

# Global Policy - Administration & Facilities

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## 1. INTRODUCTION

Firstsource Solutions Limited, and all its subsidiaries, have multiple delivery operational centers in various countries. This policy is intended to ensure that all Administration/Facilities personnel are aware of the various processes that are in place and to ensure that a standardized approach is taken.

## 2. OBJECTIVE & PURPOSE

The purpose of this document is to communicate the Policies and Controls necessary, to ensure various Administration/Facility activities, and services, at for all the centers globally adhere to a standard practice. Additionally, these Policies and Controls will enable Firstsource to have in place reasonable precautions to protect its premises, equipment, property, employees and visitors at all times.

## 3. COVERAGE

All Employees of Firstsource Solutions Limited & its subsidiaries Globally “**Firstsource**” and related outsource vendor partners.

## 4. CAFETERIA, FOOD & BEVERAGE SERVICES

*(as applicable to individual operational sites and detailed in geography specific SOP):*

**Aim:** To provide food services to all the Employees and associated staff within the facility during operational hours.

**Purpose:** To lay out policies and rules regarding Cafeteria services in delivery centers of Firstsource.

**Eligibility for use:** All Employees, visitors and associated contractual support staff

**Timings:** Cafeteria opening hours will be site specific depending on operating hours.

**Hygiene:** The management are to ensure that correct industry standard hygienic measures are always followed. All employees should adhere to the up keep of Cafeteria at all times. The employees can ask special service requests from Housekeeping through Administration department. Employees should also take care “clay go - clean as you go” policy at all times.

**Payments:** All meals served in cafeteria are pay as you order and pay as per the price list defined by administration team. Payment can also be done through the app if available.

**Service:** All the service inside cafeteria is self-served and used plates should be deposited at the used plates counter. Firstsource would encourage all its employees to bring their own cutlery for personal use.

**Packed food:** All employees wishing to use the cafeteria to consume their own food are to be encouraged to do so.

**Packed Food Products (if available):** The cafeteria service provider keeps selected items for sale. Employees should check the price from the price/ menu list displayed before purchase and pay directly at the counter.

**Tuck Shop/Food Stall (if available):** Cafeteria premises also have a Juice and Snack shop where Employees can utilize the services by paying as per menu list displayed.

**Food and Water Tests (India / Philippines Geo):** Food and drinking water shall be tested for quality, quantity, chemical & microbiological analysis at agreed intervals (water test monthly, food test would be defined center wise)

**Daily Checks (India / Philippines Geo):** Prior to meal timings, Admin/Facility team will ensure the below listed through checks:

- The serving and pantry area should be clean.
- Bain Marie is clean and well maintained.
- Serving staff should be in clean uniforms with proper PPE's.
- Food arrival time should be noted.
- Each item's packing should be checked for laid out standards.
- No open food should be accepted.
- Any observations and violations of standards should be penalized on the spot.
- Menu & pricing must be checked prior every meal (wherever the cafeteria is digitized)
- Admin to ensure that the menu & rates displayed are as per preapproved rates by admin team.
- Admin team to check the water gallons supplied by the vendor.

**Tea / Coffee Service (India / Philippines Geo):** This service is provided as applicable in each center 24 x 7 at cafeteria or designated area defined by facilities team. The quality will be very closely monitored by the Admin / Facility team from time to time. Other than this daily hygiene checks and maintenance of the vending machine for the beverages and replenishment is taken care by the vendor.

**Pantry Service (India / Philippines Geo):** We have dedicated Pantry services in our centers and managed by well-equipped team. All the requests should be routed through Admin team for any kind of services. After receiving the request, we give the timelines to serve quality F&B services and are limited to Board Room, Conference Room, Meeting Rooms and Cabins only (outside production area). Services are not made at workstation, production and reception area.

For all Client visits, Admin Team shall be informed well in advance for all F&B services.

**Kitchen Audit (India / Philippine Geo):**

This is applicable in centers where fresh/cooked food is being served by a concessionaire at the cafeteria. The commissary or vendor kitchen can either be in-house or at vendor location for doing a kitchen audit.

Admin / Facilities team will give surprise check at the commissary or vendor kitchen and make a note of the general standards/checklist of food prepared at the commissary, if required pictures would be taken for evidence. During this audit we take our Food Committee POC along with Admin/Facilities team to the vendor kitchen to inspect and check all the related licenses and documentation to operate a commissary and circulate the kitchen audit report to the food committee and HR. During auditing if we find any misleads of standards maintained we note and give a timeline to close the issue. If at all, during the surprise kitchen audit, there are

sub standards for the preparation of food, Firstsource will immediately issue a notice or a letter to the vendor for these concerns.

### **Cafeteria Incident Management (India / Philippines Geo):**

**When Food gets over:** Vendor must refill within 15 to 30 minutes or make some alternative arrangements from live counter or tuck shop. Otherwise, the food can be ordered in utmost emergencies from nearby restaurants.

**Food Poisoning:** All the food should be taken off the serving table. Immediate medical attention must be arranged by the admin team member on duty and same has to be in IMS tool as OHSE standards. Severe cases must be sent to nearby hospital by vehicles/ambulance.

**Stale Food:** The particular food has to be taken off the serving table immediately and should be replaced by vendor ASAP.

**Cafeteria Checklist:** Maintenance of cleanliness of Cafeteria, Food preparation, Storage, Waste management, equipment health, etc. will have to be recorded on monthly basis in the Cafeteria checklist.



Cafeteria Inspection Checklist.docx

### **Water and Food Analysis Reports (India / Philippines Geo) (as applicable center wise and detailed in geography specific SOP):**

Food served at Cafeteria & Drinking Water (Packaged or RO plant water) served to Employees should be tested at regular intervals to ascertain safety for human consumption.

Food & Water Tests will be carried out based on guidelines mentioned in the OHSE management policy

These tests should be conducted at certified laboratories which are fully equipped to conduct Food/ Water analysis.

Food & Water samples should be taken on random basis without giving any prior intimation to concerned vendors

Listed below are the various parameters for Food & Water Tests as a guidance or as applicable by the law of the land. The details are clearly defined per geography SOP

Parameters for food testing		
	Microbiological Tests	Limit
1	Total Bacterial Count @ 37 deg	Max 1000 cfc/g
2	E. Coli	0 cfu/25g
3	Coliform	0 cfu/25g
4	Salmonella	0 cfu/25g
5	Staphylococcus Aurues	0 cfu/25g
6	Yeast & Mould	Max 10 cfu/25 g

### Parameters for water testing

	Substance of characteristic	Requirements
1	Appearance	Clear colorless
2	Color	10
3	Odor	Unobjectionable
4	Taste	Agreeable
5	Turbidity	5
6	pH Value	6.5 to 8.5
7	Total Hardness	300
8	Iron	0.3
9	Chlorides	250
10	Total dissolved solids	500
11	Calcium	75
12	Sulphate	200
13	Magnesium Alkalinity	30
14	Alkalinity	200

### Microbiological Tests

15	Total Bacterial Count	100 / ml
16	Total Coliforms	0 / 100 ml
17	E.Coli	0 / 100 ml

#### Frequency of tests:

For International locations, Food & Water tests have to be conducted on randomly (as applicable center wise and detailed in geography specific SOP).

#### Reports:

Any deviations found in the reports must be shared with the concerned vendor for further corrective measures.

All reports must be made visible at the Cafeteria / common notice board for ready reference to all Employees

## 5. HOUSEKEEPING SERVICES

*(to each of Firstsource sites)*

**Aim:** To provide professional housekeeping services to promote a clean and hygienic workplace for all Firstsource colleagues, visitors and contractors.

**Purpose:** To lay out procedures and policies for Housekeeping services.

**Availability:** Housekeeping services are provided for the good and benefit of all colleagues, visitors and contractors. It should be stressed that housekeeping relates to the cleaning of workplace, but all colleagues, visitors and contractors are responsible for the tidiness of their work place during and post work shift.

**Timings:** Cleaning schedules are agreed between Firstsource and third-party housekeeping.

**Cleaning:** The third-party cleaning vendor is to ensure that all surfaces hygienically safe for all colleagues, visitors, and contractors.

**Safety:** All safety regulations specific to geography are to be followed by the third-party cleaning vendor.

**Material Storage:** Storage of all cleaning material is to follow geo specific regulations.

**Material used:** All used cleaning materials are to be disposed of in accordance with geo specific regulations.

**Equipment's:** All cleaning equipment is to be certified and appropriate for use in accordance with geo specific regulations.

**Waste Management:** All waste materials are to be disposed of in accordance with geo specific regulations. All waste disposal is to be monitored and measured, where data is available, and where possible waste is to be reduced as a priority.

#### **Doors and Windows:**

- Keep all door entrances completely free of debris, shrubs, or any other obstructions.
- Maintain visibility through all windows by washing/ cleaning as needed.
- If blinds are used, these should be maintained by regular maintenance & cleaning as needed.
- Keep doors and windows properly maintained in good working order. Repair any damage to doors and windows as soon as possible.

#### **Vents:**

- Provide adequate ventilation to all work an area as needed to maintain air free of particles and contaminates.
- Ensure that all ventilation systems and HVAC systems or as applicable at the site are provided adequate routine maintenance.

#### **Floors:**

- a. Have safe, slip-resistant surfaces suitable to the work being performed.
- b. Floors should be clean, dry, and free of waste, unnecessary material, oil and grease.
- c. Have an adequate number of waste receptacles provided at accessible locations throughout all work areas.
- d. On rainy days, have "Wet Floor" signs out.

#### **Inside of Buildings:**

- a. Walls must be properly maintained and kept free of any unnecessary items.
- b. Maintain adequate lighting systems in a clean and efficient manner. Replace bulbs as soon as possible after failure.
- c. Must have safe stairs that are clean, dry and free of waste, well lighted and be provided with adequate handrails and treads that are in good condition.

Benefits of Good Housekeeping - Lower operating cost due to less time and effort required maintaining clean work areas.

- a. Reduce fire hazards due to control of combustible materials and unblocked access to fire protection equipment.
- b. More efficient space utilization within workspaces due to organization.
- c. Improved control over resources and data due to better maintenance and organization of those resources.
- d. Conservation of resources, since resources can be better maintained and most efficiently utilized.
- e. Fewer mishaps or accidents and reduced slip, trip, and fall and chemical exposure hazards.
- f. Increased production time due to most efficient utilization of space, most efficient materials-movement.
- g. Higher employee moral due to improved work environment.

Inspections: The site safety/warden will make periodic inspections of offices for fire safety conditions, which will provide information of unsafe office storage.

Every day the HK supervisor should accompany the admin on duty on daily rounds and note down the entire snag list and will follow-up with the in-house maintenance team of Facilities.

#### **Escalation Contacts:**

Any employee having any sort of issues or observations with housekeeping services should in the first instance speak with Team Leader. Management escalate to Facilities who will in turn deal with issue to conclusion.

## **6. LOCKER MANAGEMENT**

*(as applicable center wise and detailed in geography specific SOP)*

**Aim:** To provide locker facility for employees to comply with client specific security requirements.

**Purpose:** To give out clear guidelines on the provisioning of lockers to employees at our operational centers.

**Eligibility:** All employees are to be provided with a locker for the safe storage of their own property.

**Allotment:** Allotment of lockers, wherever possible, should be for single use. However, this can be geo specific.

**Safety and Security:** Employees are solely responsible for the safety of the belongings kept in lockers. No illegal material like combustibles, Explosives, high value items like Jewelry, gadgets, I-pods or banned substances including narcotics should be kept.

**Rights:** An employee does not have any right to hold any locker permanently. If no activity of employee was found or the lockers found locked after a long absence or attrition of employee, Admin/facility team has all rights to force open the locker.

**Locker Day (India / Philippines Geo):** This will be conducted at regular intervals. Prior information will be provided by the local Admin team & all employees should keep the lockers fully empty and in unlocked condition. Any lockers found locked will be opened by Admin team in presence of physical security team.

**Procedure:** All employees requiring lockers must submit a requisition form to Admin/facility team after submission Admin/facility team will allocate a locker within 24 Hrs. to the employee.

**Rules:** Employees should not keep following items in the lockers:

- a. Food and Drinks
- b. High value items like jewelry or I-POD
- c. Any illegal substance banned by Government, etc. (Narcotics)

**Inspection of lockers:** Following conditions will warrant an inspection of all Lockers:

- a. Bomb threat
- b. Frequent observation of substance abuse among employees creating a reasonable belief that alcohol or drugs are stored in the lockers
- c. Where employee violence or threats of violence create a reasonable belief that weapons are stored in the lockers

If a general inspection of a number of lockers is necessary, then all lockers in the defined inspection area will be examined. Employees will not necessarily be given the opportunity to be present while a general inspection is being conducted.

**Involvement of law enforcement agency:** Admin head may involve any law enforcement agencies in following conditions:

- a. To identify substances which may be found in the lockers
- b. To protect the health and safety of persons or property which may be in the lockers.

## 7. STATIONERY SERVICES

*(as applicable center wise and detailed in geography specific SOP):*

**Aim:** To provide stationery to employees for official use.

**Purpose:** To give out guidelines for issuance of stationery products for Employees.

**Eligibility:** All Firstsource employees and contracted staff.

**Requisition:** All eligible employees can request stationery through Procure to Payment tool (P2P).

## 8. BOARD ROOM, CONFERENCE ROOM, MEETING ROOM & CABIN BOOKING

*(as applicable center wise and detailed in geography specific SOP):*

**Aim:** To provide Meeting & Conference Room facilities for all official meetings.

**Purpose:** To provide guidelines to allot meeting and conference rooms as per request received by Admin/Facilities team.

**Eligibility:** All employees can utilize the boardroom or conference room for official meetings or conference purpose. However, Admin will make the allotments on sole discretion according to the importance and level of

meeting. Any requests for client visits or VIP purposes will override all other bookings automatically.

**Requisition:** All requests should be routed through front desk / admin team in respective locations. Admin/Facilities team will be responsible for the confirmation or rejection of booking requests. Listed below are the details to be mentioned in the requisition mail.

- a. Name / process / designation
- b. Date and time of booking
- c. Room preference
- d. Purpose
- e. Number of people attending
- f. Conference Room Aids required
- g. Assistance required if any for pantry / HK / security pass etc
- h. Any other special requests

**Confirmation:** Admin/Facilities team will confirm the booking on the availability of conference / meeting rooms or otherwise to the requestor.

**Conference Room Aids:** Requestor has to choose additional AV/ Technology equipment required for the meeting through the drop down list in the booking tool or sending an email to admin distro & additional equipment's would be made available accordingly during the allotted meeting hours.

Video Conferencing / Tele Conference & Wi-Fi Access would require an additional Telecom / Technology service request & these facilities are provided solely by the Technology Team.

**Food requests:** If requestor needs any sort of packaged mineral water or any snacks or food items, he/she has to intimate admin / front desk team with 24hours prior notice.

**Immediate Food requests:** If requestor has occupied the meeting rooms on emergency basis and requests for food to be served, the requestor should contact front desk and get the timeline with food menu.

**Maintenance:** The user is responsible for any damage caused by wrong usage to AC, LCD projector, Projector screen or the plasma panels, Polyphone, control panel etc. User should take care to leave the room, in nearly as good a condition as it was when he/she started using it and not to spoil the carpets, walls etc. Any spillages should be reported to Admin/Facilities team real time so that same is rectified immediately.

## 9. PRINTING JOBS

*(India / Philippine Geo) (as applicable center wise and detailed in geography specific SOP):*

**Aim:** To provide printing job assistance to employees involved in conducting programs or to provide posters, Banners, Visiting cards etc. to Employees.

**Purpose:** To lay down procedure for ordering print jobs.

**Visiting/Business Cards:** An on-line visiting card requisition form is available in the intranet. As per company's policy, one can request set of visiting cards with appropriate approvals and submit the same to admin team for further process. If all approvals are satisfactory, admin team will provide a set of 100 cards within 5 working days.

**Others:** All other jobs involving printing like name boards, placards, posters, banners etc following procedure will

be followed:

- a. A prior approval for printing requests from grade D or above will have to be obtained.
- b. Design / logo approval should be taken from Corporate Communications team for Firstsource branding and Process branding from respective Process SPOCs.
- c. Admin will obtain samples and follow procurement process.
- d. After finalization of cost, a cost approval will be taken from head as per approval matrix before ordering the Job.
- e. Any good material like flex banners etc after use will be preserved by Admin for further use if possible.

**Restrictions:** Admin will give clearance on the place of usage and mode of fixing etc. Indiscriminate usage of posters and print outs is not allowed inside the facility. Also double tapes will not be allowed. Brown tapes will be used only for packing purposes.

## 10. PHOTOCOPYING and Office Printing

*(India / Philippine Geo) (as applicable center wise and detailed in geography specific SOP):*

**Aim:** To provide photocopying and printing services to employees within Firstsource premises.

**Purpose:** To explain the procedure and guidelines for employees to utilize the photocopying and printing facility.

**Eligibility:** All employees of Firstsource with proper approvals.

**Available facilities:** Single side & Back-to-Back photocopying, printing, spiral binding and Lamination.

**Restrictions:** Limits for obtaining number of copies for photocopying and printing would be less than 20 for any employee and above 20 should be with approval

**Confidential Documents:** No confidential document should be sent to Admin for printing/photocopy, this is as per strict guidelines under DPA (Data Privacy Act.) Any documents related to client information or employee information **should not** be sent to admin/facility team for printing. If there is a need to take copies, prior permission by email should be obtained from HODs, Cluster or Center Lead. Admin Team will delete all documents received for printing or scanned documents as per the Data Privacy Act.

## 11. PROCUREMENT

*(as applicable center wise and detailed in geography specific SOP):*

All procurements (Operational or Capital expenses) has to be through P2P (Procure to payment <https://fa.firstsource.com/firstprocure/Login.aspx>) tool and should be carried out as per guidelines mentioned in the OPEX & CAPEX SOP.

Link for OPEX Manual –

[https://firstworld.firstsource.com/intranet/wpcontent/uploads/PDF/2018/06/OPEX\\_Manual.pdf](https://firstworld.firstsource.com/intranet/wpcontent/uploads/PDF/2018/06/OPEX_Manual.pdf)

Link for CAPEX Manual –

[https://firstworld.firstsource.com/intranet/wpcontent/uploads/PDF/2018/06/capex\\_manual.pdf](https://firstworld.firstsource.com/intranet/wpcontent/uploads/PDF/2018/06/capex_manual.pdf)

### **Admin Procurement Policy:**

The procurement of good & service valued below INR 5000 in India, PHP 5000 in Philippines, GBP 500 in UK & USD 1000 in USA, such procurement requests are management by respective Admin/ Facilities team with Admin procurement tool PO/ Manual PO.

- Any PO related to Food Items for any value will be issued by Admin/Facilities Team
- Non IT Scrap Disposal will be closed by Admin/Facilities Team in coordination with GCT team

## **12. MATERIAL MOVEMENT**

*(as applicable center wise and detailed in geography specific SOP):*

**Aim:** To have a smooth and fool proof movement system for all material and movable all assets.

**Purpose and Procedure:** To give a clear procedure on the material and movable assets movement with-in or outside the facility. To give a clear procedure on the material of NON IT asset with-in or outside the facility. For any movement Internal, External and Inter-Office excluding IT assets all gate pass should be processed by the requestor and will be approved by the approving authority only on Asset Management Tool (AMS tool). Post approval the requestor can connect with Security team for the movement of assets. No Physical gate pass will be used for movement of assets.

**Materials:** This will include all materials – IT, Non-IT, Stationery, equipment's, etc including waste products generated within facility.

**Internal movement:** All material movement with-in the facility needs to accompany an internal gate pass generated through asset management tool (AMS). Any movement without this will attract seizure of the material by Admin/ Security Team. The material moved between the floors can leave any floor only with gate pass generated from the tool and the same will be submitted with the security on entering another floor. However, this is not applicable for housekeeping consumables within the site or as specified as per geography SOP.

**External movement:** All the IT & non IT Material can be moved outside the facility on a returnable or non-returnable basis through the tool. Security team will validate the online gate pass & physically verify the assets before initiating the movement. A tracker will be maintained by the physical security on all returnable material and monthly tracker will be sent to concerned people for the material return status if the same does not reach back within expected date of return.

For sites under Economic Zone (SEZ, STPI, PEZA etc.) all bonded assets IT & non IT, proper documentation has to be followed as per law of the land and specified in detail per geography SOP.

**Inter-Office Movement:** Materials/assets that are bonded under economic zone cannot be moved without prior approval from the authorities of Eco zone. All other Inter-Office asset movement has to be approved by

respective department head or cluster center lead. The law of the land should always be followed during FSL asset movement or as specified in detail per geography SOP.

**Incoming Material:** All incoming material should have all the following

- a) Gate Pass
- b) Purchase Order (PO)
- c) Original Invoice
- d) Delivery Note / Challan

Proper entry will be made in the in-coming material register and an incoming stamp will be marked with date and signature on the above mentioned documents. Then a copy of the document is kept with the material gate security and originals will be sent to Admin/tech team. In case of CAPEX material Goods Receipt Note is made on the same day and sent to procurement team.

All new assets procured have to be assetized in the AMS tool.

**Waste Materials:** All scrap such as cartons, Shredded papers etc. will be sold to the authorized vendor and all other wastes such as wet garbage will be deposited in the building waste dump. If the waste is of high value it has to be approved from relevant team head, Admin will help in providing 3 quotations & disposal of material with proper gate pass signed by the Center Cluster Lead, Security & Admin head.

## 13. DISPOSAL OF NON-IT ASSETS

*(as applicable center wise and detailed in geography specific SOP):*

**Aim:** To dispose all the unwanted NON IT assets from the center

**Purpose:** To ensure these assets doesn't occupy unnecessary space in the center

**Procedure of disposal:**

- To initiate the process of disposal, we should make a list of these assets with proper quantity
- We should check the bonding status of these assets if the center is (STPI or SEZ unit for India) and (PEZA Farm Out processing for Philippines)
- If these assets found to be bonded, then de-bonding process has to be followed with the help of CHA (custom handling agent) or consultant and ensure the closure
- Once de-bonding is done or if assets are non-bonded, we will have to take minimum of 3 valid quotes scrap vendors as a process and compare them before we could recommend scrap vendor
- As we know vendor recommendation will happen basis the receipt of the highest price quote before getting them verified from GCT team.
- We have to obtain necessary approval from CAO, Head of Finance & CCO for disposing the assets.
- On receipt of approval necessary approval, we will inform the finalized vendor to deposit the quoted price into FSL account.
- Post confirmation from finance team on receipts of fund from scrap vendor, we will have the online non-returnable gate pass through the tool along with the necessary documents as per the law of the land.

Scrap invoices. Involve security team for verifying these assets before handing over the assets to scrap vendor

## 14. DISPOSAL OF IT ASSETS

*(as applicable center wise and detailed in geography specific SOP):*

**Aim:** To dispose all the unwanted / non repairable technology assets from the center

**Purpose:** To ensure these assets doesn't occupy unnecessary space in the center

**Procedure of disposal:**

- To initiate the process of disposal, technology team will send the list of all these assets
- Once we receive the list, we should check if the necessary approval from head of the technology team is provided to go ahead
- Before processing for disposal the team needs to check with the associated finance team if these assets are leased or aligned to economic zone. If yes, then appropriate measures needs to be taken by finance team. As this is specific to certain geographies the details need to be checked as per geography specific SOP.
- On receipt of go ahead from the team handling IT disposal along with necessary gate pass, materials need to be handed to the approved vendor post physical verification done by the security team.
- On receipt of approvals, we will inform the finalized vendor to deposit the quoted price into FSL account
- Post confirmation from finance team on receipts of fund from scrap vendor, we will inform technology team to keep the online gate pass ready before we could handover assets to approved vendor
- While handing over assets to approved vendor, we have to ensure that the data storage devices like hard disk, DVDs / CDs are crashed in presence of security & technology team
- Don't forget to involve security team for verification of assets post gate pass is ready and while handing over the assets to approved vendor.

## 15. Medical Facility

*(India / Philippine Geo) (as applicable center wise and detailed in geography specific SOP)*

**Aim:** To provide emergency medical attention to employee while on duty hours

**Purpose:** To give clear process on first aid provisioning too all employees, visitors and contractors.

**Duty Nurse:** The center is equipped with a clinic and on duty nurse is available during working hours

**Emergencies:** If an employee, visitor or contractor required hospital treatment then emergency services are to be contacted.

**Outside treatment (India / Philippines Geo):** An employee who has met with severe accident to be admitted to the hospital.

Also any employee who has taken a treatment outside the premises during working hours will not be compensated and for other treatment employees can utilize their HMO provided by the company.

**Records:** Medication procedure for the employees will be recorded in the clinic

**Treatment:** Doctor can give all sort of first aid or medical advice to the patient. Any medicine prescribed by the doctor has to be brought by the patient himself. And if any hospitalization is required on a real emergency basis it's done immediately but the bill will be borne by the patient or HMO provider.

**Medical Safety Equipment's:** The center will provide basic space and equipment. Stocktaking and maintenance will be Safety Officer's responsibility.

**First Aid box (depending on local regulations):** First aid box is kept in the Clinic room. Any person inside the facility can use this FA box in case of need

## 16. Courier – Domestic / International

*(as applicable center wise and detailed in geography specific SOP):*

**Aim:** To provide courier facility for all official purpose

**Purpose:** To explain the courier process in center

**External Courier:** A service provider will be engaged for all couriers to be sent within Philippines & International.

**Domestic Courier:** The cut off time to submit the domestic courier to the reception from Monday to Friday (Holidays no pickups) is 1PM or site specific.

**International Courier:** To send an international courier it will be on need basis with prior approval from HOD and cost will be allotted to the respective process cost code. This facility is available from Monday to Friday except Holidays and non-working days.

**Receipt and dispatch:** All receipt and dispatch will be done by reception and a register will be maintained recording all sent and received courier. Once the received courier is dispatched to the receiver, proper acknowledgement will be obtained for record.

**Personal Courier:** All employees are discouraged to use office address for personal courier. As these are personal courier all prior arrangements should be done by the concerned employee before the arrival of the physical courier. FSL/Front desk should not be held liable for any loss or misplacement of personal courier at FSL. Keeping of any personal courier / documents / bills will not be beyond three (3) months and will be disposed.

**Material courier:** Any material couriered, following rules will be followed:

- Material should be accompanied by "declaration form" from the sender
- All material parcels should be accompanied by proper approvals and a valid gate pass
- To dispatch electronic goods the courier agency will requires Invoice Copy, Value of the material, Declaration letter with quantity of materials dispatched & Gate pass

## 17. Visitor Management

*(as applicable center wise and detailed in geography specific SOP):*

**Aim:** To have a flawless visitor management in the facility ensuring very high and safe secure Level.

**Purpose:** To give a clear procedure on the visitor movement inside the facility.

**Procedure and Requirement (depending on local government and health protocol):** All visitors are required to submit a medical certificate, if not a rapid test or PCR test result should be carried along with them upon entering the premise during pandemic / as described by Department of Health. This certificate or results should be valid not more than 14days or as per DOH (Department of Health) and WHO (World Health Organization) guidelines. Temperature checks and encourage wearing of face mask is required at all times.

**Type of visitor:** Following can be the various types of visitors to the facility.

- Vendors / Delivery personnel
- Service providers
- Other centre staffs
- Employees personal visitors
- Business Partners
- Clients

**Reporting:** All visitors will come and report to the ground floor security and later proceed to FSL reception. The security will provide appropriate pass after entering relevant details. Any visitor carrying Laptop be required to have device model type and description taken by security.

**Assistance:** Visitor arrival will notify to host of visitor. All service providers will report to the Security. Security will frisk them when they enter and exit the premises. Any valuable carried by the visitor will be deposited with the security. Any material carried for delivery will be done thru the designated gate only.

**Permitted Areas:** All visitors except for staffs, Business Partners and clients are barred from entering Ops area. In Cafeteria all visitors with visitor badge are allowed with prerequisite of the location. Relatives and personal visitors of employees can use the cafeteria services.

**Visitor pass:** The Visitor pass issued has to be returned by every visitor after getting due signature from the visited employee. Also the Visitor ID tag will be returned to the issued security marking it returned in the register.

**Waiting time:** No visitor will be made to wait more than 10 Min or the employee should reschedule his appointment with the visitor. All safety protocols should be followed by the visitors while inside FSL premises.

## 18. Sleeping Quarters (Bunker) / Distress Policy

*(India / Philippine Geo) (as applicable center wise and detailed in geography specific SOP)*

**Aim:** To have a peaceful rest zone for the employees who are at stress or in medical condition

**Purpose:** To help the employees to take rest while feeling restless or exhausted or medically ill.

**Eligibility:** All employees are eligible to use the Bunker room

**Timing:** 24/ 7, 365 days

**Rules & Guidelines:** Following will be some rules & guidelines to keep **Bunker room** clean & fresh. All employees will adhere to the process of entry and exit at security while using the Bunker room.

- Under no circumstances eatables or drinks are allowed to carry. Avoid taking Mobile phones inside bunker/ de-stress rooms. Avoid playing music or talking loudly within the Bunker room, please maintain silence to avoid disturbance to others.
- Switch off the lights once you settle down.
- Do not remove pillows or blankets from the Bunker room.
- Please rearrange the pillows & blanket after use.

## 19. Authorization / Approving Matrix

*(as applicable center wise and detailed in geography specific SOP):*

**Aim:** To streamline the work process

**Purpose:** To help the employees to understand the importance of budget.

**Eligibility:** 'D' grade & above

**Rules & Guidelines:** Following will be some rules & guidelines for cost control.

- All the material request raised by the team should have a proper cost approval from the respective head (Cost approval can be approved only by DGM & above).
- Under no circumstances verbal request will be entertained.
- No sudden request Minimum time slot of 24hrs is required.

## 20. Report Matrix

*(as applicable center wise and detailed in geography specific SOP):*

**Aim:** To streamline all the expenses incurred

**Purpose:** To give a clear picture of all the expenses spent to our higher management team.

**Importance:** To tract all the expenses in a combined format (Data capturing), so that we can have all the expenditure in our finger tips.

**Report guidelines:** We have various formats to check our day to day activities to calculate our expenditure without any leakage. Few are the reports we maintain:

### Daily Reports:

- Housekeeping Manpower Checklist
- Fresh Coffee / Milo and Vending Machine consumption
- Photocopying
- Courier
- Transport occupancy
- Packaged Drinking Water
- Board Room / Conference Room bookings
- Admin, Facilities, Security dashboard

### Monthly Reports:

Provision  
Monthly Review  
Monthly Expense  
Monthly Management  
Admin, Facilities, Security monthly dashboard

**Other Reports:**

Extension List  
Vendor Contract & Contact List

**Report Schedule:** All the report has its timelines and to be forwarded to concern head with the CC to our reporting manager(Mandatory).

1. **Provision:** We have 2 intervals of sending the provision to Finance Team i.e. every 28th day of the month we will be forwarding the cost incurred of the present month so that Finance team will have the budget amount to allocate for upcoming bills. On the last day of the month total provision with transport & food cost should be included to the 28th report & forward the same to Finance Team.
2. **Monthly Review:** This report includes all the breakdown of all the expenditure done for the center from Admin & Facility point of view.
3. **Monthly Expense:** This report includes all the actual figure driven by the invoices received.
4. **Monthly MMR:** We have project all the monthly expenses in a graphical presentation. And also should include the brief structure of Hits & Misses (Highlights), Challenges & Plans for Next month.
5. 2, 3 & 4 reports are sent to our respective manager on or before 7th of every month.
6. **Daily & Other reports** have to be tracked and sent to the report head on weekly basis.

## 21. Petty Cash

*(as applicable center wise and detailed in geography specific SOP):*

**Aim:** To clearly communicate the petty cash management by the center admin leads including the requests, withdrawals, usage and disbursement, accounting, VERIFICATION and surprise checks of Petty Cash transactions.

**Purpose:** To satisfy the internal customers for any emergency request.

**Importance:** Petty cash is very important in addressing any internal customer Ad-hoc request like Medical Emergency, Client visit arrangements, client food & beverage arrangements, any repair & maintenance work, conveyance for official duties, any small services or material purchase etc.

**Guidelines:** For every cost spent should have an invoice with proper approvals from the HOD and the cost should never cross the geography specific approved amount per bill. Any expense exceeding to the approved amount related to any engagement activities should be processed separately through reimbursement along with proper documentation (proper invoice, reimbursement form, cost code and cost approval)

Every statement raised should have signature of requestor, Checked & authorized (Admin Head) & the approver will be HOD. Later the statement should be forwarded to the Finance SPOC.

**Request for Petty Cash:** Admin Head should request for an approval from the Admin – Regional Head for the petty cash advance. If the concerned person is resigning from the current job he has to settle the total advance received before the exit form is submitted to HR.

## 22. PAPER SHREDDING POLICY

*(as applicable center wise and detailed in geography specific SOP):*

**Aim:** To clearly communicate use & maintenance guidelines for paper shredding machines.

**Purpose:** To ensure confidential / restricted documents which are of no further use is shredded within the respective process floor.

### Shredding guidelines:

- Shredder boxes are placed in floors preferably near the printing machine.
- Any document with process related/ confidential/ customer's data which is of no further use must be put into the shredder box before the employee leaves office premises.
- Shredder box should be always kept in locked condition & the keys should be kept with the floor manager
- Whenever the shredder boxes get filled, the ops team can notify admin team for getting the documents shredded.
- All documents collected from the Shredder box would be shredded in presence of the Ops SPOC & Security team member.
- Few processes have maintained Shredding machines in floors & papers could be shredded directly in the machine.
- Documents collected from International process floors must be shredded in Level 4 or Equivalent shredding machines.
- Shredding machines must never be overloaded & must be operated as per guidelines mentioned in the machine.
- All shredded paper collected from Shredding machines have to be stored & must be disposed preferably to paper recyclers at regular intervals.

## 23. Seat Allocation

*(as applicable center wise and detailed in geography specific SOP):*

**Objective:** Allocation of seats

**Eligibility:** All support function employees who are based out of one particular center.

**Process:** New employees and employees who are relocated to a particular center can send the seat request to respective admin team email address through their reporting manager. On receipt of the mail request, admin team will check the availability of seats in support function bay and confirm the seat subject to availability by two working days.

## 24. Corporate Mobile Connection

*(as applicable center wise and detailed in geography specific SOP):*

**Objective:** To clearly communicate the process for availing the Corporate Mobile Phone connection

**Eligibility:** FSL employees as per the company's policy

**Process:**

1. Employees can send this request to Admin SPOC for corporate individual mobile connection. Required supporting documents such as, duly filled application form, COE, copy of company id, proof of billing need to be submitted
2. Once the requirements are complete the admin SPOC would submit to the service provider. The provider would process the requirements and once approved would send across the unit with sim card,

**Note :-** The TAT is subjected to approval from the service provider and admin has no control over the process.

## 25. General Car Hire (GCH):

**Objective:** To provide unscheduled cab facility

**Eligibility:** All Firstsource C grade employees

**Purpose:** Travel may be undertaken for various business purposes (meetings, conferences, specific assignments, training, visiting other centers within the city).

Employee needs to send an email request to local admin office email address with appropriate approvals, Based on above, vehicle will be booked and the vehicle details will be shared with the requestor  
TAT for each request would be 24hrs

## 26. Client Car Hire:

**Objective:** To provide luxury cab facility

**Eligibility:** All Firstsource Clients

**Purpose:** Travel may be undertaken for various business partners or clients visiting our centers  
Respective process SPOC should send an email request to Admin Team with client's itinerary details  
Based on above, vehicle will be booked and the vehicle details will be shared with the requestor  
TAT for each request would be 48hrs in advance.

## 27. Chairs Management

*(as applicable center wise and detailed in geography specific SOP):*

**Objective:** To provide comfort seating facility

**Eligibility:** All Firstsource employees

**Process:** All the FSL employees are eligible to use the comfortable seating facility on the working hours, below are the measure to extend the chairs life.

- Sit comfortably on the chairs
- Don't climb or jump on the chair
- Don't damage the upholstery

Servicing of chairs is made on need basis to have free air lift and wheel balance.

Corporate Floor: Chairs in the corporate floors are numbered according to the workstation so that to avoid the misuse or exchange of any chairs. The same process is also applicable for cabin where extra 2 chairs will be provided.

Monthly once we send snag list (condition of chairs) to respective departments to get approved by their DGM & above to repair the chairs or chairs can be repaired on request from the department heads.

## 28. Poster Printing and Display Process

*(India / Philippine Geo) (as applicable center wise and detailed in geography specific SOP):*

**Aim:** To aid all the designated employees in putting up posters/displays across the center as per policy.

**Purpose:** To lay out policies and rules regarding Poster Display at FSL offices.

**Eligibility for use:** All designated departmental SPOCs as per approval.

### **Procurement and Printing:**

- Request for printing the posters should be raised at the Admin.
- Correct Dimensions of the Posters/Displays along with quantity should be mentioned.
- Center SPOC review the requirement of the user with all perspectives (costing, Infosec, business need etc.,)
- Approval of proof and cost to be provided.
- Necessary Cost Approvals to be attached with the request.

### **Fixing of Posters/Displays:**

- All Firstsource related posters, banners, dangles, wall murals and Firstsource signage should be pre-approved by corporate communications team before executing the tasks.
- Only Admin. Team is responsible for putting-up/fixing Posters and Displays.
- Admin. Team to confirm the respective departments post display of the Poster.
- Designated place should be demarcated for Posters/Displays to be put up by Admin. Team.
- Posters/Displays to be fixed/put-up only on Soft Boards/ Dash Boards/ Glass Signage.
- Transparent Tape or Board/Thumb Tacks to be used on sides for display.
- Brand Logos should be free of any overlapping or attachment.
- Display of Poster should be at pertinent places, according to business requirements.
- Posters should be displayed upright at a correct position.

### **Checklists for Poster/Display Maintenance:**

- Posters should be put up at High visibility Areas.
- Display should not be done on Glass doors, Windows, Partition, Wall.

- Brown Tape or Colored tape should not be used.
- Brand Logos should not be covered with any other display or item.
- Brand Logos should not be taped or pinned.
- Poster should not be scribbled on/written on at any point of time.
- Sanctity of Posters should be maintained.
- Damaged posters should not be left unattended and to be removed immediately.
- Posters to be taken off one-day post expiry, if applicable.
- Used/Damaged/Invalid Posters to be destroyed/shredded as per InfoSec policy.
- Statutory Posters like InfoSec/SH/Legal Compliance to be displayed at all points of time.
- Boardroom should contain Posters/Displays pertaining to Branding/Process Excellence/InfoSec.

Following Checklist can be used to track expired posters:

Sl. No.	Location of Poster Displayed	Poster Expiry Date	To be removed by (Date)

## 29. Equipment's Preventive Maintenance

A schedule of preventive maintenance due dates will be kept on the Outlook calendar serves a common reference to facilities team and a reminder to ensure that this has been done as per schedule. Work permit/s and gate pass should be prepared 2-3 days prior and proper coordination with the building admin.

- Generator Testing
- UPS Testing
- HVAC
- Access Control
- CCTV
- Smoke Detectors, sprinklers, FM200, Fire extinguishers

All maintenance repair will be recorded in the maintenance logbook. Landlord managed systems will have their own PM schedules, facilities team should be aware with the respective schedule set by the landlord and ensure to furnished a copy of the PM report. This serves as a compliance or evidence for future audits and FSL records.

## 30. Modification and In-house Repair

- Repairs and modifications to any part of the facility including, but not limited to, door hardware, walls, doors, windows and locks will be documented. The documentation will include
  - Location of the modification or repair
  - Name of individual escorting the vendor around the facility
  - Name of individual/associate/foreman making the modification or repair
  - Description of the modification or repair
  - Date of the modification or repair

- Time completed
- Date of notification of the completed modification or repair to the Facilities Department.
- In those offices where Firstsource is responsible for such repairs, Firstsource Facility Management or Local Center management will arrange for and document the repairs and modifications to be made
- In those offices where the Landlord is responsible for such repairs, the landlord will arrange for the repairs in communication with Center Management for the Facility Management team. Center Management will notify the Facility Management Team for the repairs for documentation purposes.
- Only authorized maintenance personnel can carry out repairs and service company equipment.
- Facilities will document whether the maintenance being performed is by an internal personnel or external vendor. If external vendor will do such repair and NDA (Non-Disclosure of Agreement) should be signed.
- Maintenance logs retention should be according to the local governing regulations

## 31. Operation of AC at Production floors

*(as applicable centre wise and detailed in geography specific SOP)*

- 1.1 Production ACU must be switch ON **30 minutes** prior the official operations time. Official operations time will be provided by the account managers at the site.
- 1.2 Initial set-point of all ACU's will be at **19°C** for 1st 30mins for all months and post which the set point will be set to standard ambient temperature of **23°C**. The technicians will maintain temperature between **23°C to 24°C** and monitor the actual room temperature at regularly / hourly basis per area with the portable hygrometer (digital and liquid filled meters) and adjust the set-point as required.
- 1.3 If the actual room temperature registered is out of specs, technician will report to facility supervisor to get further instructions. If the facility supervisor is not available, technician will get instruction to admin on shift.
- 1.4 For changes on switch ON timings of ACU's, the requestor must send an email 1 day prior to Facility and Admin manager for approval. Admin manager will evaluate the request and accordingly inform facility team on action taken.
- 1.5 Only facilities are authorized to operate the AC's. Un-authorized individuals tampering facilities equipment will be dealt according to the company's code of conduct policy.
- 1.6 Since skeleton workforce is observed during weekends, admin will coordinate to operations and WFM if possible that agents can stay in one area to minimize the quantity of operational ACU.
- 1.7 ACU's must be switch OFF after operations time on the area.

## 32. Operation of AC on Critical areas (UPS and Server room)

Note: RH monitoring is for server rooms only (as applicable centre wise and detailed in geography specific SOP)

- 2.1 AC set-point must be at **23°C** and relative humidity at **50% ± 5%**.
- 2.2 Back up AC will be switch on unless main AC cannot attain the required standard room temperature (**22°C - 23°C at 45% - 55%RH**).

- 2.3 If parameters are out of standard, technician will report to facility supervisor for further instructions. If facility supervisor is not available on site, technician will report it to admin on site for instructions.
- 2.4 In case of AC failure and technician is only on site, he must contact PM (vendor) immediately and inform Firstsource BMS of the concern. The BMS team will immediately inform facility supervisor, site admin manager and send an internal communication regarding the situation with exact time and follow-up email of the closure of issue.

### 33. Operation of AC on (Pantry, Lobby, Reception) – Room temperature to be maintain will be at 23°C *(as applicable centre wise and detailed in geography specific SOP)*

- 3.1 Pantry AC will be switch ON once occupancy reaches 8 individuals during no pantry concessionaire. Technician will monitor the occupancy of the area and will turn off the AC once occupancy in half.
- 3.2 Reception AC must be switch OFF if there is no recruitment operation. AC will be switch ON if there is recruitment operation and will be switch OFF after operations time.
- 3.4 Lobby AC must be switch OFF post operations time and switch ON at **10AM** during weekdays. During weekends, AC must be OFF all the time. While AC is OFF, stand fan will be provided if required.

### 34. Operation of AC on Cabins and all support areas *(as applicable center wise and detailed in geography specific SOP)*

4.1 AC's listed above maybe switch on, on the shift or as requested by concerned personnel. AC set-point must be at **23°C only**. Occupant/s should inform the facility team to switch off as you go policy. AC and lights must be switch off when room not in use.

4.2 Support bay ACU's. Only 1 ACU will operate at a time. Set-point must be at **23°C**. Support staff stationed in support bay must ask the assistance of technician to switch ON the AC. The last support staff to go out will be responsible in informing the facility team to switching OFF the AC and light.

Note: All AC's must be system locked after its operation.

### 35. Operation of Lights at all areas *(as applicable centerwise and detailed in geography specific SOP)*

5.1 Production lights will be switch on along the timings of AC as well as its off timings. During housekeeping activities, **HK personnel must switch off lights on areas done with cleaning.**

5.2 Hallway lights must be switched on 5 minutes' prior the operations time during weekdays. After operations time, partial lights will stay ON and half of it will be switch OFF, the same as during weekends even during operations time.

5.3 Reception lights. During recruitment operations, wall and ceiling cob lights will be switch ON in the morning according to Operations timing and will be switch OFF after end of operation shift in weekdays. During weekends, only ceiling lights will be switch ON.

5.4 Critical areas lightings (UPS, electrical and Server room) must be switch on all the times.

5.5 Occupant/s in cabins, meeting rooms, training rooms etc., must follow the switch off as you go policy.

5.6 Common areas like pantry and lobby must observe partial lightings after operations time.

## 36. Operation of water dispensers

*(as applicable centerwise and detailed in geography specific SOP)*

6.1 Water dispensers at production floors must be un-plugged after operations time. It will be plugged on same timings with AC and lights.

6.2 Clinic water dispenser must be un-plugged after clinic hours and will be plugged on shift of the nurse on duty. Clinic staff to inform facility team for this activity.

6.3 Support and lobby water dispenser's, heater must be switch off after operations time during weekdays. During weekends, both dispensers must be un-plugged and will be plugged back during operations time on weekdays.

## 37. Vending machines operation

*(as applicable center wise and detailed in geography specific SOP)*

7.1 During weekdays, vending or coffee machines must be plugged one at a time depends on the respective operations time per geography and power up at full Ops. During weekends, 1 unit vending machine must be un-plugged and will be power up on weekdays.

## 38. Electrical Safety

*(as applicable center wise and detailed in geography specific SOP)*

- All staff must report to the Facilities Management any damaged electrical apparatus or wiring – including plugs and cables of portable equipment, and permanent wiring.

- Only appropriately qualified/trained staff may repair electrical equipment. Personal mains-powered electrical equipment must not be brought to the Centre unless it has been subjected to the same tests as the Center's equipment.
- Certificates of wiring inspections, alterations and portable appliance test records will be documented.
- All electrical equipment is to be used safely, following the manufacturer's instructions.
- Do not overload sockets, avoid using extension leads and take care to prevent tripping hazards when laying cables.

## 39. Electrical Plant and Equipment

*(as applicable center wise and detailed in geography specific SOP)*

The Facilities Department will arrange for all portable electrical equipment to be checked regularly and a record kept in the office. Building maintenance will arrange for the major fixed wiring circuits to be checked periodically. No machine may be used unless appropriate training or refresher training has been satisfactorily completed.

## 40. Abbreviations

MRP	Maximum Retail Price
F&B	Food & Beverage
HR	Human Resources
SPOC	Single point of Contact
ASAP	As soon as possible
RH	Room Humidity
SOP	Standard Operational Procedure
HVAC	Heating, Ventilation & Air conditioning
HK	Housekeeping
AC	Air conditioning
LCD	Liquid Crystal Display
IT	Information Technology
HOD	Head of Department
UPS	Uninterruptible Power Supply
OPEX	Operational Expenditure
CAPEX	Capital Expenditure
CAO	Chief Administrative Officer
CCO	Chief Commercial Officer

## 41. CHANGE CONTROL INFORMATION

Version	Clause No.	Changes Made	Revision Date
V 1.0 to V 1.1	NA	Nil Change	27-March-2023