



ELUKO GENERAL DEALERS (EGD) GERMANY & FIKHA CONSULTING USA

Registered and accredited according to the German/European Union(EU) and The United States of America(USA) Laws

Operational & Partnership Policies (OPPs)

Updated: 23rd May 2024, at USA and Germany

Part (A): EGD/FIKHA Operational Policies

1. Strategic Planning

- Regular strategic planning sessions to align business operations with long-term goals.

2. Operational Efficiency

- Continuous improvement of processes to enhance operational efficiency and reduce costs.

3. Resource Management

- Optimal allocation and management of resources, including human, financial, and material resources.

4. Quality Assurance

- Implementation of quality assurance processes to ensure high standards in all deliverables.

5. Employee Training and Development

- Ongoing training and development programs for employees to enhance their skills and competencies.

6. Health and Safety

- Comprehensive health and safety policies to ensure a safe working environment for all employees.

7. Environmental Sustainability

- Adoption of environmentally sustainable practices in all operations.

8. Technology Integration

- Utilization of the latest technology to improve efficiency and effectiveness.

9. **Customer Service**

- Commitment to providing excellent customer service and maintaining strong relationships with clients.

10. **Compliance Monitoring**

- Regular monitoring to ensure compliance with all relevant laws, regulations, and standards.

11. **Crisis Management**

Development and implementation of crisis management plans to handle emergencies effectively.

12. **Risk Management**

Comprehensive risk management policies to identify, assess, and mitigate risks.

13. **Data Security**

Strong data security measures to protect sensitive information from unauthorized access or breaches.

14. **Performance Evaluation**

Regular performance evaluations to assess employee performance and provide feedback for improvement.

15. **Transparency and Accountability**

Maintaining transparency and accountability in all business operations and decision-making processes.

Section (B) EGD/FIKHA Partnership Policies

1. **Mutual Benefit**

- Ensuring all partnerships are mutually beneficial and aligned with strategic objectives.

2. **Shared Values**

- Partnering with organizations that share similar values and ethical standards.

3. **Clear Communication**

- Establishing clear and open lines of communication with all partners.

4. **Defined Roles and Responsibilities**
Clearly defining the roles and responsibilities of each partner in the agreement.
5. **Performance Metrics**
Setting performance metrics and regularly reviewing the performance of partnerships.
6. **Conflict Resolution**
Implementing effective conflict resolution mechanisms to address any disputes promptly.
7. **Long-Term Commitment**
Fostering long-term relationships with partners to achieve sustained success.
8. **Innovation and Collaboration**
Encouraging innovation and collaboration in partnership activities.
9. **Financial Transparency**
Maintaining financial transparency in all partnership transactions.
10. **Regular Review Meetings**
Conducting regular review meetings to assess the progress and effectiveness of partnerships.
11. **Cultural Sensitivity**
Respecting and understanding the cultural practices and norms of partner organizations.
12. **Ethical Standards**
Ensuring all partners adhere to high ethical standards in all dealings.
13. **Capacity Building**
Supporting the capacity building of partners to enhance their capabilities and effectiveness.
14. **Compliance with Agreements**
Strict adherence to the terms and conditions outlined in partnership agreements.
15. **Sustainability Goals**
Aligning partnership activities with sustainability goals to promote environmental and social responsibility.

These Operational and Partnership Policies are designed to guide EGD Germany and Fikha Consulting USA in our business operations and partnerships, ensuring that together we maintain high standards of efficiency, integrity, and mutual benefit. Compliance with these policies is essential for achieving strategic objectives and fostering successful collaborations.

**Eluko General Dealers (EGD)
Germany**

Mr. Evans Lukomona, Founder & CEO

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Mr. Jeffie Swiza, Founder & CEO

Copied to

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