

**Version History**

Ver. No.	Authors	Date	Reviewers	Review Date	Release Date
1.0	Administration Team	27-Aug-2018	QMF	31-Aug-2018	03-Sep-2018
1.1	Administration Team	20-Dec-2018	QMF	23-Dec-2018	9-Jan-2019
1.2	Administration Team	11-Feb-2019	QMF	11-Feb-2019	11-Feb-2019
2.0	Administration Team	02-Dec-2019	QMF	13-Dec-2019	16-Dec-2019
3.0	Administration Team	02-Nov-2020	QMF	06-Nov-2020	10-Nov-2020

**Change History**

Ver. No.	Section	Date	Change Information	RFC No.
1.0	All	03-Sep-2018	New Release	-
1.1	7.9	9-Jan-2019	Addition to the Vendor selection process	-
1.2	7.28, 7.29, 7.30	11-Feb-2019	Addition of the Vendor Registration, Performance Evaluation and CCTV processes	-
2.0	All	16-Dec-2019	Annual Review	-
3.0	All	10-Nov-2020	Annual Review	-

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## **Administration Process**

### **1.0 Objectives**

The objective of this document is to define the process for the Administration (Admin) function.

### **2.0 Scope**

This process applies to all the processes, and / or sub processes under the purview of the Administration (Admin) function.

### **3.0 Policy**

#### **3.1 Policy Statement**

- Admin Management Group will strive to ensure a safe and secure work environment in the organization so as to enable employees to get on with delivering their core objectives

#### **3.2 Framework to Support or Implement this Policy**

- The stated policy is implemented as per the procedure mentioned below

### **4.0 References to (checklists, forms, guidelines, lists, standards, templates, other processes)**

Process Element	Description	ID
<b>Checklists</b>	Washroom Cleaning Checklist	QMS-L4-CK-ADM-01
	Office Opening / Closing Checklist	QMS-L4-CK-ADM-02
<b>Forms</b>	Risk Management Plan	QMS-L4-FR-MR-03
	Employee Attendance Register	QMS-L4-FR-ADM-01
	Visitor In-Out Register	QMS-L4-FR-ADM-02
	Incident Register	QMS-L4-FR-ADM-03
	Asset Register	QMS-L4-FR-ADM-04
	Gate Pass	QMS-L4-FR-ADM-05
	Outward Register	QMS-L4-FR-ADM-06
	Inward Register	QMS-L4-FR-ADM-07
	Contract / Agreement with the agency	QMS-L4-FR-ADM-08
	Travel Expenses Report	QMS-L4-FR-ADM-09
	Monthly MIS & Expense Sheet	QMS-L4-FR-ADM-10
	Outage Report	QMS-L4-FR-ADM-11
	Purchase Order Template	QMS-L4-FR-ADM-12
	Visiting Card Requisition Form	QMS-L4-FR-ADM-14
	Vendor Profile Form	QMS-L4-FR-ADM-15
	Vendor Performance Evaluation Form	QMS-L4-FR-ADM-16
	Supplier / Vendor List	QMS-L4-FR-ADM-17
	Employee Details for Guest House	QMS-L4-FR-ADM-18
	Employee Undertaking for Guest House	QMS-L4-FR-ADM-19
	Employee ID Request Form	QMS-L4-FR-HR-16
	Comparative Statement of Quotations	QMS-L4-FR-ADM-20
<b>Guidelines</b>	NA	

Process Element	Description	ID
Lists	NA	
Standards	NA	
Other Processes	NA	

## 5.0 Entry Criteria

Inputs	Source Processes
Email from HR for New Joinees	HR Process
On arrival of Visitor	Visitor Access
Travel Request Form	Travel Policy
Vendor Registration	Vendor Registration
Courier Requisition	Courier Management
Purchase Request	Procurement (Asset / Stationery / Insurance ) / Email
Incident Request	Incident Management
Receipts of Assets	Asset Management
Request for Disposal	Disposal Process
Cabling Request	Cabling Security (Telephone / Signal Cable)
Vendor Performance Evaluation	Annual Performance Evaluation of Vendor
SOP for Restarting Operations - Post Lockdown	Guidelines issued by Local authorities/Government

**6.0 Responsibilities**

Role	Responsibilities
<b>Head of Administration</b>	<ul style="list-style-type: none"> <li>• Plan and coordinate administrative procedures and systems and devise ways to streamline processes</li> <li>• Recruit and train personnel and allocate responsibilities and office space</li> <li>• Assess staff performance and provide coaching and guidance to ensure maximum efficiency</li> <li>• Ensure the smooth and adequate flow of information within the company to facilitate other business operations</li> <li>• Manage schedules and deadlines</li> <li>• Monitor inventory of office supplies and the purchasing of new material with attention to budgetary constraints</li> <li>• Monitor costs and expenses to assist in budget preparation</li> <li>• Oversee facilities services, maintenance activities</li> <li>• Organize and supervise other office activities (renovations, event planning etc.)</li> <li>• Ensure operations adhere to policies and regulations</li> <li>• Keep abreast with all organizational changes and business developments</li> <li>• Coordination with Government entities such as BMC, Electricity, water boards, Fire and safety departments</li> <li>• Supporting business audits and compliances from perspective as ISO9001, ISO14001, ISO27001</li> <li>• Updating policy and procedure documents relating to facilities function to aligning to latest compliance, safety measures issued by statutory bodies from time to time</li> </ul>
<b>Assistant Manager Administration</b>	<ul style="list-style-type: none"> <li>• Manage office supplies stock and place orders</li> <li>• Prepare regular reports on expenses and office budgets</li> <li>• Maintain and update company databases</li> <li>• Organize a filing system for important and confidential company documents</li> <li>• Answer queries by employees and clients</li> <li>• Update office policies as needed</li> <li>• Maintain a company calendar and schedule appointments</li> <li>• Book meeting rooms as required</li> <li>• Distribute and store correspondence (e.g. letters, emails and packages)</li> <li>• Prepare reports and presentations with statistical data, as assigned</li> <li>• Arrange travel and accommodations</li> <li>• Schedule in-house and external events</li> </ul>

Role	Responsibilities
<b>Administration Executive</b>	<ul style="list-style-type: none"><li>• Answer and direct phone calls</li><li>• Organize and schedule appointments</li><li>• Write and distribute email, correspondence memos, letters, faxes and forms</li><li>• Assist in the preparation of regularly scheduled reports</li><li>• Maintain a filing system</li><li>• Update and maintain office policies and procedures</li><li>• Order office supplies and research new deals and suppliers</li><li>• Maintain contact lists</li><li>• Book travel arrangements</li><li>• Submit and reconcile expense reports</li><li>• Provide general support to visitors</li><li>• Act as the point of contact for internal and external clients</li><li>• Liaise with executive and senior administrative assistants to handle requests and queries from senior managers</li></ul>

## 7.0 Process Description

Admin Management Group (AMG) is an enterprise wide support function that takes care of the infrastructure needs of the organization so as to provide safe and secure working environment.

The following flowchart details all the process, under the Admin function. The document details each of the function individually

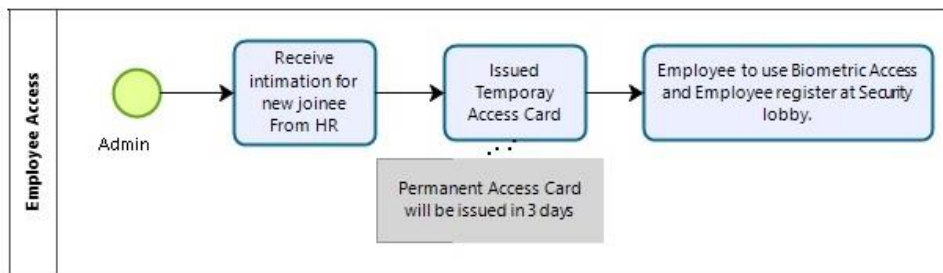
Admin Management Group handles the following areas of operations:

- Employee Access
- Visitor Access
- Travel Desk
- Security and Housekeeping Agencies
- Conference Room Booking
- Domestic Travel
- Photocopying and Binding
- Courier Management
- Purchase of Stationary
- Logging Daily Operational Issues (Help Desk)
- Asset Insurance
- Annual Maintenance Contract (AMC)
- Pantry services
- Safe & Healthy Work Environment.
- Telephone Connection

The flowchart is divided into four horizontal sections, each representing a different access management process:

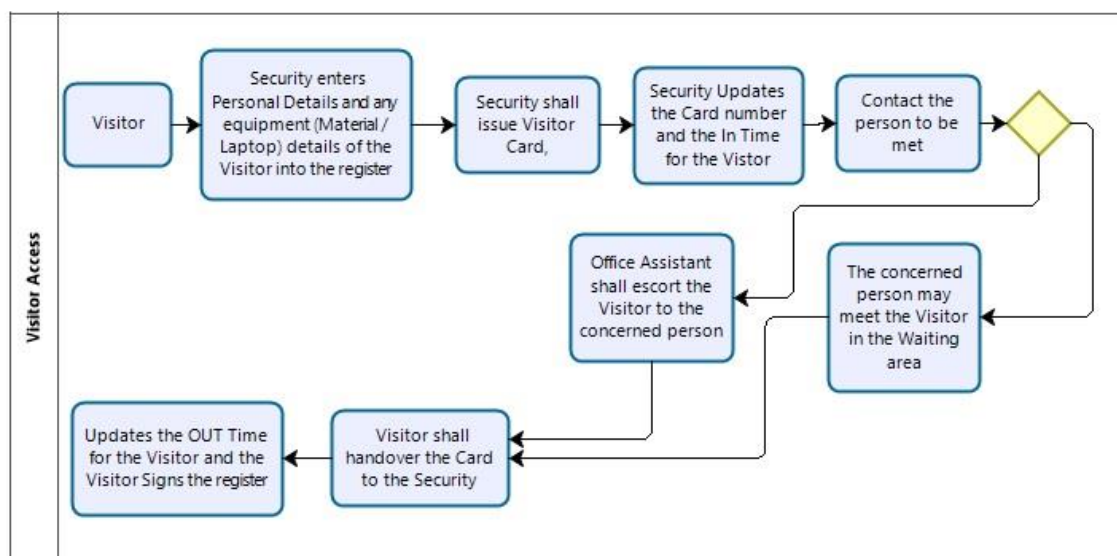
- Employee Access:** Starts with 'Admin' (green circle) leading to 'Receive intimation for new joinee From HR'. This leads to 'Issued Temporary Access Card', which then leads to 'Employee to use Biometric Access and Employee register at Security lobby'. A grey box below states: 'Permanent Access Card will be issued in 3 days'.
- Visitor Access:** Starts with 'Visitor' leading to 'Security enters Personal Details and any equipment (Material / Laptop) details of the Visitor into the register'. This leads to 'Security shall issue Visitor Card', then 'Security Updates the Card number and the In Time for the Visitor', then 'Contact the person to be met'. A yellow diamond decision point follows. One path leads to 'The concerned person may meet the Visitor in the Waiting area', then 'Office Assistant shall escort the Visitor to the concerned person', then 'Visitor shall handover the Card to the Security', and finally 'Updates the OUT Time for the Visitor and the Visitor Signs the register'. Another path from the diamond leads back to 'Security Updates the Card number and the In Time for the Visitor'.
- Admin Travel Desk:** Starts with 'Travel Request' leading to 'Travel Desk'. From 'Travel Desk', one path leads to 'Approvals based on the Travel Policy', then 'Book Tickets', then 'Actual Travel Confirmation'. Another path from 'Travel Desk' leads to 'Submit the documents to Back office for verification and approval from Admin Head', which leads to a yellow diamond decision point. From this diamond, one path leads to 'Accounts to clear all bills' and another leads to 'Verification of Bills'. 'Actual Travel Confirmation' leads to 'Updating the Expense details, with bills, and tickets. Submit the documents to Travel Desk', which then leads back to the 'Verification of Bills' diamond. 'Approvals based on the Travel Policy' also leads to 'Book Accomodation', which leads to 'Updating the Expense details...'. A grey box below the diamond states: 'In case of any queries and clarification'.
- Security and Housekeeping Agency:** Starts with 'Admin' leading to 'Housekeeping & Security Agency', then 'Identification of Agency based on vendor evaluation', then 'Appointment of agency'. A yellow diamond decision point follows. One path leads to 'Review of SLA's and other parameters', which leads to 'SLA and other criteria are as expected', then back to 'Appointment of agency'. Another path from the diamond leads to 'Decision to change the agency', which leads back to 'Identification of Agency based on vendor evaluation'. A grey box to the right states: 'Sign off for NDA, Agreements and duties to the staff'.

## 7.1 Procedure for Employee Access



- Admin team receives intimation of a new joinee from the HR team
- On the day of joining, the new joinee is issued a temporary card.
- The joinee at the end of the day will have to return the card back to the security
- The new joinee is issued a temporary card till the time his / her permanent ID card.
- As per the process the new joinee is issued the permanent ID card in a span of 3 working days
- The employee will have to carry the ID card and display it in a visible position.
- All employees have to use the access card during the entry and exit from the access areas specified in the office premises
- All employees are provided with Smart Cards, which are used for the attendance and for access to Clover premises.
- At certain locations, access card is being introduced for attendance and proximity card for access.
- For better identification purpose, Clover has provided colored lanyards / tags as under:
  - Green Lanyard – For Clover employees who are regular / contract / temporary. For new joinees and employees who forget to bring their id cards
  - Grey Lanyard – For visitors.

## 7.2 Procedure for Visitor Access

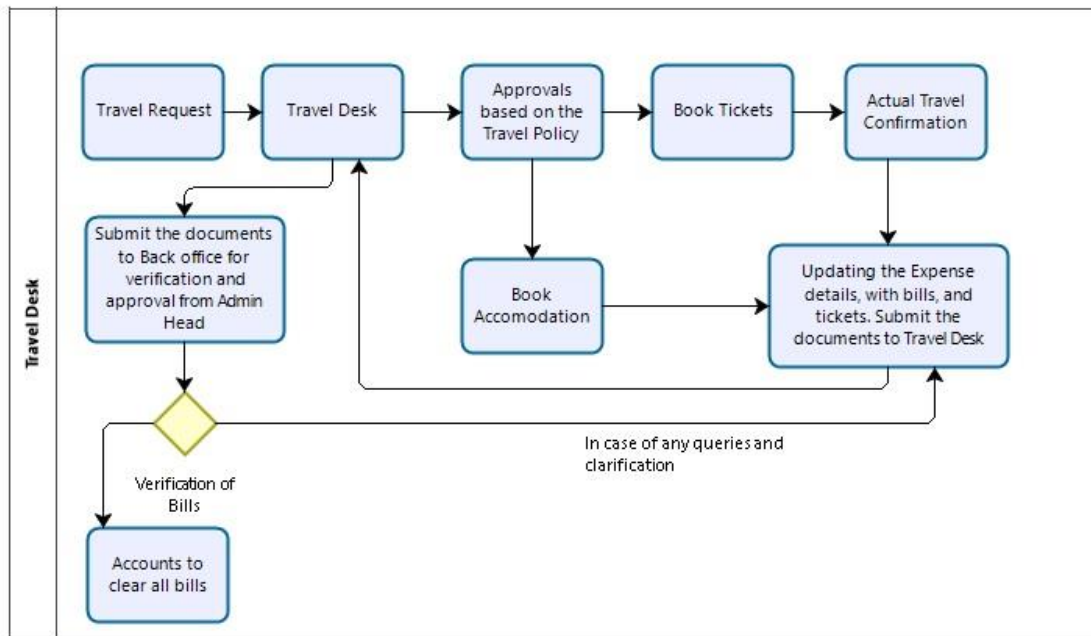


The security lobby, has to ensure that all visitors follow the step detailed in the procedure



- Any visitor to the organization premises will be have to provide his / her details to the security personnel present at the lobby desk.
- The visitor will make the necessary entry regarding his / her name, location, name of the person to meet, reason for the meeting. Mobile number, time in, and signature
- Once the visitor has updated the details, the security personnel will issue a Visitor's Card, and the Visitor Card number is recorded with the visitor's name
- In case the visitor has any laptop or devices, the details for the same are also recorded into the register entry.
- The visitor will proceed to the reception area, and contact the person to be met.
- The Admin reserves the right to restrict visitors or ex-employees from proceeding to the reception area, in such a situation the concerned person to be met, will be informed of the visitor and will have to be met in the security lobby.
- When the visitor is leaving, the personnel will record the OUT time for the visitor.
- All visitors will hand over the visitor's card to the security personnel on their way out of the office premises, and sign the register for their recorded out time

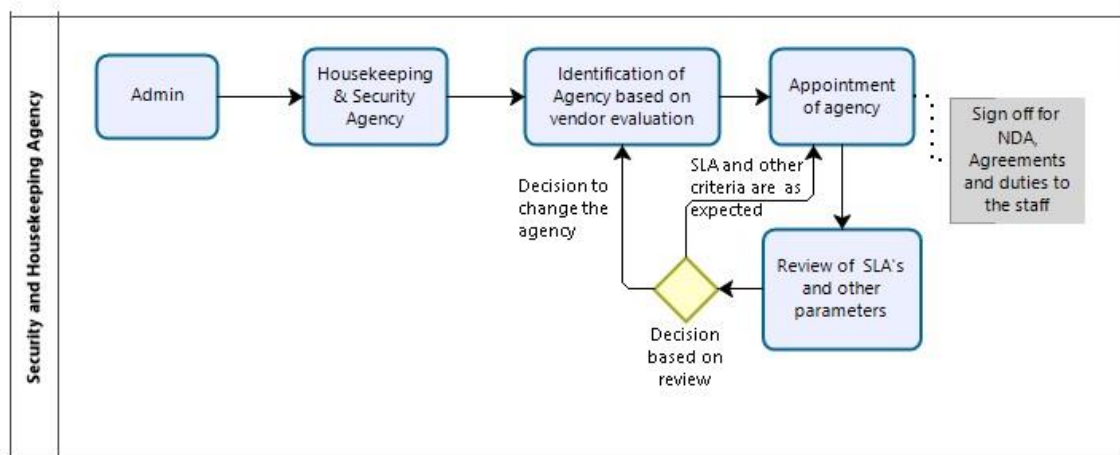
### 7.3 Procedure for Travel Desk



- A travel request is raised when an employee is to travel for project related activities.
- The Travel Desk, receive the request from the employee, with the scheduled date and place of travel.
- The request will be approved by the seniors based on the organization's travel policy.
- When the request is approved, the travel desk, will book the tickets based on the travel policy and guidelines.
- The organization has guest houses at certain location; and if there is no guest house facility at the said location, the organization would have an agreement with some of the hotels in the city.

- In either scenario, along with the ticket confirmation, the travel desk also ensures the guest house / hotel booking for the employee who is travelling.
- On returning from the travel, the employee has to submit all bills, and the expense details along with the train ticket / boarding pass for the airlines to the travel desk
- The travel desk then forwards these set of documents to the back office personnel, who verify and check if all the necessary documents are submitted.
- In case there is a shortfall or any queries, the employee is contacted and the same is resolved.
- On ensuring at the documentation for the travel related expense sheet is satisfactory, the travel expenses are placed for the Admin Head's approval
- Once the Admin head approves of the expenses, the same is put forwarded to the Accounts team for any reimbursements or any other statutory requirements

#### 7.4 Procedure for Security and Housekeeping Agency

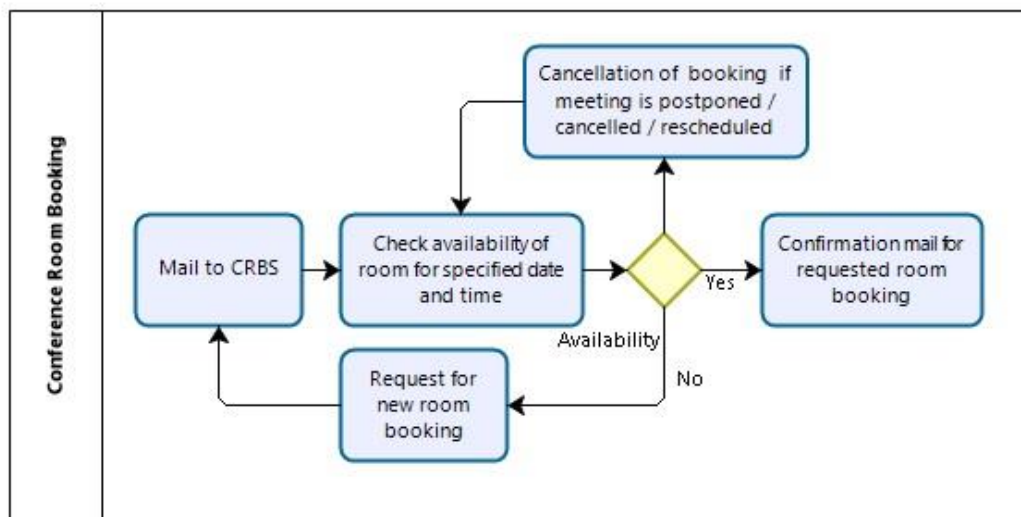


The Admin team is responsible with the selection, contract, and agreements, and monitoring of the terms and conditions of the contract with the Security and Housekeeping agencies

- The Admin team, invites quotations from 3 different agencies for security personnel and housekeeping activities respectively
- The quotations are evaluated as per their requirements and identified parameters.
- The evaluation process, will lead to negotiation with the short listed vendors.
- After this the Admin team will provide the details to the Admin Head for final approval.
- Once the agency is decide the necessary documentation process is initiated.
- All contract, agreements and Non-Disclosure Agreements (NDA) - for personnel from the agencies are duly signed by both the concerned parties
- The security personnel will be monitored based on the parameters identified as Critical Success Factors or Key Process Area (KRA)
- The housekeeping and security personnel are issued identity cards, which clear indicates the as "HOUSEKEEPING" and "SECURITY GUARD" respectively
- The housekeeping staff at the end of their assigned duty time, will have their bags checked by the security guard before leaving the office premises.
- A similar monitoring system is in place for the housekeeping team.
- The Admin team reviews the agreed Service Level Agreements on a monthly basis

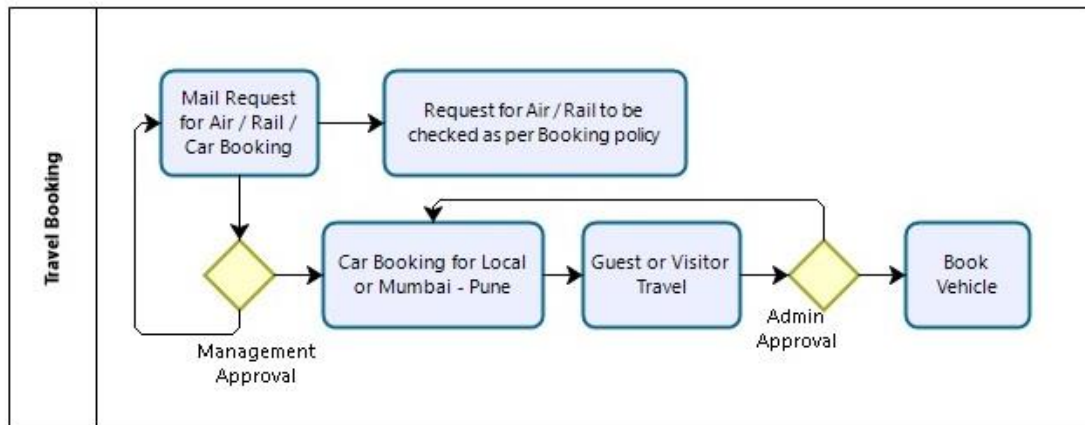
- All incidents, SLA criteria, and price related evaluation is performed during the end of the year or end of contract period, or any statutory changes.
- The evaluation process may result in either extension of the contract with the agency or discontinuation of services.
- In case of termination, the process of evaluating new quotations and negotiations will be conducted and put up with the Admin Head for final approval

### 7.5 Procedure for Conference Room Booking



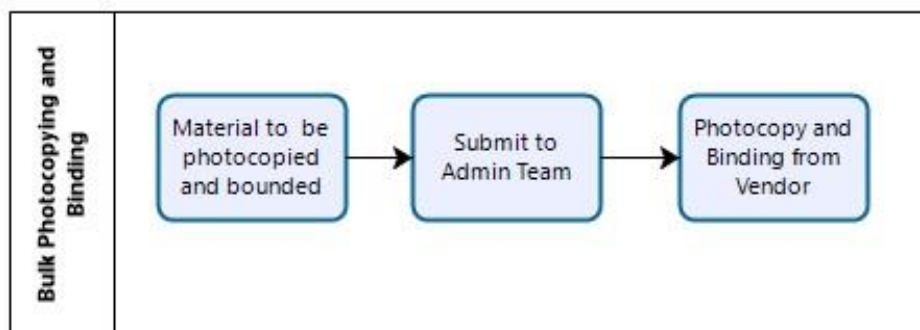
- Conference rooms can be booked through AMG.
- Booking of small meeting room is routed through the AMG.
- It is recommended that the conference room block bookings may be restricted to five working days at a stretch.
- The booking is cancelled by associates if requirement ceases to exist by way of cancellation / postponement / rescheduling of meetings so that other departments can use the same facility.

### 7.6 Procedure for Domestic Travel



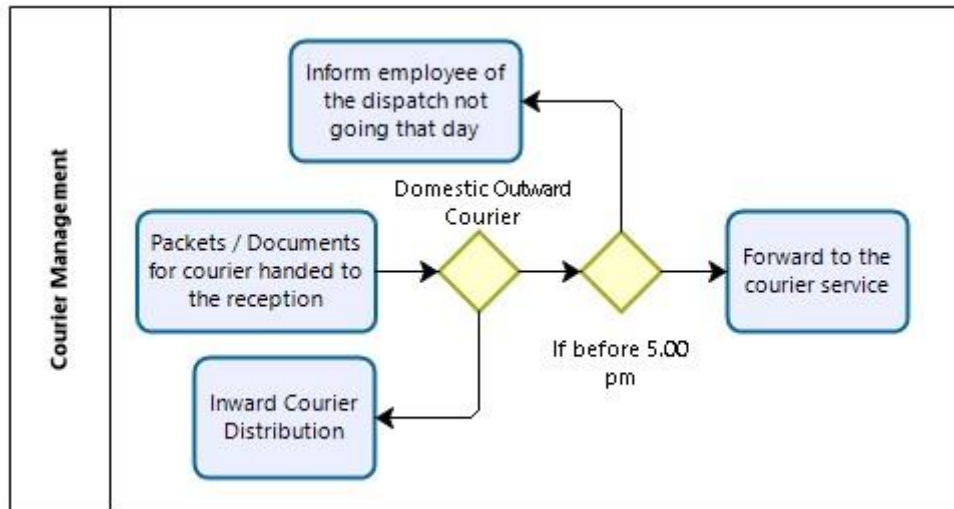
- The Admin Management Group facilitates the air and rail bookings for official domestic travel of the employees.
- With the introduction of the Travel Booking System, all booking requests needs to be routed through the email only.
- Intimation should be provided at least 3 working days in advance for air travel. In respect of rail travel intimation is to be given at least 7 working days in advance. For the benefit of the company, employees are requested to plan their travel well in advance to avail the CHECK fares.
- All requisitions for hiring of cars for local and Mumbai- Pune trips for associates will be accepted only after authorization from COO and Managing Director Approval from Admin is acceptable in case of any customer / guest visit. However, AMG should be intimated at least 1 (One) working day in advance for local travel.
- Kindly refer the 'HR - Travel Policy' for further details

### 7.7 Procedure for Photocopying and Binding



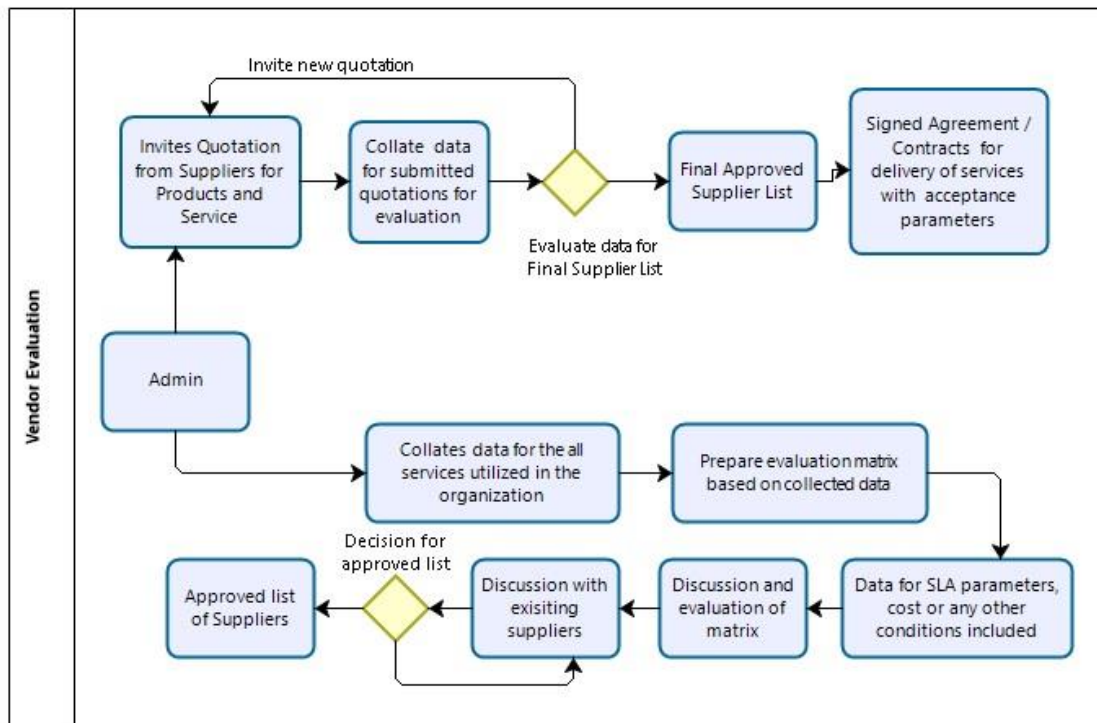
- As far as possible bulk photocopying and spiral binding jobs are done through vendors.
- However, at least 4 days advance intimation is required

### 7.8 Procedure for Courier Management



- All inward & outward officials (mails / couriers) are handled at reception.
- All outward official couriers (Domestic) will be accepted till 5.00 pm.
- All inward couriers will be distributed to the employees in the morning at 10.30 am.

## 7.9 Procedure for Vendor Selection



- Admin Department as part of their responsibility, should maintain a list of Suppliers, who can provide delivery of products and services. All contracts, both renewal or new; are assigned on a yearly basis. The re-evaluation of the existing contract SLA's begins in the last quarter of the year.
- The process has 2 parts
  - Inviting new Suppliers
  - Renewal of Contract with existing suppliers

### Inviting New Suppliers

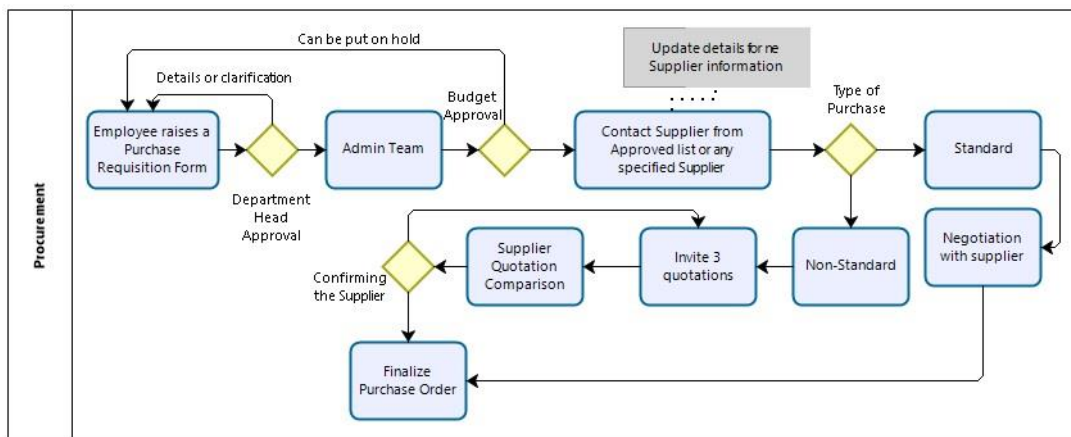
- Admin invites quotations from multiple suppliers for delivery of different type of products services
- The data submitted alongwith the commercials and any other details are collated together for all the suppliers
- Admin then evaluates the matrix data for each supplier
- The final evaluation and discussion with the Senior Management, along with the Admin Head will decide the Approved List of Suppliers for the organization. The Admin Head is responsible for allocation of contract to the Suppliers.
- The Suppliers are informed about this decision and all agreements, contracts which may include the following:
  - Terms and Conditions
  - Service Level Agreements
  - Payment Terms
  - Monitoring and Feedback mechanism

is duly signed between the organization and the supplier. A copy of the contract / agreement will with each party

### Renewal of Contract with Existing Suppliers

- The data from all the checklist and forms is collated into a matrix
- Data from all the checklists, monitoring sheets, complaints, queries, shortfalls are all included into this matrix or maintained as supporting documents
- Admin team evaluates the matrix and the source of data, with the supporting documents
- Discussion with the supplier regarding changes to the services required, if any.
- Cost implications to change in services.
- The data collected from the discussions, supporting documents, and the feedback from the employees, helps evaluate and decide the if the supplier is to be continued with or not
- A new approved supplier list is shared with the Senior Management
- A fresh Approved Supplier list is maintained, specifying the duration of contract, with each supplier.
- Contracts are renewed in case of existing suppliers, or new contracts signed if new supplier is selected

### 7.10 Procedure for Procurement

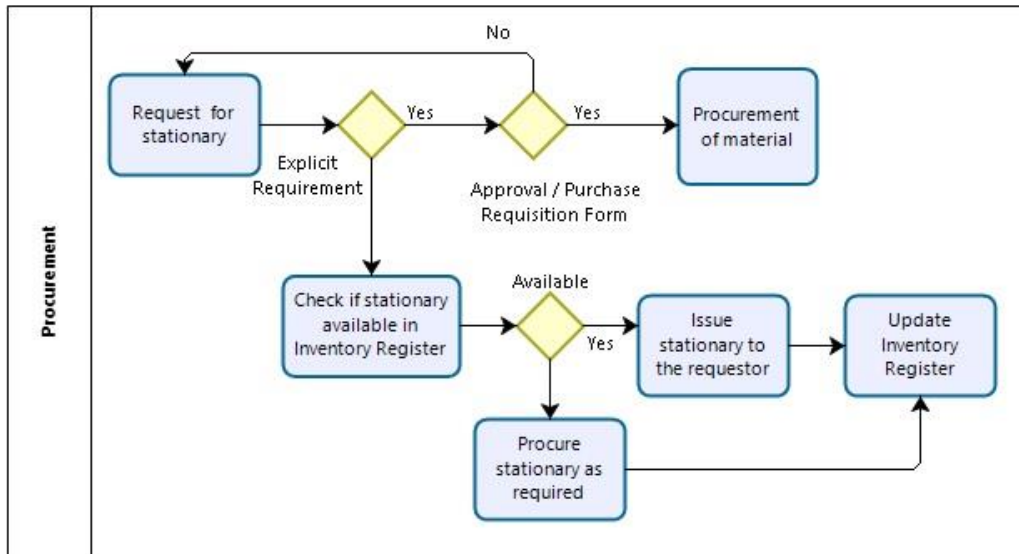


- Manager submits a Purchase Requisition / Email for purchase of any hardware or software, or any other items required to the Department Head for approval.
- Department Head would provide the approval, after queries and clarification are resolved
- The requisition form is then submitted to Admin for further processing
- The requisition is forwarded to the Finance Head for budget approval
- The request, may be approved immediately, and can be put on hold
- On getting the approval from the Finance Head for the request raised
- Admin contacts the Suppliers from their approved list, depending on the type of purchase
- If the requestor of the purchase has provided the details of a specific supplier, the details are updated into the list of supplier
- The purchase type could be
  - Standard (products and equipment)
  - Non-Standard (high value, or high volume)
- For Standard purchases, Admin would negotiate for the price with their approved supplier.



- Non-standard purchases, quotation from 3 different suppliers are invited.
- The quotations are compared based on their price, availability and other parameters, and terms and conditions
- A decision is taken to finalize the supplier for the product or service that is to be purchased
- Purchase Order is created, with all required terms and conditions pertaining to the purchase of product / service

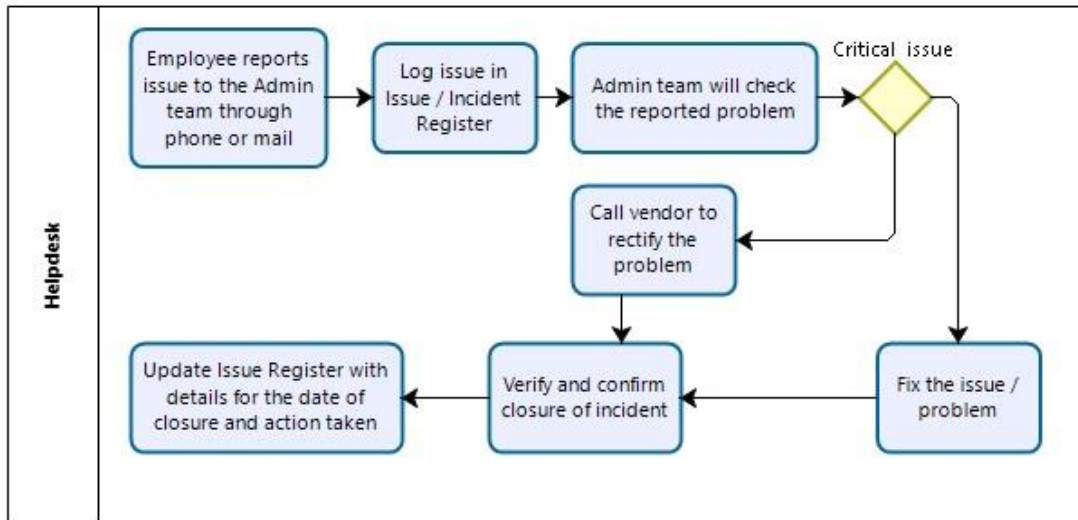
### 7.11 Procedure for Purchase of Stationary



- Admin Management Group undertakes distribution of stationery items to the employees.
- Adequate stock of stationery is maintained and recorded in an inventory register.
- Process of stationery procurement is similar to that of the other purchases.
- However, Purchase Requisition process is omitted and purchase can be made with reference to the inventory at the end of month or in between if required.
- For specific stationery requirement, which is not available in the stationery stock, approved mail / purchase requisition / memo is required to procure the same.
- For specific stationery AMG would require 48 working hours to procure the same.
- AMG is also responsible for purchase of general items for daily operations / consumables / electrical items & accessories

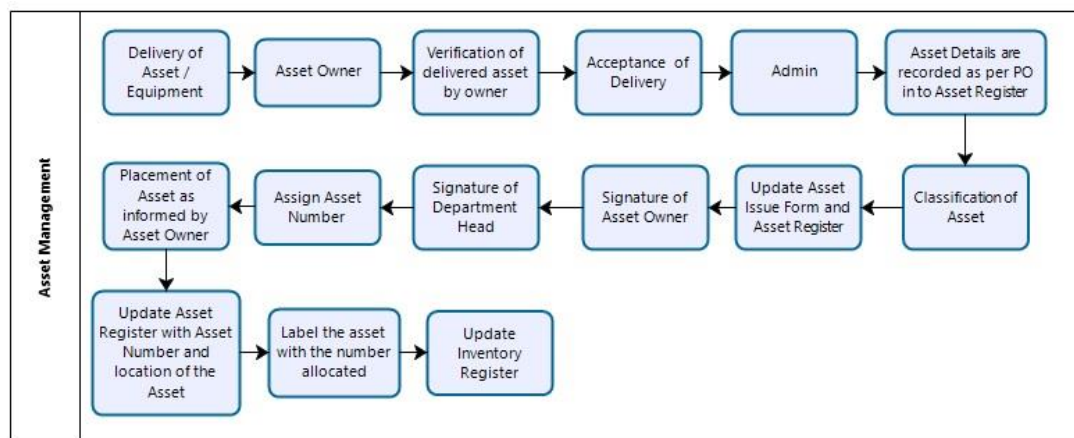
### 7.12 Procedure for Helpdesk





- Employee reports any incident or issue to Admin either through email or phone
- The reported issue is logged into the Incident Register maintained by Admin
- The team members check if the issue is critical
- In case if the reported issue is minor like, adjusting the AC temperature, or replacement of chairs, then immediate action is taken and a confirmation from the person who has logged the incident is received.
- Members update the Incident Register with the date of closure, and the action taken.
- If the issue is critical for e.g., no water in the washroom, or no power supply to a particular section of work environment
- In this situation, the team calls the concerned vendors with whom they have their contracts.
- Once the vendor has inspected and if the time taken to rectify the issue is more than the working hours logged by the employees
- Then alternate arrangements are to be made, and the problem is rectified.
- On completion, the work is verified and confirmed for the closure of the problem
- Update Incident Register, with the action performed and the date of closure.

### 7.13 Procedure for Asset Management



- Delivery of purchased equipment at the office premise needs to be intimated to the asset owner
- The delivery challan and the asset details are checked by the asset owner.
- The acceptance note and the delivery challan are stamped and signed by authorized signatory
- Delivery challan is submitted to Admin
- The Asset Register is updated with the new asset details as per the Purchase Order
- Asset details that are recorded can be:
  - Asset Type (IT Asset, Non-IT Asset, Information Asset)
  - Asset Category (Hardware, Software, Cables, Other Support Equipment)
  - Asset Description
- Asset Issue form and Asset Register are updated, with details.
- The Asset owner provides the details for the asset location
- Asset owner, and Department Head are informed regarding the delivery and placement of the asset, and approval is obtained
- The asset is assigned a unique identification number
- The asset is deployed at the location specified by the asset owner
- Asset Number, and Location are updated in the Asset Register
- Label indicating the assigned asset number is attached to the asset
- Inventory register is updated with the details of the new asset identified.

#### **7.14 Procedure for Acceptable Use of Assets**

- Users are to be accountable and responsible for judicious and ethical use of the organization's information and IT resources.
- Users will ensure that their actions do not compromise the security of company's information assets and resources by complying with the Information Security Policy and associate policies.
- Users will use the information and IT resources for Organization's business purposes only.
- Users will access only those resources, for which they are authorized.
- Users shall treat data as a valuable company asset and protect it.
- Users shall comply and cooperate during spot checks and audits.
- Users are responsible for the behavior of the visitors, contractors and clients that they bring in to the company premises.
- Employees if they come across any unauthorized person, they can ask the person regarding his / her presence or immediately inform Security & their immediate senior.
- Users will not circulate, store and create obscene, vulgar or inappropriate materials, jokes, pictures, chain letters etc. in any media.
- In case any user receives such material, the user will immediately remove the material, inform the IS Department and communicate to the sender that such mail is undesirable and will be stopped immediately.
- Users will not use or aid in using any means to thwart the access rights like stealing IPs, hacking etc.
- Users will comply with non-disclosure and confidentiality agreements that organization has entered into with others.
- Users will not access areas that are designated as restricted, unless they are authorized.
- Users will always use change control form

- In case of non-adherence to acceptable usage policy the user shall be liable for disciplinary action

**7.15 Procedure for Asset Insurance**

- Admin Management Group is responsible for insuring the assets (Building, Plant and Machinery) of the Company in coordination with Insurance Company.
- Copies of policies are maintained with AMG at respective locations. However, Master Policy is held with Finance for all insurance related aspects

**7.16 Procedure for Annual Maintenance Contract (AMC)**

- Admin Management Group enters into AMC with various recognized service providers for routine maintenance / inspection / testing of the plant & machinery & other equipment.
- The details of various annual maintenance contracts are available at each location.

**7.17 Procedure for Pantry Service**

- Admin Management Group facilitates Pantry Services to employees for the customer visits and meetings.
- Breakfast or lunch should be done in the Pantry.
- Water filter should be clean and the utensils should be regularly washed.
- Vending Machines are provided with Tea and Coffee on the floor

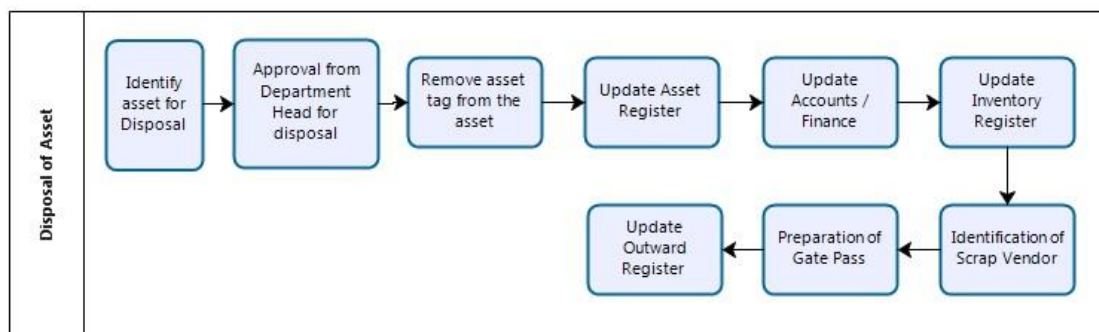
**7.18 Procedure for Safe and Healthy Work Environment**

- Admin Management Group is responsible for providing a secure, safe and healthy atmosphere at the office premises.
- Toilets should be cleaned and the Exhaust Fan should be 'ON' during office hours.
- Air Conditioners should be switched off when not in use.
- Server Room AC should be always 'ON' and temperature should be controlled.
- Pest control should be done on regular basis for every location- generally on quarterly basis
- To avoid fire hazards portable fire extinguishers (containing ABC powder and CO2) are installed and maintained throughout the premise in appropriate quantities and locations.
- Fire drills are conducted once in six months.
- Procedure for fire drill is explained in 'AMG - Fire Drill Procedure'.
- Ensure that fire extinguishers should be hanged on the wall and visible to all.
- Ensure that the updated list of the Fire Extinguishers Locations should on the Notice Board.
- First Aid box is made available on each floor at convenient points. Emergency Medical numbers are readily available with reception and also displayed on each ones desk.
- In the event of pandemic crisis, such as COVID19, SOP for Restarting Operations - Post Lockdown shall be referred and implemented for the safety of employees

**7.19 Procedure for Cabling Security**

- Power and telecommunication cabling carrying data or supporting information services shall be protected from interception or damage
- Power cables shall be segregated from communication cables to prevent interference.
- Network cabling shall be protected from unauthorized interception or damage.
- Clear identification markings shall be done on data cables to minimize handling errors.
- Pest & Rodent control system shall be installed to protect data cables from damages due to presence of pests /rodents.

## 7.20 Procedure for Disposal of Media



- Admin identifies the assets that can be disposed from the organization.
- Assets which are NON-IT shall be considered under this purview.
- The Department Head approval is taken for the disposal of the identified asset
- After the approval of the Department Head, the asset is moved out of the location
- Asset tag is removed
- Simultaneously the asset register is updated for the asset to be disposed
- Account / Finance are intimated about the asset for any activity related to their process
- Admin updates the Inventory Register with the details for removal of the asset
- The scrap vendor is invited for the removal of assets from the location
- Gate Pass is issued for the movement of the assets
- Outwards Register is updated with the Gate Pass details.

## 7.21 Procedure for Telephone Connection

- Telephone connections are provided to employees on need basis for business requirements.
- Normally one instruments to be shared by two associates.
- All requests for dialing access for LOCAL calls dial "0" and /STD/ISD are to be applied through reception.
- Telephone EPBAX should be covered and in neat area.
- The details of the Extension and hunting numbers configuration and port details should be with the Admin Head.
- Extension list is on user's notice board.
- Employees who are eligible for mobile SIM cards are covered under the '**AMG - Mobile Claim Reimbursement Policy**'.

## 7.22 Procedure for Unattended User Equipment

- Users should ensure that unattended equipment has appropriate protection.

- Users are advised to:
- Terminate active sessions when finished, unless secured by appropriate locking mechanism (i.e., password protected screen saver);
- Log-off from applications or network services when no longer needed;
- Secure computers or mobile devices from unauthorized use by a key lock or an equivalent control e.g., password access, when not in use

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#### **7.23 Procedure for Equipment Security off premises**

Following considerations need to be adhered for the protection of equipment outside the premises:

- Equipment and media taken outside the premises should not be left unattended in public places; portable computers should be carried as hand luggage when traveling;
- Instructions by the manufacturer for protecting equipment should be observed at all times, e.g., protection against exposure to strong electromagnetic fields;
- Adequate risk assessment shall be carried out to protect equipment off-site by applying suitable controls (insurance cover, data encryption etc.). Security risks, e.g. damage, theft, eavesdropping or unauthorized access may vary considerably between locations and should be taken into account in determining most appropriate controls.
- When off-premises equipment is transferred among different individuals or external parties, a log should be maintained including at least names and organizations of those who are responsible for the equipment.

#### **7.24 Procedure for Working in Secure Areas**

- Physical protection for working in secure areas shall be designed and applied.
- Unsupervised working in secure areas should be avoided both for safety reasons and to prevent malicious activities.
- Vacant secure areas shall be physically locked and periodically checked.
- Photographic, video, audio or other recording equipment, such as camera in mobile devices, should not be allowed, unless authorizations and approvals from Senior Management.
- Appropriate fire detection and firefighting devices at critical locations shall be fitted in order to contain the fire and to avoid damage to the various resources.
- Emergency drills for fire and earthquake evacuation shall be conducted regularly.

#### **7.25 Procedure for Work Place**

- Ensure that Policy Statement should be on the board
- Ensure Desk should be kept clean.
- Ensure water bottle should be far from the Electrical Appliances.
- Laptops should be packed in bag and kept in Cupboard under lock & Key
- It should be a part of Desk Clean, documents should be filed and stored in the cupboard and the files should be tagged accordingly as per standards
- The desktop and laptop cables should be bundled properly, and ensure that the wiring should be proper.
- Network cable should be concealed.
- Raised Platform should be used for the Desktop Users.
- Cabinets should be packed with the slabs, when the device is removed from the System for testing.
- Ensure that the Dustbin should be available for the staff.

- Important documents should be destroyed in shredder.
- After completion of the presentations White Boards should be kept clean
- Ensure that the Extension List should be updated.

#### **7.26 Procedure for Physical Security of Rooms, Offices and Facilities**

- All office room which include:
  - HR Cabins
  - Conference Rooms
  - Senior Management
  - Servers room access is maintained and provided by authorization from Senior Management
- Authorized persons maintain office room keys for door opening at start of day office hours. The keys are kept in a safe manner to avoid access by the public.
- The Physical Operation Checklist is maintained and updated on a regular basis

#### **7.27 Procedure for Support Utilities**

- All supporting utilities, such as electricity, telecommunication, water supply, sewage, ventilation and air conditioning shall be adequate for the systems they are supporting.
- The supporting equipment shall be regularly inspected and tested to ensure their proper functioning and to reduce any risk from their malfunction or failure.
- Supporting utilities shall be in accordance to the equipment manufacturer's specification
- **Power Supply:**
  - The electricity supply is regular and between the range 220-240V.
  - For supply to all equipment, the voltage maintained is regulated to suit the equipment as per the manufacturer's recommendation.
  - Circuit breakers of appropriate capacity are installed to protect the equipment and devices against sudden fluctuation in voltage.
- **Uninterruptible Power Supply (UPS):**
  - All servers, computers and other information processing equipment have power supply through UPS.
  - A preventive maintenance plan of UPS is drawn up in accordance with manufacturer's recommendation to ensure equipment's reliability – correct voltage supply to systems when power fails.
- **Water:**
  - Water and other liquids are kept at a safe distance from network equipment, servers, and other business-critical systems.
  - The premise has an adequate drainage system. The premise is maintained to ensure that water seepage, if any, is detected and timely corrective action is initiated.
  - The drainage system is such that water and drain-pipes are located away from the server room.
- **Electric Switches:**
  - Electric switches and sockets are all grounded (provided with earthing) and provided with circuit-breakers to avoid any untoward occurrences due to faulty wiring or short circuits.

- **Temperature:**
  - The server room has dedicated air-conditioning equipment with ambient temperature maintained to suit equipment performance recommended by manufacturer.
- **Humidity:**
  - The humidity level is maintained as per recommendation.
- **Dust:**
  - The server room is protected from dust by regular cleaning of the Server room.
  - Housekeeping does regular dusting/cleaning of office rooms. The housekeeping staff is aware not to cause damage to computers or disturb the power/data cables while cleaning.

#### **7.28 Procedure for Vendor Registration**

- New Vendor is registered using Vendor Registration Form
- The form requests for basic information about the Vendor defining the profile
- This form is stored in the records for future references
- Vendor / Supplier List is updated on new Vendor Registration

#### **7.29 Procedure Vendor Performance Evaluation**

- The performance evaluation of the Supplier is carried using Vendor Performance Evaluation Form on yearly bases and the same is updated in the Supplier / Vendor List.
- If the performance of the supplier is found to be good in the periodic reviews, then the supplier get more orders.
- The evaluation is carried out on following parameters
  - Conforming to the specified requirements
  - Quality of Product / Service
  - Timely Delivery of Product / Service
  - Price
- Team maintains quality records of suppliers / vendors.
- Periodic evaluation is done on suppliers / vendors providing maintenance services. Other suppliers supplying items are assessed only on individual purchases.

#### **7.30 Procedure for CCTV**

- All working areas are covered under CCTV to monitor incidents
- CCTV footage are recorded and are available over online portal
- Only designated persons from the Admin team will be given access rights to the CCTV system
- CCTV footage recordings are taken regularly and stored for 30 days as per current capacities

### **8.0 Quality Mechanisms**

Monthly/Quarterly or as applicable periodic reviews shall be conducted for below instances:

- Review of Administration Policy
- Reconciliation of Access Cards
- Review of Visitors Register



- Review of Travel Request Documents
- Review of Travel Bills
- Review of SLAs of Third Parties
- Review of Photocopying and Binding Register
- Review of Courier Register
- New Vendor Evaluation
- Review of Annual Vendor Evaluation
- Review of Purchase Order
- Review of Helpdesk Register
- Review / Verification of Assets
- Review of Asset Register
- Review of AMCs
- Review of Asset Disposal Form
- Review of Support Activities

### 9.0 Quality Objectives

Sr. No	Objectives	Responsibility	Frequency of Measurement	Reporting of Measurement	Target to Achieve
1	Maintenance of Infrastructure Assets Register	Manager - Admin	Monthly	Inward / Outward Register	100%
2	Closure of Incident Reported	Manager – Admin	Monthly	Incident Register	90%
3	Managing Expenses within Budgets	Head – Admin	Monthly	Expenses Details	90%
4	Travel Arrangements as per requests	Manager – Admin	Monthly	Travel Desk	95%
5	Monitoring of SLAs with Vendors	Manager – Admin	Monthly	Checklist	95%
6	Vendor Evaluation	Head – Admin	Yearly	Monthly SLA Reports	100%

### 10.0 Identified Risk

- All risks identified for the process will be recorded into the Risk Management Plan (RMP)
- Risks will be reviewed and monitored as per the agreed schedule

### 11.0 Exit Criteria

Outputs
Employee Attendance Register / Report
Visitor In-Out Register / Report
Insurance Policy Document for all organizational assets
Incident Register
Purchase Requisition Form / Email
Vendor Evaluation Sheet
Supplier / Vendor List



<b>Outputs</b>
Asset Register
Inventory Register
Gate Pass
Outward Register
Inward Register
Contract / Agreement with the agency
Washroom/Fresh room Cleaning Checklist
Travel Expenses Report
Office Opening / Closing Checklist
Monthly MIS & Expense Sheet
Outage Report
Toilet Cleaning Checklist
Purchase Order Template
Visiting Card Requisition Form
Work Order Template
NDA Template
AC Temperature Monitoring Checklist
Self Declaration Forms