**FAQ’s, Mandatory Links & User Guide**

* **Please complete your online induction once you receive system access. Refer the attached email for guidance.**

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* **Recently issued government guidelines to provide financial relief in the wake of the COVID-19 pandemic, allow for reduced employees' provident fund (EPF) contributions for three months till July, 2020, from 12% to 10% – for more details please refer the attached email.**



* **“Connect” SG GSC intranet Portal: -**

**“Connect” is SG GSC intranet portal, which is protected with user name and password, please use the portal once you receive login credentials. go through the portal for easy access and to be update on all mandatory policies, business lines and useful applications.**

**All these links are placed under “Tools & Resources” in our intranet page. Key ones highlighted in table given below.**

|  |  |  |
| --- | --- | --- |
| **LINK - BREADCRUMB** | **WHAT IS IT** | **HOW TO ACCESS** |
| [SG GSC INTRANET PAGE](https://moss-sesame.fr.world.socgen/sites/GSCCONNECT/SitePages/Welcome.aspx) | You will find important links to all aspects of the organization from Business knowhow to Initiatives currently buzzing in the organization to tools you may use on day to day basis like Payroll \ my learning etc | Click on the Link or |
| On the Web Explorer – Type “/Connect” |
| [SG GSC Organization Structure](https://org.sgmarkets.com/sangeetha.natarajan@socgen.com) | You will find Who is in which organization and how are they related in the org structure by just typing a name of the person. | Click on the Link or |
| On the Web Explorer – Type “/Org” |
| [PAYROLL](https://ramcopayroll.safe.socgen/RVW/hub/index.html?bl=en-us&_dc=1590494458198) | This is a place for viewing your Payslips \declare investments etc.. | Click on the Link |
| [ACE](https://ace.365talents.com/v1/#/auth/login) | ACE is our internal Repository of Profile where you can update | Click on the Link or |
| Your Skills | On the Web Explorer – Type “/Ace” |
| Your Expertise |  |
| Certifications & Trainings you have taken up |  |
| [HOLIDAYS](https://moss-sesame.fr.world.socgen/sites/GSCCONNECT/Pages/Human%20Resources/Calendar/Leaves.aspx) | Where you can see annual holiday calendar | Click on the Link |

|  |  |  |
| --- | --- | --- |
| [MY LEARNING](https://socgen.csod.com/ui/lms-learner-home/home?tab_page_id=-200300006&tab_id=-1) | This is GSC Learning Portal where you can view all the training offerings | Click on the Link and for Induction follow the mail link. |
| [You will receive an invite to virtual program “Induction to the Organization” from GSC-LearningnDevelopment <gsc-learningndevelopment@socgen.com> in your mail box.](mailto:gsc-learningndevelopment@socgen.com) |
| [EVALUATION](https://performancemanager5.successfactors.eu/sf/pmreview?fid=2036142&company=SocGenGlobal&_s.crb=ws7f94j4IwX7xCb6DO5%252bL2uS7xM%253d) | A Place where you set objectives for the year and have performance review completed at the end of the year | Click on the Link |
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| [MY DIGITAL WORKPLACE](https://apps.safe.socgen/mydigitalworkplace/support) | If you have issues with your system\connection etc, here you can raise a request or chat online with GTS representative. | Click on the Link |
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| HR Policies | To know HR policies use the following link <https://moss-sesame.fr.world.socgen/sites/GSCCONNECT/SitePages/HR.aspx> | Click on the Link |
| CORE Business | To know about your Business Line use the following link <https://moss-sesame.fr.world.socgen/sites/GSCCONNECT/Pages/Core%20Business/Core-Business.aspx> | Click on the Link |

1. **GROUP MEDICAL INSURANCE**
2. **Am I eligible for Group Medical Insurance?**

Yes, All the full time and Fixed term contractual employees are covered from day 1.

1. **What is the sum assured I’m eligible for?**

**CL – 9 & 8           :** INR 300000

**CL – 7 & 6           :** INR 600000

**CL – 5 & Above :** INR 700000

1. **Who are all covered under medical Insurance policy?**

### GMC will be extended to the employees, their spouse, dependent children as well as dependent parents.

1. **How can I get my Mediclaim card?**

### Employee can login to the mediassit portal: <https://portal.medibuddy.in/login.aspx​> and download their Ecard

### User Name : Your-empno@societe (Ex: 1234@societe)

### Password:  Your DOB (DD-MM-YYYY) (Ex: 01012020)

### When can I expect Mediclaim card available in the portal?

### It will take upto 1 month from the date of joining.

### Whom Should I reach out in case of any queries on Mediclaim insurance policy?

### You can reach out mediassist helpdesk: ****080-67714691** or send a mail to** [sg@mediassistindia.com](mailto:sg@mediassistindia.com)

### Whom Should I contact in case of any escalation?

### You can reach out the below email ID’s:

### [​​​](mailto:kiran.kumars@mediassist.in)​[triveni.bn@medibuddy.in](mailto:triveni.bn@medibuddy.in)

### [prem.santosh@socgen.com](mailto:prem.santosh@socgen.com) [ananthan.vijayan@socgen.com](mailto:ananthan.vijayan@socgen.com)

1. **PAYROLL**
2. **To which account will my salary be credited?**

Currently your salary will be credited to your personal accounts. Once the Covid -19 situation stabilizes a corporate salary account will be created with HDFC for future salary payouts.

1. **As I already have a HDFC bank a/c, How could I link it, to get timely salary?**

If you have already furnished the details on the date of joining and HR team will get it linked with HDFC for salary purpose HR team.

**HDFC SPOC details for quick connect: -**

* **Bangalore Joiners : -** Ezaz : 9742130294 / Ajith : 7676011444
* **Channai Joiners :-** Kumar8939185510

1. **Will I get the salary from the date of virtual joining or from the date of physical presence?**

Yes, your salary calculation will start from the Virtual date of joining.

1. **My salary was not credited this month. Why?**

The salary of the employee(s) who have joined after 20th calendar day of the current payroll month will be processed only in the following month considering the salary from the date of joining.

1. **I am a new joiner and I am unable to access Payroll site?**

New joiners will receive email notification from payroll team once their login ID is created in payroll system. Until such time new joiners will not be able to access e-payroll.

Login id is the first name dot last name (for eg: swathi.sharma) and password will be “Sesame password”. Employees will receive email notification on “SESAME” password from HR Department with in 12 days from date of joining

1. **How is my salary structured?**

Your salary is composed of two parts:



1. **Whether Tax will get deducted for New Joiner, as I have joined in mid of the financial year? Do I need to make an Investment declaration?**

If your Taxable income exceeds 2.5 lac from your date of joining till 31st Mar, then you will be liable to pay taxes on the income exceeding 2.5lakh.

If you have invested/ going to invest in any investments allowed for exemption during the financial year, then employee will have an option to declare the Tax declaration.

Employees who have joined between 21st to 10th will be enabled up to 20th in the same month and employee who joined between 11th to 20th their tax declaration will be enabled in subsequent month after 10th until 20th.

1. **When should I submit the Investment proofs?**

Payroll team will send communication during January to all employees to provide their investment proofs. The last date for submitting the Investment proof is on or before cutoff date in the month of February.

1. **Leaves**
2. **What are the various types of leaves and Eligibility?**

All permanent employees and interns are entitled to 30 working days of leave per year, as per below details:

* Privilege Leave **(PL):** 18 working days
* Casual Leave **(CL):** 6 working days
* Sick Leave **(SL):** 6 working days

The eligibility is calculated on a calendar year basis, from January 1st to December 31st of each year and all the entitled leaves are credited to the employee at the beginning of each year.

1. **How is the leave credit calculated?**

The leaves are credited as per the following calculation:

Privilege Leave: (18 ÷ 12) x No. of months (from the joining month until the end of the year).

Casual Leave: 0.5 day per month

Sick Leave: 0.5 day per month

Employees joining on/before the 15th of a month will be given 1.5 PL leave credit for the month and those joining after the 15th of a month will be given a half [0.5] PL leave credit for the month.

1. **RELOCATION**
2. **Am I eligible to relocate along with my family?**

Employee and immediate family members are eligible. Family members include all qualified dependents per SG GSC Group Insurance Benefits Plan.

1. **What is my travel eligibility if I am relocating from a different state?**

Individuals who relocate from other locations to Bangalore / Chennai to join SGGSC, are entitled to receive reimbursement of relocation expenses as detailed below:

Second class air-conditioned train fare from their existing work location for themselves and their family, i.e. spouse, children and dependent parents; In case the employee uses other means of transport, reimbursement will be limited to second class a/c train fare. Tickets to be furnished at the time of claiming reimbursement.

For Campus hires relocation and travel reimbursement shall be considered either from their Home town/ from Campus to work Location.​

Transfer from railway station or airport will be reimbursed on actual on production of bills. Senior Managers (Career Level – 6 & above) and above are eligible for Air travel in economy class, prior approval of the cost needs to be obtained by e-mail from department head.

1. **What will be my eligibility to claim relocation of household goods?**

Transportation of household goods, including insurance/loading/unloading and related expenses will be reimbursed, on production of original bills, up to the amounts given below on:

North India INR 50,000 | Central India INR 35,000 | South India INR 20,000

1. **Currently I am in my home town and will I get company accommodation on my presence to job location ?**

Yes, you will be given company accommodation if confirmed by your recruiters.

Accommodation will be provided for up to max 21 days in a company approved guest house for self and family for relocation.

1. **What is the time frame to produce relocation claims?**

All claims must be made within 6 months of joining the company.

1. **Do I need to settle any relocation dues if I leave the company after claiming the relocation benefit?**

Should an employee who has availed the relocation benefits resign from the services of the Company within a period of 1 (one) year from the date of joining, the employee shall refund the relocation amount to the Company. In case the amount is not refunded, the Company shall recover the said amount at the time of working out the final settlement.

1. **Instead of second Ac Train, may I travel through air?**Yes, you may, however fare reimbursed will be equivalent to second AC Train only.
2. **Will my probation period start once virtually onboarded?**

Your probation will start from the effective date of access provisioned. And only in case of inability to provide access and/or induction, would an exception be considered for extension of probation period.

1. **How Can I login from home or get Laptop in current situation @ Bangalore (Applicable for Bangalore Joiners) ?**
2. The employee will receive SUMO access on the personal device till such time that s/he receives the SG official laptop.
3. To procure your official laptop please reach out to your respective manager to raise a prior appointment in MDW tool. Upon confirmation from your manager, you can visit ITPL or Pritech Office as applicable and follow the steps mentioned below.
4. **Steps to follow for those coming to ITPL**

* Employee should carry the QR code which you will receive on your mobile or personal email ID, appointment schedule & soft copy of appointment letter and Govt. ID proof
* Go to 10th floor and upon submission of the Govt. ID proof will receive an ID card (temp or permanent ID card)
* Go to 8th floor (Proxim IT) to collect the laptop
* ETA approximately 1 hour for both the location.

1. **Steps to follow for those coming to Pritech**

* Employee should carry appointment schedule & soft copy of appointment letter and Govt. ID proof
* Go to 7th floor (lobby) to collect the laptop
* ETA approximately 1 hour for both the location.

1. **How Can I login from home or get Laptop in current situation @ Chennai (Applicable for Chennai Joiners)?**

There is a workflow defined & managed by BCM team for the same to be enabled. Reach out to your respective manager.

1. **When Will I get my login details?**

This information is already shared with respective managers.

1. **Will My internet bill be reimbursed if I use it for official purpose or WFH?**

This depends on the business approval.

1. **Will I be eligible for all other benefits the company is providing since I am physically not on-boarded?**

Yes, as per policy. Subject for changes.

1. **How will I know from when, I should be physically present in the job location?**

Please keep in touch with your manager.