BUNDL TECHNOLOGIES Pvt. Ltd

IT Operations

IT Onboarding and Offboarding Procedure

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1. Objective:

The procedure defines in detail on-boarding and off-boarding process to be followed by HR and IT department, both departments shall equally responsible for completing the formalities for all employees who join & leave the Swiggy.

2. Purpose

Purpose of the on-boarding and off-boarding policy is to ensure employees flow inside the Organization, accordingly IT and HR can keep track of all employees who on-board and off-board the Swiggy.

3. Onboarding (Joining) Procedure Guidelines

3.1 HR Team Responsibilities

- HR BP's shall share the list of joiners every Tuesday EoD for same week Thursday joiners and every Thursday EoD for next week Monday joiners.

- Joiners list shall explicitly consist of Employee Type (On roll/Off roll), Employee full Name, Designation, Department, date of joining, Location, reporting manager name and email ID, Hardware requirement (Laptop/Desktop/Nil)

- Request shall raise before 3 working days of employee joining date, So IT team shall have enough time to update and share details

If there is any delay or cancelation of joining due to any reason, HR shall inform to IT within 24hrs to get that ID deactivated on immediate basis.

3.2 Reporting Managers Responsibilities:

The following guidelines shall be followed to ensure that Swiggy Information resources are adequately protected against unauthorized logical access:

- Reporting manager shall proactively verify and approve the required access to his/her reportees
- Reporting manager shall aware about what access are required to perform his/her reportees day to day tasks
- In case of any violation or misbehavior from reportee shall be raise request to deactivate logical access
- Reporting manager shall solely responsible for access he granted for

3.3 IT Team Responsibilities:

- Post receiving details from HR team, IT Team will work on back-end configuration to arrange hardware and create Domain ID & Email ID.

- Logical access (Email ID, AD ID) credentials will be shared to employee at the time of Laptop/Desktop handover and email communication will be sent to his/her email id & HR coordinator.

- Any further modification or changes to the role or access should be raised to IT Team with business justification and with email approval from Manager.

- IT representative is responsible to record all IT assets allocated to employee and install only necessary software's or applications in his/her system.

- Unlicensed/Pirated installations are strictly prohibited, any employee found with unlicensed/pirate software's, IT team shall take immediate action against him/her.

4. Offboarding (Exit) Process Guidelines

4.1 HR Team Responsibilities:

- HR Team shall ensure to send the LWD details of the employee to exitemployees@swiggy.in Email ID.

- Request should be raised before 24 hours, So IT Team shall take necessary action on the LWD day.
- HR BP's must follow the below format while sending leavers email:

Email subject as *" Employee Name - Location Name - LWD:Date"*

    Eg: Gajanan Kulkarni - IT - LWD:20th Sept 2018

Email body should contain with below details:

Employee Full Name:

Designation:

Department:

Email ID:

Last working Date:

Location:

- HR Team shall review the Exit Form which is signed by IT Team to ensure that there's no damage occurred for any hardware which is assigned from the Company. If there's any damage, then HR Team will deduct the Asset damage cost from employee full and final settlement.

In case of employee abscond or terminate, HR team shall share the details in same format immediately to exitemployees@swiggy.in group, so IT team can take necessary revoke actions on priority to avoid logical access misuse.

4.2 IT Team Responsibilities

- IT respective representative shall collect the IT assets and disable all logical accesses before he/she signs the exit form.
- Any hardware damages observed at the time of IT asset handover from employee, IT representative shall send email to HR BP's with approximate price for the damaged parts.
- IT Team shall delete the exit employee mail account after 15 days of disabled account.
- IT Team shall ensure to format the Laptop/Desktop and keep in stock inventory or re-assign the same to another employee.
- exitemployees@swiggy.in group is member of all IT & HR BPs.

5.0 Disclaimer

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6.0 Acronyms Used

Acronym	Expanded Form	Acronym	Expanded Form
Onboarding	Joining of Employee	AD	Active directory
Offboarding	Exit process of Employee	LWD	Last working date
IT Team	IT Ops team & Access control team	BTPL	Bundl Technologies Pvt Ltd. (Swiggy)
IT Head	Heading BTPL IT	HR Head	Person Heading BTPL Human Resource
EoD	End of the day	Swiggy	BTPL

END