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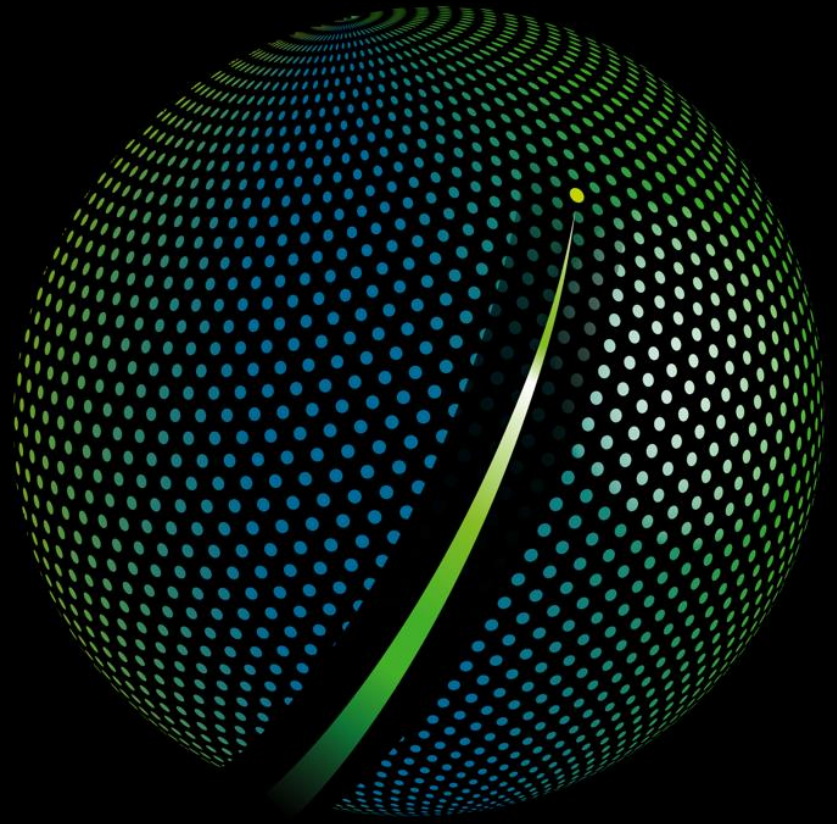


Business Process Solutions

HR and Payroll services

Private and confidential
October 2021

CONTENTS

1 HR and Payroll services covered

2 Our methodology

3 Payroll Software-Core features

4 Payroll Software-Other features

5 Select credentials

6 Meet the Payroll team

7 Annexure 1-Payroll Process-A sample flowchart

8 Annexure 2-Payroll Process-Implementation chart

9 Annexure 3-Client collaboration platform-myInsight

10 Annexure 4-Deloitte IT security-Brief overview

11 Annexure 5-Payroll reconciliation services offered

12 Annexure 6-Payroll reconciliation services offered-Deliverables and Recommendation

13 Annexure 7- Payroll training services offered

14 Annexure 8-Payroll training services offered- Deloitte tools

HR and Payroll services covered (1/2)

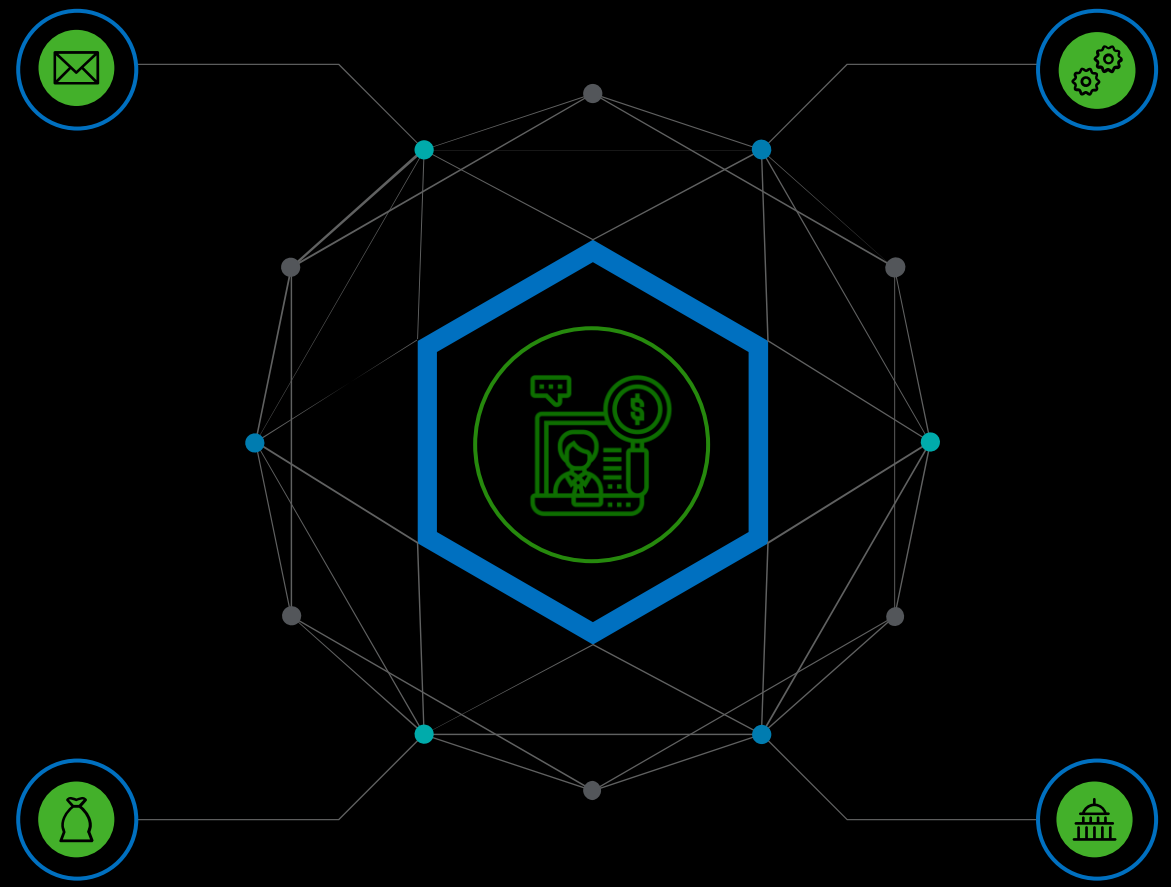
All you need for payroll outsourcing

Payroll and HR Management

- Payroll process and policies
- Payroll employee handbook
- Payroll training
- Cloud payroll software
- Employee Self Service (ESS) portal
- Employee helpdesk support
- Maintain monthly payroll reports
- Maintain statutory monthly payroll records and registers
- Compliance dashboard
- Payroll payment and accounting
- Statutory payroll tax compliances

Salary and Benefits Administration

- Salary structuring
- Evaluate and suggest employee benefit policies
  - health, retirement, insurance, and others
- Devise and document process and procedures
- Support on training programme for awareness of employee benefit policies and procedures



Payroll System Support

- Integration with ESS, leave, and attendance module
- Automatic calculation of:
  - Gross-to-net income
  - Tax deduction at source
  - Contributions-PF, PT, ESIC
  - Deductions
- Monthly pay slips
- Updated with law changes
- Integration possible with client ERP system

Labour Law Compliance

- Health check of existing Labour Law compliance
- Licence application/amendment/renewal
- Maintenance of statutory registers, records, notices, and returns
- Remittance of statutory payments
- Monitoring of contractor compliances
- Nominations under different legislations
- Benefits under labour legislations
- Liaison with PF authorities where needed

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HR and Payroll services covered (2/2)

All you need for payroll outsourcing

HR Reporting

- Headcount report
- Payroll variance report
- Payroll reconciliation and Payroll Payout reports
- Payroll MIS report
- Loan summary, reimbursement summary report
- Leave report

Travel and Entertainment Compliance and Reporting

- Designing and documenting the policy
- System module management
- Monitoring adherence of claims process as per policy
- Evaluate tax deductions/exemptions
- Reimbursement reports

Training Support

- Conducting payroll training -HR and employees
- Developing training modules
- Developing assessments
- Use of technology platform

Leave and Attendance Management

- Designing and documenting the policy
- System module management
- Leave reports
- Attendance reports

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Our methodology

Deloitte’s structured methodology ensures quality and timely deliverables

Planning and design

Familiarisation

- Interaction with Finance and Human resource team
- Understanding system processes
- Timely scheduling of processes
- Responsibilities for key processes and coordination levels
- Input requirements from client office

System design

- Employee master
- Variable earnings master
- Perquisite master module
- Employee declaration master
- Employee CTC related reimbursement module

Information specification

- Date of receipt of inputs
- Data to be received as per pre-designed input templates
- Timeline, cut-off for receivables and deliverables
- Preset timeline for submission of vouchers, saving declarations and saving proofs by employees

Implementation

Data import and validation

- Prepare set-up plan and checklist
- Data collection to be co-ordinated with client personnel
- Creation of employee and HR account on the payroll software
- Training to employee on the ESS module

Deliverables

- Monthly reports
- Pay slip
- Entitlement/Flexi pay summary
- Income tax estimate
- Pay register, journal voucher, and bank transfer
- PF, Income Tax, Professional Tax , if applicable and other statutory reports
- Quarterly reports -24Q
- Annual reports
- Form16 and 12BA

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Payroll software - Core features

Deloitte has licensed reliable and secure third-party cloud-based payroll application

greytHR is a cloud-based all-in-one robust HRMS and Payroll software which automates workforce management function, generates detailed statutory reports to help business stay compliant, reduces core HR processes, empowering employee self-service and employee helpdesk to save both cost and time. It automates crucial HR key areas such as payroll management, leave, and attendance tracking for super fast and accurate delivery.

Core HR Services

Centralised repository of employee data, managing employee lifecycle, powerful search and query engine, updating employee KYC, employee asset data tracking

greytHR Onboard

Paperless onboarding, uploading of employee documents at single place and real-time access to the same

Employee Communication

Bulk email sending option, scheduled reminders for employee lifecycle events, automated and customised special employee occasion messages

HR Reports and Dashboard

HR MIS reports, statutory and Labour Law reports, Ad-hoc reports, customised dashboard to track employee data (joining and leaving), employee's performance, CTC, attrition rate

Payroll Management

Quick, easy, accurate payroll processing, inbuilt checklist, configurable salary structure, automated payroll input, reports, reimbursements, customised payslips, statutory compliance post payroll process

Leave Management System

Customisable leave policies, creation of region-wise list with restricted holidays possible, Minimal leave-related tasks and queries, leave year-end processing

Attendance Management system

Attendance capturing option from app and multi-sources, shift handling, overtime management, attendance processing, configurable policies, surpass need for setting up swipe machines and biometric attendance systems

Employee Self Service

Employees can login and view their profile, personal data, pay slips, tax forms, make tax declaration, apply leave, stay updated about company policies, upcoming holidays

Mobile Application for employees and managers

greytHR app available for iOS and Android mobile users to apply for leave, claims, view income tax plans, tax related information, pay slips, raise ticket on helpdesk

Help Desk Option

Option to raise ticket for IT help, admin help, option for managers to raise request related to hiring, raise query related to TDS, loan and final settlement, payroll management related queries

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Payroll software - Other features

Deloitte uses third party payroll software greytHR to deliver high-end payroll services

Data Download

All data can be imported using Excel spreadsheets. Employees and Client HR can export information to Excel, PDF or Word. Also, no lock-in and data can be downloaded anytime - daily, weekly, monthly

Payroll Reconciliation Tools

Varied reports and tools are available to verify accuracy of payroll and compare payroll numbers from previous to this month

Reimbursements and Loans

Track payroll reimbursements such as medical and LTA. Automatic loan deductions facilitated during payroll processing

Access from anywhere, anytime

Multi-location, multi-company organisations can benefit from centralised payroll processing at one location

Payroll Fraud

Extensive reconciliation reports, audit trails, and comparative analysis helps prevent payroll fraud

Strong and Robust Security

greytHR is a multi-tenanted SaaS application developed with 'N' tier architecture completely capable of scaling dynamically. It is highly secure (ISO/IEC 27001:2013 certified) and offers SSL, role-based access rights and password policies. It is updated with releases, features and bug fixes is on daily basis. Greytip has its own Back-up policy and Disaster Recovery Plan in place

Data Safety

An automatic daily backup is an added advantage and hence Deloitte and clients can have relaxed approach on data backup and disaster recovery procedures. Facilitates maintenance of historical data till account is not deactivated

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Select credentials

Payroll service offerings

Type of clients	Value delivered
Global diversified company	Comprehensive India Payroll Services including Establishment Labour Law Compliance services
Global biopharmaceutical company	Payroll processing including PF and PT compliance services
Leading global IT company	Payroll processing and assisting in compliances of various labour laws
Globalised and integrated bank	Engaged to provide Payroll Services including Provident fund, International Workers return and Profession tax
Leading bank	Engaged to provide comprehensive Payroll and compliance services including labour laws compliance
Global entertainment company	Payroll processing including establishment related all labour law compliances
Globalised and integrated bank	Engaged to provide Payroll Services including Provident fund, International Workers return and Profession tax
Leading catering services operators in India	Training the senior management on Tax Declarations and new tax amendments
Leading cloud management company	Training its workforce on various aspects of payroll processing, usage of its integrated HRMS platform and tax matters
Other workshops	Knowledge sharing session / workshop on salary taxation Supporting sessions on the new labour codes, the key provisions, impact areas, challenges and concerns and action steps for establishments operating in diverse areas
Leading catering services operators in India	Training the senior management on Tax Declarations and new tax amendments
Global research and technology company	Payroll processing including labour law compliances
Global healthcare company	Payroll processing including labour law compliances

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Meet our Payroll team (1/2)

We bring a dynamic combination of skills, knowledge, and expertise to this service offering

Option 1

Nitin Shingala – Partner

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Nitin Shingala leads the BPS service line and is based in Mumbai. He has experience of 30 years un tax, accounting, corporate law, advisory and outsourcing services. A merit ranker holder Chartered Accountant, Nitin was president of Bombay Chartered Accountant Society during 2014-15 and has regularly been contributing to various academic activities as speaker and writer.

Mahabir Gupta – Partner

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Mahabir Gupta is based in Delhi and has 20 years of professional experience in Industry, consulting and outsourcing practice. He Joined Deloitte in 2004 having previous been with large Indian industry houses in their finance and accounts function.

Pramod Bagri – Partner

Tax-Business Process Solutions

Mobile: +91 9620114000

E-mail: pramodbagri@deloitte.com

Pramod is based in Bengaluru, a Chartered Accountant and data science professional with experience in deploying large scale transformation project spread across multiple geographies and finance process areas.

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Meet our Payroll team (2/2)

We bring a dynamic combination of skills, knowledge, and expertise to this service offering

Anurag Adukia – Partner

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Anurag Adukia is based in Mumbai and has over 15 years of professional experience in Industry, accounting outsourcing and multi-GAAP. Anurag joined Deloitte in 2014 having worked with large MNC and investment bank leading team within the finance and accounting function in India, Singapore and New York

Subramaniam Hariharan – Director

Tax-Business Process Solutions

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E-mail: hsubramanium@deloitte.com

Subramaniam Hariharan is based in Bengaluru, and he is a chartered accountant with specialisation in the areas of financial accounting, management reporting, compliances and payroll. He is vast experience in industry and practice over the last three decades.

Vandana Baijal – Director

Tax-Business Process Solutions

Mobile: +91 9819173526

E-mail: vabaijal@deloitte.com

Vandana is a qualified chartered accountant and an accomplished professional with over 23 years of experience in the field of Accounting, payroll & compliance, direct taxes and indirect tax, including domestic and advising on international taxation and cross border transactions. As part of Business Process Solutions service line she has experience of providing managed services in the field of Accounting and Finance, Payroll, Labour Law and Tax compliance

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Meet our Payroll team

Option 2

We bring a dynamic combination of skills, knowledge, and expertise to this service offering

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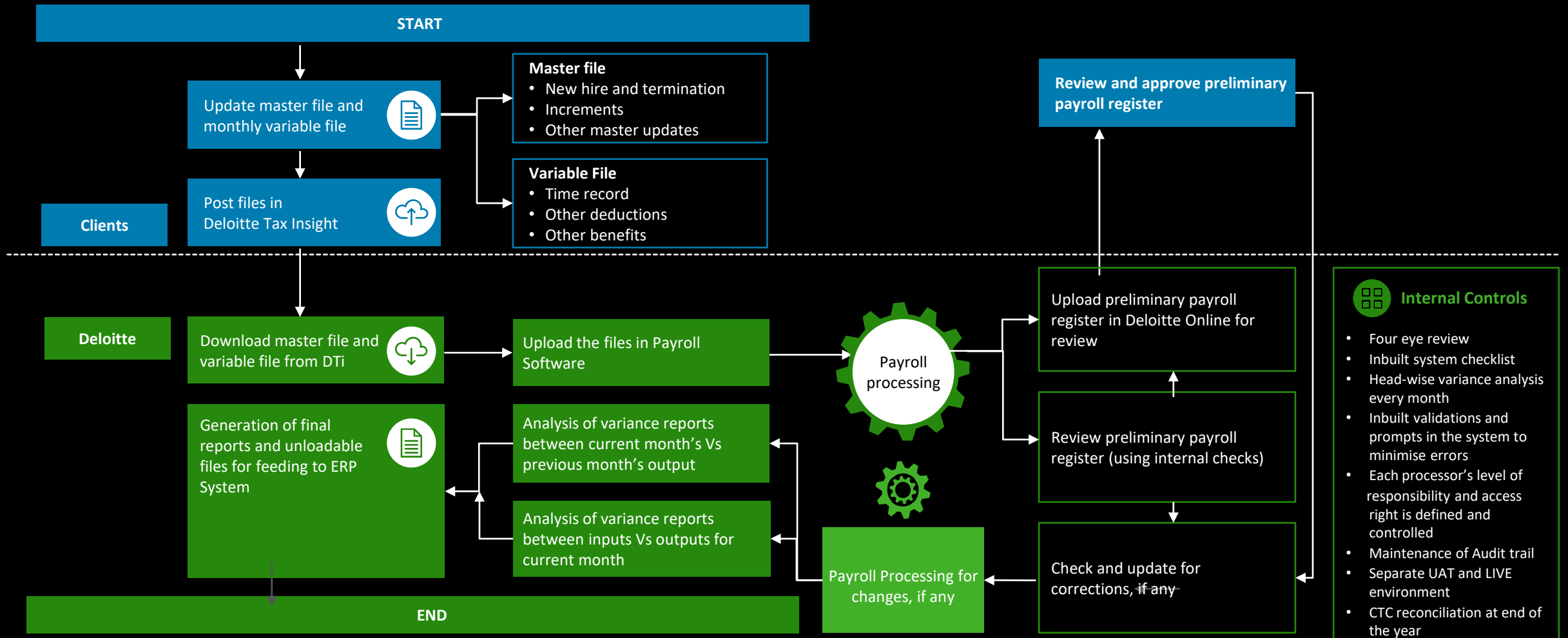
Payroll process - A sample flowchart

Everything counts here

Annexure 1



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Payroll process - Implementation plan

Annexure 2

Our proposed solution to clients

	Process planning	Data collection	Data validation	Data processing	Deliverable drafting	Review and sign-off	Submit and archive	Management reporting
	Planning (2 -3 weeks)	**Delivery** (Input-at least 5 days prior to payroll payment date;Processing-3 days; Client Approval-1 day)				**Completion**		
Client team	• Governance and process • Calendar of internal due dates • Payroll policies	Provide monthly employee data	Provide additional supporting data if required			Review and approve final payroll		
Deloitte delivery team	• Salary structuring • Review and agree calendar • Confirm timeline, key deadlines and responsibilities • Outline data requirement/ templates • Setup collection tools/platform • Set up masters	Receive employee data	• Check completeness of data • Request additional data and queries as required	Upload data received into payroll processing tools	• Prepare and review draft payroll computations • Prepare agreed payroll reports	• Send payslips, payroll reports, and draft payroll compliance submissions	• File payroll/labour law returns • Store final returns on Deloitte/Client platform • Sign off statutory deadlines on workflow tool	Collate recommendations for improvement
Deloitte EMO team	Process improvement, issue escalation, quarterly status update, and update on law and regulatory changes							

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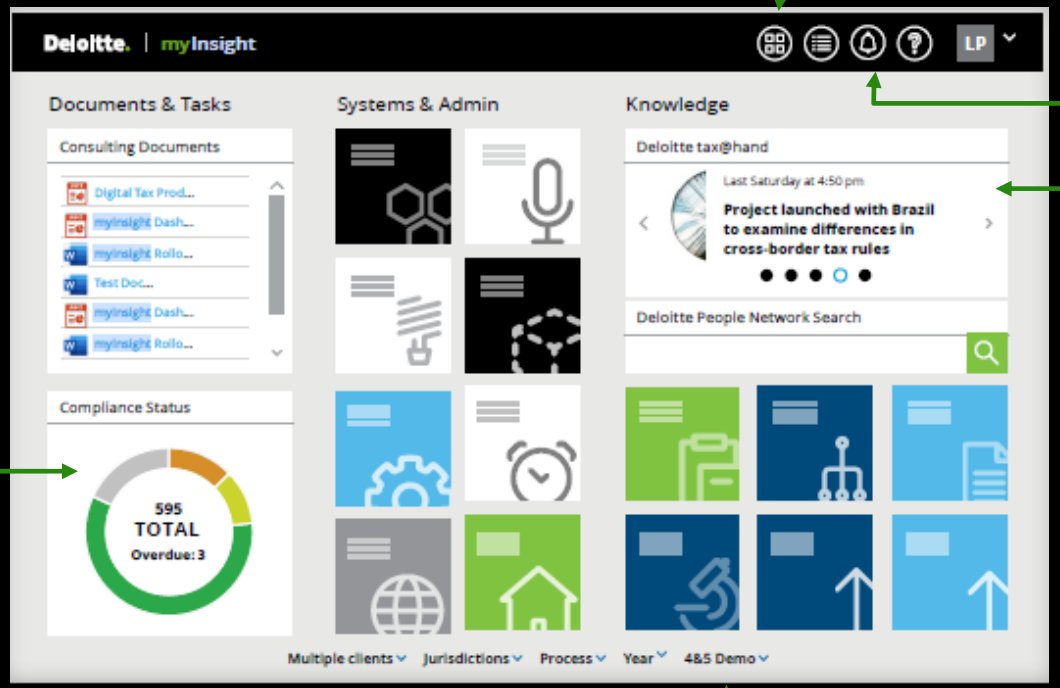
Client collaboration platform| myInsight

Annexure 3

Nothing gives you a better view, deeper insights, and efficient collaboration than Deloitte's digital platform, myInsight

Customisation
Visualises essential information via a personalised dashboard and enhances workflow management to maintain control over deadlines, status, and reporting.



Data visualisation
Flexible filtering by jurisdiction, process, and year.

Connectivity
Workspaces for borderless collaboration with Client HR team and Deloitte central PMO team in case of Global Payroll consolidation

Real-time notifications
Timely messages and new content alerts

Knowledge management
Capture, organise, store, and share vital information

Benefits to client

Reduces time and costs by integrating disparate processes into a single, globally visible solution

Easily identifies areas for focus through analytics and data visualisations

Provides better visibility into your overall payroll completion status across jurisdictions

Readily tracks compliance deadlines, filing requirements, and new regulations through a single dashboard

Expands your knowledge with payroll regulations and tax related news and resources like country tax guides, real-time news alerts, and access to Deloitte's suite of tax knowledge tools

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Deloitte IT Security - Brief overview

Annexure 4

We secure you-Always Alert

Sr. No.	Particulars	Description
1.	**IT Security**	ISO/IEC 27001:2013 CERTIFIED Annual risk assessment programme performed in accordance with the ISO 270001 standard
2.	**Third Party Payroll Software vendor-Hiring controls**	• Appropriate contract is put in place with appropriate security clauses and requirements for information security, business resilience, data protection, vetting, physical security, right to audit and data confidentiality • NDA is in place and the conditions of that agreement meet the same requirements as stated within the engagement letter with the client
3.	**Business Continuity**	• Designed on an "all hazards" approach, with the intention of promoting resilience in Deloitte's people, premises, processes and systems • Designed to comply with the requirements and controls contained in BS ISO/IEC 27001:2013 and the guidance contained in ISO 22301
4.	**Other features**	• Mandatory privacy and information security awareness training for new and existing employees • 2-Factor authentication for remote access to any application, Deloitte's laptops and Deloitte's network • Backup of data at regular intervals • Secured and restricted Datacentre access

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Payroll Reconciliation services offered

Aligning Books, Payments and Statutory Records

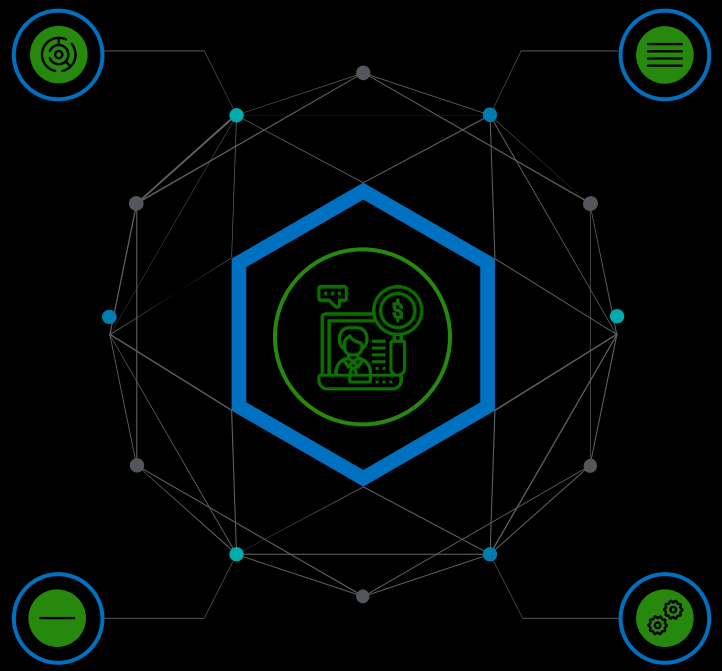
Annexure 5

Situations/Challenges

- Change in payroll processing software
- Reconciliation Backlogs
- Transition to new vendor
- Absence of mechanism to align payroll software and accounting ERP
- Multiple Locations
- Expats
- employees working on sites
- Complicated payroll structure
- Large no. of exits- full and final-offshore employees
- Labour law related contributions and payments- return not reconciling with books
- Unaccounted/ unreconciled ESOP/RSUs issued by Parent to Indian subsidiary employees

Shortcomings in Payroll process/tools

- Change in component balances on reopening of payroll for the same period
- Employee balances on a particular date not available for reconciliation at future date –control lapse of employee data not saved immediately after processing
- Flow of accounting entries from payroll tool to accounting ERP without validation to meet reporting timelines
- Use of Control accounts-unreconciled payroll balances over few years



Reconciliation areas

Reconciliation of Payroll register, Bank payments, returns with General Ledger (GL)

- Employee wise loans and advances
- Employee wise gross pay, components and net pay
- Employee wise payables including bonus and performance pay
- Employee wise full and final settlement
- Payroll accruals and provisions
- Employee wise and Location wise Labour law payments and contribution
- Cost centre wise accounting/posting

Broad approach and reconciliation process

- Apply techniques to understand the flow of data into ERP and control on data
- Use our knowledge of data navigation skills in the ERP
- Identify pattern of errors and mistakes committed
- Use high end MS-Excel skills to compare voluminous data between months, actuals with master data, detailed review & employee wise analysis of salary payable/paid
- Review of all adjustment entries passed in ERP to understand its nature, background, necessity and documentation
- Review of all entries processed after month end close
- Thorough ledger scrutiny

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Payroll Reconciliation services offered - Deliverables and recommendations

Annexure 6

Devising Payroll processes

- Full and final settlement
- Off-shore employees
- Robust documentation
- Validation of payroll output received
- Regular reconciliation of gross and net pay
- Compliance calendar
- Workflow and controls

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Payroll Training services offered

Annexure 7

Employees/Client HR - What is payroll process for me?

Training objectives

- Increased efficiency in payroll processing
- Higher compliance with Internal SLAs
- Reduction in errors during payroll processing
- Increase in percentage of compliance with tax and payroll related labour law compliances
- More effective use of the integrated HR platform and its extended functionalities
- More effective, organisation-wise tracking and monitoring of compliance with tax related matters
- Increased visibility and availability of tax updates to senior management

Training modules

- Employee HR Policies Handbook
- Employee Onboarding
- Payroll Processing
- Exit Employees
- EmployeeTax Declaration
- Labour Law compliance
- Payroll related technical updates
- Labour Law Codes
- Employees CTC Reimbursements
- Leave/Attendance Management
- ESOP
- Gratuity
- International Workers

Training approach

- Understanding the expectations of Client Payroll team
- Identifying the different stakeholder groups for discussion
- Performing a review and understanding of the current activities performed by / for payroll function
- Identifying ‘hopes and fears’ of process/activities
- Identifying focus areas based on understanding of payroll related activities
- Developing a macro layout for training areas/topics
- Develop content, learning objectives and framework for each of the training modules
- Conducting Training sessions and providing training materials
- Multiple sessions can be conducted level wise
- Use technology platform to deliver training including virtual, whiteboards, breakout rooms, polling and survey participations.
- Assessments will be conducted at the end of each training session to gauge extent of user understanding and provide feedback

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