

Konimpex Chemicals' contingency plan

Merchandise: raw materials

Forwarder: logistics services

Konimpex Chemicals company supplies customers with raw materials/**logistics services** using road transport (deliveries in trailers/**silo** or direct in containers)

Section I - Logistics

- a. in a situation where a reasoned return of exploitation occurs Konimpex Chemicals company will execute emergency deliveries,
- b. considering client's situation of material shortage for other reasons (purchase intervention) the Employee responsible for sales to the Client:
 - o maintains stable intervention stocks which result from ordering from the manufacturer larger amounts than Client's planned purchase,
 - o implements actions to hasten ordered material delivery execution from the manufacturer,
- c. when unexpected circumstances happen (like drivers' strike on roads, difficulties on the borders/borders closed, long traffic jams, truck accidents, **mistake during shipment of material** or other), the Employee responsible for client contact is obligated to immediate information about current situation and fix:
 - o additional material delivery if needed,
 - o redirecting truck if possible,
 - o **what are the next steps in the situation.**

Section II - Human Resources

- a) in order to guarantee a proper workforce Konimpex Chemicals created a work station description for each employee which contains information people replacement - in case of being absent each employee is replaced by another employee who is properly trained to execute the duties of the absent one,
- b) home-office in case of external issues like epidemic, flood, fire, etc. – without influence on customer service.

Section III - Infrastructure

- a. Konimpex Chemicals signs collaboration contracts only with the warehouse service providers who are able to guarantee proper workforce (shifts) in cases of increased numbers of loadings or unexpected arbitrary events,
- b. in case of longterm energy shortage all loadings are redirected to another warehouse or aggregates operations,
- c. Konimpex Chemicals in case of reloading machines or equipment malfunction uses alternative equipment to prevent any delays and simultaneously makes sure machines is repaired or failure parts replaced,
- d. in case of cyber-attacks (IT) – there are separate procedures implemented regulating security policy for processing personal data (GDPR) and information security policy.

Sekcion IV - Purchasing delays

In case of delays in shipments from the manufacturer, the employee who is responsible for contacting the Client:

- a) sends information about delay to the factory, to which the merchandise is supposed to be delivered,
- b) sets up new and final delivery date (considering Clients material resources),
- c) executes another delivery from the closest warehouse,
- d) redirects the transport of the same kind material between the factories considering their minimum material resources, contemporaneously supporting client with material shortage.

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