As we continue our transition to One Schneider Electric, information included in the below FAQs may not be inclusive for all business units. For a listing of services available to your business unit, visit the “Go Live Schedule” on the PeopleLink intranet home page.

In some cases hourly employees and union employees may not have access to all tools (ie bridge HR Performance Appraisal, etc). Additionally, policies may differ based on coordinated bargaining agreements.

General Questions

Q: What is PeopleLink?
A: PeopleLink is Schneider Electric’s self service center. In North America, PeopleLink is self-serve access to your benefits and human resources related information through online tools as well as a call center. These tools enable you actively manage your HR information.

Q: How do I utilize PeopleLink?
A: The PeopleLink website should be your first stop when seeking answers to your questions. If you cannot find the information you are looking for on the website, call or email the service center and a Schneider Electric expert will help answer your question.

Questions Answered Online

Q: What types of questions can be answered online?
A: A few examples of answers you may find online:

<table>
<thead>
<tr>
<th>My Company</th>
<th>My Rewards</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Policies</td>
<td>1. Open Enrollment/Benefit Questions</td>
</tr>
<tr>
<td>U.S. Employees:</td>
<td>• What doctors are in my network?</td>
</tr>
<tr>
<td>• How many PTO or days am I eligible for?</td>
<td>• What is my copay for a primary care physician?</td>
</tr>
<tr>
<td>• What is covered in the Tuition Reimbursement policy?</td>
<td>• How do I locate my SESA ID?</td>
</tr>
<tr>
<td>Canada Employees</td>
<td>• Update my life insurance beneficiary</td>
</tr>
<tr>
<td>• How many vacation days am I eligible for?</td>
<td>• Enter a qualified status change (i.e. add/remove a dependent)</td>
</tr>
<tr>
<td>• What holidays are the statutory holidays in my province?</td>
<td></td>
</tr>
</tbody>
</table>

| My Life – Workforce Admin Users Only | |
| 1. Employees | |
| • How do I change my address? | |
| • How do I update my emergency contact? | |
| • How do I change my name? | |
| 2. Managers | |
| • How do I change my employee’s job title? | |
| • How do I transfer my employee to a new manager? | |

| My Career | |
| 1. Career & Performance Management | |
| • What is a CV and where do I post it? | |
| • Where do I complete my Career Review and Performance Appraisal? | |

Revised February 2011
2. Job Opportunities
- Where do I search and apply for internal job openings?

3. Learning and Development
- Where do I enroll in training courses?

5. SharePlan
- Review the employee presentation
- Purchase shares via the online tool (during reservation period only)

Questions Answered by a Representative

Q: What types of questions can be answered by a PeopleLink Representative?
A: All of the questions above can also be answered by Customer Service Representatives. Additionally, below are additional examples of questions Customer Service Representatives can answer:

<table>
<thead>
<tr>
<th>My Company</th>
<th>My Rewards</th>
</tr>
</thead>
</table>
| 1. Policies
  - Where do I find Harmonized policies?
  - Do we have a bereavement policy? |
| 1. Open Enrollment/Benefit Questions
  - What is a qualified status change?
  - When does my benefits coverage begin?
  - How do I locate my SESA ID? |

<table>
<thead>
<tr>
<th>My Life – Workforce Admin Users Only</th>
<th></th>
</tr>
</thead>
</table>
| 1. Log In/Passwords
  - How do I locate my SESA ID?
  - What is my ID and password for Workforce Administration? |
| 2. Payroll/Direct Deposit Inquiries
  - What do I do if my paycheck has been lost/stolen?
  - What do the deduction codes mean on my paystub?
  - How long does it take for my direct deposit to take effect? |

<table>
<thead>
<tr>
<th>My Career</th>
<th></th>
</tr>
</thead>
</table>
| 1. Log In/Passwords
  - How do I log into my CV, Career Review, or Performance Appraisal? |
| 2. HR and Manager Area
  - How do I log into the EPR?
  - Contact Barry Hamory for the following:
    1. Request new Manager/HR access
    2. Report issues within the Recruiting tool |
| 3. New Hire Inquiries
  - When will I receive my 1st paycheck?
  - What is my pay period frequency? |
| 4. SharePlan
  - How many shares do I have?
  - What qualifies as an exit from the SharePlan? |

Q: How can I access the self service tools?
A: You can access PeopleLink self service tools at work through the intranet. Additionally, you can access PeopleLink from your home computer at http://www.se-peoplelink.com.

For security purposes, the www.se-peoplelink.com page will look different than internal pages that you access from your work computer or kiosk. If you cannot find the information you are seeking, you may contact PeopleLink directly with any questions you may have.

Q: When are the Customer Service Representatives available and how do I contact them?
A: PeopleLink’s service center is staffed with a team of Human Resources specialists who can help you with benefits and human resources related issues. They are available to answer questions that cannot be answered through the online self service tools.

You may contact them per the following:

**Phone:**
- US employees: 877-248-2998
- Canada employees: 877-645-2233
- Mexico/Costa Rica employees: 800-248-2998

**e-mail:** peoplelink@us.schneider-electric.com

**Fax:** 859-372-2176

**Hours:** Monday – Friday 7:00AM to 5:00PM Central Time

Revised February 2011
Q: What tools/portals are available and what can I do in each?

A: See below:

**My Career:**
1. **bridge HR** allows you to upload your CV, create/modify Performance Appraisals and Career Reviews. Here, HR and Managers can also access the Escalating People Review.
2. **Job Openings and Career Center**
   - Search and apply to any internal job opening in North America
   - Review international positions on the Heart site
   - Review the Employee Referral Policy
3. **HR and Manager Area**
   - Create a requisition for a permanent position or temporary workforce.
   - Managers and HR can log in to Resumeware to view open positions.
   - Complete the Escalating People Review and access reports.
4. **Learning and Development**
   - Enroll in classes (self paced, web based, or instructor led)
   - Enroll in e-Learning
   - Request a 360°

**My Life:**
1. **bridge HR** Workforce Administration allows you to complete a number of self service actions online. Use Workforce Administration (WA) to access, update or complete:
   - Name
   - Address/Phone
   - Emergency Contacts

**My Rewards:**
1. **Benefits**
     - Check Claims
     - Review Coverage
     - Locate Forms
   - **U.S:** Benefits Enrollment System (www.se-benefitslink.com):
     - Add or update your life insurance beneficiary
     - Benefit Changes (if you experience a qualified status change)
     - New Hire Benefit Enrollment
     - Open Enrollment
2. **Employee Discount Portal**
   - **Canada:** Review discount partnerships
   - **U.S.**
     - Log in to review employee discounts offered by theme parks, local stores, and coupons to merchants like Hotels.com, Dell, Disney, Whirlpool, and many more.
     - Username is your SESA ID and initial password is the last 4 digits of your SSN.
3. **Employee Recognition**
   - Send a P.O.S.E card to a colleague
   - Redeem recognition
   - Nominate a colleague for an Alliance award
   - Select your milestone award
4. **Employee Share Plan Portal**
   - Enroll in the Employee SharePlan during the reservation period
5. **Payroll:**
   - **Canada Payroll:** ePost ([http://www.canadapost.ca/cpo/mc/personal/eport/default.jsf](http://www.canadapost.ca/cpo/mc/personal/eport/default.jsf))
     - View, pay & manage your bills with epost

Revised February 2011
- Complete your federal and state W-4 withholdings
- View paystubs
- View your annual W2 information

6. Retirement
- Canada employees can access Manulife benefits
- U.S. employees can access the 401k program through Vanguard

**Q:** How do I get my SESA ID and password?
**A:** If you are a new U.S. hire with the company, a letter will be sent to your home address with your SESA ID and password within two weeks of your hire date.

**Q:** What do I do if I forget my SESA ID and password?
If you don’t remember your ID or password:
- Visit the internal [PeopleLink](https://portal.adp.com/public/index.htm) page>Additional Links on the left tool bar>SESA ID/Passwords>Locate Your SESA ID. This link will give directions on how to search for your SESA ID. Or you may contact PeopleLink.

### US Open Enrollment and New Hire Area

**Q:** As a new employee, how do I enroll in the benefit plans?
**A:** Within the first couple weeks of employment, you will receive access to [www.se-benefitslink.com](http://www.se-benefitslink.com) to enroll in benefits online. If you are a new hire prior to January 1, contact [PeopleLink](https://portal.adp.com/public/index.htm) for additional enrollment processes for the previous years’ benefits.

New hires must enroll within 31 days of your date of hire. Your date of hire is considered day one of the 31-day enrollment period.

Remember, if you add a dependent to your coverage during open enrollment, due to a change in status (e.g., you get married, have a baby, etc.), or as a new hire, you are required to provide proof of your dependent’s eligibility to PeopleLink within the required timeframe. If you do not submit the required documentation, your dependent will not have coverage. Definitions for eligible dependents and the documentation required if you add a dependent to your coverage that is not currently covered are posted on the benefits system.

**Q:** When is Open Enrollment?
**A:** Open Enrollment for your next year’s benefits is generally held in October or November. All employees will use an online enrollment tool for Open Enrollment. An enrollment guide will be mailed to your home before Open Enrollment begins and is also available on the [PeopleLink](https://portal.adp.com/public/index.htm) Homepages>My Rewards>US Benefits.

**Q:** Where do I enroll to my benefits?
**A:** Visit [www.se-benefitslinks.com](http://www.se-benefitslinks.com) to enroll. Your log in will be your SESA ID, and your initial password will be the last four digits of your social security number.

**Data Privacy**

**Q:** Who has access to my employee data and personal information?
**A:** [PeopleLink](https://portal.adp.com/public/index.htm) will be administered by HRSS employees located in Canada, Mexico, and the US. In order to carry out their duties involving employment, payroll and benefits administration, members of the HRSS staff will have access to your personal information that is stored in Company payroll and benefits data.
bases and in third party systems. Security safeguards are in place to protect personal information from unauthorized access, in accordance with the company’s Employee Data Privacy Policy.

**Q: How does the company protect the confidentiality of my personal information?**

**A:** The Security Strategy for **PeopleLink** has three basic parts to give you confidential and private access to your information.

- **Authentication** verifies your identity with your user ID and password before you can get access. Like an ATM, the online self service tools limit the number of times you can try to login with the wrong ID and password.

- **Encryption** scrambles your data to protect its confidentiality while it’s being sent to and from your computer.

- **Network access** builds walls around the database where your information is kept and keeps unauthorized people from seeing or changing your information.

**Q: Is there a reference document that will provide me an overview of PeopleLink?**

**A:** Yes, below is a trifold that explains what **PeopleLink** is, when to use the tools, and how to contact the Customer Service Representatives at the call center with questions.
PeopleLink Employee Service Center

Website: www.se-peoplelink.com
Phone: U.S. 877-248-2998
Canada 877-645-2233
Mexico 800-348-2928
Fax: 1-866-372-2176
Email: peoplelink@us.schneider-electric.com
Hours: Monday–Friday, 7:00 AM–5:00 PM CST

How to access PeopleLink?

When calling the service center or when accessing the online tools, you may need to reference your Global User ID (SUOAAA).

To locate your Global User ID follow these instructions.
1. Open the global intranet page (http://www.schneider-electric.com/)
2. Enter your name in the International Directory search box and click “Quick Search.”
3. Find your name in the Personnel Grid and locate your ESN. (E) below your name.

When to use PeopleLink?

You may wonder when the right time is to consult PeopleLink versus the HR Business Partner. PeopleLink is your first resource for benefits and human resources related questions.

The PeopleLink website should be your first step when seeking answers to your questions. If you cannot find the information you are looking for on the website, call or e-mail the service center and a Schneider Electric expert will help answer your question.

The HR Business Partner will continue to provide strategic support to the business while the PeopleLink website and service center will enable you to get more immediate access to the information that matters to you.

For example:
- I want to know more about HR policies.
- Locate the policies via PeopleLink online tools (PeopleLink My Company / Personnel Policies).
- If you continue to have questions, contact the PeopleLink service center.
- I want to know if I am a covered benefit.
- You should search the online tools (PeopleLink My Rewards / Benefits) to research your answer.

What is PeopleLink?

PeopleLink is Schneider Electric’s global employee self-service solution. In North America, PeopleLink provides self-service access to your benefits and human resources related information through online tools and a call center.

Why PeopleLink?

As an employee, PeopleLink empowers you with tools and resources to answer your HR and benefits questions anytime and anywhere.

You can access PeopleLink online tools 24 hours a day, 7 days a week, via www.se-peoplelink.com (link may also be available on your ERP homepage).

What is available in PeopleLink?

From the PeopleLink website, you will be able to access online resources which include:

- Benefits www.se-benefitslink.com
- My Rewards / Benefits
- My Career

My Company

My Life

My Career

My Rewards

Revised February 2011