



SSSS

Compliance & Guidelines



HANDBOOK FOR EMPLOYEES

SAI SAI SAMARDHA SOLUTION PVT LTD

YEAR OF CREATION: 2023

Compliance & Guidelines

Index

- 1. Vehicle Compliance.....
- 2. Driver Compliance.....
- 3. Background Verification for Employs.....
- 4. Business Continuity Plans.....
- 5. Go Green Policies.....
- 6. Diversity & Inclusion.....

1. Vehicle Compliance SSSS

1. **Commercial Vehicle Registration:** All vehicles used for commercial transportation services must have the appropriate commercial vehicle registration. This registration is different from private vehicle registration and is necessary for vehicles used for hire.
2. **Commercial Vehicle Insurance:** Commercial vehicles must have commercial vehicle insurance that covers passengers and third-party liabilities. This is essential to protect the interests of both passengers and the service provider.
3. **Driver's License:** Drivers of the vehicles must have a valid commercial driver's license (public service vehicle or commercial driving license) issued by the Regional Transport Office (RTO).
4. **Vehicle Fitness:** Vehicles must undergo regular fitness tests to ensure they are in good working condition.
5. **Permits:** All vehicles should have the required permits based on the kind of travel they would be used for. For instance, an all-India tourist permit is required for intercity travel.
6. **Vehicle Emission Norms:** Ensure that the vehicles comply with the latest emission norms as specified by the government. For example, BS6 emission standards for vehicles.
7. **Safety Features:** Vehicles must have essential safety features, including functional seatbelts for all passengers, fire extinguishers, and first-aid kits.



1. Vehicle Compliance SSSS

8. **Complaint Mechanism:** Have a mechanism for passengers to register complaints or feedback. Contact information for this should be available in the vehicle.
9. **Employee Background Checks:** Conduct background checks on drivers to ensure their suitability for the job and passenger safety.
10. **Vehicle Tracking:** If the state regulates GPS tracking and emergency buttons in vehicles for passenger safety, it shall be done.
11. **Cleanliness and Maintenance:** Regularly maintaining and cleaning the vehicles to ensure passenger comfort and safety.
12. **No Smoking Policy:** We have a strict no-smoking policy inside the vehicles.
13. **Alcohol and Substance Abuse:** We will ensure drivers are not under the influence of alcohol or any substances that impair their ability to drive safely.
14. **Documentation:** We maintain proper records of vehicle registration, permits, insurance, and driver credentials.



2. Driver Compliance SSSS

1. **Driver's License:** All drivers must possess a valid and appropriate driver's license for the type of vehicle they are operating. For commercial transportation services, they should have a commercial driver's license (public service vehicle or commercial driving license).
2. **Driver Training:** Drivers should be properly trained in safe driving practices and customer service.
3. **Background Checks:** We will conduct thorough background checks on drivers, including criminal history, driving record, and employment history and ensure they have a clean record.
4. **Verification of Identity:** We will verify the driver's identity with proper identification documents, such as a government-issued ID card.
5. **Driver's Uniform:** We will encourage all drivers to wear a uniform or dress code that identifies them as professional service providers.
6. **Driver Behavior:** Drivers must maintain a professional and courteous attitude towards passengers, including respect for privacy and following passenger requests regarding music, air conditioning, etc.



2. Driver Compliance SSSS – Contd.

7. Driver Behavior: Drivers must maintain a professional and courteous attitude towards passengers, including respect for privacy and following passenger requests regarding music, air conditioning, etc.

8. No Alcohol or Substance Abuse: We will enforce a strict no-alcohol or substance abuse policy for drivers. Regularly check for compliance.

9. Driver Rest and Hours of Service: We will ensure drivers adhere to the prescribed hours of service and rest requirements. Prevent overworking of drivers.

10. Knowledge of Local Regulations: Drivers must be aware of local traffic regulations and routes, especially when driving in unfamiliar areas.

11. Emergency Procedures: Drivers will be trained in emergency procedures, including how to handle accidents, medical emergencies, and vehicle breakdowns.

12. Cleanliness and Hygiene: Drivers must maintain the cleanliness and hygiene of their vehicles. Regular cleaning and sanitization are important, especially in the context of health and safety concerns.

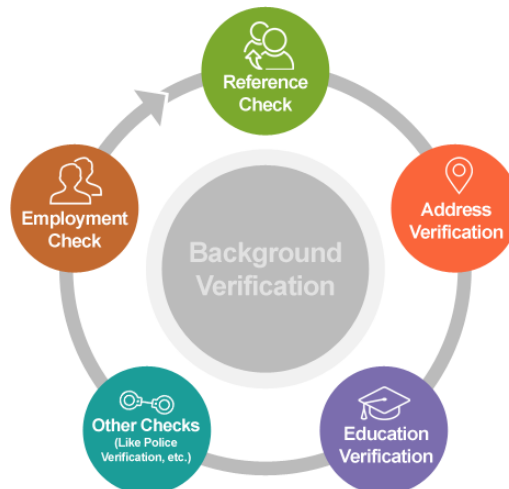
13. Vehicle Inspection: Drivers must conduct pre-trip and post-trip vehicle inspections to identify and report any issues promptly.

14. Appearance and Grooming: Drivers must maintain a neat and clean personal appearance and adhere to grooming standards.

15. No Mobile Phone Use: All drivers will be encouraged to avoid using mobile phones while driving. If communication is necessary, they should pull over to a safe spot.

3. Driver Background Verification Inclusions

We will make sure to check the following details when it comes to any driver's background verification:



1. **Identity Verification:** We will verify the candidate's identity through government-issued photo identification such as a driver's license, passport, or Aadhar card.
2. **Criminal History Check:** We will check for any criminal history, including convictions for violent crimes, theft, fraud, or drug-related offenses.
3. **Driving Record Check:** We will review the candidate's driving history, looking for any traffic violations, accidents, and license suspensions.
4. **Employment Verification:** We will confirm the candidate's employment history, including previous experience as a driver, job roles, and reasons for leaving previous jobs.
5. **Driving Skills Assessment:** Evaluate the candidate's driving skills through a practical test to ensure they meet safety and operational requirements.
6. **Character Reference Check:** Gather character references from individuals who can vouch for the candidate's integrity, reliability, and ethics.
7. **Reference Checks:** Contact provided references to gather insights into the candidate's work ethic, reliability, and professionalism.
8. **Education and Training Verification:** Verify educational qualifications and specialized training, especially if the job requires specific certifications or licenses.
9. **Drug Screening:** Conduct drug tests to ensure the candidate is not using illegal substances that can impair their ability to drive safely.

Why we take background verification seriously:



4. SSSS BCP – BUSINESS CONTINUITY PLAN

The BCP is put into action in the below situations:

1. **Natural Disasters:** These can include earthquakes, floods, hurricanes, tornadoes, wildfires, and other natural calamities that can disrupt business operations, damage facilities, and infrastructure
2. **Pandemics and Health Emergencies:** Events like pandemics (e.g., COVID-19) or other health emergencies can disrupt operations by causing employee absences, quarantine measures, and restrictions on movement
3. **Power Outages and Utility Failures:** Unexpected power outages, water supply disruptions, or telecommunication failures can disrupt regular business operations
4. **Transportation Disruptions:** Travel restrictions, vehicle accidents, and other transportation-related disruptions can affect the movement of goods and personnel.
5. **Political Unrest and Terrorism:** Political instability, civil unrest, or terrorist acts can disrupt business operations and pose security risks this will also include any Political Rallies of General Strikes of Transport Union Strike
6. **Labor Disputes and Strikes:** Employee strikes (includes SSSS own staff), labor disputes, or workforce issues can disrupt operations and affect staffing levels.

DRIVERS & FLEET:

Drivers and fleet has to mobilized as per the below mentioned capacities. In emergency situations 1 and 5 mentioned (disasters & political strikes) above after the concerned authorities has given permission to operate including client, the following will be the capacity:

- 1.25% of the agreed fleet in first 4 hours
- 2.50% of the agreed fleet in first 8 hours
- 3.75% of the agreed fleet in first 12 hours
- 4.100% of the agreed fleet in first 16 hours

In emergency situations 6 (Driver's strike) fleet will be mobilized as below:
the capacity

- 50% of the agreed fleet in first 4 hours
- 100% of the agreed fleet in first 8 hours

KEY CONTACTS:

Any of the 3 Directors of SSSS	Sr. Manager Operations	Site In - Charges
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CONTACT PERSON DETAILS IN CASE OF EMERGENCY

Sr. Manager Operations	Site In - Charges	Site Supervisors
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RISK ASSESSMENT:

Risk Identification:

The first step in risk assessment is to identify potential risks. These can include a wide range of factors, such as financial risks, operational risks, compliance risks, strategic risks, and more.

Risk Analysis:

Once risks are identified, they need to be analyzed in terms of their likelihood and potential impact. This helps in prioritizing risks for further attention.

Risk Mitigation:

Once the risk has been identified and analyzed a proper plan of action will be devised to tackle the risk by our expert supervisors

COMMUNICATION PLAN:

Check-In Procedures:

Implementing a check-in system where drivers report their location and status at regular intervals or when significant milestones are reached

Customer Feedback and Incident Reporting:

Provide instructions for drivers to report passenger feedback, complaints, or incidents they encounter during their shifts. Ensure a procedure for documenting such incidents

Regular Updates:

Schedule regular training sessions and updates on communication protocols to keep drivers informed about changes and best practices:

1. Taking Client and notifying the employees with respect to change of plans
2. Informing the drivers about the disruptions



5. GO GREEN POLICIES & SUSTAINABILITY

- **Fleet Efficiency Standards:** Set minimum vehicle efficiency standards, such as requiring vehicles to meet specific fuel economy ratings or emissions standards. Ensure that all fossil fuel vehicles are maintained well so the pollution are minimum.
- **Fuel Efficiency Training:** We Offer training to drivers on fuel-efficient driving techniques, such as maintaining proper tire pressure, avoiding idling, and practicing eco-friendly driving habits
- **Eco-Friendly Vehicle Maintenance:** We regulate vehicle maintenance to ensure that vehicles are operating efficiently. This includes checking and replacing air filters, changing oil, and keeping engines tuned.
- **Alternative Fuels:** We encourage the use of alternative fuels, such as compressed natural gas (CNG), liquefied natural gas (LNG), or biodiesel, in vehicles where feasible.
- **Electric Vehicle Charging Infrastructure:** We will install electric vehicle (EV) charging stations at company facilities to support employees who drive electric vehicles.

Introduction to Sustainability

- At SSSS we are committed to sustainability, which means minimizing our impact on the environment and contributing to a more sustainable future. Sustainability is integral to our business practices, and we encourage all employees to support our environmental efforts
- **Environmental Policy:** We have established an Environmental Policy that outlines our commitment to reducing our environmental footprint. This policy addresses areas such as

waste reduction, energy efficiency, and responsible resource use. All employees are expected to adhere to this policy

- **Energy Efficiency:** We encourage employees to be mindful of energy usage. Turn off lights, computers, and equipment when not in use. Use energy-efficient appliances and lighting. We have implemented energy-saving initiatives throughout our facilities.
- **Waste Reduction:** We are dedicated to minimizing waste. Use reusable or recyclable materials and reduce single-use plastics. Make use of recycling bins and composting facilities, which are available at our premises.
- **Sustainable Procurement:** We support sustainable procurement by choosing eco-friendly suppliers and products whenever possible. We prioritize suppliers who share our commitment to environmental responsibility
- **Reduce, Reuse, Recycle:** Prioritize the 'Reduce, Reuse, Recycle' mantra in daily operations. Reduce paper usage by opting for digital documents when possible. Reuse office supplies and ensure proper recycling of materials.
- **Environmental Compliance:** We comply with all environmental laws, regulations, and standards. Employees are responsible for understanding and following these requirements in their roles.
- **Employee Engagement:** We encourage all employees to actively participate in sustainability efforts. Share your ideas for improvement, participate in environmental awareness campaigns, and contribute to a culture of sustainability.

6. DIVERSITY & INCLUSION

1. We have revised company policies and practices to promote diversity and inclusion. This may include policies related to equal opportunity, anti-discrimination, and reasonable accommodations.
2. We plan to introduce female and transgender driver into the fleet. Plan is to identify the potential drivers and provide training

