

# Kochi Metro Rail Limited

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## Employee Handbook

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## **Section 1: Introduction**

### **1.1. Welcome Message from the Managing Director**

Dear Colleagues,

It is with great pride that I welcome you to Kochi Metro Rail Limited (KMRL). As one of India's most forward-looking urban mobility projects, KMRL is committed to delivering efficient, sustainable, and people-centric transport solutions.

This handbook is designed to guide you through the values, policies, and expectations that shape our workplace. It serves as both a reference document and a statement of our commitment to professional excellence.

We believe that every employee contributes to the growth and reputation of KMRL, and we look forward to your active participation in this journey.

Sincerely,  
Managing Director  
Kochi Metro Rail Limited

### **1.2. About KMRL: Our Vision, Mission, and Values**

**Vision:** To create a world-class metro system that redefines urban mobility for Kochi through sustainability, safety, and inclusivity.

**Mission:** To provide reliable, efficient, and eco-friendly public transport that enhances the quality of life of Kochi's citizens.

**Core Values:**

- Integrity
- Accountability
- Inclusiveness
- Innovation
- Sustainability

### **1.3. Purpose of this Handbook**

This handbook provides employees with a clear understanding of workplace policies, ethical standards, and expectations at KMRL. It serves as a reference for professional conduct, rights, and responsibilities during your employment.

## **Section 2: Code of Conduct & Ethics**

### **2.1. Professional Integrity**

Employees are expected to demonstrate honesty, transparency, and accountability in all work-related matters.

### **2.2. Confidentiality and Data Privacy**

Employees must not disclose sensitive company data, passenger information, or operational details without proper authorization.

### **2.3. Conflict of Interest**

Employees must avoid situations where personal interests conflict with company responsibilities. All potential conflicts must be disclosed to HR.

### **2.4. Anti-Bribery and Corruption**

KMRL enforces a zero-tolerance policy on bribery, corruption, and facilitation payments.

### **2.5. Public Representation**

Employees must refrain from making unauthorized public statements on behalf of KMRL. Only designated officials may engage with media or external agencies.

## **Section 3: Employment Policies**

### **3.1. Equal Employment Opportunity**

KMRL provides equal opportunities regardless of gender, caste, religion, or disability.

### **3.2. Prevention of Sexual Harassment (POSH)**

A zero-tolerance approach applies to sexual harassment. A dedicated Internal Complaints Committee (ICC) is established under POSH Act 2013.

### **3.3. Whistleblower Policy**

Employees may confidentially report unethical or illegal activities without fear of retaliation.

### **3.4. Employee Background Verification**

All employees undergo verification of credentials, prior employment, and legal standing before confirmation of employment.

## **Section 4: Working Hours & Attendance**

### **4.1. Official Working Hours**

Standard working hours are 9:30 AM to 6:00 PM, Monday to Friday.

#### **4.2. Attendance and Punctuality**

Employees must record attendance through biometric systems and maintain punctuality.

#### **4.3. Overtime Policy**

Overtime is permitted only with prior approval and compensated as per statutory norms.

### **Section 5: Compensation & Benefits**

#### **5.1. Salary Structure**

Employees receive monthly salaries as per pay bands defined by KMRL and government guidelines.

#### **5.2. Provident Fund and Gratuity**

Statutory benefits such as EPF and Gratuity are extended to all eligible employees.

#### **5.3. Medical Insurance Policy**

Comprehensive health insurance is provided to employees and their immediate dependents.

### **Section 6: Leave Policy**

#### **6.1. General Leave Provisions**

Leave requests must be submitted through the HRMS portal and approved by reporting managers.

#### **6.2. Earned Leave (EL)**

Employees accrue 1.5 days of earned leave per month of service.

#### **6.3. Casual Leave (CL) / Sick Leave (SL)**

Employees are entitled to 12 days of CL and 10 days of SL annually.

#### **6.4. Maternity and Paternity Leave**

Maternity Leave: 26 weeks (as per Maternity Benefit Act).

Paternity Leave: 10 days.

#### **6.5. Leave Without Pay (LWP)**

Excess leave beyond entitlement will be treated as LWP.

## **Section 7: Health & Safety**

### **7.1. Occupational Health and Safety (OHS)**

KMRL is committed to ensuring a safe workplace with periodic safety audits.

### **7.2. Emergency Evacuation Procedures**

Employees must participate in mandatory fire and evacuation drills.

### **7.3. Reporting Accidents and Incidents**

Any workplace accident must be reported immediately to the Safety Officer.

## **Section 8: IT & Communication Policy**

### **8.1. Use of Company Assets**

Laptops, ID cards, and other assets are company property and must be returned upon exit.

### **8.2. Internet and Email Usage**

Company email accounts should be used strictly for official purposes.

### **8.3. Social Media Policy**

Employees must refrain from posting official matters on personal social media without prior clearance.

### **8.4. Information Security**

All employees must follow cybersecurity protocols and avoid sharing passwords or sensitive information.

## **Section 9: Performance Management**

### **9.1. Appraisal Cycle**

Appraisals are conducted annually, with mid-year reviews for continuous feedback.

### **9.2. Promotions and Career Development**

Promotions are based on merit, performance, and organizational needs. Training programs are provided for skill enhancement.

## **Section 10: Disciplinary & Grievance Procedures**

### **10.1. Disciplinary Actions**

Non-compliance with policies may result in verbal warnings, written warnings, suspension, or termination.

## 10.2. Grievance Redressal Mechanism

Employees can escalate workplace concerns through the HR department or grievance committee.

## Section 11: Exit Policy

### 11.1. Resignation and Notice Period

Employees are required to serve a 90-day notice period unless waived by management.

### 11.2. Final Settlement and Clearance

All dues, benefits, and recoveries are processed after submission of company assets and clearance forms.

## Annex A: Key Contacts

**Managing Director:** Asha Menon | Email: md@kmrl.in | Phone: +91-484-2620001

**Head - Human Resources:** Vijay Kumar | Email: hr@kmrl.in | Phone: +91-484-2620005

**Safety Officer:** Dr. Meera Pillai | Email: safety@kmrl.in | Phone: +91-484-2620140

**POSH - ICC Chair:** Smt. Leela Thomas | Email: icc@kmrl.in | Phone: +91-484-2620120

**Whistleblower Officer:** Mr. Rajesh Pillai | Email: whistle@kmrl.in | Phone: +91-484-2620155

**IT Security:** Ms. Anjali Menon | Email: infosec@kmrl.in | Phone: +91-484-2620160

**Grievance Committee Lead:** Mr. Vijay Kumar | Email: grievances@kmrl.in | Phone: +91-484-2620133

Disclaimer: This handbook is an internal reference document. Policies may be revised from time to time at the discretion of KMRL management.