

# Transport Policy

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Facilities & Admin

20<sup>th</sup> July, 2023

CO-CREATE TO  
OUTPERFORM  
WITH WNS™

**WNS**

## Synopsis

This **WNS Transport Policy** defines the approach towards the implementation and management of Transport plan.

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## 1. Introduction

### 1.1. Purpose/Aims

This WNS Transport Policy shall assist site Facilities & Administration – Transport function in the implementation and management of a Transport plan. This will help to create a standardized approach across WNS locations to ensure that WNS employees are provided with safe, reliable, punctual and comfortable transport.

### 1.2. Applicability

Applicable to WNS locations across Mumbai, Pune, Gurgaon, Bangalore and Chennai, (Excluding Nashik, Vizag and India Business).

### 1.3. Readership

All Site Administration Heads, Legal Compliance officers, HR Head India, Communication Head India and all WNS employees.

### 1.4. Process

The Transport operations at all sites (except Nashik) shall be operated using the following modes of transport:

- Buses
- Cars
- SUVs
- Tempo Travellers

### 1.5. Scope

WNS Transport Policy consists of the following components:

- Basic Transport requirements that will satisfy WNS performance standards for current and future needs.
- Broad processes which shall be followed in order to transport employees to & from their homes / pickup points to WNS offices.
- A transport design that sustains operations during civil disturbances, natural disasters and other unforeseen emergency conditions.

The system shall have the capability for seamless upgrades that support multi-site migration of employees while also allowing for sudden or unscheduled business change. Transport staffing levels shall vary across WNS locations depending on the Transport models being followed at different sites. Local emergency response capability as well as individual site

requirements shall be taken into account when addressing design and staffing needs as well as procedural compliance.

This policy does not cover:

- Employees personal Transport
- Public Transport

## 1.6. Mission

WNS is committed to provide RELIABLE, PUNCTUAL, SAFE, SECURE & COMFORTABLE TRANSPORT to WNS staff.

WNS intends to achieve this mission by using:

- A dedicated Transport team that owns the Policies, Procedures & Transport Standards
- Technology to get Transport MIS, demand, supply & allocation of cabs / buses.
- Experienced Transport team to monitor Transport operations.
- Regular audits to ensure compliance and find improvement opportunities
- Written recommendations/observations on process performance post the audits concerning Transport deficiencies to the Leadership Team, together with a priority list for implementation of corrective actions.

## 1.7. Operational Definitions

Category	Definition	Type of Identification Issued
<b>Employees</b>	Person on WNS Active rolls.	Authorized with WNS issued permanent photo ID Card on active status.
<b>New Joiners</b>	Person on WNS Active rolls, without permanent photo ID Cards.	Authorized with WNS <b>issued Joining Letters.</b>
<b>Vendors</b>	Person with whom terms and conditions (contract) set by WNS to allow working on WNS premises.	Issued with Vendor ID card
<b>Roster</b>	Work schedule for employees including their off days & working days log in & log out time.	
<b>Adhoc Request</b>	Any Transport request which is not part of Transport roster will be considered as Adhoc request.	
<b>Pick up &amp; Drop time</b>	This will be defined as TAT for employees getting inside / getting out of company vehicle.	



## 2. Transport Operating Guidelines

### 2.1. Transport Timings

- 2.1.a. Transport shall be made available as per shifts falling under Sociable hours and unsociable hours defined for each city as follows:

Location	Transport Timings	
	Sociable Hours / Day Time	Unsociable Hours / Night Time
Mumbai	0600 hrs - 2030 hrs (Female Employees)	2030 hrs - 0600 hrs (Female Employees)
	0600 hrs - 2230 hrs (Male Employees)	2230 hrs - 0600 hrs (All Employees)
Pune	0600 hrs - 2030 hrs (Female Employees)	2030 hrs - 0600 hrs (Female Employees)
	0600 hrs - 2230 hrs (Male Employees)	2230 hrs - 0600 hrs (All Employees)
Bangalore	0630 hrs - 2030hrs (All Employees )	2030 hrs - 0630hrs. (All Employees )
Chennai	0600 hrs - 2030 hrs (All Employees)	2030 hrs - 0600 hrs (All Employees)
Gurgaon	0600 hrs - 2000 hrs (Female Employees)	2000 hrs - 0600 hrs (Female Employees)
	0600 hrs - 2100 hrs (Male Employees)	2100 hrs - 0600 hrs (All Employees)
Noida	0600 hrs - 1900 hrs (Female Employees)	1900 hrs - 0600 hrs (Female Employees)
	0600 hrs - 2100 hrs (Male Employees)	2100 hrs - 0600 hrs (All Employees)
Indore	0600 hrs - 2030 hrs (Female Employees)	2030 hrs - 0600 hrs (Female Employees)
	0600 hrs - 2230 hrs (Male Employees)	2230 hrs - 0600 hrs (All Employees)
Hyderabad	0600 hrs - 2030 hrs (All Employees)	2030 hrs - 0600 hrs (All Employees)

- 2.1.b. Any pick-up or drop for sociable shifts shall be from defined points. For defined pick-up or drop points, company can use cars or buses. Any pick-up or drop for unsociable shifts shall be from / to home by cars / small buses (*subject to access for vehicles till employee's residence*).

### 2.2. Shift Timings

- 2.2.a. The shift timings shall differ from site to site. However, the transport team shall try to keep the number of shifts to the minimum. Introduction of a new shift shall need to be approved by BU Head .

## 2.3. Employees Travel Time

2.3.a. Estimated travelling time in each city shall be as follows –

Travelling Time				
Site	0 – 60 mins	60 – 90 mins	90 – 120 mins	120 – 150 mins
Gurgaon	0 – 10 kms	11 – 20 kms	21 – 40 kms	40 kms and above
Noida	0 – 10 kms	11 – 20 kms	21 – 40 kms	40 kms and above
Mumbai	0 – 10 kms	11 – 20 kms	21 – 30 kms	30 kms and above
Pune	0 – 10 kms	11 – 20 kms	21 – 30 kms	30 kms and above
Indore	0 – 10 kms	11 – 20 kms	21 – 30 kms	30 kms and above
Bangalore	0 – 10 kms	11 – 20 kms	21 – 30 kms	30 kms and above
Chennai	0 – 10 kms	11 – 20 kms	21 – 30 kms	30 kms and above
Hyderabad	0 – 10 kms	11 – 20 kms	21 – 30 kms	30 kms and above

**Note – Above timings are considered as per normal traffic conditions.**

2.3.b. The expected time of Arrival/Departure (ETA/ETD) in each city shall be as follows-

Site	Before Login Time	After Logout Time
Gurgaon	15 mins	30 mins
Noida	15 mins	30 mins
Mumbai	15 mins	20 mins
Pune	15 mins	20 mins
Indore	NA	20 mins
Bangalore	15 mins	20 mins
Chennai	15 mins	20 mins
Hyderabad	15 mins	20 mins

2.3.c. TAT shall be calculated basis the ETA, similarly for logouts.

## 2.4. Eligibility

- 2.4.a. All staff below Role Band CII at WNS locations (exemption Gurgaon where till Role Band CII transport is provided) shall be entitled by their appointment to avail of the transportation provided by the Company. Should Role Band CII and above members who are part of the shift pattern require transport, prior approval shall need to be obtained from the BU head and any such cost would be debited to the vertical. The transport request shall be clubbed with existing route. Additionally employees having RFID for Bike/Car will not be eligible for transport at Gurgaon

## 2.5. Transport Zones

- 2.5.a. The company shall define limits to the area being covered by transport based on zones. This shall impact recruitment strategy and cost of transportation.
- 2.5.b. List of Hiring Zones shall be as follows

### GURGAON

In Gurgaon night transport services will be provided maximum up to 60 Km from office to cover areas Towards Delhi, Noida, Ghaziabad & Sahibabad. However, services shall be limited to the below mentioned areas.

Location	Hiring Zones
FARIDABAD SECTOR	Sector 1 to 23, sec 28 to 38, sec 42 to 43, Sector 45 to 50,
NOIDA SECTOR	Sector 1 to 12, Sector 14 to 41, Sector 49 to 78, (Except village location, Extensions and Greater Noida)
GHAZIABAD	Sanjay Nagar/ Raj Nagar/ Kavi Nagar/ Vijay Nagar/ Lohia Nagar/ Nehru Nagar/ Gandhi Nagar/ Pratap Vihar/ Indirapuram/ Vasundhara/ Vaishali/ Kaushambhi/ Patel Nagar/ Model Town/ Mohan Nagar/ Jagdish Nagar/ Brij Vihar/ Surya Nagar/ Ramaprastha SAHIBABAD – Lajpat Nagar/ Tulsi Niketan/ Rajinder Nagar/ Shalimar Garden/ Patel Nagar .
EAST DELHI	Ghazipur/ I.P. Extension/ Vinod Nagar/ Mayur Vihar – 1, 2, 3/ Pandav Nagar/ Ganesh Nagar/ Dilshad Garden/ Jhilmil Colony/ Vivek Vihar/ Anand Vihar/ Shreshtha Vihar/ Dayanand Vihar/ Swathya Vihar/ Suraj Mal Vihar/ Karkaduma/ Vikas Marg/ Preet Vihar/ Gagan Vihar/ Kanti Nagar/ Arjun Nagar/ Anarkali/ Krishna Nagar/ Jagatpuri/ Chander Nagar/ Raghuveer Nagar/ Parwana Road/ Jitar Nagar/ Govindpura/ Geeta Colony/ Guru Ramdas Nagar/ Luxmi Nagar/ Vijay Chowk/ Lalita Park/ Shakarpur EAST DELHI (SAHADARA PART) – Jwala Nagar/ Jyoti Nagar/ Chajju Gate/ Balveer Nagar/ Rohtash Nagar/ Naveen Sahadara/ Anaj Mandi/ Seelampur/ Bhajanpura/ Maujpur/ Khajuri Khas/ Usman Pur/ Yamuna Vihar/ Gandhi Nagar/ Kailash Nagar/ Gagan Vihar
NORTH DELHI	Timarpur/ Nehru Vihar/ Indira Vihar/ Dhaka Mukherjee Nagar/ Kingsway Camp/ Majnu Ka Tilla/ Civil Lines/ Model Town/ Gujrawala Town/ Kalyan Vihar/ Rana Partap Bagh/ Chatarsal Stadium/ Vijay Nagar/ Shakti Nagar/ Kamla Nagar/ Malka Ganj/ Subzi



Location	Hiring Zones
	Mandi/ Gulabi Bagh/ Shastri Nagar/ Model Basti/ Filmistan/ Kishan Kunj Roshanarya Road/ Azad Market/ Anand Parbat/ Ranjeet Nagar/ Shadipur Depot/ Inderpuri/ Burari/ Shakti Nagar/ Roshan Ara Road/ Roop Nagar/ Sant Nagar/ Jagatpuri
CENTRAL DELHI	Connaught Place/ Chanakya Puri/ Satya Niketan/ Moti Bagh/ Subroto Park/ Dhaura Kuan/ Patel Nagar/ Karol Bagh/ Rajinder Nagar/ Mori Gate/ Darya Ganj/ Chawri Bazar/ Nai Sadak/ Lal Darwaza/ Chandani Chowk/ Minto Road/ Pahargunj/ Ajmeri Gate/ Panchkuian Road/ Pandara Road/ Gole Market/ Tilak Marg
WEST DELHI	Jahangirpuri/ Azadpur/ Shalimar Bagh/ Ashok Vihar/ Keshavpuram/ Lawrence Road/ Tri Nagar/ Karampura/ Bali Nagar/ Moti Nagar/ Kirti Nagar/ Ramesh Nagar/ Mansarovar Garden/ Sham Nagar/ Naraina/ Rohini Sect 1 To Sect 25/ Mangol Puri/ Pitampura/ Rani Bagh/ Paschim Puri/ Punjabi Bagh/ Raja Garden/ Rajouri Garden/ Tagore Garden/ Subhash Nagar/ Maya Puri/ Delhi Cant/ Nangloi/ Paschim Vihar/ Vikas Puri/ Vishnu Garden/ Mahavir Nagar/ Tilak Nagar/ Virender Nagar/ Shiv Nagar/ Hari Nagar/ Janakpuri/ Uttam Nagar/ Dwarka All Sectors/ Palam/ Kapasehra (road side)
SOUTH DELHI	Badarpur (Not more than 2 Km From Main Road)/ Dakshin Puri/ Khanpur/ Ambedkar Nagar/ Madangir/ Pushp Vihar/ Sainik Farms/ Saket/ Neb Sarai/ Ignou Road/ Said-Ul-Ajab/ Lado Sarai/ Mehrauli/ Chattarpur (Not More Than 4 Km From Main Road)/ Sultanpur/ Manglapuri/ Sarita Vihar/ Jamia Islamia/ Zakir Nagar/ Okhla/ Harkesh Nagar/ Sarai Julena/ Noor Nagar/ Nehru Place/ Tugalkabad/ Govindpuri/ Kalkaji/ Alaknanda/ CR Park/ GK – 1,2&3 / Chirag Delhi/ Sheikh Sarai – 1,2&3/ Khirki Extension (Gupta Colony only) / Malviya Nagar/ Savitri Nagar/ Hauz Rani (On Main Road) / NCERT / Aya Nagar / Jangpura / Bhogal / Maharani Bagh/ Ashram/ Siddhartha Extension/ Srinivaspuri/ Nehru Nagar/ Lajpat Nagar – 1,2,3&4/ East Of Kailash/ NFC/ Kotla Mubarakapur/ South Extn – 1&2/ Andrews Ganj/ Gautam Nagar/ Green Park/ Hauz Khas/ Shahpur Jat/ IIT/ Jia Sarai/ Katwaria Sarai/ Lodhi Colony/ Kidwai Nagar/ Netaji Nagar/ Sarojini Nagar/ Safdarjung Enclave/ R. K. Puram/ Vasant Vihar/ Munirka/ JNU/ Vasant Kunj (Except – Kishangarh)/ Mahipalpur/ Rajokri
<b>GURGAON SECTOR</b>	Sector 1 to 29, Sector 31 to 76

## Non Hiring Zones: Gurgaon

Please note that the services shall not be extended to the addresses falling under village zones, non-motorable zones & area lacking basic street light / police patrolling

## NOIDA

Location	Hiring Zones
NORTH DELHI	Azad Market, Mori Gate-, Nehru Nagar, Sant Nagar Buradi, Sarai Rohila, Shalimar Bagh, Vijay Nagar, Adarsh Nagar, Kamla Nagar, Moti Nagar, Burari, Model Town, Keshav Puram, Gulabi Bagh, Mukhrejee Nagar, Rana Pratap Bagh, Jahangirpuri, Ashok Vihar, Timarpur, Pratap Nagar, Indra Vihar, Kingsway Camp, Ashok Vihar Phase 1,2,3,4, Azadpur, Civil Lines, Gujranwala Town, Lawrence Road, Majnu Ka Tila, Mansarovar Garden, Pul Bangash, Roshanara Road, Nirankari Colony, Karampura, Malka Ganj, Tri Nagar, Lawrence Road, Roop Nagar, Roshnara Road, Azad Nagar, Nehru Vihar, Moti Nagar, Maurice Nagar, Chandrawal, GTB Nagar
EAST DELHI	Ganesh Nagar, Anand Vihar, Krishna Nagar, Balbeer Nagar, Baljit Nagar, Bhajanpura, Chandra Nagar, Dilshad Colony, Dilshad Garden, Durga Puri, East Azad Nagar, Jyoti Nagar, Gagan Vihar, Geeta Colony, Gandhi Nagar, Ganesh Nagar, Gazipur, Gokulpuri, New Govindpura, Guru Angad Nagar, I.P Extension, Jagatpuri, Jagriti Enclave, Jhilmil Colony, Karkarduma, Kashmere Gate, Kotla, Krishna Nagar, Lalita Park, Madhu Vihar, Mandawali, Mansarovar Park, Mausam Vihar, Mayur Vihar Phase 1,2,3, Naveen Shahdara, New Ashok Nagar, Nirman Vihar, Pandav Nagar, Preet Vihar, Raghubar Pura, Rajgarh Colony, Ram Nagar, ROHTASH NAGAR EAST, Rohtash Nagar West, Shahdara, Shakarpur, Srestha Vihar, Sukh Vihar, Vasundhara Enclave, Vinod Nagar, Vishwas Nagar, Vivek Vihar, Yamuna Vihar, Yojana Vihar, EAST JYOTI NAGAR, Shastri Nagar, Khajuri Khas, Maujpur, , Ghazipur, Vinod Nagar East, GTB Enclave, Shastri Park
WEST DELHI	Rishi Nagar, Pitampura, Rohini Sec 1 to 22, Dwarka sec 1 to 19 (Except Goyala Dairy, Quatab Vihar), Punjabi Bagh, Tilak Nagar, Shakurbasti, Subhash Nagar, Paschim Vihar, Kirti Nagar, Tagore Garden, Ramesh Nagar, Bhagwati Garden, Bindapur, Dabri, Dashrathpuri, Delhi Cantonment, Guru Harkrishan Nagar, Hastsal, Indira Park, Kakrola Mod, Mahavir Vihar, Sadh Nagar, Sagarpur, Sainik Nagar, Uttam Nagar, Rajouri Garden, Rani Bagh, Dwarka More, Janakpuri, Jeevan Park, Mahavir Enclave, Palam, Aps Colony, Asha Park, Bali Nagar, Fateh Nagar, Lajwanti Garden, Mayapuri, Mohan Garden, Nawada, New Mahavir Nagar, Old Mahavir Nagar, Palam Colony, Tagore Garden, Matiyala, Raghu Nagar, Raghubir Nagar, Vipin Garden, Vishwas Park, Naraina Vihar,
	Abul Fazal Enclave, Amar Colony Lajpat nagar, Anand Niketan, Andrews Ganj, Ansal Plaza, Ansari Nagar, Safdarjung Enclave, Ashram, Ayur Vigyan Nagar, Badarpur till 1km from Badarpur metro station, Vasant Vihar, Batla House, New Friends Colony, Bhikaji Cama Place, Bk Dutt Colony, Chanakya Puri, Chirag Delhi, Chittaranjan Park, Lajpat Nagar 1,2,3,4, Defence Colony, Deoli, Ambedkar Nagar, East Of Kailash, Gautam Nagar, Kalkaji, Govindpuri, Greater Kailash 1,2,3,4, Green Park, Hauz Khas, Harkesh Nagar Okhla, Hauz Khas, Hauz Rani, Hauz Quazi, Humayunpur Safdarjung, IGNOU, INA, Jamia Nagar, Jungpura, Jasola Vihar, Jia Sarai, JNU, Kailash, Colony, Kailash Hill, Kaka Nagar, Kalkaji, Kalu Sarai, Khan Market, Khanpur, Khel Gaon, Khirki

Location	Hiring Zones
SOUTH DELHI	<p>Extention, Kidwai Nagar, Kotla Mubarakpur, Laxmi Bai Nagar, Lodi Colony, Maharani Bagh, Malviya Nagar, Masjid Moth, Mohammadpur, Moti Bagh, Nanak Pura, Nauroji Nagar, Neb Sarai, Netaji Nagar, Okhla, Panchsheel Vihar, Paryavaran Complex, Pragati Vihar, Pulpehladpur, Pushp Vihar, Pushpanjali, R.K.Puram, Sadiq Nagar, Safdarjung Enclave, Saket, Sangam Vihar, Sarai Kale Khan, Sarita Vihar, Sarojini Nagar, Sarvapriya Vihar, Sarvodya Enclave, Satya Niketan, Savitri Nagar, Sewa Nagar, Shaheen Bagh, Shanti Niketan, Sheikh Sarai Phase 1,2, Siddhartha Extension, South Extension part 1 &amp; 2, Srinivaspuri, Sukhdev Vihar, Sunlight Colony 1,2, Taimur Nagar, Tigri Colony, Tughlakabad, Vasant Enclave, Vasant Kunj, Vasant Vihar, Yusuf Sarai, Zakir Nagar, Chhattarpur (Till Tivoli Garden Main Road), Mahipalpur (Not Extension), Maidangarhi,, Adhchini, Mahrauli,, Mehrauli, Manglapuri,</p> <p><b>(Ber Sarai, Khanpur, Sainik Enclave, Devli, Madangir, Dakshinpuri, Lado Sarai, Katwaria Sarai, Munirka, Pickup/Drop till motorable road only).</b></p>
CENTRAL DELHI	Jhandewalan, Bara Hindu Rao, Connaught Place, Daryaganj, Gole Market, Kalibari Marg, karol Bagh, Mandi House, Mandir Marg, Minto Road Area, New Rajendra Nagar, New Ranjit Nagar, Old Rajendra Nagar, Panchkuin Road, Patel Nagar, Prasad Nagar, Prem Nagar, Rajinder Nagar, Ranjeet Nagar, Tank Road, Jhandewalan, Kashmere Gate.
FARIDABAD	Sector 1 to 23, Sec 28 to 38, sec 42,43,45 to 50.
NOIDA	<p>Sec 1 to 63, sec 14 to 41, Sec 49 to 78 (Except Village Locations), Noida Ext., Greater Noida (Alpha, Beta, Gamma, Delta, Chi, Phi, Swarnnagari,) .</p> <p>Sector 100, sector 102, sector 104, sector 105, sector 108, sector 110, sector 119, sector 120, sector 121, sector 150, sector 122, sector 126, sector 132, sector 134, sector 135, sector 137, sector 168, sector 126, sector 96, sector 93, sector 106, sector 107, sector 143, sector 87, pari chowk.</p>
GHAZIABAD	Arya Nagar, Avantika, Bhatia Mod, Brij Vihar, Chander Nagar, Charani Vihar, Chiranjiv Viha, Gandhi Nagar, Crossing Republik, Ghanta Ghar, Govindpuram,Indirapuram, Vasundhara, Kaushambi, kavi Nagar, Lal Kuan, Lohia Nagar, Mahagunpuram, Mahindra Enclave, Maliwara, Mohan Nagar, Mukand Nagar, Nand Gram, Nehru Nagar, Patel Nagar, Pratap Vihar, Rahul Vihar, Raj Nagar Extenstion, Raj Nagar, Rajendra Nagar, Ram Nagar, Ramprastha, Rampuri, Sahibabad, Sanjay Nagar,Shalimar Garden, Shastri Nagar, Tulsi Niketan, Turab Nagar, Vaishali,Vasundhara, Vijay Nagar, Vivekanandnagar, Mehrauli, Ashok Nagar, Bhim Nagar, Model Town, Wave City, Pandav Nagar, Crossing Republic.
Gurgaon	Sector 1 to 31 (Except Village Locations)

## Non Hiring Zones: Noida

Please note that the services shall not be extended to the addresses falling under village zones, non-motorable zones & area lacking basic street light / police patrolling

### MUMBAI

Vikhroli	Sociable Hours	Unsociable Hours	Non-Hiring Zones
Western	Borivali Station	Bhayander East & West	Uttan, Manori & Gorai By Road
Central	Thane Station	Kalyan East & West	Pallava Phase 2, Bhiwandi, Diva, Murbad, Titwala & Vitthalwadi,
Harbor	Vashi Station	Kharghar East & West	Sukhapur, Ulwe & Taloja
South Mumbai	Dadar Station	Colaba / Churchgate	

Airoli	Sociable Hours	Unsociable Hours	Non-Hiring Zones
Western	Borivali Station	Bhayander East & West	Uttan, Manori & Gorai By Road
Central	Thane Station	Badlapur	Biwandi, Diva, Murbad, Titwala & Vitthalwadi
Harbor	Vashi Station	Old & New Panvel (up to Palasphe Phata)	Sukhapur, Ulwe & Taloja
South Mumbai	Dadar Station	Colaba /Churchgate	

### BANGALORE

East	West	North	South	Central	Non Hiring Zones
MS Palya	Raja-Rajeshwari Nagar	LAGGERE	Hulimavu	Hebbagodi Police Station	Binny Pete
Yelahanka Town	Kengeri Sattelite Town	Penya 2 <sup>nd</sup> Phase	JP Nagar 9 <sup>th</sup> Phase	Electronic City	Cotton Pete

East	West	North	South	Central	Non Hiring Zones
Yelahanka Old Town	Bangalore University	Hesarghatta Main Road	Konanakunte	Central Jail	Chickpet
Hennur Bagalur	Janapriya Township	8 <sup>th</sup> Mile Signal	Uttarahalli	Hosar Road	
K Channasandra	Jnanabharathi	T. Dasarahalli	Chikkakalasa ndra	Surjapur Road	
TC Palya	Malathalli	Abiigere	Ittamadu	Choodsandra Circle	
Kithaganur	Nagarbhavi	Kammagondan ahalli	Girinagar	Kaikindrahalli	
Hoskote	Chandra Layout	Mathikere	Meenakshi Nagar	Hosapalya	
Kadugodi	Attiguppe	Yeshwathpur			
Channasandra	RPC Layout				
Whitefield	Annapoorneshw ari Nagar				
Varthur	Kottigepalya				
Gunjur	Kamakshipalya				
Chikka Bellandur	Sundkadakatte				
	Kadabgere				

## PUNE

Locations	Limit	Non Hiring Zones
Katraj	Katraj Chowk	Jambhul Wadi / Ambegaon
Sinhgad Road	Dhayari Last Bus Stop	Nanded City
Warje	N D A Kondhwa Gate	Khadakwasla

Locations	Limit	Non Hiring Zones
Pashan / Bavdhan	Sus Road /Chandani Chowk	Sus Gaon / Beyond Chandni Chowk
Balewadi / Baner	Syngenta Company / Hotel Sadanand	Beyond Mumbai – Bangalore By Pass
Wakad	Jagtap Dairy	Beyond Jagtap Dairy
Kalewadi	Dange Chowk	Tathawade
Nigdi	Pradhikaran / Akurdi Railway Station	Ravet
Dehuroad	Mamurdi / Shinde Petrol Pump	Chincholi / Somatane Phata / Talegaon
Chikli	Yamuna Nagar	Talawade
Bhosari	Bhosari Gaon	Moshi / Dehu Phata
Alandi Road	Charoli Phata	Wadmukh Wadi / Alandi Gaon
Lohegaon	D Y Patil College	Charoli – Nirgudi Gaon
Kharadi	Kesnand Phata	Beyond Lexicon International School
Manjri	16 Number Bus Stop	Shewalwadi / Loni Kalbhor
Phursungi	Phursungi	Beyond Bhekrai Nagar Octroi Naka
Handewadi / Mohmadwadi	Undri Pisoli / Vadachi Wadi	SRPF Training Range
Bidwewadi / Sukhsagar Nagar	Amba Mata Mandir	Iscon Temple Katraj – Saswad By Pass
Keshav Nagar	Z Corner	Beyond Z Corner

## Indore

Locations	Limit	Non Hiring Zones
Khandawa Road	Queens College / Rani Baugh Main	Khandhwa Naka / Sai Baugh Colony
Rajendra Nagar	IPS Academy	Emerald Heights School / Rau
Dhar Road	Chandan Nagar Square	Hakim Bagh
Kalani Nagar	Indore Airport	Beyond Gandhi Nagar Gate
Super Corridor	Chotta Bangarda	Beyond HP Petrol Pump Gomatgiri
Panchvati	Talavali Chanda (BPCL Petrol Pump)	Dinners Park, Sanchi Dugdh Sangh / Indus Satellite, Singapore Township.



Locations	Limit	Non Hiring Zones
Sudama Nagar / Paraspar Nagar	Chankya Puri Square	Beyond RR CAT / Beyond Chankya Puri Square
Nepania	Advance Academy	Beyond Advance Academy

**CHENNAI**

SEZ Chennai- DLF IT Park		
Locations	Limit	Non-Hiring Zones / Beyond Limit
Kundrathur	Anakaputhur	Irindankattalai/Thirumudivakkam/Manancherry
Pammal	Pozhichalur	Paraniputhur/Thandalam/Tharapakkam/Thelliagaram
Ambattur	Kallikuppam	Oragadam/Puthagaram/Surapet/Mottur/Kathirvedu
Annanur	Thirumullaivoyal	Thirumullaivoyal Colony/ Kannadapalayam/Kondithope/Upparapalayam
Poondamalle	Nazarathpet	Thirumazhisai/Agramel/Parivakkam/ Kolappancheri/Melmanambedu
Thirunindravur	Thirunindravur Bridge	Thirunindravur Railway station/Vathsalapuram/ Sudesi nagar/Veppambattu
Retteri	Madhavaram Roundana	Madhavaram/Kadhirvedu/Puzhal/Manjambakkam/Mettupalayam/ Manali
Thiruvotriyur	Thiruvotriyur Market	Sugam Hospital/Thiruvotriyur Bus stop/Ernavur/Ennore/Manali/
Uthandi	Uthandi toll	After Uthandi toll/Kanathur/Muthukadu
Sholinganallur	Sholinganallur Signal	RTO Sholinganallur/Semmanchery/Navalur
Medavakkam	Perumbakkam	Sithalapakkam/Vengaivasal/Agaram then/Kovilanchery
Guduvanchery	Guduvanchery Bus Stop	Nandhivaram/After Vandalur zoo(towards Kolappakkam)/Mannivakkam/Old Perungalathur/Mudichur
Moolakadai	Kodungaiyur	Thiruthangal Nadar College/Manjambakkam/MKB Nagar
Pulianthope	Vysarpadi	IOC/NHAI Quarters/Elandancheri

Prestige Cyber Tower		
Locations	Limit	Non-Hiring Zones / Beyond Limit
Kanathur	Mayajal	Muthukadu/ Kovalam
Kelambakkam	Mambakkam	After Mambakkam/ Kolathur/ Polacheri/ Kandigai
Ponmar	Ponmar/Karanai	Tiruvanchery/ Kaspapuram/ Padhuvanchery/ Agaram Then/ Kasmapuram
Mangadu	Kundrathur	Thandalam/Manancherry/ Chembarambakkam/ Malayambakkam/ Nandambakkam/ Thirumudivakkam/ Irindankattalai
Old Perungalathur	Old Perungalathur	Mudichur/ Puducheri/ Manimangalam/ Somangalam/ Mudichur/ Mannivakkam/ Padappai

Prestige Cyber Tower		
Locations	Limit	Non-Hiring Zones / Beyond Limit
Avadi	Govardanagiri	After Govardanagiri/ Avadi railway station/ Avadi Check post/ Pattabiram/ Nemilicheri/ Thirninravur/ HVF Avadi
Poondamalle	Poondamalle	Nazarathpettai/Parivakkam/Puduvattaram/behind to Sri Kamakshi Amman temple/Gorimedu
Retteri	Retteri signal	After Retteri Signal/Kadhirvedu/Puzhal/Lakshmipuram/Vinayagapuram/Kumaran nagar/Puthagaram
Vysarpadi	Vysarpadi	Kodungaiyur/Moolakadai/MKB Nagar/Kodungaiyur(EAST)
Thiruvotriyur	Wimco Nagar	Ernavur/Ennore/Athipattu/Manali/NHAI Quarters
Guduvanchery	Guduvanchery	after Guduvanchery bus stop/Nandhivaram/After Vandalur zoo(towards Kolappakkam)/ Kilambakkam/ Adhanur/ Madambakkam
Ambattur	Ambattur OT bus stand	After Ambattur OT/ Rakki theatre/ Kallikuppam/ Thirumullaivoyal/ Patravakkam/ Annanur/ Konalambedu/ Surapattu/Mottur/Kathirvedu/Oragadam

## Hyderabad

Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Non-Hiring Zones
Banjara Hills	Ramanthapur	Borabanda	Hitech City	Charminar	Falakhnama
Panjugutta	Amberpet	Ameerpet	Durgam Cheruvu	Shalibanda X Roads	Chandrayangutta X Roads
Begumpet	Shivam, Ramnagar	Moosapet	Madhapur	LaL Dharwaza X Roads	Sivarampally
Paradise	Barkatpura, Tilaknagar	KPHP	Borabanda	Allyabad	HayatNagar
Marredpally	Chikalguda, Warisguda	Kukatpally	B.N.Reddy	Engine Bowli	Yapral
ECIL	Musheerabad, X Road	Hafeezpet	Malakpet	Bandalguda	Bollaram
Mettuguda	Kavidiguda	Gajularamam	Koti	Mylaramdevpally	Alwal
Tarnaka	Indira Park Area	Malayasian Township	Abids	Aramghar	Lothukunta
Nacharam	Erranmanzil Colony	Risala Bazar	Kachiguda	Attapur	Tirumalgherry X roads
Mallapur	Bangara Hills	Lal Bazar	Lakdikapool	Ring Road Maruthi Nagar	Nagole

Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Non-Hiring Zones
Secunderabad	Jubilee Hills	Venkatapuram		Mohal Ka Nala X Roads	Vanastalipuram
RaniGunj	Film Nagar	New Bowenpally		Tolichowki	LB Nagar
		Ferozguda		Shaikpet Darga	Kothapet
		Balanagar		Manokonda	Chatanyapuri
				Mehdipattnam	Dilshuk Nagar
					Safilguda
					Sainikpuri
					Uppal
					Moulali
					Nagaram

## 2.6. General Guidelines

- 2.6.a. After shift log out, it is employees shall need some time to reach the vehicles and hence buses/cabs shall depart after 30 minutes in Gurgaon, 20 minutes in Mumbai / Pune and 15 mins in Bangalore and Chennai for all logouts. In certain cases, this may change due to various factors and the same shall be intimated by the local transport team on a case to case basis. As various processes would be clubbed together, staffs are expected to adhere to the departure timings and be seated inside the vehicles well in time.
- 2.6.b. There shall be no waiting time during sociable hours for point pickup however all employees are advised to reach their respective pickup point at least 10 minutes prior to their estimated time of arrival and 5 minutes waiting time for the first employee and 3 minutes for subsequent pickups will be considered during unsociable hours while picking up employees from their homes.
- 2.6.c. The Roster Management System (RMS) and Transport Management System (TMS) should be updated for any transport requirement as per the time stipulated TAT.
- 2.6.d. Transport team shall decide best mode of transport for employees and accordingly Big / Small buses, SUV's & Cabs shall be used for transporting employees.
- 2.6.e. Vehicles shall have all legal registration formalities completed and all vehicles to be registered as a "Tourist" vehicle with the local R.T.O. authorities.
- 2.6.f. Apart from rostered pick-up / drop all other Transport requests shall be considered as Adhoc Transport request which shall require an approval of Role Band C1 or above along with the budget code and SLA. Transport team shall need at-least 6 hours' notice to arrange cabs for pickup (all sites) and 2 hours prior notice for drop (all sites). The

employees shall be required to be present at the drop area where the transport team will club the employee in next available pickup/drop, closest to the requested time. Transport team may allot an exclusive cab only in cases like medical emergency (wherein the respective supervisor will have to ensure an company to the unwell employee for his / her drop to the nearest hospital / home) or in case of non-availability of shared cab.

- 2.6.g. Any requests from employees for an exclusive cab will require an approval from Role Band CI of the process and an exceptional approval from BU Head. Once approved, the entire cost shall be debited to the employees BC/SLA code.
- 2.6.h. Any new shift (pickups / drops) implementation other than the standard shifts (chargeable to client or not) shall require requisite approval from the BU Head.
- 2.6.i. For safety and Security reasons. Identity card must be displayed in person while travelling in company Transport.
- 2.6.j. In case, the female employee is not having last drop and the way leading to her drop address is not motorable & there is no escort guard in the cab, then it will be the responsibility of the male employee (co-passenger) to escort her & drop her from the last motorable point to her drop address.
- 2.6.k. Any request for Adhoc shifts will be implemented only after the necessary approval from BU Head.

## 2.7. Implementation Procedure

- 2.7.a. The roster of the employees must be updated by their respective team leaders using the online Roster Management System (RMS) / Transport Management System (TMS).  
Lead time to update and cancel the roster in system are mentioned below :

Location	Roster Updation TAT (RMS)	Roster Cancellation TAT	
		Pickup	Drop
Mumbai	9 hrs prior to log in time	8 hrs prior to log in time	4 hrs prior to log out time
Pune	9 hrs prior to log in time	8 hrs prior to log in time	6 hrs prior to log out time
Indore	9 hrs prior to log in time	8 hrs prior to log in time	6 hrs prior to log out time
Bangalore	9 hrs prior to log in time	8 hrs prior to log in time	6 hrs prior to log out time
Chennai	9 hrs prior to log in time	8 hrs prior to log in time	6 hrs prior to log out time
Gurgaon	8 hrs prior to log in time	6 hrs prior to log in time	4 hrs prior to log out time
Noida	8 hrs prior to log in time	6 hrs prior to log in time	4 hrs prior to log out time

Location	Roster Updation TAT (RMS)	Roster Cancellation TAT	
		Pickup	Drop
Hyderabad	9 hrs prior to log in time	8 hrs prior to log in time	6 hrs prior to log in time

- 2.7.b. In addition to this, an employee can avail of SMS facility for cancelling pickup/drop to prevent NCNS for which the TAT's are as mentioned.

Site	SMS Pickup TAT	SMS Drop TAT
Gurgaon	6 Hrs.	4 Hrs.
Noida	6 Hrs.	4 Hrs.
Mumbai	6 Hrs.	4 Hrs.
Pune	8 Hrs.	6 Hrs.
Bangalore	8 Hrs.	6 Hrs.
Chennai	8 Hrs.	6 Hrs.
Indore	8 Hrs.	6 Hrs.
Hyderabad	8 Hrs.	6 Hrs.

- 2.7.c. HR & operations shall be responsible for informing transport team about the employees leaving the company so that transport arrangement is stopped for such employees and people soft update should happen on time to avoid absconding and on hold cases.
- 2.7.d. Transport team shall display on the notice boards list of vehicles and names of the employees per vehicle on sociable or unsociable hours during drops. All passengers should board the designated vehicles and from the designated points only while using transport services for pickup or drop.
- 2.7.e. Arrival timings at the designated places for pickups should be strictly followed for cabs/buses. However, this may vary depending on the traffic conditions at the time. Vehicles shall leave after waiting for 5 minutes for the first employee to board. Should the vehicle be running late it is the duty of the Transport shift in charge to inform the affected process spoc's about the delay and in case of a break down the alternate arrangements that have been made. Staff coming late for drops shall have to make his/her way home on their own during sociable hours and during unsociable hours get accommodated in the next available drop after fulfilling the adhoc transport requirement.

- 2.7.f. Transport Team shall follow up with the contractor supervisor to ensure that the respective pickup / drops are done at the prescribed time and that the vehicles reach office on time – as per the agreed ETA/ETD. Any back up action to be taken on account of delays en-route due to traffic jams, vehicle breakdowns, etc. shall be taken immediately in conjunction with the contractor, based on the information received through staff / vendor.
- 2.7.g In case of accident / injury while travelling on the company transport, staff of that particular vehicle should inform Transport Team immediately, medical treatment should be availed from the nearest authorized Hospital / Clinic. Any treatment given post- accident / injury, employee shall pay for the same and later to claim through insurance cover given to every employee. In case of medical emergency, the transport team would send the employee to the hospital for check-up and further course of action to be certified by the doctor, the transport team to act per doctor's report.
- 2.7.h. In case of any employee getting delayed in reaching the pickup point for the cab, he/she should intimate the supervisor at the earliest. However, vehicle shall not wait for any individual beyond the stipulated time. Staff would then need to make his/her own arrangement to reach the workplace on time at his/her own cost.
- 2.7.i. Transport team along with Procurement / Facility / Finance Team shall be the one-point contact for selecting and making the contract with the vendors.

## 2.8. Transport Security

- 2.8.a. While finalizing the trip sheet for home pickup/drop during unsociable hours, special attention shall be given to avoid dropping home a female employee last. No female employee shall be picked up first or dropped last during unsociable hours without Escort Guard. If there is no male employee on that route for that shift, ESCORT guard shall accompany female employee.

## 2.9. Guidelines for WNS Employees Using Company Transport

- 2.9.a. Employees should avoid getting into any discussions or arguments with the Drivers / Cleaners/Vendor Supervisors. In case of any incident, it should be reported to the Transport Team.
- 2.9.b. Employees should not wait or stand outside the Premises after each shift. They should get into the Vehicle immediately.
- 2.9.c. Employees should report at least 10 minutes earlier than the scheduled time at the respective stops for pick-ups.
- 2.9.d. Employees should observe the Scheduled Stops and not make personal requests to the Drivers / Cleaners/Supervisors on any account.



- 2.9.e. Employees should be careful when boarding or alighting from the bus; they should wait for the bus to come to a complete halt. Boarding & Alighting at signals or at the non-designated stops or enroute is strictly prohibited.
- 2.9.f. The pickup/drop address provided should be as per the official HR records; pick/drop from an alternate destination is not permitted.
- 2.9.g. Employees should avoid reserving seats on the buses for colleagues; seating is on a First come First serve basis.
- 2.9.g. Employees should avoid reserving seats on the buses for colleagues; seating is on a First come First serve basis.
- 2.9.h. Employees should board the bus route as per given pickup point / addresses in database and not as per the convenience on the route as this leads to overcrowding issues.
- 2.9.i. Smoking, Consuming Tobacco or related products, consumption of alcohol or any other intoxicating substance or contraband items is strictly prohibited in company transport. Employees shall avoid playing loud music in the vehicles deployed for transportation.
- 2.9.j. Indecent behavior with co-passengers whilst using the company transport shall be dealt with strictly.
- 2.9.k. Employees are expected to escalate incidents of Traffic violations / over speeding / Red light jumping by drivers to Transport team.
- 2.9.m. Employees must wear/display I cards in person while travelling in company Transport.
- 2.9.n. It is mandatory for all employees to wear seat belts while travelling in company cabs. They should fasten the seat belts wherever installed in the vehicles.
- 2.9.o. All employees picked or dropped must sign the log sheet / duty slip with Kilometers while getting down because vendors are paid for Kilometers travelled wherever applicable.
- 2.9.p. All Pregnant employees should always sit in the front seats; however, they should always consult their respective doctors and take a sign off for travelling in cabs / buses.
- 2.9.q. Operations shall send out a shift wise list of absenteeism every day to Transport Desk to avoid No Shows.
- 2.9.r. If an employee is transferred from one location to another then they will have to adhere to boundary limits of the working location.

## 2.10. Indemnification

- 2.10.a. The company shall not be held responsible/liable for any injury, psychological condition arising from an accident.
- 2.10.b. All pregnant employees and personnel with special needs and or medical conditions are required to seek medical advice prior to using the cab facility provided by company. The company shall not be held liable/responsible for any medical or psychological condition arising from an undesirable or an unexpected event.
- 2.10.c. The company will not be responsible / liable for any direct, indirect or consequential loss or damage to personal property, while using company transport.
- 2.10.d. Although the company has taken reasonable precautions to ensure employee safety during transportation, by hiring best in class service providers for transportation, the Company will not accept responsibility for any medical psychological conditions arising from an undesirable or an unexpected event.
- 2.10.e. Vertical needs to take a call and raise special request with BC / SLA and cost will be debited to their vertical only for any Physically Challenged/Medical cases for dedicated cabs. This cost would however be distributed if one or more of such individuals use the same cab.

## 2.11. Escalation

- 2.11.a. Any accident or incident shall be reported by employees immediately to the Transport Team and to the transport manager giving all the details.
- 2.11.b. The Transport Manager in turn needs to ensure that a backup cab reaches the spot and the employees are shifted to a safer place.

## 2.12. Service Level Agreement (SLA)

- 2.12.a. The pick-up timings are decided keeping in mind the traffic (in that area), number of employees (in that car), the distance from WNS and the time of the shift (peak hour or non-peak hour) at the same time as per the SLA (service level agreement) the travel time should not exceed more than 120 – 180 mins one side.
- 2.12.b. The employees need to adhere to the timings given by the transport team and must be ready when the cab arrives as per the schedule, failing which the cab will wait for the next five minutes as per the SLA and proceed to the next pick-up during unsociable hours. For point pickups during sociable hours the employees are required to be at the designated pickup point 10 mins before the scheduled time.
- 2.12.c. In the event of a cab not reaching a pick-up point / home due to reasons beyond control or anticipation such as a break-down or accident the same will be informed as per process immediately,
- 2.12.d. In case any employee pickup is not done on account of transport fault, he / she needs to wait at home / point till the time the transport team arrange any back up vehicle. No

reimbursement is allowed if employee makes own arrangements.

- 2.12.e. The employees need to walk to the office parking as soon as they are through with their shift. Vehicles will move as per the prescribed TAT / Time.
- 2.12.f. The transport team will act on the information retrieved as generated through the rosters only. The cabs will be released after 20 mins of the Transport logout timings with the employees present in the cab. Those logged off but not present in the parking within the specified time will not be provided with any alternate cab and will have to either travel on their own or wait for the next shifts drop provided there is a cab on the same route with seats available. In case of any such drop requests drops will be considered as Adhoc requiring approval.
- 2.12.g. Cancellation policy does not exist as of now. Employee needs to update the RMS before the TAT as mentioned above. (Point 2.10 Implementation Procedure)
- 2.12.h. Pickup and Drop defaulter – vertical heads needs to take a call for penalizing such cases.
- 2.12.i. The transport team will remove name from drop, if registered as NO SHOW for the same.
- 2.12.j. Assistant/Deputy Managers Operations to cancel 'drop roster' on TMS (Transport Management System) for all unplanned leaves.
- 2.12.k. All employees to mandatorily apply planned leaves on LMS (Leave Management System) at least 24 hours before availing leaves.
- 2.12.l. Group Manager Operations to drive transport NCNS SLA target, like all other client SLAs on a monthly basis.

## 2.13. Roster Format

- 2.13.a. The roster format is similar for all sites. The roster must be updated using the online application called RMS. Any pickup / drop requested besides TMS would be considered adhoc request and will required to be supported by Band CI approval.

## 2.14. Roles & Responsibilities of Transport Team

Transport team would be responsible for delivering on following points:

- 2.14.a. Managing vendor, fleet and drivers.
- 2.14.b. Vendor and driver meeting.
- 2.14.c. Organizing and witnessing driver training.
- 2.14.d. Frequent briefing to vendor supervisor and drivers.
- 2.14.e. Addressing customers' complaint.
- 2.14.f. Check vehicles, drivers on duty.

- 2.14.g. Initiating action against vendor, driver and vehicle if required.
- 2.14.h. Attending accident vehicle and providing help to occupants.
- 2.14.i. Interaction with employee, driver, vendor, police, stranger or the third party involved in damage or loss for resolving problem until the staff is stuck in the cab.
- 2.14.j. Checking security staff on duty.
- 2.14.k. Preparing daily compliance report.
- 2.14.l. Compiling Accident / incident report as and when occurred.
- 2.14.m. Correspondence to vendors when necessitated.
- 2.14.n. Monthly compliance status update to vendor.
- 2.14.o. To receive the copy of the final bill, prepare the details process wise (site) and submit the same for verification by the end of every month.
- 2.14.p. Develop and maintain a system for the reporting of any incidents occurring during transportation and other emergencies which require inquiry and remedial action.
- 2.14.q. Implement contingency plans with the Transport Contractor in case of non- availability of vehicle due to any reason/emergency.
- 2.14.r. To work with the Transport Contractor and select optimum routes, pick up points, based on Transport requirements of Business Units.

## 2.15. Transport Compliance

Compliance means adherence to Transport rules and regulation of company by all its users as well as vendors in respect of their fleet and drivers. Transport team has to ensure that quality and standard is consistently maintained throughout the period of the contract with a perception / motto of providing comfortable, safe and secured transition to its employees.

- 2.15.a. Transport compliance will refer to the control established to ensure that the vendors meet the statutory requirements and the vehicles (cabs, buses, Tempo Travelers) are safe and in road-worthy conditions for the comfort and safety of employees travelling on those vehicles.
- 2.15.b. It is deemed that team entrusted applies all possible measures applicable in the existing scenario to ensure that the cab / tempo / bus moves on road with all statutory documents such as Registration Certificate, Insurance papers, Permit & Driving License. In case of Challan, the Challan would be acceptable having a valid period only.
- 2.15.c. All female employees are escorted during unsociable hours while travelling alone.(Refer company Transport policy, para 2.11, Security)

- 2.15.d. No staff dismounts the cab at unscheduled point or at unsecured / unsafe place.
- 2.15.e. All mandatory documents, accessories are always available with the cab and driver.
- 2.15.f. Mechanical state of the cabs plying for transition is road worthy.
- 2.15.g. Drivers follow all laid instructions and maintain company norms.
- 2.15.h. Driver with minimum one year of experience should only be permitted to ply.
- 2.15.i. Ensure Zero serious accidents.
- 2.15.j. None or negligible breakdowns.
- 2.15.k. Conducting various behavior training programs for drivers.
- 2.15.l. The following types of violations will attract penalty or disciplinary action against the involved driver / employee or any other vendor staff:
  - Scuffle between employee and / or driver and / or supervisor.
  - Cab taken off the route for personal reasons.
  - An employee found smoking / drunk while travelling through company provided transport.

## 2.16. Transport Safety

Transport safety means securing the employees and vehicle en-route. Keeping that in mind the following instructions must be adhered to:

- 2.16.a. Escort guard only will occupy co-driver seat while travelling. Exception can be made only if the employee wishes to occupy that seat on medical grounds subject to approval from Transport Manager/ Head.
- 2.16.b. Only one person can occupy co-driver seat.
- 2.16.c. Co-driver seat occupant has to fasten seat belt.
- 2.16.d. Front seat occupant will not sleep to avoid distracting driver.
- 2.16.e. Staffs are not allowed to transfer from one cab to other on the way unless so informed and directed by the transport team.
- 2.16.f. Staff will report all untoward happening to transport team through wireless / mobile or e-mail.

## 2.17. Recovery Action in Emergency / Casualty

- 2.17.a. Transport team should have the list and details of all hospitals, Police Stations with their phone numbers that may be used during emergency.
- 2.17.b. After reaching to the incident / accident spot, team will immediately evacuate the employees from the site and communicate the same to the base transport team.
- 2.17.c. In case of any casualty the employees will be rushed to a nearest hospital or follow the instructions as specifically mentioned.
- 2.17.d. Team will remain on the spot only until employees are not being provided with transport.
- 2.17.e. In case of any incident / accident where no employees are involved, then the information should be given to the Vendor who will send his rep to clear the situation on the spot.

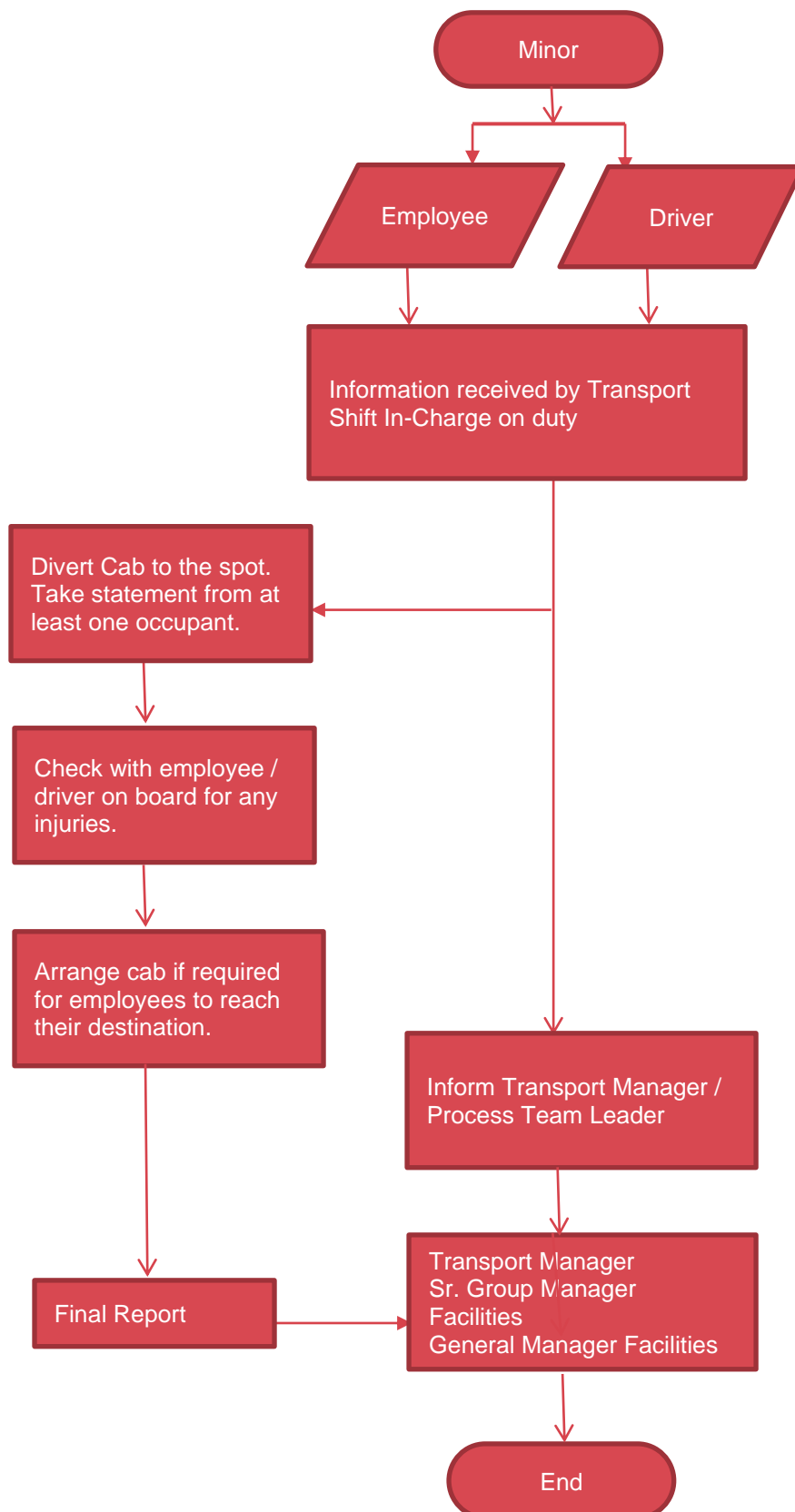


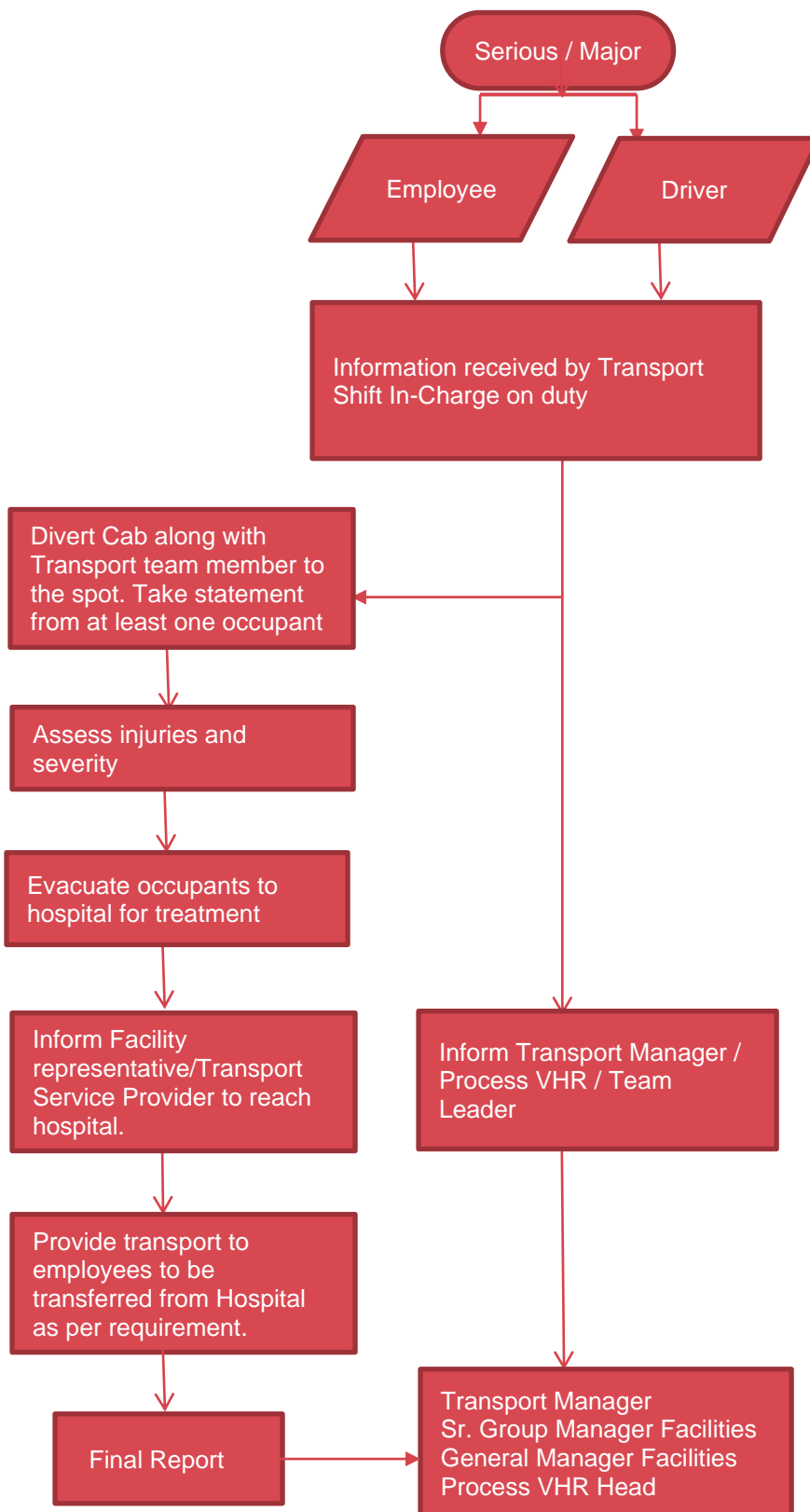
Serious: -Fatal, injury results permanent disability or prolonged hospitalization. Damages are greater than 60% of actual value of the cab or beyond the scope of repair.

Minor: -An accident in which there is no injury to employee or driver or require first aid and minor damages to cab.

Major: -An accident in which employee / driver require detainment or admission up to 2 days and cab is badly damaged.







### 3. Records

The following records shall be maintained by this procedure

- Vehicle compliance
- Driver compliance
- Escort guard deployment
- Alcohol test – drivers
- Accident / Incident
- Driver training & verification

## 4. Document Control

Title	Transport Policy		
Identification	SUP/009	No of pages	27
Issue Number	1.7	Amendment	7
Date of issue	20-July-2023	Status	Definitive

### AMENDMENT SUMMARY

Date	Version	Clause	Nature of Amendment
1 June, 2008	1.0	All	Original Document
27 August, 2008	1.1		Formatting changed. Revised certain terms in wake of TMS launch
6 <sup>th</sup> January, 2010	1.2		Clause 2.15.g deleted; Link to Compliance Policy under Clause 3
30 <sup>th</sup> July, 2014	1.3		Addition of guidelines to avoid no-shows in cl.2.15
3 <sup>rd</sup> June, 2019	1.4		Revised social hours / transport zones, added: employee travel time, cl. 2.10, Modified: cl. 2.12, 2.13, 2.15
20 <sup>th</sup> September, 2019	1.5		Revised Transport Zones : Addition of SMS TAT's
14 <sup>th</sup> June , 2023	1.6	Synopsis	Addition of Shailendra Sawant & Dashrath Koli as Author. Additional of Nilesh Jadhav as Reviewer
		2.1.a	<b>Sociable &amp; Non Sociable Hours</b> Updated for Bangalore, Chennai & Gurgaon Added for Noida, Indore & Hyderabad
		2.3.a.	<b>Estimated Travelling Time</b> Added for Noida , Indore & Hyderabad .
		2.3.b.	<b>Expected time of Arrival / Departure</b> Added for Noida, Indore & Hyderabad .
		2.5.b.	<b>Transport Zones</b> Added for Noida, Indore & Hyderabad.
		2.7.a	<b>Updates in RMS / TMS</b> Added TAT for Noida ,Indore & Hyderabad
		2.7.b	<b>SMS Pick up TAT / SMS Drop</b> Added TAT for Noida ,Indore & Hyderabad.
20 <sup>th</sup> July, 2023	1.7	2.1.a	<b>Sociable &amp; Non Sociable Hours</b> Updated for Pune & Indore
		2.5.b.	<b>Transport Zones</b> Transport Zones added for Chennai
Circulation: All WNS Employees			
External references: Not applicable			
Associated documents: None			

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