



SYNGROC DELIVERY PARTNER POLICY

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 the total distance covered — to and from the delivery location)

2.2. Duty Hours

- **Working Hours:** 9:00 AM to 8:00 PM
- **Working Days:** 6 days a week with rotational off

2.3. Insurance & Safety

- **Accident Insurance Coverage:** ₹3,00,000 per staff after One Year.
- **Protective Gear:** Staff must use their own helmets, ID cards, and safety jackets at all times.

2.4. Code of Conduct

- Punctuality and polite behaviour are mandatory.
 - Uniform and proper hygiene must be maintained.
 - Use of GPS and delivery app during duty is compulsory.
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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**, 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 and petrol charges.

3.4. Work Hours & Flexibility

- Part-time partners may choose their own working hours within SYNGROC's delivery window (9:00 AM to 10:00 PM) with Emergency Services.
- They must commit to at least a minimum of 3 hours per day.

4. General Rules for All Delivery Partners

- A smartphone with GPS and the SYNGROC Delivery App is mandatory.
- All delivery Partner have to submit their Driving Licence, Aadhar Card, Vehicle Registration Certificate Photocopy at the time of onboarding.
- Identity verification and background checks are required before onboarding.
- All delivery partners must follow traffic rules and carry valid driving documents.
- Misconduct, unprofessional behaviour, or misuse of company resources may lead to termination.

5. Reimbursement & Payment Schedule

- Salaries and payments will be processed **monthly** for permanent staff and **weekly** for part-time partners.
- Petrol reimbursements are calculated and paid along with the respective payment cycle.
- Accurate and real-time entry of delivery logs is necessary for processing pay-outs.

6. Termination Clause

SYNGROC reserves the right to suspend or terminate the services of any delivery partner in the event of:

- Breach of contract
- Misconduct or negligence
- Repeated customer complaints
- Violation of traffic or safety rules

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