

GSP AND LOGISTIC TRANSPORT SAFETY AND SECURITY MEASURES FOR WOMEN

Dear All, Mercer is committed to the safety of its women employees and constantly reviews its existing safety and security measures. We would like to reiterate certain policies and important guidelines that can help employees in a possible exigency.

Do you know	Step(s) to take
What steps to take if the cab does not report on time?	Place a call to Transport Help Desk (THD) and check the status
If it is not possible for the vehicle to enter the street where a woman's residence is situated, an employee or security guard is expected to escort the woman employee during pick-up and drop-off from/to their doorstep between 8:00 PM and 6:00 AM.	Avoid boarding or de-boarding from the cab. Contact THD immediately.
The THD places a call to all women employees who are the last drop between 8:00 PM and 6:00 AM.	Respond to these safe drop calls via the Routematic app by following the instructions in the attached PPT. Inform THD if you do not receive these calls.
What to do in case of an incident / accident?	Raise Panic alert through Routematic app or Contact THD immediately.
What to do if you would like to share a personal concern?	Speak with the woman coordinator at THD.
What steps to take if the driver is under the influence of alcohol?	Contact THD immediately or you can share your feedback on Routematic app.
What steps to take if the driver deviates from the permitted pick-up / drop route?	Contact THD immediately
What steps to take if during drop point, the driver moves the cab from drop point before a woman employee enters her house	Contact THD immediately
What steps to take if you do not see the Mercer 'M' logo displayed prominently on the front and back glass sheet of Mercer cabs?	Contact THD immediately to confirm / identify vehicle and seek necessary action

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 Women Police helpline (NCR) - 1090 / 011-23317004 / 23490130

Share your feedback on transport.helpdesk@mercer.com

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

