

## **Company Transport Policy (India)**

HR-PO707, Ver. 1.6

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## 1. PURPOSE

This policy provides guidelines for using the Company provided transport services at Tech Mahindra locations within India where such facility is available. These services will be provided between select pick up points in the respective cities and the select Tech Mahindra locations.

## 2. SCOPE

The provisions of this policy are applicable to all associates in India including associates deputed to India. Benefits mentioned in this policy do not apply for any interns during their assignment/internship period.

## 3. ACRONYMS AND DEFINITIONS

Term/ acronym	Explanation
TP	Travel Plan
SPOC	Single Point of Contact
IBG HEAD	Integrated Business Group Head
RM	Reporting Manager
CS	Corporate Services
LTHD	Local Transport Helpdesk
LCR	Local Conveyance Request
CMS	Cab Management System
YJT	Yearly Journey Ticket for commuting on a particular route only
SJT	Single Journey Ticket
Shift Working	Hours of work which are specific to certain projects owing to client requirement and not part of the regular work timings
Pick-up/Drop points	Selected points identified by LTHD for pick / drop associates to respective points
Location	Specified Tech Mahindra offices where transport facilities are provided.

## 4. ELIGIBILITY

All associates on permanent rolls, direct contract or retainerhip working out of the Tech Mahindra offices where bus/cab transport facilities are available are eligible to avail such facilities depending on the municipality / corporation limits of a city / location, LTHD draws up a location wise transport grid,/no transport zones beyond which this facility would not be extended. Associates desirous of availing the facility are expected to check the details of such grids / boundaries with the local transport team.

Bus facility would allow for point pickup and drop only. This would also apply to cabs during the daytime. Residence pickup and drop will apply only for pick up and drop by cab between 7.00 p.m. and 7.00 a.m.

## 5. BUS FACILITY

- Bus facility is available on working days for associates observing general work timings of the Company. Bus transport will not be available on Saturday, Sunday and Holidays.

- Scheduled bus timings related to respective locations will be published by the location CS.
- New bus request should be submitted to the LTHD for review and consideration. LTHD will arrange to provide the same based on feasibility (minimum 80% of bus occupancy) and approvals.
- Pick up / Drop points would be only on the main roads. Narrow bye lanes / crowded residential areas may be avoided to reduce travel time and prevent traffic hindrances.
- **YJT Registration:** To avail the bus service, associates are required to register for a Yearly Journey Ticket (YJT) through EASY. Registration for the YJT shall be open throughout the financial year (from 1st of April to 31st of March). The ticket shall be valid from the date the associates register till the end of the financial year. To avail the YJT in the current calendar Month, associates shall register for the YJT in the previous Month or up to the 15th of the current Month. The ticket shall be valid from the registration date in the current month till the end of the financial year. Will the journey ticket be valid even after March 31<sup>st</sup> and what happens if the associate fails to register after March 31<sup>st</sup> is not clear. Will there be reminder mails sent, the process is not clear.
- Incase associates avail the bus facility even one day, deductions will happen for the entire month post registration.
- Associates should board their respective route buses only. The associate can be accommodated in another route only in case of seat availability.
- Associates are not allowed to stand in the bus due to govt. regulation thus need to ensure seating availability before boarding any bus.
- Associates are requested to interact with LTHD regarding bus route/timings. Announcements will be made by LTHD regarding any change in route/timings through mail.

YJT can be transferred if the associate relocates to another city where bus facility is available. In such case s/he should update the same through EASY against the particular route and location for the transfer of the YJT.

**YJT Cancellation:**

- If the associate does not wish to continue with the registration, s/he should cancel the registration in a timely manner. Any claim for reimbursement of charges recovered due to non-cancellation will not be entertained.
- Request for cancellation of YJT should be raised by the associates through EASY and the ticket submitted to CS (Location Transport-In-Charge) within 24hrs from registering a request for cancellation failing which the request shall be rejected and monthly charges will continue to apply. If the YJT cancellation request is so rejected by CS, the associate shall have the opportunity to raise the cancellation request only effective the subsequent month

- For cancellation of YJT for the current calendar month the request for cancellation should be raised between the 16th of the previous month to the 1st day of the current month. If cancelled in the 1st week of the current Month a charge of Rs. 70/- per day will apply till the date of cancellation. In case of cancellations post the 1st week of the current month, associates shall be charged an amount equal to monthly charges for that particular month however there shall be no deduction from the subsequent month onwards.
- Associates should cancel their YJT registration if traveling overseas or in case of separation from the company, and the pass should be handed over to LTHD, failing which an amount equal to monthly charges shall be deducted from the associate till cancellation of YJT.

**Single Journey Ticket (SJT):** Associates may avail SJT subject to availability of seats on the particular shuttle route. Single Journey ticket (SJT) holders have to travel by Shuttle buses only and hence such facility is available only at locations having shuttle service. Associates should print out the journey ticket and also display the same on request by the CS / transport staff. It may be noted that SJT is not transferrable.

## 6. CAB FACILITY

### As per client timings/project requirement:

- Cabs will be provided for Billable projects subject to approval from the IBG Head where associates are required to observe client timings. This is applicable to associates operating from TechM Locations as well as offshore client locations.
- Cab expenses exceeding the charges paid by the associates will be debited to the concerned project in case of project requested cabs.
- IBU Head will nominate the "Transport SPOC" for the unit who will update the requirement in the Cab Management System (CMS) in specified format, based on which LTHD will prepare the daily Cab schedule.
- Details of transport requirement are to be updated in CMS by the Transport SPOC every Friday latest by 1800 Hrs for the subsequent week. The rosters will be prepared on a daily / weekly basis. Changes to the roster if any should also be made in the CMS in a timely manner. The system will be locked out for a day by 6 p.m. of the previous day.
- Roster requests sent through mail will not be entertained, unless there is an issue with CMS in which case a screen shot depicting the system issue has to be sent through the mail request. Even such requests should reach LTHD well within the above specified timelines.
- In all cases the applicable transport usage charges as specified will be recovered from the associate. However where total cab expenses are paid /reimbursed by the client, based on the IBG Head confirmation, dedicated cabs will be provided for the project adhering to the Client specific

requirement. In such case no charges will be recovered from associates towards such cab usage and cab expenses in full will be debited to the project. Billing details will be shared with the concerned transport SPOC for information on monthly basis.

- The project Transport SPOC should organize IBG Head approvals for every financial year
- Female associates can avail company cab facility for travel from Airport/Station to place of stay and vice-versa while on Business Travel in India between 7 P.M to 6 A.M IST.

**Late Night pool cabs / Adhoc Cabs:**

- Associates observing work hours as per client requirements or working beyond their scheduled time, if required to arrive or leave from work between 9:00 PM to 6:00 AM may avail the facility of late night pool cabs for residence pick-up and drop. Associates will be required to raise a travel request, and the facility will be provided subject to approval of RM/Finance Rep.
- After raising the request in the tool, the associate has to send a mail to LTHD with all details and the screen shot of the approved TP status.

**Do's and Don'ts**

- Associates are not authorized to instruct the driver to move the vehicle before due time or ask the driver to wait beyond scheduled time
- Any dispute / non-compliance needs to be reported to transport helpdesk immediately. Associates should not get into any arguments with the driver/security staff.
- Under no circumstances, associate can de-board the vehicle at a point other than scheduled drop point. Any such instance would be breach of discipline and shall be reported to HR
- During night shift, If there is a women colleague in the cab and there is no guard present but a male Associate is in the same cab, the male colleague would have the women dropped first..
- Be ready for the cab at least 15 minutes before your scheduled pickup time.
- Fill in your trip sheets with all details legibly & sign
- Do not board the cab under the influence of Alcohol
- Associates availing cab facility will ensure to check the authenticity of the driver / other- associates in the vehicle before boarding it.
- Wear seat belts.
- No smoking / spitting in the Cab / Bus.
- Use of foul language in the vehicle is prohibited.
- No music system allowed to be played in the vehicles, if objected by any associate travelling in that vehicle.
- No associate is to engage in any private deals/discussions with the drivers for using the cabs for personal use, route changes / extension, time change or for any other personal motives

- **Rash Driving:** In case the driver over speeds or drives rash, the transport coordinator on shift should be informed immediately.
- **Challans:** In case the driver is issued a challan, the associates should not be dealing with the police; it is the driver's responsibility to clear the formalities with the police and paying the challan.

## 7. GENERAL PROVISIONS

- Associates are expected to display the ID card at the time of boarding the bus/cab both, during pickup and drop.
- Associates are expected to reach the predefined pickup points before the specified pick up time. The shuttle will not wait for the Associates at the pickup points. However, if the shuttle arrives at a point early, it will wait till the scheduled time.
- The drop point of every Associate will be the same as the pickup point, however the associate will be dropped opposite the pickup point and in case of One way traffic on an approximate opposite point on the diverted road. Ad hoc / un-rostered drops will not be entertained in normal course.
- The seats would be available on first cum first serve basis. Associates should not reserve seats for colleagues.

### ***For cabs:***

- LTHD will pool associates into appropriate transport according to the area of travel.
- Routing done by LTHD will be final and no change will be entertained. Cabs will halt only at designated stops and will not deviate under any circumstance, unless specified by the representative from LTHD. The nearest or shortest Designated Pick up / Drop points for an associate will be evaluated by the LTHD based on the address data as provided initially by the associate. Female Associates contact details will not be published on the rosters
- **Security:** No female associate would be the last dropped/ picked first between 9.00 p.m. and 6.00 a.m. The male associate traveling by cab should make it a point to drop the female associate before the last drop is done. LTHD will however strive to make sure that the male associate doesn't have to undertake extra travel for more than 4 kms, one side, on account of safety of the female associate. By any chance, if a female associate must be the last drop / first pickup, a security guard will be provided by LTHD.
- **Exception in case of Business Exigency:** The LTHD will provide cab based on approved LCR only. However, in case of Business Exigencies such as weekend or late night, LTHD may provide cab on pending RM/Finance Rep. approvals however the associate/transport SPOC as the case may be, should ensure that the LCR is approved within the next working day. This is applicable only to

facilities availed for a single day. Associates would not be able to raise a fresh LCR, if any previous LCR raised by associate is pending for approval. Irrespective of whether the TP raised is approved by RM the recovery of charges, in such case, will be done as per the applicable tariff. This process applies to General, Shift working and 24x7 Support associates as well.

- The maximum travel time will be 120 minutes during Pick up and drops. However, the travel time may vary depending on factors like distance, traffic conditions, route, etc.
- The cabs will be provided within 30 minutes from time of scheduled shift end time.
- In case of cabs, associates not providing a valid TP number on demand will be denied entry and may be requested to alight from the cab by LTHD.
- Non-rostered Associates will not be permitted to avail the cab service. Associates, who cancel their pickup/drop, will not be permitted to board the cab in case of any change in plans, unless approved by LTHD.
- Associates are required to fill up (ID Number & Time of boarding) and sign the trip sheet available in the cab.
- **No Show** - When an associate is rostered for a day and does not board the cab for any reason, when the cab reports to the associate, **OR** When an associate who has been rostered for pick up and the associate cancels the same with less than 4 hours turnaround time would be deemed to be No Show for the day **OR** When an associate who does not fill up all the relevant fields (ID Number, Time, KM reading) and sign against his / her name in the log sheet of the cab in which the associate is rostered, such associate would be considered as 'No Show'.

Rs.500 will be charged per instance where Associates are 'No Show' for whatsoever reason at their respective designated pick up points /places, **for consecutively 3 or more instances or in total 5 instances in a month(even if it is non-consecutive) in a "No Show" calendar month' s time**, . The No Show details will be collated by LTHD from 1st to 30th /31st of the month and sent by the 10th of every month to the Transport SPOC in case of project requested cab facility. Transport SPOC will confirm the deduction to LTHD by 15<sup>th</sup> of the month. In case no confirmation is received from the process owners within the laid down timelines, the deductions will be assumed correct and details will be forwarded to payroll for deductions.

- **Cancellation:** Associates can cancel their cab registration for any day in the following ways at least 4 hours before their login time to avoid being marked a 'No Show'.
- Calling up transport helpdesk and giving a cancellation, clear 4 hours in advance. A ticket number will be issued to the associate if the cancellation is registered well in time and the associate will not be marked as 'No Show'. The ticket number issued may be used in case of any discrepancy with the No Show data published by LTHD.



- Alternatively associates can send a mail with the cancellations to LTHD 4hrs prior to the scheduled pick up/drop, in which case a confirmation of not being marked as 'No Show' will be provided.

## 8. TARIFF/ MONTHLY BILLING CYCLE & RECOVERY

**Monthly Tariff:** Monthly charges for bus/ cab as per client/project requirement will be as under:

S.No	KM Range	U1	U2	U3	U4	P1	P2 & Above
1	0 to 20	750	1500	1500	1500	2000	2750
2	20 to 30	750	1500	1500	2250	3000	3750
3	30 to 40	750	1500	2250	3000	4000	4500
4	40 & above	1125	3500	3500	4800	4800	4800

Associates on contract/retainership are required to provide a DD between 10<sup>th</sup> and 15<sup>th</sup> of a month for the subsequent month's cab services for an amount of Rs.1000/- per month in favour of "Tech Mahindra Limited".

**Single Journey Ticket (SJT):** SJT will be chargeable @ Rs. 70/- per day (to & fro) irrespective of bands.

**Late Night Working (daily rate):** Rs. 110/- per day irrespective of band. The charges will be payable even if the associate is holding YJT Pass for the Company bus.

All registrations up to 30th of the current month will be advised for payroll recovery in the following month.

Incase associates avail the cab facility even one day, deductions will happen for the entire month (Under circle specific cabs).

## 9. PENALTY FOR UNREGISTERED TRANSPORT USAGE

Associate found using the transport facility without registration will be reported to their respective RM/HR. A penalty will of Rs.200 per instance will be levied on defaulters.

## 10. ROLES AND RESPONSIBILITIES

Who	What\ When \ How
Associates	Register for the transport facility Avoid unauthorized use.
Reporting manager of the associate	Approve the request for late night Residence pickup & drop, if staying beyond the scheduled working time (10pm to 6am)
Corporate service Representative	<ul style="list-style-type: none"> <li>Arrange for transport facility.</li> <li>Advice to finance for associate recovery or refund.</li> <li>Maintain and update transport schedule for each location</li> <li>Negotiating rates and contract with transport vendors</li> </ul>

Finance department	<ul style="list-style-type: none"> <li>· Ensure budgetary approvals.</li> <li>· Monitoring processing and accounting related payments</li> </ul>
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## 11. POLICY REVIEW AND AMENDMENT

Modifications, amendments, suspension of operation of any/all of the main policy statements specified here will be announced by the HR Department. However, any department involved with the implementation of these rules (e.g. CS/Finance) may have suitable administrative instructions or changes implemented in consultation with HR from time to time, for compliance by all associates.

## 12. DOCUMENT HISTORY

Version	Date	Author (function)	Reviewed by	Approved by	Nature of changes
I1.0	13 Aug' 2013	HR	Function head	Function head	First integrated issue
I1.1	24-June 2014	Operations	Function Head	AIC-CS	Updated the following Sections: Section 3. Eligibility- Changes in GRID/Boundary rules Section 5. Addition of Do's and Don'ts Section 6. General Provisions: Changes in No Show Deduction; Security Grid for Female Drops by Male Employees; Travel Time; Section 7. Tariff: Changes in Deduction on usage.
I1.2	18-Dec-2014	Process Owner	Function Owner	Function Head (Benefits)	P Sub Bands Merged. (Clause 7)
I1.3	09-Sept-2015	Process Owner	Function Owner	Function Head (Benefits)	Document Formatting
I1.4	02-March-2016	Process Owner	Function Owner	Function Head (Benefits)	Added a clause for female associates under cab facility
I1.5	02-March-2017	Process Owner	Function Owner	Function Head (Benefits)	Added Scope (Section 2) Corrected Late Night Cab Timing for Women Associates (Section 6)
1.6	12-Nov-2018	Process Owner	Function Owner	Function Head (Benefits)	Revised & Updated Tariff Monthly Billing cycle & recovery effective 1 <sup>st</sup> December'18.