



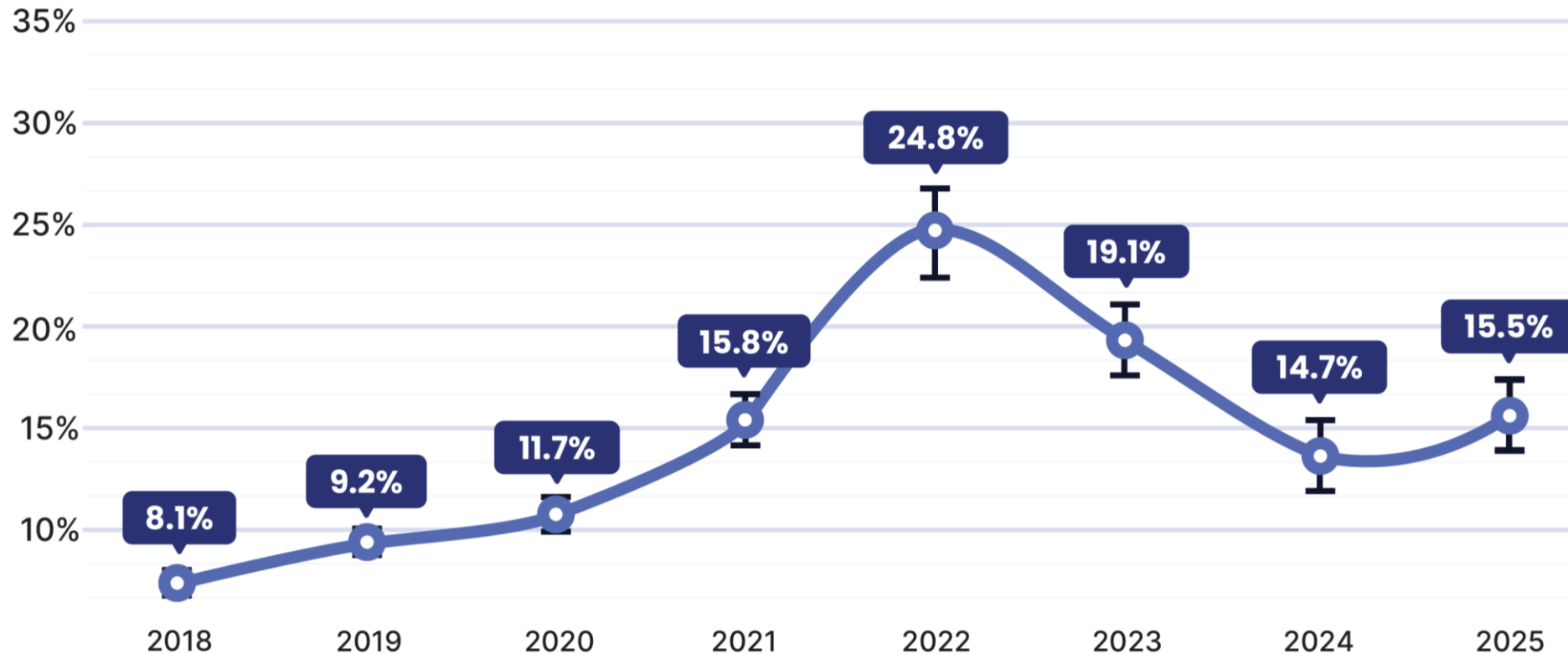
STAFF DATA

Shift Timings

Time Zone Roles EST Clients CST Clients MST Clients PST Clients
Indian Timings Non-End Client Facing Roles (Limited Client Interaction)

Indian Timings	US Timings	Overlap/Crossover
1.00 pm to 10.00 pm	3.30 am to 12.30 pm	4.30 hours
1.30 pm to 10.30 pm	3.00 am to 12.00 pm	4.00 hours
2.30 pm to 11.30 pm	3.00 am to 12.00 pm	4.00 hours
3.00 pm to 12.00 am	2.30 am to 11.30 am	3.30 hours

Our Attrition – Replacements at MYCPE ONE



Shift Timings

Indian Timings End Client Facing Roles (Client Interaction Needed)

Indian Timings	US Timings	Overlap/Crossover
5.00 pm to 2.00 am	7.30 am to 4.30 pm	8.30 hours
5.30 pm to 2.30 am	7.00 am to 4.00 pm	8.00 hours
6.00 pm to 3.00 am	6.30 am to 3.30 pm	7.30 hours
6.30 pm to 3.30 am	6.30 am to 3.30 pm	7.00 hours

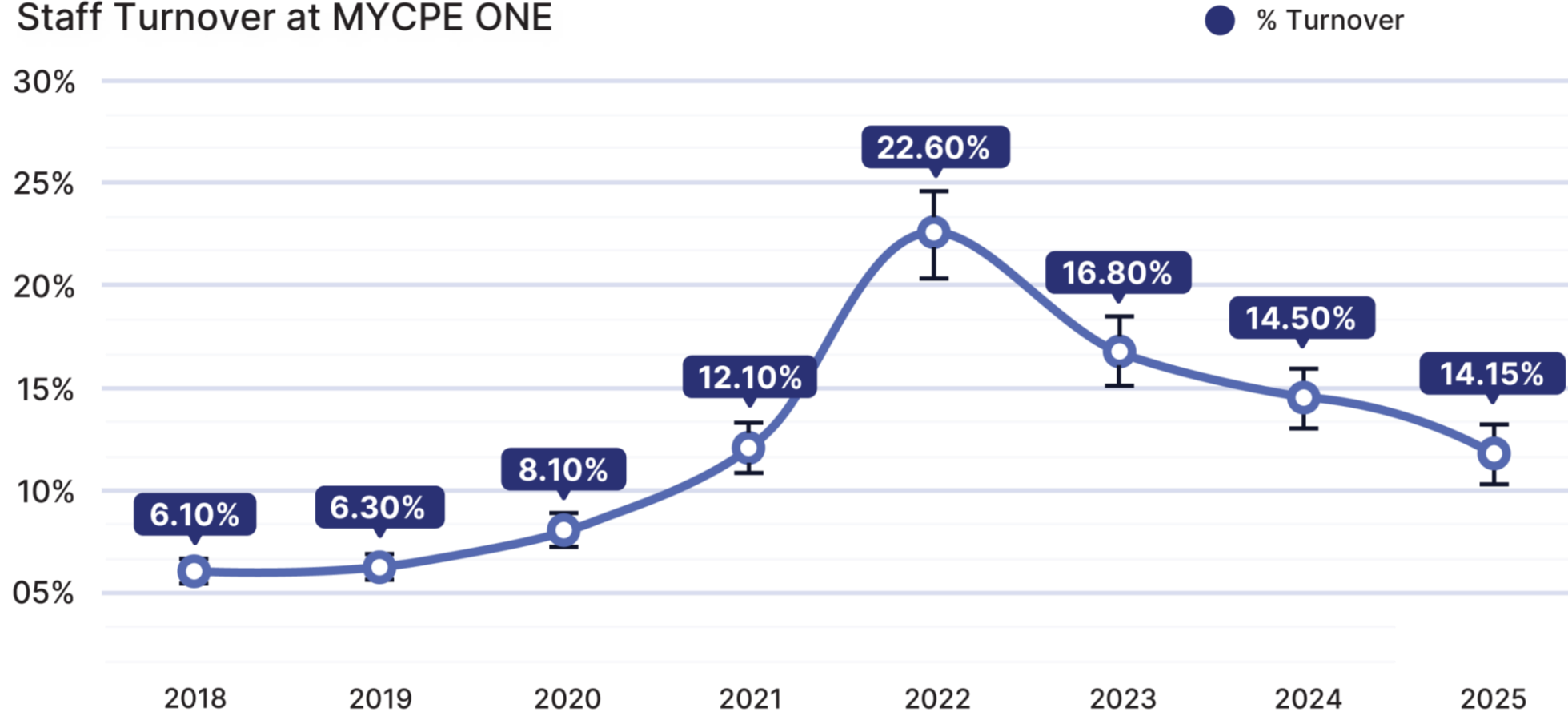
- These are general work timings. Staff would be flexible to work with more crossover time occasionally.
- If you need more overlap, please inform your account manager about the same. (So he can get those staff accordingly)
- Staff in Client-facing roles or Virtual Assistants are available with more overlap.
- Occasional/Seasonal late working or overtime is possible.
- Adhering to shift timings keeps the work-life balance.

Shift Timings

- 9 hours shift timings (1 hour break and 8 hours working).
- Minimum 3 to 4 hours of overlap is required for communication/collaboration.
- We face challenges in putting people to work for PST/MST Time zones, and attrition is slightly higher.
- In our Philippines office, the staff is ready to work ultimately in US Timings. However, challenges with high attrition and low technical knowledge in the Philippines.
- Once the staff is onboarded and settled, and if you would like to approve a shorter crossover time
- and have them come early and leave early, it's entirely on client approval. (But do discuss this with your account manager).
- We also have an "Early Fridays" program for non-client-facing roles. As our team members work the US shift, it limits the time they get to spend with their families. To address this and promote work-life balance, we allow team members to leave early (9:30 for EST and CST Clients, and 10:30 for MST and PST Clients) on Fridays as long as the client approves. There may be exceptions to this policy during the busy season or if the client requests otherwise.

Overall Attrition

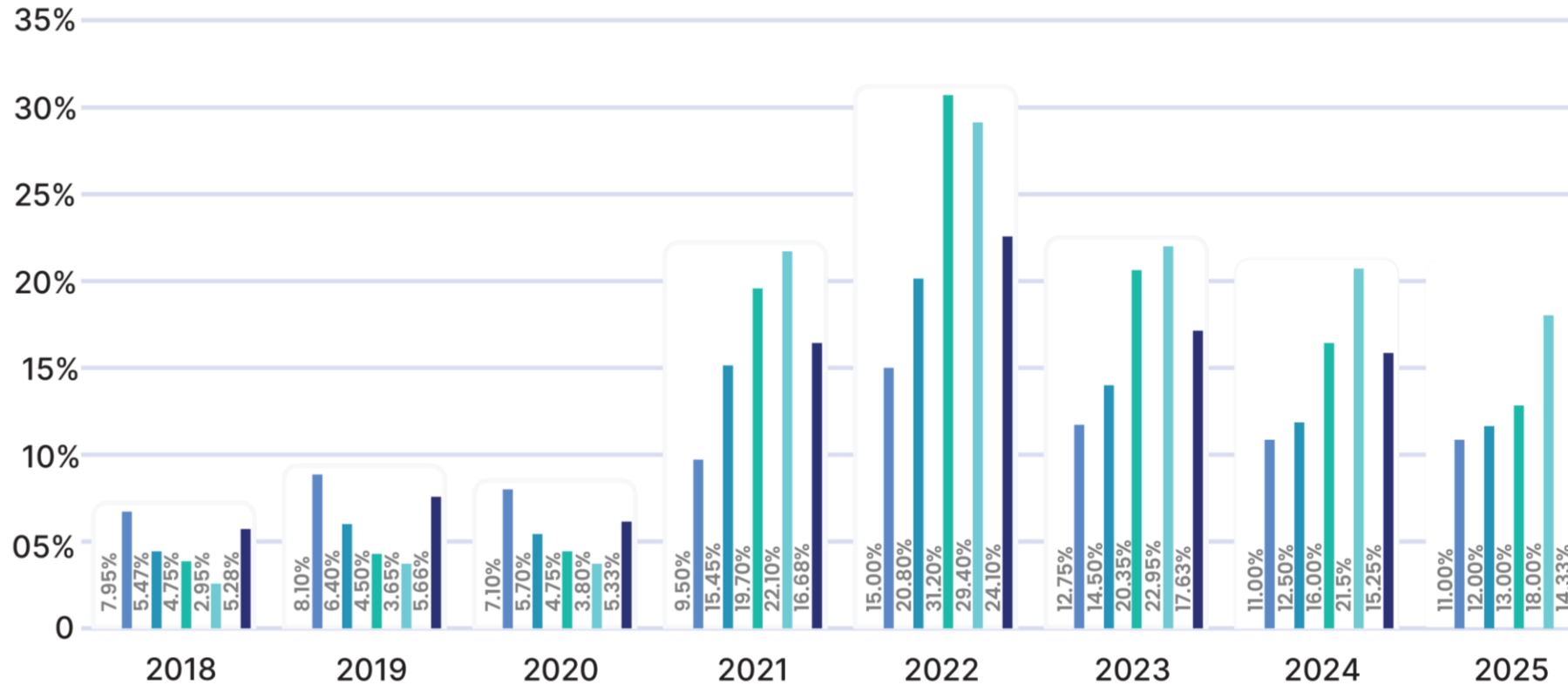
Staff Turnover at MYCPE ONE



Attrition for all staff level

Staff Turnover at MYCPE ONE

● % Level 1-2 ● % Level 3-4 ● % Level 5-6 ● % Level 7-8 ● % Overall



Reason for Attrition



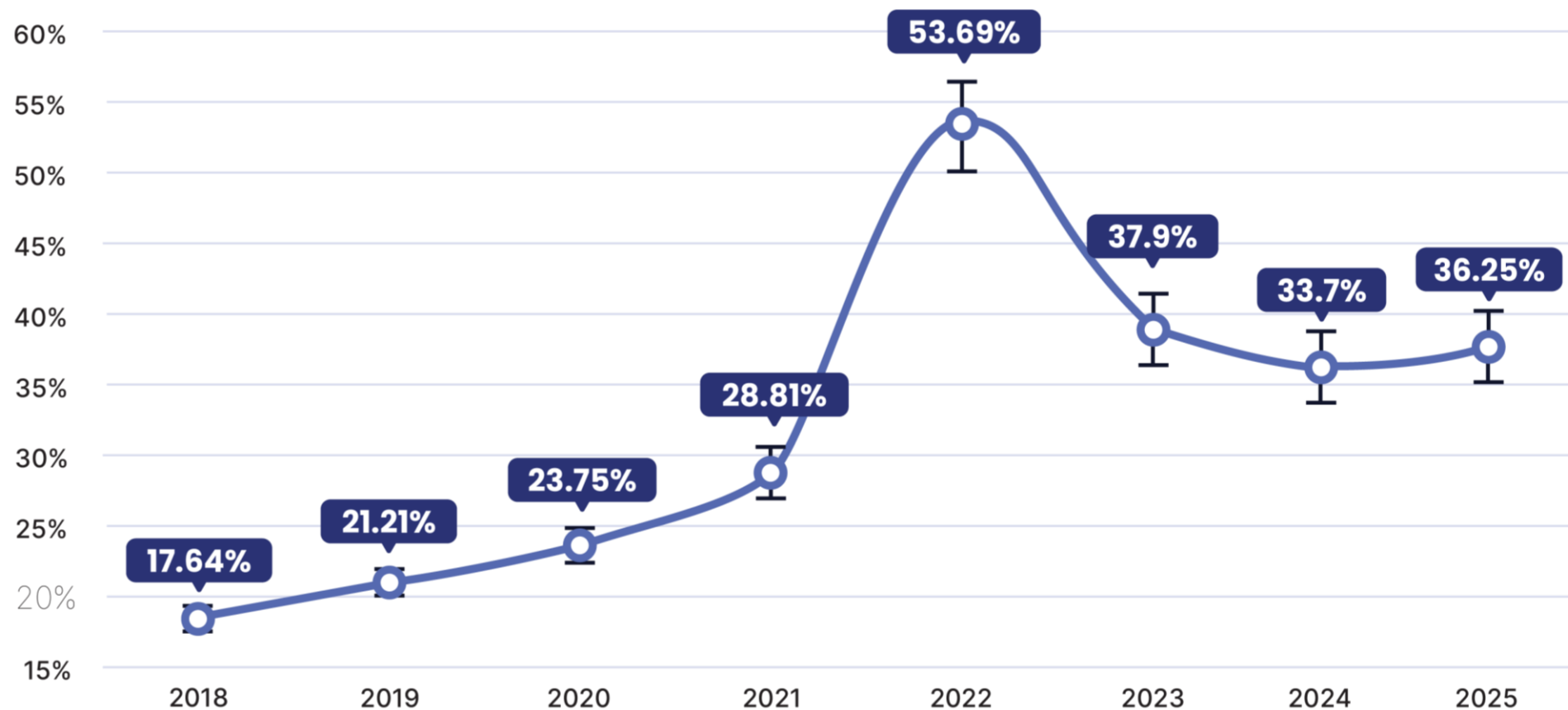
Staff Turnover Reasons

- Other - 2.0%
- Disappearing/Ghosting - 6.0%
- Better Learning - 9.0%
- Work Fatigue - 9.0%
- Work From Home/Hybrid - 13.0%
- More Leaves - 14.0%
- Better Pay - 23.0%
- Time Flexibility - 24.0%

We have observed that when the relationship between the onshore and offshore teams is good, turnover is lower.

“We have seen maximum turnover in Level 5 and above hiring.”

Salary Increase at MYCPE ONE



Benefits

- ▶ 18 Paid Time Off and 10 Public Holidays
- ▶ Medical Coverage Up to 400K Floater (Self, Spouse, and Two Kids)
- ▶ 2 Company Paid Preventive Health Checkups Annually
- ▶ Night Allowance for Staff working late nights
- ▶ Shuttle Facility for all employees (For Employee Safety)
- ▶ CPA, EA & CMA (Study Support Package)
- ▶ Strong Culture of Learning and Development
- ▶ Weekly Engagement and Activities
- ▶ Extra Working (Overtime Allowed)
- ▶ Tax Season Overtime = Proportional to Salary
- ▶ Maternity Leave (26 Weeks Paid Leave + 26 Weeks LWP)
- ▶ Paternity Leave (2 Weeks)
- ▶ Loan Giving to Team Members (Without Interest)
- ▶ Opportunity to directly work with Clients and grow
- ▶ Better Exposure/Growth Compared to Big 4
- ▶ Work Timings Flexibility (On Client Approval)
- ▶ WFH & Hybrid Working (On Client Approval)
- ▶ Life Insurance Coverage (2 Million) + Accidental Coverage (2 Million)

Staff Policies

[VIEW DETAILS](#)

