



Compassion Connection and CSR Policy

Purpose

Fulli's Wholesale values **kindness, empathy, and helpfulness** not only within our organization but also in our broader impact on society. This policy outlines expectations for employees to demonstrate care towards colleagues, clients, and external parties, while also emphasizing our commitment to **Corporate Social Responsibility (CSR)**.

Scope

This policy applies to **all employees**, regardless of their role or level within the organization.

Guidelines

- 1. Caring Attitude:**
 - Employees should approach interactions with a **positive and caring attitude**.
 - Show **respect, patience, and active listening** when communicating with others.
 - Recognize that every interaction is an opportunity to make a positive impact.
- 2. Internal Interactions:**
 - Treat colleagues with **kindness and courtesy**.
 - Be **supportive** and offer assistance when needed.
 - Foster a collaborative environment by sharing knowledge and resources.
- 3. External Interactions:**
 - Extend the same level of care to **clients, vendors, and partners**.
 - Represent our company professionally and with **empathy**.
 - Understand that external interactions contribute to our reputation.
- 4. Going the Extra Mile:**
 - Before ending any conversation, ask if there is **additional help** you can provide.
 - Offer **solutions, resources, or follow-up assistance** whenever possible.
 - Show genuine concern for the well-being of others.
- 5. Corporate Social Responsibility (CSR):**
 - **Community Engagement:** Encourage employees to participate in community service, volunteering, or charitable activities.
 - **Environmental Stewardship:** Promote eco-friendly practices within the workplace and support environmental causes.
 - **Ethical Business Practices:** Uphold high ethical standards in all business dealings.



- **Diversity and Inclusion:** Ensure fairness, diversity, and equal opportunities for all.

6. **Feedback and Improvement:**

- Encourage feedback from colleagues, clients, and the community regarding your interactions and CSR efforts.
- Use feedback to **learn and improve** your approach.
- Share positive experiences with others to inspire a caring culture and responsible citizenship.

Consequences

Failure to adhere to this policy may result in **counselling, training**, or other appropriate measures. Repeated violations may lead to **disciplinary action**.

By integrating CSR principles into our interactions, we contribute to a more compassionate workplace and a better world.