



## “Know your Transport” Series – 1

### ALL ABOUT OUR SCOPE OF OPERATION

- ✓ We provide transport support 24/5, and if required, we also offer support on weekends.
- ✓ We have 5 Transport vendors across PAN INDIA.
- ✓ We have a 15-member team, including the THD and Tracker team, to manage the entire ground operation.
- ✓ We seamlessly manage the daily transport of more than 4500 colleagues.
- ✓ We operate close to 350+ regular cabs trips and handled 40 – 50 SPOT and disposal request every day.
- ✓ We accommodate 1200 request daily on Routematic application at NCR location.
- ✓ THD team support colleagues over 300 – 400 telephonic calls and around 250 emails per day.
- ✓ Our cabs ensure more than 98% ontime reporting rate at office.

### ❖ IMPOTANT CONTACT NUMBER

Police Emergency contact Number – Dail – 100/112  
Women Police Helpline Number – Dail - 1091  
Transport Helpdesk (THD) – 0124-4772111/2198  
Transport Emergency Number – 0124-4772001



[Transport Helpdesk Contact: 0124 – 4772111/ 2198](#)

For further assistance please email us at [Transport.helpdesk@mercer.com](mailto:Transport.helpdesk@mercer.com)

# Know your Transport Series - 2

**Dear Colleagues,**

**The Transport team operates through systematic route planning and cab roster management, with a strong focus on cost optimization and the convenience of colleagues.**

Around 1000 to 12,00 Pickup & drop requests are addressed by aligning them with existing routes, thereby

## TIPS AND GUIDELINES

Enlisted below are some useful tips and important guidelines to be followed by all colleagues across PAN INDIA.

- Transport services are provided to and from the respective residential addresses of colleagues as updated in HR records. In case the cab is unable to enter or reach the predefined pickup point, a new pickup point will be determined by the transport team after consultation with the respective colleague.
- All cabs report 10 minutes prior to the scheduled time at the first pickup location. After the first pickup, cabs are not supposed to wait at the subsequent pickup points beyond the scheduled pickup time.
- The Transport Helpdesk (THD) processes data from the Routematic application, where colleagues can submit their pickup and drop requests.
- Colleagues must inform the Transport Helpdesk (THD) in advance or cancel their roster via the RM app if they are not availing of the transport service.

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# Know your Transport Series - 3

## Guidelines for sequential departure of cabs from ground floor

- Colleagues must assemble near the pre-assigned route number location in departure area immediately post the end of the shift timing.

The 15 minutes buffer time (after shift logout time) is meant for transport team (Vehicle checking, alignment, accommodating drop changes etc.)

- Transport Helpdesk may be required to deviate cabs from the pre-assigned route sequence due to the ground floor being a common means of access.
- Drivers are advised not to place a call to the colleagues who do not board the cab within 15 minutes of buffer time.

All cabs proceed for drop from the assigned location in a sequential order as per their pre-defined route number.

- Cabs are not permitted to wait beyond the allocated buffer time and will proceed for drop after the security whistle is blown.
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# Know your Transport Series - 4

Dear Colleagues,

This series highlights the importance of canceling your transport roster in advance if you do not intend to avail of the transport service. To ensure efficient transport management, we capture data from the Routematic application within a defined TAT (Turnaround Time). If your roster is canceled in advance, your name will not be considered for the transport roster.

1. The TAT for Pick-up & Drop request cancellation are as follows: -  
Pickup – 8 Hrs. & Drop – 2 Hrs.
2. Transport Helpdesk working days - Monday – Friday. (6 AM– 04:30 AM.)
3. Always remember to cancel your pickup & drop roster if you are not availing the cab facility.
4. Call THD in case of any query/Concern/incident/Accident etc.
5. Women colleagues can be picked up first and dropped last between 20:00 – 06:00 hours only in presence of security Guard.
6. No request for temporary change of address will be accepted.
7. Smoking/Consumption of alcohol/ enroute Stoppage is strictly prohibited in cab.
8. Women colleagues traveling at odd hours must respond to the safe drop call by using the Routematic application and entering their T-PIN.

We are committed to providing you with safe, secure, comfortable, and top-quality service as always.

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# Know your Transport Series - 5

## ❖ Responsibilities of colleagues using company Transport

- Employee should board the cab on time during pickup & drop.
- Seat belt should be used at all times of day/night while travelling in cab.
- Employee should not try to influence/ force the driver to divert the cab from the pre-designated routes.
- Company cabs are to be used only for transporting employees of the company.
- Smoking /consumption of alcohol/gambling /diverting or stopping cabs in routes is strictly prohibited.
- Employees should maintain distance from and not engage the driver in conversation.
- Employee should check the vehicle number and Mercer (M) logo before boarding the cab. In case of any doubt, they should inform the THD immediately.
- Employees are responsible for taking care of their personal belongings while travelling in company provided Transport.
- All Employees are requested to report immediately to the THD about any misconduct, misuse of resources, violations or any flouting of company rules by the drivers, instead of arguing with the driver on the same time.
- Employees should report any concern/Issues/ Suggestion to the THD on the transport mailbox, through respective managers or Transport SPOC.
- Employees are advised to avoid engaging in long discussion at the THD window as it is meant for general issues/Queries only. If colleagues have any prolonged/serious issue with transport, they are advised to set up a meeting along with your transport SPOC or reporting manager to discuss the same. This will help THD to resolve/revert to all urgent issues of employees completely.

### **Important Contact Number**

Transport Helpdesk – (THD- GGN) 0124-4772111/2198

Transport Helpdesk – (THD – NOIDA) 0120- 4800044

Transport Emergency number (24\*7) – 0124 – 4772001

Employees can share your feedback via Routematic app or write us on [Transport.helpdesk@mercer.com](mailto:Transport.helpdesk@mercer.com)



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# Know you Transport Series - 6

## ❖ Safety and security Measures

- Mercer is committed to the safety of all colleagues, and we ensure that our safety and security measures are frequently reviewed. We would like to reiterate certain policies and guidelines which are important for our colleagues from a security standpoint: -

## ❖ Security Tips for women colleagues

- In case of first pickup and last drop between 20:00 hrs. – 06:00 hrs. women colleagues should board the cab only if a security guard is present in the cab.
- The Transport Helpdesk (THD) places a call to all women colleagues who have been allocated the last drop. Colleagues are requested to respond to these safe drop calls. Alternatively, They can confirm their safe drop confirmation through the Routematic (RM) app by using the safe drop confirmation option.
- Women colleagues are not permitted to sit at the front seat of the cab.

## ❖ Security Tips for all colleagues

- Report any incident/accident immediately on the transport emergency number or alternatively you can raise panic alert via Routematic app.
- Do not change or swap your assigned cabs without informing the Transport helpdesk.
- Check your belongings while boarding and de- boarding the cab.
- Do not argue with the driver in any circumstances, report the matter to THD.
- Do not get involved any altercation/fight with any party in case of an accident/incident.

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# Know your Transport Series - 7

## KNOW YOUR TRANSPORT SPOC's

- It is important that all Mercer colleagues know the Transport SPOC (Single point of contact) for their respective lines of business and can reach out to their LOB SPOC for all transport related issues/queries.
- In case of any unaddressed transport issues, Colleagues are advised to contact their LOB – designated Transport SPOC/ Manager. This will further help the Transport helpdesk (THD) to resolve to any urgent queries/ issues promptly.
- Enlisted below are the names of the Transport SPOCs from various LOBs for your reference.

Name	Dept.
Raghav Baheti	GTI Development
Sheetal Dhar	UK Implementation & Projects
Sunil Singh	CPGD
Amit Gupta	ANZ FIN OPS
Puneet Jain	MS Career IS GSO Pacific
Sunil Kumar	GSD Wealth Investments
Tabrez Khan	Legal and Compliance Operations
Jagdish Kumar	CTSS
Vineet Kumar	GTI ASO
Rohit Malhotra	ANZ Investment A&T
Sanjeev Pahwa	ANZ FIN OPS
Surya Pathak	Wealth Analytical Services
Savit Rajpal	HRSS WFA
Abis Rizvi	Australia Implementations
Mohammad Salman	UK & EUR Investment A&T
Tanuj Sharma	MM365 Brokerage & Consult
Nikhil Singhal	Wealth Analytical Services
Vivek Soni	Wealth Analytical Services
Prince Madan	US EH&B Brokerage & Consultation
Sneha Tyagi	UK Delivery
Gaurav Saraswat	RES
Lokesh Luthra	GTI ASO /AMS
Devendra Rawat	Singapore Delivery
Nidhi Anand	GBM
Superna Verma	Core HR
Gautam Chawla	implementation services (Darwin)
Bharti Singh	IDT FPNA team