

Konimpex Chemicals' contingency plan

Merchandise: raw materials

Konimpex Chemicals company supplies customers with raw materials using road transport (deliveries in trailers 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 or other), the Employee responsible for client contact is obligated to immediate information about current situation (if it leads to material delivery delay) and fix:
 - o additional material delivery if needed,
 - o redirecting truck if possible.

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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