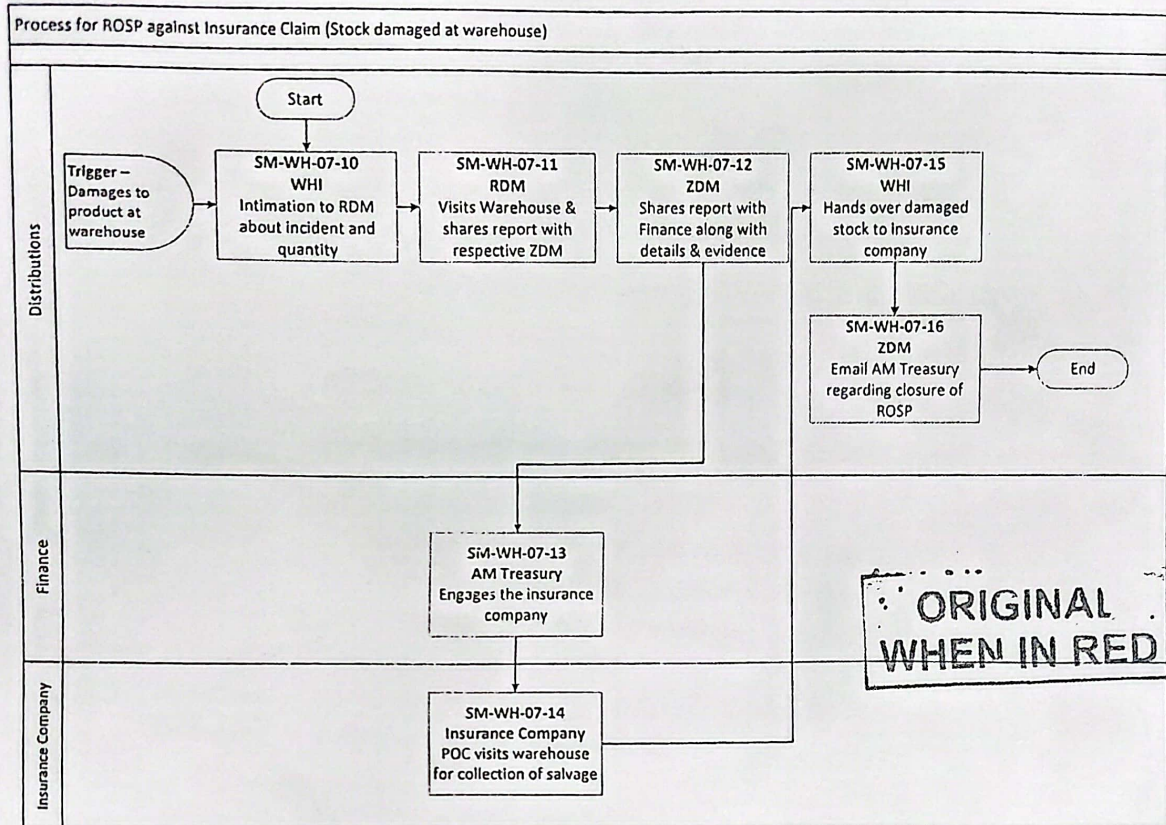


## 5.5 ROSP against Insurance Claim

In case of any damages to the stock at warehouse or during in transit, case shall be submitted for insurance claim for which below process to be followed:

### 5.5.1 In case stock is damaged at WH



#### Narration

Sl.	Responsibility	Process / Activity	Output
SM-WH-07.10	WHI	<p>Intimates the RDM about incident and quantum of Quantity</p> <p>In case of damaged product, segregated product will be kept separately and tagged "Not for Sale"</p>	Intimation of Incident



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SM-WH-07.11	RDM	Visits the respective warehouse and shares the report with respective ZDM with his comments. <ul style="list-style-type: none"> <li>Brief summary of incident</li> <li>Estimated loss in bags and MTs and Value</li> <li>Pictures / Evidence (if any)</li> </ul>	Sharing of report with ZDM
SM-WH-07.12	ZDM	Shares initial report with Finance department along with stock details and pictorial evidences, looping in HoWH and NLM	Sharing of report with finance
SM-WH-07.13	AM Finance Treasury	Will engage the Insurance company and survey. Handles the Insurance claim filing through Insurance company. Required documentation is provided by the RDM (If any) Confirms warehousing team regarding confirmation of claim <ul style="list-style-type: none"> <li>POC details of the insurance company</li> <li>The documents to be presented by insurance company at the warehouse</li> </ul>	Engage insurance company
SM-WH-07.14	Insurance Company	Sends the POC to the respective warehouse for collection of the salvage / damage stock	Collection of damaged stock
SM-WH-07.15	WHI	Verifies the POCs and documents provided by the Insurance company POC. (With email from finance) <ul style="list-style-type: none"> <li>Delivery/Authority letter by insurance company</li> <li>CNIC</li> </ul> a) Hands over the stock to Insurance company POC and ensures receiving of acknowledgement. Only Manual gate pass will be made for gate out of this product. No slip / DN etc is raised and it will be handled through the ROSP process b&c) Refer to ROSP process 6.2	Handing over stock to insurance company

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SM-WH-07.16	ZDM	ZDM will email AM Treasury regarding close of ROSP process, looping in HoWH and RDM	Intimation to finance
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