

From the Desk of the Managing Director



Dear Customer,

Thank you for choosing Bluesky to **“Power your Organization”**

Bluesky powers more than 25 clients across different industries which range from Manufacturing, FMCG, Services, Media, New Age Companies, Consultancy and many more. We are presently the leaders in Human Resource outsourcing and Organization improvement.

We are indeed excited to add you to our fold and hope you find immense value through our association. The Bluesky team and myself, commits to ensuring that your company benefits and grows through this association.

Bluesky strongly believes in creating partnerships and delivering value beyond our normal scope. In support of this belief and value, we have been continuously innovating on people excellence and organization development.

This manual defines the level and nature of varied services extended to you as a strategic client during the course of our association and engagement. Yes you have been tagged as a **“Strategic Client”** which implies that internally, Bluesky will mobilize all respective teams to ensure that you and all members of your organization experience true value.

Bluesky endeavours to provide our clients with a **360 degree** integrated support on all aspects of Human Resource and Organization Excellence. The manual will apprise you on the several verticals within Bluesky that cater to each aspect of specialization.

This manual will also apprise you on the procedures to resolve challenges and difficulties encountered during our association. Your suggestions and comments on any aspect or dimension during this association will be most appreciated.

Please feel free to contact me if at any time you need my advise and counsel. You can write to me at d.vaz@bluesky-corporate.com or contact me on 9819600050.

Yours truly

D’Oneil Vaz

Verticals & Service Arms

HR Function Outsourcing

Bluesky takes on the overall accountability and responsibility of the HR function wherein the entire architecture, design and execution of Human Resource vests with Bluesky. The team deputed on the account which includes an HR executive and a Manager is managed and directed by Bluesky. Through the Bluesky model the delivery and success is not dependant on any single executive but the entire value offerings that come with it.

Bluesky will be measured on the overall maturity and delivery on strategic priorities defined by the client.

We adopt an approach of a General Practitioner and a Specialist

On-site resource

The on-site HR Executive is deputed by Bluesky and is exclusively a dedicated resource for the Client though an integral part of Bluesky. If in case the Client is not satisfied with the on-site HR executive the same would be replaced with another resource having similar qualification and skills.

Most of the on-site HR Executives are individuals who possess a blend of good potential and abilities. Due to this, it may often be possible that the executive would want to move on for better prospects. While it's our intent to retain such individuals beyond a certain point such eventualities are inevitable. However the deliveries and continuity will not be hampered.

The Executive could be moved after a fixed period of **6-12** months

- ✓ This is to maintain the cost structure defined by the Client
- ✓ It's also dependant on the work profile and the HR maturity of the organization

Moreover we may assign different executives on the account based on the specialization of the challenge as assessed by us.

Continuity

The assigned HR Executive on the account will be on-site for all the days except for Saturdays and Sundays. The executive comes to our back end for debriefing and review on the progress. The executive will be permitted leave for 24 days in a year as per the Bluesky leave policies. During those times when the HR Executive is on leave for more than 3 days and to ensure that there is no discontinuity in the services, a stand in HR Executive will be provided by Bluesky

Construct of the model

The model works on a “**Pay As You Use**” construct and apart from the standard fees that are chargeable. Our standard fees include the cost of our Intellectual property, access to our best practices, recruitment charges for an HR executive, audits, Bluesky connect, mentorship of the executive, Training of the executive.

Guidance and Direction

- Provide the HR Executive with support and direction on implementing HR policies and processes
- Supporting and directing the Senior Management on strategic HR issues
- Bluesky’s Chief Mentor and HR Head-D’Oneil Vaz will be available for any clarifications/advise on email and phone if required.

Other aspects

There will be no additional charge without your consent. Any initiative or activity performed by the in-house executive will not be charged.

The Executive will not undertake the work of sourcing of candidates. They are not specialized for such work.

Any executive required to travel outstation will be reimbursed separately and for locations above 200 kms by airfare.

Talent Acquisition

The Talent Acquisition team possesses expertise in search accuracy, zoning on the right candidate and selection parameters. The Talent Acquisition team has specialized in building talent bases for several organizations. Specialized systems and processes that include planning of the search, positioning of the company and assessment of each candidate before arranging meeting with the clients are some of the quality processes adopted.

Types of Recruitment Services

- ➔ Executive Search
- ➔ Portal Search
- ➔ Turnkey Assignments
- ➔ Speed Recruitment
- ➔ Pan India Recruitment

Our Approach to Recruitment

- ➔ Understand the business, the culture, the role and the competencies
- ➔ Role profiling- competencies
- ➔ Identify the Ecosystem
- ➔ Mapping of Candidates followed by in-depth assessment

Value Added Services

- ➔ Integrated clients offered Recruitment rates on a per month basis
- ➔ Lease and time share job portals
- ➔ Dedicated recruiters for fixed periods
- ➔ Job spec match

The Talent acquisition team is a specialized vertical and hence its charges are additional to the fees paid for HR outsourcing. The fees are for successful placement of a candidate and all positions carry a 3 month replacement commitment. Fees would depend on the complexity, level, CTC of the candidate. Please speak to your in-house HR executive for further details.

To demonstrate true partnership, Bluesky is the only company that provides strategic clients with an option to pay on a lease basis for recruitment. We believe that if people are truly assets, can't we have a finance lease option. You may enquire with the Head of Recruitment at Bluesky.

Consultancy

The Consultancy vertical is expertise in core and strategic HR processes. Specific problems that need an intensive approach and a clear road map are dealt by the Consultancy division. In addition the Consultancy division also creates specific modules and best practices which are extended to all clients tagged as strategic. These initiatives improve excellence. Some of the cutting edge work done is as follows:

- Managing Key & Critical personnel
- Decision making guidelines
- Employee engagement models
- Employee Positioning Systems and Performance Score cards

Intensive exercises specially commissioned are at an extra additional charge.

HR Services

This vertical provides customized services that provide specialized HR services to improve HR efficiency. We possess capabilities to handle any aspect of HR that contributes to efficiency and organization improvement.

Our solutions and products are proprietary that include:

Executive Diligence

- Eliminates the margin of error in assessment
- Provides a 360 degrees perspective
- Addresses integrity and exaggerated contributions

Payroll Processes

- Payroll Process for multiple locations and divisions
- On Line/Email option for pay slips
- PF/ESI/Form 16, Compliances
- Tax projections and calculations

Reference Checks

- Standard Reference Checks
- Criminal & Education Checks/
- Address Verification

HR Surveys & Studies

- Employee satisfaction Surveys
- Organizational Health Surveys
- Compensation benchmarking

Performance Audits

- Mystery Shopping
- Performance Audits

All the above services are available at an additional charge. Please speak to your in-house HR executive for further details.

Training & Development

The Training & Development vertical focuses on learning, skill development and competency building. The function specializes in Training Need Analysis, content development and training delivery. Beyond mere training delivery the uniqueness of the function is that it ensures follow through on the training imparted so that there is greater Return on Investment. This is possible because the entire HR delivery and function is being operated by Bluesky and hence coordination and feedback mechanisms are easier.

An important capability with the Training and Development function is to provide Coaching to Manager's on achieving peak performance. Organization learning, self learning, and virtual learning are additional contemporary tools that are used to improve competencies and enhance learning across our customer base.

The function is equipped to handle a range of technical and behavioural programmes. Please get in touch with your in-house HR executive for further details.

The T&D function customizes training client specific and also runs its own central training programmes wherein employees can be nominated.

Staffing & Temping

Is that vertical which specializes and possesses expertise in managing contractual staffing. The team manages the entire process of recruitment and managing these individuals on our payrolls along with the necessary payroll processes and statutory compliances.

Temp Resources available	Services	Value Adds
<ul style="list-style-type: none">• Customer Sales Executives• Promoters• Sales executives• Data entry• Operational staff	<ul style="list-style-type: none">• Recruitment of these personnel• Payroll management• Statutory compliances• Personnel Administration• Customer Help desk	<ul style="list-style-type: none">• Training• Attendance monitoring• Employee Handbook• 0 bank accounts for temps• Recognition programs

Speed Recruitment

This function specializes in entry level and front ending positions where the need of such positions is critical for business operations. The function is able to provide a quick turnaround and achieve swiftness in servicing such requirements.

The above services are available at an additional charge.

Bluesky Connect

Bluesky connect is that vertical that provides engagement with employees across our client base in a central manner. It essentially caters to two segments:

Employees through **Employee Connect** and Business through **Business Connect**.

Employee Connect-These are central programs extended to all employees within our client base with the intent of facilitating convenience, special privileges and concessions, fun and employee bonding.

- Deals with Employee engagement and work life balance and happiness
- Strives for employee visibility and positions the Company as an Employer of choice

Some of the forums of Engagement are:

Blue Sky-Knowledge Tree- Daily news updates & articles from business journals relevant to profession or industry, quizzes, case studies.

Blue Sky-Binge- Movies, organize festivals & special days, Boss day, Valentine day, etc to create more bonding and fun amongst employees.

Blue Sky Wellness- Health schemes, Stress Management, Yoga, Salsa, Membership with Gyms, etc

Blue Sky-Privilege- Special privileges like insurance, restaurant tie ups, Gym memberships etc.

Blue Sky Sports Village -Sports events like rink football, cricket, targeted towards employee recreation.

Blue Sky-Adventure Club- Conducts and arranges outbound camps, treks, picnics & outings.

Business Connect-*"Volumes get you the best deals"* Business Connect is a service wherein special deals struck with companies are extended to all our clients with the intent of reducing cost and improving service delivery. Through such deals clients are able to obtain special discounts. In addition it relieves our clients of the headaches and pains in reinventing the wheel.

In addition if your business is a B2B offering targeted to businesses, we can extend your services across our client base. We presently have arrangements with the following vendors:

- **Sodexo** for Gifting options and meal vouchers

- **Suburban Diagnostics** for medical check ups
- **Travel mart** for travel services
- **IOS Relocations** for relocations

Regional Presence

Bluesky has a presence in Delhi and Pune in addition to Mumbai. You can expect full support from these locations if your business has a spread across these metros. We would be shortly setting up a base in Bangalore and Hyderabad.

If the involvement of our executive is required on-site, there will be a nominal per day charges based on the level and designation of the executive.

Organization Maturity

Maturity tracker

Bluesky has developed its own proprietary maturity tracker that ascertains the level of maturity the organization has achieved through the institutionalization of HR processes and initiatives. Through the tracker you will be able to understand the progress made by your organization at different points of time in the form of a point score. The maturity scores will be circulated every quarter.

This service is included in the Bluesky fees and the client is not required to pay additional.

Best Practices

Bluesky over the years has developed proven best practices in Human Resources and these practices will be systematically infused into your organization. These practices range from the basics like standardizing Offer letters, appointment letters, policies, processes and extend to performance management systems, compensation systems and competency development. Through these best practices your organization would transition to being world class and a professional set up. We appreciate if except for marginal customization and with the consent of the Manager-HR, these practices be un-altered at a structural level.

This service is included in the Bluesky fees and the client is not required to pay additional.

Audits

To ensure that what is supposed to be done, is done, our Audit team will at periodical intervals audit the processes and a report of the same including the non-conformance will be shared with you and the HR team on the account. Presently these audits are confined to the process level but will also extend to other dimensions.

This service is included in the Bluesky fees and the client is not required to pay anything additional.

Review Mechanisms

Bluesky has developed and institutionalized several mechanisms and processes to ensure consistent delivery. People processes are extremely complex and hence robust and periodic reviews ensure that execution is impeccable. Review is done through the following systems:

Program tracker

“What get’s agreed gets done”. The program tracker is the core of setting an agenda and ensuring that the agenda is adhered to. Every month a program tracker defines the initiatives and programs to be introduced with a start date and an end date. Through this tracker the control is retained by Bluesky at the back end. The progress on the tracker is monitored by Bluesky every week.

Saturday learning

Every HR Executive returns to base camp and is imparted technical training on various aspects of HR. These trainings assist the HR executive to be more effective in their roles-another significant benefit of outsourcing to Bluesky. During these sessions, challenges of the client are discussed with other HR professionals and in turn lead to sharing of best practices and collective learning.

Unless there is some unforeseeable priority the client is requested to permit the HR executive to report to Bluesky every Saturday

Mentorship

Every HR Executive is guided and mentored by their respective HR Manager’s on the actionable including several challenges. The action plans for the week and month are jointly decided in such sessions. In addition the HR Executive is also mentored and guided remotely as and when needed

Learning & Development

Sparks of Excellence

'Sparks of Excellence' is a concept targeted to the individual employee of your organization to enable him or her improve one's own efficiency and effectiveness. Through these "Sparks" an employee will be provided inputs to gain an edge in every aspect of their professional life.

While formal learning and Training are important elements, Sparks of brilliance touch the employee at an operational level enabling him/her to raise the bar of excellence. Through this initiative we will provide improvement tips and techniques, tool kits etc for the employee benefit on a day to day basis.

Through Sparks of excellence, circulated to all employees periodically from Bluesky Centrally, employees will become more adept to handle their jobs effectively.

Some of the areas addressed through Sparks of Brilliance are:

- Effective email writing
- Organizing oneself
- Etiquettes while at work
- Presenting ideas to seniors
- Time Management

This service is included in the Bluesky fees and the client is not required to pay anything additional.

Corner Office

The Corner office is an initiative targeted to the CEO's, Directors and Executive leadership of each company within our client base. Through this forum we selectively bring to you some articles and information especially from Harvard Business Review which could have some useful takeaways and learning's to run your corporation more effectively. It is followed by discussions and comments from the members and consequently a shared learning.

Members are marked as Bcc unless they individually opt to be active and visible to other members.

Commercials

Contracts

Bluesky maintains specific contracts for specific services. This is done from a taxation perspective as well as if one service is discontinued the other services continue. Some of the contracts are detailed as follows:

1.1. HR Mentorship services Contract

- 1.2. On-site HR implant services contract – *Please note that the TDS rate for this contract as per section 194C will be 2% + surcharge + education cess.*
- 1.3. Virtual HR Head - services contract
- 1.4. Manager HR - services contract
- 1.5. Staffing & temping - services contract - *Please note that the TDS rate for this contract as per section 194C will be 2% + surcharge + education cess.*
- 1.6. Reference Checks - services contract
- 1.7. Payroll - services contract
- 1.8. Statutory compliances - services contract

Services are initiated only after the contractual terms are agreed and signed by both parties and the advance cheque is received. The contractual terms will be applicable from the date of signing the contracts.

If a project is terminated before completion or the scope mentioned in the proposal is changed, in anyway, all prior expenses incurred by Bluesky as per contractual terms will be billed and payable.

Billing

All bills are raised well in advance and despatched to the client. All bills carry a service tax levies as applicable from time to time. Delay in payments because of loss of bill after receipt is not permitted and payments in such cases must be made as an advance which can be adjusted against the duplicate bill.

Payments

All payments must be made in cheque and in favour of Blue Sky HR Solutions Pvt. Ltd. The payments must be received within the stipulated services to avoid discontinuation of services. In case of any dispute on the bill, the Head of Business development Ms. Sonia Fichardo must be contacted at **9819821185** or sonia@bluesky-hr.com.