

# Policy: Handling Urgent and Rush Situations

PL No. – 55

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Applicability – All Employees on Company Roll

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Before embarking onto something in urgent manner, you must have the clarity what is Urgent and Rush.

Cases/Situations/Approvals which can be termed as urgent and rush are:

1. Any sudden malfunction which will require immediate attention and handling for smooth operation of any machine/Plant at any location.
2. Consumer complaints demanding immediate attention.
3. Any bottle neck resulting in stopped production, transactions, smooth functioning of daily routine of factories and offices.
4. Any situation where management's decision is must for serving a new customer and it cannot be delayed till the next available time slot of management.
5. Any other matter, which is not addressed immediately will result in loss for the organization.

## General Instructions:

1. On part of juniors as well they must respect and abide by the Policy of communication as far as their senior are concerned, so they do not disturb them whenever they wish but only when it's either on call by senior or if it's something really urgent.
2. Situations where anything was made urgent knowingly, for example: knowingly waiting for a deadline to come near before embarking action on some matter will be treated as urgent to handle the situation, but the employee doing so will be subjected to disciplinary action as per the Policy of penalty.
3. Do not just go to someone because you feel it's urgent, the urgency must be shown by facts and figures rather by mere feeling.

*ok approved*  
Written By

Head – HR



*Approved*  
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Management