

# Shift Working Policy - India

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1.1	Abhilash Mohan Rahul Jhawar	Rajeev Kumar	Manoj Shikarkhane	01-Jul-2023	Changes in transport eligibility for 24/7 Shift

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## 1 Purpose

This policy is for shift working for India based employees to service clients for development and production support work as per client schedule. These schedules are round the clock and match the working time of clients based globally.

## 2 Effective Date

This policy is effective from 1<sup>st</sup> July 2023.

## 3 Scope

This policy is applicable to all India based employees up to Level 6 and equivalent grades, trainees, retainers, and those on professional service who are required to work in shift categories (other than general shift) defined in this policy.

Specific clauses of this policy shall apply to specific personas as defined in Yin-Yang Model wherein an employee may operate from any of the designated offices like LTIMindtree Office, Satellite Office, Client Office, or Home Office as applicable from time to time.

## 4 Authority and Approval

The Company Management reserves the right to revise, amend or modify this policy at any time and in any manner. Compensation & Benefits team would be responsible for maintaining and carrying out subsequent changes/ modifications in this policy and communicate appropriately.

## 5 Policy

### 5.1. Shift Working

Shift Working is defined as employees' working in other than general shift of the company (8:30 AM to 6:00 PM). Shift working is categorized as follows:

- a) 24/7 Shift - Has fixed timings, as defined in Annexure I
- b) Odd Shift - Has specific timings aligned to client needs, as defined in Annexure II

### 5.2. Shift Allowance

Employees are eligible for shift allowance based on duration worked between the night working hours (9:00 PM to 7:00 AM) as per following:

Work Duration	Shift Allowance
If number of night working hours in a shift is ≤ 4.5 hours	INR 200 per day
If number of night working hours in a shift is > 4.5 hours	INR 375 per day

- Employee assigned to all personas working in shifts are eligible for shift allowance.
- Amount payable for each category of Shift is provided in the Annexure I and II.
- Employees availing half day earned leave shall be paid half of the applicable shift allowance.
- Shift allowance is not payable for the days the employees are on leave/ leave without pay.

### 5.3. Food

- Food arrangements will be made for employees working in shifts from LTIMindtree offices only.
- Employees working in shifts will be provided one meal or snack by the company. Any additional meal or snack shall be borne by the employee.
- Food arrangements will be provided by company as per Annexure I and II.
- Food arrangements will be made in the office pantry or canteen area.

### 5.4. Transportation

- Transport facility will be provided for those employees, working from LTIMindtree office, Client Office.
  - Working in 24/7 shifts
  - Working in shifts which are either starting or ending or falling between 9:00 PM to 7:00 AM
- Transportation arrangements for those working in shifts and from LTIMindtree facility will only be provided with pick-up or/and drop as applicable in Annexure I and II.
- Based on the Shift Roster submitted by the supervisor or BU operations SPOC, location admin team will arrange the transportation.
- In case of any changes in the transportation, the employee to submit the request through ROUTEMATIC along with the approval from the supervisor.
- Any women employee working during night hours will be eligible for transport as mandated by the local State/UT laws with adequate security to ensure safety.
- Women employees while travelling during the defined night hours shall not be the first ones to be picked up or the last to be dropped. In case there is no male employee accompanying, appropriate measures shall be adopted to ensure safety of women employees travelling in the night working hours.

### 5.5. Provisions

#### 5.5.1. 24/7 Shifts

- Shift timings are based on supervisor approving the 24/7 shifts as rostered which includes weekends and public holidays.
- Shift timing and applicable allowances for 24/7 shifts will be as per the Annexure I.
- It is compulsory for the employees to adhere to stipulated number of working hours to be eligible for the allowances.
- Keeping in mind the wellness of employees it is advisable that more than 2 consecutive weeks of the Third shift in the 24/7 Shift is not assigned to an employee. Adequate rostering should be done by the BU to ensure this as far as practicable.

#### 5.5.2. Odd Shifts (Client Aligned)

- Shift timings are based on supervisor approving the odd shifts as rostered which includes weekends and public holidays.
- Specific timings aligned to client's needs catering to development and production support work.
- Shift will depend upon start time and end time as per the Annexure II.
- It is compulsory for the employees to adhere to stipulated number of working hours to be eligible for the allowances.

- Keeping in mind the wellness of employees, an employee should not be assigned as far as practicable for more than 2 consecutive weeks in the night working hours.

## 6 Guidelines

- Any change in an employee's shift timing should be done minimum 2 weeks prior to the start date of the shift. This is required to ensure smooth service from admin team.
- For employees working in 24/7 shift, prevailing policy of "Weekend/Holiday working – India" will not apply unless worked on National Holidays.
- All allowances will be processed through monthly payroll subject to applicable taxes.
- Shift timings must be compulsorily applied and approved in iTime portal for employees to avail applicable allowances and entitlements.
- All shifts change requests need to be submitted and approved by the 5<sup>th</sup> of the current month, for the previous month's shift changes.
- Shifts for a particular month will be processed for allowances in next month's payroll.

Example: -

Shift Category	Shift Type	Shift Schedule Date	Applicable Shift Timings	Remarks
24/7 Shift	First Shift	02-September	6:30 AM to 3:00 PM	Allowance is processed in October payroll

- Employees are eligible for company provided food and transport if they are working from LTIMindtree office only.
- Company transport and Food arrangements are managed and administered by location admin team in the respective locations.
- Food and transport will be provided as per policy and no reimbursements in this regard will be applicable.
- Employees working in the night working hours for any particular BU (Business Unit) can be seated on the same floor as far as possible with a preference of minimum of 2 employees present in a wing/ floor.
- Whenever women employees are required to work in night working hours, there must be atleast three women employees present on the same floor/wing.
- Change request for any transportation arrangement for an approved roster needs to be submitted in ROUTEMATIC by 6:00PM for the subsequent day's travel.
- In case any transportation arrangements need to be done (Ad hoc) which are not as per the submitted roster, such requests need to be submitted in ROUTEMATIC at prior notice i.e. not later than 5 hours prior to any shift schedule.
- Any issues in the logistics for food and transportation or admin facility can be submitted via an email request to location admin head.

## 7 Shift Change Request

Role	24/7 Shifts	Odd Shift
Employee	Submit shift change request on iTime <b>Path:</b> Request -> Shift Working tab	Submit the shift change request on iTime <b>Path:</b> Request -> Shift Working tab
Supervisor (Reporting Manager as defined in iTime)	Provide approval in iTime as on the roster and request submitted by the employee <b>Path:</b> Action -> Shift Working tab	
Admin Team	Data will automatically flow from iTime to enable based on approval of manager	
HRSS	HRSS Team will submit shift data for payroll processing as on 15 <sup>th</sup> (payroll cut-off date) of the subsequent month	

## 8 Exception Approval

Any exception to this policy shall be approved by Global C&B Head or his/her designates. Recommendation for any exceptions should be routed through People Partner.

## 9 References

Ultimaworks -> Policies -> HR Policies

## Annexure I

Shift Category	Shift Type	Shift Start Time	Shift End Time	Food Arrangement	Pick Up	Drop	Shift Allowance (INR)
24/7 Shift	First Shift	6:30	15:00	Breakfast	Company provided transport facility	Company provided transport facility	200
	Second Shift	14:30	23:00	One Meal or Snack	Company provided transport facility	Company provided transport facility	200
	Third Shift	22:30	7:00	Midnight Snack	Company provided transport facility	Company provided transport facility	375

24/7 Shift - Employees will have to compulsorily follow 24/7 shift timings; the schedule will be based on rostering model which includes weekends, public holidays.



## Annexure II

### Odd Shift Working Entitlements

Shift Start Time	Shift End Time	Food Arrangement	Company Transport Facility Pick Up	Company Transport Facility Drop	Shift Allowance (INR)
21.00	6.30	One Meal or Snack	Yes	Yes	375
21.30	7.00	One Meal or Snack	Yes	Yes	375
22.00	7.30	One Meal or Snack	Yes	NA	375
22.30	8.00	One Meal or Snack	Yes	NA	375
23.00	8.30	One Meal or Snack	Yes	NA	375
23.30	9.00	One Meal or Snack	Yes	NA	375
0.00	9.30	One Meal or Snack	Yes	NA	375
0.30	10.00	One Meal or Snack	Yes	NA	375
1.00	10.30	One Meal or Snack	Yes	NA	375
1.30	11.00	One Meal or Snack	Yes	NA	375
2.00	11.30	One Meal or Snack	Yes	NA	375
2.30	12.00	One Meal or Snack	Yes	NA	200
3.00	12.30	One Meal or Snack	Yes	NA	200
3.30	13.00	One Meal or Snack	Yes	NA	200
4.00	13.30	One Meal or Snack	Yes	NA	200
4.30	14.00	One Meal or Snack	Yes	NA	200
5.00	14.30	One Meal or Snack	Yes	NA	200
5.30	15.00	One Meal or Snack	Yes	NA	200
6.00	15.30	One Meal or Snack	Yes	NA	200
6.30	16.00	One Meal or Snack	Yes	NA	200
7.00	16.30	One Meal or Snack	Yes	NA	NA
11.30	21.00	One Meal or Snack	NA	Yes	NA
12.00	21.30	One Meal or Snack	NA	Yes	200
12.30	22.00	One Meal or Snack	NA	Yes	200
13.00	22.30	One Meal or Snack	NA	Yes	200
13.30	23.00	One Meal or Snack	NA	Yes	200
14.00	23.30	One Meal or Snack	NA	Yes	200
14.30	0.00	One Meal or Snack	NA	Yes	200
15.00	0.30	One Meal or Snack	NA	Yes	200
15.30	1.00	One Meal or Snack	NA	Yes	200
16.00	1.30	One Meal or Snack	NA	Yes	200
16.30	2.00	One Meal or Snack	NA	Yes	375
17.00	2.30	One Meal or Snack	NA	Yes	375
17.30	3.00	One Meal or Snack	NA	Yes	375
18.00	3.30	One Meal or Snack	NA	Yes	375
18.30	4.00	One Meal or Snack	NA	Yes	375
19.00	4.30	One Meal or Snack	NA	Yes	375
19.30	5.00	One Meal or Snack	NA	Yes	375
20.00	5.30	One Meal or Snack	NA	Yes	375
20.30	6.00	One Meal or Snack	NA	Yes	375