



New Joiner Things to Do

Slide Pack

August Batches 2023

Resourcing Team – Hire & Onboard



VPN Access

Kindly connect to your REMOTE Access / Global Protect (VPN) before accessing to any SHELL related website/infrastructure as seen below:

- HR Online
- Workday

NOTE: If you need guidance on connecting to VPN access,
kindly reach out to *IT team via Teams - SAM My IT Support*
*** Outlook & MS teams does not require VPN access

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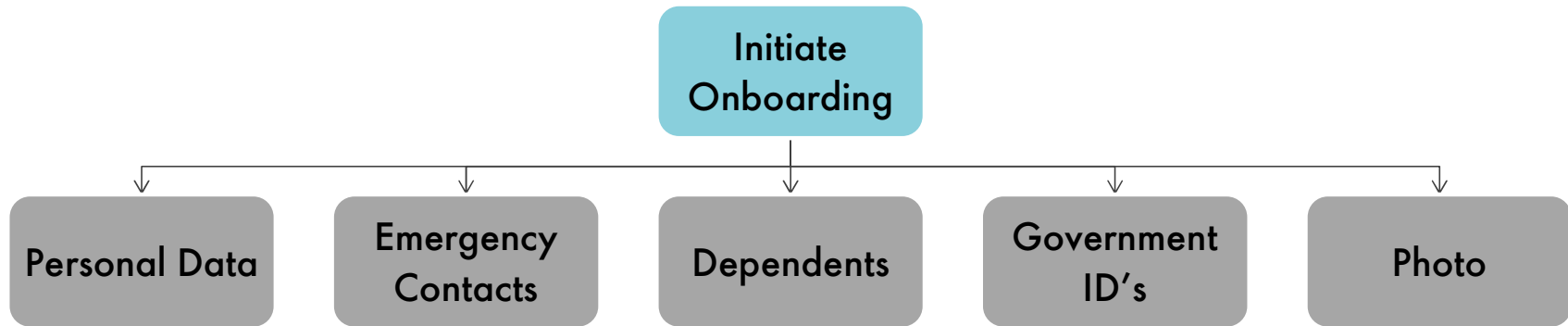
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Onboarding Task in Workday

- To be completed upon **Joining SHELL** using Single-sign on (SSO) (For those who have DTAO activated – you may use your personal laptops)
- To be completed **within 5 Working Days from the Date of Joining**.



** Check your Gov ID's*

Action required:

- Ensure to input the mandatory details accordingly upon joining – *HR Online → Workday → View all Apps → Personal Information → Choose Change Dependents/Government ID/Legal Name/Contact Information*
- For spouse update, please choose Relationship: Spouse/Partner. When adding/editing your spouse/child details in Workday, kindly add relevant supporting documents for checking purposes such as Aadhar ID/Birth Cert/PAN ID.
- Your spouse and child will be automatically added into the insurance one month after you have added them as dependent in Workday. If issues persist in BenefitMe portal, kindly connect with contactshell@marsh.com
- Father's details are required to remain active in the employee record in order to facilitate statutory processes in India, such as withdrawal or transfer of PF/Pension.
- Kindly be informed that the EPS/EPF number will automatically be updated for you after 3 payroll month from your joining date.
- When updating PRAN ID, please be careful as it is a one-time update. Editing it will require you to send email to HR Operations (hr-operations@shell.com) for them to support on the same.

Bank Account details

Bank Account creation (Salary can only be credited into HDFC or ICICI Bank account)

- If you do not have either of the HDFC or ICICI Bank Accounts, SHELL will proceed in creating HDFC Bank Account on behalf of employee, and bank kit will be issued during induction.

SHELL Standardized Bank IFSC Code – for all employees

- IFSC code as seen in the HR Portal is specifically agreed and approved between SHELL payroll and respective HDFC & ICICI Banks, hence we are **not allowed to make any changes on the IFSC Code**.
- The **generic IFSC code** mentioned are as below: **This applies to all SHELL India employees, regardless on the provided / created bank account****
 - HDFC – HDFC0000076 // ICICI – ICIC0SF0002

Action required:

- Ensure that you have **completed KYC (Know Your Customer) with your bank** to avoid possibility that your account will be blocked ******Applies to those newly bank account creation from SHELL******
- Ensure your bank account stated in HR Online is correct, and your salary would be credited accordingly
- Refer to FAQ section (Slide 31) for guidelines onto how to view/change your bank account in HR Online

Background Verification – SECUR Credentials

SeCUR Credentials - For performing background checks for employees joining SHELL.

- After **Joining SHELL**
- To receive emails from any of the below SeCUR Credentials Ltd. emails:
 - symphonyhelpdesk@secur.co.in / internal.audit@secur.co.in / audit.support@secur.co.in
 - customercare@secur.co.in / reports@secur.co.in
 - Sumeet Sawant (sumeet.sawant@secur.co.in)

Action required:

- To share required employment & education docs on priority upon receiving the email.

Take note:

- Do not reveal your current employment, offer or salary from SHELL
- If you have yet to receive any emails from SeCUR by the following dates – By *end of the month (1st Batch of the month) OR by mid next month (2nd Batch of the month)*,
please email your resourcing advisor who sent the written offer or the 'Welcome to Shell' email, for confirmation

DDT Training (Only for SBO Chennai new joiners)

The DDT online course is available in Workday Learning, and staff who commute by 2 & 4-wheelers to office are expected to complete the mandatory DDT Trainings listed below, to avail parking facilities.

- From Hub page <https://hub.shell.com> → CLICK **HR Online** → CLICK **Workday** → CLICK **Learning** & complete your mandatory trainings by searching the following courses:
 1. Defensive Driving (60min)
 2. Driver Fatigue Management (40min)
 3. Eye Scanning (30min) (Under migration to Workday Learning, link will be shared later)
- If you have any questions or need clarification, please reach out to our HSE Manager - Arun A.V (INAASW) or HSE Specialist - Britt Karathra (INBKBS).

Action required:

- Complete DDT Trainings to avail for parking facilities (Given with DTAO access)

E-Learning - Prevention of Sexual Harassment (POSH)

This module will help to identify the various types of sexual harassment, recognize behaviors that may be considered appropriate, report and help to prevent sexual harassment at workplace.

- To be completed **within 45 days from the Date of Joining (SBO Bangalore & SBO Chennai).**

What are my actions?

[Link: Prevention of Sexual Harassment - Policy \(shell.com\)](#)

Upon completion POSH, kindly scroll down, enter your personal details as shown below and click on save before closing the training window. This step is important as we are tracking the completion status using your information provided.



Employee Number *

Name *

Business *

Shell Email ID *

Enter a name or email address...

Save Cancel

E-Learning - Prevention of Sexual Harassment (POSH)

- If you face any error message appearing or have any technical issue query, kindly connect SITI Sharepoint IM Support SOMCGI-SITI SITI-Sharepoint-IM-Support@shell.com OR via MS Team ITServiceDesk.English@shell.com
- You may reach out to the below focal if you are unable to access the video:
 - SBO Bangalore → Dua, Priya SBOBNG-HRGF/BC Priya.Dua@shell.com
 - SBO Chennai → M, Karthikeyan SIMPL-HRGF/S karthikeyan.k.m@shell.com

Take note:

- The link can be accessed only via *Microsoft Edge*
- Duration of the module is 45 minutes. Do note that you **cannot pause or exit the E-Learning module** in between, hence ensure to complete it at one go.
- Upon completion, the quiz “Certification of completion” will not carry your name, as it is hosted on SharePoint
- POSH course is available on SharePoint hence not handled by Systems Support Team

Goals and Performance Appraisal (GPA)

- It is best to be updated within 2 months from the Date of Joining.
- To read more about it, go to HR Online link → After clicking the link, CLICK **My Career and Performance tab** → SELECT **My performance** → SELECT **About Goals**
- If you wish to edit your GPA or want to know how to submit it, kindly follow the guidelines here :
WDL R2 EE QRG Goals and Performance Summary for Employees V1.pdf (shell.com)

Action required:

- Initiate discussions with your Line Manager and update your GPA.

Individual Development Plan (IDP)

- You can read more about it here : [My Development Plan \(site.com\)](#)
- On ways to navigate you to update it, you can click here : [Talent Excellence and Operations - About your Workday Development Plan .pdf - All Documents \(shell.com\)](#)
- If you want to know on how to edit or you do not have an IDP created for you one month after joining, please do read here for more information: [Talent Excellence and Operations - FAQs-Development Plan.pdf \(shell.com\)](#)

Insurance options

- You will receive link from Benefit & Me with login credential details **within 18 - 20 days from your Date of Joining (DOJ)** to your own *Personal Email Address*.
- To be completed **within 30 days from your Date of Joining**.
- [Link to Insurance Policy](#)
- **Action required:**
 - Ensure that you update your details in the Benefits & Me link for:
GMC; GPA; GTL; Top-up options (GTL, GPA, GMC Top up & Parental/Parent-in-law).
 - Even if you are not opting for the Top-up options, do ensure that you update nomination details for the company base covers.

Take note:

- If you have yet to receive the Benefit & Me login details within the given timeframe (18 - 20 days from DOJ), kindly email to contactshell@marsh.com for confirmation
- Any details updated **after 30 days of joining** will not be considered for the current insurance policy cycle (January - December 2023).

Income Tax Declaration -Tax Regime

- ❑ How to know your Personnel Number / Employee ID (6-digit) –
 - HR Online → CLICK **Workday** → SELECT **Own Employee Profile** → Employee ID

Please submit your option using the below Share Point link

*****Please note that if no option is exercised, the default option considered would be – “New Tax Regime”**

Selection of Tax Regime for FY 2023-24 - Overview (shell.com)

NOTE:

1. Please note that if no selection is made, as per law, the “New Tax Regime” would be considered for payroll computation, and you will not be able to go back to the “Old Tax Regime”.
2. Declarations on tax regime need to be made **before 10th of September 2023** for it to be considered in the current Financial Year (2023 - 2024).
 - **For example, your hire date is on 7th of August, you need to submit the declaration by 10th of September. If you do not submit the declaration, you will automatically be considered in the “New Tax Regime”**

Income Tax Declaration – VPF

- ❑ **Voluntary Provident Fund Contribution (VPF)**, please submit your option using the SharePoint link below:
VPF Declaration for FY 2023-2024

Take note before submitting your declaration:

- VPF option once opted cannot be changed during the financial year
- VPF cannot be more than 88% of monthly basic. VPF will be recovered on monthly basis as per the option selected by you
- Enrolment to VPF option is only allowed in April (beginning of the Financial year), new joiners to ENROLL for VPF **within 1 month from their date of joining**
- **Ensure that you click button “Next” up till the Finish button in order to submit your response. Clicking “Save and Close” will only save the response without submitting it.**

Income Tax Declaration – HRA & Interest on Housing Loan

- ❑ **Declaration for HRA and Interest on Housing Loan**, please submit your option using the SharePoint link below:

Investment Declaration FY 2023-2024 - Overview

Take note before submitting your declaration:

- Kindly note that as per the new methodology, the HRA exemption is calculated on monthly basis instead of annual basis used earlier.
- Please quote your bank / financial institution's PAN in case you are providing declaration for claiming loss from house property
- Please quote your Landlord's PAN in case you are claiming HRA benefit, and monthly rent is more than INR8333/- (Mandatory).
- Ensure that you click button "Next" up till the Finish button in order to submit your response. Clicking "Save and Close" will only save the response without submitting it.

Income Tax Declaration – Edit SharePoint Response

- ❑ In order to **edit** your response in the Investment Declaration Links as it can *only be responded once*:
 - Click on the respective Investment Declaration Link
 - After clicking the link, CLICK **Show All Response** → CLICK **View Response** →
 - CLICK **Edit Response** → **Update the declaration** →
 - At the end of the survey: CLICK **Finish button** to complete the Investment Declaration

Income Tax Declaration – Under Section 80C & 80 Deductions

- ❑ Declaration under Section 80C & 80 Deductions, please submit your declaration by going to HR Online
- ❑ Please follow the instructions below while submitting your declaration
After clicking the link, CLICK **My Details and Requests** → CLICK **Claim and Request Forms** →
CLICK **Section 80C/80 Deductions** → SELECT Investment details with
“Start date 01.04.2023 End date 31.03.2024” >> CLICK **Change** → UPDATE **Declarations & Save**

Income Tax Declaration – Under Section 80C & 80 Deductions (Interest on Education Loan)

NOTE:

- In case you are declaring **Interest on Education Loan** through HR Online, you need to submit a declaration through the below Share Point link:
[Self Declaration for Interest on Education Loan for FY 2023-24 - Overview \(shell.com\)](#)
- Choose the option relevant to you. The amount updated under **Interest on Education Loan** through HR Online would not be considered if the declaration is not completed through the link above.

Payroll team request you to **use caution** while submitting your tax declaration and avoid any negative impact on your salary at the year end due to non-submission of Tax Proofs.

Income Tax Declaration – Declare Previous Employment Income

❑ How do I declare the **Previous Employment Income**?



Form 12B

1. As per Statutory guidelines, payroll team would require the Form 12B to be filled and signed by the employee, along with your previous employment income statement.
2. Kindly share the duly filled Form 12B along with final tax computation statement provided by your previous company with HR Operations (hr-operations@shell.com), mention the subject line “IN PY Form12B”

Share point access

- ❑ Share point link access is provided to all employees. In case of any access related issue, raise a request using “**Service Now**” link.

Other payroll-related queries

- ❑ For any query / clarification, please write to HR Operations at hr-operations@shell.com . Please mention “IN PY Query” as subject and quote your Employee ID (6-digit no.) for prompt response.

Provident Fund (Transfer) – DKM Team

With regards to your query regarding the withdrawal of PF/ PF Transfer, please note this is managed by our retiral administrator (DKM), hence request you to kindly contact with the DKM focal via shell@dkmonline.com directly.

- ❑ General: shell@dkmonline.com
- ❑ Escalation 1: ashish.mehta@dkmonline.com
- ❑ Escalation 2: ketan@dkmonline.com

Take note:

- You may write to them through contact emails as provided above. Appreciate your patience to allow 3 working days for DKM Team to respond before escalating the query to the next level.

SHELL Notification System (SNS)

- After joining SHELL
- Link: - Recipient Profile Update (shell.com)

Action required:

- Update personal information needed to notify your staff and stakeholders in case of emergency.

Timewriting (Mainly for SBO-BNG employees)

Any query for Timewriting, kindly connect with the respective Timewriting Focal as seen below OR send an email to SERP-Support-Desk@shell.com for further support.

Pathway: Log in <https://hub.shell.com/> -> Tools and Resources – Select “S”- SERP Portal

Entity	Contact	Additional Information
P&T Shell Staff	Business Admin Support	Link to P&T and SIEP UP&IG Time Writing Policy
SIEP UP&IG Shell Staff/ SIEP BV ShellStaff	Aneesh.MohanRam@shell.com	Link to P&T and SIEP UP&IG Time Writing Policy/ Link to UI Service Co Timewriting Policy
P&T and SIEP UP&IG External Staff	ExternalStaffSetupTeam@shell.com	Link to P&T and SIEP UP&IG Time Writing Policy
SBO Bangalore	https://eu001-sp.shell.com/sites/AAAAA2667/SBO%20Bangalore/serp/SitePages/Home.aspx	Refer to List of Focal points for TW queries - SBOB
SEPIL (BM34)	T, Jayashree SSSCCH-FO/UO	



Work From Home (WFH) Ergonomics Form

As you start your journey with us, we want to make sure that you are set and ready to perform at your best. Most of us are currently working from home and we recognize that each of us has a different home working set-up.

We would like to invite you to take this **Home Workplace Assessment Form** for us to act on helping you set up a safe working environment at home

Link: [HR Form: Work from Home Support: Home Workplace Assessment Form \(site.com\)](#)

*** * *** Upon submission, your WFH request form would be routed to HR Operations for evaluation and the provision will be credited (if any, based on the assessment) to your account within 2 months pay cycle. Kindly expect the confirmation email from HR Operations approximately 5 working days after submission.

Leave Policy

To regulate leave arising from different personal and sometimes professional needs. To view what types of leaves available and when the leaves will be accrued for employees, you may read it in the policy.

- Please find the below link to Leave Policy in HR Online
 - SBO-Bangalore / SBO-Chennai Leave PolicyAfter clicking the link, CLICK on Policies and Benefits tab →
SELECT By My HR Policies → SELECT Policies and Benefits → Find Leave Policy
- You may **view & apply** your earned leave in Workday via – HR Online → Home → Workday → View All Apps > Time and Absence. If otherwise, you can try the alternative pathway – HR Online → Home → Workday → Cloud Icon (Top Right) → View Profile → Time Off (Left Panel)
- Kindly find the [quick reference guide \(QRG\)](#) on how to apply leave in Workday
- As per the Probation Policy (shell.com), probationer is not entitled to any earned leave during the initial three months of probation, except under special circumstances, in which case prior approval of the line manager is required. The earned leave accrued in this period, where possible can be availed at a later point of time.
- For sick leave, Shell Health consultation is mandatory for more than 4 consecutive days.



Relocation support - Entitlement

Relocation support in which if you are eligible to as discussed with your recruiter and to be reimbursed after joining.

- Please find the link to Relocation Policy to read more about the relocation benefits available for you.
- You will also be applicable for Relocation Leaves under the Permanent Relocation bullet in the policy.
- Kindly also find : Domestic Relocation Policy - Frequently Asked Questions (shell.com) for further information.

Relocation support – Leave

During onboarding session, it was communicated that employee can see 5 days in advance leave credit.

- You may **view & apply** your relocation leave in Workday via – HR Online → Home → Workday → View All Apps > Time and Absence. If otherwise, you can try the alternative pathway – HR Online → Home → Workday → Cloud Icon (Top Right) → View Profile → Time Off (Left Panel)
- Kindly find the [quick reference guide \(QRG\)](#) on how to apply leave in Workday
- Kindly inform your Line Manager prior to your relocation leave application for his/her awareness.

Take note:

- Relocation leave usage is available in the FAQ within the HR Online - Relocation Policy

Employment Verification Letter (EVL)

We have now empowered all employees to request for their Employment Verification Letters (with & without) via Workday. This new functionality will ensure you receive salary your letters immediately without any delay. Below is the link which can be accessed by you which will take you directly to the Workday page to request for the letter. Please ensure the address is updated on Workday before you self-generate any letters.

- ❑ [Employment Verification Letter \(with Salary details\)](#)
- ❑ [Employment Verification Letter \(without Salary details\)](#)

The standard Employment Verification Letters can be used for requesting for bank loans, car purchase/registration, broadband/landline connection, address proof and any other purposes deemed fit.

Global Employee Share Plans (GESPP)

- ❑ You can join GESPP as soon as you receive an invitation to join the plan. The invitation will be sent by Equateplus (external administrator) within 2 months from the date when you became eligible (i.e. date of joining the company or date of transfer to participating country). If you are interested, it is not necessary to join immediately upon receipt of invitation - you can also join later during the year, but not later than on 15th October (deadline for enrollment and for changing contributions).
- ❑ Please note: Invitation cannot be re-sent to you. In order to join the plan, you will need a User ID and password which are sent at the point of invitation, so please keep both emails (invitation and email with password) in a safe place.
- ❑ For more information regarding the plan, you may read it here : [GESPP in India \(shell.com\)](#) and [GESPP – Shell Share Plans](#).

FAQ

FAQ

1. IFSC Code

Answer: This IFSC Bank Code (refer to Slide 5) has been approved by the SHELL Payroll Team and the banks will process your salary to the stated bank account. Ensure your bank account stated is correct and your salary would be credited correctly

2. View/Change Bank account in HR Online

Answer: Ensure that you are connected to VPN Access first, refresh the page before clicking on the link.

Go to HR Online → SELECT **My Details & Requests**

SELECT **My Bank details** → SELECT **Change your bank account** → SELECT **Bank Details**

3. Information shared during Onboarding

Answer: New joiners will receive a Welcome Email from NIIT Team with the access to all the information that was shared during the onboarding.

To download all the materials:

UNDER access **Reference Materials Tab**, Click → **Learning & Development Website**

FAQ

4. I have yet to receive any email from SeCUR Team, but my batchmates have received them.

5. I have yet to receive any emails from SeCUR by the following dates

By end of the month (1st Batch of the month) OR by mid next month (2nd Batch of the month),

Answer: Kindly reach out to your resourcing advisor directly

6. I have submitted all the requested document to SeCUR Team, will I receive an email confirmation from them?

Answer: If you have submitted all the requested docs to SECUR team, and are all sufficient, you would not receive any notification. If there is no follow up email from SECUR Team, meaning everything is good and your BGV is completed

FAQ

7. If I face an error message while saving details after completion of POSH

Answer: Kindly connect via IT team via Teams - SAM My IT Support or
Raise a ticket via this link ([IT Support Contact](#))

8. Details regarding Personnel number / Employee ID (6-digit)

Answer: (i) Workday – Own Employee Profile → Employee ID
(ii) [HR Online](#) → CLICK **Workday** → SELECT **Own Employee Profile** → Employee ID

9. I cannot access HR Online and Workday, how do I go about it?

Answer: Kindly check if you are connected to **Remote (VPN) access** (Refer Slide 2), refresh the page and try accessing HR Online / Workday again.

If you still face the same issue, you may reach out to *via MS Teams - SAM My IT Support* first.

FAQ

10. I tried to provide tax proof submissions, but HR Operations weren't able to proceed. Why?

Answer: SHELL Payroll does not accept any further investments proofs for tax exemption starting from 1st January. Hence, employee has to claim their tax exemptions at the time of filling the individual tax returns.

Note: Usually income tax proof submission tool will be open from 05 Dec till 03 January only.

Only New Joiners joining from April Batches onwards, will be allowed to declare their income tax.

FAQ

11. I can't seem to display/save/amend the changes made for 80C & 80 Deductions

Answer: Kindly clear cookies/cache in your browser, close the browser and restart your laptop, and try opening the link again

12. Whom may I contact for Provident Fund (PF) Transfer?

Answer: Please email to shell@dkmonline.com as this is managed by the DKM team (retiral administrator). Kindly refer to Slide 20 for more information.

13. When will the PF number be available/viewable in the payslip?

Answer: The PF number will be available or viewable in the payslip after 3 months from date of joining. You may also view in DKM Portal with employee's individual login.

FAQ

14. How do I claim the relocation benefits via Concur?

Answer: You may go to Home (concur solutions.com) → Click **Start a claim** → Write **Report Name** → Click **Create Claim** → Click **Add Expense** → Fill out the details and submit → It will **route to Line Manager for approval** → Once **approved, it will be reflected in your next payroll**

Take note:

- ❑ Categorize expenses under **Expense type > Hotel Expense** – as it covers any relocation related claim submission
Expense Type > Hotel only if its regarding Hotel reimbursement
- ❑ In case the vendors name is not on the dropdown list, you can just type it out in the box.
- ❑ Also, remember to tick the box – Is this related to Relocation? NOTE: Kindly do not select relocation as the direct expense type, as that is only for EXPAT employees.
- ❑ Employees are expected to detail out a clear description of the claim and under which category > Ex: Shipment of goods under Permanent Relocation category or local travel during pre-visit prior to permanent transfer, etc
- ❑ You may review Concur Expense QRG for more information.

FAQ

15. Buy-out option (Joining Notice Pay)

Answer: Kindly contact your respective recruiters on this matter.

If you are entitled, then kindly raise via HR Online → Click **My Details and Requests** → Click **My Requests** → Click **Joining Notice Pay (Gross)** → Fill up the webform → To attach FFS, Recruiter's email, LM's Approval → Click **Submit**

16. Loan Benefits for new SHELL employee

Answer: As per SHELL policy, there is no company personal loan provided, with the same policy applies to interest reimbursement.

In case of any other queries, please write to below email Ids

Team	Email ID
DKM (For PF/Superannuation Transfers) Nominations Forms Form 2 - PF/ Pension Form 11 – Previous employer details declaration Form F - Gratuity nomination Form	shell@dkmonline.com
Payroll Related Queries	HR Operations HR-Operations@shell.com Please specify “IN PY Query” in the subject line
Insurance Related Queries	contactshell@marsh.com / you may visit www.benefitme.co.in
Onboarding Related Queries	SBO Bangalore → Smitha.Gangadharaiah@shell.com SBO Chennai → H.Baskarapandian@shell.com
IT Access Related Queries	IT team via Teams - SAM My IT Support

