

A blurred, stylized illustration of a virus particle, consisting of a dark grey/black central core surrounded by several red, rounded protrusions, set against a light grey background.

SMART “CONTACTLESS” STORAGE

STREAMLINING WAREHOUSING OPERATIONS FOR A “NEW” NORMAL

To support customers in navigating through the coronavirus health crisis, we at ODWEN have recognized the need for physical distancing. Our “contactless” warehouse workflow helps keep our customer operations functioning, while maintaining it error-free and efficient.

ODWEN’s Inbound, Put-away, Picking and Outbound processes along with designated areas like inbound and outbound docks, storage, and staging area at all our facilities are controlled with meticulous “Contactless” workflow supported by our seamless warehouse management system.

WORKPLACE SAFETY FIRST

- All ODWEN warehouse associates advised to observe good personal hygiene, provided with accurate information about how COVID-19 spreads, and risk of exposure
- Supervisors actively encourage sick employees to stay home
- Strict Entry procedure: ODWEN associates to strictly wear face masks and sanitize hands at warehouse gate. Associates to wear new gloves upon every entry.
- Employees to wash hands with soap every hour
- Guidance to employees to limit close contact with others and maintain a distance of at least two meters while loading, unloading and picking activities
- During Safety breaks and downtime, sit at designated place (*Circle of Rest*)
- Drink water from their personal (named) bottles
- Clean and disinfect workstations, package scanners, door handles, and tables
- Caution when exchanging any physical documents/ forms/ Trip challans of not touching their face afterward
- ODWEN Warehouse Supervisor to advice labor contractor remotely (phone or SMS) on loading plans and required resources for handling goods for a specific shift

INBOUND PROCESS WITH ZERO HUMAN CONTACT

- **System-driven Advance Shipment Note (ASN):** E-mail based intimation from customer to Warehouse Manager
- **SHIPPING/ Order Documents:** All in-bound product documents to be received by E-MAIL ONLY and electronic records is maintained at all times
- **Arrival of Trucks:** Protocol for gate-checking drivers and accompanying personnel for protective gear.
- **Arrival of Material:** Upon material receipt WH Manager to assign labor for unloading at designated bin location/ pallet.
- **QC & Report:** Once unloaded, Warehouse Manager to inspect material and send confirmation of receipt by e-mail to client, ODWEN Operations & Accounts Department (for billing purpose) with updated inventory stocks at Warehouse.

OUTBOUND PROCESS WITH ZERO HUMAN CONTACT

- **System-driven Sales Order (SO):** Customer to advice ODWEN supervisor by e-mail of Sales Orders/product transfers advice from Warehouse 24 hours in advance.
- **Avoid Physical documentation:** All OUT-BOUND product documents including e-way bill to be received by E-MAIL ONLY and printed at Warehouse by WH Manager.
- **WMS-driven Picking Activity:** Picking activity schedule focused on physical distancing of picking associates
- Upon checking of material for quantities and quality WH Manager to assign labor for loading on designated Transport (100% staff to wear masks during this process).
- Once loaded, Warehouse Manager to ensure receipt of Material Receipt Report from customer and send Scanned copy of confirmation of Stock dispatch by e-mail to client, ODWEN Operations Department & Accounts Department with updated inventory stocks at Warehouse.

BILLING PROCESS

- **Paper-Less Invoicing:** Based on the receipts and dispatches, ODWEN will raise paper-less invoices to clients periodically
- **Contactless Vendor Payments:** Transporters, Labor contractors & other vendors raise scanned bills and mail to Operations Department /Accounts Department at ODWEN for processing

