

Sent to all employees at MMC

INTERNAL USE ONLY

SAFETY UPDATE

Dear All,

Mercer is committed to creating and maintaining a safe work environment to its employees. To achieve this goal, the Mercer Transport Help Desk (THD) would like to reiterate guidelines that are important to the security of our employees: -

SECURITY TIPS FOR WOMEN EMPLOYEES

- During night drops (8:00 pm – 6:00 am), Mercer cab drivers must ensure that they move the cabs from the drop point only after receiving confirmation that the individual has entered their house or society gate. Any violations of this protocol must be reported to the Transport Help Desk (THD).
- In case of last drop, a woman employee is entitled to and can request THD / Security team to provide a security guard in the cab.
- We kindly request all women colleagues to provide your safe drop confirmation through the Routematic app. This will help avoid unnecessary calls from the Routematic app.
- It is recommended that women employees provide their feedback on security services in the 'Escort Feedback Form' whenever they are the last drop. Alternatively, women colleagues can also share your feedback or suggestions through the Routematic app.

SECURITY TIPS FOR ALL EMPLOYEES

- Wear Seat Belt
- Report any incident/accident immediately to THD or the transport emergency contact number.
- Do not engage in any altercation/argument/fight with any party in case of an incident/accident
- Do not argue with the driver under any circumstances; instead report the matter immediately to the THD.
- Do not change/switch assigned cabs without informing the transport team.
- Do not smoke or consume alcohol in the cab.
- Check the vehicle number and Mercer logo (M) before boarding the cab.
- Ensure that pickups and drops happen as per the scheduled route plan
- Do not board / alight from the cab mid-way
- During pick and drops between 8:00 pm – 6:00 am, THD may request male employees to escort a woman co-passenger to/from her residence entrance in case the company vehicle is unable to access or has limited maneuverability on the street her residence is located.
- Inform THD if you notice any unauthorized / non-Mercer person travelling in the cab during pickup and drop.
- Board and de-board the cab from authorized pickup/drop area only.
- Avoid interacting with the vendor supervisor; any incident(s) must be always reported to the THD.

IMPORTANT CONTACT NUMBERS

Transport Helpdesk (THD)- 0124 - 4772111 / 4772198

Transport emergency (24*7) - 0124 – 4772001

Raise Panic alert via Routematic app

Police Emergency Contact number – 100/112

Women Police helpline (NCR) - 1091

Share your feedback on transport.helpdesk@mercer.com

Employees are requested to report above mentioned transport-related issues to the Transport Helpde