

Dos & Don'ts



All associates commuting by Cognizant buses are requested to:

1. Report at the bus stop at least 5 minutes ahead of the scheduled boarding time for that stop.
2. Display ID cards while boarding the bus.
3. Carry a valid bus pass while commuting by bus.
4. Cooperate with the Bus Monitors.
5. Cooperate when the bus passes are checked by the security staff/Bus Monitors.
6. Discourage Associates without a valid bus pass from using the bus service (unless authorized by the Admin team).
7. Take care of personal belongings.
8. Close the windows before alighting from the bus.
9. Report instances of rash driving to the Admin team.
10. Call the vendor helpline numbers (displayed below) in case of bus delays.
11. Watch out for unattended parcels/bags underneath the seats and in the overhead racks.



1. Do not ask the driver to halt the bus at unscheduled stops.
2. Do not alight from the bus at traffic signals.
3. Do not alight from a moving bus.
4. Do not smoke in the bus.
5. Do not argue with the driver. Instead, report all contentious matters to the Admin team.
6. Do not allow unknown personnel to board the bus. Please report such instances to the Admin team along with information about the bus route.

Precaution to be taken by female employees

**Never travel alone.
In extreme
emergencies, go for
public transports.**



- Do not permit unknown / unauthorized people to travel with you.
- Check the authentication of the driver.



- Keep cell phones charged and maintain sufficient balance to make emergency calls if required.
- While travelling alone inform vehicle number and expected time of arrival to people at residence.
- Feed important telephone numbers including police control room in your cell phones



- If at all you witness any violence on a woman report it, ***Immediately***



पुणे पोलीस

Precaution to be taken by female employees

- **Avoid interaction with drivers while sitting in the front seat .**
- **Avoid withdrawing cash from A.T.M's on the route.**
- **Don't discuss personal matters or immediate plans while in the cab/ bus.**



पुणे पोलीस

Precaution to be taken by female employees

- **Be alert to anything abnormal.**
- **Body language should be positive.**
- **In case of any unfortunate incident like robbery/ theft try to appear confident and be alert. Try to Resist.**
- **Do not wear expensive jewellery at work place.**



Precaution to be taken by female employees

- Lock the car immediately after entering into it.
- Change the routes once in a while- don't become predictive.
- If you are on a two wheeler take care about your handbag or purse.
- Learn Art of Self Defence.



Precaution to be taken by female employees

- Always wear comfortable clothes.
- Be very particular about your footwear.
- Always take the elevators instead of staircase.
- Carry a pepper spray in your handbag (use cautiously).
- Be very careful in the shady parking places.





- Avoid parties with unknown colleagues.
- Know what to drink and when to leave...
- Never try something new that you have not brought purchased.



Know the nature of the Party and the company too....



Hands you might think safe might not be so.

Your Life is not so cheap.....

Be with the Reliable and the Trusted

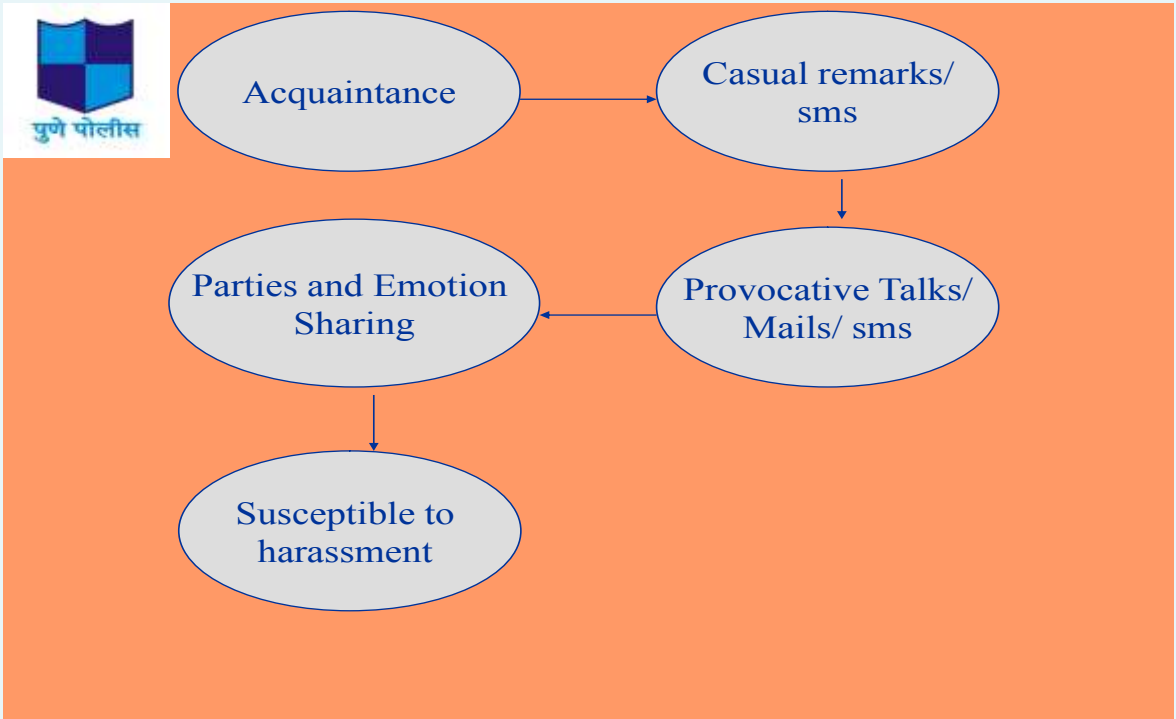


Studies reveal :

Compromises once made lead you to disaster



One might spot his character and others might take you for granted





Never forget you are being watched

Drivers say...

- Provocative Talks on phone.
- Drops or Pick ups by Illicit relations.
- Discussions regarding frustrations in Relations or fights.
- Payment for

Security and Cleaning

- Articles of personal use found.
- Provocative dressing.
- Drops or Pick ups by Illicit relations.
- In house affairs.
- Hate for them.



Never Hesitate to contact the Police

- Police Control Room – **100**

020- 26122880 and 26208250

- Crime Control Room –

020- 26121685 and 26208295

Please store the phone number of your nearest Police Station
(www.punepolice.com)

Instruction for lady employees working in BPO/ IT Section

1. Do not travel in the cab.(preferably)
2. Do not allow any unknown person to share the cab.
3. Ensure that the BPO cab driver is the authorized driver and that he is carrying his identity card. The BPO cab driver will make three Xerox copies of his driving licence one will be at home, one will be carried by him and one copy will be kept with company where his cab is engaged.
4. The employee should inform the time she is leaving the office and cab no. in which she is traveling to her family member before travelling.
5. Employees will keep all important phone numbers such as police control room in the cell phone. If there is any suspicious movement observed, she will call, give location and cab no. to police control room or send SMS to relatives, friend to inform police.
6. Avoid sitting on the front seat in the cab, avoid talking or befriending the driver. It is advisable that she should know driver name, cab no. and enter it in the cell phone.
7. Do not discuss personal thing with other person in the cab.
8. Not to put on any expensive jewelry on person.
9. Avoid cash withdrawal from any ATM machine while travelling by such cab.
10. Be alert while travelling and, if there is any suspicious movement observed, send SMS immediately as mentioned above in sn. nos. or call for help.
11. Always carry a 'Pepper Spray' in purse.
12. While travelling, all doors should be locked from inside.
13. If travelling by two-wheeler please take care of handbag/ purse.
14. Ensure the employee helpline number is stored in cell phones speed of mode.

Instructions for BPO Owners

- 1) Self-defence training should be conducted for all women employees frequently.
- 2) All woman employees should know their working hours, transport arrangement and rules of the BPO.
- 3) They should form an 'Anti Harassment Committee' for women employees. The committee members will be responsible to take necessary steps for safety of women employees.
- 4) Company will depute trusted/reputed cab drivers and there should be safe standby arrangements of drivers in case of any emergency.
- 5) While selecting cab drivers, verify their criminal background.
- 6) Company should maintain drivers service book in which all his details are mentioned.
- 7) A file of details as registration number of cab, drive's residence address, cell numbers and Photographs should be available.
- 8) Install speed locks to avoid speeding cabs.
- 9) Start practice of writing cab driver name and licence no. on the dashboard, near the driver's seat.
- 10) Company's name and contact number should be pasted in bold letters on the rear side glass of cab and if there is rash driving, an appeal should be made to common people to inform the company on the cell phone no.
- 11) Company should arrange surprise checking of cab drivers.
- 12) Appreciation / rewards to be instituted for good cab drivers.
- 13) Company will mention contact details of NGOs and institutions can be contacted for help in case of any emergency.
- 14) Try to keep schedule of working hours to avoid odd hours for women employees.
- 15) Install distress/ panic alarms In IT/ ITES/Call Center/BPO employee ferry vehicles.
- 16) Advance intimation of pick up time and cab number should be given through SMS for home-to-office and vice - versa, Women employees

should be provided security person at night and in absence of more employees to escort.

- 17) Conduct regular detailed audits of existing transports and security system examining the employee rostering mechanism, punctuality, speeding vehicles and instances of unacceptable behaviour of transport and security personnel.
- 18) Provide employees with cell phone numbers of at least three senior members of the organization to be contacted in case of an emergency.
- 19) Conduct checks among employees to reiterate safety norms.
- 20) In case of an emergency, if an employee is not keeping well and has to rush home, a security guard should escort her to her doorstep.
- 21) Security guards not to accompany women employees during night hours.
- 22) Conduct regular briefings for drivers on code of conduct while on duty.
- 23) Modify roster of women employees occasionally.
- 24) Security and transports, to be a mandatory part of formal induction program for every new employee.
- 25) Reiterate 'Security and transports' rules through HR by interactions with women employees.
- 26) Create forums for employee families to visit the company premises.
- 27) Establish regular periodical feedback mechanism from employees on the nature of service provided and behaviour of vehicle drivers of company provided transportation.

Instructions for Police Station In-charges

1. Instructions to be given to BPO Companies to Conduct capsules safety of the woman employees.
2. Instructions to be given to cab owners and drivers and conduct regular meeting of the same.
3. Circulate the copies of all instructions for safety of employees to companies.
4. QRT vehicles will be kept patrolling in Hinjewadi area.
5. Regular checks of all BPO call centre cabs should be carried out.
6. Traffic police also will do surprise checks of the call center cabs.

SYSTEM OPERATING PROCEDURE FOR B P O CABS

1. Uniform and ID card should be mandatory for all cab drivers.
2. Breath analyzer test should mandatory for all cab drivers to ensure that if no cab driver is under the influence of alcohol etc.
3. Cab driver should submit proof of the permanent address, family background to his employer.
4. Check whether radio recording facility is available in cab.
5. Global positioning system should be installed in the cab.
6. Security guards should escort while woman employee is travelling in cab.
7. There are some NGOs who take care of women's welfare.
8. Employees should follow the provision for safety of the woman employees of B.P.O. as per revised factory act.
9. There should not be first or last associate in the cab and if there is a distance, guard should escort.
10. A woman employee should not be the first to be picked up or dropped last by any vehicle. She should preferably be picked up after her intimate colleague has been picked up.
11. Established a centrally collected COMPANY CONTROL ROOM. Supervise movement of the cab driver and security personnel.

12. Install help desks in the control room with dedicated phone no. transport and security issues of the employees.
13. Monitor cabs using GPS system through control room.
14. Control room/ help desk to monitor and ensure reporting at destination and within stipulated time.
15. Control room/ help desk to provide back- up in case contingency.
16. Control room/ help desk to co- ordinate with local authority, police in case of contingency.
17. Safety stickers should be pasted inside and outside the cab, highlighting the camp control room/ helpline no.
18. Use mobile phone/ radio devices for communication between the control room and cab driver/ security.
19. Do not permit drivers to enter the residential building of any employee.
20. Check for valid registration documents of vendor companies. It has to be done by security and transport staff employed by the company.
21. Antecedents of security and transport staff should be verified. It has to be done through local police to ensure that none of them have a criminal record.
22. Ensure all cabs have side mirrors intact.
23. Strict disciplinary action should be taken in case of inappropriate behaviour by any member of the transport/ security staff.