

Title: Transport Policy	No.: LPVer1.3
Applicability: All Permanent Associates of Legato Healthcare Technologies LLP	Original Effective Date: 01-May-2018
Approver(s): Anilesh Seth, Country Head and Designated Partner, Legato	Last Review/Approval Date: 20 – November-2018
Process Owner: Manoj Ladi, Director Finance , Legato	Current Version Effective Date: 01-February-2020

Purpose

To provide transport facility for commuting to work and back home from designated pick-up and drop points

Applicability

This policy is applicable to all the associates working in Legato Health Technologies LLP.

General Guidelines

Legato Health Technologies LLP (Legato) shall provide transport facility to its associates for commuting to work and back home from designated pick-up and drop points. This service will be available Monday to Friday and other approved shifts during weekend, if any. Company will provide transport on Legato's declared holidays or any other holidays based on Business requirements.

The associate understands that the transportation provided is a group transportation and no associate will be given exclusive vehicle for this purpose. Legato reserves the right to change, add or remove routes as per its discretion based on sustainability.

The transportation provided to the associate is at the sole discretion of Legato and as per terms determined by Legato. In case of any exigencies, where the company vehicle is unable to pick-up, associate is required to reach office on their own.

Associate to share the filled transport requisition from (Form A) to the transport team within 2 days of joining for making necessary arrangements. Any change in location during the course of employment, to be submitted to the transport team 48 hrs in advance using the transportation form (Form A).

Transport services at Legato are meant only for transporting its associates & authorized personnel. The associate shall not make any personal use under the transportation policy.

The routes shall be arranged in such a manner that no women associate will be the first pick-up and last drop in case the shift falls between 08:00 PM to 06:00 AM.

Escorts will be provided in case a women associate is travelling between 08:00PM to 06:00AM & is the first pick-up or the last drop.

Cost for the transport facilities provided during 12 :00 pm to 6:59 AM) will be borne by the company.

In case any associate opts for the transport facility during General Shift (shifts starts between 7:00 AM to 11:59AM) a subsidized cost will be borne by the associates.

Any queries or issues related to transport to be raised to as per below mentioned matrix changes made as follows

Transport Escalation Matrix - Bangalore			
Location	Level - 1	Level – 2	Level – 3
	Transport Helpdesk	Manager - Transport	Sr. Manager – Facilities
Bangalore		Srinivas JP	Prabhu Kumar
MTP and RGA	TransportBLR@anthem.com	srinivas.jp@legatohealth.com	prabhu.kumar@legatohealth.com
	96060 07111	+91 91086 63535	

Transport Escalation Matrix - Hyderabad			
Location	Level - 1	Level – 2	Level – 3
	Transport Helpdesk	Asst. Manager - Transport	Sr. Manager – Facilities
Hyderabad - GAR		Chakradhar Velam	Prabhu Kumar
	dl-transportHYD@legatohealth.com	chakradhar.velam@anthem.com	prabhu.kumar@legatohealth.com
	91008 34447	+91008 38885	

Self-Schedule in Transport Technology Application

Transport users shall schedule the transport request in Transport Technology Application App as per the following time lines.

Team Leads in BO teams should schedule the transport details for their team members in Transport Technology Application app as per timelines mentioned below.

For all shifts starting from Monday 5.30 PM to Friday 9.30 PM

Request Login: 12 hours prior to login time

Request Logout: 3 hours prior to logout time

For shift starting Saturday 6.00 AM to Monday 5.00 PM

All the login and logout to be scheduled before 10 AM on Friday, if Friday is a Holiday the same shall be scheduled on the previous working day.

Address Change / Contact Change:

The drop point/location (Address) will be as per the associate's HR records

In case of any change in address, associate is required to submit the details on HR tool along with valid proof, followed by an email to the transport team to update their records. Depending on the routing efficiency, the transportation services may be facilitated from the new address after 48hrs from the time of the request.

Official Travel

Local transportation needed by the associates and guest for official travel purpose shall be arranged on case to case basis. Requests for such purpose shall be made by the associate/ manager at least 24 hours before the date and time of travel.

Any Adhoc requests should be intimated to the Transportation Team in advance with the proper approvals from the Reporting Manager / Sr. Manager and cost will be attributed to the respective cost location for budgetary purposes.

Company transportation will be provided during Company holidays based on business requirement.

Associates or the team leads as the case may be shall schedule the same in Transport Technology Application before 10.00AM on the previous working day

Associates who intend to proceed on a vacation/travel abroad/ project etc., Shall de-schedule the same in Transport Technology Application app.

If the associates do not wish to avail the transport for any reason on permanent basis shall inform the same to Transport in writing with copy to their reporting manager and HRBP.

Transport team will not entertain any request which will come through e-mails/e-request or verbally. All the changes, shall be made in the Transport Technology Application app only as per the timelines.

Transport Route Planning - Parameters for determining the Routes:

Minimum Travel time & optimal utilization of seats is the most important factor for the route planning.

Transport team will route associates ensuring that no route has a deviation of more than 5 KMS from the first Pick up point to office or the Last drop point from office

Estimated travel time for travel to (or) from office to the designated points is as follows

Distance in Kilo Meter (KM)	Estimated Travel Time (in Minutes)
Up to 20 KM	120 Min
20 to 30 KM	150 Min
30 to 40 KM	180 Min

Transport will be given for the location falling within the radius 40 KM within the city limits from the Office location. Check for the updated list of locations covered under transportation from the respective Transportation Supervisor.

The types of vehicles to be used on different routes will be determined by the Transport department on the basis of cost, convenience and optimum utilization. Hence the decision of which vehicle needs to be

deployed shall be that of the Transport Supervisor and the associate agrees that they shall not determine or interfere in such decision making.

Periodic changes in the routes will be made to increase the routing efficiency considering the factors not restricted to new joiners/ Changes in the shift timings/ associate absence/ vacation/ escort requirement/vehicle capacity re-sizing etc.

Transport for Specially abled / expecting female & Medical reason associates

Door to door pickup & drop will be provided to associates with above criteria, provided the same has been approved with timeline / duration of need by respective Manager & HR

Code of Conduct for Associates

Smoking and consumption of alcohol is strictly prohibited within the company provided vehicles. If any associate is found ignoring/violating this instruction, the same will be reported immediately to the concerned manager and HR department for further action.

The transportation routes will not be changed subject to personal requirements of any individual. Barring emergencies, no associate will force the driver to stop the vehicle enroute anywhere other than the designated points.

Under no circumstances should an associate distract the driver or encourage driving over and above the recommended speed limits. No associate is allowed to drive the transport vehicle under any circumstances.

The associate agrees that he/she shall at all times wear the safety belt during the travel.

The associate agree that he/she shall not talk rudely or confront the drivers and report to the Transport helpdesk in case of any problems/issues.

The associate agrees to having received all important telephone numbers for emergency situations (provided to associate as a part of transportation induction) and shall reach out to the designated contacts.

The associate shall immediately report all untoward incidents to transport team upon occurrence.

Any issues/concerns regarding transport shall be brought to the notice of the transport helpdesk/ transport supervisor immediately

The associate agrees to wear his/her Company ID cards while boarding the transport vehicle.

The associate agrees not to change the designated routes on his/ her own account, even if there is space in the Vehicle. Associates will not be dropped unless their name appears in the drop sheet; this is required for adhering to the policy and tracking billing.

The associates should punch the ID in the driver Transport Technology Application device as soon as they get in to the cab. They are also required to Punch out after reaching the destination. The associates are not required to punch in the ID on reaching office during log in as the app will automatically close the trip.

Female associates are required to confirm their safe arrival at home Via IVR call which they receive after reaching home.

All vehicles need to reach office 15 minutes prior to scheduled login time (i.e. 8.00 AM login, cab arrival time will be 7.45 AM)

At the time of drop off, the Vehicles shall commence 15 minutes after the designated shift closure time (i.e. 9.00 PM logout, cab departure time would be 9.15 PM). The associates agree that they shall not interfere in timings of the vehicle.

The associate agrees to check the credential of the vehicle in the Transport Technology Application app and only then board vehicle upon confirming identity of authorized driver.

Female associates in the night shift need not board the Transportation Vehicle in case of first pick-up or last drop and there is no authorized male escort in the vehicle. Such female associates need to immediately inform the Transportation Supervisor. Further, Female associates need not board Vehicles if there is a change in the driver and shall obtain confirmation from the Transport Supervisor prior to boarding the vehicle.

Minimum occupancy of 75% of Vehicle capacity will be maintained during drops. In the event of planned associates not turning up, the Transport supervisor will assist and take a decision to club the routes if required. This change may result in the associate travelling additional hours which the associate understands and agrees to co-operate.

Adhoc transportation request during office hours shall be made only after following the approval mechanism and giving at least 4hrs prior notice to the Transportation department.

In case of ad-hoc or last minute request received from a female associate, male associate are requested to drop the female employee first even if the route deviation is more than 5 KM radius.

In case associates decide not to avail transportation on any particular day, (log in or log out or for the entire day) associates are advised to cancel the schedule in the Transport Technology Application app to avoid being marked as No Show

Associates will be charged of INR 400/- per day after 4 no-shows in a month, in case cancellation not done on time on transport application (Transport Technology Application) by the associate.

At no point should associates share their contact details with the driver, nor obtain the driver's contact details.

Security guards, drivers and other contractual personally will be hired from licensed agencies, with background verifications done.

Required checks and controls will be put in place in the cab to monitor unwarranted activities of the drivers.

Drivers will be monitored for drunken driving before they leave the office premises.

Any female associate leaving office premises at / post 8:00 PM is required to avail company transport. Failure to take company transport between 8:00 PM to 6:00 AM is a non-compliance and will be treated as misconduct and will lead to disciplinary action.

Disclaimer: *Any exception not covered under this policy should go through the HR Head/Director Administration for further approval.

FAQ & Guidelines

1. How is the Transport Operations designed?
 - a) App Enabled – with Associate and Cab driver
 - b) Live Tracking – to know the position of the allotted cab
 - c) Login/Logout monitoring through App
 - d) SOS-Emergency Alert
 - e) Fellow passenger boarded notification
 - f) Proximity notification
 - g) No show – App notification
 - h) Trip feedback notification
 - i) Associate & Driver call masking / Call recording
 - k) Safe reach confirmation through App & IVR
2. Will there be changes in type of vehicles based on the number of planned occupants?

Yes, based on the number of associates in that particular route, the optimal type of vehicle will be deployed
3. What is the time limit for cancellation in order to avoid ‘No Show’?
 - a) 4 hrs. prior to the Login and 2 hrs. prior to the Logout
 - b) If cancellation is done beyond the above time limit, will be considered as ‘No show’
4. How far is the pickup point from my home?

Since it is point to point pick & drop from 06:00 AM to 08:00 PM, depending on the approach of the pickup location you may select the designated nodal points in the Transport Technology Application app convenient to you
5. Will there be standard travel time or can it get changed whenever new associates get added to the existing route?

It depends on the routing of the newly added associates. However, a deviation of 30 mins travel distance are allowed to avoid additional cost towards inducting additional cab due to the single occupant in that route or around the route (about 5 kms radius). We continuously monitor routes, occupancy, travel times and cost to optimize across all the routes
6. Will the associates be provided office transport if the associates request for cab beyond scheduled shift hours?

Any such request will be considered as Adhoc and actioned accordingly provided with respective Managers approval & based on availability of Vehicles towards designated location.
7. Is the transport provided for female associates to login / logout office during Odd hours (20:00 hrs to 06:00 hrs) due to business critical needs?

Yes, Transport will be provided to all associates as per scheduled timings, however in case of female associate is a 1st pickup / last drop during odd hours an Escort Guard will be deployed in the vehicle.

8. Are associates allowed to bring their kids, friends, pets & family members in cab?

Female Employees are allowed to accompany their Kids (below 5 years age) who are in Daycare center within office premises. Friends, pets & Family members are not allowed to use the facility

9. What is the cab waiting time at associate's pickup point?

User needs to be present at the Pick-up Point 5 minutes before the scheduled pickup time & no cab will wait for associate for more than 2 minutes after the pickup time communicated to associates, post which vehicle will depart from respective location marking associate as No-Show.

10. What is the buffer time for boarding and departure?

For login - Vehicles will report 15 minutes prior to login time (9:00 PM Login, vehicles should report to premises by 08:45 PM)

For logout - Vehicles will start departure after 15 minutes buffer from scheduled timing (17:00 hrs logout, 1st vehicle will depart from premises by 17:15 hrs) irrespective if the scheduled associates turn up or not

11. Whom should I contact if I have a query/ feedback?

a) Transport Admin team / Transport helpdesk number: Bangalore
dl-legatotransport@legatohealth.com - 080 61520141

b) Transport Admin Team / Transport helpdesk Number: Hyderabad
dl-transportHYD@legatohealth.com 040 - 68170 141

12. How will associates get notified if their respective vehicle gets changed or pickup/ drop time or points changed?

a) Relevant information will be shared via SMS & through Transport Technology Application App prior to the pickup /drop time

b) Associates shall check for the details in the Transport Technology Application app in case SMS is not received due to any network issues.

13. Will Transport team allocate some other cab if the associates miss their first cab?

No, - Office Transport will leave the point after waiting for 2 minutes and the associates not boarding in time will need to make their own arrangements to reach office and such expenses will not be reimbursed.

14. What is to be done if the vehicle does not turn up on time for the pickup/ drop?

a) Associates to call the Transport Helpdesk for immediate assistance.

b) At times, due to transport service failure or unexpected challenges, transport team would advise associates to make their own transport arrangements. In such cases associates expenditure would be reimbursed as per the respective location limits against the submitted bills by respective service provider.

Associates have to claim the expenses through Chrome River in case the cab is not provided by the transport department

15. What if associates doesn't get notified about their vehicle details in the Transportation Automation Tool due to some network issue?

Associates to call the Transport Helpdesk for immediate assistance

16. Will I get bus pass/ Train pass if I do not opt for company transport?
We encourage associate to use office transport and no Bus or Train bus pass will be facilitated. However, associate on their own may get the BMTC bus pass, which will not be reimbursed.
17. What is the Transport boundary for opting Company Transport?
Transport will be provided to all associates residing not more than 40 Kms 1 way from Office location
18. What is the cutoff timings for Monthly roster submission?
Associates / POC needs to schedule their shift details through Mobile App on or before 10.00 AM, Friday for the following week
19. What is the cutoff timings for Adhoc requests?
a) Pickup – 12 hours prior to Login time
b) Drop – 3 hours prior to Logout time.
However, Adhoc requests will be actioned subject to respective Manager's approval & Cab / Seat availability.
20. What is the Transport Usage charges?
Uniform rate of Rs 1600/- per month will be charged to all associates availing company provided transport services, except during the below scenarios, the rate can be changed by the management with prior information to the associates
- a) Rostered for night shifts - shifts starting anytime between 12:00 PM to 6:59 AM
 - b) Partial deduction of Rs 800/- will be deducted if transport facility is availed for less than 10 days in a month.
 - c) For contract associates, 1600 will be deducted irrespective of shift timings.
21. What if personal belongings is Lost in cab:
a) Associates are responsible for their Personal belongings, in case of any personal belongings left behind in cabs, the drivers have been instructed to hand over the same to
22. Vehicle met with accident, or involved in some road rage issues, what should be responsibility of the associates
- a. The associates are requested, not to panic and press the panic button in the Transport Technology Application app
 - b. Employees are requested not to get down from the cab if it is a minor accident
 - c. In case the accident is caused due to negligence of Legato driver:
 - a. do not argue with the driver nor the other party
 - b. Advise driver to stay with the cab and do not leave
 - d. Call the transport or security control room for immediate assistance
 - e. Please specify the exact location and the severity of the accident (so the transport/security team can arrange ambulance service well before)
 - f. Alternate vehicle will be arranged by transport team,
 - g. Reach out to nearby police station in case of extreme cases.

23. If the transport schedule alert not received what shall be done by employees
Please call 24/7 transport helpdesk mobile no for feasible options-
Always check network and refresh app for trip details
24. What if driver deviates from Regular route.
a. Immediately trigger the Panic button, Transport / Security team will take necessary action immediately.
b. Do not instruct driver to deviate from regular route for personal reasons
- 25 What of the associates lost any belongings in the transport vehicle?
The associates can check with Transport Helpdesk / Security. If lost item is found, the same will be returned by security after due verification. However, safety of personal belongings of associates rests with them and Transport Department is not responsible for any such losses.

VERSION HISTORY

History	Review and/or Approval Date	Effective	Description of changes
Initial Draft	01-May-2018	01-May-2018	New Draft
Revision	23-Sep-2018	23-Sep-2018	Added FAQ's
Revision	20-Nov-2019	20-Nov-2019	Updated Point 20 in FAQ's
Revision	30-Dec-2019	01-Feb-2020	Added point related to non-compliance & no shows.