



Grabbit+ Vending Premium Solution's – Peerless Services

Dear Patron,

Greetings from Grabbit+

The onset of **monsoon** brings welcome respite from the heat and humidity of the preceding months. It also brings forth challenges such as the kind witnessed at some places across India after they were inundated with rain for over 24 hours. It is often said that the true measure of our success lies in how well we can function when faced with **challenges**. Despite the downpour, people managed to get to their work places. However, due to the water logging, employees remained **stranded** at their work place and had to rely on existing **supplies for sustenance**. A similar situation could result from other exigencies such as a transport strike, security lock down, etc. **Vending machines** at office locations become a **lifeline** in such situations.

Grabbit+ understands the importance of schedules and the impact of hunger on your employee's productivity. Our commitment to providing seamless and superlative service to our customers is the cornerstone of our business and we take painstaking efforts to ensure that we deliver on our promise. To provide an example, during monsoons our operations team refers to the **weather forecast** when preparing the day's schedule. This enables them to plan their routes and provide for **additional supply** stocking, to cater to increased demand during water logging, transport strike, security lock downs or any **unforeseen hazards**. It is through such **careful planning** and absolute commitment to delivering top notch customer service that Grabbit+ operations team is able to effectively **replenish** vending machines in a timely manner, always taking into account extenuating circumstances and regulating **restocking service** frequency as necessary.

A handwritten signature in black ink, appearing to read "Sandeep Jain".

Sandeep Jain

Director & CEO

Empire Industries Ltd. – GRABBIT+