Skills
- Random House Workshops
- Additional Training Options:
 - Hybris Trainings
 - Leadership and Management workshops
 - Certifications and more



Performance & Development Dialogue

The corner stones of our Performance & Development process:

- Agreement on Objectives
- Performance & Development Dialogue
- Ongoing coaching feedback



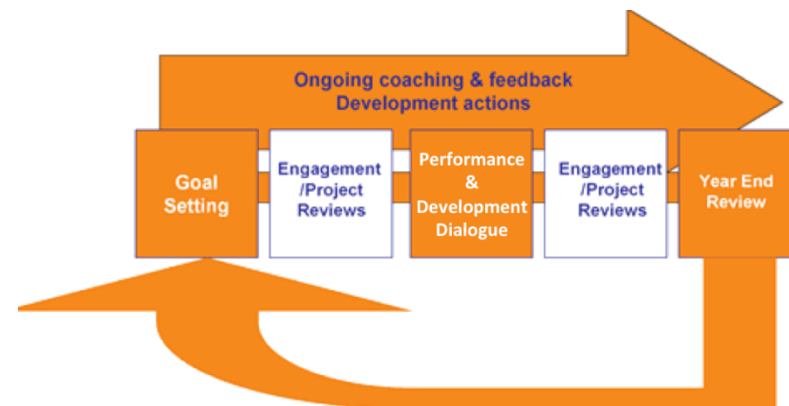
Performance & Development Dialogue

- **Goals**

- Effective and meaningful discussions on an annual basis.
- Fair, transparent, and objective criteria to assess performance for future development

- **Key Facts**

- Performance & Development Dialogue
 - Conducted once a year between November and March
 - Two forms:
https://benet.bertelsmann.com/benet/fs/en/services_a_z/performance_reviews/L-E-Dialog.jsp
- Agreements & Objective
 - twice a year
 - one form
- Ongoing coaching feedback



Contact Information

- **Human Resources**



Chinyere Enyinna

- **Office Supplies**



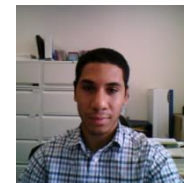
Danny Gonzales

- **IT Support**



Dominic Ferrantelli

- **asNA Terms**

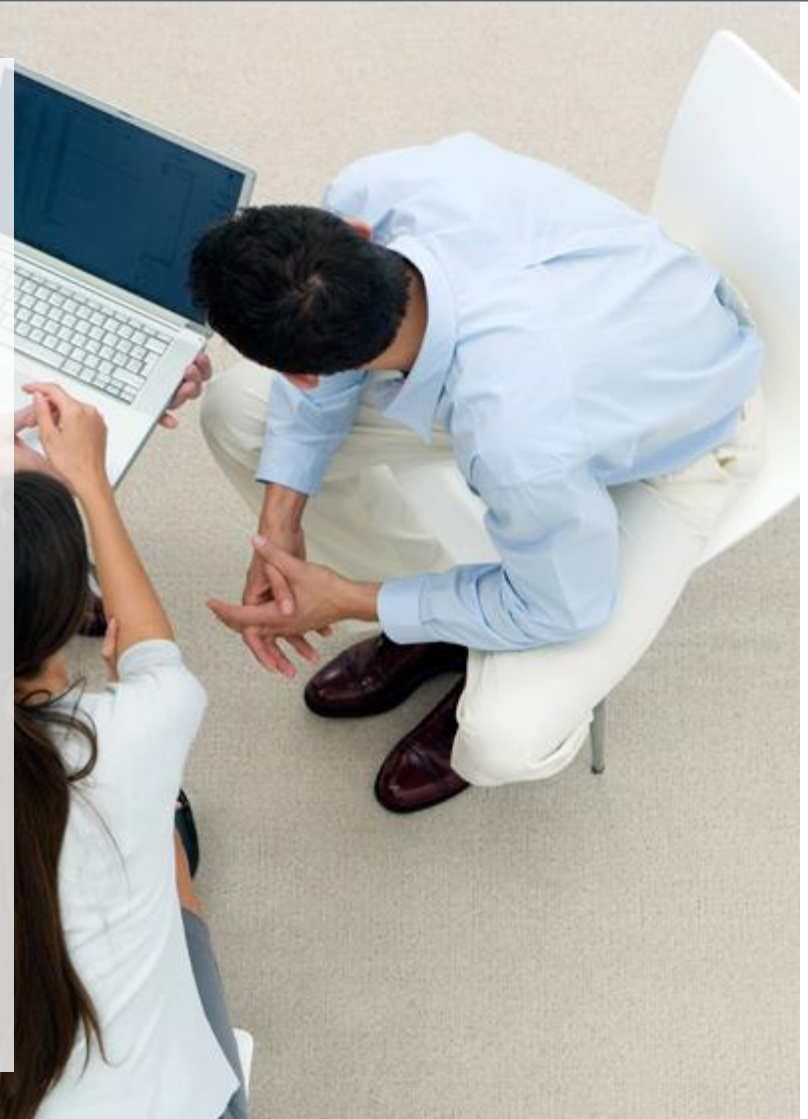


Daniel Freeman

<https://www.arvatosystems-us.com/jira/browse/ARVHD>

Agenda

- Bertelsmann
- arvato
- arvato Systems
- Services
- Structural Organization
- Customers
- Values
- Payroll/Benefits Information
- Training & Development
- Contacts
- **Systems & Tools**



Go to <https://www51.intersourcing.com> to access UltiPro.



Language: [View in English](#) [Afficher en français](#) [Ver en español](#)

UltiPro

Log In

User Name

Password

[Forgot your password?](#)

Log In

POWERED BY UltiPro

Log In Instructions (must use PC)

If you have logged in previously, enter your User Name and Password.

If this is your first time logging in, your User Name and Password are as follows:

Username: type the first initial in your first name, the first 7 characters in your last name, and the month and day of your birth (as four digits).

Password: type the first initial in your first name, the first 7 characters in your last name and the last four digits of your social security number.

Once you log in for the first time you will be prompted to reset your password to one of your choosing.

Note: Password and Username are case sensitive.

If you enter an incorrect password 3 times or more, the system will automatically be locked. You must email sharedservices@randomhouse.com to have your password reset.



- Travel and Expense report system

Log-in page: <http://arvatosystems-us.com/asnaterms/login>

- Going on a business trip?
- Expensing items?
- How to create a Travel Request and submit to agency
- How to interact with agency/your supervisor/your employee

More information on: <https://www.arvatosystems-us.com/confluence/display/ArvatoSystems/asnaTERMS>

Vacation tracker

The Vacation Request System is used to book any absences from the office. These may include sick days, vacation requests, floating holidays, personal days or FMLA days. To learn more about the vacation (and other) policies you may reach out to the HR Team.

- http://arvatosystems-us.com/vacation_request/

Questions & Answers

