

White paper
on
Manpower Supply Services

By

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White Paper on Manpower Supply Services

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Contents

1. EXECUTIVE SUMMARY.....	3
2. MANPOWER SUPPLY SERVICES - SCOPE	4
3. PROCESS OVERVIEW	5
3.1 RECRUITMENT AND SELECTION.....	5
3.2 ON-BOARDING PROCESS	6
3.3 MONTHLY PAYROLL PROCESSING.....	7
3.4 LEAVE AND ATTENDANCE MANAGEMENT.....	7
3.5 APPRAISALS.....	8
3.6 EXIT / ABSCONDING CASES.....	8
4. RESPONSIBILITY MATRIX.....	9
5. REFERENCE LIST	11

1. Executive Summary

Canterburg has the expertise in bringing together expeditious and precise data processing with automated & technologically advanced software and state-of-the-art security & confidentiality measures, enabling client's to tap into proven resources and methodologies. Professionalism and quality are our hallmarks and our collaborative, people-centric culture has enabled us to acquire and retain customers of repute.

2. Manpower Supply Services - Scope

Canterburg has been rendering HR Operations, Manpower Resourcing Services & Manpower supply services to multiple clients across various industry verticals. The various aspects of the manpower resourcing and Manpower supply services include Sourcing of candidates as per clients requirement, recruitment and selection of the candidates, on-boarding of the employees and inducting them on Canterburg's payroll , processing their payroll including legal compliance. Employee's engagement, movement, appraisals and compensation reviews as well as their movement to any other projects will be handled by Canterburg as per the requirement and in consultation with Client. This offering provides supply, movement of Manpower as per the requirements of Client. Since these resources are employees of Canterburg and thereby Canterburg takes complete ownership of managing all aspects of the employer-employee relationship including compliances related to the same.

The Scope of Work as explained hereunder indicates the complete the various aspects of this service which essentially forms part of this offering. The specifics are finalized based on our discussions with the client & on information provided. The various facets of such assignments have been listed in the various sub sections to get complete idea of the breadth of services that go under Manpower supply Services

3. Process Overview

3.1 RECRUITMENT AND SELECTION

- Canterburg can source the candidates based on the Job Description and skill sets identified by Client and position resources from its internal pool as well as externally available profiles.
- Client representative will interview the shortlisted candidates and confirm to Canterburg on selected candidates. Client can also refer suitable/ selected candidates to be hired by Canterburg.
- The complete process of recruitment and selection of the candidates carried out as per your requirement with final approval of each selected candidate, his/her agreed compensation and billing rate for each resource agreed post selection.
- Based on the agreed compensation and billing rate, Canterburg will issue appointment letter to the candidate. Canterburg will confirm to Client about closure of appointment and joining date.
- At joining Canterburg will complete the joining formalities of the candidate to complete on-boarding him/her on Canterburg's payroll.
- Background screening from approved agencies of such candidate will be carried out if such requirement is identified by Client for the resource and Canterburg provide the BGV report to Client within agreed timeframe. Canterburg will update from time to time Client on status of background checks for all its resources deployed at Client offices.
- In case of such specific requirement, the identified existing employees of Client will be taken over by Canterburg and they will be put on Canterburg's Payroll from agreed date.
- All personal Details of the aforesaid employees will be provided by Client to Canterburg.
- In case of the deployed resource is not available due to resignation/absconding /redeployment/transfer etc. Canterburg will source replacement candidates and follow the recruitment process as indicated hereinabove.

White paper on Manpower Supply Services

- Client will provide approved log sheets indicating attendance of all the resources deployed at Client for Canterburg to process their payroll.
- The entire payroll activity for the deployed resources would be managed by Canterburg while processing the payroll for all its employees
- Canterburg will ensure the complete compliance of statutory deductions /obligations e.g. PF, PT, ESI & LWF etc. for its employees.
- All Payments based on payroll process to the aforesaid employees will be made as per the current payroll process of Canterburg.
- Client will appoint specific point of Contact for each unit/location and Canterburg will assign a single point of contact to coordinate the activities as well as resolve the queries and handle escalations.

3.2 ON-BOARDING PROCESS

- The joining documents will be collected by Canterburg at the time of joining. Client, as a one-time activity, will provide all joining documents of existing employees who are to be inducted on Canterburg's payroll to Canterburg. Further, Client will also provide Canterburg the list of all the mandatory joining documents required to be collected from the new employees. The above mentioned list will be used by Canterburg as the reference point for further processing.
- Canterburg will verify the documents submitted by the new employees as per the checklist provided by Client. In case of complete documents, Canterburg will create a personal file for the employee. In case of incomplete documents, Canterburg will follow up with its employee for the missing documents and ensure collection of such documents. Canterburg will provide report to Client from time to time on collection of documents for the deployed resources.
- Canterburg will issue the offer letter and appointment letter for the employees and also assign the employee code for the respective employees as per the existing practice prevailing.

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- In case of such requirement identified by Client, Canterburg will conduct the background verification (BGV) process and obtain the required report and a copy of BGV report will be shared with Canterburg. Canterburg will maintain the reports and periodically provide report as well as MIS to Client.

3.3 MONTHLY PAYROLL PROCESSING

- Client will provide approved Log sheets for the resources deployed at its offices for Canterburg to arrive at inputs like paid leave, LWP, etc. for the payroll process to Canterburg.
- The bank accounts of all employees will be opened with the Bank wherein Canterburg is maintaining its account for ease of salary disbursement.
- Canterburg will handle the payroll processing, remit salary to the individual bank account of deployed resources and mail the pay slips the employees.
- Canterburg will manage all the statutory compliances such as PF, PT, ESI & LWF for the employee.
- Canterburg will raise the invoice on monthly basis which need to be processed and payment released as per agreed payment terms.

3.4 LEAVE AND ATTENDANCE MANAGEMENT

- Employees leave eligibility will be governed by Canterburg's leave policy. The Leave policy for deployed resources will be calibrated to the requirements of Client. Such calibrated Leave Policy will be adopted by Canterburg for these specific employees working at Client.
- The leave application will be approved by Client and they will intimate Canterburg regarding the same.
- In case of any short/long term leaves taken by employee, the necessary replacement will be internally managed by Client.
- The data for daily attendance in terms of approved Log sheets will be provided by Client for monthly salary processing.
- Details of the leaves availed by the employees, once provided by Client, will be maintained and managed by Canterburg.

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3.5 APPRAISALS

- The process of appraisals for the employees will be conducted by Client and the same will be communicated to Canterburg for giving effect to the decisions. The change in salary would entail revision of monthly fees and the same will be notified to Client for their approval.

3.6 EXIT/ABSCONDING CASES

- The employees will send the resignation letters to Canterburg's HR department with copy to the identified manager of Client for acceptance. Based on mutual discussion and such approval of the resignation by Client manager, the resignation will be processed by Canterburg.
- In absconding cases, Client will intimate Canterburg via mail. Canterburg will take further action on the same including finding replacement if required.
- Canterburg will conduct the full and final settlement for the employee.
- Canterburg will conduct the exit interviews of the resigned employees and will provide periodical reports to Client.

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4. Responsibility Matrix

The activity based responsibility matrix for the above mentioned process is tabulated hereunder:

Sr. No	ACTIVITY	RESPONSIBILITY	REMARKS
1	RECRUITMENT		
	Recruitment	Joint	Client will screen, shortlist, interview and select the candidate, confirm compensation and billing rate for each selected resource. Canterbury to collect all the joining documents. Canterbury will facilitate complete recruitment and selection process.
2	ON BOARDING PROCESS		
	Joining Document Collection	Canterburg	Canterburg will collect and maintain the joining documents of the candidate. In case of offsite location Client to collect the document and hand them over to Canterbury
	Employment letters generation	Canterburg	The offer letter , appointment letter and employee code will be generated by Canterbury
	P-file creation	Canterburg	Canterburg will create as well as maintain a P- File for the all employees.
	Background Verification	Joint	Client or Canterbury will arrange for background verification certificate and also share a copy of the report with the other party.
3	PAYROLL PROCESSING		
	Monthly Log sheet	Client	Client will provide the monthly Log sheets for each employee and also provide data migration for existing employees to be taken over by Canterbury. Canterbury will maintain the data into their system
	Salary processing	Canterburg	Canterburg will process the payroll based on inputs derived from the log sheets provided by Client.

White paper on Manpower Supply Services

	Statutory compliance	Canterburg	Canterburg will manage all the statutory deductions for the employee and the required fillings in respect of PF, PT, ESI & LWF.
4	LEAVE AND ATTENDANCE MANAGEMENT		
	Leave Policy	Canterburg	Canterburg will manage the leave for the employee according to the regulatory policies of Canterburg.
	Leave Approval	Client	Client will approve the leave for the employee and also manage the replacement for the process.
	Leave Data Management	Canterburg	Canterburg will manage all the data for the leave availed as per their policies
	Attendance Data	Joint	Daily muster and Log sheet will be maintained/provided by Client and Canterburg will keep the monthly records.
5	APPRAISALS		
	Employee Appraisals	Client	Employee Appraisal will be conducted by Client and will be intimated to Canterburg for recording and Payroll processing and change of billing rate if any.
6	EXIT OF EMPLOYEE		
	Full and Final Settlement	Canterburg	Canterburg will process of Full and Final settlement for the employee
	Exit Interview	Canterburg	Canterburg will conduct the exit interview and provide periodical feedback to Client.
7	EMPLOYEE ADMINISTRATION & JOB ALLOCATION		
	Employee Administration and job Allocation	Client	Day to day administration of the employee and job allocation will be conducted by Client

5. Reference List

CLIENT	TYPE OF SERVICE
Leading Financial services Company	Staffing & Recruitment
Leading Newspaper company	HR Operations Management (Recruitment, On-Boarding, Attendance Management, Payroll & Exit Management)
Leading company in Hospitality industry	Staffing & Recruitment
Leading Telecom company	Staffing & Recruitment
Leading Pharmaceutical company	Man power Resourcing
Leading Newspaper company	Man power Resourcing