

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 communication 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 wherein any employee can approach the senior management for work related/ individual matters.

CONCOR activities are divided into eight geographical regions spread all over the country with head office in New Delhi. 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.

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

Further, all the personnel policies are well circulated and also updated on the Employee Portal.

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.

Instant and updated information is provided to the employees regarding all HR / Personnel matters including HR policies, personal details of employees, leave details, salary slips, reimbursements, perks, loans and advances, APAR rating etc., through 'Employee Portal. Employee Portal also acts as a medium whereby employees can file their mandatory annual property returns and submit their dependent declaration.