ICRES Employee Handbook

Hyderabad

1st September 2015

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Capgemini offices

|  |
| --- |
| Address:  Plot No. 1, IT Park, 115/32 & 35, Nanakramguda  Gachibowli, Hyderabad 500032  Number - 040 23126000 / 66526000  Brief narration about the location:  The Capgemini owned campus is located in Gachibowli as a part of the TSIIC. In addition to Capgemini, Microsoft, Wipro, ISB, Infosys, CA Technologies, ICICI, Cognizent and Cyent etc are other IT companies that operate out of this location. Located in the Financial District, the campus is close to social hubs like Jubiliee Hills, Madhapur, Mehdipatnam and Kukatpally.  How to reach?  *From Hyderabad Airport* – The campus is approximately 35 km which takes about 45 min from the airport by car. From Campus directly we can take the ORR (Outer Ring road) to Reach the Airport.  *From Secundrabad Railway Station* – The campus is approximately 30 km which takes about 50 mins from the *Secundrabad Railway Station* by car. The shortest way to get to the campus is to route from Railway Station -> Paradise -> Begumpet -> Punjagutta -> Jubilee hills -> Madhapur -> Gachibowli -> Campus.  C:\campus photos\Ramesh_DVN 184.jpg C:\campus photos\Ramesh_DVN 185.jpg C:\campus photos\Ramesh_DVN 152.jpg  D:\Users\cavuthu\Desktop\H07\ZV1D2RSE.png  D:\Users\cavuthu\Desktop\H07\XGK8Z7QN.png |
| Address:  Tower-2.1 Wave rock building  (8th,9th,10th floors)  Sy.no.115, APIIC IT/ITES SEZ  Nanakramguda, Hyderabad  Telengana-500081  Number: 040 23126000 / 66526000  Brief narration about the location  The Capgemini SEZ office is located at Wavercok Nanakramguda, Near to our Campus Building. In addition to Capgemini, Accenture, Dupont, TCS, NTT, Anthilyo etc. are other few companies that operates from same Building.  How to reach?  *From Hyderabad Airport* – The campus is approximately 35 km which takes about 45 min from the airport by car. From Campus directly we can take the ORR (Outer Ring road) to Reach the Airport.  *From Secundrabad Railway Station* – The campus is approximately 30 km which takes about 50 mins from the *Secundrabad Railway Station* by car. The shortest way to get to the campus is to route from Railway Station -> Paradise -> Begumpet -> Punjagutta -> Jubilee hills -> Madhapur -> Gachibowli -> Campus.  [https://encrypted-tbn2.gstatic.com/images?q=tbn:ANd9GcQBSOzzlcEnAIEGOewFwcJFnhQMfHShmh7fgSH4ehDFb-4AXlaGLTbU1Ps](http://www.chalanachithram.com/discus/messages/115/293207.html?1434595333=&sa=X&ved=0CBsQ9QEwA2oVChMIi5i0v5z7xgIVy1ksCh1KXAui) [https://encrypted-tbn1.gstatic.com/images?q=tbn:ANd9GcQlkF7jLGjlt1RKUheBoKZXTt5FbkHgbm5hTS5rcJnhXmyKOMMvzZZ-fJoq](http://www.skyscrapercity.com/showthread.php?t=1516266&sa=X&ved=0CBcQ9QEwAWoVChMIi5i0v5z7xgIVy1ksCh1KXAui) |
|  |
| D:\Users\cavuthu\Desktop\H07\RD7EXXKQ.png |
| D:\Users\cavuthu\Desktop\H07\RRWD8AV9.png |
| Address:  1st to 7th floors, H07 building, Sy No: 30 (P), 34-35 (P),38 (P),  H-07 Building, Phoenix Infocity SEZ, Gachibowli Village, Serilingampally Mandal, Ranga Reddy District, Hyderabad, Telengana-500081, Number: 040 30874300 / 40634063  **Brief narration about the location**  The Capgemini SEZ office is located at Phoenix Info city Campus, Gachibowli, nearby Dell & Deloitte  Campuses and other HCL, UHG & Cognizant are other few companies that operate from same Campus.  **How to reach?**  *From Hyderabad Airport* – The Phoenix H07 building is approximately 34 km which takes about 1 hour from the airport by car. From Phoenix H07 need to reach ORR first and from ORR (Outer Ring road) will reach the Airport.  *From Secundrabad Railway Station – The campus is approximately 23 km which takes about 1 hour 20 mins from the Secundrabad Railway Station by car. The shortest way to get to the campus is to route from Railway Station -> Paradise -> Begumpet -> Punjagutta -> Jubilee hills -> Madhapur -> Gachibowli -> Phoenix Info city, H07 building.*  cid:image001.jpg@01D1D097.B93B85E0 |
| D:\Users\cavuthu\Desktop\H07\TN7OYJU4.png  D:\Users\cavuthu\Desktop\H07\XD1RJ3AO.png |

Address:

Sy No 66/1, SEZ Unit, 5th & 6th floor ,

Building No: B5, Divyasree Orion Building,

Raidurgam Village, Serilingampally Mandal,

Next to Raidurgam PS, Ranga Reddy District,

Hyderabad, Telangana - 500032

Phone Number - 040 67529000 / 66526000

Brief narration about the location:

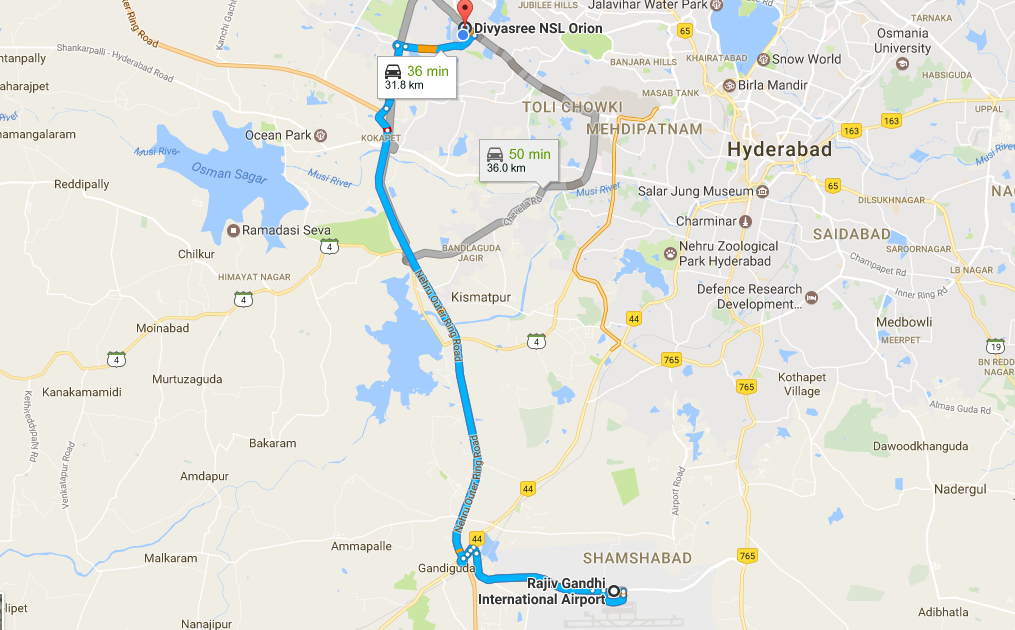
The Capgemini SEZ location is located at Divyasree NSL Infrastructure, Raidurgam. In addition to Capgemini, Invesco, Wellfargo, IBM, Sales Force, Factset,Synchory Financial etc are other IT companies that operate out of this IT park. The location is close to social hubs like Jubiliee Hills, Madhapur, Mehdipatnam and Kukatpally.

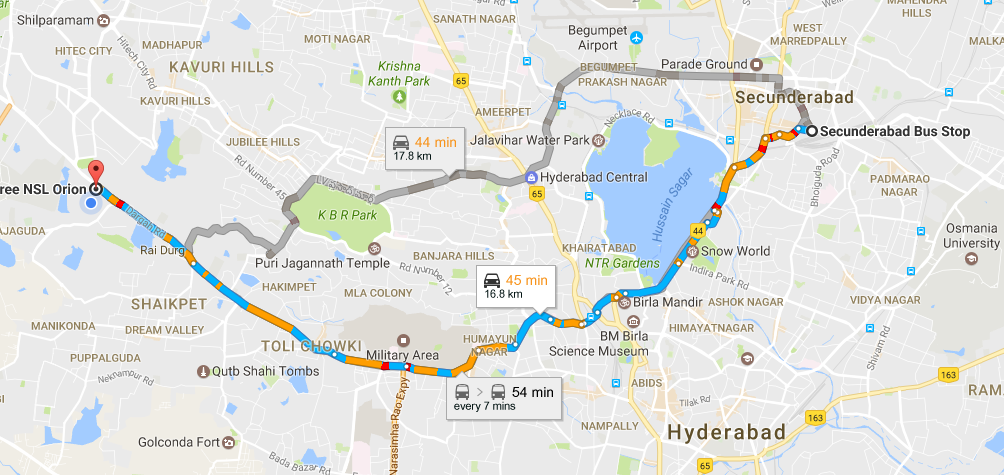
How to reach?

*From Hyderabad Airport* – The Location is approximately 40 km which takes about 50 min from the airport by car. From Divyasree location directly we can take the ORR (Outer Ring road) to Reach the Airport.

*From Secundrabad Railway Station* – The present location is approximately 18 km which takes about 45 minuts from the *Secundrabad Railway Station* by car. The shortest way to get to the campus is to route from Railway Station -> Paradise -> Begumpet -> Punjagutta -> Jubilee hills -> Madhapur -> Gachibowli .







ICRES service delivery organisation

**Venkata Vemavarapu**

**Hyderabad CSDH**

**Avuthu Chandra Sekhar**

FM Eng. And O&M

**Naveed Khan**

MIS / Budgets /N2P

**Ramesh Anthati**

FM Employee Services SPOC

Phoenix - H07

**Ratish Elavanate**

Physical Security Lead

**Santhosh**

**Julakanti**

Physical Security SPOC

Phoenix – H07

**Durga Prasad**

SPOC / Wave rock

**Mahender Samudrala**

Deputy City Service Delivery Head

**Ravikanth Panathy**

**FM Employee**

**Services**

**Mahender Samudrala**

Transport Lead

**Benhur Dawson**

**Employee** Transportation Phoenix – H07

**Durga Prasad**

SPOC / Wave rock

**Amarnadh Paritala**

Employee Transportation Campus

**Nagaraju Vlipa**

FM Employee

Services - ORION

ICRES offerings

Capgemini Hyderabad ICRES Help Desk Number: 4005

# Transport services

Bus transport facility is on defined routes, for employees with necessary contribution from their salary. Company provides Bus transport facility on defined routes and timings. Details of routes & timings are available at <https://bustransport.in.capgemini.com>.

Same schedule is also available with respective transport Desk / Coordinators. Transport schedule for Bus routes are prepared & published by ICRES team.

Company Bus Transport follows Main Roads / Highways only and will not detour to any by-lanes. Only employees / contractors are authorized to use the Company transport facility. Employees are expected to use this service to travel to and from Office. Employees need to contribute to avail this facility; process for the same is defined below.

## Bus / Shuttle services

### Bus pass application – How to raise a request

To avail transport facility provided by company, employees should

Registerthemselvesonbelowlink  
bustransport.in.capgemini.com

1. As & when the request is raised, a temporary Pass would be given

### Process of issuance of bus pass

1. Collect your Physical Bus pass from Transport Desk within 10 days of the registration.

* Your transport deduction shall begin from the date you raise the request in the employee Fleet, as per the payroll cycle.
* Registration process is not complete till you collect the bus pass from Travel Desk.
* Bus passes will have to be produced on demand to the designated persons authorised by Capgemini to check the passes.
* Transport Fee deduction Cycle is calculated from 15th of the previous month to 14th of the current month (eg.: For month of June deduction will be May 15th to June 14th and for the month of July it will be June 15th to July 14th).

We don’t follow prorated bases of deduction, nor do we have temporary bus pass facilities.

### Process to De-register the bus pass

Buss pass needs to be handed over to Travel desk personnel to complete the de-registration process. De-registration formality is not complete till the pass is physically handed over to an ICRES team member; till such time deduction will continue.

1. Date of approval by Transport team shall be considered as date of de-registration.

2. If an employee has registered for more than 5 days in a billing cycle, deduction in current month shall happen for entire amount)

3. Employees going on-site or on long leave, need to de-register and submit their passes to avoid transport fee deduction from salary, failing which deduction would continue and no refund will be granted.

### Loss of bus pass:

Employees need to follow below mentioned steps to get a new Bus Pass

1. Employee needs to inform ICRES team in cases of a loss of the bus pass by email.

2. ICRES team will deactivate the same.

3. Employees need to apply for bus pass if he / she want to continue availing the bus facility.

### No service zone:

Beyond 50 Kms from Campus

Serve only till City Limits.

### Change of route

Routes shall not change once declared, unless it happens due to unavoidable circumstances like statutory requirements or as per the direction from ICRES team

### Cancellation of routes

We would need minimum 50% Occupancy to run a particular route, if the same is not observed over a period of one month, the route will be cancelled with 30 days notice, and communication will be sent to employees registered for the route.

### Adding new routes

To add new routes, a minimum 75% employee of the capacity is required from a particular location. Routes will be introduced as per the policy. This will be region based and final call will be taken by city leads.

### Reimbursement

This Process does not cover any reimbursement. No reimbursement will be given against non-availability of transport on any route.

Employees registering to avail transport facility should do so on the basis of present routes prescribed on data pub.

### Bus pass verification

Bus pass will be checked by a person designated by ICRES team & nominated bus Monitors. Employees are requested to show their bus pass on demand. Rs.3000/- & Rs.2000/- based on km slab will be deducted from salary if an employee is found travelling without bus pass and registration.

Note: Employees are prohibited from smoking and consuming alcoholic drinks while in the vehicle or travelling under its influence. If found, strict disciplinary action will be taken

### Transport for outdoor events

Event specific transport is not under the scope of the process. Employees cannot use office transport for outdoor events. They need to raise GPOC / IBEX and coordinate with Procurement team

### Morning bus routes (8:30 Am log in at Campus)

|  |  |
| --- | --- |
| **ROUTE** | **LOCATION** |
| Route 1 | MOULALI |
| Route 2 | RAMANTHAPUR |
| Route 3 | NACHARAM |
| Route 4 | VANASTHALIPURAM |
| Route 5 | ALWAL |
| Route 6 | JNTU |
| Route 7 | JEEDIMETLA |
| Route 8 | SANATH NAGAR |
| Route 9 | KOTHAPET |
| Route 10 | CHADHARGHAT |
| Route 11 | UPPAL |
| Route 12 | MALKAJGIRI |

### Evening bus routes (06:15 Pm Log out From Campus)

|  |  |
| --- | --- |
| **ROUTE** | **LOCATION** |
| Route 1 | MOULALI |
| Route 2 | RAMANTHAPUR |
| Route 3 | NACHARAM |
| Route 4 | VANASTHALIPURAM |
| Route 5 | ALWAL |
| Route 6 | JNTU |
| Route 7 | JEEDIMETLA |
| Route 8 | SANATH NAGAR |
| Route 9 | KOTHAPET |
| Route 10 | CHADHARGHAT |
| Route 11 | UPPAL |
| Route 12 | MALKAJGIRI |

(07:10 Pm Log out From Campus)

|  |  |
| --- | --- |
| **ROUTE** | **LOCATION** |
| BUS 1 | MOULALI |
| BUS 2 | VANASTHALIPURAM |

Bus Charges:

|  |  |
| --- | --- |
| **Distance** | **Fee** |
| Less than 15 km | INR 1400 |
| 15 to 25 km | INR 1750 |
| More than 25 km | INR 1950 |

### General guidelines for bus users

* Please be present at the specified boarding time and place.
* All bus users need to carry their bus passes daily.
* Please do not pass any instructions to the drivers, supervisors, etc. but only to the transport team & your bus monitors.
* No lady associate to sit in the driver’s cabin.
* An Employee is entitled to get themselves dropped at their designated stop only & not at alternate.
* Use designated stops. Family and friends are not permitted in the buses.
* No eatables and beverages to be carried in the vehicle.
* Please note the bus / route no. in which you are commuting.
* Whilst on the bus, conduct yourself in an orderly manner.
* In case of an emergency or a break down, please contact the transport team.

### Penalties

As per the CG transport policy travelling in CG bus, without valid bus pass, attracts a penalty of Rs 3000/- & Rs.2000/- as per category. Hence this amount is levied to you and will be recovered from your salary for the travel cycle as per definition. You must obtain a regular bus pass if you wish to avail the bus transport service in future and avoid any further penalty.

### Casual travelers

We have briefed all bus monitors to see that regular commuters get preference when it comes to seating. Employees who do not hold valid bus pass and have prior written approval from GFM (for any genuine reasons), he / she can possess / use only the last seats if there are any vacant seats available.

Bus transport assistance

|  |  |  |  |
| --- | --- | --- | --- |
| **SPOC** | **Email** | **Extn.** | **Cell number** |
| Benhur Dawson | [benhur.dawson@capgemini.com](mailto:benhur.dawson@capgemini.com) | 4024609 | +91 9989057192 |

# Travel Services

Egencia is a application used to making travel bookings at Capgemini. The application is used for both domestic as well as international travel.

**ACIS**

* **Easy-to-use application:**

**– Grade A to D:**A familiar [booking tool](http://indiaapps.in.capgemini.com/) (India Apps Portal > Facilities > Travel > Travel Request Summary), designed specifically for the business traveler. Once the Travel Request is approved, ticket booking can be done by visiting the [Capgemini-Egencia website](http://capgemini.egencia.co.in/)**.**

**– Grade E & F:**Make your travel reservations by directly visiting [Capgemini-Egencia](http://capgemini.egencia.co.in/) [website](http://capgemini.egencia.co.in/)**.**

* **Alerts:** The flight status alerts are sent to your registered mobile. So, stay updated with the latest information affecting your business travel, including flight delays and gate changes. Alerts can also be used to inform a colleague or loved ones of your up-to-date arrival timing.
* **Safety:** Using the in-house travel portal and seeking the assistance of the Capgemini travel agent enables your travel manager to notify you of any potential issues and/or locate you in case of an emergency.
* **Easy hotel bookings:**Hotel booking can be made online with egencia tool
* **Helpdesk:** Experienced travel agents will be available 24x7 for your assistance via toll free telephone numbers and over email.

**– Grade A to D:** 1800-419-9927 or +91-124-6672318

**– Grade E & F:**  1800-419-9926 or +91-124-6672319

**– Email id: capgemini@egencia.co.in**

**Please note:** Employees are requested to read the [2017 India Travel and Expense (ACIS)](http://talent.capgemini.com/in/pages/supportfunctions/finance_hub/time_and_expense/) and use the travel portal for all travel requirements in India. This system will offer flexibility when booking as well as help reduce the cost of travel transactions.

**For you to use:**

* Read the [Profile Updation](http://talent.capgemini.com/getDocs/BDCD18B6-5E22-72DF-5832-7230388CE006/Capgemini_Egencia_Your_Profile_Updation_Updated_March_27.pdf) step-by-step guide and update your profile on the Capgemini-Egencia website.

**FS SBU**

* **Easy to you Travel Application:** 
  + **– Grade A to D:**A familiar pre-trip approval tool ([iConnect](https://iconnect.fs.capgemini.com/Travel/frmTravelSupplierSearch.aspx)> Travel Desk System > New Travel Request - <https://iconnect.fs.capgemini.com/>). The tool is designed specifically for the business traveler and caters to requests pertaining to Air Travel, Hotel and On call Cab.
  + **– Grade E & F:**Make your travel reservations by directly visiting [Capgemini-Egencia](http://capgemini.egencia.co.in/) [website](http://capgemini.egencia.co.in/)**.**

* **Alerts:**The flight status alerts are sent to your registered mobile. So, stay updated with the latest information affecting your business travel, including flight delays and gate changes.
* **Safety:**  Using the in-house travel portal and seeking the assistance of the Capgemini travel agent enables your travel manager to notify you of any potential issues and/or locate you in case of an emergency.
* **Emergency Travel Desk:**You  can also call the following numbers of Egencia—the Travel Agency Service Provider—directly (during and after office hours):

**Phone:**1800 4190 185 (Within India) / +91 (0) 124 6672307  
(Outside India)  
**Email address (**during and after office hours): [customer\_service@egencia.co.in](mailto:customer_service@egencia.co.in)

**BSv**

* **Easy-to-use Booking application:**
  + **Grade A to F:**Make your travel reservations by directly visiting [Capgemini-Egencia](http://capgemini.egencia.co.in/) [website](http://capgemini.egencia.co.in/)

* **Alerts:** The flight status alerts are sent to your registered mobile. So, stay updated with the latest information affecting your business travel, including flight delays and gate changes.
* **Safety:** Using the in-house travel portal and seeking the assistance of the Capgemini travel agent enables your travel manager to notify you of any potential issues and/or locate you in case of an emergency.
* **Easy hotel bookings**: Hotel booking should be sent to the Travel Coordinator/Egencia team by mail with details like visiting office address etc. If the stay is more than 15 days it will booked in a service apartment, else on CG preferred hotels.  The travel team will provide accommodation as per the Capgemini policy**.**
* **Helpdesk:**Experienced travel agents will be available 24x7 for your assistance. The contact details:  
  Egencia Customer care  - **customer\_service@egencia.co.in** +91 124 6672300

More details: (<http://talent.capgemini.com/in/pages/supportfunctions/travel_desk>)

### SPOC for escalation

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Escalation Level** | **Role** | **Name** | **Email ID** | **Extn.** | **Cell No.** |
| **First Level** | Transport In-charge | Benhur Dawson | [benhur.dawson@capgemini.com](mailto:benhur.dawson@capgemini.com) | 4024609 | +91 9989057192 |
| **Second Level** | Facilities In-charge | Mahender Samudrala | [mahender.samudrala@capgemini.com](mailto:mahender.samudrala@capgemini.com) | 27666 | +91 9848859000 |
| **Third Level** | City Service Deliver Head | Venkata Vemavarapu | [venkata.vemavarapu@capgemini.com](mailto:venkata.vemavarapu@capgemini.com) | 26818 | +91 9848598201 |
| **Fourth Level** | COE Transport | Pramod Shetty | [pramod.shetty@igate.com](mailto:pramod.shetty@igate.com) | 8091103 | +91 9845257926 |

### Cab transport assistance

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **For Central Pool Cab** | | | | | | |
| **For cab pickups and drops contact transport helpdesk 24 X 7** | | | | | **Location** | |
| +91 9502769555 & 9502791555 | | | | | Campus/Waverock | |
| **For complaints / suggestions / Emergency contact :** | | | | | | |
| **Escalation Level** | **Role** | **Name** | **Email ID** | **Extn.** | | **Cell No.** |
| **First Level** | Transport In-charge | Benhur Dawson | [benhur.dawson@capgemini.com](mailto:benhur.dawson@capgemini.com) | 4024609 | | +91 9989057192 |
| **Second Level** | Transport Lead | Mahender Samudrala | [mahender.samudrala@capgemini.com](mailto:mahender.samudrala@capgemini.com) | 040-27666 | | +91 9848859000 |
| **Third Level** | City Service Delivery Head | Venkata Vemavarapu | [venkata.vemavarapu@capgemini.com](mailto:venkata.vemavarapu@capgemini.com) | 040-26818 | | +91 9848598201 |
| **Fourth Level** | COE Transport | Pramod Shetty | [pramod.shetty@igate.com](mailto:pramod.shetty@igate.com) | 080- 41041103 | | +91 9845257926 |

### General guidelines for cab users

#### What you should do

* Follow your shift timing strictly.
* Call and Report to the Transport Supervisor if taking a leave or if the vehicle is not required.
* Ensure you are ready at the pick-up time / place.
* Ensure you are ready for a drop at the transport desk after log out time
* Avoid dealing with the Vendor directly for your requirements. Please co-ordinate with Transport team as per details provided
* Please wear the seat belt if seated in the front
* No lady will be seated in the front.
* Lady employees must insist for security escort between 8:00 pm and 6:00 am.
* Please check ID card of security escort & driver and then board the Cab.
* Please note the Cab No. in which you are commuting.
* Be alert & immediately report to Transport Team in cases of route deviation, any non employee traveling in the cab, and / or for the driver conduct.
* Staff are entitled to get themselves dropped at their designated addresses ONLY & not at alternate address
* Limit your conversation with the driver. In case of any issues please report it to the Transport team as per details provided
* Duly complete the Duty Log Sheet that the driver is carrying with him, clearly giving out the Emp ID, Emp Name, Place, Process, Start Time, End Time & Signature
* Please report any accidents, issues or concerns to the Transport team as per details provided

#### What you should not do

* Do not smoke in the cab & do not consume alcohol in the cab.
* Do not use the vehicle if you have a day off.
* Do not pressurize the driver to drive fast.
* Do not attempt to drive the hired vehicles under any circumstance.
* Do not swap / change the vehicle without intimation to the Transport team
* Do not make the vehicle wait, during Pick-up / Drop time
* Do not argue with the driver or vendor staff. Report all issues to the Transport team as per details provided

### Process for Ad hoc cab requests:

In case an associate misses a scheduled pick-up or drop, this qualifies for an Ad hoc request. Steps to be followed in such a situation by the associate:

1. The associate will have to reach out to the Transport Team

2. Transport Team will check the feasibility of clubbing the pick / drop with the existing roster and confirm the arrangement

3. If the clubbing is not feasible, Transport Supervisor will update the Associate to request for an ‘on call Cab’.

4. Associate will have to raise a Travel Request through the Travel Desk System on iConnect if it is during office hours. For post office, the associate will have to contact the ‘On call vendor’ and request for a vehicle and settle the charges directly.

5. If the request falls under silent hours and the associate is a lady, the Transport Supervisor will further coordinate with the Security Team and the associate to ensure the Security Escort is provided.

We are furnishing the list of contacts for Transport Supervisors, On Call Cab Vendor and Security Team.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Hyderabad Transport Supervisors** | | | | | | | |
| **Location** | **Vendor** | | **Core Team** | | **Contact Number** | | **Vendor Escalation** |
| Hyderabad | Sony Wheels | | On Site Supervisor | | +91 9581278924 | | +91 9000304453 |
| **Hyderabad On Call Cab Vendor** | | | | | | | |
| **Service Provider** | | **SPOC** | | **Extn. / Mobile Number** | | **24 / 7 Call Centre** | |
|  | |  | | **During Office Hours** | | **Post Office Hours** | |
| Carzonrent | | Implant Supervisor | | 040-4026378 / +91 8886398800 | | +91 9963998810/11 | |
| Car Club | | Implant Supervisor | | 040 - 4026488 / +91 9866414304 | | +91 8297741717 | |

|  |  |  |
| --- | --- | --- |
| **Hyderabad Contact Numbers Out For Lady Escort Security Arrangements** | | |
|  | Security Command Centre | Emergency Security Command Centre |
| Hyderabad | 040 - 4021000 | 040-23121000 |

### On-call cab request

To avail transport facility provided by company, employees should

1. Registerthemselveson   
<https://gass.in.capgemini.com/cabtransport>

We provide the cab facility based on the Iconnect requests / approval for ADHOC cab requirements. In absence of an Iconnect request / approval we still facilitate them on direct payment basis where user need to provide card details and then claim through expenses.

### ICRES SPOC

Hyderabad: Amar (amarnadh.paritala@capgemini.com)

### On call SPOCs for escalation

|  |  |  |  |
| --- | --- | --- | --- |
| **On Call Cab Vendor** | | | |
| **Service Provider** | **SPOC** | **Extn. / Mobile Number** | **24 / 7 Call Centre** |
|  |  | **During Office Hours** | **Post Office Hours** |
| Carzonrent | Implant Supervisor | 4026378 / 8886398800 | 9963998810/11 |
| **For complaints / suggestions / Emergency contact :** | | | |
| [amarnadh.paritala@capgemini.com](mailto:Reddy.a.kalyan@capgemini.com)  +91 9502773555 | | | |

# H07 – Phoenix

# Capgemini Hyderabad ICRES Help Desk Number:

Extn: 4005

# Transport services

Bus transport facility is on defined routes, for employees with necessary contribution from their salary. Company provides Bus transport facility on defined routes and timings. Details of routes & timings are available in <https://bustransport.in.capgemini.com>.

## Bus / shuttle services

1. Raise a Bus / Shuttle Request in the EMPLOYEE FLEET  
Bustransport.in.capgemini.com  
(i.e. ispace >Employee Fleet>Bus pass) For BUS transport select location as Hyderabad Mindspace & for Shuttle Services select location as Hyderabad Phoenix.

2. As & when the request is raised, a temporary Pass would be given.

### Process of issuance of bus pass

1. Collect your Physical Bus pass from Transport Desk within 10 days of the registration.

* Your transport deduction shall begin from the date you raise the request in the employee Fleet, as per the payroll cycle.
* Registration process is not complete till you collect the bus pass from Travel Desk.
* Bus passes will have to be produced on demand to the designated persons authorised by Capgemini to check the passes.
* Transport Fee deduction Cycle is calculated from 15th of the previous month to 14th of the current month (eg.: For month of June deduction will be May 15th to June 14th and for the month of July it will be June 15th to July 14th).
* We don’t follow prorated bases of deduction, nor do we have temporary bus pass facilities.

### Process to de-register the bus pass

Buss pass needs to be handed over to Travel desk personnel to complete the de-registration process. De-registration formality is not complete till the pass is physically handed over to an ICRES team member; till such time deduction will continue.

1. Date of approval by Travel desk shall be considered as date of de-registration.

2. If an employee has registered for more than 1 day in a billing cycle, deduction in current month shall happen for entire amount)

3. Employees going on-site or on long leave, need to de-register and submit their passes to avoid transport fee deduction from salary, failing which deduction would continue and no refund will be granted.

### Loss of bus pass:

Employees need to follow below mentioned steps to get a new Bus Pass

1. Employee needs to inform ICRES team in cases of a loss of the bus pass by email.

2. ICRES team will deactivate the same.

3. Employees need to apply for bus pass if he / she want to continue availing the bus facility and it will be charged Rs. 50/- one time.

### No service zone:

Beyond 35 Kms from Phoenix Campus

Serve only till City Limits.

### Morning bus routes (8:00 Hrs log in at Phoenix Campus)

|  |  |
| --- | --- |
| **Route** | **Location** |
| Route 1 | Motinagar |
| Route 2 | Vanasthalipuram |
| Route 3 | Nagole |
| Route 4 | Bowenpally |
| Route 5 | Alwal |
| Route 6 | Shivam |

### Evening bus routes (17:10 Hrs Log out From Phoenix Campus)

|  |  |
| --- | --- |
| **Route** | **Location** |
| Route 1 | Motinagar |
| Route 2 | Vanasthalipuram |
| Route 3 | Nagole |
| Route 4 | Bowenpally |
| Route 5 | Alwal |
| Route 6 | Shivam |

### Bus charges:

|  |  |
| --- | --- |
| **Distance** | **Fee** |
| Less than 15 km | INR 1400 |
| 15 to 25 km | INR 1750 |
| More than 25 km | INR 1950 |

### SPOCs for escalation

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Escalation Level** | **Role** | **Name** | **Email ID** | **Extn.** | **Cell No.** |
| **First Level** | Transportation SPOCs | Amarnath Paritala | amarnadh.paritala@capgemini.com | 040 -4832 | +91 9908660400 |
| **Second Level** | Deputy City Service Delivery Head | Mahender Samudrala | [mahender.samudrala@capgemini.com](mailto:mahender.samudrala@capgemini.com) | 040- 4027666 | +91 9848859000 |
| **Third Level** | City Service Delivery Head | Venkata Vemavarapu | [venkata.vemavarapu@capgemini.com](mailto:venkata.vemavarapu@capgemini.com) | 040- 4026818 | +91 9848598201 |
| **Fourth Level** | Transport COE | Pramod Shetty | [Pramod.shetty@capgemini.com](mailto:Pramod.shetty@capgemini.com) | 080 41041103 | +91 9845257926 |

### Bus transport assistance

|  |
| --- |
| **Please call – Transport Helpdesk :** |
| **Ramu / Santosh +91 97031 99994** |
| **For complaints / suggestions / Emergency contact :** |
| **Benhur Dawson on 99890 57192 OR mail to** [**benhur.dawson@capgemini.com**](mailto:benhur.dawson@capgemini.com) |

### Process for Ad hoc cab requests:

In case an associate required a unscheduled pick-up or drop, this qualifies for an Ad hoc request. Steps to be followed in such a situation by the associate:

1. The associate will have to reach out to the Transport Team.

2. Transport Team will check the feasibility of clubbing the pick / drop with the existing roster and confirm the arrangement

3. If the clubbing is not feasible, Transport Supervisor will update the Associate to request for an ‘on call Cab’.

4. Associate will have to raise a **ONE TIME Request (Un-Scheduled Request)** through the Employee Fleet, if it is during office hours.

5. If the request falls under silent hours and the associate is a lady, the Transport Supervisor will further coordinate with the Security Team and the associate to ensure the Security Escort is provided.

We are furnishing the list of contacts for Transport Supervisors, On Call Cab Vendor and Security Team.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Hyderabad Transport Supervisors** | | | | |
| **Location** | **Vendor** | **Core Team** | **Contact Number** | **Vendor Escalation** |
| Hyderabad | SAI GARUDA SERVICES & UNIQUE TOURISM PVT LTD. | On Site Supervisor | +91 9703199994 | +91 9989057192 |

### ICRES SPOC

Hyderabad: Amarnath [–amarnadh.paritala@capgemini.com](mailto:–amarnadh.paritala@capgemini.com)

# Employee services

## Helpdesk:

The ICRES Helpdesk provides 24X7 supports for all facilities related queries, requests and feedback.

You can register your requests on ICRES Helpdesk through the following channels:

* **Email** – Write to **IN, HelpdeskICRES** OR [helpdeskicres.in@capgemini.com](mailto:helpdeskicres.in@capgemini.com)
* **Web Platform** – Visit our portal at <https://capgeminiicres.ifmapps.com/Account/SingleSignOn>  OR India Talent >> About Us >> Support Fuctions  >> ICRES & Procurement >> ICRES >> ICRES Helpdesk (Right Side Links)
* **Phone** – Please refer to the following table:

|  |  |  |
| --- | --- | --- |
| **Location** | **From Extn.** | **From Handphone** |
| NCR (Noida/Gurgaon) | 4005 | 011-69444005 |
| Pune | 4005 | 020-69444005 |
| Mumbai | 4005 | 022-69444005 |
| Kolkata | 4005 | 033-69444005 |
| Hyderabad | 4005 | 040-69444005 |
| Chennai | 4005 | 044-69444005 |
| Bangalore | 4005 | 080-69444005 |
| Gandhinagar | 4005 | 022-69444005 |
| Salem | 4005 | 044-69444005 |
| Trichy | 4005 | 044-69444005 |

|  |  |
| --- | --- |
| You can use the above channels to raise requests related to the following:   * Air Conditioning * Carpentry * Electrical * Plumbing * Repairs & Maintenance * Cleaning & Janitorial Services * Pantry Services * Pest Management * Waste Management * Office Relocations * Landscaping and Indoor Plants |  |

 This ICRES helpdesk tool has been launched with the support of our Facility Management vendor partner – Jones Lang LaSalle (JLL).

# Concierge Services

The ICRES Team offers a 24/7 digitized experience for concierge services across all locations through our partner Lesconcierge Services Pvt. Ltd.

A onetime registration is required to be done by all employees to avail these services by logging into [www.lesconcierges.in/capgemini](http://www.lesconcierges.in/capgemini).

Post registration, these concierge services can be availed anytime, through any of the following channels:

* **Phone**: Toll free number – 1800 1037 247/ Landline number – 080 4511 2427
* **Email**: [support@lesconcierges.in](mailto:support@lesconcierges.in)
* **Mobile App**: Google Play Store, Apple iStore and Windows OS
* **Online Chat**: [www.lesconcierges.in/capgemini](http://www.lesconcierges.in/capgemini)

Any complaints /queries on concierge services should be directed to the tools/ link mentioned at the Les Concierge Website - [www.lesconcierges.in/capgemini](http://www.lesconcierges.in/capgemini).

## Food & beverage services-Campus

### Food Kiosk services

Cafeteria Building - Atria

1. Ground Floor

Services Available –

Lunch - Thali /Ala carte lunch (Veg & Non –Veg Combo) and Foodies a restaurant concept food joint– Maha Spice Caterers

2. Frist Floor

Breakfast / Ala carte lunch (Veg & Non –Veg Combo) – Vibrant Hospitality

1. 2nd Floor

Providing multiple options through various food courts.

1. RG's Chinese Counter which provides fine Chinese fast food at reasonable price.
2. Nice Juice will refresh you with fresh juices. They have special juices & chat varieties also.
3. Idly King has Idly, Dosa and other south Indian dishes.
4. Hearty Bite sells variety of healthy food like Oats, Pasta, Organic Tea etc.
5. Frankie has a variety of veg and non-veg rolls.
6. Tasty Buds. Momo, Pasta etc
7. King Corn sells corn, sprouts, soda, boiled egg, instant soups etc
8. My Tea House is known for its special tea & coffee along with evening snacks.
9. Country Oven specializes in cakes, puffs, pizzas etc. (Grond Floor SB2 Backside)
10. Waverock – 9th Floor Floor Break out area- Snacks / Tea counter

## Guest / Delegate / Client dining information

1. Client Visit is managed by the Client Visit Executive Team

a. Process –

i. Details of the visit to be entered into the CVE portal <http://cve.in.capgemini.com/AspxPages/FrmHome.aspx>  
Note: - Details of the client visit to be provided 3 working days in advance.

2. Internal Meetings / CG Leadership Meetings

Process:-

1. For arrangement of food / tea / coffee / snacks send a mail to [gfmhydss.fsgbu@capgemini.com](mailto:gfmhydss.fsgbu@capgemini.com) /praveen.avuthu@capgemini.com

2. Discussion room bookings and arrangements to be done by the same requestor

3. All expenses related to the visit / meeting will be charged to the respective project codes.

4. Minimum 24 working hrs advance notice required for arrangements.

#### Pantry services

1. Fresh Milk tea / coffee vending machine placed in the following pantries of the facility

a. Reception Block – Ground Floor

b. SB 1 – 4th Floor Breakout Area

c. SB 2 – 3rd Floor Breakout Area

d. SB3

i. Ground Floor

ii. Fourth floor

e. Waverock – 9th Floor Breakout Area

2. Operational Timings – 8 AM to 8 PM

Meal request on holidays

1. Cafeteria first floor operates during holidays & weekends.
2. Snack vending machines are provided across the location for alternate food options during weekends and silent hours.

3. Any request for meal support need to be sent to [gfmhydss.fsgbu@capgemini.com](mailto:gfmhydss.fsgbu@capgemini.com) / [praveen.avuthu@capgemini.com](mailto:praveen.avuthu@capgemini.com) and should have 24 working hrs advance notice

4. Following details to be provided

a. Name

b. Employee ID

c. Project & Task Code

d. No of Pax / Serving Time

4. Service will be delivered at requested / designated places .

5. This is a self paid model i.e. associates need to pay for the meal taken.

6. In case the requested meal is not picked up, the cost of the same will be charged back to the project.

### SPOCs for escalation

|  |  |  |  |
| --- | --- | --- | --- |
| Service | Escalation 1 | Escalation 2 | Escalation 3 |
| Cafeteria | [cachconnect.fsgbu@capgemini.com](mailto:cachconnect.fsgbu@capgemini.com) | Ravikanth Panathy  [Ravikanth.panathy@capgemini.com](mailto:Ravikanth.panathy@capgemini.com)  Extn: 4021854  Cell: +91 9611169662 | Venkata Vemavarapu  [venkata.vemavarapu@capgemini.com](mailto:venkata.vemavarapu@capgemini.com)  Extn: 4026818  Cell: +91 9848598201 |
| Housekeeping / Soft-services / Stationery / Pest Control / Pantry / | Avuthu, Praveen [praveen.avuthu@capgemini.com](mailto:praveen.avuthu@capgemini.com)  Extn: 4023501  Cell: +91 9505999916 | Ravikanth Panathy  [Ravikanth.panathy@capgemini.com](mailto:Ravikanth.panathy@capgemini.com)  Extn: 4021854  Cell: +91 9611169662 | Venkata Vemavarapu  [venkata.vemavarapu@capgemini.com](mailto:venkata.vemavarapu@capgemini.com)  Extn: 4026818  Cell: +91 9848598201 |
| Engineering & Maintenance |  | Chandra Sekhar Avuthu  [chandra-sekhar.avuthu@capgemini.com](mailto:chandra-sekhar.avuthu@capgemini.com)  Extn: 4026530  Cell: +91 9666671337 | Venkata Vemavarapu  [venkata.vemavarapu@capgemini.com](mailto:venkata.vemavarapu@capgemini.com)  Extn: 4026818  Cell: +91 9848598201 |
| Security | Ratish Elavanate  [Elavanate.ratish@capgemini.com](mailto:Elavanate.ratish@capgemini.com)  Extn: 4026483  Cell: +91 9010247755 | Avalluru, Chandra Mohan [chandra-mohan.avalluru@capgemini.com](mailto:chandra-mohan.avalluru@capgemini.com)  Extn: 4026031  Cell: +91 9848912586 | Venkata Vemavarapu  [venkata.vemavarapu@capgemini.com](mailto:venkata.vemavarapu@capgemini.com)  Extn: 4026818  Cell: +91 9848598201 |
| Internal Meetings / Guest Relations | [*amruth-roy.regulla-abraham@capgemini.com*](mailto:amruth-roy.regulla-abraham@capgemini.com)  ***Etn: 4023500*** | Ravikanth Panathy  [Ravikanth.panathy@capgemini.com](mailto:Ravikanth.panathy@capgemini.com)  Extn: 4021854  Cell: +91 9611169662 | Venkata Vemavarapu  [venkata.vemavarapu@capgemini.com](mailto:venkata.vemavarapu@capgemini.com)  Extn: 4026818  Cell: +91 9848598201 |

### Building ICRES SPOCS

|  |  |  |  |
| --- | --- | --- | --- |
| **Unit/ Building (s)** | **SPOC Name** | **SPOC Contact Details** | **SPOC Email Address** |
| **SB3 (Campus)** | C:\Users\rpanathy\Desktop\ICRES\Ravi kanth\Photo.jpg   Ravikanth Panathy | Reception Block,2nd Floor  Desk: S001  Extn: 4021854  Cell: +91 9611169662 | [Ravikanth.panathy@capgemini.com](mailto:Ravikanth.panathy@capgemini.com) |
| **SB2 (Campus)** | http://builders.capgemini.com/upload/user_images/6174C9EF-E2E8-9051-8BB0-A742CE801AB6/Naveed%20Khan.png    Naveed Khan | Reception Block,2nd Floor  Desk: S008  Extn: 4026509  Cell: +91 9948663583 | [naveed.a.khan@capgemini.com](mailto:naveed.a.khan@capgemini.com) |
| **SB1 (Campus)** | http://builders.capgemini.com/upload/user_images/6174C9EF-E2E8-9051-8BB0-A742CE801AB6/Chandra%20Sekhar%20Avuthu.png    Chandra Sekhar Avuthu | Reception Block,2nd Floor  Desk: S013  Extn: 4026530  Cell: +91 9666671337 | [chandra-sekhar.avuthu@capgemini.com](mailto:chandra-sekhar.avuthu@capgemini.com) |
| **Waverock** | Durga Prasad | 10th Floor ODC 6, Waverock  Desk: S001  Extn: 4028222  Cell: +91 8712167778 | [durgaprasad.perabathula@capgemini.com](mailto:durgaprasad.perabathula@capgemini.com) |

## Stationary requests

1. Stationery Store is located in Reception Building- Ground Floor Back side

3. For ACIS associated stationary can be requested through https://talent.capgemini.com-> Useful Links -> Useful Apps -> ICRES Apps -> Stationery and need to be collected the same from stationery store.

4. Quantity & Pricing of the items available are pre-determined.

5. Any request beyond will require the project managers approval.

6. Any item other than provided in the application can be requested with the stationery store via email to [vasundhara.kavuluri@capgemini.com](mailto:vasundhara.kavuluri@capgemini.com) along-with an approval from the project manager / project code owner.

7. All the cost of stationery is charged to the project codes provided by the associate.

## ATM locations

Cafeteria – Ground Floor – City, IDBI and HDFC

## Mail room

**Location** – Reception Building- Ground Floor Back side

**Courier Desk Contact No** – 4027444

**Contact Person** - Kiran

**Email**: - [mailroomhydcampus.fssbu@capgemini.com](mailto:mailroomhydcampus.fssbu@capgemini.com)

**Timings** – 9 AM to 5 PM, (Monday to Friday)

Service Providers – DTDC & Blue-dart

1. Both official & personal courier services are provided.

2. Official courier requires project & task code details to be provided while booking.

3. Personal courier cost needs to be borne by the associates

4. All snail (Bill statements, subscriptions, inland letters, postcards etc.) mails are kept in the alphabetically arranged pigeon holes in the mail room.

5. Snail mails will not be returned or details of the same will not be communicated to the associates it will be their responsibility to regularly check for the same

6. Mail room does not collect / store any credit cards, debit cards, check books, PINs / statements.

7. All personal parcels will be handed over directly to the associates by the respective service agency personnel; CG mailroom personnel will not be responsible for collection & distribution of the same.

8. Any official courier is communicated to the respective recipient by the courier desk for collection within 03 days.

9. All snail mails are destroyed after 90 days.

## Business cards

1. FS associates can apply in the iConnect portal (<https://iconnect.fs.capgemini.com/>) -> Main Menu-> Facilities -> Business Card.

2. ACIS associates needs to send details in the following format to [campusreception.fsgbu@capgemini.com](mailto:campusreception.fsgbu@capgemini.com)



3. Cost of the business card is charged to the respective project codes.

4. It will take minimum 5 working days for printing the business card.

5. Once the business card is prepared requestor will receive communication for collection

6. Business cards need to be collected within two days of communication.

7. Operations timing – 2PM to 5PM, all working days.

## Pest control

Request with the helpdesk

## Conference room services

PDF document on Conference Room information and status report as per records



For technical issues related to booking, please raise a service desk request through the India Service Desk

## Reprographic Services (Photocopy Services)

Location of the Photocopy Machines

|  |  |  |  |
| --- | --- | --- | --- |
| **Building** | **Floor** | **Place / Wing** | **Service Type** |
| SB1 | Ground | L & C Area | Self Service |
| SB1 | 3rd Floor | Open Area | Self Service |
| SB2 | 2rd Floor | Open Area | Self Service |
| SB3 | 4th Floor | Open Area | Self Service |
| Reception | First Floor (HR Area) | NA | Operator |
| Waverock | 10th Floor | Near IT Team (Open Area) | Self Service |

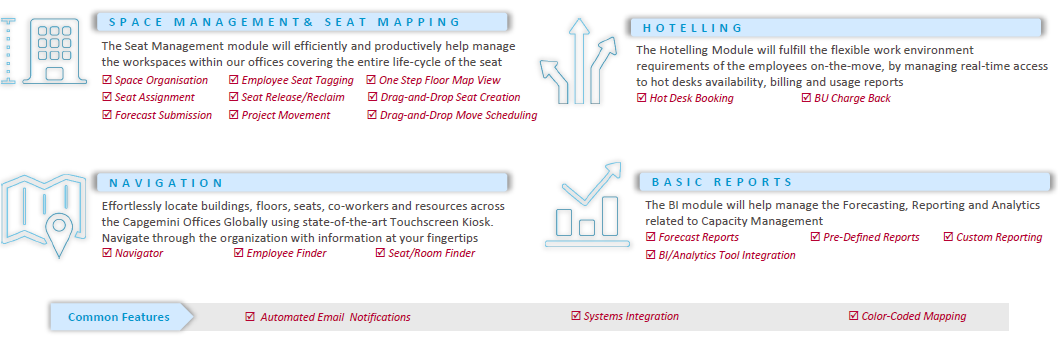
# Seat allocation and movement

# ATON –Automation Tool for Online Space Management

ATON is the automated space management tool that is used to request for seats.

The system provides a complete mapping and allocation of seats across our facilities along with relevant floor plans and reports. There are in-built features like on screen navigation, that will help you navigate through Capgemini Offices globally, providing information about facilities, available seats etc. It enables you to trigger processes like Seat Assignment, Employee Seat Tagging, Seat Release/ Reclaim, One Step Floor Map view, Forecast Submission, Project Movement etc.

**ATON Detailed Features**



ATON can be accessed through [https://aton.capgemini.com](https://aton.capgemini.com/)

## Process of seat allocation

* Seat request by PM / PMO on space management portal for single / bulk seats (all seat requests are required to be raised on SMP selecting name of employee & project codes)
* Approval by BU SPOC / Financial Controller
* Seat allocation / Blocking by Space Management Team

## SPOCs for escalation

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Escalation Level** | **Role** | **Name** | **Email ID** | **Extn.** | **Cell No.** |
| **First Level** | Space Manager of Hyderabad | Krishna Borra | [Krishna.borra@capgemini.com](mailto:Krishna.borra@capgemini.com) | 040-4021103 | +91 9705176664 |
| **Second Level** | Space Management Deputy Lead | Priya Aggarwal | [priya.aggarwal@capgemini.com](mailto:priya.aggarwal@capgemini.com) | 022-2273782 | +91 9820449844 |
| **Third Level** | Space Management COE Lead | Vijay Chandramohan | vijay.chandramohan@capgemini.com | 020- 2013427 | +919850976021 |

## Employee wellness services

## Doctor information

Located in Reception Building (Beside Stationary room) and it is managed by Apollo Medical services.

## Schedule, availability and locations

On all working days from 11 AM to 10 PM, Campus and Waverock

## First aid information

Available with the respective reception security in all the Buildings from 9 PM to 11 AM

First aid kits are available at all buildings main receptions after closer of Paramedical services from 10PM onwards with the medicines prescribed by Apollo Medical services.

## Wellness rooms

Located in Cafeteria Building (Beside Crèche room), for Female and Male separately

## Crèche room

This will provide lot of comfort to the working Mothers where they can put their children and meet them in regular intervals at work place. It has a capacity of 70 children managed by 3rd party, under Parents committee governance.

## Nearest hospitals

Continental Hospital – 040-67000000

Apollo Hospital - 23607777

## SPOCs for escalation

|  |  |  |  |
| --- | --- | --- | --- |
| **SPOC** | **Email** | **Extn. / Mobile Number** | **Cell number** |
| Ravikanth Panathy | [Ravikanth.panathy@capgemini.com](mailto:Ravikanth.panathy@capgemini.com) | +91 40 4021854 | +91 9611169662 |

## Committee(s)

|  |  |  |
| --- | --- | --- |
| **COMMITTEE** | **NATURE** | **Email ID** |
| CACH | Capgemini Association for Cafeteria & Hygiene Committee | FSGBU, CACHConnect <cachconnect.fsgbu@capgemini.com> |
| Verve | Cultural Committee | FSGBU, Hyderabad Verve <fsgbuhyderabadverve.fsgbu@capgemini.com> |
| Sports | Sports Committee | FSGBU, Hyderabad Sports Committee <hyderabadsportscommittee.fsgbu@capgemini.com> |
| EJC | Employee Journalist Community | IN, Employee Journalist Community <employeejournalistcommunity.in@capgemini.com> |
| WeKare | CSR | IN, WeKare Communications <wekarecommunications.in@capgemini.com> |
| Toastmasters Club | Communication | FSGBU, HYD Operations <hydoperations.fsgbu@capgemini.com> |
| WinspirE | Women | FSGBU, Winspire Hyd <winspirehyd.fsgbu@capgemini.com> |
| Transport | Transport Committee | DL FSSBU -Transport HYD <-transporthyd.fssbu@capgemini.com> |
| Crèche | Crèche Committee | FSGBU, HYD Operations <hydoperations.fsgbu@capgemini.com> |
| Creatives | Script writing/Mailer/Newsletter, Designing/ Branding | FSGBU, HYD Operations <hydoperations.fsgbu@capgemini.com> |

# Workplace services - Phoenix H07

## Helpdesk numbers

### Cleaning services / Maintenance services

Extn – 4005

Process:-

1. Request to be raised

2. Operational Timings – 7 AM to 9 PM, Monday to Saturday

## Food & beverage services

### Food Kiosk services

Cafeteria Building

1. Basement-1

Services Available

a. Breakfast Idly King has Idly, Dosa and other south Indian dishes. – Vibrant Hospitality

b. Lunch – Thali /Ala carte lunch (Veg Combo) – Vibrant Hospitality

c. Evening Snacks & Tiffins and Dinner in night (Veg Combo) – Vibrant Hospitality

d. Juice Centre will refresh you with fresh juices. They have special juices & chat varieties also.

e. My Tea House is known for its special tea & coffee along with evening snacks.

2. Second Floor

a. Lunch – Non-veg Menu, Biryani, Combos Roti / Rice Thali – Vibrant Hospitality

Guest / Delegate / Client dining information

1. Client Visit is managed by the Client Visit Executive Team

a. Process :

i. Details of the visit to be entered into the Applications, Customer visit Form

https://ispace.ig.capgemini.com/SitePages/Applications.aspx

Note: – Details of the client visit to be provided 3 working days in advance.

2. Internal Meetings / Leadership Meetings

Process:-

1. For arrangement of food / tea / coffee / snacks send a mail to [ramesh.anthati@capgemini.com](mailto:ramesh.anthati@capgemini.com)
2. Discussion room bookings and arrangements to be done by the requestor in ispace portal
3. All expenses related to the visit / meeting will be charged to the respective project codes.
4. Minimum 24 hrs advance notice required for arrangements.

Pantry services

1. Tea / coffee vending machine placed in the following pantries of the facility

a. All 1st to 7th floors Breakout Areas

Operational Timings – 24 x 7

### SPOCs for escalation

Housekeeping / Soft-services / Stationery / Pest Control / Pantry / Cafeteria

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Escalation Level** | **Role** | **Name** | **Email ID** | **Extn.** | **Cell No.** |
| **First Level** | Ramesh Anthati | Ramesh Anthati | [*Ramesh.anthati@capgemini.com*](mailto:Ramesh.anthati@capgemini.com) | 040 -5551 | +91 7799874445 |
| **Second Level** | Sr. Manager | Ravikanth Panathy | [Ravikanth.panathy@capgemini.com](mailto:Ravikanth.panathy@capgemini.com) | 040- 4021854 | +91 9611169662 |
| **Third Level** | City Service Delivery Head | Venkata Vemavarapu | [venkata.vemavarapu@capgemini.com](mailto:venkata.vemavarapu@capgemini.com) | 040- 4026818 | +91 9848598201 |
| **Fourth Level** | FM Workplace COE | Sumeet Sharma | [sumeet.sharma@capgemini.com](mailto:sumeet.sharma@capgemini.com) | 080 38150 | +91 7875788880 |

|  |  |  |  |
| --- | --- | --- | --- |
| Service | Escalation 1 | Escalation 2 | Escalation 3 |
| Cafeteria | Ramesh Anthati Email ID:- Ramesh.anthati@capgemini.comExtn: 5551 Cell: +91 7799874445 | Ravikanth Panathy  [Ravikanth.panathy@capgemini.com](mailto:Ravikanth.panathy@capgemini.com)  Extn: 4021854  Cell: +91 9611169662 | Venkata Vemavarapu  [venkata.vemavarapu@capgemini.com](mailto:venkata.vemavarapu@capgemini.com)  Extn: 4026818  Cell: +91 9848598201 |
| Housekeeping / Soft-services / Stationery / Pest Control / Pantry / | Ramesh AnthatiEmail ID:- Ramesh.anthati@capgemini.comExtn: 5551 Cell: +91 7799874445 | Ravikanth Panathy  [Ravikanth.panathy@capgemini.com](mailto:Ravikanth.panathy@capgemini.com)  Extn: 4021854  Cell: +91 9611169662 | Venkata Vemavarapu  [venkata.vemavarapu@capgemini.com](mailto:venkata.vemavarapu@capgemini.com)  Extn: 4026818  Cell: +91 9848598201 |
| Engineering & Maintenance | Ramesh AnthatiEmail ID:- Ramesh.anthati@capgemini.comExtn: 5551 Cell: +91 7799874445 | Chandra Sekhar Avuthu  [chandra-sekhar.avuthu@capgemini.com](mailto:chandra-sekhar.avuthu@capgemini.com)  Extn: 4026530  Cell: +91 9666671337 | Venkata Vemavarapu  [venkata.vemavarapu@capgemini.com](mailto:venkata.vemavarapu@capgemini.com)  Extn: 4026818  Cell: +91 9848598201 |
| Security | Santosh Kumar Julakanti  [santhosh.julakanti@capgemini.com](mailto:santhosh.julakanti@capgemini.com)  Extn: 5311  Cell: +91 8886292923 | Ratish Elavanate  [Elavanate.ratish@capgemini.com](mailto:Elavanate.ratish@capgemini.com)  Extn: 4026483  Cell: +91 9010247755 | Venkata Vemavarapu  [venkata.vemavarapu@capgemini.com](mailto:venkata.vemavarapu@capgemini.com)  Extn: 4026818  Cell: +91 9848598201 |
| Internal Meetings / Guest Relations | Ramesh AnthatiEmail ID:- Ramesh.anthati@capgemini.comExtn: 5551Cell: +91 7799874445 | Ravikanth Panathy  [Ravikanth.panathy@capgemini.com](mailto:Ravikanth.panathy@capgemini.com)  Extn: 4021854  Cell: +91 9611169662 | Venkata Vemavarapu  [venkata.vemavarapu@capgemini.com](mailto:venkata.vemavarapu@capgemini.com)  Extn: 4026818  Cell: +91 9848598201 |

### Building ICRES SPOCS:

|  |
| --- |
| **Phoenix, H07** |
| Description: D:\DATA_2015\OWN\Ramesh photos\Own\13624 - Copy_1.jpg |
| Ramesh Anthati |
| 4th floor, ICRES Cabin |
| Desk No.W0289 |
| Mob: 7799874445 |
| [ramesh.anthati@capgemini.com](mailto:ramesh.anthati@capgemini.com) |

## Stationary requests

1. Stationery request to be raised in USC portal under Stationary category.

2. Stationery Store is located in first floor. Stationery will be issued with in office hours.

3. Quantity & Pricing of the items available are pre-determined.

4. Any request beyond will require the project managers approval.

5. Any item other than provided in the application can be requested with admin team by providing necessary approval and reimbursable from your project code along-with an approval from the project manager / project code owner.

6. All the cost of stationery is charged to the project codes provided by the associate.

## ATM locations

H07, Second floor Cafeteria – Kotak Bank

H07 Building Entrance – ICICI Bank

## Mail room

**Location** –First Floor Reception. Entrance

**Courier Desk Contact No** – 5550 / 4996 / 0

**Email**: – [frontofficeexecutiveshyderabad.ig@capgemini.com](mailto:frontofficeexecutiveshyderabad.ig@capgemini.com)

**Timings** – 9 AM to 7 PM, (Monday to Friday)

1. Only official courier services are provided.

2. Official courier requires project manager approval & project code details to be provided while booking.

3. All couriers need to collect from Front office, 1st floor.

4. Mail room does not collect / store any credit cards, debit cards, check books, PINs / statements.

5. Any official courier is communicated to the respective recipient by the courier desk for collection within 03 days.

6. All snail mails are destroyed after 90 days.

## Business cards

1. Associates can apply in the USC portal (<https://usc.ig.capgemini.com/>) -> Main Menu-> Admin -> Visiting Cards request.

2. Please share the details in the specified format to the below mail ID: [frontofficeexecutiveshyderabad.ig@capgemini.com](mailto:frontofficeexecutiveshyderabad.ig@capgemini.com)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Emp ID** | **Emp Name** | **Designation** | **Office Location Address** | **Office Landline** | **Mobile No.** | **E-mail Address** |
|  |  |  |  |  |  |  |

1. It will take minimum 7 working days for printing the business card.
2. Once the business card is prepared requestor will receive communication for collection
3. Business cards need to be collected within two days of communication.
4. Operations timing – 9 AM to 5 PM, all working days.

## Pest control

Associates need to raise request in USC under Admin for any request.

## Conference room services

Associates can apply in iSpace portal -> Main Menu-> Applications -> Admin -> Conference room booking system.

For technical issues related to booking, please raise a service desk request through the India Service Desk

## Reprographic Services (Photocopy Services)

Location of the Photocopy Machines

|  |  |  |  |
| --- | --- | --- | --- |
| **Building** | **Floor** | **Place / Wing** | **Service Type** |
| H-07 | 4th floor | Near Admin Wing | Self Service |

# Employee wellness services

## Doctor information

Located in 4TH floor near ODC 1 (Beside pantry) and it is managed by Apollo Medical services.

## Schedule, availability and locations

On all working days from 2 PM to 4 PM

## First aid information

Available with the 1st floor Reception

First aid kits are available at all buildings main receptions after closer of Paramedical services from 10PM onwards with the medicines prescribed by Apollo Medical services.

## Wellness rooms

Located in First floor (beside pantry) for Female associates.

Located in Fourth floor for Male associates.

## Nearest hospitals

Maxcure Hospital – 040-4540 4540

Apollo Hospital – 23607777

## SPOCs for escalation

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Escalation Level** | **Role** | **Name** | **Email ID** | **Extn.** | **Cell No.** |
| **First Level** | Health and Safety Lead | Mr. Ramesh Anthati | [Ramesh.Anthati@capgemini.com](mailto:Ramesh.Anthati@capgemini.com) | 040 - 5551 | +91 7799874445 |
| **Second Level** | City Service Delivery Head | Venkata Vemavarapu | [venkata.vemavarapu@capgemini.com](mailto:venkata.vemavarapu@capgemini.com) | 040 - 4026818 | +91 9848598201 |
| **Third Level** | Health and Safety COE Head | Priya Bohra | [priya.bohra@capgemini.co](mailto:priya.bohra@capgemini.co) | 040 - 2235079 | +91 9820247764 |

## 

# Physical safety & security services

## Issuance of access card and security

### Process of getting the access card and SLAs

****IDCard Management****

* On receipt of IDCard Issue form / notification from the HR, IDCard Cell will process the request & send confirmation to employee to collect the IDCard
* General Access will be provided as default
* Access to High security zones is provided on separate approval from Account owner / PMO.
* Incase of Loss or Damaged IDCard – Employee should fill in the form for Duplicate card issue and submit at IDCard Cell for Issue of Duplicate ID Card. There is a penalty of Rs 500 in case of Loss of IDCard.

****Material Management****

* All Capgemini / Contractor material are regulated using Gate pass process

### Do’s and don’ts related to security

****Do’s****

* All Employees to swipe their access card on Entry & Exit
* Visitors will be escorted at All times
* Get Familiar with All Emergency Exit on Floors of Work and Building Safe Assembly point
* Wear Helmets / Seat Belts while driving inside Campus

****Don’t****

* Carry materials like laptop, pen drive, CDs, floppy, etc inside Campus / Restricted areas
* Carry Camera inside the campus
* Tailgate [Please swipe your access cards prior to Entry & Exit]
* Take Photograph using Camera / Camera phone or any Other Gadget inside Restricted / General area

## Secure area / ODC awareness

### Restricted area / Client ODC

* Data Center | Network Room | Communication Rooms | Client ODC are Earmarked as High Security Zones
* Data Center | Network Room are installed with dual authentication access control system
* Access to these areas are only on approval of the Owner and is reviewed on monthly basis
* Any access violation in these area are monitored and investigation is carried for breach of security
* As per process people needing access to these areas have to send a request mail through their PMO / Delivery Manager to the security command center for activation of access. The same is also confirmed on return email to employees.

## Fire safety and evacuation procedures

### Fire Wardens and ERT team

* Each account / floor / module to Nominate min two ERT members to the Security Command Center
* Emergency Response Team is Trained in Basic Fire Fighting / First Aid Training twice a year
* Associates can go through this training link to have a better know how of What to do in case of an emergency [*e-learning module – Basis Fire Fighting*](https://capgemini.sumtotalsystems.com/sumtotal/app/management/LMS_ActDetails.aspx?UserMode=0&ActivityId=91305)
* (<https://capgemini.sumtotalsystems.com/sumtotal/app/management/LMS_ActDetails.aspx?UserMode=0&ActivityId=91305>)
* Associates can also self-nominate for ERT by writing to the Security command center

### Safety signage and safe assemble area (Mock-up drills)

* ERT Members are issued with an ERT KIT, and can be identified on floor by Yellow colour Name Tag displayed on desk. A list of ERT members is also displayed on each floor
* All Fire Doors are Identified and Signage is marked
* Each module Floor layout is displayed showing emergency exit / safe assembly point
* Safe assembly points are marked in each building
* Evacuation Drills are conducted twice a year

## Physical safety

### Do’s and don’ts

### Contacts in case of emergency

* In case of an emergency, contact 4001 internally from Capgemini, or 69444001 from anywhere external (Add local Area Code)

### Off hours Security provisions

* Off hours Security Provisions – Security Command Center is Operational on 24 x 7 basis  
  and will attend to any requirement. The emergencies are also attended on 4001 (Internally) Externally 69444001

## SPOCs for escalation

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Escalation Level** | **Role** | **Name** | **Email ID** | **Extn.** | **Cell No.** |
| **First Level** | Security Command Center | Santosh Julakanti | santhosh.julakanti@capgemini.com | 040 - 4026326 | +918886292923 |
| **Second Level** | Physical Safety and Security Lead | Elavanate Ratish | [elavanate.ratish@capgemini.com](mailto:elavanate.ratish@capgemini.com) | 040 - 4014888 | +91 9989997995 |
| **Third Level** | City Service Delivery Head | Venkata Vemavarapu | [venkata.vemavarapu@capgemini.com](mailto:venkata.vemavarapu@capgemini.com) | 040 - 4026818 | +91 9848598201 |
| **Fourth Level** | Physical Safety and Security COE Head | Chandra Mohan Avalluru | [chandra-mohan.avalluru@capgemini.com](mailto:chandra-mohan.avalluru@capgemini.com) | 040 - 4026031 | +91 9848912586 |

# Workplace services – Orion Building

## Helpdesk numbers

### Cleaning services / Maintenance services

Extn – 4005

Process:-

1.    Request to be raised

2.    Operational Timings – 7 AM to 9 PM, Monday to Saturday

## Food & beverage services

### Food Kiosk services

Cafeteria Building

1.    6th floor cafeteria

Services Available

a.    Breakfast Vibrant has Idly, Dosa and other south Indian dishes. – Vibrant Hospitality

b.    Lunch – Thali /Ala carte lunch (Veg Combo) / Non-veg  Menu, Biryani, – Vibrant Hospitality

c.     Evening Snacks & Tiffins – Vibrant Hospitality

        d.    Nice Juice Centre will refresh you with fresh juices. They have special juices & chat varieties also.

e.    Vibrant is providing special tea & coffee along with evening snacks.

Guest / Delegate / Client dining information

1.    Client Visit is managed by the Client Visit Executive Team

a.    Process :

i.      Details of the visit to be entered into the Applications, Customer visit Form

<https://ispace.ig.capgemini.com/SitePages/Applications.aspx>

Note: – Details of the client visit to be provided 3 working days in advance.

2.    Internal Meetings / Leadership Meetings

Process:-

1. For arrangement of food / tea / coffee / snacks send a mail to [Nagaraju.vlipa@capgemini.com](mailto:Nagaraju.vlipa@capgemini.com) or [narayana.vennelakanti@capgemini.com](mailto:narayana.vennelakanti@capgemini.com)
2. Discussion room bookings and arrangements to be done by the requestor in ispace portal
3. All expenses related to the visit / meeting will be charged to the respective project codes.
4. Minimum 24 hrs advance notice required for arrangements.

Pantry services

1.    Tea / coffee vending machine placed in 6th floor cafeteria and operational Timings – 8:30AM to 9:00PM

### SPOCs for escalation

Housekeeping / Soft-services / Stationery / Pest Control / Pantry / Cafeteria

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Escalation Level** | **Role** | **Name** | **Email ID** | **Extn.** | **Cell No.** |
| **First Level** | Sr. Analyst FM Employee Services | Nagaraju Vlipa | [Nagaraju.vlipa@capgemini.com](mailto:Nagaraju.vlipa@capgemini.com) | 4039006 | +91 8886070745 |
| **Second Level** | Sr. Manager | Ravikanth Panathy | [Ravikanth.panathy@capgemini.com](mailto:Ravikanth.panathy@capgemini.com) | 040- 4021854 | +91 9611169662 |
| **Third Level** | City Service Delivery Head | Venkata Vemavarapu | [venkata.vemavarapu@capgemini.com](mailto:venkata.vemavarapu@capgemini.com) | 040- 4026818 | +91 9848598201 |
| **Fourth Level** | FM Workplace COE | Sumeet Sharma | [sumeet.sharma@capgemini.com](mailto:sumeet.sharma@capgemini.com) | 080 38150 | +91 7875788880 |

|  |  |  |  |
| --- | --- | --- | --- |
| Service | Escalation 1 | Escalation 2 | Escalation 3 |
| Cafeteria | Nagaraju Vlipa Email ID:- [Nagaraju.vlipa@capgemini.com](mailto:Nagaraju.vlipa@capgemini.com)Extn:4039006 Cell: +91 8886070745 | Ravikanth Panathy  [Ravikanth.panathy@capgemini.com](mailto:Ravikanth.panathy@capgemini.com)  Extn: 4021854  Cell: +91 9611169662 | Venkata Vemavarapu  [venkata.vemavarapu@capgemini.com](mailto:venkata.vemavarapu@capgemini.com)  Extn: 4026818  Cell: +91 9848598201 |
| Housekeeping / Soft-services / Stationery / Pest Control / Pantry / | Nagaraju Vlipa Email ID:- [Nagaraju.vlipa@capgemini.com](mailto:Nagaraju.vlipa@capgemini.com)Extn:4039006 Cell: +91 8886070745 | Ravikanth Panathy  [Ravikanth.panathy@capgemini.com](mailto:Ravikanth.panathy@capgemini.com)  Extn: 4021854  Cell: +91 9611169662 | Venkata Vemavarapu  [venkata.vemavarapu@capgemini.com](mailto:venkata.vemavarapu@capgemini.com)  Extn: 4026818  Cell: +91 9848598201 |
| Engineering & Maintenance | Nagaraju Vlipa Email ID:- [Nagaraju.vlipa@capgemini.com](mailto:Nagaraju.vlipa@capgemini.com)Extn:4039006 Cell: +91 8886070745 | Chandra Sekhar Avuthu  [chandra-sekhar.avuthu@capgemini.com](mailto:chandra-sekhar.avuthu@capgemini.com)  Extn: 4026530  Cell: +91 9666671337 | Venkata Vemavarapu  [venkata.vemavarapu@capgemini.com](mailto:venkata.vemavarapu@capgemini.com)  Extn: 4026818  Cell: +91 9848598201 |
| Security | Santosh Kumar Julakanti  [santhosh.julakanti@capgemini.com](mailto:santhosh.julakanti@capgemini.com)  Extn: 5311  Cell: +91 8886292923 | Ratish Elavanate  [Elavanate.ratish@capgemini.com](mailto:Elavanate.ratish@capgemini.com)  Extn: 4026483  Cell: +91 9010247755 | Venkata Vemavarapu  [venkata.vemavarapu@capgemini.com](mailto:venkata.vemavarapu@capgemini.com)  Extn: 4026818  Cell: +91 9848598201 |
| Internal Meetings / Guest Relations | Nagaraju Vlipa Email ID:- [Nagaraju.vlipa@capgemini.com](mailto:Nagaraju.vlipa@capgemini.com)Extn:4039006Cell: +91 8886070745 | Ravikanth Panathy  [Ravikanth.panathy@capgemini.com](mailto:Ravikanth.panathy@capgemini.com)  Extn: 4021854  Cell: +91 9611169662 | Venkata Vemavarapu  [venkata.vemavarapu@capgemini.com](mailto:venkata.vemavarapu@capgemini.com)  Extn: 4026818  Cell: +91 9848598201 |

### Building ICRES SPOCS :

### 

## Stationary requests

1.    Stationery request to be raised in USC portal under Stationary category.

2.    Stationery Store is located behind training room1. Stationery will be issued with in office hours.

3.    Quantity & Pricing of the items available are pre-determined.

4.    Any request beyond will require the project managers approval.

5.    Any item other than provided in the application can be requested with admin team by providing necessary approval and reimbursable from your project code along-with an approval from the project manager / project code owner.

6.    All the cost of stationery is charged to the project codes provided by the associate.

## ATM locations

Citi Bank ATM is located in Building No-7

## Mail room

**Location** – Behind Training room 1

**Courier Desk Contact No** –

**Contact Person** – Narayana Vennelakanti

**Email**: [–narayana.vennelakanti@capgemini.com](mailto:–narayana.vennelakanti@capgemini.com)

**Timings** – 9 AM to 7 PM, (Monday to Friday)

Service Providers – FEDEX

1. Only official courier services are provided.

2.    Official courier requires project manager approval & project code details to be provided while booking.

3.    All couriers need to collect from Mail room which is behind training room 1, 6th floor.

4.    Mail room does not collect / store any credit cards, debit cards, check books, PINs / statements.

5.    Any official courier is communicated to the respective recipient by the courier desk for collection within 03 days.

6.    All snail mails are destroyed after 90 days.

## Business cards

1.    Associates can apply in the USC portal (<https://usc.ig.capgemini.com/>) -> Main Menu-> Admin -> Visiting Cards request.

2.    Please share the details in the specified format to the below mail ID:  [frontofficeexecutiveshyderabad.ig@capgemini.com](mailto:frontofficeexecutiveshyderabad.ig@capgemini.com)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Emp ID** | **Emp Name** | **Designation** | **Office Location Address** | **Office Landline** | **Mobile No.** | **E-mail Address** |
|  |  |  |  |  |  |  |

1. It will take minimum 7 working days for printing the business card.
2. Once the business card is prepared requestor will receive communication for collection
3. Business cards need to be collected within two days of communication.
4. Operations timing – 9 AM to 5 PM, all working days.

## Pest control

Associates need to raise request with help desk 4005 for any request.

## Conference room services

Associates can apply in iSpace portal    -> Main Menu-> Applications ->   Admin  ->  Conference room booking system.

For technical issues related to booking, please raise a service desk request through the India Service Desk

## Reprographic Services (Photocopy Services)

Location of the Photocopy Machines

|  |  |  |  |
| --- | --- | --- | --- |
| **Building** | **Floor** | **Place / Wing** | **Service Type** |
| B5 | 6th Floor | ODC 3 | Self Service |

# Employee wellness services

## Doctor information

Located in 6TH floor near UPS room and it is managed by Apollo Medical services.

## First aid information

Available with the 6th floor Reception

First aid kits are available at all buildings main receptions after closer of Paramedical services from 10PM onwards with the medicines prescribed by Apollo Medical services.

## Wellness rooms

Located in 6th floor (near to UPS room) for Male and Female associates separately.

## Nearest hospitals

Care Hospital :- 040-33623500

Continental Hospital:- 040-67000111 / 67229999

Maxcure Hospital – 040-4540 4540

Apollo Hospital – 23607777

## SPOCs for escalation

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Escalation Level** | **Role** | **Name** | **Email ID** | **Extn.** | **Cell No.** |
| **First Level** | Health and Safety Lead | Mr. Nagaraju Vlipa | [Nagaraju.vlipa@capgemini.com](mailto:Nagaraju.vlipa@capgemini.com) | 4039006 | +91 8886070745 |
| **Second Level** | City Service Delivery Head | Venkata Vemavarapu | [venkata.vemavarapu@capgemini.com](mailto:venkata.vemavarapu@capgemini.com) | 040 - 4026818 | +91 9848598201 |
| **Third Level** | Health and Safety COE Head | Priya Bohra | [priya.bohra@capgemini.co](mailto:priya.bohra@capgemini.co) | 040 - 2235079 | +91 9820247764 |

FAQs

# ****Transport services****

1. **How do I apply for the bus pass?**

Associate needs to login into the Iconnect -> India Applications-> Bus Application & fill in the details asked.

1. **What will happen after I apply for the application?**

Associate will receive a mail informing the status, chargeable amount for that slot of travel.

1. **How will I get to know when to collect my bus pass?**

You will be notified through email about the readiness of bus pass & to collect the same within two working days.

1. **What in case if I had applied & need to travel on the same day?**

You can use the print out of the mail notification received by you in above point no 2. for the next two working days.

1. **How do I cancel the bus pass?**

Associate needs to deposit their bus pass at travel desk & make a entries in cancel register.

1. **Do I need to submit the bus pass ?**

Yes, it is **mandatory** to submit the bus pass after associate has applied for cancellation. If the associate fails to submit the bus pass it will considered that the associate is still availing the facility & deductions will be carried out till the date pass is submitted.

1. **How will I come to know that cancel application is effected after submission of bus pass?**

There will be mail confirmation sent to you after the travel desk administrator has received your bus pass.

1. **How do I know the difference for the grid I am traveling?**

For ease of identification bus passes will be changed to two different color coding.

|  |  |  |
| --- | --- | --- |
| **Designation** | **< 15 Kms** | **> 15 Kms** |
| Sr. Software Engineer and below | 1200 | 1800 |
| Associate Consultant and above | 1300 | 1950 |

1. **How do I update any details?**

For any update in records after the creation of bus pass associate needs to cancel the previous application (cancellation process as described in point No. 5) & apply afresh for the bus pass.

1. **What will happen if after updating my records my grid changes?**

Associate will be notified of the changes & the applicable amount will be deducted from the associate’s payroll effective that date.

1. **What is the basis of distance measurement?**

Distance is measured as per the existing bus routes & is originating from Campus.

1. **What if I need to travel for a day?**

We don’t provide any short service request.

1. **What if somebody is caught without bus pass?**

If during bus pass checking, any associate is found traveling without valid bus pass and if he/she has not followed procedure as described above, associate will penalized with penalty amount of Rs.3000 & Rs.2000/- per instance & based on grid. If associate wants to avail the service then they need to apply it online through bus application. Repeated offence would be considered as activity against organization & would be reprimanded as per the company policies.

1. **What in case if the bus pass is lost?**

Associate has to first send an email to travel desk to deactivate the same & then reapply afresh for a new bus pass.

# ****Employee services****

1. Whom should I call in case there is an issue with housekeeping?

Call on the ICRES helpdesk & provide details of the issue/request that needs to be serviced.

1. My team is working during the night shift I need AC to be provided?

In order to optimize the operations AC are switched off during night & weekends; however pedestal fans are provided to the night shift team on request. Please send your [gfmhydenggcampus.fsgbu@capgemini.com](mailto:gfmhydenggcampus.fsgbu@capgemini.com) at least 24 hrs in advance.

1. I have a meeting need to book a conference room.

Rooms can be booked via outlook.

1. I need to book a VC room.

VC rooms can be booked using <https://lvis.capgemini.com>.

1. I have a guest on my desk how do I order for tea/coffee.

Please reach out to the ICRES SPOC to assist on this with advance notice time, dedicated office assistants of the project can be used to serve tea & coffee for the guests however any cost involved needs to be paid directly by the host associate.

1. I do not have dustbins placed under my desk.

Raise a request in ICRES helpdesk by logging the ticket in remedy.

1. I want extension board for using my laptop.

Raise a request in remedy. Cost of the board will be charged to the associate’s project code.

1. How do I raise the housing advance deposit request?

Download housing advance form from <http://km20.capgemini.com/book/530940> - Housing Advance Form & submit the filled form with Mr Naveed Khan along with a draft lease agreement copy. (Applicable for FS entity)

1. Where can I collect the stationery?

Stationery store is located at Cafeteria Building Ground Floor.

1. Where do I collect my couriers & mails?
   * Couriers & mails can be collected from the courier desk located at Ground Floor Cafeteria Building.
2. How can I request for business cards?
   * Raise a request at (<https://iconnect.fs.capgemini.com/>) -> Main Menu-> Facilities -> Business Card.
3. Do we have any corporate contracted estate agents?
   * No.
4. Do we have a company registered movers & packers?
   * Associated cargo movers & packers are the contracted vendor for logistic movement.
   * Service can be availed by sending email to [**acmphyderabad@associatedpackers.com**](mailto:acmphyderabad@associatedpackers.com) from the official email id.

# ****Seat allocation and movement****

**Q1. How is seat allocation done to Employees?**

Seat allocation is done through Space Management Portal.

**Q2. Who can raise a request for seat and where to raise the request?**

Employee / Project Manager can raise seat request on Space Management Portal.

**Q3. What is the link to access Space Management Portal?**

Link to Space Management Portal is [https://aton.capgemini.com](https://aton.capgemini.com/)

**Q4. How is the movement of seats from one location to other location made?**

All requests for movement to be requested on Space Management Portal.

# ****Employee wellness services****

1. Where is the wellness room?
   * Located in Cafeteria Building (Beside Stationary room).
2. What all facilities are available in the wellness room?
   * Following facilities available in the wellness room
     1. Doctor – 11:00 AM to 2:00 PM, Paramedic – 2:00 PM to 10:00 PM
     2. Over the counter medicines as prescribed by the on duty doctor.
     3. Examination table
3. Does the wellness room have any appointment process?
   * Any emergency is given a top priority & associates are seen on first come first serve basis.
4. Do we have any bed for patients inside the wellness room?
   * No. Any patient requiring a prolonged admission is referred to Continental Hospital (Next to our office) or in case they need rest then the person is asked to take rest in the dormitory post the initial examination by the on duty doctor.
5. What all support is provided by the on duty doctor?
   * Support for any medical emergency which occurs within the CG premises.
   * Facilitating & informing the hospital of any patients who are shifted to the hospital.
   * First aid for any injuries.
   * First level treatment for any major medical condition occurred during work hours inside the office premises.

# ****Physical safety & security services****

**Q.** What is the Procedure to get Employee ID Card?

**Ans:** Fill the IDCard Form authorised by HR Dept / Notification. IDCard Cell will process the request and send email confirmation to collect IDCard.

**Q.** How to get Access card activated?

**Ans:** With Issue of IDCard, General access to Area is automatically activated.

**Q.** How to get access in other locations?

**Ans:** Other location card will be activated on request to Security command center for a specific period, alternatively if the access card cannot be activated Employee can submit their access card and get interim access card for the duration of stay directly from Security gate or reception.

**Q.** How to get access for Client ODC ?

**Ans:** Contact your PMO or Delivery Manager, As per process a email confirmation has to be send to security command center for activation of access. The same is confirmed on return email to employees.

**Q.** What is the process to get ID card clearance during Exit / STT / LTT ?

**Ans:** Submit ID Card at ID Card cell to get the clearance,

**Q.** Process to allow business visitor?

**Ans:** Create an Appointment in Visitor Management System, Security at Gate / Reception will create visitor pass as per appointment and issue.

**Q.** What If Employee found some Items?

**Ans:** Employee should deposit the item to Security Gate / Reception. Security will handover the items to individual with proper claims after maintaining records in loss & found registers.

**Q.** What should employee do incase they get stuck inside lift or Lift stopped working in between?

**Ans:** Employee Should not panic stay calm, They should press emergency button in each lift to alert security. Note: All lifts are equipped with ERD (Emergency Response Device) Which brings lift to nearest floor and prevent from falling.

**Q.** What is the process

`` to allow family members in campus during off days?

**Ans:** Fill the Visitor Intimation Form signed by Physical security Head., Entry to work modules will not be allowed.

**Q.** Process to do photography inside campus?

**Ans:** Photography is not allowed inside the company premises. For any business requirement Photography is permitted on approval from Project Manager / BU Head.

**Q.** Incase employee notice any suspicious items?

**Ans:** Employee should not touch the items and immediately inform Security Command Center by dialing 4001.

**Q.** Are employee allowed to carry personal courier inside

**Ans:** Yes only after getting them checked by security, but no IT related item is allowed inside Client ODC.