



Transparent & Fair Work Principles

(For Delivery Partners)



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1. BRIEF AND PURPOSE

The core belief of eKart is our workers are the key to our success. eKart is committed to building and strengthening a Transparent, Fair, Inclusive & Democratic Work Environment for Delivery Partners. This policy aims to define the work principles adopted to emphasize this commitment.

2. SCOPE

This policy is applicable to all Existing and New Delivery Partners across models (EFlex, TrueFlex, Kirana, LMA).

3. ENFORCEMENT DATE

This policy is revised and is applicable with effect from 1st December 2022. The policy shall remain unchanged till further notification on version change.

4. POLICY DETAILS

The following work principles will be adopted for all internal processes, practices & policies pertaining to Delivery Partners.

- (i) eKart is committed to ensure that workers are paid commensurately for their efforts & productivity and are sufficiently supported to meet their living expenses & overhead costs. Hence, eKart will ensure that Delivery Partners are paid per shipment and the calculation is based on local hourly minimum wage in their active hours engaged for delivery of shipments after taking into account costs like fuel, vehicle maintenance and mobile charges. Periodic studies will be conducted in collaboration with workers to update payouts as necessary.
- (ii) The payment per shipment based on the above calculation will be defined by taking into consideration efforts required by Delivery Partners in different types of routes & deliveries and any unforeseen scenarios leading to loss of earning opportunity. These factors will be periodically reviewed and updated as required.

- (iii) Transparency will be provided to Delivery Partners such that they will have visibility of completed deliveries and associated payouts.
- (iv) eKart is committed to ensure that there is trust and goodwill with Delivery Partners. Any changes in processes, practices and Terms & Conditions for Delivery Partners will be communicated minimum 15 days in advance through the Application and through verbal communication.
- (v) Processes, practices, policies, benefits & payouts will be the same to all Delivery Partners as per Flipkart's Code of Conduct. There will be no discrimination based on race, color, ancestry, ethnicity, religion, sex, pregnancy, national origin, age, disability, marital/veteran/military status, genetic information, sexual orientation, gender identity/expression or any other legally protected status.
- (vi) Stringent processes will be enforced to ensure fair work allocation such that there is no bias or discrimination in allocation of shipments to Delivery Partners and there is parity in earning potential.
- (vii) To ensure a democratic & supportive work environment, there will be multiple channels for Delivery Partners to raise both individual and collective grievances. These channels will be periodically communicated to Delivery Partners and grievances will be addressed in a timely and effective manner.

5. SCHEDULE OF AUTHORITY

Procedure	Details
Periodic Review	By Human Resources & Operations Teams in January & July of every year
Version	Version 2.0
Next Review Date	9th January 2023

6. GENERAL GUIDELINES

No exceptions are allowed for the enforcement of this policy. This Policy is subject to modification at any given point of time by eKart. The decision of the Company shall be final and binding. Any amendments or additions to this policy would be communicated in writing and shall form a part of this policy. All members of Operations & HR Teams are accountable for ensuring compliance with this policy.

7. CONTACT MATRIX

Team	Primary Contact	Secondary Contact
Operations	Location Head	Function Head
Human Resources	Location Head	Function Head