

## Risk Management Policy:

### 1.0 Policy Statement:

OnSite Support Ltd manages risk (risk should be read as major disruption or threat), effectively and in a consistent manner in all aspects of its business including planning, delivering, operating and overseeing programmes and performance. The management of the company encourages a culture of well-informed risk-based decision making, which not only mitigates the internal risk, but also helps to minimise the risk exposure of its business partners at large extent.

OnSite Support Ltd believes that as a supplier of PPE, Consumables, Site Welfare and Tools to UK construction industry, large part of its business activities are related to product sourcing, selling and service offering. Hence, major part of its risk mitigation activities are focused on operational activities related to its product and service offerings. However, it is impossible for any business to avoid exposure to unwanted and unknown risks generated from external environment that may cause an emergency situation. In case of an emergency<sup>1</sup>, the company follows 'contingency planning' approach in line with its 'Business Continuity Plan'.

This policy primarily focuses on principles behind risk management, risk mitigation activities related to product & service offerings and business continuity plan to deal with emergency situations. This policy is reviewed yearly with company's shareholders and functional leaders, updated, and communicated to 'all staff' and external stakeholders as it requires.

### 2.0 Principles Behind Risk Management:

We are a company that-

- Makes risk management a part of strategic and tactical decision making such that whenever there are risks that could significantly affect company operations, projects and programmes, resources are deployed proportional to these risks.
- Provides clearly defined and documented accountabilities for risk management, with risks being managed at the lowest level at which the manager has the authority, responsibility and resources to take effective action.
- Values 'open door' policy that allow its staff at all levels to consult with functional leaders promptly in case of risks that are 'business critical' or in the event of an 'emergency'.

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<sup>1</sup> Major threats or disruptions generated from external environment that may cause an emergency include but not limited to- terror attack or threat, major fire outbreak in its premise or assets that are critical to business operations, natural calamity, fatal accident or life threatening injury on duty, etc.

- Establishes and maintains procedures, practices and processes so as to ensure compliance with applicable standards and contractual provisions, and remain consistent with other entities with similar risks.
- Incorporates credible risks in the Corporate Plan and all significant planning efforts and reviews annually, such as- PEST analysis, credit assessment of its suppliers and customers, market intelligence report on industry & key stakeholders, sourcing assessment, etc.

### 3.0 Risk Management Activities related to Product Sourcing and Selling:

#### 3.1 Product Compliance

OnSite Support follows a 3 Step Process to mitigate risk related to 'Product Compliance' for PPE and consumables while sourcing a new product from an existing or a new Supplier, which are-

(Step 01) Collecting sample, user Instruction, product and safety data sheet, relevant certification, module examination report and manufactures declaration of conformity (where applicable).

(Step 02) Validating that certificates, such as CE<sup>2</sup>, FSC, etc. are duly issued by respective bodies that are authorized for issuing such certificates and approved by appropriate government bodies. For example: in case of PPE, OnSite Support Ltd refers to NANDO database to validate that the notified body has appropriate authority to issue CE certificates based on relevant module test reports that allows the product to be sold in Euro zone and in UK.

(Step 03) Confirming with issuing body that the certificate is genuine, and is duly issued in favour of the manufacturer who holds the right of manufacturing the product.

In addition, OnSite Support Ltd offers various trial activities (where appropriate) to its customers to minimise their financial obligations related to bulk purchase.

As a continuous improvement process, OnSite Support Ltd is highly engaged with relevant government and trade bodies, such as HSE, CLC, BSIF, etc. It encourages its staff to enhance their product knowledge and advise their customers on any changes in product attributes, regulation, testing methods, etc. to mitigate the risk associated with product quality and compliance. In addition, OnSite Support will be implementing a Safe Supplier Accreditation Programme in 2021 for its sales team, which is an assessment based online certification programme to enhance knowledge about health and safety. OnSite support Ltd also facilitates

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<sup>2</sup> From January 2021 until the transition period ends in January 2022, OnSite Support Ltd will also use UKCA instead of CE or in conjunction with CE in order to comply with the new regulation (as it requires).

product knowledge training sessions on regular basis to strengthen product knowledge among its employees.

### **3.2 Ethical Sourcing:**

OnSite Support Ltd believes that the product should be manufactured, sourced and sold without compromising business ethics. OnSite Support Ltd takes issues such as- modern slavery, child labour, etc. very seriously and considers these issues as reputational risk for itself and for its customers.

Our standard practice is to request factory certification from our manufacturers, such as ISO 9001 & SEDEX, as SEDEX covers modern slavery, child labour, etc. If any of our customers has any query on a specific product, we are capable of providing evidence of factory certification or confirmation from the manufacturer. In addition, we require our suppliers to sign and return our '**Ethical Sourcing Supplier Condition**' that covers these matters. Majority of our products are covered through this process, which is an acknowledgement from our suppliers and manufacturers on ethical sourcing. Please see attached 'Ethical Sourcing Policy' and an example of 'Signed document' in Annexure 1.

### **3.3 Anti Bribery:**

OnSite Support Ltd is against any 'Unethical Business Practices' such as Bribery, Corruption, Fraud, etc. that may cause reputational risk for itself and for its customers. OnSite Support's procurement strategy is to source 80% of its products from local manufacturers who are registered as legal business entity in UK. As only 20% of our products are directly imported from reputed manufacturers outside UK and we are not involved in establishment of any infrastructure, plants, etc. in those countries, hence our exposures to the risks associated with bribery and corruption are inevitably very low.

However, in order to further mitigate risk related to this matter, we have an internal policy on 'anti-bribery' that is being covered during induction programme of new employees to restrain them from engaging in such activities. Compliance with the Company's policy in relation to bribery and corruption is part of employment contract. Failure to comply with this policy may result in disciplinary action, up to and including dismissal. We also boldly communicate this to our suppliers and manufacturers as it requires. We, as a UK registered company, are, and will continue to be compliant with and support the Anti-Bribery UK legislation. Please see attached 'Anti-Bribery Policy' in Annexure 2.

### **3.4 Product recall:**

OnSite Support Ltd follows a systematic approach to manage customer complaints. Please see annexure 3(a) for complaint handling procedure. If the customer complaint is related to

product failure, the issue is being discussed internally among Category Manager, Purchasing Manager and Sales to assess the risk associated with product failure.

If it is a 'low risk' case, such as- packaging or product damage during transit, minor product performance or quality issue, etc., the company validates the complaint and replaces the product at free of cost or reimburse the full or partial amount upon agreement with customers to mitigate risk associated with product purchase.

If it is a 'high risk' case, such as- major product failure that may cause injury or environmental hazard, the staff are advised to escalate the issue to 'Emergency Response Team'. Emergency response team then should deploy appropriate resources to launch a GSTD (Go-See-Think-Do) programme to identify the root cause of the issue and communicate the appropriate remedy to the customer within 72 hours of incident being reported and registered as 'high risk' case. However, timeline may vary depending on magnitude of the issue, challenges in gathering data & information, and other external factors that may disrupt the activities related to GSTD programme. If a product requires 100% recall from the market, OnSite Support Ltd is liable to devise a plan in coordination with the manufacturer to carry out a full-fledged product recall plan. Please see attached 'Product Recall Policy' in Annexure 3.

#### **4.0 Risk Management Activities related to Service:**

Customer Centricity is at the heart of OnSite's core value. In general, 'next day delivery' is our standard service process included in SLA with key customers, however there are exceptions if the product is not in stock, and there is a lead time associated with the procurement process of that specific product.

As a best practice to mitigate risk related to service delivery, OnSite Support Ltd regularly monitors its OTIF<sup>3</sup>, which is a data driven approach to measure service level. On an average OnSite Support Ltd delivers very high OTIF results'. We regularly communicate our OTIF targets, achievements and improvement plans to all relevant internal and external stakeholders such as- functional leaders, our logistics service providers, key suppliers and customers, etc. as it requires.

#### **4.1 Logistical failures.**

Logistical support is utmost important to ensure service delivery and fulfil customers' requirement. However, risks associated with logistics are also very high compare to other aspects of service delivery.

In the event of a logistical failure due to internal or external issue, such as- vehicle breakdown, accidents, a third party service provider not fulfilling the commitment specified in SLA, etc., OnSite Support Ltd is liable to make every effort to rectify the failure in consultation with its customer, by upgrading future service, or ensuring a dedicated delivery

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<sup>3</sup> OTIF refers to 'On Time in Full', which is our internal metrics to measure customers' order fulfilment rate.

service appropriately and in timely manner. In case of such failures, OnSite Support Ltd will assume full responsibility for any additional costs that needs to be incurred for contingency planning to fulfill the customer requirement. At OnSite, we value the importance of transparency and speed in communication to mitigate risks related to delivery failures.

## 5.0 Operational Excellence


OnSite Support Ltd is ISO 9001, ISO14001 and ISO 45001 certified. In addition to these certifications, OnSite Support Ltd has its internal Quality policy, Health and Safety policy and environmental policy, which are the driving principles behind its operational activities. We believe that these policies are living documents that should be updated, discussed and communicated regularly (as it requires) to reduce the risk associated with quality management, health and safety and environment. Please refer to annexure 4 for Quality Policy, Environmental Policy, Sustainability Statement and Health and Safety Policy.

## 6.0 Business Continuity Plan in case of an Emergency:

As described the emergency situation in footnote 1 (page 1) of this policy document, OnSite Support Ltd follows the protocol mentioned in its 'Business Continuity Plan' to manage an emergency situation or crisis. Please see 'annexure 5'.

The company's 'command and control structure' during the event of major incident is clearly defined in 'Business Continuity plan'. In addition, 'Business Continuity Plan' also outlines immediate and secondary actions, critical potential resources that may need to be deployed and contact details of individuals during the event of an emergency.

In case of an unknown external threat, such as- outbreak of a novel virus, threat of chemical or biological weapon, etc., OnSite support Ltd follows latest Government advice in conjunction with its business continuity plan.



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