



INDIAN IMMUNOLOGICALS LTD

Policy on maintenance and repairs in
the quarters

Introduction

The policy applies to housing campus quarters (both Jubilee Hills & Gachibowli) of the Company. All the employees residing at the said campus shall come under the purview of the policy. Company may review the policy from time to time.

1. Objectives of the Policy

- To provide a prompt, efficient and effective repairs service
- To ensure that employee / occupier has clear information about the operation of the repairs service.
- To monitor the performance of the repairs service.

2. Reporting & Resolution process

The following reporting procedure will apply:

- Register of repair complaints (Plumbing / Electrical / Carpentry / Civil) is maintained at the Security (HR Department).
- The employees / occupier shall register their complaint by entering the same in the register. The concerned in the HR department, on a regular basis, will ensure that the complaint is attended by the respective service provider in liaison with engineering department.
- It is the responsibility of the concerned in the HR department / Engineering Department to take the signature of the occupier when the complaint is resolved.
- In case cash purchase is involved, the employee / occupier should give consent to purchase the spare part and sign the bill. Employee / occupier will be immediately advised of the estimate. The %age of expenditure to be borne by company and employee / occupier is mentioned in the Repairs and Maintenance table.

Responsibility for Repairs

HR department functional head holds overall responsibility for the upkeep, maintenance and day-to-day repairs of the quarters.

HR department in coordination with Engineering Department will hand over the quarter with all the necessary fittings/accessories, at the time of allotment of quarter to the employee.

The Company is responsible for the following:

- general maintenance and repairs of the common area
- street lights
- drainage clearance
- electrical wiring
- civil / structural & repairs
- carpentry repairs such as frames

HR department once in three years shall review and ensure that all the repairs / replacements are carried out and recovered as per the recovery mechanism mentioned in the table.

It is the responsibility of the employee / occupier to handover the quarter to the HR department in its original condition at the time of vacating the quarter.

Any type of alteration will not be permitted to the quarter including internals.

Employee / Occupants assume full responsibility for their assigned quarters and the maintenance of associated lawns and shrubs.

The recovery of cost in case of repairs will be shared between the employee / occupier and the company. The details are mentioned in the table.

Charges towards labour will be borne by the company

REPAIRS & MAINTENANCE TABLE

| Spare Parts | Occupier to pay regardless of occupancy Tenure | Occupier to pay only if occupancy period is more than six months and nil if less | Occupier to pay 50% if occupancy period is more than one year otherwise nil |
|------------------------------------|---|---|--|
| Bathroom | | | |
| Shower Unit | | √ | |
| Taps | | √ | |
| Toilet Bowl / cistern/seat | | √ | |
| Wash basin (including spare parts) | | √ | |

| Spare Parts | Occupier to pay regardless of occupancy Tenure | Occupier to pay only if occupancy period is more than six months and nil if less | Occupier to pay 50% if occupancy period is more than one year otherwise nil |
|---|---|---|--|
| Doors | | | |
| Outside Doors including hinges | | √ | |
| Handles | | √ | |
| Door Locks (Outside & Inside doors) | | √ | |
| Keys | | √ | |
| Glass panels | | √ | |
| Window catches | | | √ |
| Mesh | | √ | |
| Electrical | | | |
| Electric Plugs, Chokes, switches | | √ | |
| Switch Boards | | √ | |
| Door bell | | √ | |
| Fans (winding, bearings) | | √ | |
| Fuse Box, Fuses / MCB | | | √ |
| Fuses (main) ELCB | | | √ |
| Fuse on plug | | √ | |
| Light Holder | | √ | |
| Light Bulbs, Tubes & Starters | √ | | |
| Washing Machines & Air Conditioners wiring | √ | | |
| Television/dish antennas and cable TV | √ | | |
| Plumbing | | | |
| Overhead water tank outlet valves, float valves | | √ | |
| Tap Washers | √ | | |

| Spare Parts | Occupier to pay regardless of occupancy Tenure | Occupier to pay only if occupancy period is more than six months and nil if less | Occupier to pay 50% if occupancy period is more than one year otherwise nil |
|--|---|---|--|
| Sink Plugs and chains | √ | | |
| Commode replacements (Siphon sets, floats) | | √ | |
| PVC connectors, Bottle traps, Angle cocks | | √ | |

The Company shall bear 80% of the cost in case of any replacements after two years of occupancy period. The balance 20% will be recovered from the employer / occupier.

Time Limit to carry out the repairs

Emergency : Immediately

Emergency repairs are the repairs where there is an immediate risk to the residents, to the security of the property and serious damage to the property.

High Priority : within 2 working days

High Priority repairs are the repairs where delay could cause danger to the residents, damage to property and security risk.

Routine : 3 days

Routine repairs are the repairs which do not require cash purchases.

Major Complaints: Major complaints are those complaints where the cost of repair expected to be more than Rs. 5000 which necessitates approvals and adherence to the procurement process. For these complaints, time lines cannot be indicated and will be resolved as soon as possible.