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Gurgaon - 122001, Haryana, India

Operational Policy for Export & Import Operations

OPERATIONAL POLICY FOR EXPORT & IMPORT OPERATIONS

Effective Date: 12/11/2025

Revision Number: V.1

Approved By: Board of Directors

Policy Owner: Operations & Compliance Department

1. PURPOSE

The purpose of this Operational Policy is to establish efficient, reliable, and timely operational practices for export and import activities of FulmenIndia Enterprises Pvt. Ltd. The company's core operational values are On-Time Performance, Quality, and Customer Satisfaction.

2. OBJECTIVE

- To ensure that all export and import operations are executed efficiently and on schedule.
- To minimize delays, errors, and operational bottlenecks.
- To achieve customer satisfaction through proactive communication, reliability, and transparency.
- To integrate logistics, documentation, and quality processes into a unified operational system.

3. SCOPE

This policy applies to all operational activities related to:

- Export documentation, logistics coordination, and dispatch scheduling.
- Import clearance, warehousing, and inventory management.
- Coordination with suppliers, customers, freight forwarders, and regulatory agencies.

4. KEY PRINCIPLES

- **On-Time Performance:** Every consignment must adhere to agreed timelines, ensuring prompt dispatch, transit, and delivery.
- **Customer Satisfaction:** Operations must reflect responsiveness, transparency, and attention to customer requirements.
- **Accountability:** Every department and team member is accountable for their role in maintaining operational excellence.
- **Process Optimization:** All operations shall continuously evolve to improve speed, accuracy, and cost-efficiency.

5. OPERATIONAL GUIDELINES

- All shipments must follow a pre-approved operational plan including dispatch schedule, logistics mode, and delivery deadline.
- Regular tracking and updates must be provided to customers and management at every stage of shipment.
- Any delay or deviation must be immediately reported, with corrective and preventive actions documented.
- Maintain communication logs with customers, vendors, and logistics partners.
- Ensure that every export/import process adheres to national and international regulations including customs, FSSAI, and DGFT standards.
- Warehousing and storage must follow hygiene, safety, and FIFO (First-In, First-Out) principles.

6. PERFORMANCE STANDARDS

FulmenIndia commits to achieving the following performance benchmarks:

- 95% On-Time Dispatch and Delivery Rate
- 100% Documentation Accuracy
- Customer Complaint Resolution within 24-48 hours
- Zero Tolerance for Non-Compliance or Cargo Damage

7. CUSTOMER SATISFACTION

- Customer satisfaction shall be continuously measured through periodic feedback and response surveys.
- Each complaint or suggestion must be logged, reviewed, and closed with documented action.
- Continuous communication and reliability form the foundation of FulmenIndia's operational commitment.

8. TRAINING AND DEVELOPMENT

- Regular operational training for logistics, documentation, and coordination teams.
- Periodic reviews on performance and time management improvement.
- Encourage cross-functional teamwork and proactive decision-making.

9. MONITORING AND REVIEW

- The Operations Department will monitor KPIs on a monthly basis.
- Quarterly review meetings will evaluate On-Time Performance and Customer Satisfaction metrics.
- Continuous improvement initiatives will be undertaken to enhance speed and reliability.

10. RECORD KEEPING

All records related to shipment planning, execution, and feedback shall be maintained for at least five years.

11. POLICY REVIEW AND AMENDMENT

This policy shall be reviewed annually or as required based on operational needs, technological upgrades, or customer feedback.

Authorized By:



Director - FulmenIndia Enterprises Pvt. Ltd.

Date: 12/11/2025