



# 2026

## COMPANY POLICY DOCUMENT



ISO 9001:2015 Certified  
Certified by TÜV SÜD South Asia Pvt Ltd  
Cert. No. 99 100 25410



D1007-1008, West Gate, Near YMCA Club, Makarba,  
Ahmedabad, Gujarat - 380051



+91 9512027754



[hr@theptpl.com](mailto:hr@theptpl.com)  
[info@theptpl.com](mailto:info@theptpl.com)

## Policy Name - Vendor Onboard Policy

### Index :

| POLICY NAME                                    | PAGE NO. |
|------------------------------------------------|----------|
| Purpose of Policy                              | 01       |
| Scope of the Policy                            | 01       |
| Policy Statement                               | 02       |
| Objectives of Vendor Onboarding                | 02       |
| Vendor Categories                              | 03       |
| Driver & Logistics Risk Control                | 03       |
| Vendor Onboarding Process                      | 04       |
| Vendor Operational Responsibilities            | 05       |
| Grievance & Reporting Mechanism                | 05       |
| Suspension & Termination of Vendor Partnership | 06       |
| Conclusion                                     | 07       |
| Approval                                       | 07       |
|                                                |          |
|                                                |          |

## Policy Name - Vendor Onboard Policy

# Purpose of Policy

The purpose of this Vendor Onboarding Policy is to establish a standardized and transparent process for the selection, verification, approval, and onboarding of vendors, transport partners, contractors, and third-party service providers associated with Pratham Transolutions India Pvt. Ltd.

This policy aims to ensure operational reliability, legal compliance, cargo safety, service quality, ethical business practices, and risk control in logistics and transportation operations.

# Scope of the Policy

This policy applies to:

- Transport carriers
- Fleet owners and attached vehicle providers
- Freight brokers and logistics partners
- Loading and unloading contractors
- Security and support service providers
- Warehouse and operational vendors
- Third-party transport and logistics agencies

D1007-1008, West Gate, Near YMCA Club, Makarba Ahmedabad, Gujarat - 380051

Policy Number – P/HR/027  
Review Date – 01.10.2025

Rev. Number – 00  
Approve Date – 01.10.2025

## Policy Name - Vendor Onboard Policy

### Policy Statement

Pratham Transolutions India Pvt. Ltd. is committed to working with responsible, compliant, and operationally reliable vendors who support safe and professional logistics operations.

The company shall conduct appropriate verification and evaluation before onboarding any vendor or business partner to reduce operational, legal, financial, and safety-related risks.

All vendors are expected to maintain professional conduct, operational discipline, confidentiality, and compliance with company standards.

### Objectives of Vendor Onboarding

The company aims to:

- Ensure vendor legal and operational compliance
- Verify authenticity and reliability of business partners
- Reduce cargo, vehicle, and operational risks
- Maintain service quality standards
- Improve accountability and transparency
- Strengthen safety and operational coordination
- Ensure smooth transportation and delivery operations

D1007-1008, West Gate, Near YMCA Club, Makarba Ahmedabad, Gujarat - 380051

Policy Number – P/HR/027  
Review Date – 01.10.2025

Rev. Number – 00  
Approve Date – 01.10.2025

## Policy Name - Vendor Onboard Policy

### Vendor Categories

The company may onboard different categories of vendors including:

#### Transport carriers

- Fleet owners
- Freight forwarders and brokers
- Vehicle maintenance providers
- Security service providers
- Warehouse support vendors
- Operational contractors

The onboarding process may vary depending on operational requirements and risk level.

### Driver & Logistics Risk Control

Since logistics operations involve transportation and highway risks, vendors must ensure:

- Drivers do not consume alcohol or drugs during duty
- Vehicles remain roadworthy and properly maintained
- Cargo is handled safely during loading and unloading
- PODs and operational documents are managed properly
- Drivers follow safety and route instructions
- Emergency situations are reported immediately

The company may suspend vendors involved in repeated operational negligence, safety violations, or customer complaints.

## Policy Name - Vendor Onboard Policy

### Vendor Onboarding Process

#### Initial Contact & Registration

Interested vendors may approach the company directly or may be contacted by the Operations or Procurement department.

#### Vendor Verification Form

The vendor must complete the official Vendor/Business Partner Verification Form with accurate information including: Company details, Owner information, Fleet details, Operational capabilities etc.

#### Documentation Submission

The vendor must submit relevant documents including: **Business registration certificate, PAN and GST details, Transport licenses, Vehicle RC & insurance, PUC, Driver license records where applicable, Fleet ownership or lease proof, Bank details, Address proof and identity documents.** The company may request additional documents depending on operational requirements.

#### Evaluation & Risk Assessment

The company shall evaluate the vendor based on: **Legal compliance status, Operational capability, Service quality, Market reputation, Driver discipline and compliance etc.**

Where necessary, the company may conduct: **Site inspections, Fleet inspections, Background verification etc.** High-risk or critical operational vendors may undergo additional review procedures.

#### Approval & Agreement

After successful evaluation, the vendor may be approved by authorized management personnel.

Approved vendors may be required to sign: **Service Agreement, Confidentiality or Non-Disclosure Agreement (NDA), Rate and operational terms agreements etc.** No vendor shall begin operations without official approval from the company.

D1007-1008, West Gate, Near YMCA Club, Makarba Ahmedabad, Gujarat - 380051

Policy Number – P/HR/027  
Review Date – 01.10.2025

Rev. Number – 00  
Approve Date – 01.10.2025

## Policy Name - Vendor Onboard Policy **Vendor Operational Responsibilities**

All approved vendors are expected to: Follow company operational instructions, Maintain valid legal and vehicle documents, Deploy trained and licensed drivers, Ensure GPS and route compliance where applicable, Maintain cargo safety and delivery discipline, Report operational incidents immediately, Maintain confidentiality of customer and company information.

Vendors must immediately inform the company regarding:

- Ownership changes
- License suspension or expiry
- Vehicle fitness issues
- Major accidents or legal disputes
- Operational disruptions

## **Grievance & Reporting Mechanism**

Employees, drivers, customers, and vendors may report concerns related to:

- Vendor misconduct
- Safety violations
- Operational malpractice
- Delivery negligence
- Fraud or unethical behavior
- Compliance violations

Concerns may be reported to Operations, HR, Management, or through the company grievance mechanism.

Anonymous complaints are also permitted for genuine operational or ethical concerns.

**D1007-1008, West Gate, Near YMCA Club, Makarba Ahmedabad, Gujarat - 380051**

**Policy Number – P/HR/027**  
**Review Date – 01.10.2025**

**Rev. Number – 00**  
**Approve Date – 01.10.2025**

## Policy Name - Vendor Onboard Policy

### Suspension & Termination of Vendor Partnership

The company reserves the right to suspend or terminate vendor association in case of:

- Breach of agreement
- Legal or compliance violations
- Unsafe operational practices
- Fraudulent activities
- Repeated customer complaints
- Cargo theft or misconduct
- Driver indiscipline
- Non-cooperation during investigations

Appropriate legal or contractual action may also be initiated where required.

## Policy Name - Vendor Onboard Policy

### Conclusion

Pratham Transolutions India Pvt. Ltd. believes that strong vendor partnerships are essential for safe, efficient, and reliable logistics operations.

The company is committed to onboarding responsible and compliant business partners who align with company values, operational standards, safety requirements, and customer service expectations.

### Approval & Acknowledgement

This Policy is approved and issued under the authority of the Director, Pratham Transolutions India Pvt. Ltd.

| Date       | Description of Change | Approved By                   |
|------------|-----------------------|-------------------------------|
| 01.10.2025 | Initial Issue         | Tushar Gorasiya<br>(Director) |

---

Tushar Gorasiya  
Founder & Director

D1007-1008, West Gate, Near YMCA Club, Makarba Ahmedabad, Gujarat - 380051

Policy Number – P/HR/027  
Review Date – 01.10.2025

Rev. Number – 00  
Approve Date – 01.10.2025