

Date: 25-Aug-2024

Dear **MOHAMED YUSUF**

Congratulations! We take great pleasure in inviting you to be an integral part of Omega Healthcare Management Services Private Limited.

We are pleased to make you an offer of employment as **SENIOR PROCESS EXECUTIVE - AR** full time and your place of posting will be **Chennai-I** with an Annual CTC Compensation of **Rs. 3,80,688.00 (Three Lakhs Eighty Thousand Six Hundred Eighty Eight Rupees Only)**. In addition, upon successful completion of Probationary period you are eligible for **Performance Based Quarterly Merit Increase (PBQMI)** and **Quarterly Tenure Bonus Plan (QTB)** as indicated in **Annexure D**.

Your date of joining will be on or before **26-Aug-2024**, beyond which this offer stands revoked.

Our team is dedicated to empower healthcare organizations in delivering exceptional care while enhancing their financial performance, and we believe your skills and passion will be instrumental in helping us achieve our goals. At Omega, we pride ourselves on our values – CREDO (Customer Excellence, Respect, Empowerment, Diversity and One Omega). These values empower us to achieve excellence and foster a positive work environment. As our core team member, you will have the opportunity to showcase these values and be a contributor to build 'One Omega' culture.

We are an international organization with people capabilities across India, Philippines, and the USA. You will discover with us 'passion, energy and commitment' to be the best in class and take pride in doing things differently. As we refine and continuously improve on our people process, we count on your support in making Omega Healthcare one of the Best Place to Work.

Combining the largest medical coding staff in the world, with proprietary technology, analytics and automation capabilities, Omega Healthcare helps thousands of providers eliminate administrative burdens, accelerate cash flow and reduce health management costs. The company streamlines medical billing, coding and collections processes, and offers telephone and message-triage services to provide the most comprehensive and scalable outsourced revenue cycle management solutions in the industry.

Most of us here are ordinary people, but constantly seeking to do extraordinary things. We are not perfect, but we are open to feedback, learning and change. While we have our own individuality, we also share a common vision and complement each working as a team.

What differentiates us from other places to work is our passion and commitment towards superior customer service. You will find strong core values and brand promise that we live up that is hallmark amongst all our Service offerings.

We firmly believe in employee engagement and our evolving people processes. We assure you enrichment, growth and fulfillment at the end of each working day. Discover Camaraderie, Harmony and Accomplishment with us.

We look forward to a long and fruitful association with you and confident of making Omega Healthcare a truly world class and an aspirational MNC to work for.

By accepting this offer, you agree to abide by this clause that this offer of employment entails Working from Office (WFO) effective 26-Aug-2024.

All our new employees have been asked to report to office as part of employment starting Apr'2022 and By accepting this offer, you agree to abide by this clause that this offer of employment entails Working from Office (WFO) effective your 26-Aug-2024

With this arrangement we look forward in extending our Best Welcome, Induction and Training in making you successful and experience our culture and team spirit.

In the event of work assignment that stipulates remote working, you agree to have access to Broad-band Internet connection for effective discharge of your duties and the same would be reimbursed to the tune of Rs.800/month.

Your offer and subsequent appointment will be governed by the terms and conditions of employment presented in the enclosed Annexure A. You will also be governed by rules and regulations in vogue that may change from time to time.

At the time of your joining, the following documents need to be submitted:

- Signed Copy of the Offer/Appointment Letter
- Photocopy of your educational HSC/Degree/Diploma valid certificates and marks cards in support of your educational qualifications.
- Reliving letter/Service certificate/ Resignation acceptance letter from your previous employer
- Photocopy of your Birth Certificate/ DOB Proof
- Copy of PAN Card /Acknowledgement copy of PAN Application
- Copy of AADHAR Card / Acknowledgement copy of AADHAR
- Self ID Proof - 2 Copies (Passport/ Driving License/Voter's ID/ Ration Card/ PAN Card/ Aadhaar/College ID)
- 2 References for professional / character reference checks
- Last 3 months pay slips or latest copy of Form 16(applicable to experienced candidates)
- Residence Proof - 2 copies Permanent & Temporary (Passport /Driving License/ Voter's ID / Ration Card/ Aadhaar / Mobile Bill or Telephone Bill / LIC Policy / BANK Passbook/ Electricity Bill/Gas Bill/Water Bill/Rental Agreement- (Letter from owner or Self Declaration letter required if it's not in your name)
- Passport size photographs - 6 Nos.
- Post card Size photographs - 2 Nos. (for ESI Employees)
- Parents DOB details. (Documents not required. Only date is required to fill in nominee forms)
- Physical standard (Blood Group, Height, Weight - details only required for filling the application form. Proof not required)

While at Office, we attire Formally on Mondays and Smart Business Casuals on the Rest of the Days.

Please do not hesitate to contact us, should you need any assistance or information regarding your onboarding. You are required to sign the duplicate of this Offer Letter and the Annexure as your acceptance and submit the same to us.

We look forward having you as a vibrant family member of Omega Healthcare!

Sincerely,

For Omega Healthcare Management Services Pvt. Limited.

A handwritten signature in blue ink, appearing to be "Guruvayurappan P V".

Guruvayurappan P V
Chief Human Resource Officer

Annexure A (PROCESS EXECUTIVE - AR)

Terms and Conditions of Employment

You shall be governed by the following terms and conditions of service during your employment with **Omega Healthcare Management Services Private Limited** (hereafter referred to as the "company"), and those that may be amended from time to time.

Statement of Facts

- a. The company has made the offer of employment on the basis of the bonafide statements and facts provided by you in your application form and Resume for employment. At the time of employment or during employment if the company finds the information provided to be false or misleading, it reserves the right to take appropriate disciplinary action against you.
- b. Subsequent to your appointment, if there were to be any negative feedback from your previous employment, you would be liable to be removed from services without any notice.

Duties

- a. During working hours, you shall use your best energies and abilities to serve the company faithfully. You shall comply with the rules, regulations and procedures as notified by the company in the letter and spirit,
- b. During working hours, you shall entirely devote your time, attention and abilities to the business of the company.
- c. You shall not, without company's prior written consent, be in any way directly or indirectly concerned with any other business or employment during or outside your hours of work in the company. You shall however, undertake honorary, social or charitable nature, library, and artistic or scientific character only with the express written permission from the competent authority.
- d. During your employment, you shall not directly or indirectly engage in any conduct averse to the best interest of the company. Also, you shall not divulge any confidential information or violate any agreement with your prior employers or their clients.

Place of Work

You will be in employment at the company's office or other work locations as required. The company reserves the right to transfer you on a temporary or permanent basis to other job functions, departments or locations within the company, when necessary.

Hours of Work

- a. The working day shall comprise of 9.00 working hours inclusive of 30 minutes of Lunch break and 30 minutes for 2 Tea breaks. You may be required to work on shift as assigned. The shifts may be scheduled across 24 hours a day, 7 days a week and 365 days a year. The shift timings may change from time to time on which your reporting officer will notify you in advance.
- b. Omega Healthcare observes national and festival holidays as per policy which will be notified during induction. The festival holidays may vary every year and across region/Service line.

Leave and Vacation

- a. From the date of joining, you will be entitled to and 1 day of Sick/ Casual Leave Per month as per Leave policy applicable to your grade from subsequent month of joining.
- b. On a prorata basis, you would also be entitled for 1 day of Privileged Leave Per month of as per our policy. You can refer Leave policy for further information on leave policies and its applicability.

Conduct

- a. You shall at times, maintain exemplary conduct and decorum. You shall uphold honesty and integrity in all your actions.
- b. You shall, honor and comply with all Rules and Regulations of the Company and statutory requirements, in letter and spirit.

Confidentiality

- a. You shall maintain utmost secrecy with regard to confidential and proprietary information relating to the company. This information includes and is not limited to trade secrets, technical processes, finances, and dealings with information relating to suppliers, employees, agents, distributors and customers.
- b. You shall not, during your employment and at all times thereafter directly or indirectly use or disclose confidential information except for the sole benefit of the Company. This restriction shall cease to apply when it may come into the public domain otherwise than through unauthorized disclosure by you or such information which you shall be obliged to disclose by law.
- c. You shall not take copies of confidential documents or information for your own purposes and forth with upon termination, you shall return to the Company all documents, records and accounts in any form (including electronic, mechanical, photographic, and optic recording) relating to matters concerning the business or dealings or affairs of the Company.
- d. You shall not during your employment and at all times thereafter do or say anything that may injure directly or indirectly damage the business of the Company
- e. You shall maintain utmost confidentiality with regard to your compensation and benefits. You shall not discuss your compensation and benefits with anyone, but with Manager you report to.
- f. You may have to sign
 - The Non-Disclosure Agreement and Non Compete Agreement (as applicable)
 - The Code of Business Conduct and Ethics
 - Prohibition or Disclosure or Use of Inside Information (as applicable)

Separation from the company

- a. The retirement age of the company is 58 years for Bands 1 – 4 and T1 – T4, Band 5/T5 & above is 60 years. At the time formally resigning from service, you shall serve the notice period of as appended below:

Notice Period Clause/Bands	Band 1 - Trainees	Band 1 - Laterals	Band 2	Band 3	Band 4	Band 5	Band 6
During Probation	30	30	30	30	30	NA	NA
After confirmation	60	60	60	60	60	90	90

- b. When you resign formally from the service of the Company, the Company may solely at its discretion, Permit you to pay up for the notice period in lieu for the un-served notice period.
- c. You will not be entitled to such notice period, If the Company terminates your services due to misdemeanor, unsatisfactory performance or any other disciplinary matter.
- d. In the event of your separation (whether voluntary or involuntary) from the company within 24 months of appointment, you will pay back in full all Performance Based Quarterly Merit Increase (PBQMI) and Quarterly Tenure Bonus (Annexure D) paid to you in order to be formally relived in accordance to the Terms of the Service Performance Agreement.

Income-tax Act (1961)

In compliance with the Income-tax Act (1961) and CBDT (Central Board of Direct Taxes) amendments, linking your PAN with Aadhar is mandatory. Failure to do so by the 20th of the month, will result in higher income tax deductions (20% or the Average Tax Rate) from your salary thereby reducing your Monthly Net Pay. Ensure your PAN is linked with Aadhar during the start of your employment to avoid such deductions

I accept the terms and conditions of the Company mentioned above and the following Annexures.

Signature

Name: MOHAMED YUSUF

Date: 25-Aug-2024



Annexure B

Offer of Employment under Special Module

- We take pride in being an Employer of Choice. It is all about the internal workings of our company, about our people, and the way we treat them. We are a Fantastic Place to work where people are involved and enjoy performing, adopt a role as Brand Ambassador, are highly satisfied and closely involved in the organization. We are a Great Place for building a bright future.
- Omega Healthcare has a strong basic core: breaking down barriers, inspiring and connecting. This is applied to personal development, business and society. A career with us is an opportunity to find purpose in your passion. It is a chance to grow and develop into an ace at what you do. We have grown many of our People over the years into positions of Leadership and Innovation who have made meaningful impact.
- At Omega Healthcare, our Values of Customer Service, Respect, Transparency, Equal Opportunity and Collaboration guide our actions and decisions each day. You will Discover Camaraderie, Harmony and Accomplishment with us.
- You are being made an **Offer of Employment under Special Module** that accords opportunity to earn higher starting salary (as outlined in Annexure C) than what is normally offered for New Hire Freshers. Through this Special Module, you will receive Training and Mentoring aimed at upskilling you for future Leadership opportunities within the Organization.
- You acknowledge that through this Special Module of Tenure Based Performance Bonus Pay and Training, this employment offer entails you to serve the organization for 24 (Twenty-Four) months as minimum service tenure failing which you become liable to pay any Performance Based Quarterly Merit Increase (PBQMI) and Quarterly Tenure Bonus paid to you by the Organization. **You also undertake to sign 'Service Performance Guarantee Agreement' as part of your appointment letter upon your joining.**

Annexure - C
SALARY STRUCTURE

Pay Component	Monthly Amount	Annual Amount
CTC		
Fixed Cash (Gross)	29100	349200
Basic	13250	159000
HRA	5125	61500
Special Allowance	5100	61200
Advanced Statutory Bonus	3001	36012
Benefit	2624	31498
PF	1722	20664
Medical Insurance Premium	262	3144
Group Term Life Insurance	100	1200
Gratuity	540	6490
Total CTC	31724	380688
Total CTC	31724	380688

Variable Pay - You will also be eligible for performance based variable pay of Rs. **0.00/-** per annum (i.e. Rs. **0.00**/per month) which is payable as per company policy on achievement of agreed upon targets.

Authorized by



Guruvayurappan P V
Chief Human Resource Officer



Annexure - D

Performance Based Quarterly Merit Increase (PBQMI) and Quarterly Tenure Bonus Plan–Indicative Earning Potential

	Gross Salary (X)			Quarterly Tenure Bonus (Y)		
Month	Performance Exceeds Expectations (EE)	Performance is Above Expectations (AE)	Performance Completely Meets Expectations (CME)	Performance Exceeds Expectations (EE)	Performance is Above Expectations (AE)	Performance Completely Meets Expectations (CME)
1	21100	21100	21100	0	0	0
2	21100	21100	21100	0	0	0
3	21100	21100	21100	0	0	0
4	22600	22600	22600	0	0	0
5	22600	22600	22600	0	0	0
6	22600	22600	22600	0	0	0
7	23800	23500	23200	10500	9000	7500
8	23800	23500	23200	0	0	0
9	23800	23500	23200	0	0	0
10	25000	24400	23800	12000	10500	9000
11	25000	24400	23800	0	0	0
12	25000	24400	23800	0	0	0
13	26200	25300	24400	13500	12000	10500
14	26200	25300	24400	0	0	0
15	26200	25300	24400	0	0	0
16	27400	26200	25000	15000	13500	12000
17	27400	26200	25000	0	0	0
18	27400	26200	25000	0	0	0
19	28600	27100	25600	16500	15000	13500
20	28600	27100	25600	0	0	0
21	28600	27100	25600	0	0	0
22	29800	28000	26200	18000	16500	15000
23	29800	28000	26200	0	0	0
24	29800	28000	26200	0	0	0
25	31000	28900	26800	19500	18000	16500

	644500	623500	602500	105000	94500	84000
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Total 25 (Twenty-Five) Months Earning Potential is as appended below:

Total Earning Potential (Performance Exceed Expectations) = $644500(X) + 105000(Y) = \text{Rs.}7,49,500(Z)$

Total Earning Potential (Performance Above Expectations) = $623500(X) + 94500(Y) = \text{Rs.}7,18,000(Z)$

Total Earning Potential (Performance Completely Meets Expectations) = $602500(X) + 84000(Y) = \text{Rs.}6,86,500(Z)$

