SAP Labs India – Mobile And SmarT phone policy

**SAP LABS INDIA – MOBILE, BB AND SMARTPHONE POLICY**

Objective:

This policy document provides guidelines and information to enable Labs India employees avail appropriate communication facilities to discharge their responsibilities towards Company business.

Policy Details:

Based on eligibility, employees can apply for two types of communication devices:

1. Mobile phone
2. Smartphone

1. Mobile phone:

* Eligibility – The mobile phone facility is applicable to I-Users/ C-Users of SAP Labs India. Mobile phones are provided to individuals or teams on a business need basis. The need may arise due to the role that an individual is performing, where he/ she is sometimes required to be available “on call” beyond normal working hours, or be accessible to external/ internal customers due to a highly interactive nature of the role. The business need justification is solely at the discretion of the Manager.
* Approvals – An employee who wishes to avail the Mobile phone facility must request the Manager, who approves the request on the basis of business need justification. Additional services such as STD, ISD, national/ international roaming etc. can also be availed on the basis of business need justification. (Refer the Request Form)
* The company shall pay INR 7,000 (Seven Thousand) to eligible I-User / C-User for handset purchase. This amount is paid through payroll and is a taxable reimbursement. In case of mobiles for the team, the reimbursement is paid to the Manager or the nominated team member (this nomination must be clearly mentioned in the approval mail), and he / she is responsible for procuring the instrument and its upkeep. The initial reimbursement would be paid only after activation of SIM Card by the employee.
* Subsequent reimbursements will be paid every two years with the Cost Center manager’s approval.
* The handset reimbursement will be provided to C Users on TalentPro HR India Pvt. Ltd payroll on need basis.
* Loss of SIM Card – If the SIM card/ instrument is lost or stolen, the SAP Primary Contact must be immediately informed so that the service can be temporarily deactivated.
* Address Book updating – Employees must update their Mobile number in the “Personal Data” section on the Corporate Portal.
* Exit – Upon exit from the Company, employees must submit their individual SIM card (availed under this facility) to SAP Primary Contact. Any outstanding charges recoverable from the employee will be adjusted against their final settlement. At the time of exit, SAP Primary Contact informs the service provider for de-activation of the service. Employees need not return the mobile phone instrument to the company.
* Telephone Reimbursement – All employees who avail this mobile phone facility will be ineligible to claim tax exemption on telephone reimbursement, under their flexible compensation package.

2. Smartphone:

* Eligibility: This facility is given to Employees on a need basis. The need may arise due to the role that the employee is performing, where the employee is required to be “on mails” during office hours or need to access mails out of office hours or accessible over mails to external/internal customers (at times) due to high client interactions.
* SAP certified smart phones. For details go to [/go/it-mobile](https://portal.wdf.sap.corp/go/it-mobile)
* Approvals - An employee who wishes to avail the Smartphone facility must request the Cost Center Manager of the team, who approves the request on the basis of business need justification. (Refer the Request Form)
* Replacement: The unit comes with 2 years of standard warranty and after 2 years, employee is eligible for new handset. Employees must return the old smartphone with all accessories to IT to get new replacement smartphone. Employee’s already availed reimbursement (as per previous policy) for smartphone will be eligible for new smartphone only after completion of 2 years from the date of initial reimbursement.
* Repairs: Handset comes with 2 years of limited warranty and all repairs which are in scope of warranty shall be covered by the provider.
* Damage, Stolen and Lost Assets – Refer [**SAP Asset lost / stolen / damaged policy**](file:///C:\Users\c5130082\AppData\Local\Microsoft\Windows\INetCache\IE\MHAN513I\Lost_Stolen_Damage_IT_Policy_Labs_India.docx)
* Termination: If an employee leaves the organization (either employee initiated, or employer initiated), the device with accessories should be handed over to IT team on his/her last working day. For Damage cases, IT assessment and feedback will be final.

**Warranty Highlights**

* All smart phone handsets carry a warranty of 24 months from the date of purchase
* Please note all other accessories carry a warranty for a period of 6 months from the date of purchase.
* Should the device malfunction during the warranty period, it will have to be sent to the authorized service center for repair and servicing
* Instances that do not come under warranty are-
* Physical abuse leading to component damage: In which case, user will be notified of approximate repair costs, should he proceed with servicing
* Liquid traces observed or liquid damage in the handheld: In which case, unit will be returned to the user without any servicing

General Guidelines:

* The Mobile phone and Smartphone facilities should be used only for official purposes, with COCP SIM and are not meant to be a substitute to employee’s presence/ attendance in office
* Employees are free to choose the mobile phone model of their choice. For smartphone employee need to raise SRM upon receiving approval email from CC manager.
* The employee is responsible for maintenance and upkeep of the mobile phone. For any service related issues regarding the smartphone, employee has to get in touch with local IT. IT will provide the required support on best effort basis. In case it takes more than 3 days for repair of smartphone, IT will issue available standby smartphone.
* The company will activate the connection in the name of SAP Labs India through a company-approved service provider.
* Monthly Rental for the Mobile phone/ Smartphone facility and its official usage charges (and not for any other service) will be borne by the company. Employees are expected to use the facility moderately and judiciously.
* The Company has entered into tie-ups with Airtel and Vodafone (referred to as Service Provider) and employees can avail the Mobile/ Smartphone services only through any of these service providers.
* Once a service provider has been selected by the employee, a switch to another service provider is not possible.
* If an employee has a company provided Smartphone facility, then the employee is not eligible for mobile phone reimbursement.

Policy Administration and Process:

1. Procurement process (Overall Process Owner – Administration team, SAP Labs India)

**Mobile Phone:**

* The employee sends an email request to the reporting manager, who approves and forwards the approval to SAP Secondary contact. SAP Secondary Contact sends the details to the service provider.
* For team mobile phones, the Team Assistant sends an email request to the team manager, who approves and forwards the approval to SAP Secondary contact. SAP Secondary Contact sends the details to the service provider.
* The service provider fills the Customer Application Form and gets it signed by Company’s authorized signatory.
* SAP Primary Contact informs the requesting employee by telephone/ email, fixing a time for delivery/ collection of SIM Card. Upon delivery, the SAP primary contact obtains an acknowledgement from the user.
* SAP Primary Contact instructs the Service Provider for activation of service, with a list of other services requested.
* If the Mobile Phone ownership changes within the team, the Team Assistant informs the SAP Primary Contact, who in turn advises the Service Provider for proper change in records.
* In case of deactivation of Team mobile connections, the Team Assistant/ Manager inform the SAP Primary contact, who advises the Service Provider for service deactivation.

**Smartphone:**

* The employee sends an email request to the reporting manager, who approves and forwards the approval to the Cost Center Manager of the team for additional approval. The final approval is forwarded to SAP Primary Contact, who sends the details to the service provider.
* Upon receiving manager approval through, employee has to raise the SRM for the new/replacement smartphone. In the event of replacement by checking their present device warranty the SRM workflow will be approved. GPO releases the PO after SRM approval and purchase the Smart phone for employee.
* Company issued Mobile / Smartphone must be used mandatorily with COCP (Company Owned Company Paid) official SIM connection only.
* If a good, usable stock is available which is returned by an exit employee then IT will allot it against the SRM instead of buying a new device.
* The service provider fills the Customer Application Form and gets it signed by Company’s authorized signatory.
* SAP Primary Contact procures the SIM Card within 3 working days and thereafter advise IT department.
* Upon receipt of an advice from SAP Primary Contact, the IT department activates the Smartphone connection within 3 working days.

1. Payment (Overall Process Owner – Administration team SAP Labs India)

* The Monthly bill will be sent through email to the employees, directly by the Service Provider.
* For team mobiles, the bills would be sent to managers directly and they would need to approve and also get approval as specified hereunder.
* Employees are required to broadly peruse their monthly bills to ascertain the personal usage, if any. Employees must declare and sign off the amount pertaining to personal calls (and additional charges towards personal services) directly to SAP primary Contact and this amount will be directly deducted through payroll. Additionally:
  + If the current bill value\* is up to Rs. 5,000, no further approvals are required.
  + If the current bill value\* is more than Rs.5,000 the employee must obtain the Cost Center manager’s / Indian LoB head’s approval, and forward the approval mail within 15 days (from the date of receipt of soft copy of monthly bill) to the SAP Primary Contact for payment processing. .
  + In case the employee is the Indian LoB head, his/her self-approval will be considered sufficient.
* The Administration team sends out a quarterly report to the MD on all mobile phone spends above Rs. 15,000 month.
* The Administration team performs all the required checks, approves and forwards the hard copies of bills and copies of approvals to FICO for payment processing, within 7 working days of receipt of bills from the service provider.
* Please note that any outstanding amount that is not approved within the timelines mentioned above, will be recovered from the employee’s salary or Team Manager (for team mobiles).

For the purposes of this section, Current bill value means current monthly bill derived from (a) Bill value as provided by the Service Provider and (b) After deducting the costs for personal calls and all other costs towards additional personal services requested by employee

**Admin - Contact Points:**

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| --- | --- | --- |
|  | **SAP Labs (Bangalore)** | **SAP Labs (Gurgaon)** |
| **Primary Contact** | SAP Mobility support Labs India | SAP Mobility support Labs India |
| Email ID | Mobility\_support\_LabsIndia@sap.com | Mobility\_support\_LabsIndia@sap.com |
| Phone | 080-4329 7357 | 080-4329 7357 |
| **Secondary Contact** | Sreenath A M | Thrideep Kumar |
| Email ID | Sreenath.am@sap.com | [thrideep.tm@sap.com](mailto:thrideep.tm@sap.com) |
| Phone No. | 080-43297262 | 0124-4357012 |
|  |  |  |
| **Escalation Contact** | Sudhakar Reddy | Sudhakar Reddy |
| Email ID | Sudhakar.reddy@sap.com | Sudhakar.reddy@sap.com |
| Phone No. | 080-43296783 | 080-43296783 |

**Interpretation & Exceptions:**

The Vice President Human Resources, SAP Labs India is responsible for interpreting, communicating and facilitating compliance with the policy. The Chief Financial Officer shall be consulted on all matters related to the financial aspects related to this policy. Managers with the support of Human Resources are responsible for implementation. Any exceptions to this policy can only be granted only by SAP Labs India’s Managing Director.

Vendor service level escalation matrix:

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| --- |
| **Vodafone** |
| Pradeep Prasad |
| [Pradeep.Prasad@vodafoneidea.com](mailto:Pradeep.Prasad@vodafoneidea.com) |
| +91 98860 18728 |
| Hameed A, Shahul |
| [Shahul.HameedA@vodafoneidea.com](mailto:Shahul.HameedA@vodafoneidea.com) |
| +91 98860 18779 |

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| --- |
| **Airtel** |
| Sridhar Arunachalam |
| [Sridhar.Arunachalam@airtel.com](mailto:Sridhar.Arunachalam@airtel.com) |
| +91 99455 90626 |
| Seema Kumar |
| [Seema.Kumar@airtel.com](mailto:Seema.Kumar@airtel.com) |
| +91 98802 89034 |

**Document History**

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| **Version Number** | **Effective Date** | **Brief Description** |
| Version 1.0.0 | February 01, 2015 | **The existing policy:** Employees are eligible to purchase an SAP certified Smartphone, for which INR 25,000 would be reimbursed  **The revised policy:**  Effective 1st February 2015, an employee eligible for a smartphone will be provided an SAP certified Smartphone by the company, which will be replaced after 2 years. Employees must return their smartphone with all accessories for a replacement phone or in the event of leaving the company. |
| Version 1.01 | March 22, 2016 | Amendments to smartphone lost process: Introduced clause “In case employees are unable to furnish FIR copy and non-traceable certificate, then 75% of the book value is applied as standard deduction” |