



SYNGROC DELIVERY PARTNER POLICY

Effective From: 01.06.2025

Applicable To: All Permanent and Part-Time Delivery Partner

1. Objective

This policy outlines the terms, responsibilities, compensation structure, and benefits applicable to delivery partners associated with **SYNGROC**, including permanent staff and part-time personnel. The aim is to ensure transparency, fairness, and operational efficiency in last-mile delivery services.

2. Permanent Delivery Staff Policy

2.1. Compensation & Allowances

- **Fixed Monthly Salary:** ₹8,000
- **Petrol Reimbursement:** ₹3/km (calculated on total distance — to and from the delivery location)
- **Payment Schedule:**
 - **Salary:** Paid **monthly**
 - **Petrol Reimbursement:** Paid **weekly**

2.2. Duty Hours & Shifts

- **Working Hours:** 8 hours per day
- **Shift Timings:**
 - **Morning Shift:** 6:00 AM to 2:00 PM
 - **Evening Shift:** 1:00 PM to 9:00 PM
- **Shift Rotation:** Mandatory weekly alternation between morning and evening shifts.
- **Weekly Offs:** No weekly off. Instead, **4 paid leaves** per month.
 - **Leave Notice:** Minimum **24 hours prior approval** is required.
 - **Carry Forward:** Unused paid leaves **will not be carried forward** to the next month.

2.3. Insurance & Safety

- **Accident Insurance Coverage:** ₹3,00,000 per staff, applicable after **11 months of continuous service**.
- **Protective Gear:** Staff must wear:
 - Their own **helmet**
 - **Syngroc ID card**
 - **Company-issued T-shirt or jacket**

2.4. Code of Conduct

- Maintain **punctuality**, **clean uniform**, and **polite behaviour** at all times.
- **Use of GPS and the Syngroc Delivery App** is mandatory during working hours.
- Unauthorised absence, misuse of company resources, or poor conduct will result in **penalties or termination**.

3. Part-Time Delivery Partner Policy

3.1. Delivery-based Compensation

- **0–5 KM:** ₹25 per delivery
- **5–10 KM:** ₹35 per delivery
- **10–15 KM:** ₹45 per delivery
- **15–20 KM:** ₹55 per delivery

3.2. Petrol Reimbursement

- ₹3/km, calculated both ways (up & down), based on actual kilometres travelled.

3.3. Incentive Structure

- **5 Deliveries in a Day:** ₹40 bonus
- **10 Deliveries in a Day:** ₹100 bonus

Incentives are paid in addition to delivery charges and petrol reimbursement.

3.4. Work Hours & Flexibility

- Part-time partners may choose their working hours within **6:00 AM to 9:00 PM**.
- Must commit to a **minimum of 3 hours per day**.
- Should be available for emergency/high-priority orders during active hours if opted in.

3.5. Payment Schedule

- **Weekly payments** covering delivery charges, petrol reimbursements, and incentives.

4. General Rules for All Delivery Partners

- Must own a **smartphone** with **GPS** and the **Syngroc Delivery App** installed.
- Required documents at onboarding:
 - **Driving Licence**
 - **Aadhar Card**
 - **Vehicle Registration Certificate (RC)**
- **Background check and identity verification** are mandatory.
- All delivery partners must:
 - Follow **traffic laws**
 - Maintain **valid vehicle documents**
 - Avoid any form of **misconduct or misrepresentation**
- Failure to comply may result in **warnings, deductions, or termination**.
- Accurate and real-time logging in the **Syngroc app** is mandatory for payment processing.

5. Termination Clause

SYNGROC reserves the right to **suspend or terminate** the services of any delivery partner under the following circumstances:

- Breach of contract or policies
- Misconduct or negligence
- Repeated customer complaints
- Violation of traffic or safety rules
- Dishonesty or tampering with delivery logs

Authorised By:

SYNGROC (UNIT OF SYNTEXX)


Manager

Manager, SYNGROC