

EXHIBIT "A"

Work Order No ASSPL/16-17/0009 effective 23<sup>th</sup> Jun 2016

This Work Order is entered into and made a part of the Master Services Agreement between **SAMS Facilities Management Pvt Limited. & Amazon Seller Services Pvt. Ltd**, a private limited company having its registered office at **26/1, 8<sup>th</sup> Floor, Brigade World Trade Centre, Dr. Rajkumar Road, Malleshwaram, Bangalore - 560055**, with an effective date of **22<sup>nd</sup> Jun, 2016** the "Agreement"), to apply to the Amazon entity noted below (for purposes of this Work Order, "Amazon") for the Project described below. All capitalized terms not defined in this Work Order have the respective meanings set forth in the Agreement. To the extent that the terms of this Work Order conflict with any of the terms of the Agreement, and the Work Order explicitly states that it intends to modify the conflicting terms, this Work Order supersedes the Agreement.

Description of Project Services: Housekeeping & Janitorial & M&E Services for warehouses for Amazon as per this Work Order.

SCOPE OF SERVICE

- Contractor will perform "Commercial Cleaning Services" & "Electrical Maintenance Services" for Amazon in accordance with instructions provided by Amazon. "Commercial Cleaning Services: shall include but is not limited to cleaning of the premises identified by Amazon ("Premises").
- For the above services offer, the contractor will charge Amazon a service charge of 10% on the applicable Basic and DA only, The Absolute amount is fixed for the contractual period irrespective to any variations in the Basic and DA.
- Contractor will comply with all statutory requirements and will, in particular, provide all of Technicians and other relevant personnel with:

- a) ESI
- b) PF
- c) FPF
- d) Bonus
- e) Uniform with Shockproof Shoes for technical workforce and antiskid shoes for HK workforce
- f) Compensation for leaves and holidays in their credit
- g) Overtime wages as per statutory norms

- The contractor hereby commits to adhere to Amazon's statutory and compliance audits at any time.
- This contract is for Operational FC which includes Housekeeping, Electrical, Pantry Services & Scarp/Garbage disposal & miscellaneous office works.
- Contractor will deploy well-qualified and experienced technicians ("Technicians") per shift of 8hrs. 24hrs per day.
- Contractor will deploy Technicians having requisite qualification and adequate experience to perform the Services duly approved by authorized amazon personnel.
- The Contractor supervisors will be deputed at the Amazon facility on a regular basis to monitor the Technicians.
- The Technicians / Supervisors will inform Amazon Site Facility Department, whenever they replace a defective item and get authenticated by them for the same in the register for consumption details
- The Technicians will exercise control on additional electrical consumption by switching off lights and other gadgets when not in use.



- Technicians will possess and escalation chart for reporting of any incident, down time or fault
- The Technicians will inform the Facility Department for the requirement of electrical consumable items for procuring the same for maintaining a minimum stock of the same all the time.
- Technicians will ensure cleanliness of electrical room and electrical installations in the entire facility.
- Contractor will ensure the coordination, deployment of additional manpower and end-to-end supervision of the entire facility during scheduled power shut down by Builder for annual maintenance of their electrical installations.
- Contractor will cover its employees/representatives under the Workmen's compensation Act.
- Contractor, at no point of time would pay its employees' wages that do not commensurate with the Minimum wages Act of the state.
- Minimum wage will be changed based on the Notification from Govt. Whenever there is a minimum wage increase in any State, Service Provider has to implement the revision immediately as per the revised rate from the effective date of change irrespective of any contract that they may have with Amazon. Service provider can subsequently submit the appropriate minimum wage change notification and request Amazon to amend the pricing sheet which will be done with effect from the date of change from which the new wages are applicable.
- On any breakdown reported by Amazon or observed by the Technician on duty will attend to the same immediately and any major breakdown which requires any specialized tools will be attended to within an hour in all 24hrs including Sundays and public holidays.
- Contractor shall absolve Amazon of all responsibility or claims arising out of risk or harm to its employees/representatives at the Amazon site.
- All deployments will be as per written communication from Amazon Facilities team.
- Contractor shall provide at own expense each of supervisor and workmen with appropriate life ,sickness and accident insurance for the duration of their services at the site, including any machine or instrument which may be brought to site
- Contractor shall ensure wages / remuneration are paid to the workmen latest by 2<sup>nd</sup> working day of the following month for each month of service as the case may be

**Additional Jobs:**

In addition to the above scope of Services the Contractor shall provide supplementary office support for occasions like visits of VIPs, Annual General Meetings of Amazon, social/cultural/sports programs or any other eventualities for which sufficient advance intimation shall be given, whenever possible. Compensation for this additional manpower shall be given as agreed upon by the Parties in writing.

Any change to Contractor's scope of work must be authorized in writing by both parties, and in the case of Amazon, is binding only if signed by Authorized Signatory.

**General Description of Work Product/deliverables:**



Rate card for the services will be as follows:

Cost Head	Basis	Base on which % is calculated	Facility Executive	HK Bay/ Chambermaid	Pantry Boy	Gardener	HK Supervisor	MST	HVAC Technician	Filter/Plumber
Basic	Govt norm		17,501	9,568	10,582	9,568	11,154	11,622	11,622	11,622
DA	Govt norm									
Min wage			17,501	9,568	10,582	9,568	11,154	11,622	11,622	11,622
Site Allowances if any	Site specific & mandatory if reqd		11,917			545	900	4,000	4,000	9,00
Total Wage			29,418	9,568	10,582	10,113	12,054	15,622	15,622	12,522
PF (Basic+D.A)	13.36 %	min wage		1,278	1,414	1,278	1,490	1,553	1,553	1,553
ESI (Gross Salary)	4.75%	total wage		454	503	480	573	742	742	595
Statutory allowances				1,733	1,916	1,759	2,063	2,795	2,295	2,147
Bonus (Basic+D.A)	8.33%	Higher of min wage & 7000	1,458	797	881	797	929	968	968	968
Leave Allowance (Basic+D.A)	Mandatory leaves / (12*26)%	min wage	1,568	857	948	857	1,000	1,042	1,042	1,042
Training, Administration & Uniform Cost			201	200	200	200	200	200	200	200
Total CTC			32,646	13,155	14,528	13,726	16,245	20,126	20,126	16,879
Service charge %	8%	min wage	2,353	765	847	809	964	1,250	1,250	1,002
Billable cost/head			35,000	13,921	15,375	14,535	17,210	21,376	21,376	17,881
NET Take home component			29,418	8,282	9,127	8,788	10,505	13,954	13,954	10,908

Note:

The above absolute value of service charge is fixed and firm for the contractual period irrespective to any variation to the Basic and DA due to amendment of minimum wage act.

Service tax (if applicable) will be paid at extra at actuals @ the applicable rate against submission of tax invoice.



N.B.

- Any other services will be charged at actuals(all supporting documents needs to be provided) + 8% management fee
- In case of any SAMS Facilities Management Pvt Limited employee don't avail required number of SL/CLs by calendar year end , the same shall be reconciled and amount equivalent(as per contract) shall be adjusted against the subsequent month invoice for the services provided by the vendor
- The Headcount will be as per indication given by site.
- The deployment and deliverables will be further governed by a SOW & SLA mutually agreed and signed between both parties , attached is annexure for SOW & SLA as annexure I & II

The Contractor Fees shall be paid by Amazon within 30 days from the date of confirmation of the contractor invoice as submitted by Amazon.

The contractor shall be responsible for payment of all statutory entitlements in accordance with applicable laws in India (including but not limited to minimum wages, provident fund, gratuity etc.) to the contractor personnel deployed by it for the purpose of the services performed by it under this work order and no responsibility in this regard shall vest on Amazon.

Rate based on current minimum wages for New Delhi

Location(s) Where Services Will Be Provided: SDEF - New Delhi

Address: Amazon Seller Services Private Limited, A33, Mohan Cooperative Industrial Estate,  
New Delhi 110044.

TIN/ CST: 07796927697

Start Date of Services: 24<sup>th</sup> June 2016

**Required Completion Date:** This work Order is initially valid for a 1 Year only from the effective Date ("Initial Term"). Thereafter, this Work Order may be renewed by mutual consent between the parties ("Extended Period") unless terminated earlier during such extended period by either party upon at least 30 days advance written notice.

In the event of termination of the contract by either party as per the above termination clause or non-renewal of this contract post the completion of the contractual period the vendor will submit the following document.

- Month wise Attendance registers
- Month wise wage registers
- Month wise PF paid challans
- Month wise ESI paid challans
- Year wise Statutory Bonus payment records
- Year wise Labour welfare fund remittance challans/proofs

The above documents needs to be handed over to our of Central Compliance team.

We also an undertaking needs to submitted confirming that there are no pending statutory dues of whatsoever and if any noncompliance issues arises in future, the Vendor/agency will take fully responsible for the same.



The above is mandatory for execution of full and final settlement.

Contractor Fees/Payment Terms: Within 30 days from the date of certification from Facilities.

Key Personnel [list any individuals critical to completion of the Project]:

If any "Key Personnel" are identified above, Contractor will assign such Key Personnel to the Project and will not remove them from the Project, or substantially reduce their participation in the Project, without Amazon's prior written consent. If any Key Personnel leave the Project and are not replaced within 30 days by Personnel acceptable to Amazon, Amazon may replace such Key Personnel with an Amazon employee or Contractor, and Contractor's compensation will be adjusted appropriately. All Personnel will execute the Contractor Nondisclosure Agreement attached as Schedule 1 to this Work Order.

This Work Order is entered into as of the Start Date set forth above.

Amazon:

Contractor:

Amazon Seller Services Pvt. Limited.

SAMS Facilities Management Pvt Limited.

For Amazon Seller Services Pvt. Ltd.,

By:

Name:

Title: Authorized Signatory

Signed Date: \_\_\_\_\_

*Rajesh Prudh*  
Authorized Signatory

By:

Name:

Title:

Signed Date: \_\_\_\_\_

ANNEXURE -I

Soft Services

The scope of work will include but not be limited to providing comprehensive Housekeeping, Waste Management, Pantry and Office services at the proposed facility of the client, including all staircases lying within the floor space area enumerated above. The scope includes the following: -

Daily cleaning of the following:

General:

- All floor areas: Spot clean all marks, stains and spills
- Vinyl or Tiles: scrub or spray to remove scuff marks when necessary
- Clear all dustbins once every day or on as required basis
- Ensure correct placement of all keyboards and chairs across each floor when not occupied

- . Inbound, outbound, ICQA, TBA , photo studio and other shop floor areas - daily cleaning
- . Filling of all water dispensers in a periodic manner as and when required
- . Outside periphery cleaning to be done in daily frequency
- . Complaint log book need to be maintained
- . MMR reports needs to be sent

Foyer / Entrance/Canyons/Reception Area:

- . Floors buffed and polished (all stone, slate and ceramic floors to be washed with a neutral detergent)
- . Shake out/clean all doormats (if applicable)
- . Clean all stair landings, stairways and ground floor window sills
- . Cobwebs to be cleared
- . Periphery area/surrounding area cleaning

Tea Room / Pantry / Cafeterias:

- . Sweep and mop clean all floors using disinfectant
- . Clean, all sinks and metal fittings
- . Check fridge and other white goods working and wipe down
- . Dustbins to be cleared at least every two (2) hours
- . No odours to emanate from the Pantry
- . Chairs to be placed properly in cafeterias
- . Wiping clean tables after use
- . Water cooler daily cleaning/periodic cleaning. And checklist to be maintained.
- . Pantry Table Chair arrangements and cleaning as and when required.
- . Cafeteria Table cleaning.

Workstations and Cabins:

- . Empty all waste bins twice a day
- . Wipe, replace bin liners as required
- . Vacuum carpet areas
- . Clean tables, cabinet tops and conference and meeting room furniture and equipment
- . Clean doors and partitions
- . Clean writing boards in cabins
- . Cleaning of telephones and disinfection of handsets
- . Conduct a full clean each weekend for Cabins
- . Clean light fixtures and air conditioning vents
- . Carpet Spotting.

Conference Rooms/Meeting Rooms/Training Rooms:

- . Empty all waste bins twice a day
- . Vacuum carpets
- . Clean tables, cabinet tops and conference and meeting room furniture and equipment
- . Clean doors and partitions
- . Clean writing boards in conference and meeting rooms
- . Conduct a full clean every weekend
- . Serving tea in business centers during meetings.
- . Rearrangements of the chairs as when required after the meetings.



**Toilets/Wash Rooms**

- . Cleaning of all toilets /wash rooms in the area
- . Continuous sanitizing and disinfecting of toilet units, urinals and wash basins
- . Replenishment of consumables like toilet rolls, soap etc.
- . Check proper working of air freshener and exhaust as applicable
- . Clean dustbins and change liners
- . Clean mirrors/doors/partitions

**Garbage Removal**

- . Garbage may have to be removed as per the schedule.
- . Dry & Wet garbage is to be checked and then placed in the designated area

**Corrugate / C return cutting and disposal:**

Man power deployed for corrugate will be responsible for Cutting and disposing the Corrugates to Garbage room.

**Weekly cleaning of the following:**

- . Wipe all internal doors, workstation partition metalwork/plastic and wall surfaces (other than bare masonry)
- . Clean all desk, bench top or table surfaces
- . Wipe out wastepaper bins or replace liners
- . Vacuum clean all corners, edges and under furniture
- . Full clean of front door mats
- . Requisition of refills, disposables, vending premixes
- . Sanitizing of common areas and cafeterias

**Monthly cleaning of the following:**

- . Dust all interior walls, ledges, furniture and equipment
- . Vacuum upholstered furniture
- . Workstations to be cleaned
- . Deep clean conference and meeting rooms

**Regular Services:**

- . Floors, Work station areas, training rooms, Conference rooms, meeting rooms, internal glass fixtures, common areas, heavy traffic areas, external areas and general cleaning as specified; and
- . Food Courts/cafeteria/dining hall

**Periodic Services:**

- . Carpet cleaning, shampooing and floor scrubbing (at an additional cost)
- . Internal window and glass cleaning. (to the height of 7 ft)
- . Cleaning of AC grills, fire sensors, light fittings and extinguishers (Under the supervision of a technical team)
- . Other emergency cleaning services, as required.



Technical Services

List of equipment's		Daily checks	Monthly checks	PM	AMC coordination	New projects	BD maintenance	Predictive maintenance
Sr. No.	Equipment							
1	Electrical system	Yes	Yes	Yes	Yes	Yes	Yes	Yes
2	Sub station	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3	DG	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4	Transformer	Yes	Yes	Yes	Yes	Yes	Yes	Yes
5	Earth pits		Yes	Yes	Yes	Yes	Yes	Yes
6	Internal lighting	Yes	Yes	Yes	Yes	Yes	Yes	Yes
7	External lighting	Yes	Yes	Yes	Yes	Yes	Yes	Yes
8	Fire systems	Yes	Yes	Yes	Yes	Yes	Yes	Yes
9	Fire pumps	Yes	Yes	Yes	Yes	Yes	Yes	Yes
10	Domestic water systems	Yes	Yes	Yes	Yes	Yes	Yes	Yes
11	FA system	Yes	Yes	Yes	Yes	Yes	Yes	Yes
12	PA system	Yes	Yes	Yes	Yes	Yes	Yes	Yes
13	Conveyor systems	Yes	Yes	Yes	Yes	Yes	Yes	Yes
14	Dunnage machines	Yes	Yes	Yes	Yes	Yes	Yes	Yes
15	All associated	Yes	Yes	Yes	Yes	Yes	Yes	Yes



	machines to production							
16	UPS	Yes	Yes	Yes	Yes	Yes	Yes	Yes
17	FM - 200	Yes	Yes	Yes	Yes	Yes	Yes	Yes
18	MDF room	Yes	Yes	Yes	Yes	Yes	Yes	Yes
19	Standalone AC systems	Yes	Yes	Yes	Yes	Yes	Yes	Yes

General	
1	The electro-mechanical team will carry out daily monitoring of al operation and preventive maintenance activities with the help of various checklists, log sheets and preventive schedules developed and prepared by Golden star, which would be maintained in the Facilities Management Team at site.
2	Round the clock observation of the equipment & systems installed throughout the property
3	Checking of all equipment as per schedules & checklists.
4	Carrying out routing PM checks as per OEM schedule / 52 week schedule
5	Attending to the complaints received and coordinating with AMC vendor for circuit level trouble shooting
6	Cleaning of all Equipment & Systems.
7	Coordinating with AMC /OEM vendor for rectification of defects as per their SLA.
8	Coordinating for new installations with vendors / internal teams
9	Maintaining log books and history sheets for all equipment's
10	Attending to BD calls for all equipment's covered under the list specified above
11	Energy savings and kaizen activities for all areas

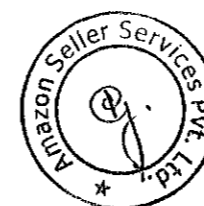


Reports to be maintained	
•	The Checklists which will be prepared by Golden star for every Equipment at site.
•	Report on HSD Consumption.
•	Report on Electrical Parameters
•	Report on the major Replacements & Repairs undertaken by AMC (OEM Vendors).
•	Report on Inventory Status of Spares and Consumables.
•	Report on Preventive Maintenance.
•	Report on Warranties and AMC'S of Equipment.
•	Report on Deviations to Response and Resolution Time.
•	Report on Breakdowns (other than plumbing & carpentry)
•	Report on Spares Consumption (Highlighting abnormal consumptions)
•	Report on Power Consumption and Energy.

Operational & Maintenance points - Electrical system	
1	Changeover management from EB to DG / DG to EB
2	Switching on/off of all main DBs as per requirement
3	Maintaining PF factor >0.98
4	Hourly reading of transformers, DG, and other related meters.
Operational & Maintenance points - DG	
1	Switching on/off of DGs
2	Receipt of diesel barrels



3	Filling up of diesel in the DGs
4	Auto changeover management of DG
5	Daily checks on DG battery condition
6	Daily A checks on the DG sets
Operational & Maintenance points - Fire hydrant / Sprinkler system	
1	Switching on/off fire hydrant system including sprinkler system
2	Daily pressure test
3	Maintaining of required pressure in header
4	Operation of DG pump
5	Maintaining / filling of diesel in DG pump.
Operational & Maintenance points - Domestic water system	
1	Switching on/off Domestic water system as per need
2	Daily readings
3	Maintaining of required water levels in sumps
4	Adding required dosage of chemicals
5	Ensuring supply to all washrooms , canteens etc.
Operational & Maintenance points - External lighting	
1	Switching on/off External lighting
2	Coordination with vendors for installation of additional lights
3	Maintenance of all lights @ height
4	Repairing of light fixtures as and when required
Operational & Maintenance points - Internal lighting	
1	Switching on/off Internal lighting



2	Coordination with vendors for installation of additional lights (high bay fittings/office light fittings and pack/slam lights / machine lights / and on lights etc.)
3	Maintenance of all lights @ height
4	Repairing of light fixtures as and when required
5	Internal lighting will include all office light fittings and pack/slam lights / machine lights / and on lights etc.
Operational & Maintenance points - UPS systems	
1	Switching on/off UPS systems
2	Daily readings
3	Maintaining ups room temp @ prescribed levels
4	Checking / maintaining of proper battery voltages
Operational & Maintenance points - FM 200	
1	Operating of FM 200 in case of emergency in auto / manual mode
2	Assisting in refilling / shifting of FM 200 cylinders
3	Daily check on pressure of cylinders of FM 200 system
Operational & Maintenance points - MDF system	
1	Daily checks on MDF room ac temp - to be maintained within prescribed specification
2	Maintenance of MDF room aircon to ensure temp in room.
Operational & Maintenance points - FA system	
1	Daily checks on smoke detector functioning
3	Daily checks on sprinkler bulbs
6	Participating / coordinating in mock drills
7	Maintenance of fire control panels including check of backup battery voltage
Operational & Maintenance points - PA system	



1	Daily checks on PA system functioning
Operational & Maintenance points - FA system	
1	Daily checks on smoke detector functioning
3	Daily checks on sprinkler bulbs
6	Participating / coordinating in mock drills
7	Maintenance of fire control panels including check of backup battery voltage
Operational & Maintenance points - Stand Alone AC systems	
1	Daily checks on AC set points and functioning
2	ON/OFF of systems according to requirement
3	Cleaning of filters
4	Cleaning of drain line
5	Coordinating with vendors for new installations
6	Coordinating with vendors for AMC / major breakdowns
Operational & Maintenance points - Conveyors	
1	Daily checks on conveyor critical points
2	PM on conveyors as per schedule
5	Coordinating with vendors for new conveyor installations
6	Coordinating with vendors for AMC / major breakdowns
Operational & Maintenance points - Dunnage machines	
1	Daily checks on Dunnage machine critical points
2	PM on conveyors as per schedule
5	Coordinating with vendors for new machine installations
6	Coordinating with vendors for AMC / major breakdowns



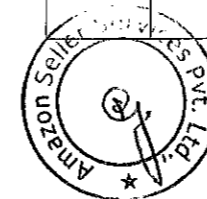
Operational & Maintenance points - All associated machines to production	
1	Daily checks on all associated machines to production as prescribed by amazon
2	PM as per schedule
5	Coordinating with vendors for new machine installations
6	Coordinating with vendors for AMC / major breakdowns
Operational & Maintenance points - Earth pits	
1	Internal check of earth pit values once in 6 months
2	Coordinating with vendors for yearly check

ANNEXURE-II

S.No	REQUIREMENT	Description	Deductions	Remarks													
1.	Services charges to be linked with Physical presence of Contract labour in Janitorial Services in each shift																
2.	<table border="1"> <tr> <td>Attendance</td> <td></td> </tr> <tr> <td rowspan="5">Service Charges</td> <td>&gt;=95%</td> </tr> <tr> <td>&gt;= 92 to &lt;95</td> </tr> <tr> <td>&gt;=88 to &lt;92%</td> </tr> <tr> <td>&gt;=85% to &lt;88%</td> </tr> <tr> <td>&lt;85%</td> </tr> </table>	Attendance		Service Charges	>=95%	>= 92 to <95	>=88 to <92%	>=85% to <88%	<85%	Service Charge	<table border="1"> <tr> <td>8.00%</td> </tr> <tr> <td>7.75%</td> </tr> <tr> <td>7.50%</td> </tr> <tr> <td>7.25%</td> </tr> <tr> <td>7.00%</td> </tr> </table>	8.00%	7.75%	7.50%	7.25%	7.00%	
Attendance																	
Service Charges	>=95%																
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	>=85% to <88%																
	<85%																
8.00%																	
7.75%																	
7.50%																	
7.25%																	
7.00%																	
3.	Base of Calculation of Service charges	Only on Basic + DA + Allowance															
4.	Service charges on Uniform Cost	NIL															
5.	BGV expenses shall not be paid to the Contractor if the Associate who is on 11 month employment contract resigns within 3 months, and if the Associate who is on 3 month employment contract	Rs. 700/- (Criminal, Address)															



	resigns within one month from the date of joining.			
6.	Service charges on OT	Nil		
7.	Properly groomed strength of staff per person per day	Staff should be properly groomed.	380 /- per person per day.	This fine to be levied after 2 mail/written warnings
8.	Lack of spares , toiletries consumables & material (per incident per day)	Adequate stock of spares, toiletries, Consumables, material should be there.	NIL	As per actual per day consumption alert of requirement will be given in one week advance
9.	Non – execution of work as per schedule (per incident per day)	Work to be done as per finalized schedule	300 /- per day. ( per incident , per day ).	Post 2 written warnings. Not applicable for project related work.
10.	Housekeeping machines & equipment not working ( per head / per day )	All machines & equipment's should be in working condition	250 /- per incident.	48 hours can be considered, after that penalty of 250 /- per incident.
11.	Failure to maintain daily documentation (per incident , per day)	All documents to be maintained as per planned schedule.	250 /- per day ( per incident , per day )	To be levied post 2 written warnings. The list of reports to be signed off by FM
12.	Ticketing System calls to be closed within defined (TAT, Turnaround time).	All complaints related to ticketing system	150/- (per incident , per day )	Rs.150/- Ticketing system needs to be maintained
13.	Continuous water supply in the building	Ensure smooth operations of borewells & water levels in overhead water tanks	1000/- per incident / per day.	Excluding breakdown of any components in the borewell or pump
14.	Reliable Raw Power either through DG set or grid.	Interruptions during changeovers to be	1000 /- per incident, per day.	Standard change over time @ site to be set as tolerance limits , in case of



		tolerated – should not be more than 30 seconds.		power failure more than the prescribed time 1000/- incident will be charged
15.	Temperature shall be maintained as per standard parameters i.e :- 22 to 24 C in office area , 18 to 20 C in server room , 30 C on the shop floor.	HVAC performance to be recorded every hour and temp readings to be recorded in log books	1000 /- per incident / per day.	Penalty is applicable in case of more than 02 negligence cases per month.
16.	All Electromechanical Equipment's shall be operated and maintained with specified routine, Preventive Maintenance.	ASSPL to allow for respective shutdowns as required – Service Provider to give the calendar of PM to be done every month.	1000 /- per incident per day.	1000 /- per incident / per day .
17.	Service providers staff committing theft / fraud etc.	Immediate	Per instance INR 1000 and recovery of actual amount and termination of accused from services	Per instance INR 1000 and recovery of actual amount and termination of accused from services
18.	Any other inappropriate/ uncalled behavior	Immediate	Per instance INR 500 and termination of accused from services and recovery of any financial impact on the company at actual	Per instance INR 500 and termination of accused from services and recovery of any financial impact on the company at actual
19.	Service provider staff sleeping	Immediate	250 /- per instance	250 /- per instance



20.	Penalty amount of Rs.20,000/- will be deducted per month from the service charges of the Contractor if he secures less than 90% score in Statute compliance audit conducted by an external agency UCS	Immediate	Penalty of Rs-20,000/- per instance of non-meeting of compliance requirement	20,000 /- per instance
21.	Biometric System Implementation for attendance	Reports to be submitted to Amazon every month along with Attendance Summary	System will be implemented once site is launched.	Biometric to be implemented once the site is launched.
22.	Loss of Amazon I-card	Immediate	250/ per instance per person	250 / per instance per person.

Statutory		
Sr. No.	Monthly compliance	Deductions
1	Late PF/ ESIC & payment of wages remittance	500/- per each instance per person upto 30 days
2	Payment of bonus	500/- per each instance per person upto 30 days
3	Loss of I card	250/- per instance per person

END

