

Version Number	1.6
Current Policy Effective Date	05-Apr-2022
Process Owner	Head, C&B
Applicability	Applicable to all permanent employees of the Company who are based in India, excluding fixed term employees/contractual employees

Objective:

The objective of this policy is to provide meal benefits uniformly for all employees and also to provide tangible tax benefits.

Scope:

Applicable to all permanent employees of the Company who are based in India, excluding fixed term employees/contractual employees.

Effective Date: 01-April-2017

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Policy Description:

Salient Features

Main Features of Sodexo Meal Card

1. Sodexo meal card is a rupee denominated reloadable PIN based pre-paid card with a three years validity period from the date of card issuance.
2. It is a tax free perquisite for the employees
3. Card can be loaded & re-loaded on a monthly basis
4. Mphasis provides meal card worth INR 2200 per month. This amount will be adjusted against the Special Allowance component of their salary stack up
5. It is a closed user group card that is accepted at Sodexo merchant outlets for food and non-alcoholic beverages

Meal Card network includes prominent restaurants, grocery stores and eateries and e commerce partners like Swiggy, Bigbasket, Grofers, Zomato etc

Meal Card Benefits

Benefits of Sodexo Meal Card -

1. Highly secured with the state-of-the-art security features. Transactions are secured by a PIN, which is used to authenticate the card-holder over the IVR system as well as the POS terminal
2. The card has a validity of 3 years from the date of issuance
3. The user will receive SMS alerts for purchase and load transactions
4. There are no charges applicable on purchase transactions
5. Sodexo meal card can be used to make payments against home delivery if the merchant you are purchasing from is equipped to support the same

6. Facility of balance enquiry is provided in the followings ways –

- Contacting customer care at 1800 1033 030
- E-mail query to consumer@india.sodexo.com

7. Meal Pass Card network includes 15000+ restaurants, pizzerias, café, bakeries, sweet shops, ice cream parlors, food stores, juice centers, fast food joints and much more

Tax Benefits on Meal Card

The income tax of India recognizes the meal cards as a tax exempt entity –

Employees can claim tax exemption upto Rs 2200/- p.m. through this facility. The tax exemption is to be calculated on a per-meal basis and not on a per-month basis. If an employee consumes two meals a day using meal vouchers in a working day and works for 22 days in a month (excluding Saturdays and Sundays), then meal vouchers can be tax exempt to the extent of Rs. 2,200 per month (Rs. 50 per meal x 2 x 22 days).

Eligibility

The eligibility criteria are as follows -

1. Applicable to all permanent employees of the Company who are based in India and on India payroll, excluding fixed term employees/contractual employees
2. Employee cannot opt for meal card if the annual special allowance is less than Rs 26400
3. Employee cannot opt in for meal card if he/she is pre-separated.

Process for Opting Meal Card

The process of Opting-In or Out for Meal Card -

Employee needs to log into SSP tool on Mphasis Appaccess portal to opt for Meal Card.

- Employee can opt in for meal card from 1st April to 10th December of every year
- The Opt-In window will remain closed from 11th December to 31st March of every year

- Once opted in for meal card, the option will continue even for the current & subsequent financial years till employee opts out from meal card
- Employee cannot opt in for meal card if his pre-separation is active

Employee needs to log into SSP tool on Mphasis Appaccess portal to opt out for Meal Card.

- Employee can opt out from meal card from March 15th to March 31st of every year
- The Opt-Out window will remain closed from 1st April to 14th March of every year
- Employee cannot opt out if he has not opted in for meal card
- Employee cannot opt out from meal card if his pre-separation is active

Options	Start Date	End Date	Additional Comments
Opt-In timeline	1 st April	10 th December	Every Financial year. Ensure you enroll before the 10th of the month to avail tax benefit the same month.
Once you opt in, you can choose to opt out only at the end of the Financial year			
Opt-Out timeline	15 th March	31 st March	Will be effective for the next Financial Year

Activation Process

It is mandatory for the Meal Card to be activated if it has to be used. The activation process is as follows –

ACTIVATION THROUGH WEB:

STEP 1- TO VISIT <https://activation.sodexobrs.com/>

STEP 2- TO ENTER THE EMAIL ID GIVEN IN THE WELCOME LETTER

STEP 3- TO ENTER THE REFERENCE NUMBER GIVEN IN THE WELCOME LETTER

STEP 4- TO ENTER CATPCHA

STEP 5- RECEIPT WILL RECEIVE ACTIVATION CODE IN THEIR REGISTERED EMAIL ID

STEP 6- TO ENTER ACTIVATION CODE

STEP 7- TO ENTER MOBILE NUMBER/IF NUMBER PROVIDED BY CLIENT WILL BE DISPLAYED

STEP 8- OTP WILL BE SEND TO THE MOBILE NUMBER ENTERED/DISPLAYED.

STEP 9- OTP NEEDS TO BE ENTERED FOR VERIFICATION (IN CASE OF WRONG MOBILE NUMBER IT CAN BE EDITED)

STEP 10- ACTIVATION SUCCESSFUL

Post activation of your card you can download SODEXO ZETA APP from Google Play store or login to <https://web.zetaapps.in/> and check your transaction history and also reset your card pin.

Escalation matrix

Contact Person	E-mail ID	Contact Number
Level 1: Card Support / Customer Care	consumer@india.sodexo.com	Customer Care : 1800 1033 030 1800 267 3030
Level 2 : Radhika Anand	radhika.anand@sodexo.com	+91 7768887862

Policy Revision History

Serial No.	Version No.	Date of Change	LT2 Approver	Sections Affected	Changes in Brief
1	1.0	1-Apr-2017	-----	All Sections	Initial Draft
2	1.1	1-Jan 2018	-----	Multiple	Updated customer care number to 1800 1033 030
3	1.2	25-Apr-18	-----	Escalation matrix	Updated the SPOC details
4	1.3	27-Jun-18	Bamini G	Meal Card Benefits & Escalation Matrix	Updated the new e-mail ID for raising queries: consumer@india.sodexo.com
5	1.4	3-Sep-18	Bamini G	Multiple	Updated the ways to use ZETA APP for checking on transactions and KYC process
6	1.5	14-May-21	Bamini G	Multiple	<ul style="list-style-type: none"> Card validity changed to 3 years, Updated the ways to use ZETA APP for checking on transactions and KYC process SPOC Updated

7	1.6	05-Apr-2022	Bamini G	Escalation matrix	<ul style="list-style-type: none"> Updated the SPOC details
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