

**ANNEXURE-B TO VENDOR AGREEMENT REDEMPTION CONSUMER GOODS PRIVATE LIMITED REF. NO V000648. SKPL/Ahmedabad/
2024-25. DATED 01/04/2024.**

SERVICE LEVEL AGREEMENT (SLA)

Sr. No.	SERVICE LEVELS	RESPONSIBILITY	PARTICULARS
1	Purchase Order placement	SKPL Ahmedabad. (Purchase representative)	Formal PO shall be issued to vendor by Company. In the absence of PO, no supplies shall be made by the Supplier.
2	Processing of PO	VENDOR	Delivery shall be strictly against formal PO issued by Company Name. Vendor will not be paid for any supplies made without receipt of a valid PO from Company Name.
3	Unloading and weighing of materials by Vendor in the presence of Storekeeper.	VENDOR	Unloading and weighing of materials shall be the responsibility of the Vendor. In case of outstation vendor, Company Name will arrange for Unloading @ Vendor Cost
4	Receiving / Storage of material into the Stores by K – Hospitality Corp..	SKPL Ahmedabad. (Store representative)	It is the responsibility of the Storekeeper /Hospitality Manager to ensure the right quantity and right quality material is received into the Stores and stored them. Any quality / quantity deviation has to be recorded on the delivery note.
5	Compliance to Packing and Labeling.	VENDOR	Vendor must strictly follow and have manufacturing and Best before / Expiry date on all the material supplied to Company Name with the respective veg or non veg logo. All the packaging specification mentioned by FSSAI must be followed. The Sticker on SKUs should have 1. Manufacturing Date 2. BBD Date 3. Batch No. 4. Product Name as per PO. 5. FSSAI No
6	Lead time for Order processing.	VENDOR	As per agreed terms.
7	Delivery window	VENDOR	As specified in the PO.
8	Shelf life	VENDOR	Stocks should have 75% of balance shelf life for those Products with 3 months shelf life period, 60% of balance shelf life for products with 6 months shelf life period & 50% of balance shelf life for products above 6 months shelf life period.
9	Transportation	VENDOR	Vendor must ensure that : (i) The Vehicle / Container used for transportation is clean and maintained in a hygienic manner. (ii) Their staff is well-groomed. (Clean clothes pant and shirt, to wear foot wear, since it is dry grocery shaving is not required to be monitored) (iii) The material during transportation must not be exposed to external environment. (iv) Vehicles transporting the perishable products must have registered with FSSAI.
10	Adherence to Quantity of Materials.	VENDOR	Short supplies / Non-supplies – - Any expected short supply/ non-supply, vendor must intimate the same to the Storekeeper / Purchase representative a timely manner over phone. - Repetitive of such incidents beyond 2 times in a month will be considered as Vendor's negligence and Company Name has the right to take appropriate action in the form of imposing penalty to the extent of business loss or penalty received from our clients, or, to the extent of termination of contract. Responsibility of Imposing penalty on supplier will rest with Head - Procurement (Dry Provision)
11	Adherence to Material Quality.	VENDOR	Vendor must ensure that : (i) The quality of materials complies with the specification provided by Company Name. (ii) Vendor's representative is present during receipt of materials by the Store Keeper. (iii) For any deviation in the Quality, Vendor shall immediately replace the same with fresh material as per the agreed timelines. (iv) The specification copy must be available with the vendor which is duly signed by the Category buyer (v) Also please note that the Company Name penalty clause will be implemented incase of any deviation
12	Material rejection / returned to supplier at the time of delivery	VENDOR	Any rejected material shall be returned to the Supplier by Store Keeper / Hospitality Manager, and supplier should immediately replace the same as per the agreed timeline. In case the vendor fails to replace the material within the agreed timeline, Company Name has the right to procure the same from alternate source, and the differential amount shall be debited to the vendor.
13	Material rejection after the delivery	VENDOR	Joint validation by Regional team, Ops. Team and the Vendor, and appropriate action to be taken.

14	Lab analysis	VENDOR/ SKPL Ahmedabad	All VENDOR to provide Lab analysis report / COA/Form E Report for the all Major items (Eg like Rice, Sugar, Pulses, Milk, Chicken). In case of Branded Products, Brands need to submit the COA report on Half yearly basis. COA or Form E for each delivery and each batch is mandate . Non-delivering of COA / Form E consecutively for three consignments, company shall withhold the business with the vendor
15	Samples to be given to all sites once in 3 months .	Regional Team	Category Team consent to be taken for any brand change.
16	Information of brand change even for local products and to start the product only once it is agreed by the Category in charge .	Regional Team	Company Name shall provide the guidelines required to be followed. As per enclosed Reward & Penalty Mechanism Sheet.
			<ul style="list-style-type: none"> • Delivery of Form E for each batch each product is mandatory • Please put special attention to carry the allergic products. Allergic products need to be segregated and properly identified • Please put special attention to avoid cross-contamination for carrying the Raw and Processed foods
17	Compliance to FSSAI guidelines	VENDOR	
18	Reward and Penalty mechanism	SKPL Ahmedabad	
19	Others	VENDOR	<ul style="list-style-type: none"> • The base of the vehicle carrying products shall be having proper coverage like by tarpaulin • Supplier carrying products for two organization shall keep the product with proper segregation. •

PENALTIES				
Sr.	Point no.	Details of the concerns	Initial step	Final step
1	Misbranded food	Palm oil sold with a label of Sunflower oil.	10% of the monthly turnover of that product Or twice the difference of value whichever is higher (proven that it is for longer duration then the no. of months have to be considered) and a communication from vendor which states that it is the vendor fault not Company Name	Remove the item from APL for repeat of incident. Review it After 6 Month. In such cases of any sample failure (on sample drawn by the FSSAI / authority) the consequence to be endured by the vendor. Ex: In case of Misbranding . Failure on any physical, chemical, biological parameter etc:-
2	Food containing extraneous matter			
a.	Severe	Rats, lizard, glass, cockroach, screw, iron and any other item resulting in further complaints of FP or Food borne illness	Debit note for 10% value of the particular product in that supply to be raised against the vendor	10% of Debit Note for the particular product Value + To stop the material for One Contract Term (product), To start the vendor post corrective action and preventive action. QA Surprise follow-up visit to the premise of the vendor shall be carried out with 7 days of the incident happened, and if the preventive action not followed and found in place we can stop the supply from the vendor till the satisfactory preventive action in place. In addition to this after the QA verification if the incident repeats within 3 months, the vendor shall be stopped buying for 1 year. Reintroduction of the vendor needs vendor audit from the scratch.
b.	Weevil	Live or Dead	Warning Letter, Company Name to reject the material & vendor to replace the same immediately	Company Name to reject the material + 2%/Rs. 2/Kg Penalty for the particular product (Whichever is higher) Three and more warning letters, the vendor shall be restricted for 1 year.
c.	All types of foreign matters	Threads, Stones, Twigs, Stalks etc. beyond acceptable limit	Warning Letter & Vendor to replace the material on immediate basis. In case of failure from Vendor Side, Company Name to buy the same from different vendor and debit the differential amount	Same as above. items where cleaning is not done : Immediate replacement by Vendor + Rs. 2/Kg Debit

3	COA			Non-delivering of COA / Form E consecutively for three consignments, company shall withhold the business with the vendor. It can be restarted only after vendor submitted all old pending COA/Form E.
4	FSSAI sample failure			In such cases of any sample failure (on sample drawn by the FSSAI / authority) the consequence to be endured by the vendor.
5	Packaging guidelines			For any non-compliance regarding packing, TFS has right to reject material.

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REF. NO V000648. SKPL/Ahmedabad/ 2024-25. DATED 01/04/2024.

SERVICE LEVEL AGREEMENT (SLA)

Sr. No.	SERVICE LEVELS	RESPONSIBILITY	PARTICULAR (CATEGORY - BRANDED / FMCG)	PARTICULARS (CATEGORY- MEAT / POULTRY)	PARTICULARS (CATEGORY - DAIRY PRODUCTS)	PARTICULARS (CATEGORY - BAKERY ITEMS)	PARTICULARS (CATEGORY - FRESH FRUITS & VEGETABLES)	PARTICULARS (CATEGORY - FROZEN MATERIALS)
1.	Forecast issuance	SKPL Ahmedabad (Regional Team) Source: - Last 3 months FS-Pro Average Purchase Qty. validated by Ops. Team.	Company Name shall give forecast to the Vendor before 25th of every month for the following month's requirement.	Company Name shall give forecast to the Vendor before 25th of every month for the following month's requirement.	Company Name shall give forecast to the Vendor before 25th of every month for the following month's requirement.	Company Name shall give forecast to the Vendor before 25th of every month for the following month's requirement.	Seasonality Chart for FF & V shall be jointly signed-off by Regional S&L Team, Regional Ops. Team and the Vendor by 25th of every month for the following month's requirement.	Company Name shall give forecast to the Vendor before 25th of every month for the following month's requirement.
2.	Purchase Order placement	SKPL Ahmedabad (SCM)	Formal PO shall be issued to vendor by Company Name 5 days before. In the absence of PO, no supplies shall be made by the Supplier.	Formal PO shall be issued to vendor by Company Name 1 day before. In the absence of PO, no supplies shall be made by the Supplier.	Formal PO shall be issued to vendor by Company Name 1 day before. In the absence of PO, no supplies shall be made by the Supplier.	Formal PO shall be issued to vendor by Company Name 1 day before. In the absence of PO, no supplies shall be made by the Supplier.	Company Name shall share the following week's Menu planning with the Vendor every Friday followed by issuance of formal PO 1 day before. In the absence of PO, no supplies shall be made by the Supplier.	Formal PO shall be issued to vendor by Company Name 1 day before. In the absence of PO, no supplies shall be made by the Supplier.
3.	Processing of PO	VENDOR	Delivery shall be strictly against formal PO issued by Company Name. Vendor will not be paid for any supplies made without receipt of a valid PO from Company Name.	Delivery shall be strictly against formal PO issued by Company Name. Vendor will not be paid for any supplies made without receipt of a valid PO from Company Name.	Delivery shall be strictly against formal PO issued by Company Name. Vendor will not be paid for any supplies made without receipt of a valid PO from Company Name.	Delivery shall be strictly against formal PO issued by Company Name. Vendor will not be paid for any supplies made without receipt of a valid PO from Company Name.	Delivery shall be strictly against formal PO issued by Company Name. Vendor will not be paid for any supplies made without receipt of a valid PO from Company Name.	Delivery shall be strictly against formal PO issued by Company Name. Vendor will not be paid for any supplies made without receipt of a valid PO from Company Name.
4.	Lead time for Order processing.	VENDOR	4-5 days prior to delivery.	1 day prior to delivery.	1 day prior to delivery.	1 day prior to delivery.	1 day prior to delivery.	1 day prior to delivery.
5.	Unloading and weightment of materials by Vendor in the presence of Storekeeper	VENDOR	Unloading and weightment of materials shall be the responsibility of the Vendor.	Unloading and weightment of materials shall be the responsibility of the Vendor.	Unloading and weightment of materials shall be the responsibility of the Vendor.	Unloading and weightment of materials shall be the responsibility of the Vendor.	Unloading and weightment of materials shall be the responsibility of the Vendor.	Unloading and weightment of materials shall be the responsibility of the Vendor.
6.	Receiving / Storage of material into the Stores.	SKPL Ahmedabad (Storekeeper)	It is the responsibility of the Storekeeper /Hospitality Manager to ensure the right quantity and right quality material is received into the Stores. Any quality / quantity deviation has to be recorded on the delivery note.	It is the responsibility of the Storekeeper /Hospitality Manager to ensure the right quantity and right quality material is received into the Stores. Any quality / quantity deviation has to be recorded on the delivery note.	It is the responsibility of the Storekeeper /Hospitality Manager to ensure the right quantity and right quality material is received into the Stores. Any quality / quantity deviation has to be recorded on the delivery note.	It is the responsibility of the Storekeeper /Hospitality Manager to ensure the right quantity and right quality material is received into the Stores. Any quality / quantity deviation has to be recorded on the delivery note.	It is the responsibility of the Storekeeper /Hospitality Manager to ensure the right quantity and right quality material is received into the Stores. Any quality / quantity deviation has to be recorded on the delivery note.	It is the responsibility of the Storekeeper /Hospitality Manager to ensure the right quantity and right quality material is received into the Stores. Any quality / quantity deviation has to be recorded on the delivery note.
7.	Compliance to Packing and Labeling	VENDOR	Vendor must strictly follow the Packing, Expiry and Labeling Guidelines of Company Name as detailed in the Annexure. For any non-compliance, Company Name has the right to reject the material.	Vendor must strictly follow the Packing, Expiry and Labeling Guidelines of Company Name as detailed in the Annexure-E. For any non-compliance, Company Name has the right to reject the material.	Vendor must strictly follow the Packing, Expiry and Labeling Guidelines of Company Name as detailed in the Annexure. For any non-compliance, Company Name has the right to reject the material.	Vendor must strictly follow the Packing, Expiry and Labeling Guidelines of Company Name as detailed in the Annexure. For any non-compliance, Company Name has the right to reject the material.	Vendor must strictly follow the Packing, Expiry and Labeling Guidelines of Company Name as detailed in the Annexure. For any non-compliance, Company Name has the right to reject the material.	Vendor must strictly follow the Packing, Expiry and Labeling Guidelines of Company Name as detailed in the Annexure. For any non-compliance, Company Name has the right to reject the material.
8.	Delivery window	VENDOR	As specified in the PO.	As specified in the PO.	As specified in the PO.	As specified in the PO.	As specified in the PO.	As specified in the PO.
9.	Shelf life	VENDOR	Stocks should have 75% of balance shelf life for those Products with 3 months shelf life period, 60% of balance shelf life for products with 6 months shelf life period & 50% of balance shelf life for products above 6 months shelf life period	Remaining shelf-life MUST be 90% at the time of receipt.	Remaining shelf-life MUST be 90% at the time of receipt.	Remaining shelf-life MUST be 90% at the time of receipt.	Must be fresh and visibly free from any spoilage / infestation.	Remaining shelf-life MUST be 75% at the time of receipt.
10.	Transportation	VENDOR	Vendor must ensure that : (i) The Vehicle / Container used for transportation is clean and maintained in a hygienic manner. (ii) Their staff is well-groomed. (iii) The Vehicle is properly covered.	Vendor must ensure that : (i) The Vehicle / Container used for transportation is clean and maintained in a hygienic manner. (ii) Their staff is well-groomed. (iii) The Vehicle has appropriate temperature control of 5°C.	Vendor must ensure that : (i) The Vehicle / Container used for transportation is clean and maintained in a hygienic manner. (ii) Their staff is well-groomed. (iii) The Vehicle has appropriate temperature control of 4-6°C.	Vendor must ensure that : (i) The Vehicle / Container used for transportation is clean and maintained in a hygienic manner. (ii) Their staff is well-groomed. (iii) The Vehicle has appropriate temperature control.	Vendor must ensure that : (i) The Vehicle / Container used for transportation is clean and maintained in a hygienic manner. (ii) Their staff is well-groomed. (iii) The Vehicle has appropriate temperature control. (iv) The Vehicle is properly covered.	Vendor must ensure that : (i) The Vehicle / Container used for transportation is clean and maintained in a hygienic manner. (ii) Their staff is well-groomed. (iii) The Vehicle has appropriate temperature control of -18°C.
11.	Adherence to Quantity of Materials.	VENDOR	Short supplies / Non-supplies – - Any expected short supply/ non-supply, vendor must intimate the same to the Storekeeper / HM in a timely manner over phone. - Repetitive of such incidents beyond 2 times in a month will be considered as Vendor's negligence and Company Name has the right to take appropriate action in the form of imposing penalty to the extent of business loss or penalty received from our clients, or, to the extent of termination of contract. Responsibility of Imposing penalty on supplier will rest with Head - S&L / Head - Procurement.	Short supplies / Non-supplies – - Any expected short supply/ non-supply, vendor must intimate the same to the Storekeeper / HM in a timely manner over phone. - Repetitive of such incidents beyond 2 times in a month will be considered as Vendor's negligence and Company Name has the right to take appropriate action in the form of imposing penalty to the extent of business loss or penalty received from our clients, or, to the extent of termination of contract. Responsibility of Imposing penalty on supplier will rest with Head - S&L / Head - Procurement.	Short supplies / Non-supplies – - Any expected short supply/ non-supply, vendor must intimate the same to the Storekeeper / HM in a timely manner over phone. - Repetitive of such incidents beyond 2 times in a month will be considered as Vendor's negligence and Company Name has the right to take appropriate action in the form of imposing penalty to the extent of business loss or penalty received from our clients, or, to the extent of termination of contract. Responsibility of Imposing penalty on supplier will rest with Head - S&L / Head - Procurement.	Short supplies / Non-supplies – - Any expected short supply/ non-supply, vendor must intimate the same to the Storekeeper / HM in a timely manner over phone. - Repetitive of such incidents beyond 2 times in a month will be considered as Vendor's negligence and Company Name has the right to take appropriate action in the form of imposing penalty to the extent of business loss or penalty received from our clients, or, to the extent of termination of contract. Responsibility of Imposing penalty on supplier will rest with Head - S&L / Head - Procurement.	Short supplies / Non-supplies – - Any expected short supply/ non-supply, vendor must intimate the same to the Storekeeper / HM in a timely manner over phone. - Repetitive such incidents beyond 2 times will be considered as Vendor's negligence and Company Name has the right to take appropriate action in the form of imposing penalty to the extent of business loss or penalty received from our clients, or, to the extent of termination of contract.	Short supplies / Non-supplies – - Any expected short supply/ non-supply, vendor must intimate the same to the Storekeeper / HM in a timely manner over phone. - Repetitive such incidents beyond 2 times will be considered as Vendor's negligence and Company Name has the right to take appropriate action in the form of imposing penalty to the extent of business loss or penalty received from our clients, or, to the extent of termination of contract.
12.	Adherence to Material Quality.	VENDOR	Vendor must ensure that : (i) The quality of materials complies with the specification provided by Company Name. (ii) Vendor's representative is present during receipt of materials by the Store Keeper. (iii) For any deviation in the Quality, Vendor shall immediately replace the same with fresh material as per the agreed timelines.	Vendor must ensure that : (i) The Meat and Poultry products comply with the specification provided by Company Name. (ii) Vendor's representative is present during receipt of materials by the Store Keeper. (iii) For any deviation in the Quality, Vendor shall immediately replace the same with fresh material as per the agreed timelines.	Vendor must ensure that : (i) The quality of materials complies with the specification provided by Company Name. (ii) Vendor's representative is present during receipt of materials by the Store Keeper. (iii) For any deviation in the Quality, Vendor shall immediately replace the same with fresh material as per the agreed timelines.	Vendor must ensure that : (i) The quality of materials complies with the specification provided by Company Name. (ii) Vendor's representative is present during receipt of materials by the Store Keeper. (iii) For any deviation in the Quality, Vendor shall immediately replace the same with fresh material as per the agreed timelines.	Vendor must ensure that : (i) The quality of materials complies with the specification provided by Company Name. (ii) Vendor's representative is present during receipt of materials by the Store Keeper. (iii) For any deviation in the Quality, Vendor shall immediately replace the same with fresh material as per the agreed timelines.	Vendor must ensure that : (i) The quality of materials complies with the specification provided by Company Name. (ii) Vendor's representative is present during receipt of materials by the Store Keeper. (iii) For any deviation in the Quality, Vendor shall immediately replace the same with fresh material as per the agreed timelines.
13.	Material rejection / returned to supplier at the time of delivery	VENDOR	Any rejected material shall be returned to the Supplier by Store Keeper / Hospitality Manager, and supplier should immediately replace the same as per the agreed timeline. In case the vendor fails to replace the material within the agreed timeline, Company Name has the right to procure the same from alternate source, and the differential amount shall be debited to the Vendor.	Any rejected material shall be returned to the Supplier by Store Keeper / Hospitality Manager, and supplier should immediately replace the same as per the agreed timeline. In case the vendor fails to replace the material within the agreed timeline, Company Name has the right to procure the same from alternate source, and the differential amount shall be debited to the Vendor.	Any rejected material shall be returned to the Supplier by Store Keeper / Hospitality Manager, and supplier should immediately replace the same as per the agreed timeline. In case the vendor fails to replace the material within the agreed timeline, Company Name has the right to procure the same from alternate source, and the differential amount shall be debited to the Vendor.	Any rejected material shall be returned to the Supplier by Store Keeper / Hospitality Manager, and supplier should immediately replace the same as per the agreed timeline. In case the vendor fails to replace the material within the agreed timeline, Company Name has the right to procure the same from alternate source, and the differential amount shall be debited to the Vendor.	Any rejected material shall be returned to the Supplier by Store Keeper / Hospitality Manager, and supplier should immediately replace the same as per the agreed timeline. In case the vendor fails to replace the material within the agreed timeline, Company Name has the right to procure the same from alternate source, and the differential amount shall be debited to the Vendor.	Any rejected material shall be returned to the Supplier by Store Keeper / Hospitality Manager, and supplier should immediately replace the same as per the agreed timeline. In case the vendor fails to replace the material within the agreed timeline, Company Name has the right to procure the same from alternate source, and the differential amount shall be debited to the Vendor.
14.	Material rejection after the	VENDOR	Joint validation by Regional S & L, Ops. Team and	NA	NA	NA	NA	NA

	delivery.		the Vendor, and appropriate action to be taken.					
15.	Batch number and expiry details on delivery note.	VENDOR	Vendor MUST clearly specify the Batch number and Expiry/Best Before details on the delivery note, exactly as it appears on the packing.	Vendor MUST clearly specify the Batch number and Expiry/Best Before details on the delivery note, exactly as it appears on the packing.	Vendor MUST clearly specify the Batch number and Expiry/Best Before details on the delivery note, exactly as it appears on the packing.	Vendor MUST clearly specify the Batch number and Expiry/Best Before details on the delivery note, exactly as it appears on the packing.	NA	Vendor MUST clearly specify the Batch number and Expiry/Best Before details on the delivery note, exactly as it appears on the packing.

