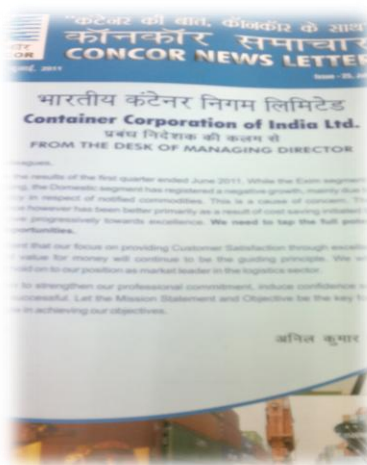
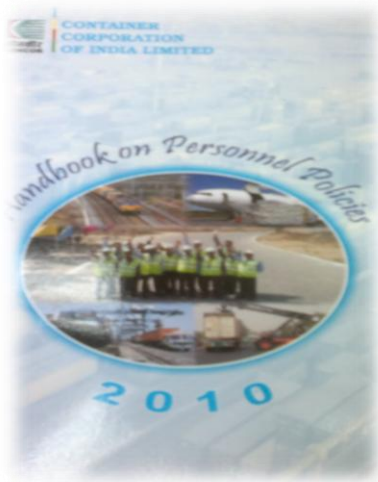


INTERNAL COMMUNICATION



CONCOR focuses on total employee involvement and two way communication is always ensured so that the employee feedback regarding important organizational parameters is received by way of surveys, interactive sessions, etc. and necessary corrective actions is taken in time to resolve concerns of the employees.

CONCOR has formal and informal communicational channels which are vertical and horizontal, top-down and vice versa on every aspect which relates to the functioning of the organization and employee issues.

Internal communication uses both manual and electronic mediums for communicating important information.

CONCOR adopts an open door policy in which any employee can approach the senior management for work related problems.

CONCOR activities are divided into eight geographical regions spread all over the country with a head office in the capital. Quarterly conference of all Regional Heads and Department Heads is held by the management at the head office to obtain performance feedback and market intelligence, disseminate the targets and objectives for the next quarter and to redress the grievances prevailing in the regions. The possible solutions to prevalent problems and the vision of CONCOR for the future is discussed extensively. Further, monthly business reports received from the regions are compiled every month and issues, if any are sorted out immediately.

Information on wide range of business, social and policy issues is shared among the employees through CONCOR Newsletter wherein vital information pertaining to the CONCOR functioning and other activities and achievements are reported for the information of all employees.

CONCOR also has a quarterly हिंदी magazine called मधुभाषिका towards CONCOR's national commitment in propagating Rajbhasha 'हिंदी' in which all employees and their families are encouraged to make their contribution or original literate skills in हिंदी.

Further, all the personnel policies are well circulated and in order to keep the employees always abreast a handbook on personnel policies is also periodically circulated to each and every employee of the company.

CONCOR website (www.concorindia.com) is widely utilized to communicate important information to both internal and external stakeholders and also for receiving valuable feedback from them.

