

Women Safe Travel

**SIGNIFY INNOVATIONS INDIA LTD.,
SIGNIFY INNOVATION LABS
&
SIGNIFY COOPER LIGHTING INDIA**

Effective Date: 4th March,2024

Version No: 2.0

Approver: CHRO

a) Objective

To provide safe travel to the women employees who are travelling late hours to commute to/from office or travelling late to Airport/Train Stations/Bus Stops.

b) Scope

- All Corporate women employees of SIIL, SIL, CLS at locations- Gurgaon, New Delhi, Noida, Bangalore, Hyderabad, Mumbai, Pune, Chennai.
- **The benefit is applicable only during 8pm-7am for office travel only.**

c) Details

- I. Women traveling for work at late hours can book cabs from Company empaneled vendors.
Signify Innovations India Ltd. empaneled Vendors for providing Women Safe Cabs:
 - a. Rego – Mobility Simplified
 - b. WTI Travels & Rentals
 - c. KTC
- II. Security to track and follow up (on request) by calling driver in regular intervals of defined time period.
- III. All women employees are provided with the following emergency Dial up and Helpline no.s:
 - a. All India: Police emergency helpline – 100
 - b. All India: Women Helpline – 1091
 - c. Chennai: Traffic Police- 103
 - d. New Delhi: Traffic Police- 1095
 - e. Kolkata: Traffic Police- 1073
 - f. Bangalore: Traffic Police- 108 and 100
 - g. Pune: Traffic Police- 100
 - h. Gurgaon: Women Helpline (will remain operational 24x7) - 0124-2335100
- IV. All Women employees are encouraged to download 112 India, launched by the Central Government of India, an all-in-one women's security app that can be used to issue an SOS alert with only a single tap in situation. The service is available on both Android and IOS devices in 23 states and Union Territories.
This can be downloaded from: <https://112.gov.in/112-india-app>
- V. Women employees can apply on Concur for the Reimbursement.

d) Operating Procedure:

Operating/Booking Procedure for each Cab Vendor is Provided in Annexure 1.

The company has the exclusive right to amend or terminate this policy without any prior notice. Any clarifications related to interpretation of this policy can be referred to respective HRBP and the decision of HR – India in this regard will be final and binding.

Version Tracking

Version No.	Date	Changes	Changed by
1.0	1 st Sep 2016	Initial Policy	
2.0	4 th March,2024	Cab Vendor and Process Updated	Ishan Bansal

ANNEXURE 1

a. REGO Booking Process

Please find the booking process & Procedure:

1. Booking can be done via mail or call or Tool.
2. Booking format is here enclosed with terms and conditions
3. Booking mail id- booking@rego.co.in.

Once you send a booking request to us on booking mail id, you will get a booking confirmation via mail on your mail id by our operation team.

I assure you, our customer care Executives will always be there to assist you 24 x 7 on 080-45178888 & 9845473809.

Escalation Matrix:

One POC: Jude Vikash

Cell: +91 95133 15577

Email : jude@rego.co.in

We at REGO lay special emphasis on customer satisfaction. Below are the key contact points for any kind of assistance 24/7. General TAT of 3 hours at Bangalore & 24 hours in Pan India for better Planning and advance booking will be preferable for smooth operations to meet Customerxps's standards and expectations.

Also, please find below our Escalation Matrix for Operations and Billing Related Queries:

Escalation Matrix for Operations				
Level	Name	Designation	Number	Email
Level 1	Call Center 24X7	Reservations Team	080-45178888/9845473809	escalations@rego.co.in
Level 2	Bharath S	Regional Manager OPS	9686441999	bharath.s@rego.co.in
Pan India	Yogesh Kumar	Ops & Supply Head North	9717144991	yogesh@rego.co.in
Account Manager	Jude Vikash	Billing Management Head	9513315577	jude@rego.co.in

Escalation Matrix for Billing / Finance				
Level	Name	Designation	Number	Email
Level 1	Billing Team	Billing Support	080-45178888	billing@rego.co.in
Level 2	Ramesh Naik	Manager Billing	7411780078	ramesh@rego.co.in

Please feel free to contact us if you have any clarification or if you need further information. We will be happy to assist you.

Look forward to your continued support and long-term association with better and Organic relationships. Let's support each other for smooth execution.

Kindly fill the below booking format to proceed further with cab booking.

REGO - Cab Request Form: 01	
Cab booked by:	
Booker Contact No:	
Cab booked for: User	
User Mobile No.	
City of Travel:	
Reporting Date:	
Reporting Time:	
Reporting Place:	
Drop Place:	
Car Type:	
Duty Type:	
Ex: Local / Disposal, Airport Drop/Pickup:	
Flight Details (Arrival / Departure)	
Flight Arrival / Departure Timings	
Billing details: Direct	

b. WTI Detail and Booking Process

Booking & Confirmation process for Clients

Contact No:011-4543 4543 / 9266627706 (24/7) Mail ID: Bookings@wti.co.in

- All requisitions to be sent at the above ID in the given format at least 4 hours prior to the reporting time.
- WTI Team to put the reservation in the software immediately and send confirmations.
- In case of an emergency booking through phone, WTI shall send confirmation over mail, the same to be confirmed by client very next day. Customer has to pay for such duties.
- For all the reservations received by e-mail the Reservation team to send the confirmations to coordinator as well guest within 1 hr for same day bookings.
- In case of any changes in the booking, the same to be communicated through mail, WTI to send confirmations with desired amendments immediately.

Responsibilities of the WTI Dispatch Team

- To ensure adherence of SLAs. All accessories – Tissue box, tissue paper, paging board, newspaper, mineral water, chauffeur uniform, black shoes, duty slip folder, car maintenance, chauffeur briefing etc are done.
- SMS to the booker & the end-user 1 hour prior to the reporting time once the vehicle is checked thoroughly.
- Car is dispatched through software ensure to sms chauffeur details to guest / booker
- Issuance of Duty Slips & paging.
- Follow up with chauffeur half an hour prior to the reporting time to ensure timely reporting.

- Once the car is back, verification of running of kms / hrs. done by the users and closure of the duty slip through software and generation of invoice.

Billing & Collection Process for Clients

- We have multiple locations & have GST No. We are generating the invoices from service location. Therefore, all GST No must be incorporated in client ERP / system, also our correct GST no must be mentioned over the PO.
- We are fall under 12% GST slab.
- Our SAC Code – 996601.
- Need GST No. & Address of client with complete clarity on submission to.
- Booker Mobile no. & E-Mail ID.
- From WTi side Invoices will be shared along with PG link post validations (after duty performed) to user's email ID.
- The Billing Team first sends MIS or Performa Invoice for Reconciliation.
- After MIS Approval Send Digitally Signed E-invoice to AP Team / concern admin.
- Once E-invoice generated we can't change the invoice. Credit Note or Debit Note will be released.
- Payment follow up concerned person mobile no and E-Mail ID. (Admin/Finance / Finance Head)

Company Name

Name of Passenger

Mobile Number

Date of Requirement

City of Requirement

Reporting Time

Reporting Address

Landmark, if any

Drop point

Car Model

Special Instructions

Booked by

Booker Contact No

Cost centre

Employee ID

Mode of payment

Credit card

In case of credit card

Payment 16 digit

C. card no & expiry

Base Location

BOOKING FORMAT

Escalation Matrix – Reservations					
S.No.	Level	Point of Contact	Designation	Contact #	E mail ID
1	Level 1	Reservation desk	Reservation executive	9266627706	bookings@wti.co.in
2	Level 2	Shift Supervisor	Reservation Shift Supervisor	9250057902	bookings@wti.co.in

3	Level 3	Naveen Singh	Manager Reservation	9278701670	Naveen.singh@wti.co.in
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Escalation Matrix – Billings & Collection

S.No.	Level	Point of Contact	Designation	Contact #	E mail ID
1	Level 1	Virendra Kumar	Billing Manager	9212309372	virendra.kumar@wti.co.in
2		Rameez Raja	Collection Manager	9266627713	Rameez.raja@wti.co.in
3	Level 2	Surendra kumar	Collection & Billing Head	9266627734	Surendra.kumar@wti.co.in
4	Level 3	Hema Bisht		9212732221	Hema@wti.co.in

Escalation Matrix – IT Team

S.No.	Level	Point of Contact	Designation	Contact #	E mail ID
1	Level 1	Basant Rajput	Asst. Manager	8588822915	Basant.raiput@wti.co.in
2	Level 2	Manoj Kumar	Dept. Manager	9953902341	Manoj.kumar@wti.co.in
3	Level 3	Kundan Bisht	Manager	9811506188	kundan.bisht@aaveg.co.in

c. KTC Booking Process

S.No. Description.

- Guest/ User will share the request with 24 hrs Reservation desk at reservation@kctindia.com.
I will be sharing the car request form shortly.
Automated acknowledgement email will be sent immediately after receiving an email at the reservations desk.
- Team Reservation shall be sharing the formal confirmation within 30 mins.
If it is an urgent request, guests may contact the 24 hrs board line- 01142588888 or the Account manager assigned for Signify which will be available round the clock.
- Chauffeur details shall be given 4-6 hrs before the assignment. Chauffeur details of next morning assignments shall be shared a day before.
- An automated text message, whatsapp message and an email shall be shared with the user, copied all.
- Team Tracking will inform the user about the reporting of the chauffeur at the designated place almost 15-20 mins before the assignment.
- Chauffeur upon reaching will call/ text the guest on the contact number given and will inform about his reporting.

Escalation matrix- Operations (PAN India)

LEVEL III and IV

Escalation Level	Name	Designation	Contact no.	Email Address
Level III	Hema Bisht	Director	9212732221	Hema@wti.co.in
Level IV	Vivek Laroia	Chief Executive Officer	011-45434502	vivek@wti.co.in

d. KTC Details and Booking Process

Billing and payment process	
Steps	Description
1	After completion of the assignment, team Billing shall be sharing the digitally signed invoice with the User (on email) along with the supportings, email and signed duty slips within 3 working days

2	Hard copy of the invoice shall also be shared with the user along with the supportings.
3	Team Credit control shall be sharing the payment link along with the invoice. User can pay the amount through credit card, debit card, UPI, Paytm etc.
4	Once payment is done; user shall receive an automated email and payment receipt from the avenue.
5	Team Credit will also acknowledge a confirmation email with the user once the payment is received.
6	Payment follow up shall be done incase payment is not done within 10 days
7	Any dispute in the invoice shall be informed to vendor team within 5 days of the receiving of the invoice.

Escalation Matrix- KTC Group.				
S.No	Concerns	Designation	Contact detail	Email ID
1	KTC help Desk 24*7		1142588888 9289764115	reservation@ktcindia.com
2	Charanjit Singh	General Manager- Operations.	9711984200	charanjit@ktcindia.com
3	Rajeev Kukreja	National Account Manager.	8527091990	rajeev.kukreja@ktcindia.com
4	Gurudev Singh	Director- KTC Group	9717698011	gsa@ktcindia.com

This policy is in line with policies of Philips India Ltd as on April 01, 2016 and in accordance with Hon'ble Kolkata High Court order dated January 7, 2016.