



# **TCS India Policy - Working Hours**

**VERSION 4.0**

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**TATA CONSULTANCY SERVICES**

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### Document Release Notice

This policy on Working Hours, Version 4.0, is released for use in TATA Consultancy Services (TCS) with effect from 01 Nov 2018.

This document is subject to TCS Document Control Procedure.

Soft copy of the latest version of this document is available in MyHR in Knowmax.

This document was last reviewed on 27 Nov 2018.

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## **Applicability**

This policy is applicable to:

- All Full Time employees, ACE and Academic Interns of TCS who are working in India (from TCS Offices, Client Offices or any other location).

### **Note:**

*Employees on an International Assignment outside India will be governed by the Working Hours policy at the Host Country for the duration of the Assignment.*

*Employees on BPS project will be governed by the TCS India (BPS) policy - Working hours defined for the BPS revenue stream.*

## **Introduction**

TCS has defined Working Hours which every employee is expected to comply with, to support effective and efficient service delivery for the Organisation and its Customers at all times. Working Hours drive a culture of discipline and effective time management hence TCS expects all employees to ensure 100% compliance to the same.

The minimum number of Working Hours per day is same for all locations within India. However, the Work Timings (i.e. the start time and end time for a working day) may vary across locations. The Work Timings are defined taking into consideration the local laws, common business practice in that region, access to workplace and infrastructural resources, availability of public transport, etc.

## **Purpose**

The purpose of this policy is to ensure that employees comply with the required Working Hours and Work Timings and effectively execute their official responsibilities during these hours.

## **Provisions**

1. It is mandatory for all TCS employees to adhere to the Working Hours as defined below:

- i. TCS follows a 5 day working week from Monday to Friday.
- ii. The Working Hours for TCS are defined as 45 hours per week.

### **Note:**

*The break time would be as per the provisions of the Shops & Establishments Act of the respective State in which the employee is employed. The break is not included in the mandatory 45 working hours per week.*

- iii. The Work Timings may vary across locations and all employees are expected to adhere to the Work Timings defined for their respective location.

2. TCS has a global client base with a commitment of 24X7 customer support, hence employees may be required to work in shifts due to business reasons. All employees who work in a shift (other than the general shift) should comply to the following :
  - i. The shift timings should be based on project requirements.
  - ii. The shift timings should be approved by the Project Owner.
  - iii. The employee should work for the minimum/required Working Hours per day and per week irrespective of the shift timings.
3. All employees should comply with the Working Hours policy irrespective of the project to which they are allocated.
4. Employees working at client sites and/or on client projects are expected to adhere to TCS Working Hours and Work Timings unless explicitly informed otherwise by the respective IOU/Location HR.
5. An employee should fill timesheets based on the actual number of hours he or she works during the day.
6. An employee may need to work extra hours beyond the defined Working Hours in order to respect work commitments made to clients and to ensure business continuity for the Organisation. ***Refer to TCS India Policy -Extended Working Hours for definition of 'Extended Working Hours' and benefits related to the same.***

### ***Terms and Conditions***

1. All Support Groups in a location are responsible to ensure that their respective services (Company Transport, Infrastructure Services, Helpdesk, etc.) are available for employees during the defined Working Timings for that location.
2. Supervisors are responsible to ensure that employees who report to them comply with the Working Hours Policy. The Supervisor should record instances of non-compliance and in scenarios of frequent recurrence, initiate disciplinary action through the Location HR wherever required.
3. TCS reserves the right to change or discontinue any/all provision/s of this policy; at any point of time.
4. If any provision of this policy conflicts with the offer letter issued to the employee at the time of joining, in such a case, the provisions of this policy will apply.

## Revision List

Revision No.	Policy effective date	Revision date	Revision description	Section No.	Rationale for change	Change type (add/modify/delete)	Policy revision/ Document revision
4.0	01 Nov 2018	27 Nov 2018	Updated Applicability section	Applicability	Policy Review	Delete	Document Revision
4.0	01 Nov 2018	27 Nov 2018	Stated that as an Organization we support 24*7 Customer operations, hence employees may be required to work in shifts	Provisions	Policy Review	Modify	Document Revision
3.0	01-Apr-09	14-March-2012	Modified the articulation on break time for more clarity	Provisions	Based on documentation review	Modify	Document Revision
3.0	01-Apr-09	14-March-2012	Updated applicability section	Applicability	Release of separate policy for BPO	Modify	Document Revision
3.0	01-Apr-09	14-March-2012	Document updated in TCS format	Throughout the document	To bring in line with TCS format	Modify	Document revision
2.0	01-Apr-09	09-March-09	Modified the point 'Daily Work Timings (i.e. the start time and end time for a working day) are defined inclusive of the 30 minutes lunch break' and reworded as The lunch break is not included in the 45 working hours per week	NA	More clarity on the policy	Modify	NA
1	<<>>	NA	New Release	NA	NA	NA	NA