

| Meeting Title/ Name: |                      | Management Meeting   |                       |                   |          |                                  |  |
|----------------------|----------------------|----------------------|-----------------------|-------------------|----------|----------------------------------|--|
| Date: 10-Sep-2020    |                      | Start Time: 10:00 AM |                       | End Time: 1:00 PM |          | Location: SMSA Dubai Head Office |  |
| Attendees            |                      |                      |                       |                   |          |                                  |  |
| Name                 | Department           |                      |                       |                   |          |                                  |  |
| Yasser Zahreddine    | COR                  |                      |                       |                   |          |                                  |  |
| Amir Ebadda          | SLS                  |                      |                       |                   |          |                                  |  |
| Lalit Singhi         | FIN                  |                      |                       |                   |          |                                  |  |
| Dilhan Daskateer     | OPS                  |                      |                       |                   |          |                                  |  |
| Justin Kuriakose     | SFD                  |                      |                       |                   |          |                                  |  |
| Nigil Davis          | SFD                  |                      |                       |                   |          |                                  |  |
| Mir Taqui            | CSD                  |                      |                       |                   |          |                                  |  |
| Yathiraj Kotian      | HRD                  |                      |                       |                   |          |                                  |  |
| Mohamed Suhail       | ITD                  |                      |                       |                   |          |                                  |  |
| Sameer Salauddin     | ITD                  |                      |                       |                   |          |                                  |  |
| Maridel Loretizo     | COR                  |                      |                       |                   |          |                                  |  |
| Agenda               |                      |                      |                       |                   |          |                                  |  |
| Item                 | Topic/ Agenda Item   | Presenter            | Time                  |                   |          |                                  |  |
| 1                    | UAE Wheel -July 2020 | Yasser               |                       |                   |          |                                  |  |
| 2                    | Budget Plan for 2021 | Yasser               |                       |                   |          |                                  |  |
| 3                    | Sales Plan           | Amir/Mir/Nigil       |                       |                   |          |                                  |  |
| 4                    |                      |                      |                       |                   |          |                                  |  |
| 5                    |                      |                      |                       |                   |          |                                  |  |
| 6                    |                      |                      |                       |                   |          |                                  |  |
| 7                    |                      |                      |                       |                   |          |                                  |  |
| 8                    |                      |                      |                       |                   |          |                                  |  |
| 9                    |                      |                      |                       |                   |          |                                  |  |
| 10                   |                      |                      |                       |                   |          |                                  |  |
| 11                   |                      |                      |                       |                   |          |                                  |  |
| SN.                  | Action Item          | Responsible Person   | Action Taken/ Remarks | Status            | Deadline |                                  |  |

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| 1                    | <p><b>1. OPERATIONS</b></p> <p><b>A. Expand Gateway</b><br/> **Works is on-going to get the approval on the lease improvement and start the work , expected to be obtained by end of August<br/> **AUH Customs Code is about to obtain , the required bank guarantee is already received an submitted to the customs , we ware following with them for get it issued<br/> **Staff recruitment is already started and training will take place by SEP.</p> <p><b>B. Domestic OPS Expansion (Al Ain Satellite)</b><br/> **We are reconsidering Al-Ain satellite operation for this year and we might re-locate it to Ajman/ SHJ due to the load receive from he North area as well as the number of pickup that required a hub in that part of UAE , we will look into it by NOV20 when we advance with AUH project.</p> <p><b>C. Opening Retail Outlets</b><br/> **Not proceeded due to the lockdown in Al-Ain area . We are requesting to delay it until end of this year .</p> <p><b>2. PEOPLE</b></p> <p><b>A. Staff Survey</b> - every quarter HR Should sit down with each department to know what is still needed for improvement. What they are encountering everyday for work and environment.</p> <p><b>B. Training</b> - On going</p> <p><b>C. Staff Turnover</b></p> <p><b>D. Localization</b></p> | Yasser Zahreddine  | Closed | On-going |  |

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| 2                    | <p><b>3. FINANCE</b><br/> A. External Audit<br/> B. Financial Reporting<br/> C. Fusion Implementation<br/> D. Financial Performance<br/> E. Sales Target - Requesting Industry Manager, Freight Manager &amp; Retail Manager to submit their plans this week on how to expand the Revenue and to hit the target required.<br/> F. Cash Collections -Finance and Sales Team are focused to collect all the money we serviced at least up to 3-4 mos collectibles.</p> <p><b>4. CUSTOMERS</b><br/> A. OPS Service Level - 100%<br/> B. Expand Customer Base -95%<br/> C. Lost Revenue/Lost Customers- 100%<br/> D. Launch New Service (DG Fulfillment) - GCAA issued DG license for SMSA-UAE and first DG load connected to KSA under ELI. Fulfilment processes are on going with 4 active customers thru WMS and SECOM systems<br/> E. Marketing Strategy - No plan for 2020<br/> F. CS Survey - Will start in November - Retail &amp; Corporate Data Basa already shared with Marketing Team.</p> | Yasser Zahreddine  | Closed | On-going |  |

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| 3                    | All Department Head should submit their plans and initiate the Budget for 2021. All should be submitted to Finance Manager on or before 17th Sep 2020, for review. | Department Head    | Closed | On-going | 30-Sep-20 |
| 4                    | Industry Manager/Retail Manager & Freight Manager to submit their respective plans to increase the Volumes and Revenue.  | Amir/Mir/Nigil     | Closed | On-going | 30-Sep-20 |
| 5                    |  |                    |        |          |           |

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| 9                    |  |                    |  |  |  |
| 10                   |  |                    |  |  |  |