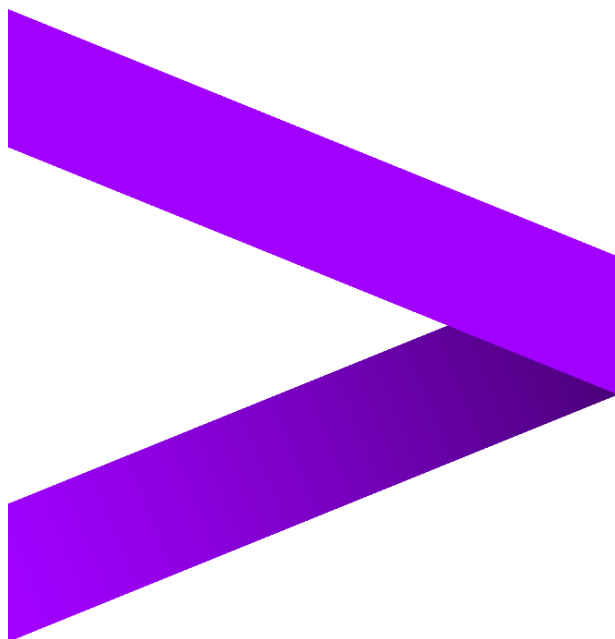




GUIDELINES FOR MEDICAL CAB SERVICES FOR EMPLOYEES WITH DISABILITIES AND MEDICAL NEEDS

INDIA WORKPLACE SOLUTIONS



DOCUMENT INFORMATION

Document Information		Prepared by	Reviewed by	Approved by
Owner	Arularasan Simma	Arvind Murali	Arularasan Simma	Anoop Shirole
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Version	Approved Date	Author	Reviewer	Approver for Change	Description
1.1	10-May-2024	Arularasan Simma	Arularasan Simma John Paul Lobo (JP)	Anoop Shirole	Guidelines for Medical cab usage for PWD employees and employees with other medical ailments.
1.2	05-May-2025	Arvind Murali	Arularasan Simma John Paul Lobo (JP)	Anoop Shirole	<ul style="list-style-type: none">- Uniform TAT for medical cab enablement- Medical cab request form template embedded- Link for TMS profile creation help document- Employees Do's and Don'ts modified

Transport guidelines for use of “Medical Cabs”

Workplace transport has introduced an Interactive Voice Response (IVR) option to address all medical cab queries.

Save the Transport helpline number on your phone: **1800 419 0666. (> Option 1 – Transport > Option 3 – Medical Cabs)**

Medical cabs can be availed by expectant mothers, persons with disabilities and employees with other medical ailments, post approval from the project SDL.

General Guidelines:

- Employee to fill the **medical cab request form** and share it with the following recipients;
For AIOC - Routing team and DCSO team along with the approval from SDL for additional cost.
For Other Entities - Routing team along with the approval from SDL for additional cost.
- Routing team will capture the medical cab service's end date and share the information with TMS team to tag the employee profile under medical cab category if employee profile is updated.
- Medical cabs will be provided after four working days post receiving the request with necessary approvals from the requestor.
- Employee should log onto eTMS Buddy App and update their profile. (Link to profile creation help document - [PowerPoint Presentation](#))
- To create a profile, employee needs to access “My TMS” link in eTMS buddy app, which will route the employee to “My Profile” page.
- On the “My Profile” page, employee can edit the personal details in TMS profile which are as follows
 - a) Facility, Entity, Deal and Charge code change: User need to select the work location details and the same need to be approved by the manager and DCSO team (AIOC entity employees only)
 - b) Transport Status change: Employee can mark transport required as Yes/No basis the transport requirement.
 - c) Address update: Address needs to be updated by selecting the effective date and the Routing team should validate the address and approve it if it is within the boundary limit/serviceable area.
 - d) Mobile number: Update the mobile number through OTP authentication.
 - e) Employees should update their geocode after completing the profile.
 - f) Once the profile is created and approved by respective teams, schedule in TMS can be updated by the transport SPOCs under medical cab schedule.
- Cab requests should be accompanied with employees' details (emp ID, enterprise ID, name, gender, address) as per the medical cab roster format.
- Medical cabs will pick up and drop employees from the registered local residence (Geo-code tagged in eTMS Buddy App), for travel to and from designated Accenture office.
- Medical cab services will be provided as per the roster (shift timings) available in TMS.
- Only tenured and trained drivers will be deployed to perform medical cab trips.
- A maximum of two employees will be routed in a medical cab.
- Cabs will be provided for the required period mentioned in the request form.
- Approval email must be shared with the TMS Team (tms.india@accenture.com) for enabling cab request.
- Security personnel will be provided for women employees only during unsocial hours (between 06:30 PM and 07:00 AM) and will be charged to the WBSE provided.
- Sedans with a seating capacity of 4 +1 seaters will be provided for a maximum of two employees.
- Larger cabs (6+1-seaters) will be provided only when specifically requested.
- All medical cab users will be dropped/picked up from the reception area nearest to the entry ramp of the facility.
- Drivers deployed for medical trips will drive the cab slowly, considering the safety of our employees, and these trips are excluded/exempted from the OTA SLA.

Transport guidelines for use of “Medical cabs for Persons with Disabilities”

Medical cabs for Persons with Disabilities can be availed by Persons, who have a temporary or permanent disability or medical condition. Shift timings for medical cabs will be based on business requirements.

General Guidelines:

- Persons with Disabilities must access the [Accommodation Support - Accenture Support](#) link and place a request.
- The request will be handled and validated by the case manager and then it will be sent to the entity HR POCs.
- Entity HR POCs will validate the request, then approve the same along with the valid entity WBSE
- Case manager will share the approvals and WBSE to TMS team.
- Medical cabs for Persons with Disabilities will be provided after four working days after receiving the request, with necessary approvals from the requestor.
- Employee profile is enabled in TMS by the central TMS team.
- Once profile is enabled, employee should create their own profile to avail transport services. (Link to profile creation help document - [PowerPoint Presentation](#))
- To create a profile, employee need to access “My TMS” link in eTMS buddy app, which will route the employee to “My Profile page”
- After landing on “My Profile page” employee can edit the personal details in TMS profile which are as follows-
 - a) Facility, Entity, Deal and Charge code (WBSe) change: User needs to select the work location details and the same needs to be approved by their manager and DCSO team (AIOC entity employees only)
 - b) Transport Status change: Employee can mark transport Yes/No basis on the transport requirement.
 - c) Address update: Address needs to be updated by selecting the effective date. Routing team needs to validate the address and approve it if it's within the boundary limit/serviceable area.
 - d) Mobile number: Update the mobile number through OTP authentication.
 - e) After updating the complete profile, employee should update their geocode in the eTMS Buddy app from their home location.
 - f) Once the profile is created and approved by respective teams, schedules can be updated in TMS by the transport SPOC's, under medical cab scheduling option.
- Medical cabs for Persons with Disabilities will pick up and drop employees from the registered local residence (Geo-code tagged in eTMS Buddy App), for travel to and from designated Accenture offices.
- Medical cab for Persons with disabilities services will be provided as per the rostered shift timings available in TMS.
- Only trained and tenured drivers will be deployed for performing medical cab trips for persons with disabilities.
- Employees with Speech and Hearing impairment will receive a message from the Transport team once the cab arrives at their location, also chatbot feature is available in eTMS Buddy app through which employees can chat with the driver.
- Maximum of two employees will be routed in a medical cab for Person with disabilities.
- Security personnel will be provided for women employees only during unsocial hours (between 6:30 PM and 7:00 AM) and will be charged to the WBSE provided.
- Sedans with a seating capacity of 4 +1 seaters will be provided for a maximum of two employees.
- Larger cabs (6+1-seaters) will be provided only when specifically requested.
- All Persons with Disabilities will be dropped/picked up from the reception area nearest to the entry ramp of the facility.
- Drivers deployed for Medical cabs for Persons with disabilities will drive the cab slowly, considering the safety of our employees and these trips are excluded/exempted from the OTA SLA.

Dos & Don'ts

- Always Wear seatbelts while traveling in Accenture cabs
- Report rude behavior or rash driving by the driver, unauthorized passengers, or cab-related concerns to the Transport team through the emergency helpline or by clicking the SOS button in the eTMS Buddy mobile application
- During pick-up/drop, remember to check the cab info page on the eTMS Buddy App for vehicle details and only then board the assigned cab
- Women employees are requested not to board the cabs if an escort is absent during unsociable hours (local applicable timings)
- Ensure to avail home pick up and home drop across all shifts
- If you do not prefer to use transport service on any given day, please cancel it 6 hours prior to login and 2 hours prior to logout to avoid 'no show'
- Do not board the cab if the cab allotted is not a sedan and report it to the transport desk immediately
- Inform transport desk if you find more than 2 employees scheduled in one medical cab
- Inform transport desk if you are not allowed to board/deboard cab near the reception area
- Raise an FCR on a real-time basis to highlight and address concerns or feedback
- Do not share contact number/personal details with drivers or vendor supervisors
- Do not ask the driver to stop at undesignated points
- Do not argue with the driver or the vendor supervisor (In case of any concern – highlight it to the transport team)
- Refrain from consuming food inside the cabs to avoid spillage and to ensure a clean environment for all commuters

How to contact transport helpdesk

- **Transport Helpdesk** - 1800 419 0666 – Dial 1 for Transport – Option 3 for MedicalCabs
- **Emergency Helpline** - 1800 103 1036 or Press SOS button in the eTMS buddy mobile app
- **Log your requests on** - support.accenture.com under relevant category