

<div>ŠKODA   VOLKSWAGEN</div> <div>ŠKODA AUTO Volkswagen India Private Limited</div>	PO_ITP_046	Revision no.:	08
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Mobile Phone Policy			

Originator:			Approved by:		
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## 1. General Clause:

This policy replaces and supersedes all previous policies related to this topic

## 2. Process objective:

This Policy is meant to issue of company owned mobile handset & reimburse the cost of mobile handset owned by employee and to frame rules about usage/talking limits of mobile phone and to bring responsibility and accountability.

## 3. Scope:

The policy applies to all regular employees across all locations (tariff and tariff+ employees) who will be obtaining/obtained company owned mobile handset or willing to purchase own phone under company mobile reimbursement facility.

## 4. Process owner:

IT, Finance and HR

## 5. Terms and abbreviations

SAVWIPL	ŠKODA AUTO Volkswagen India Private Limited
HR	Human Resource & Administration
IT	Information Technology
HOD	Head of the Department
MD	Managing Director
CFO	Chief Financial Officer

SD	Service Desk
WDV	Written Down Value

## 6. Process description:

### I. Eligibility:

Mobile phone facility is provided for the positions as per the table stated as under, however exceptions can occur as per Business requirement and entitlements may be altered accordingly.

Note: Exceptions to the policy should be presented by the User Department to the Board for approval before approaching IT.

Positions	SAVWIPL(All Locations)	Responsibility
AGM and above employees & Role Based	Company owned handset (IPhone) – IPhone 7 *	IT
Officer to Chief Manager **	Reimbursement against bills with max. limit up to 7500/- INR	HR & Admin
Blue Collar Employee	Company provided handset worth 3,500/- INR	IT

Further company will provide SIM card with post-paid billing package up to the prescribed limit as per tables given below.

Level	Call Limit ***
Tariff Plus Employees & Role Based	SIM Card. incl. Data Facility
Tariff Employees	SIM Card. incl. Data Facility
Blue Collar	Only SIM for Calling

### Note:

\* Approved mobile devices (Based on book of standards & Availability in local market)

\*\* No email facility provided to tariff Employees. Company I-Phone can be provided if there is a business/role demand

\*\*\* Billing limit per month – Excluding taxes (the rate plan may change depending upon the then market situation and availability from provider).

### Company owned Mobile phones

Employees of AGM & above level and based on role & recommendations of respective HOD & approval of MD are eligible to get company owned handset (IPhone 7). Employee will receive replacement device when his current device no longer works or not fit for use.

As per needs of Business requirement, company will provide company owned handsets worth of Rs. 3500/- to team members and same will be replaced when his device not fit for use or after 2 years.

## Employee owned Mobile Phones

Employees of Tariff level and based on role & recommendations of HOD & approval of concern Director can purchase his own phone and can connect to corporate plan as per business requirement. Company will reimburse cost of mobile handset up to Rs. 7500/- or actual bill whichever is lower. Employee can buy new device if his current handset is no longer working or not fit for use or after completion of minimum two years period from date of last mobile device cost reimbursement period whichever is later. Payment to user will be through HR Payroll Department.

Mobile handset cost will be reimbursed through HR & Admin in attached format as Annexure-II

## Guidelines for issue/usage of mobile phones

- Employees who are issued with a company owned mobile phone are responsible for the security of the phone and must take all reasonable steps to ensure its safekeeping. All employees with a mobile phone are required to use a PIN Code/Password and to keep this confidential since it may have access to our email system.
- If Mobile phone is lost or stolen it should be immediately notified so that support service can bar or disconnect the sim card.
- It is the employee's responsibility for Health & Safety reasons to keep the use of their mobile phone to a minimum, to use landlines in preference to the mobile phone, and to never use a mobile phone when driving.
- Employees are not expected to take or make any calls whilst driving. In the eyes of the Law a person is said to be driving a vehicle even whilst parked so long as the engine is running. The Law states you must have proper control of a vehicle at all times and you can be prosecuted for careless, inconsiderate or dangerous driving, if using a phone causes you to drive in this way.
- In case an employee leaves/resigns from the services of the company then, he/she shall handover the Company owned mobile handset along with sim in working condition to the IT/HR & Admin Department with their certification for full serviceability. If not, the cost of the handset shall be payable by the employee immediately. If any employee resign/leaves & has taken mobile under reimbursement option then proportionate amount of reimbursement will be recovered if an employee left within one year time.
- Head of department will be responsible for the monitoring, review and authorization of their employees' mobile phone bills, ensuring reimbursement of personal calls is forwarded to the finance department within a timely period.
- Out of Courtesy to colleagues, employees must ensure that their mobile phone ring is discreet. To avoid unnecessary interruptions, we normally require that mobile phones are turned off during meetings and training sessions.
- Employees must be aware that other people may overhear conversation on mobile phones, and take steps to ensure they do not inadvertently breach any of our rules on confidentiality
- Usage of Personal Mobile phones in plant area by team members, contractual manpower, trainees, apprentices Staff and officer and above is not permitted during working hours, since it affects the safety, quality of product and services, Production process and productivity of Employees. Personal Mobiles Phones can be used only during break times as mentioned in Annexure – I .
- Any photography inside the plant is strictly Prohibited Employee who violate the above provision are liable for Disciplinary action as per Annexure – I .

- The company provides mobile phones to concerned eligible employees as per policy to help them carry out their job effectively. The same can be used during office hours for only business purpose. Employees should not use the mobile phone to access, use or distribute any material or to participate in any activity which is not or might reasonably be following list gives examples of the sort of material or activities that will be regarded as unacceptable. Following should be strictly avoided (This is not exhaustive.)

Bullying or harassment  
 Personal Insults, attacks or abuse  
 Racist, sexist, Politically sensitive comments – social media usage  
 Chain letter or games  
 Pornography

Company Security officers or Company authorized representatives will search objectionable phone as and when required.

## **II. Billing**

- Employee will get mobile phone bills on their email, at the end of every billing cycle.
- Company Mobile connection is allotted for use by the employee for official purpose. Thus, use of mobile should be restricted to official calls only. However if any employee use it for the personal purpose, the personal call should be marked separately and inform to dept. coordinator or HR payroll team for deduction through salary. Employee will mark all personal calls and inform for necessary deductions. Annexure III – Voice SIM management process flow chart
- Excess mobile billing that has resulted due to usage of apps / value added charges will be disallowed. If the calls are not for official purpose the bill over and above the eligibility limit will be recovered from the employee's salary.
- IT will submit all bills to Finance & HR along with the employee details, cost center and deduction amount on or before 15th of every month.
- Consolidated payment of bills will be cleared by Company to the service provider – Responsibility of Finance to release the payment upon receipt of invoice, ITP to ensure submission of invoice on time.
- Any deviation to this policy (including additional required facilities like STD, ISD, and IR) will be approved through respective Department Director and CFO. In case of Commercial Department, additional approval of MD required.

## **III. Allocation**

- Company mobile phone will be allotted to the employees as per Eligibility Matrix.
- Employee must use the prescribed request form for approval (published over Intranet). HOD of the concerned department will validate the reason of requirement & service activation.
- ITP will provide handsets to AGM and above which will be replaced after every 3 years based on purchase date of the device and stock availability (as is working condition), procurement process will be initiated in case of unavailability of stock.
- Employees (AGM & Above) would be provided with mobile devices for regular use. ITP will coordinate handset maintenance for company provided iPhones only. All other employees have to use & maintain their handset on their own.

- e. IT will activate the service and provide SIM cards to the approved users only.
- f. Data card provisioning will be discontinued for all users and users to use mobile hotspot as all SIM cards allocated to them are activated with data service as part of plan. User to ensure data usage rationally, any additional charges incurred due to high data usage to be borne by user.

#### **IV. International Roaming**

Users travelling to abroad for official purpose would have international roaming activated on their current Mobile number provided by company (COCP- Company operated and company paid connection only)

Note: - International Roaming Plan and associated package charges are subject to change by service provider periodically, Voice Communication team will suggest you best available option in minimum cost applicable during specified duration of travel. Users can get in touch with [VoiceCommunicationSupport@skoda-vw.co.in](mailto:VoiceCommunicationSupport@skoda-vw.co.in) for current International roaming plans.

- a. Users travelling abroad must intimate the IT Service Desk at least 3 days prior to the date of travel. Working Days (Monday to Friday).  
*(Traveller must share details with IT Service Desk. 1-Mobile number (Must be Company number only), 2- Duration, 3-Travel Countries, 4-Attach approved Travel Request Copy).*
- b. Any charges arising, due to failure of the user to intimate the IT Service Desk at least 3 working days prior to the date of travel, will have to be borne by the user.
- c. Credit limit is defined as “per travel days” and in INR; if any particular user exceeds his/her allowed credit limit, the same may be revised upon subsequent approval by the HoD, over Email.
- d. International incoming and outgoing call rate depend on country covered under International Roaming packs with service provider.

#### **V. Use of company Mobile phone**

- a. Company Mobile phone to AGM+ and deviation approved users is a facility provided by the company exclusively for official use.
- b. Employee must be aware of terms & conditions, risk associated with such service.
- c. Use of standard accessories is recommended. Employee is sole responsible for such usage.
- d. Employee will be responsible for calls from the allotted mobile phone number.
- e. Employee cannot give company mobile phone to any other employee

#### **VI. Warranty and Repairs**

- a. For the duration of the device's warranty provided to AGM+ and deviation approved users, any repairs or technical maintenance required on the device would be carried out by IT (Default warranty on devices is usually 1 year from the date of purchase, unless otherwise specified).
- b. After warranty expiration, device is insured for any type of damages, loss is not covered under this facility.
- c. For loss of device user is responsible and replacement cost of the device would have to be borne by the user, irrespective of the warranty/insurance of the device.

- d. User shall be responsible for maintenance and management of Mobile Phones (other than iPhone) within its allocated period and IT shall not support for any repairs of these devices.

### **VI.1. Replacement/Return of asset**

Return / Replacement will be done under the following circumstances:

- a. Mobile Phone shall be replaced on completion of 3 years from the date of invoice.
- b. In case of designation change, wherein the eligibility of the employee changes to a different asset than the current allotment, replacement will be done only at next cycle of allocation as mentioned in eligibility matrix.
- c. At the time of retirement/separation/termination of employment.
- d. In case the Mobile Device is beyond economical repairs or total loss.
- e. On discretion of the management for any reason whatsoever.

### **VI.2. Loss, Theft, and Damage (only applicable for users provided with iPhone)**

This segment is applicable to company provided handset, including, peripherals provided along with handset at time of allocation

#### **i. Incident Reporting**

- a. In case of loss/theft/damage of Company provided handset User has to report incident with Security Department and IT SD Team.
- b. IT SD Team will provide the form for incident reporting and explain the procedure to the user.
- c. User has to fill the form and take approvals from HOD, Information Security Team, & Security Department, and submit a copy of the completely approved form to SD Team and Security Department.
- d. SD Team will update the record for lost IT asset and IT Asset Admin will then update the master asset database accordingly.
- e. Once above process is completed user has to contact IT SD Team for replacement of asset.
- f. If spare handset is available then it will be allotted otherwise procurement is necessary (Only for AGM+ and deviation approved users).

#### **ii. Loss/Theft: Tracking & Recovery of Assets**

- a. In case asset is lost outside of SAVWIPL India premises, user needs to file a complaint with local police.
  - a. If lost asset is not traceable by Police, user needs to get a "Non-Traceable" Report and FIR certificate and submit a copy to Security Department and SD.
  - b. SD will send certificates and incident form to accounts department for WDV (written-down value) calculation of the asset.
- b. If the asset is traced, user needs to inform Security Department and SD.
  - a. Security Department and SD will close the incident; SD will check whether any new (similar) asset has been provided to user. If such is the case, the new asset will be retrieved and replaced with old asset.

- c. In case asset is lost within SAVWIPL India premises, user needs to share all information related to incident with Security Department
  - a. Security Department will try to trace the assets based on information if lost within SAVWIPL Premises.
  - b. If asset is not traced, Security Department will prepare a report and submit to SD.
- d. Based on below formula from Finance, ITP will inform WDV for deduction. User to mention in Incident form WDV before submitting the report to IT SD Team. Recovery value of the company provided mobile phone handset will be either written down value as on the date of loss as per table below or INR 1500, whichever is higher.
- e. WDV Calculation Table:

$$\text{WDV} = \text{Cost of Asset (Mobile)} - \left[ \frac{\text{Cost of Asset (Mobile)}}{36 \text{ (Life in Months)}} \times (\text{Asset discard month} - \text{month of capitalisation}) \right]$$

- f. IT SD Team to inform HR & Finance for loss of the device and initiate recovery.
- g. Deductions for accessories other than handset – replacement cost of the component.
- h. HR will recover the cost from user based on calculation mentioned in the Security Incident form and send information to accounts for deductions.
- i. Accounts will de-capitalize the asset after completion of process.

### iii. In case of Damage:

- a. In case there is any physical damage incurred (accidental or intentional) on the issued device, the cost would be covered as part of insurance. Insurance deductible as per insurance policy will be borne by employee.
- b. Standby mobile device will be provided to user based on stock availability.
- c. Mobile phone accessories (like, charger, headset) will not be maintained or compensated by company.

## VI.3. FSE Personal Mobile

- In case a FSE needs personal mobile connection for family members/himself, ITP shall support to get personal connection for him.
- In case personal connection is not possible to get, then company shall provide corporate plan connection.
- FSE will get mobile phone bills on their email for such personal connection, at the end of every billing cycle.
- In case of personal SIM of FSE provided through corporate plan, cheque / Online Transfer payment is required to be paid to Finance Department and get the receipt for the same and maintain the record of the same.
- FSE to ensure tracking of all payments for such SIM cards and declare the same to ITP.

## VII. Deviation Approval Hierarchy

Any exceptions/deviations in the policy, user department should take approval from SAVWIPL Board and submit to IT & HR Teams for future processing

- HR should recover previously given mobile handset allowance in case of iPhone allocation

## 7. Document / Record reference

Application of connection	IT
Details of Mobile connection	IT
Billing details	Concerned Employee & Finance
Consolidated Invoice for the company	Finance
Deduction details	Finance and HR & Admin (if deduction is through salary)
Disciplinary Actions	HR & Admin

## 8. Attachments

Annexure I : Disciplinary Actions

Annexure II : Mobile handset reimbursement form

Annexure III : SIM management process flow chart

### Annexure I – Disciplinary Actions

Sr.no	Incidence	Action
1	First Incidence of Violation of Policy as per incident report	Warning Letter
2	Second Incidence of Violation of Policy as per incident report	Suspension of 2 days ( Post show cause notice and reply)
3	Third Incidence of Violation of Policy as per Incident report	Suspension for 4 days ( Post Show Cause Notice and reply)
4	Fourth incidence of Violation of Policy as per incident report	Dismissal ( After Domestic Enquiry as applicable)

### Process of Disciplinary Action:

- Incident report will be prepared by the superior of the person violating mobile policy by end of shift/ working hours and forwarded to HR department.
- Mobile Phone of Person violating the policy will be kept in custody of security and concerned employee can collect his mobile phone at the end of the shift/working hours. The company does not accept any risk or consequences due to the employee not collecting his/her mobile phone from the security gate after end of the shift or working hours.
- Any employee who does not come for collection of mobile phone within 24 working hours and /or anybody denying to accept the show because notice/ warning letter /Suspensions Letter, the same will be sent to his residential address by post /speed post.



## Annexure II – Mobile handset reimbursement form

### Reimbursement for Bill of Mobile Handset Purchased for Official Use

To,  
HR & Admin Department  
Pune/Aurangabad/Mumbai  
HO –Pune

Through -

Sub: Reimbursement of Mobile Handset bill for the official use by the undersigned.

Dear Sir,

As per the Company Mobile policy I am eligible to get reimbursement of Mobile Handset bill of Rs. 7500/- or actual whichever is lower for official use, the details of which are as follows:

Sr.No	Employee Name	Employee Number	Grade	Department

Handset Make:\_\_\_\_\_, Handset Model Number:\_\_\_\_\_

Unique Serial Number of the Handset (ESIN)\_\_\_\_\_

Name of the Seller/Dealer\_\_\_\_\_

Address of the seller/Dealer \_\_\_\_\_

Bill details:

Sr	Bill No	Bill Date	Amount			Eligibility/Claimed
			Instrument	Memory card/Handsfree	Total (Rs.)	
1						

The bill is addressed to Employee's Name and Xerox copy of bill to be attached. If required I will produce original bill for verification.

I may please be reimbursed the above amount by credit to my Bank account/cheques as per the mobile policy and my eligibility. Further I hereby confirm having read the policy for the mobile eligibility and give my consent for abiding by the same.

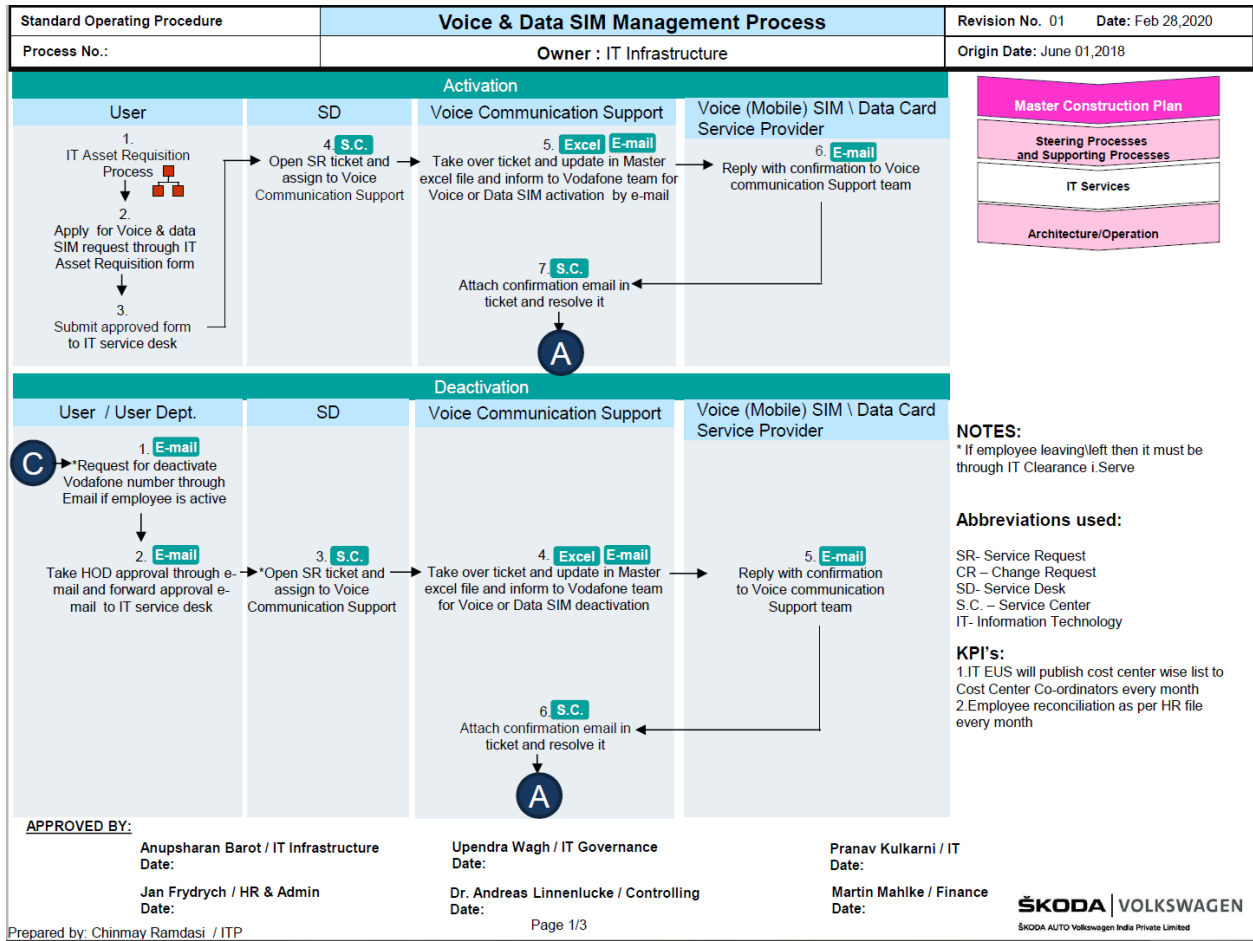
(Signature of the employee)

The Grade and eligibility of the Employee is confirmed. The Employee has newly joined/ New Instrument is taken after Months and is eligible for its reimbursement.

HR-Coordinator

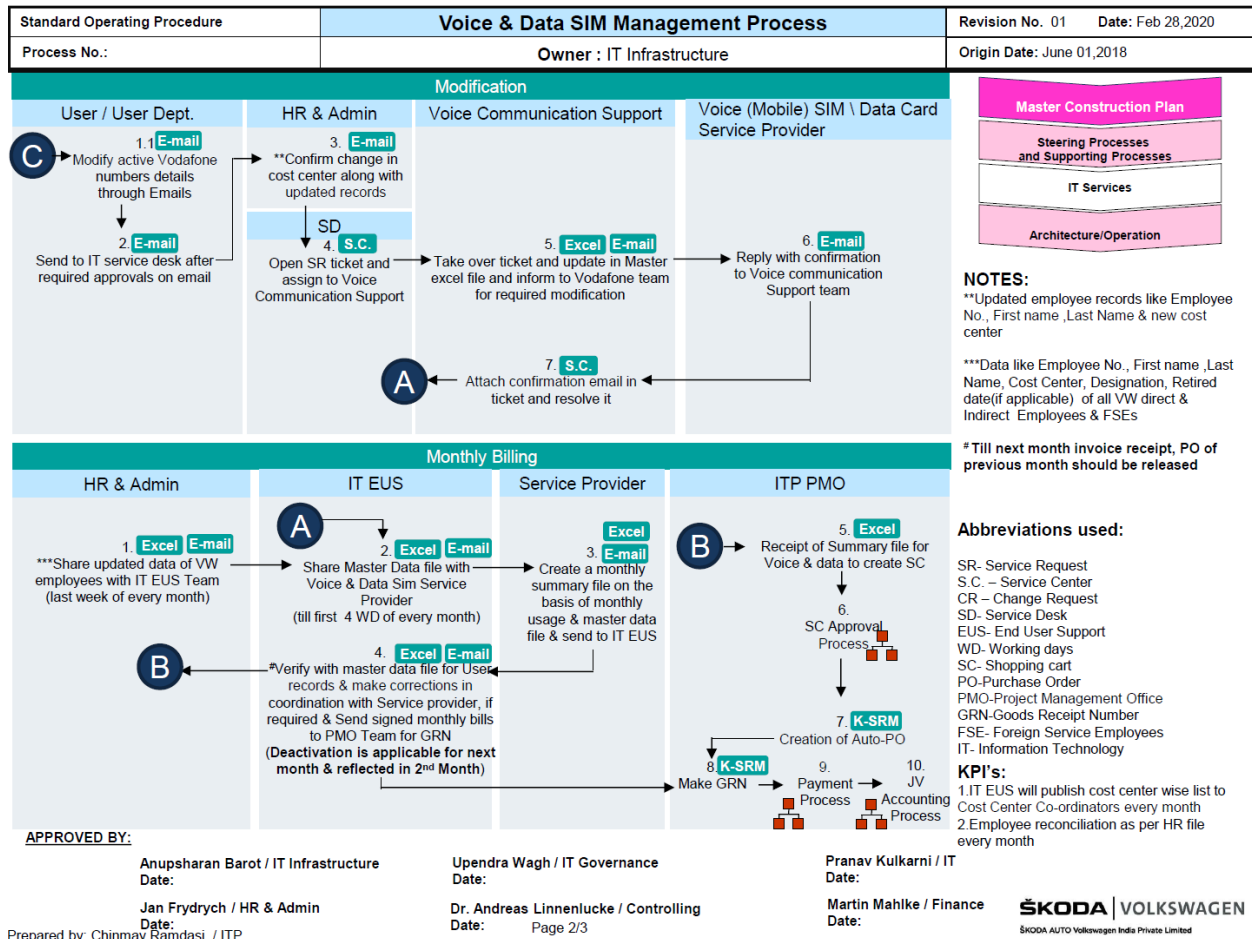
Head HR & Admin.

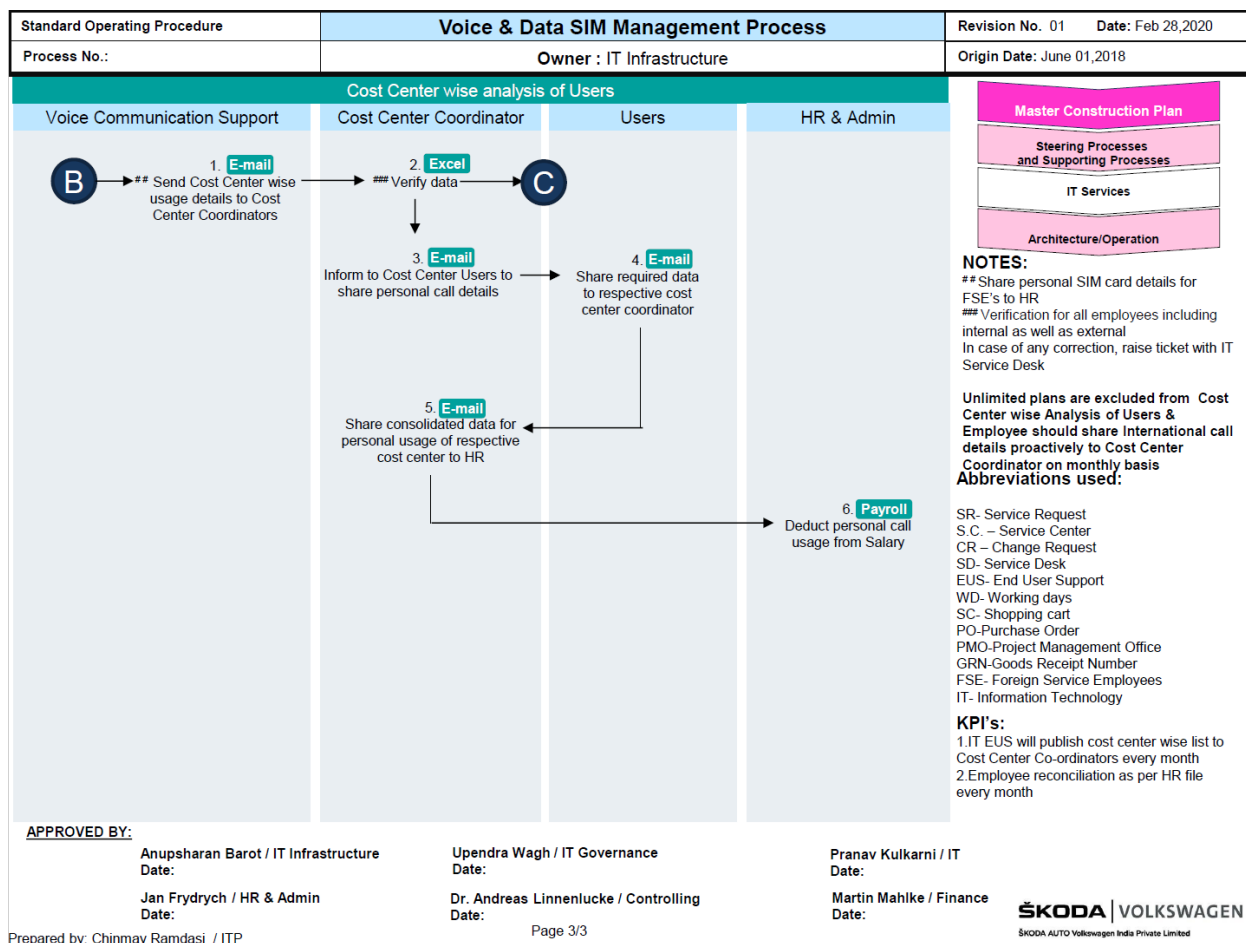
## Annexure III – Voice SIM management process flow chart



Prepared by: Chinmay Ramdasi / ITP

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----- End of the Policy -----