

OMCS HELPLINE North

Joining / Salary slips	098 15 33 30 00
PF/ESI/Insurance/Bank A/Cs	098 88 88 88 45
Referrals for Job Search	098 88 88 88 42
Performance Review	098 88 88 88 44
Legal Support	098 88 88 88 41
Further Education	098 88 88 88 43
OMCS Sports Club	098 88 88 88 46
Tax Saving, Return Filing support	098 15 54 80 07
General Insurance, Medi-claim	098 88 98 88 47
First Aid/Medical Help	098 88 88 88 47
Suggestions n Feedback	098 88 88 88 48
Sexual Harassment Committee	098 88 88 88 49
BackOffice	017 25 00 02 19
TéléFax	017 22 69 43 08

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Know the Employee Statutory Rights.

Associate Handbook Ownership

This associate handbook is always issued to individual employee,
please ask for your copy in case you don't have one.
For example this copy is issued to Vijay!

Associate	Vijay
Sap Code	110012
Client Location	Barotiwala.
Address	# 306, GH-27 MDC, Sector 5, Panchkula
Phone	

.....contributing together since 7/14/2004.

Please ensure you have filled and submitted your ESI form with two photographs.
Ensure that you have submitted your PF declaration form.

from the desk of Chief Executive Officer

Welcome to OMCS

We welcome you with open arms to the OMCS family. You will be glad to know that you are now part of the group which has been associated with about 2000+ people contributing together in servicing the major players in the industry including the one you have been deputed with.

Working with OMCS provides you better job opportunities and higher job security. All the companies in today's environment, as you must be aware, are passing through a state of flux and in such situations they hire temporary staff. Such staff keeps looking for one or the other jobs and is always in search of better opportunities.

With us, you need not worry at all. We at OMCS keep continuously looking for newer opportunities and in case you do not feel enough career growth at your present assignment or any of our clients needs to reduce its manpower, we normally have a back up options ready so that you keep working continuously at one or the other place. Working with different and big names is rather considered a positive point in today's environment. This also helps you get trained by specialized training teams of these companies on varied areas one after the other. Your exposure to different styles, work environments, business & leadership styles makes you an indispensable asset for every one you work with.

We ensure that all our employees are duly insured medically and have proper saving plans. We look forward to you for an early completion of all documentation required for the same including submitting of one passport size and two post card sized photographs. Please be advised that your medical and accidental risk coverage only starts once you submit your photographs and the formats already supplied to you duly filled. Just Make it happen today itself.

You will also be entitled to zero balance salary account from ICICI as long as you are with us and your salary will be transferred to the same. Your salary details will be available on line and you can download your pay slip any time at <http://www.omcs.in>

We have designed this handbook keeping all your concerns in mind but there are always new things to add. Please feel free to call us for any concerns and support which you may need from time to time or just write to friends@omcs.in.

While returning us the duplicate copy of your appointment letter after signing the same at the marked (Sign here F) places, DO NOT FORGET, to enclose your photographs and duly filled nomination and declaration forms.

Welcome to our world!

“Better People Better Options, Settling for Less, Why?”

0. Disclaimer

This Handbook has been prepared for your information and understanding of the policies, philosophies and practices, benefits available, your responsibilities and expectations from you as an associate of OMCS.

OMCS, here in after, for all purposes refer to the company you have signed your contract of appointment with.

This Handbook is not intended to cover every situation, which may arise during your assignment, but is simply a general guide to the policies, and practices, benefits and expectations of the Company and its clients/associates.

This Handbook is not a contract of employment and should not be construed to be one and nothing contained in this handbook confers any benefits, perks or facilities in addition to those already mentioned in your contract of employment. The contents of Handbook are dynamic, the latest version is available at <http://www.omcs.in>

The benefits extended to our associates by third parties are not under our control and these keep on changing. We as a facilitator for our associates for negotiating better deals, are not responsible or liable for these third party services providers not providing service or providing services below committed norms.

The details of the company governing your employment are as below:

M/s XYZ Personnel Allied Services Pvt. Ltd.
SCO 85 2nd Flr Sector 38C Chandigarh. 160036

Copyright © 2006 by OMCS Pvt. Ltd. SCO 85, 2nd Floor, Sector 38 C, Chandigarh. No part of this manual may be reproduced stored in a retrieval system or transmitted, in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise without the prior consent of the company. Any infringement of the above may be immediately brought to notice of Chief Executive Officer at friends@omcs.in

1. General Policies

Given below are brief to various policies on personal information, attendance, working hours and dress code, that govern and establish guidelines for an Associate's conduct in these areas.

1.1 Personal Information Record

OMCS maintains records of each Associate's address, telephone number, emergency contacts, and benefits. It is the Associate's responsibility to keep OMCS up to date regarding any changes. The changes may sent to the OMCS contact point at the location or to friends@omcs.in.

1.2 Attendance

The ability of the organization to operate efficiently and to meet its objectives depends on your regular and punctual attendance. Your attendance is also an important measure of your performance. Thus, if you are unable to report for work because of illness or other unavoidable causes, inform your superior or any other team member or the person at your workplace who is responsible for reporting time and attendance as soon as possible and before you are scheduled to begin work again. The fact that you have informed your superior that you will be absent does not guarantee that your absence will be excused or paid. Please adhere to your department's reporting procedures if different from those described here.

1.3 Working Hours

Working hours will be as per those followed at your work place and as your work dictates.

1.4 Dress Code

As a OMCS Associate, we expect you to present a clean and professional appearance both inside and outside the office. Formal dress code in line with the corporate tradition for both boys & girls is expected to be followed at all times.

1.5 Committee on Sexual Harassment

Associates are advised to immediately report any unwelcome sexually determined behaviour (whether directly or by implication) such as Physical contact and advances, demand or request for sexual favours, Sexually coloured remarks, Showing pornography or Any other unwelcome physical, verbal or non-verbal conduct of sexual nature to the committee head Mrs Sukhbir Kaur on mobile # 98 88 88 88 49. Identity of informer is always kept secret.

2. Compensation and Benefits

2.1 Payroll

An Associate's payroll records are considered confidential and access to them is limited to the Associate, the payroll team at OMCS and Associate's supervisor. As with all Associate related records, OMCS is precluded from releasing information to a third party unless it is in receipt of a signed release from the Associate.

Mandatory deductions and wage attachments that are required by law will automatically be made for all Associates. In addition, voluntary deductions may be authorized by the Associate. A statement of all deductions and earnings is provided to the Associate.

The same is also published at www.omcs.in.

2.2 Bank Credits & Debit Cards

While OMCS gives the option to all its Associates to receive their salaries through cheques or direct bank credits, we encourage our Associates for direct Bank Credits. This is a service which saves you time and provides added security. With this option, each month, your salary will be automatically deposited to your salary account. OMCS has tie ups with various banks for salary credits, like ICICI Bank, CITIBANK, HDFC Bank to name a few.

2.3 Payroll Deductions:

Wherever applicable, Income Tax & Professional Tax will be deducted. Deductions on account of EPF, ESI, Haryana welfare fund etc, as applicable to you, shall be made. Subject to your conditions of employment, Group Insurance premiums for eligible employee and dependent family members will be deducted wherever the Associate is covered under the Group Insurance Scheme. Annexure to your contract of appointment contains all the relevant information on the same. Feel free to clarify in case of doubt.

2.4 Provident Fund, your savings

All regular full time Associates, whose Basic Salary at the time of joining is less than INR 6510 are eligible for PF contribution from the date of joining. The Associate's contribution & our contribution are remitted to Regional Provident Fund Commissioner every month. A PF code number is allotted after the first payroll is processed. For more details you may visit www.epfindia.com or write to friends@omcs.in.

2.5 ESIC, your medical insurance.

All Associates whose monthly gross earnings are less than 10,000/- p.m are covered by the Employee State Insurance. The Associate should submit the ESI declaration along with two postcard sized photographs within three days of joining the company. The

Associate will be issued an ESI card. For any help/clarification related to ESI, you can contact your Location Contact or Our Help Line Number. Others are covered under Insurance depending on your contract of employment.

2.6 Tax deduction at source

Where you have been offered an annual salary of INR 100,000 or more, we may have to deduct Tax from your salary. Please provide us details of your tax savings to avoid deductions. You are also required to declare to us any income you receive(d) during the year in addition to the salary paid by us.

2.7 Holidays, Leaves & Paid Offs

List of national holidays would be available with the contact point at OMCS; any other holiday besides those will be circulated by the concerned person at your workplace.

Ordinarily, associates would be entitled to one leave per 20 days of actual work in the previous calendar year. Entitlement would differ based on the client policies, geographical location & duration of assignment. Exceeding the eligibility limit would result in loss of pay. For more details on the eligibility and process for leave please contact your location contact point or write to friends@omcs.in

2.8 Group Insurance Benefits

OMCS subscribes to Group Accidental Death Insurance for the benefit of its eligible Associates (Please get the details of eligibility from your Contact at OMCS). The premium cost is shared between OMCS and the Associate for the group benefits. Specific details on coverage and benefits are outlined in policy documents available with the contact point at OMCS.

2.9 Reimbursements

Official expenses incurred during work can be reimbursed based on the approval obtained from the reporting Manager/HR or the concerned person at the workplace. OMCS will not reimburse any expense that is not as per the policy. For more details on the reimbursement policy, process to be followed etc, please write to friends@omcs.in or get in touch with the contact person at OMCS. The format for claiming reimbursement is available at www.omcs.in.

2.10 Performance Review & Salary Revisions

Once in every 12 months, we along with the client company evaluate your performance. Salary Revision is possible and happens depending upon your performance.

3. Advantage OMCS

3.1 Mobile Phone Connections

As OMCS Associate you are eligible for associate/ corporate mobile connections. To avail this facility please contact your location contact point or call our Back-office.

3.2 Information access and Downloads

You are allowed free access to all information pertaining to pay-slip, taxation, personal profile, format downloads, Associate Handbook, Frequently Asked Questions, etc.

3.3 Zero Balance Salary Savings Account

While at OMCS You are entitled to your ZERO-BALANCE salary account with either of HDFC or ICICI Bank. Your account will not attract any charges for non maintenance of funds so long your salary is being transferred to your account. You are also eligible for free Drafts & Pay orders, ICICI also provided Bank-at-Home Facility at 5055700.

3.4 Provident Fund one of the highest return investment

All regular full time Associates, whose Basic Salary at the time of joining is less than INR 6510 are eligible for PF contribution from the date of joining. 12% of your basic salary is deducted and similar amount is added from our side and this total amount is deposited in your account. This money remains in Government control and once deposited no one can stop it from coming to you as per the EPF scheme. This money saves your tax and also bears an interest rate of 8.5 % (keeps varying) which is one of the highest deposit returns.

3.5 ESI Advantage

For those covered under the scheme, Employees' State Insurance Scheme of India is an integrated social security scheme tailored to provide social protection to employees and their dependants, in contingencies, such as, sickness, maternity and death or disablement due to an employment injury or occupational hazard. For more info visit <http://esic.nic.in>.

3.6 Support on General Insurance.

Avail special prices on various general insurance policies through our company Insurance Advisor, Where eligible you will also get support on filling medical and other insurance claims. General insurances include vehicle insurance, home insurance, medical insurance etc. In certain cases you are eligible for Group Accident covers and medical insurance; you may also voluntarily opt for medical insurance and get entitled to cash-less treatment as per applicable policies. Contact Help Line for more details.

3.7 Free Medical Consultation

Our Associates are allowed free medical consultation / First Aid on phone at the number mentioned in the Helpline. You and your family are entitled to discounted prices on other consultations, health check ups and tests etc.

3.8 Free Dental Services

You may also avail free dental related consultation on phone on the Helpline number mentioned. You are also eligible for 80% discount on the consultation fee and special prices in case you personally visit the Company Dentist. You may call at 098 14 64 88 64.

3.9 Email & Planner Access

If entitled you will also be able to access the emails through our website. UserName is usually your complete Email Address and Default Password is _____ which you need to change at the first access. To get your email ID with us please send us authorization from your immediate boss. Your email will look like firstname.company@omcs.in. You can also configure your email to ourlook, edura, lotus etc. your pop3 server is www.omcs.in and smtp server is www.omcs.in. Your outgoing server requires authentication but does not support secure password authentication. In case of problem please feel free to call our technical help desk any hour. (24X7)

3.10 Referral Bonus, Find your family n friends a better job!

We encourage all our associates to refer their friends and acquaintances who are looking for better opportunities to us. For certain positions you may also get exciting Referral Bonus. We always have openings at the entry level for just going to be graduates, graduates, fresh MBA's and many a time we also need experienced professionals too!

3.11 Personality Development

Your homepage at omcs.in provides number of resources for keeping you abreast on latest management techniques at the same time has links to word power, Web SUDOKU, MathPuzzles, Aesop's fables and a lot more..... Your contributions are also invited.

3.12 Continuity of employment

Our career progression team is always on the lookout to ensure that you are deputed to a still better assignment every time your previous term finishes.

4 Exit/Separation

4.1 By Candidate

An Associate who wishes to terminate his/her contract with OMCS before the completion of the work of the work assignment period, is required to send in his/her resignation letter approved by the reporting Manager/HR at the workplace, to the OMCS contact point. The Associate should fulfill the notice period as stipulated in his/her letter of engagement. He/she cannot take leave during the notice period. Though not preferred, but in case of extreme emergency, an associate can be relieved earlier after forfeiture of / payment of salary for the period of notice found to be short.

Full and final settlement would be done subject to receipt of necessary approvals, completion, completion of exit interview, submission of all material belonging to OMCS and the workplace. For more details on exit formalities to be completed, please write to friends@omcs.in or get in touch with the contact person at OMCS.

4.2 By OMCS

OMCS may terminate the contract of an Associate on

- i. Obtaining reports of unsatisfactory performance from the client duly intimated to you.
- ii. Conviction by any criminal court for any offence involving moral turpitude.
- iii. Involvement in any activity which adversely affects the confidentiality or secrecy of information pertaining to Client Organization's business or that of OMCS.
- iv. Damaging or destroying or inhibiting access to OMCS property or Client Organizations' property viz., database, material, equipment and inappropriate use of OMCS's or Client Organization's communication system.
- v. On obtaining reports on theft, abuse and unauthorized possession of company property or property belonging to a co-worker, customer or vendor.

5 Code of Conduct

OMCS Associates assume an obligation to conduct themselves in a manner compatible with the organizations are subject to discipline and fall into the categories of organizational misconduct. The code of Conduct clearly defines these expectations. The purpose of the Code of Conduct is to educate all Associates, and to maintain an environment conducive for organizational excellence. The following points are just indicative and not exhaustive.

- You will not at any time disclose to the third party any of OMCS's or its Client's confidential information or any information concerning the business of the OMCS's or its Client's and their parent or their affiliated Organizations, which you may come to know during your service with the company.
- You are expected to exercise utmost care and due diligence while handling confidential documents at work.. It is imperative for you to safeguard them in your drawer, which should be locked, if you are not in the vicinity of the document.
- Under any circumstances you are expected not to act as an agent for others in whatsoever manner.
- You are expected to stay away and not be involved in conducting illegal activities, including gambling, breach of peace, act of moral turpitude, sexual harrassment or any other act/omission punishable under Indian Penal Code.
- You will ensure that you do not use the Client's property for personal purpose.
- You shall refrain from revealing or publicizing proprietary or confidential information.
- You shall ensure non interference with the normal operation of the Client Organization..
- Information from Client Organization or OMCS available with you should not traded to competitors.
- You shall not give out email IDs' and SapCode to unauthorized persons for accessing Company Information.
- Unauthorized and undemanded request to the Client Organization on matter, which has no bearing on the work, should not be made by you.
- You shall not exhibit behaviour detrimental to the Client Organization.

- You will not print visiting cards in the name of the Client Organization unless duly authorized in writing.
- You are required to adhere to the Policies, Rules and Guidelines of the Client Organization and any other Rule as specified by the Client to you as per their internal policy.

6 Queries and Escalations

For all day-to-day queries please write to friends@omcs.in or call on 0172 500 0219. OMCS contact point can be approached for more details and escalations.

Associate Handbook

www.omcs.in

For all day to day queries please

email: friends@omcs.in or call

0 172 500 0101

0 172 500 0202

0 172 500 0505

yahoo chat on joe_ubs

msn chat on joe_ubs@hotmail.com

North Office: SCO 85, 2nd Floor, Sector 38 C, Chandigarh

Your One Point Contact :