FAQ

1. **What is the proposed change in transport policy?**
   To align our practices with industry standards, the existing company provided transport arrangement for associates availing Day-In and Day-out (Login from 7:30 AM IST to 10.30 AM IST and the corresponding logout) is revised

2. **When is the change effective?**
   The change is effective from July 15, 2019.

3. **Who will be impacted by the change?**
   One-Transport users between 7.30 am – 10.30 am IST and corresponding logouts will be in scope of this change

4. **In which cities shall these change implemented?**
   The changes will be implemented PAN India

5. **What is the reason for the change in daytime transport arrangements?**
   To align Cognizant practices with industry standards

6. **Would the new arrangement be as per shift timings that we roster for or our shift will change?**
   There will not be changes to the shift timings, the shuttle vehicles will be plying at specified timings, and
   the transport schedule time will be available in One-T.

7. **Do we continue to roster via one transport app or anyone can avail the service by display of ID card before boarding the bus?**
   Associate need to roster via One Transport and collect their shuttle pass from transport desk to avail the services on approval from project manager.

8. **Will the opt-out allowance be continued? Will the 'opt-out' allowance be introduced in other cities?**
   Opt Out policy is being reviewed by respective BU's.

9. **Will there be any adjustment in our base salary in lieu of this change as there will be additional expenses for arranging personal transport to reach a nodal point / train station?**
   The associates will not be eligible for any additional allowance in lieu of revision in transport policy.

10. **Which car pool apps have a corporate tie up?**
    There is tie up with Quick Ride / S Ride; app can be downloaded for Apple/Android.

11. **What is the incentive for carpooling?**
    Carpooling is not a reward program, being an organization with high level of civic responsibility; we support Go Green initiative

12. **Would Cognizant provide bus pass/ metro pass at subsidized rates as provided by some other companies?**
We do not have any tie up state administrative transport companies; hence, bus/metro pass will be as per the published tariff rate by the governing body.

13. **Is there an option to pay and continue to avail the current transport facility?**
Cognizant does not provide Pay n Use option.

14. **Can associates directly have a tie up with transport vendors?**
As per policy associates are not supposed to have direct tie up with Cognizant empaneled transport vendors.

15. **How will transport operate during public holidays, traffic diversion & monsoon?**
For public holidays, also we refer to the demand in One Transport. All periodic updates shall be provided in One-Transport regularly

16. **Would this change impact associates who work in client locations?**
Client location associates is not included in the scope of current change.

17. **Can associates avail work from home / flexible working hours? Would a 'Work-from-Home' policy be introduced?**
Work from Home policy is in progress, the update will be circulated once approved.

18. **Will there be flexibility for Trutime compliance hours?**
There will be no change to Trutime policy,

19. **Will there be a change in the monthly top up quota for associates in the Trutime app?**
There will be no change to Top Up policy; associates are advised to adhere to shift timings as per shift scheduler.

20. **Would this impact provision of emergency cabs, if needed? If yes, how can that be availed?**
No, the provision to avail emergency cabs will be available as per current process.

21. **Is this change applicable to Persons with Disability/ Expectant mothers and any other associate with special need due to medical reasons?**
No, the policy change will not impact the current provision for person with disability, expectant mothers and associates with special assistance due to medical reasons.

22. **Would there be provision of additional parking spaces to accommodate associate vehicles?**
Parking space is facility specific; it will be first come basis according to the availability of parking lot.

23. **How will the safety of employee be ensured while travelling?**
All our vehicles scheduled is in the scope of monitoring.

24. **How do could associates identify the nodal points?**
Route champion would be identified to support the associates until familiarization.

25. **How to associates identify the vehicles?**
All vehicles would have One Transport Logo.

26. How to identify co-passenger?
   Transport Pass will be provided to start with, eventually it will be replaced with QR code reader.

27. Is the cost chargeable to business?
   Yes. Project would be charged basis the registration.

28. How will my no show be considered?
   Yes, it is chargeable to business basis the QR code scanning.

29. Can I raise Adhoc cab request?
   No, the associates will not have provision to raise Adhoc cab

30. Is our shuttle service air condition?
   No as per current scope.

31. Can associates reach out to any Toll Free number?
   Please reach out to CTHD – 18001022843 or raise a Virtual Associate Care (VAS).

32. What needs to be done if in case of Emergency?
   The current process of SMS to raise a panic (SMS "PANIC" to 9900040000) / ECC - 1800-258-2345.

33. What would be my alternative if I miss the shuttle?
   Shuttle timing published in the portal. Next shuttle basis availability of seat can cater your requirement.

34. Can I stand and come in the vehicle?
   Considering the safety of associates, only seating will be allowed.

35. How to change mode of commute from Shuttle to nodal?
   All change needs to be done in One T portal before Thursday 8:00 p.m. for the upcoming week.

36. Can I board or de-board from a non-designated point?
   Associates will be allowed to board / de-board only from the designation point.

Shuttle Timing - Chart

Click here, to view shuttle operation timings. Apply filter to view city specific timings.

Associate Shuttle Registration

Click here, to view the shuttle registration screens

Shuttle Registration –PM Approval

Click here, to view shuttle request approval screens