

J M Baxi Group

Standard Operating Procedures and Policies

Operations

Introduction

A **standard operating policies and procedure (SOPP)** is a set of step-by-step activities compiled by an organization to help workers carry out **complex** as well as **standard routine operations**. SOPP help to achieve **efficiency, quality output and uniformity of performance** while contributing to efforts that lead to **process excellence**.

This SOP aims to achieve the following objectives:

1. Act as a **guide and reference document** to stakeholders at all level of the organization
2. Clearly **communicate** activities and help to achieve **consistency** in operational procedures
3. **Create accountability** by assigning responsibilities at each stage of the lifecycle
4. **Aid governance** by documenting **auditable processes** and detailing **control elements** at each stage of the lifecycle

What is the Lifecycle and Process Tree?

Each SOPP follows the process tree hierarchy and covers a specific entire mega process.

- A **mega process** represents the logical start and end of a process lifecycle. It is a grouping of processes across functions

- A **process** represents logical grouping of sub processes and provides detail at functional level

- A **sub process** represents grouping of similar activities

- An **activity lists** down specific tasks that have/are measurable, time bound, associated risks, mitigating controls and defined owners

The entire business lifecycle consists of several mega processes. An SOPP is tasked with the coverage of all processes, sub process and activities applicable to a particular mega process

Who are the Stakeholders for this SOPP?

This stakeholders for this SOPP shall primarily be activity owners and business units

1. Activity owners (operating units) – Activity owners shall use this SOPP as a reference document while performing their **activities on a daily basis**.

2. Business units – Business units shall use the SOPP as a repository of all activities across the lifecycle. This will aid in identifying **process improvement opportunities**

Who will use this SOPP?

This SOPP shall be used by stakeholders across the entire organization. Most notable shall be the following:

1. Risk and Governance units – Risk and Governance units shall reference the SOPP to **review existing controls** and test their

2. Auditors – Auditors shall use this SOPP to check **adherence to defined processes** and standards. The SOPP shall help them identify any deviations to defined processes

How do you read the SOPP?

To read this SOPP, it is essential to understand the **process lifecycle and its coverage**. This SOPP is documented in a **chronological order** in line with the sequence of activities performed by activity owners. Therefore, it should be read as such.

This SOPP also provides references to various **organization level policies, checklists, systems, reports** etc. These have been appropriately **referenced** at applicable activities and attached as

Annexures to this SOPP.

Each activity has a performer and an activity owner assigned to it. An activity also has the following references against it:

- System reference – This lists down the system used to perform the activity
- Product reference – This column lists down the products that the activity is applicable to
- Activity owner (with prefix) – Each activity has a prefix that describes the nature of the activity. 'Maker only' means that it is a standalone activity. 'Maker' refers to the maker leg of a maker checker activity. 'Checker' refers to the checker leg of a maker checker activity

Organization structure

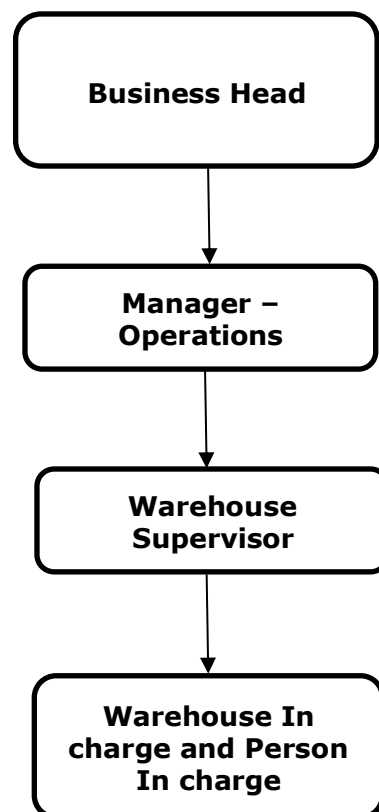
The organization structure defined in the SOPP is the structure defined at the functional level.

'Activity owners' are defined as those who are responsible for **performing the activity**.

'Business Owners' are defined as those who have **oversight and ultimate ownership** for the activities.

The **'roles and responsibilities'** table in the SOPP lists down the 'business owners' and provides details on **key activities** they are responsible for. The list of 'business owners' shall form the organization structure for the particular SOPP and mega process.

Organization Structure



Document review and approval

Revision history

Version	Created By	Document Approved By	Date Approved	Revision
		Mr Vaibhav Agarwal		

Applicable Entities	Entity Type	Entity Name
	Cold Logistics	JMBPL – Cold Chain
Process Owner		
IT Applications	Entity Name	System
	JMBPL – Cold Chain	SAP HANA
Guidelines / Policy reference		
SOPP Cross References		

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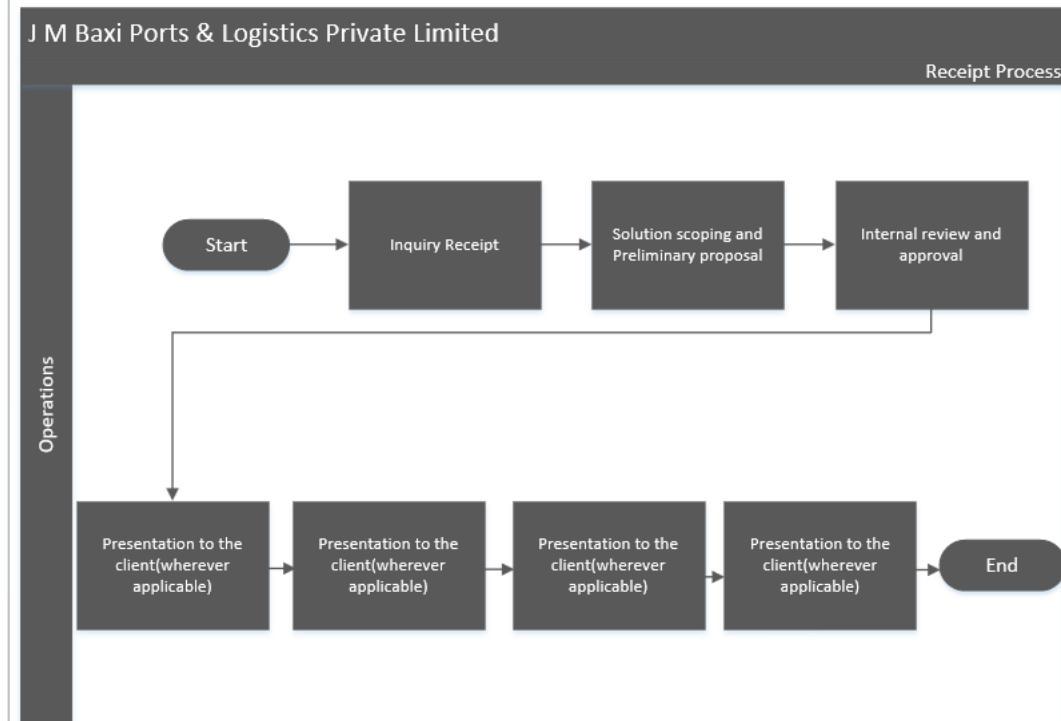
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Abbreviations and Definitions

Abbreviations	Details
PIC	Person In Charge
WIC	Warehouse In Charge
LR	Lorry Receipt
DC	Delivery Challan
GCN	Gate Control Number
TD	Transport Document
DEO	Data Entry Operator
SKU	Stock Keeping Unit

1. Receipt Process

Process Flow



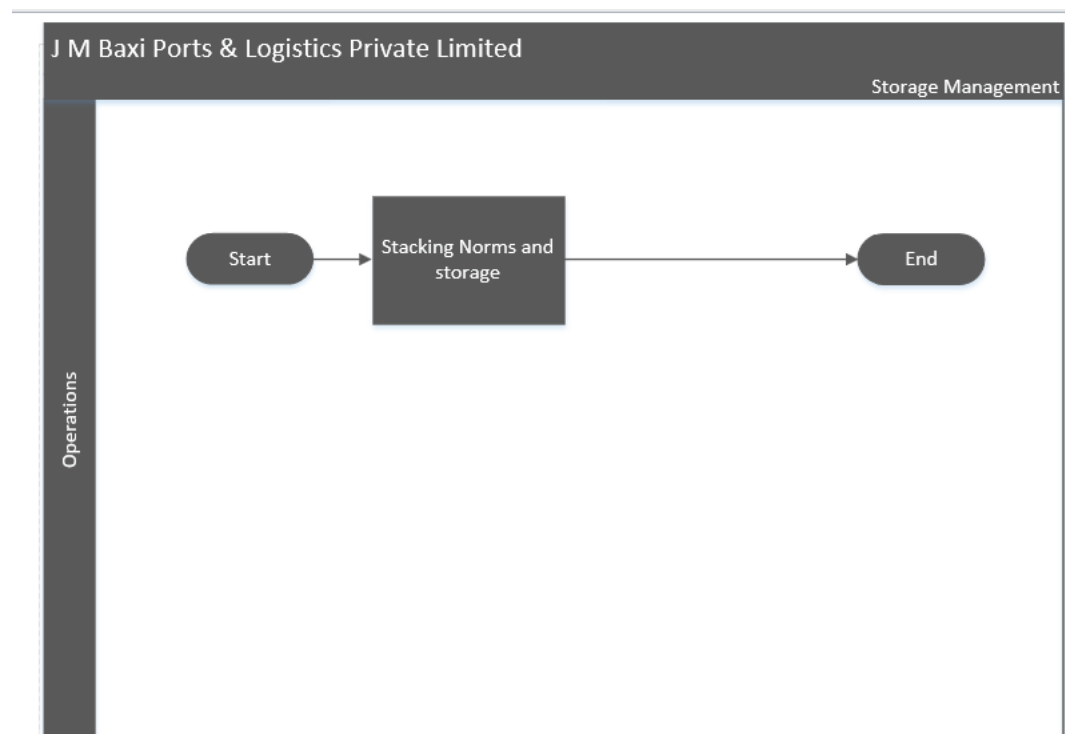
Process Narrative

Description	Responsibility	Accountability	Frequency	Manual/ System
<p>1.1 Notification of Pre-alert and planning process</p> <p>Person – in-charge (PIC) sends pre – alert message regarding incoming materials to Warehouse Supervisor over email or WhatsApp.</p> <p>Certain customers, like those in the fruit and flower bulb trade, exclusively share their order details via WhatsApp.</p> <p>WH - Supervisor do planning for space utilization, manpower allocation for the handling the goods and the use of material handling equipment for efficient goods handling.</p>	Person – in-charge	-	As and when	Manual
<p>1.2 Submission or vehicle report to Warehouse team</p> <p>Vehicle driver reports to Security personnel at the warehouse gate and submit the documents of incoming materials and security personnel verifies the correctness of warehouse address and inform to WH - supervisor.</p> <p>WH - Supervisor verifies the following incoming documents:</p> <ul style="list-style-type: none"> a) Incoming invoice / stock transfer note / delivery challan b) LR / GCN copy c) Way bill d) Packing list <p>WH – Supervisor instructs the Security personnel for arrangement of vehicle for unloading of goods/materials.</p> <p>WH – Supervisor and security personnel check the condition of container seal except for courier shipments and Take photo of unopened door of container and ensure</p>	<p>Vehicle Driver</p> <p>WH – Supervisor</p> <p>Security personnel</p>	<p>Security Personnel</p> <p>WH - Supervisor</p>	As and when	Manual

<p>Post inclusion of remark on LR/GCN/DC/Invoice by WH – Supervisor, security personnel put the Inward Rubber Stamp on the Incoming documents.</p> <p>WH – Supervisor review and sign the acknowledgement documents, ensuring they include key details such as vehicle arrival date and time, unloading date and time, container seal number, and seal condition. Once verified, the signed documents are to be handed over to the vehicle driver, and the vehicle is then cleared for release.</p>				
<p>1.6 Updation of Material inward</p> <p>Warehouse Supervisor updates the material inward register (maintained in Excel) on the same day the unloading takes place. The materials are subsequently moved to their designated storage locations and stacked in accordance with the norms specified by the PIC. Incoming documents are then submitted to the Warehouse In-charge for verification and signature.</p> <p>Warehouse In-charge hands over the documents to the DEO for updating the inward material details in the system.</p>	<p>WH – Supervisor and WH - In charge</p>		<p>As and when</p>	<p>Manual / system</p>
<p>1.7 Receipt confirmation and documentation</p> <p>DEO shares daily receiving report to Warehouse In Charge and PIC over email.</p>	<p>DEO</p>		<p>As and when</p>	<p>Manual</p>

2. Storage Management

Process Flow

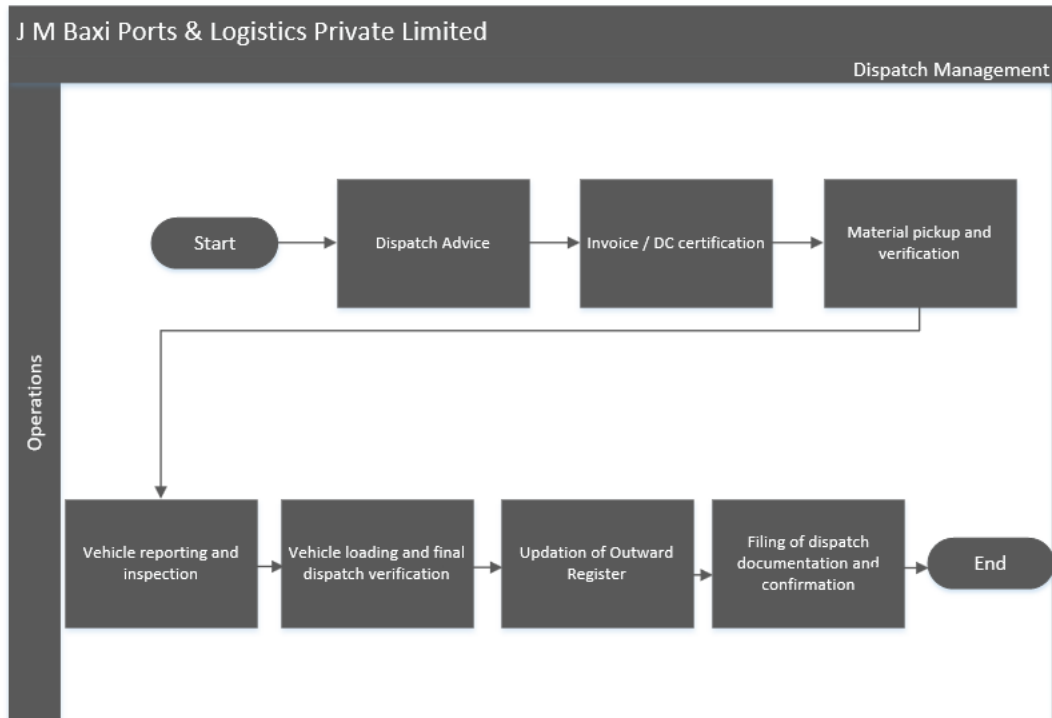


Process Narrative

Description	Responsibility	Accountability	Frequency	Manual/ System
2.1 Stacking Norms and storage WH – Supervisor ensures storage of the materials is as per the storage norms and materials are arranged on the pallet slotted angle rack into the notified area only. WH – Supervisor ensures that storage area is clean and dust free and material is stored as the indication mentioned on the product/SKU.	WH - Supervisor		As and when	Manual

3. Dispatch Management

Process Flow



Process Narrative

Description	Responsibility	Accountability	Frequency	Manual/ System
3.1 Dispatch advice Customer prepares the dispatch advice and shares it with the Warehouse In-charge, PIC, and Warehouse Supervisor through email or, in the case of specific customers, via WhatsApp.	-	-	As and when	Manual
3.2 Invoice / DC verification WH – Supervisor ensures that all required documents—such as road permits and waybills—are available and correctly filled out prior to dispatch. Special attention must be given to the accuracy of road permits and other legal documents to prevent issues at check-posts, which could result in delays, or the consignment being held up in transit.	WH - Supervisor	-	As and when	Manual
3.3 Material pick-up and verification WH – Supervisor ensures that material handlers retrieve materials from designated storage locations based on the items listed in the invoices. WH – Supervisor cross-checks Each SKU from the picked items against the invoice to ensure that correct item and quantity have been selected. Post completion of the picking process, the Picker shall hand over the unsigned invoices to the WH – Supervisor and WH - Supervisor then conducts a physical verification of the picked materials to confirm accuracy before proceeding.	WH - Supervisor	-	As and when	Manual
3.4 Vehicle reporting and inspection Upon the vehicle's arrival at the facility gate, Security personnel record key details—including vehicle number, driver's name,	Security Personnel and WH - Supervisor	-	As and when	Manual

transporter name, and purpose of visit—and promptly notify the Warehouse Supervisor.

The Warehouse Supervisor then conducts a vehicle inspection before granting entry to the loading bay. This inspection includes:

1. Checking the overall cleanliness of the vehicle.
2. Examining the floor for damage, oil, or chemical residues.
3. Ensuring there are no protruding nails, sharp edges, or damaged flooring that could compromise cargo safety.
4. Verifying that the vehicle body and doors are in good condition and suitable for the specific cargo type, especially for frozen or chilled goods.

If the vehicle fails to meet these standards, the Warehouse Supervisor must immediately inform the customer or transporter and request a replacement vehicle.

Once approved, the Supervisor assigns a loading bay and coordinates with the loading team to initiate material movement as per the dispatch plan.

Security personnel then direct the vehicle to the designated bay, ensuring safe and orderly traffic movement within the facility.

3.5 Vehicle loading and final dispatch verification

WH – Supervisor verify the correctness of the products to be dispatched, ensuring they match the invoice and picking list and ensures there proper lashing is done to secure all loaded cargo and confirm the adequacy and correctness of the lashing before the vehicle is dispatched.

WH – Supervisor ensures that materials are to be loaded into the appropriate vehicle assigned for the respective delivery route and Loading must be conducted in the presence of both the Transporter and the Security Guard.

WH - Supervisor

-

As and when

Manual

<p>Transporter prepares LR (Lorry Receipt) / GCN /Docket from the Invoice which is verified by WH – Supervisor to ensure that all transport documents (LR/GCN/Docket) meet all required parameters and match the shipment.</p> <p>WH – Supervisor cross-checks the following documents prior to dispatch:</p> <ul style="list-style-type: none"> a) Dispatch checklist b) Invoice c) Picking list d) LR/GCN/Docket e) Waybill (wherever applicable) 				
<p>3.6 Updation of Outward Register</p> <p>WH – Supervisor ensures that security personnel update the Outward register on the same day of dispatch.</p>	Security Personnel	WH - Supervisor	As and when	Manual
<p>3.7 Filing of dispatch documentation and confirmation</p> <p>Once the dispatch process is completed, the Warehouse Supervisor collects and organizes all related documents—such as signed invoices, gate passes, and transport challans.</p> <p>The Supervisor is also responsible for updating and maintaining the customer-specific stock sheet in the prescribed Excel format.</p> <p>All compiled documents are then handed over to the DEO for system entry and record-keeping.</p> <p>The DEO updates the system with the day's dispatch data and prepares the Daily Dispatch Report, which must be shared with the Warehouse In-charge by 10:30 AM on the following working day.</p> <p>The DEO or PIC ensures that all documents are filed systematically and maintained in an orderly manner for easy retrieval when needed.</p> <p>At regular intervals (weekly or monthly), these documents must be bound and securely stored</p>	WH -Supervisor and DEO	-	As and when	Manual

in designated areas to support future reference and audit requirements.

DEO and PIC must ensure that all documentation is properly categorized and filed under the following distinct sections:

- Inward Records
- Outward Records
- Kitting Records
- Stock Records
- Audit Records
- Correspondence

This structured filing helps maintain clarity and facilitates easy access when required.

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