

# Consequence Management Matrix (CMM)

Stake holders Violating / Action on	VIL Employee	VIL Associate	'Distributor'		'Suppliers'			VIL Immediate line Manager / reporting Manager / Responsible / contract co-ordinator
			Distributor Individual Employee (1@Risk)	Distributor	Suppliers Individual Employee (1@Risk)	Suppliers Supervisor	Supplier	
Action ownership	HR & Respective Function	HR, Respective function & Service provider	Distributor & VIL User Function	VIL User Function	Supplier	Suppliers monitored by SCM	VIL SCM / User Function head	HR & Respective Function
1st High	1st Written warning, Counseling by reviewing manager, information letter to family.	1st Written warning, Counseling by VIL Supervisor's manager, letter to family thru service provider.	1st Written warning, counselling by Distributor	Written Warning by Zonal head. Distributor to meet Zonal head for counselling.	1st Written warning, Counseling by Supplier representative.	1st Written warning	Supplier will submit a declaration on Corrective Action, Preventive Action in 3 days and Action within 7 days. Warning from VIL.	1st written warning and counselling with immediate manager. Training on HSW.
2nd High	2nd Written warning, letter to family, Counseling by FH / BH / Corp. Function Head, Impact on Rating, No IJP.	2nd Written warning & letter to family thru service provider, Counseling by FH / Corp. Function Head.	2nd Written warning, Counseling by ZM (in person / call / VC)	Written warning by Zonal Head. Counselling with Sales / Distribution head. Deduction of 0.1 % of Monthly Primary Billing* or ₹5000/- whichever is less subject to a minimum of ₹1000/-	2nd Written warning, discussion with VIL manager, consideration for termination / suspension for a week.	2nd Written warning to Supplier Supervisor	Supplier will submit a declaration on Corrective Action, Preventive Action in 3 days and Action within 7 days. Warning from VIL.	1st written warning and counselling with immediate manager. Training on HSW.
3rd High	Termination	Dis-association of Individual from the VIL assignment (no further VIL engagement)	Dis-association of Individual from the VIL assignment (no further VIL engagement)	Written warning by Sales Head. Counselling with S&M / VBS head. Deduction of 0.15 % of Monthly Primary Billing* or ₹7500/- whichever is less subject to a minimum of ₹2000/-	Dis-association of Individual from the VIL assignment (no further VIL engagement)	3rd Warning to Supplier Supervisor	VIL may Hold Back 5% of Payable in Circle/Project till satisfactory action taken by the Supplier <b>and</b> VIL may exclude Supplier from participating in future bids or tender opportunities for a number of events or time period of 12 months.	3rd Written warning, discussion with Business head. Decide impact on rating.
1st High High / 4th High Or Work Related Fatality**	Termination	Dis-association of Individual from the Job (no further VIL engagement)	Dis-association of Individual from the VIL assignment (no further VIL engagement)	Written warning by Sales Head. Counselling with S&M / VBS head. Deduction of 0.2 % of Monthly Primary Billing* or ₹10000/- whichever is less subject to a minimum of ₹3000/-	Dis-association of Individual from the VIL assignment (no further VIL engagement)	Warning to Supplier Supervisor.	VIL may Hold Back 5% of Payable in Circle/Project till satisfactory action taken by the Supplier <b>and</b> VIL may exclude Supplier from participating in future bids or tender opportunities for a number of events or time period of 12 months.	Written warning, discussion with FH / BH.
2nd High High Or 5th High	NA	NA	NA	Written warning by circle functional head. Counselling with S&M / VBS head / Business head. Consideration for Termination of services. Deduction of 0.25 % of Monthly Primary Billing* or ₹15000/- whichever is less subject to a minimum of ₹5000/-	NA	Consideration for movement of Supplier Supervisor (no further VIL engagement).	VIL may Hold Back 5% of Payable in Circle/Project till satisfactory action taken by the Supplier <b>and</b> VIL may exclude Supplier from participating in future bids or tender opportunities for a further number of events or time period	Written Warning, impact on rating, no promotion for a year / Consideration for Change in job profile.
3rd High High Or 6th High	NA	NA	NA	Termination of services.	NA	Removal of Supplier Supervisor (No Further VIL engagement)	Vodafone may Hold Back 10% of Payable in Circle/Project till satisfactory action taken by the Supplier <b>and</b> VIL may terminate all or part of the agreement or any orders placed with the Supplier (on the basis of breach of contract by Supplier).	Consideration for Termination.

\*Primary billing for a 'Distributor' – would be for month of violation. Deductions would be done by the Circle Finance Department. For the distributors in the SME business Primary Billing would include only Mobility Business Revenue paid out by the Circle Finance.

\*\*In case of any **Work related fatality** where ASR violation is one of the root cause and, if the investigation process reveals gross negligence on the part of Supplier or Distributor to follow ASR or any ingredients thereof then action (which may be beyond the one defined in the above table, including possible termination) can be taken by Vodafone India at its sole discretion based on the recommendations of the investigation team. This does not absolve the Supplier or Distributor from payment of any compensation statutory or otherwise to the affected parties.