

# Administration Policy

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## Document Summary

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## 1. Introduction

### 1.1 Objective

The purpose of this policy is to provide employees with a process, which will help them understand the administrative policies at SGA. The policies described herein are subject to modification without prior information and are applied at the discretion of the Management. In such cases, employees will be informed about changes undertaken.

### 1.2 Scope

This policy is applicable to all employees based out of Pune.

### 1.3 Terms and Definition

Terms	Description
Admin	Administration
BUH	Business Unit Head
CEO	Chief Executive Officer
COO	Chief Operating Officer
DH	Department Head
HR	Human Resource

## 2. Responsibility

Admin Head would be responsible for verifying the effectiveness of the process and its revision whenever required.

## 3. Health and Safety

### 3.1 Safety

1. SGA constantly endeavours to provide a safe and healthy working environment. The health, safety, and welfare of employees at the workplace are the responsibility of SGA. And to meet this obligation, the Admin Manager will conduct periodic inspections at the workplace
2. A checklist has been provided to ensure a systematic approach for carrying out inspections with respect to transport vehicle audit (Annexure – 2)
3. The duly filled workplace inspection forms will be maintained by the Admin & facilities team, so that a record of the inspections carried out can be produced as and when required. Additionally, if certain remedial work needs to be carried out, a copy of the relevant inspection form should be made available to the Admin Manager for his authorization and subsequent action
4. The workplace is equipped with fire extinguishers, sprinklers, a public address system, and CCTV cameras for the safety and security of employees. These equipments are maintained and controlled by the Admin team

### 3.2 Accidents at Workplace

1. If any employee is injured at the workplace during office hours, it will be the responsibility of the employee's manager and the Admin Manager to facilitate appropriate arrangements for medical attention

2. A first aid kit is available at the reception desk with the security personnel. It would be managed by the Admin team and can be used in case of minor injuries
3. EON IT Park Management provides the medical aid facility and ambulance services, in the event of any emergency. The contact numbers for the same are available with the Admin team

### **3.3 Incident Reporting Procedure**

1. All incidents involving injury within the office premises must be immediately reported to the HR and the Admin teams
2. Employees assisting the injured individual must report the incident as soon as possible
3. The Admin team is responsible for maintaining full and accurate records as well as for investigating the incident on top priority
4. Incident log forms are available for recording all incidents and actions taken to prevent occurrences of similar incidents in the future (Annexure – 1)

## **4. Office Security**

1. No money or valuables should be left unattended on the company premises. SGA will not take any responsibility of their loss
2. In the event of a fire or emergency, employees should immediately leave their workstations and not stop to clear papers or collect their personal belongings. Employees should be aware about the location of fire exits and extinguishers. In the event of fire, lifts should not be used
3. Employees should ensure that all SGA materials and correspondences are properly secured and not accessible to unauthorized individuals
4. SGA will not accept liability for the loss of employee's personal belongings within the premises. The Admin team discourages employees from bringing valuables to the workplace. Where this is unavoidable, employees should personally safeguard their belongings

## **5. Cleanliness Guideline**

1. It is the employee's responsibility and not that of the organisation to keep the workstation and the allocated drawer clean
2. All trash should be thrown in the dustbin and should not be littered on the floor or the desk
3. The employee will be responsible for using washrooms and pantry areas. Ensure that self-grooming is done at the allocated areas
4. The employee should use designated smoking areas only

## **6. Food at Workplace**

1. No food items should be consumed at the workstation. It is the employee's responsibility to keep their work area dry and clean
2. Avoid drinking beverages on the floor, since it can lead to spillage and damage to SGA's property. Avoid semi-solid, sticky snacks, as the spillage will attract insects and rodents

3. The working premises are to be kept clean at all times in order to ensure clean and healthy working conditions

## **7. Parking Guideline**

1. Employees commuting by their own vehicles need to park their vehicles only in the area allotted to SGA
2. If any employee parks his / her vehicle in other than the allotted parking area, SGA will not be liable for any action or charges levied by the security personnel
3. SGA will not be responsible for any loss or theft of an employee's vehicle parked on the company premises

## **8. Transport Guideline**

1. The transport facility is provided to select employees from the Market Research Unit, as the department caters to different geographies and its work timings extend till late-night. Employees' security is of paramount importance to us
2. The Admin team will be the point of contact for any transport-related query or concerns
3. Project Managers need to intimate any change in the transport roster at least eight hours prior to the pickup or four hours before the drop via email. In case, an email is not received, the changes will not be effected
4. The transport roster is populated by Market Research Project Managers and it should reach the Admin team every Friday for the following week. The employees should recheck their shift timings with the Admin team
5. In case of any cancellation of pickup, the Admin team and Project Managers should be intimated at least two hours prior via phone. Every month, if there are more than three instances of either a "No-Show" or cancellation, it would be brought to the notice of the BUH for appropriate action
6. Buffer time for the pickup and the drop will be 30 minutes. The cab will reach office +/- 15 minutes before the start of the shift. The cab will leave the parking bay 30 minutes after the shift ends
7. The employee can be picked up 90 minutes prior to the start of the shift from the assigned location
8. Cab drivers will only give a missed call on the number mentioned in the transport roster. It is the employee's responsibility to call them back. If any employee fails to do so within five minutes, then the cab will leave his/her place for the next pickup destination immediately. The employee should provide cab drivers with an alternative number, in case of any network issue with the registered mobile number
9. A security guard will accompany a female employee, if the employee has the last drop as per the routing and for the shift that ends between 21:00 IST and 05:00 IST

10. The employee would be allowed the pickup and the drop at the address, which has been registered by them at the time of joining. Any change in the address should be intimated via email to the HR team and the Admin team
11. The cab driver will drop the employee at Office or Home only. However, if an employee wants to be dropped mid-way or want the vehicle to stop at a certain location en route, the employee should inform the Admin team in advance. If the employee fails to update the Admin team, appropriate action will be taken against such employee
12. In case of any change in address, it is the employee's responsibility to intimate the Admin team at least four days in advance
13. The vehicle audit checklist is available with the Admin team

## **9. Business Card Request**

1. The Admin team will fulfill the requirement for any visiting card request, once approval is received by the respective BUH / DH and HR team
2. A standard format is available with the Admin team and the request will be closed within four working days (Annexure –3)

## **10. Accommodation Assistance**

1. SGA provides the guest house or service apartment assistance for employees relocating to Pune. It will be treated on a 'first-come, first-served' basis
2. The HR Head approves a stay of 14 days for employees relocating to Pune. The food and laundry facilities will be settled by an employee in a twin / double occupancy. The request for accommodation will be raised by the HR team. SGA will provide a complimentary breakfast and free internet service during their stay
3. No stay extension will be provided to any employee after 14 days. Employees should arrange for their accommodation within a specified period. Any extension can be considered only in extreme cases. However, a prior approval of the CEO / COO is mandatory. Employees will have to bear the cost in the event of any extension of stay
4. It is the employee's responsibility to confirm the actual charges or cost with the Admin team. The employee can pay these charges via cheque or cash to the Admin team. In case, the Admin team does not receive the payment on time, it will be deducted from the employee's current month salary
5. The Admin team can assist in providing a list of agents or brokers for accommodation in areas adjacent to the company premise. SGA will not be liable for any agreement between the employee and the broker
6. The HR Head approves a stay for foreign interns depending on their project duration and the contract agreed upon during the joining period. A caretaker can assist them with food, if they provide the necessary grocery. SGA will provide free internet service during their stay
7. Employees availing the guest house facility are requested to keep their surroundings neat and clean



8. The employee needs to understand that their behaviour does not disturb neighbours
9. The employee will be held responsible for any loss or damage to the property and will be liable to reimburse any such loss
10. Family members, relatives, and friends of an employee are not allowed to stay in the company guest house without prior permission of the management
11. Electrical appliances such as fans, lights, air-conditioners, geysers, etc should be switched off before leaving the room or the flat. Room furniture, electrical fittings, etc are required to be maintained in good condition by the employee
12. Smoking and consumption of alcohol are strictly prohibited in the company guest house
13. Employees are not permitted to take any of the guest house belongings (asset or utensils) outside the guest house premises
14. The employee should submit the keys before checking out from the guest house to the Admin department, failing which a penalty of INR 500 will be levied
15. Valuables should be kept in the safe custody of an employee. SGA will not be responsible for the loss of personal belongings
16. Washing and drying of clothes should happen within the washing area and clothes for drying should not be scattered around the guest house

## Annexure – 1 - Employee Incident Reporting Form

Date :

Dear Administration Team,

Please find below employee incident/accident details, which took place on the office premises.

Time of Incident

Nature of Incident

Name of Employee who reported the incident

Name of Injured Employee

Location of Incident

Measures taken by Administration Team

Remedial Actions to Avoid Such Incidents in future

Remarks to be added by Administration Team:

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Actions taken to avoid such incidents in future:

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\_\_\_\_\_  
Signature

Name  
Head – Administration

## Annexure – 2 - Transport Checklist

1. The vendor will conduct the police verification of drivers working for SGA.
2. The vendor will provide all necessary documents of vehicles showing compliance with the RTO rules and regulations to the Admin Team (preferably a set of these documents should be kept in the cab as well).
3. The vendor is responsible for keeping the vehicle clean. Checks will be conducted on a regular basis.
4. Drivers working with SGA should use headphones while driving. They should wear seat belts at all times.
5. Vehicles, which are assigned duties at SGA, should be equipped with fire extinguishers.
6. A security guard will accompany a female employee, if she has the last drop as per the routing and for the shift that ends between 21:00 IST and 05:00 IST.

### Administration Transport Checklist

PARAMETERS	Y E S	N O	N / A	REMARKS
<b>Documentation – Vehicle No</b>				
Fitness certificate of vehicle				
Tax payment certificate of vehicle				
Permit for carrying passenger				
Insurance of vehicle				
PUC of vehicle				
Background verification of driver				
Driving licence of driver				
<b>Cleaning</b>				
Vehicle cleaned				
Vehicle mirror and front glass cleaned				
<b>General</b>				
Vehicle condition----(Good)				
Vehicle maintenance.....(Good)				

**Annexure – 3 - Business Card Request Form****Date:**

Dear Administration Team,

Please provide me the business card as per the details given below.

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Employee Name

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Designation

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E-mail ID

---

Landline Number

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Mobile No

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Any other Requirement

- 
1. All Business card requests will be processed after the request form is signed or the email approval by the BUH and the HR Head
  2. The request will be fulfilled within four working days (may increase in case of a national holiday, approval pending because of the weekend, unrest in the city). So, please plan your request accordingly
  3. Number of cards required: 100/200

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**Signature****Name :**

Business Unit Head

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**Signature****Name:**

Head – Human Resources

**Annexure – 4 - Employee Pre-Joining Request Form****Date:**

Dear Administration Team,

Please find below the employee pre-joining formalities details for your necessary action.

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Employee Name

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Contact No & Alternate no

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Joining Date

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Business Unit

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Designation

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Check-in date

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Check-out date \*

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Pickup required, if any

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Seating required in (Location)

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HR SPOC

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Any other Requirement

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**Signature****Name:**

Business Unit Head

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**Signature****Name:**

Head – Human Resources

**Guest House Code of Conduct**

1. Employees availing the facility are requested to keep their surroundings neat and clean
2. Employees should understand that their behaviour should not disturb neighbors
3. Employees will be held responsible for any loss or damage to the property and will be liable to reimburse any such loss
4. Family members, relatives and friends of an employee are not allowed to stay in the company guest house without prior permission of the management
5. Electrical appliances like fans, lights, air-conditioners, geysers, etc should be switched off before leaving the room or the flat. Room furniture, electrical fittings, etc are required to be maintained by the employee in good condition
6. Smoking and consumption of alcohol are not allowed at the company guest house
7. Employees are not permitted to take any of the guest house belongings (asset or utensils) outside the guest house premises
8. Employee should submit the keys before checking out from the guest house to the Admin department, failing which a penalty of INR 500 will be levied
9. Valuables should be kept in the safe custody of the employee. SGA will not be held responsible for any loss
10. Washing and drying of clothes should happen within the washing area and clothes for drying should not be scattered around the guest house

The afore-mentioned policies are subject to modification without prior information and are applied at the discretion of the Management. In such cases, employees will be informed about the changes undertaken.