

## **FAQ for Associates Relocation**

## **The FAQs document has below two sections.**

- Section 1: General Questionnaire
- Section 2: Steps to Change location in Workday.

### **Section 1: General Questionnaire**

#### **1) Who is the target audience for this FAQ?**

- SLT Members and Line Managers are audience of this document. They are expected to cascade this FAQ guide within their teams.

#### **2) What is purpose of associate relocation?**

- Associate relocation provides the opportunity to associates to take intercity relocation within Carelon India keeping their welfare in mind and for portfolio re-balancing aligned to BCP.

#### **3) Who are eligible for associate relocation?**

- Associate relocation applies to all the associates who have applied for relocation via InSync tool.
- Associates who have completed at least 1 year at their base location.

#### **4) Who are not eligible for associate relocation?**

- Associates currently on Notice Period
- Associates who have not completed 1 year at their base location.

#### **5) What is the effective date for Associate Relocation?**

- Relocation effective date will be communicated in HR Relocation letters.

#### **6) Will associate receive Relocation Letters from HR?**

- Yes, associate will receive relocation letters from HR for their new work location.

#### **7) Who will initiate location change in Workday?**

- HR Ops to validate and update the location in Workday.
- Supervisors can also update the work location of their direct reports in Workday.

#### **8) Timeline to update Workday change?**

- Location change in workday for associates should be update within 5 business days post receiving HR relocation letters.

#### **9) Request for Correction in offer letter or HR records can also be addressed via Insync process?**

- HR ticket should be raised in Workday for any correction in offer letter or HR records.

#### **10) Are associates eligible for relocation reimbursement?**

- Associate need to discuss with Reporting Managers. Reimbursement will be applicable as per [-Carelon Relocation Policy](#)

#### **11) Do associates need to check with Delivery Manager before submitting Reimbursement Expense or Preapproval for travel?**

- Yes, Associates **must** check with Delivery Managers before submitting Reimbursement Expense or Pre-approval for travel.

#### **12) How will associates receive their new asset and what are they expected to do with old asset?**

- Associates will need to collect new asset from target work location only after receiving HR relocation letters.
- Once new asset received associate **must** courier current laptop back to base location within 7 days.

#### **13) Will associates be eligible for Asset Relocation Reimbursement?**

- Associates are eligible for asset courier charges as per actuals if they need to courier asset back to their **base** location.

**14) Do associates need to return SEZ cards?**

- Yes, if they are in possession of SEZ ID card, they should submit back to security at the reception of their base location.

**15) When will the next phase of associate relocation?**

- InSync tool will be available to submit and approved requests.
  - Relocation Requests submitted till 24<sup>th</sup> Mar, will be processed in April 2023
  - Relocation requests submitted from 25<sup>th</sup> Mar to 31<sup>st</sup> May, will be processed in Jul 2023
  - Relocation requests submitted from 1<sup>st</sup> Jun to 31<sup>st</sup> Aug, will be processed in Oct 2023
  - Relocation requests submitted from 1<sup>st</sup> Sep to 30<sup>th</sup> Nov, will be processed in Dec 2024

**16) Are there any Guardrails to be followed for relocation requests?**

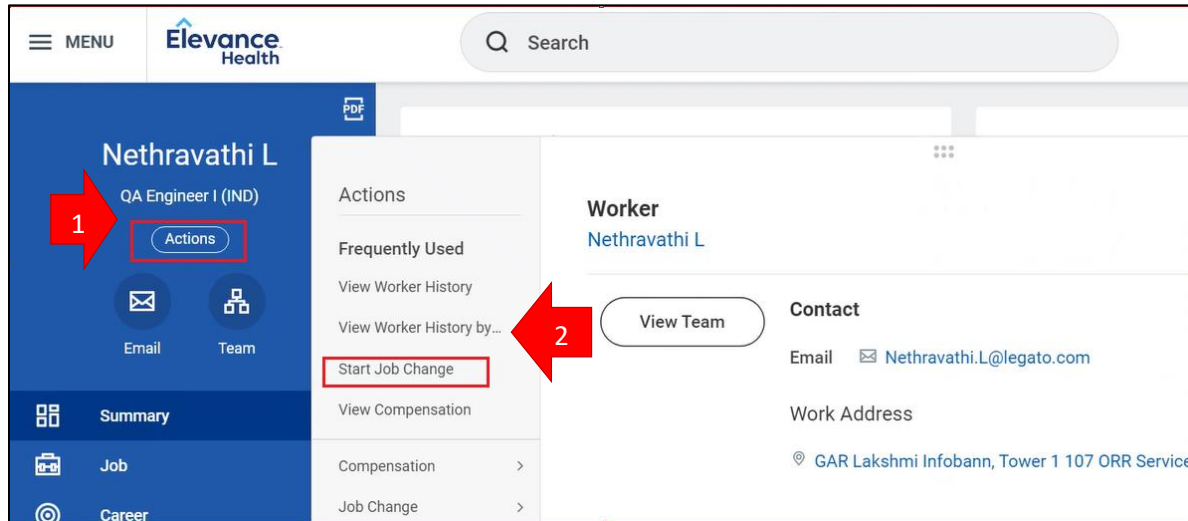
- Relocation committee will review relocation requests as per below relocation Guardrails:
  - Relocation to Gurugram is encouraged as aligned to capability building plan.
  - Relocation within intercity e.g., Movement to Bagmane & Phoenix is OK, by net zero headcount movements across locations.
  - Relocation from Gurugram to other cities are non-compliant in general, will be reviewed by leadership for approval.
  - Relocation to Manyata to from other work locations is non-compliant in general, will be reviewed by leadership for approval.
  - Movement should not result into creating more vacant seats in one location and overcrowding in another. Preference or pecking order should be aligned to the wider location / portfolio strategy.
  - Associate must complete at least one year at current location (Not applicable to business-initiated requests)

**17) Are there any exceptions to above guardrails?**

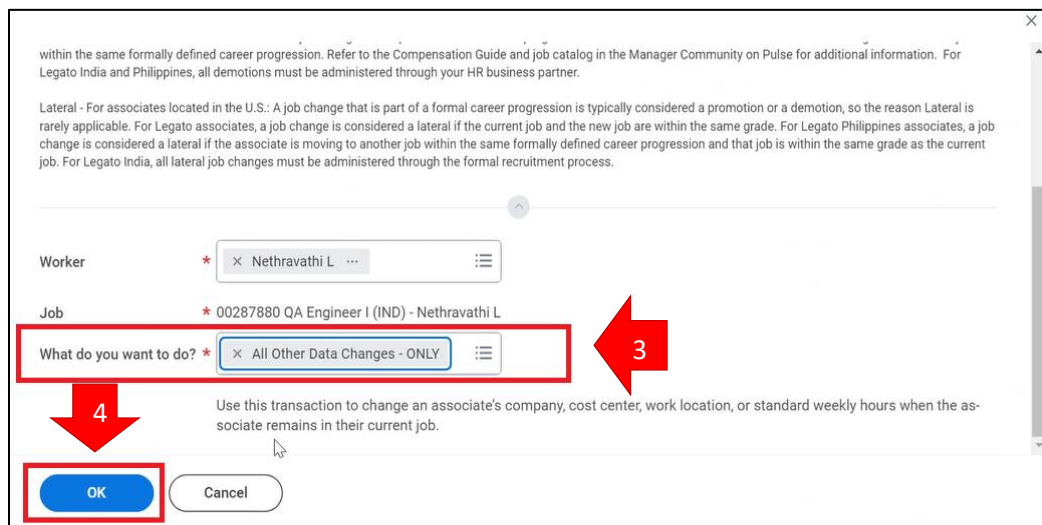
- **Tenure exception:** - Associate can relocate before completing 1 year at base location if there's a business need, email approval from tower head is mandatory.
- **Location exception:** - Associate can relocate to MTP office or from Gurugram to other locations if there's a business need, email approval from tower head is mandatory.

## Section 2: Steps to Change location in Workday.

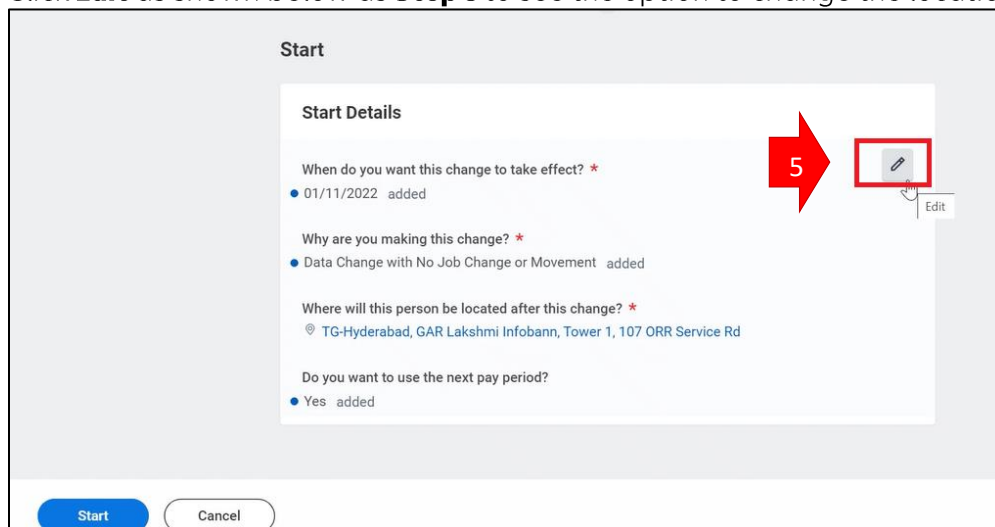
- Go to associate profile in Workday and click **Actions** and Select **Start Job Change** as shown in screenshot below (Step 1 and 2)



- Select **All Other Data Changes – Only** in **What do you want to do** as shown in below screenshot (Step 3 & 4)



- Click **Edit** as shown below as **Step 5** to see the option to change the location.



- Select **When do you want this change to take effect** and **where will this person be located after this change?** and Click **Start** to submit the work location change request. (Step 6, 7 & 8)

The screenshot shows a web form titled "Start Details". It contains the following fields and elements:

- Step 6:** A red arrow points to the "When do you want this change to take effect? \*" field, which contains a date picker set to "10/10/2022".
- Step 7:** A red arrow points to the "Where will this person be located after this change? \*" field, which contains a dropdown menu with the selected location: "TG-Hyderabad, GAR Lakshmi Infobann, Tower 1, 107 ORR Service Rd".
- Step 8:** A red arrow points to the "Start" button at the bottom left of the form.

Other visible text in the form includes:

- "Why are you making this change? \*"
- "Data Change with No Job Change or Movement"
- "Do you want to use the next pay period?" with an unchecked checkbox.
- A "Cancel" button next to the "Start" button.

- End -