

Policy: Handling Drivers or Parties Coming from Outside

PL No – 69

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Applicability – All Employees on Company Roll

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It has been observed that there have been instances where some drivers of trucks/containers came from outside and got involved in fights with our staff.

This must stop as it maligns the company's image. At the same time, it is risky for the staff as it may happen that the driver or the second party might harm the staff severely. A couple of times recently police were also called by the drivers. It usually ends in waste of energy of some senior staff. Also, it wastes the money as well if we have to give money/rice to police.

Cases where the driver is drunk or abusing or threatening will be handled as follows –

- 1- If the driver is found in drunk state by the security staff, then such vehicles and drivers must be stopped outside only. They will not be allowed to enter the factory premises.
- 2- In such case the security staff will inform the concerned staff who booked the vehicle, and the concerned staff will speak to the transporter and arrange some other vehicle.
- 3- Cases where the driver is not providing proper papers as required by the security staff or any other staff, in such case the driver and the vehicle will not be allowed to enter the factory premises and the concerned staff who booked the vehicle will be intimidated. If such vehicle has already entered the premises, then they shall be asked to park the vehicle outside.
- 4- The concerned staff will then speak to the transporter and resolve the issue, either by getting the proper papers or replacing the vehicle.
- 5- If in case a driver is abusing or behaving in a bad manner, then none of our staff is supposed to manhandle them or physically assault them. In such they must politely ask the driver to leave the premises.
- 6- If the driver is still creating drama, then they must inform HR-Head and HR-Head shall meet the driver and handle the issue.
- 7- If the HR-Head is not available, they (The staff and Driver) must approach some other HOD, who is available to resolve the matter.
- 8- Under no circumstance, violence shall be used as a tool to resolve the matter.
- 9- This policy must be followed across all locations for all vehicles coming from outside.
- 10- If it was found that the staff violated this policy, then they shall be treated as per the policy of penalty.

ok Approved
Written By
Head – HR



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Approved By
Management