

**Policy on Quality & Contingency Measures****Office Connect Goods Wholesalers LLC**

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Office Connect Goods Wholesalers LLC is committed and dedicated to all aspects of Quality where the object is optimum customer satisfaction. We believe our product range offers major advantage to our customers due to the services provided by us.

Furthermore, we maintain our position within the service sector with assurance on product quality, delivery standards and seek to fulfill our committed service.

We have developed a comprehensive Quality Control and Contingency Measures, which requires the following:

1. Through search for best and most consistent supplier.
2. Qualified and highly motivated staff in whom we invest time and effort to widen their knowledge and effectiveness.
3. Investment in the best available technology and facility.
4. Rigorous quality control and inspection at all stages in the process.
5. Adherence to safety and regulations, policies and methods.
6. Safe keeping of stock items: stored Food items are stacked and kept in temperature-controlled environment as per quality guidelines. Non-Food items are kept separately.
7. Periodically engaging service providers, using their latest advances in proactive monitoring and deterrents to protect our environment
8. Policies and Method Statements are documented through which the measures and controls are being complied

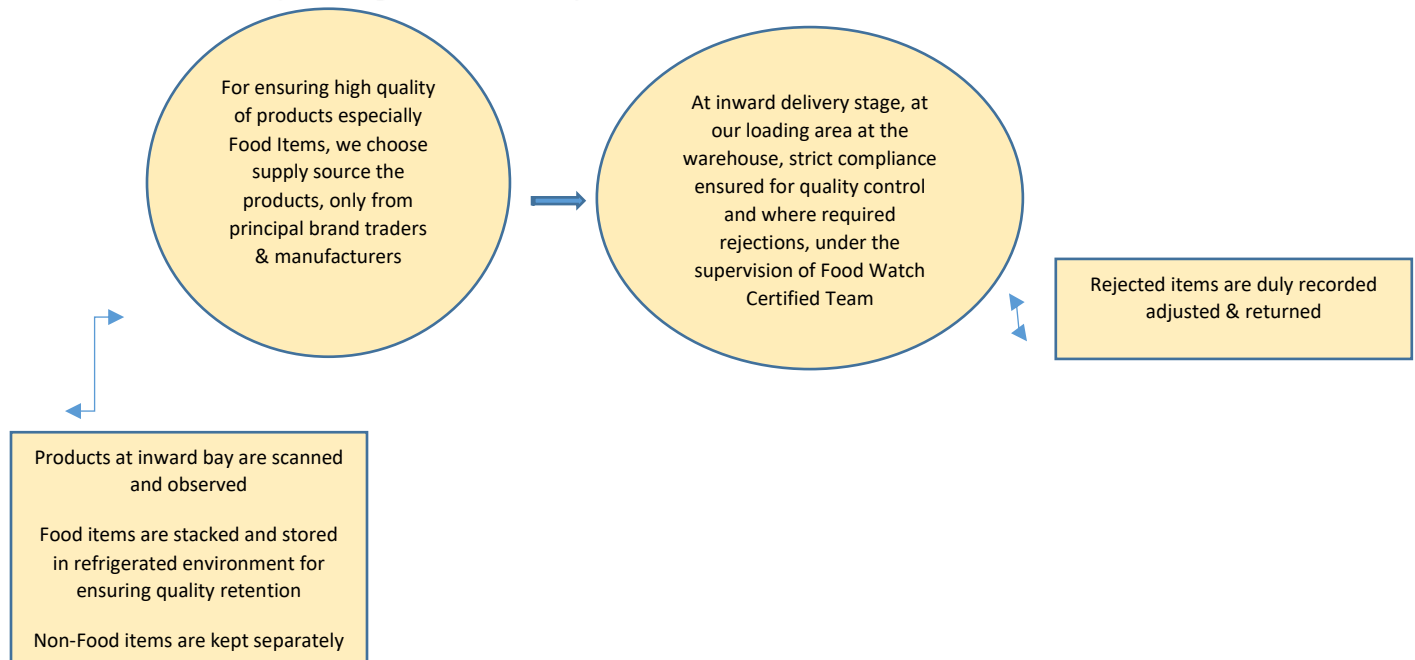
- Sustainability
- Risk Assessment
- Quality Control
- \* Health & Safety
- \* Environment
- \* Code of Ethics-Anti Bribery

- Data-Privacy-and-Protection \* Management arrangements on a strategic and operational basis \* Contingency Steps \* CSR

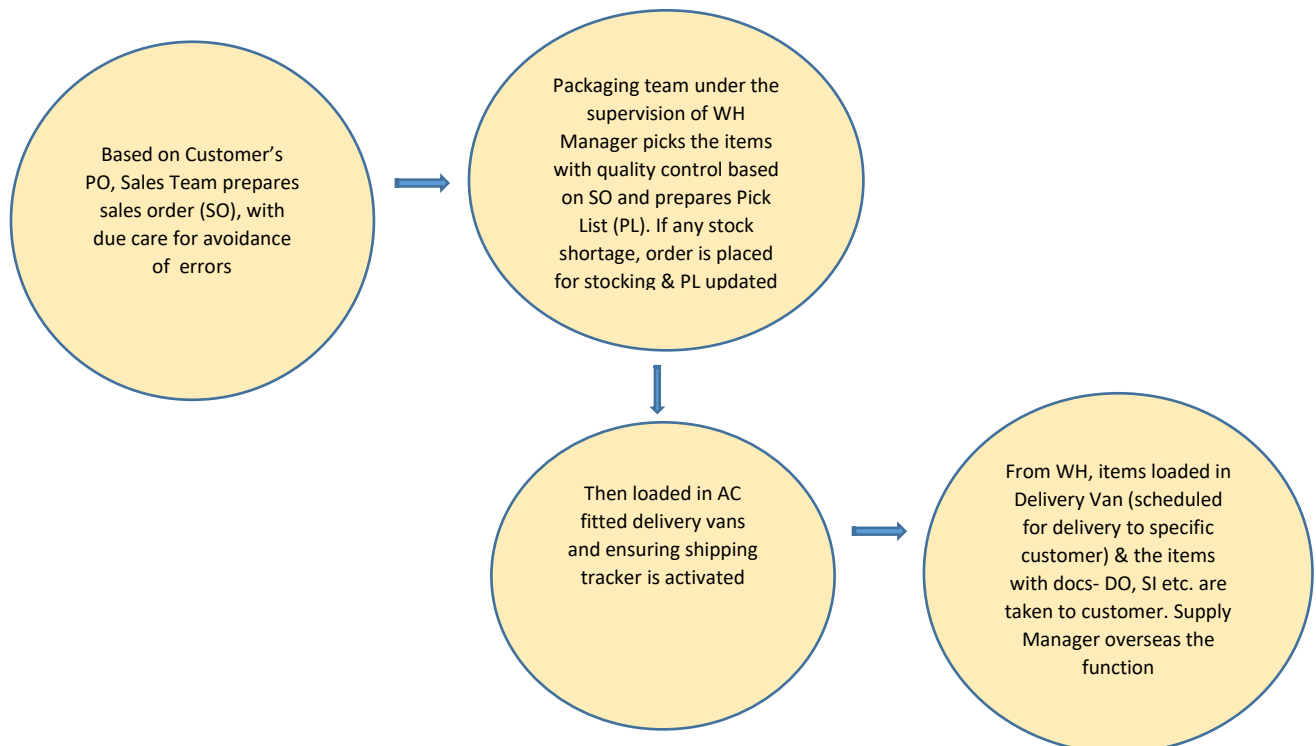
Ongoing training on Health & Safety measures, on Food Watch, First Aid etc. are being rendered to staff

### A. Quality is ensured at each phase of our activity

#### 1. Process Flow (Sourcing & Procurement)



#### 2. Process Flow (Invoicing & Delivery Scheduling)



Office Connect Goods Wholesalers LLC shall provide unconditional support to all our current and future customers allowing them to capitalize on the advantages of our product range.

We will not compromise on any aspect of quality and are committed to providing excellent standards of services for ensuring relentless enhancement of customer satisfaction levels.

## B. Contingency Measures

Adopted three steps to preparing our contingency plans.

### **B1. Complete a Risk Assessment**

First, it is essential to identify what is a critical incident. It may be injury of one or multiple employees, where the incident leads to inordinate delay in our delivery service, any situation that could attract unusual attention from the customers or any Act of God event (i.e., Covid, fire) that will severely interfere with the continuous operation of our operation.

Or else power failure or drop in Mobile Apps like Shipping Tracker, Vehicle failure etc.

Or else, certain essentials like Pantry (say a chosen food item say Nescafe coffee) is not made available in the market.

Ensuring our plan identifies all types of incidences or contingencies that could occur in each of our activity of sourcing, procuring, storage, loading, delivering to each location.

### **B2. Develop the Contingency Plans**

Remember, your main goal is to keep your business open, profitable, and customer needs are met, all in safe atmosphere.

#### **In the plan, keep employees on track.**

What must be done in the first hour, day, and week of the incident? Sticking to a strict timeline will ensure no important details are left out. Also, make sure all employees know what triggers the plan's implementation—delegate jobs and roles to employees at each stage to keep things running smoothly.

**Make sure the plan is simple.**

In a time of chaos and panic, employees will not be in the right state of mind to read through pages and pages of information. Using simple language and outlining each step of the plan will help employees pull together and work through the situation.

**Look for opportunities to reduce risk in your workplace.**

This may be as simple as developing resolution to anticipated contingent event.

**B3. Maintain the Contingency Plans**

After preparing our contingency plans, several steps are followed at the behest of our Management to keep them relevant. As the business dynamics change, so must the plans.

Here are four steps we keep in mind when maintaining our contingency plans:

**Ensure all employees are aware of the plans and provide details through e mail social media based communication (like What's App) to keep employees updated.**

Ensure all employees know their roles when disaster strikes.

**Conduct drills to prepare employees for dangerous situations.**

Assess the results of training and drills and make any necessary changes to the plan. Make sure some of the drills are random and unplanned so that you can assess our employees' readiness– which includes a comm plan for the virtual workforce.

**Review the plan regularly, especially now.**

If there are changes that need to be implemented, keep the latest version on a secure cloud platform.

**Keep two-three copies of the plan off-site in an easily accessible place to the disaster team in case of an emergency.**

We may only need this paper backup if electricity and Wi-Fi are not available.

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