



PROCEDURE FOR DEALING WITH STAFF, VISITORS, AND DELIVERERS

Charma Holdings Ltd, a forward-thinking organization committed to inclusivity, has developed comprehensive procedures for managing interactions with staff, visitors, and deliverers. These procedures emphasize respect, safety, and transparency in all interactions. Below, we outline the key principles and guidelines under unique headings, showcasing Charma's commitment to fostering a positive environment for everyone involved.

1. Staff Engagement: Fostering Inclusivity

Charma Holdings Ltd prioritizes staff engagement, recognizing that a motivated and inclusive workforce is essential for success. Our procedures for dealing with staff focus on:

1.1 Equal Opportunity: Charma provides equal opportunities for all employees, irrespective of their backgrounds or abilities, promoting a culture of diversity and inclusion.

1.2 Professional Development: The Company invests in training and development programs to enhance the skills and knowledge of our staff, ensuring career growth and personal fulfillment.

1.3 Flexible Work Arrangements: Charma accommodates various work arrangements to support employees in balancing their professional and personal lives, promoting work-life harmony.

2. Visitor Welcoming: Creating Memorable Experiences

Charma Holdings Ltd strives to create a welcoming atmosphere for all visitors. Our approach to handling visitors is built upon:

2.1 Visitor Registration: A streamlined registration process ensures that visitors feel valued, and their presence is acknowledged from the moment they arrive.

2.2 Accessibility: Charma's facilities are designed with inclusivity in mind, offering easy access for individuals with diverse mobility needs.

2.3 Personalized Hospitality: Visitors are offered personalized assistance to make their experience enjoyable, whether they are clients, partners, or prospective employees.

3. Deliverer Relations: Efficient and Secure Transactions

Charma Holdings Ltd values its partnerships with deliverers and seeks to ensure smooth and secure transactions. The deliverer relations procedures comprise:

3.1 Contactless Delivery: Charma encourages contactless delivery to minimize physical interaction while maintaining the efficiency and reliability of the supply chain.

3.2 Secure Handling: Strict security protocols are in place to safeguard the integrity of delivered goods, ensuring that they reach their intended recipients in pristine condition.

3.3 Timely Payment: Charma is committed to prompt payment to deliverers, fostering trust and long-lasting relationships with our supply chain partners.

4. Conflict Resolution: Fair and Transparent

In the rare event of conflicts or disputes involving staff, visitors, or deliverers, Charma Holdings Ltd employs a fair and transparent resolution process:

4.1 Mediation Services: Mediation is offered to address disputes promptly, providing a neutral and structured platform for resolving conflicts.

4.2 Transparency: Charma believes in open communication, ensuring that all parties involved are aware of the progress and outcomes of the resolution process.

4.3 Continuous Improvement: Lessons learned from conflict resolution are used to refine procedures and prevent similar issues in the future.