Canada RTO – quick reference

What is the work location requirement?

If you are working from a client office or Cognizant office, the ESA project location (to be updated by PM) and HCM work location (self-service by the Associate) should be updated.

The following are two scenarios to assist you in understanding how to approach your work location requirement:

Scenario 1 - Associates (<u>on closed work permit</u>) should abide by the RTO guidelines of working from the client or Cognizant office.

- ESA location should be à Mississauga/Halifax – Ontario/ Nova Scotia CAN, COG **OR** "City" – "Province" CAN, CLT
- HCM work location should be à Mississauga/Halifax Cognizant office address **OR** client office address.

Scenario 2 - Associates (<u>not on closed work permit</u>) should abide by their client RTO guidelines or as directed by the Account team

Key points to note:

1. The city & province provided in ESA & HCM should <u>always match</u> as this is linked to payroll compliance.
2. RTO requirement for associates on closed work permit* -
   - Associates who do not have a client office/ the client has not initiated RTO / does not have seats, <u>are required to work at the Cognizant office **once in every two weeks**</u>.
   - <mark>Only associates with a permanent access card **AND** Flexi Seat booking must come into the office. The CREWS & Security team will not be able to accommodate walk-ins.</mark>
   - Associates are required to reserve a seat in the My Workspace (Flexi Seat) app 48 hours prior to coming into the facility.
   - Prior to booking seats in Flexi seats, associates should raise Firewall requests if they intend to connect to a client environment.

How to obtain a permanent access card?

Associates must apply for a permanent access card on priority.

To obtain a permanent access card at Mississauga/ Halifax facility, you are required to complete the attached Access Card Request Form, send it to your manager for approval and forward the completed access card request form along with your manager's email approval to the Facility security team.

- Virender.Toor@cognizant.com & Peter.Payne@cognizant.com (Mississauga facility)
- Vamshi.Keerthi@cognizant.com & Peter.Payne@cognizant.com (Halifax facility)

- Due to the high volume of requests, the team may not be able to acknowledge receipt of all requests. They will contact and advise to pick up once your badge is ready. Follow-ups are not required.
- <mark>Only associates with a permanent access card **AND** Flexi Seat booking must come into the office. The CREWS & Security team will not be able to accommodate walk-ins.</mark>
- Attendance compliance will not be tracked for associates who have applied and await permanent access cards.

Access Card Request
Form_2023.docx

How to book a seat at the Cognizant facility or the satellite office?

Please refer to RTO - Global RTO Facilities (cognizant.com). You can book a seat via My Workspace (Flexi Seat) booking app for Mississauga & Halifax facility.

- **West Credit Ave, Mississauga, Ontario facility** is listed on the Flexi Seat app for seat booking. This facility will also be updated on the RTO page very soon.
- **Yonge Street, North York, Ontario facility** is not operational. You are required to work from Mississauga facility.
- **Bay Street, Toronto, Ontario facility** has very limited seats and available only for the commercial team. <u>You are requested NOT to book seats in this facility and required to work from Mississauga facility.</u>
- **Halifax, Nova Scotia facility** is available on the RTO page and <u>Flexi Seat app for seat booking.</u>

We have satellite offices at the below three locations. These offices are not listed on the Flexi Seat app; hence seat booking will be made offline. Please connect with Canada Delivery Head, Dora.Jonah, for guidance on offline seat booking and access.

- **British Columbia** - 1090 Homer Street, Suite 300, Vancouver, V6B 2W9*
- **Quebec -** 2001 Blvd. Robert Bourassa, Suite 1700, Montreal, H3A 2A6
- **Alberta -** Telus Sky #2700-685 Center St S, Calgary, T2G 1S5

Cognizant Vancouver
Move-in Guide.pdf

*Attached is the instruction for gaining access to the Vancouver office and how to access the internet for this site.

Our office space in Vancouver is Temp space through Regis we have 13 desks which means we have enough capacity for all associates holding a CWP to go into the office 1 day in every two weeks.

What is the IT/ network approval for working from Cognizant facility?
Prior to booking seats in Flexi seats, associates should raise Firewall requests if they intend to connect to a client environment.

Service Catalog -
Request Firewall.pdf

Please refer the attached PDF for step-by-step instructions for submitting Firewall requests.

IT accessory requests needs to be submitted in ServiceNow - MyService portal.

Associates working from dedicated ODC spaces –
Please check with your PM/EDP and ensure you submit RTO request in ServiceNow - MyService portal. Project specific IT requests for the team should be submitted by the PM/EDP. Individual IT/network requests and/or Flexi Seat bookings are NOT required.

Associates working from Open/Flexi seats –
- **Using Client laptops**:
  - Please check with your EDP/BISO to ensure working from an open/Flexi seat environment is in compliance with the Client SOW/MSA.
  - Wi-Fi SSID "Clientwifi" is available in our offices for connecting with Client devices. Associates can authenticate using Cognizant ID/password.
  - In most cases no further Firewall requests are necessary.
  - However, if your Client VDI/application fails, then please open Firewall requests for enabling specific network access. – This is a one-time activity and a single request for the entire project team will suffice.

- **Using Cognizant laptops**:
  - Please check with your EDP/BISO to ensure working from an open/Flexi seat environment is in compliance with the Client SOW/MSA.
  - Please try using wired connections wherever possible when accessing Client VDI. Network cables will be provided by IT; however network adapters, if at all required, will need to be requested through the ServiceNow - MyService portal.
  - **Take note** that only corporate applications, like Outlook, Teams, OneDrive, generic Internet browsing, etc., will be accessible from the corporate wired/Wi-Fi profiles and connectivity towards specific client destinations needs to be enabled by submitting necessary Firewall Requests in ServiceNow - MyService portal. This is a one-time activity and a single request for the entire project team will suffice.
  - The VDI IP & ports for which the access is required, needs to be confirmed from your client.

Who to contact for additional questions ?
a. For **work permit and work location** related questions, you may reach out to the Global Mobility team at CanadaGM@cognizant.com

b. For **Facilities and seating related** questions, you may reach out the CREWS team
  - CCWSMississauga@Cognizant.com
  - CREWSHalifax@cognizant.com

c. For **IT support**, please raise a GSD/LiveSupport at the numbers listed below. Select Options **1** and then **5** for **RTO** help.
  - **North America:** +1-866-822-2024
  - **Teams/VNet:** 56666
d. For **work schedule** related questions, you may reach out to your Home Manager/ Business Manager.