

# MMC TRANSPORT POLICY

JANUARY 2025

## 1. POLICY STATEMENT

MMC recognizes the need to facilitate its employees in commuting to and from work with safety, care and comfort.

## 2. POLICY OBJECTIVE

The objective of this policy is to provide transport related guidelines to employees and regulate the proper utilization of cabs and facilities thereof. This facility may be amended or withdrawn at any time.

Transport Helpdesk (THD) shall make best endeavors to provide a good quality service to the employees within the framework of this policy and also ensure that the operating cost is kept under control. Employees are expected to maintain discipline and adhere to the guidelines and processes for safety and in order to avoid any inconvenience.

## 3. SCOPE

All employees are eligible to avail the company provided transport facility.

## 4. GUIDELINES AND PROCEDURE

### 4.1. ROUTE PLANNING

The success of transportation depends on proper route planning and rostering of vehicles with optimization of costs as far as possible. For that the following shall apply:

- a. It is mandatory for the employees to update their contact details in People Soft if they want to avail the transport facility.
- b. All employees using company provided transport can check their pickup time through Routematic App in upcoming trips. Colleagues will get their route details through Routematic Auto generated email. Any disconnects/information gaps in the roster should be communicated to the THD for necessary corrections.
- c. The cabs shall operate on the designated routes and any request to divert the cabs or have stoppage shall not be entertained by the driver unless expressly permitted by the THD.
- d. Transport service will only be provided to and from the residential address which is updated in Workday by the employees. However, the specified pickup/ drop point will be allotted after discussing it with employee in case the vehicle is not able to go until the address mentioned in records.
- e. The cab will reach 10 minutes before the scheduled time on 1<sup>st</sup> pickup, after which the cab will not wait on the subsequent pick up points beyond the scheduled pickup time.
- f. In case of any permanent change in address and phone number, employees should update it on Workday and send the updated screen shot to transport team. Also, it must be update on Routematic application for commuting purpose. These changes will take effect within 48 working hours after the intimation has been received at THD. Transport team will not update

any such change by verbal request or by any email notification at THD. All address related changes will be entertained only if the said details are updated at workday. Temporary address changes shall not be entertained.

- g. Drops will be only to the respective scheduled drop points and at the scheduled pick-up points between 0700 hrs. to 1900 hrs. Between 1900hrs and 0700hrs, the scheduled drop and pick up will be done from home. However, the specified pickup/ drop point will be allotted after discussing it with employee in case the vehicle is not able to go until the address mentioned in records.
- h. Employees should cancel their pickup/drop through Routematic App (within the TAT) in case they are not availing transport facility, as their names will figure out the NO INTIMATION list. If their names appear in the NO INTIMATION list for more than three times in a month, facility will be withdrawn and only be resumes after respective DGM/BGM approval.
- i. It's mandatory for all colleagues to do check-in/out while boarding or de-boarding the cab. Employees who will not do check in/out will be considered as a no show.

#### 4.1.1. Service Zone

Transport service shall be provided in the identified Service Zones only.

Any existing employee who resides outside the service zone will continue to get transport service as before.

Any employee moving from the Service zone to a non-service zone will not be provided transport.

Any employee changing address within the Non- service zone will be required to first confirm with THD if the transport service will be provided in that area.

The Service Zones for transportation services are enclosed in the excel sheet. In case of doubt of an area falling in

the Service Zone or not, please clarify from THD. THD's decision on this will be final.

## 4.2. TRAVELLING GUIDELINES

### 4.2.1. Travel Time

- This is defined as the time, which an employee spends in the vehicle, while traveling from home to office. The general guidelines for the travel time are:

S.No	Office	Areas	Travel Time
1	Gurgaon	Gurgaon	1 to 1.5 Hour
2	Gurgaon	Delhi	2 Hour
3	Gurgaon	Rohini, Trans Yamuna, Shahdara, Faridabad, Noida, Ghaziabad	2 hour - 2.5 hours.
4	Noida	Faridabad, Noida, Ghaziabad	1.5 Hour
5	Noida	Delhi	2 Hour
6	Noida	Gurgaon ,West & North Delhi	2.5 Hour

- No vehicle will go for refueling during Pick-ups and drops, while employees are in the cabs.
- Employee should be ready at the pickup time mentioned in the roster.

### 4.2.2. Type of vehicles

The employee spread will determine the type of vehicle for any route and the number of employees to be picked up and dropped. Depending upon the employee strength, decision will be taken by the THD whether a small or large vehicle will ply on that route

#### 4.2.3. Number of passengers

The maximum number of employees to be traveling in a bigger vehicle will be 6 depending on the capacity and in a smaller vehicle will be 4, excluding driver but including Security Personnel (if required). It would be an endeavor of the THD to see that no employee travels beyond the maximum travel time and the no. of passengers is suitably and evenly spread. In the overall route planning, it would always be the aim of the THD to ensure that the operating costs are kept under control with the best possible services provided.

#### 4.3. WAITING TIME

- The cab will reach the 1st Pick-up point 10 minutes before scheduled time. It will not wait at the Pick-up point beyond the scheduled time. For subsequent Pick-up point, the cab will wait only if it reaches earlier than the scheduled pick-up time. If the employee to be picked is not at the pick-up point at the scheduled time, the cab will not wait and move to the next point. In such a case it will be the responsibility of the employee to make his/her way to the office at his/her own cost.
- After the shift log off time, cabs will wait for a maximum of 15 minutes and proceed to their scheduled drops. This will be strictly followed and enforced.
- Cabs will not be allowed to move before the shift logoff time under any circumstances unless expressly approved and permitted by the THD.

#### 4.4. UNSCHEDULED TRANSPORT REQUISITIONS/SPECIAL REQUESTS

- In case of unscheduled requirements/ special requests, request should be sent to THD with approval from the DGM/ approving authority at least 8 hrs. before the scheduled pickup and at least 2 hrs. before the scheduled drop time.
- In case of unavoidable situation/emergencies such as sickness or unforeseen eventualities, due approvals can be provided by the next working day.
- Any special requests / requisitions received will first stand to be clubbed with another

outgoing/incoming cab route within a spread of 1.5 hours later / earlier, as the case may be.

- 4.5. **WHAT TO DO IN CAB DOES NOT ARRIVE ON TIME?** In case the cab does not report for pickup on-time, the employee should call THD to check the status of the cab. The employee may hire a vehicle and come to office only if instructed by THD. For re-imbursement of the vehicle bill, the employee should file a claim through I-Expense after seeking a mail confirmation from the Transport Help Desk.

#### 4.6. WHAT TO DO IN CASE OF AN ACCIDENT?

Employee should immediately raise panic alert through Routematic application or call on THD/Transport emergency number and wait for further assistance or act the same way they would do in case of emergency otherwise

#### 4.7. RESPONSIBILITIES AND DUTIES

4.7.1. Employees using the Transport Facility  
The responsibilities of the employees using the transport facility are as follows:

- Employees shall ensure that they board the cab at the time intimated for their pick-up and drop.
- It's mandatory to wear seat belts at all times day/night while travelling in Company provided transport.
- Employee should not try to influence/force the driver to divert the cab from the pre-designated routes.
- Ensure that the cab is used only for the transportation of employees of the company. The cab is not to be used for commuting of anyone's friends, relatives, etc.
- Smoking/Consumption of alcohol/Gambling/en-route stoppage is strictly prohibited in cabs.
- Avoid talking with driver to let him concentrate on driving.

- Employee(s) should maintain distance with the drivers for good.
- Employee(s) is responsible to take care of all personal belongings like Mobile phones, purses, bags, etc while traveling in the company provided transport.
- Provide guidance or help to the driver in locating the pickup/drop points.
- Employee(s) should not instigate the driver to drive above the speed limits or use the communication device/ mobile until and unless there is an emergency.
- In case of any confusion or gaps about the pickup or drop timings, the employee(s) shall call up the THD to confirm the same.
- All employees are requested to immediately report to the THD about any Misconduct, Misuse of Resources, Violations or any disobedience of the company laid rules by the drivers, and are requested not to argue with the driver on the same.
- Employee(s) should report any concerns/issues/suggestions to the THD on the Transport mailbox, through their respective Manager / transport SPOC.
- Proper rostering and route planning. The appropriate route shall be made keeping in mind the timings of the shifts and the traffic density of the routes. Best possible efforts shall be made to keep the traveling time to minimum.
- Route planning, scheduling of vehicles and other administrative arrangements keeping in mind the objective of optimizing cost and providing the best of services.
- Action unscheduled requirements/special requests only after due approvals have been received
- Inform the concerned employee(s), the respective TL and Manager of the withdrawal of cab facility for being on the "NO INTIMATION" list as specified earlier.
- Ensuring that the vehicles reach and leave the office at the right time.
- While dropping all cabs to have route no. (for e.g. M\_\_\_ - 000) displayed on the windshield of all vehicles.
- Cabs to be parked in an organized manner everyday for ease of locating and boarding subject to Availability of space by DLF.
- Keeping record on the unscheduled transport requests and generates report to the Facilities Head on monthly basis, categorized by departments/cost centers/services.
- Maintaining documents and all relevant papers relating to the transportation.
- Checking all transport related bills and ensuring that the bills are accounted properly.
- Generating Monthly MIS on transport in prescribed formats.
- Effectively manage and provide services from the THD and ensure appropriate communication at all times.
- Be proactively involved in the constant improvement of the transport facility.
- Ensuring safety and security, under all circumstances, of the employees traveling in company provided transport facility/vehicle. Take necessary and strict actions on violations

#### 4.7.2. Manager/ Transport SPOC

The responsibilities of a manager / transport SPOC are as follows:

- Inform about the shift changes of the employees i.e. change in the timings of pick-ups and drops and any scheduled leaves at least 8hrs in advance.
- Be proactive in streamlining the shift timings for cost optimizations.
- Keeping the team members/employees disciplined on the overall conduct.
- Ensure any escalations/issues/concerns/suggestions from the team members are routed through the respected Manager/transport spoc to the THD mailbox.

#### 4.7.3. THD/ Manager

The THD /Manager is responsible for the following

#### 4.7.4. Managing Transport Security

Security of an employee is always a matter of concern for the THD and the organization as a whole. Further, the security of female staff members is of prime importance. In all cases it would be the THD duty to ensure that a female employee is never dropped last or travels alone. In case a female employee is traveling alone during the timings of 1900 hrs to 0700 hrs or has to be picked up first/ dropped last, a security escort will be provided to her, by default. The second last male counterparts will ensure that the female employee is not dropped last if her drop is within 3 kms (one way) from his drop point.

Any violations reported shall be dealt with strictly leading to penalties and/or termination of the driver/vehicle/vendor from providing services for the same.

## 5. TRANSPORT HELPDESK

There would be a 24 X 5 Transport help desk. This Help Desk will attend to any employee concerns and queries from time to time and coordinate smooth running of transport round the clock. In order to provide this, there will be two dedicated extensions to manage the desk. The basic function of the transport help desk will be to:

- Maintain and monitor the Roster and logs sheet properly.
- Provide employees with correct and updated information about their pick-ups /drops, etc.
- Duly respond to calls which require follow ups. The response time for any query/issues should not exceed 24 working hrs.
- Coordinate any delays/route finding/diverting or any other requirements for smooth traveling.
  - Ensure proper logging and recording of the relevant data on daily basis.
- Any other responsibilities or tasks as assigned by the Manager.

## 6. ESCALATION MATRIX

### TRANSPORT HELP DESK (THD)

[transport.helpdesk@mercero.com](mailto:transport.helpdesk@mercero.com)

Direct: 0124 477 2111 / 0124 477 2198

OR

### Escalation 1

Nadeem Ahmed (AM - Transport)

[nadeem.ahmed@mercero.com](mailto:nadeem.ahmed@mercero.com)

0120-8910786

OR

### Escalation 2

Satyawan Sharma (Transport Manager)

[Satyawan.sharma@mercero.com](mailto:Satyawan.sharma@mercero.com)

0120-8910786

OR

### Escalation 3

Brijesh Tanwar (Manager - Transport)

[brijesh.tanwar@mercero.com](mailto:brijesh.tanwar@mercero.com)

0124-477 3198

OR

### Escalation 4

Vikram Tripathi (MMC India Transport Head)

[Vikram.tripathi@mercero.com](mailto:Vikram.tripathi@mercero.com) 0124-

477 2191

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