

## Minutes of Meeting

**Date:** 12 August 2018

**Time:** 10:00 AM - 2:00 PM

**Location:** Meeting Room, Head Office, Al Fattan Plaza

### Attendees

Name	Department
Shaji George	MGT
Muriel Jullado	HRD
Dilhan Dastakeer	OPS
Lekshmi Pillai	FIN
Muhammad Imran	CSD
Anushka Kannangara	IBU
Yathiraj Kotian	HRD
Amir Mostafa	SLS
Bilal Noor Elahi	JAFZA
Mohammed Suhail	ITD

### Matters & Agenda Discussed for Compliance Review

Responsible Person	Matters & Agenda	Status	Deadline
Shaji	Review of the Previous MOM	Closed	discussion only
All	Department Presentations	Closed	discussion only
Shaji	GUIDE in Preparing Country MGT Report	Closed	discussion only
Shaji	Employee Awards/Bravo Zulu	Closed	discussion only
Shaji	Customer Survey Satisfaction	Closed	discussion only
All	Safety & Security Files	Closed	discussion only

SN.	Summary of Discussion	Responsible Person	Action Taken	Status	Deadline
1	Review of Previous MOM (7/17/2018)	Shaji	Shaji has discussed all the topics that were opened for discussion during the previous MGT meeting. A few things have been verified but kept opened, status and updates to be conveyed thru weekly department task report.	Closed	discussion only
	*Volumes for Domestic Vendor	Dilhan/Anushka/Suhail	Pending: IT Integration, SOP, & Vendor Contract	Open	31-Aug-18
	*Vendor Payment	Lekshmi	Process for vendor payments to be given a cut-off of the 5th of every month. Lekshmi to send an email to Shibu regarding objections in payments. Pending Vendor Payments: JAFZA Ramp, Roller Blinds for HO, Fleet (Al Rais & Thrifty), Racks HO, & RAK Commercial license	Open	31-Aug-18
	*Asset Tag	Yathiraj/Muriel	Follow up with Sohail Babar regarding the invoice	Open	31-Aug-18

			copy of the furniture purchased for reception to proceed with the asset tagging.		
	<b>*File Registers</b>	<b>Shaji/Muriel</b>	Dept. to nominate 1 person each Dept. to monitor, check, & audit the files. A checklist to be created & to be maintained for compliance.	<b>Open</b>	31-Aug-18
	<b>*Employee Mid-yr Appraisal</b>	<b>Lekshmi</b>	To complete the review of the JD, Goal Settings form for 2018, & Mid-yr Appraisal of AR Executive Mr. Sandeep Kalarikkal.	<b>Open</b>	16-Aug-18
	<b>*Municipality Approval - Umm Ramool</b>	<b>Yathiraj/Dilhan/Anushka</b>	The current contractor is redesigning the plan while currently, Mr. Dilhan/Anushka are looking for options for a new warehouse.	<b>Open</b>	31-Aug-18 *update on prospect warehouse
	<b>*Fleet (Avanza to Peugeot)</b>	<b>Yathiraj/Dilhan/Anushka</b>	To check for possibility to include Peugeot on the Fleet for AUH DLV & PUP.	<b>Open</b>	31-Aug-18 *update
	<b>*SHJ &amp; AUH RSC Completion</b>	<b>Imran/Suhail</b>	To update on completion of both RSCs. Pending: CCTV & all IT-related equipments installation	<b>Open</b>	20-Aug-18
	<b>*UTL Portal Access on S Panel</b>	<b>Suhail/Dilhan/Anushka</b>	To start communication with H. Al Kalaff for the integration and completion of the installation before the start of Domestic DLV/PUP.	<b>Open</b>	31-Aug-18
	<b>*Cash Remittance/Collection Process</b>	<b>Lekshmi/Dilhan/Anushka</b>	To finalize process for the same before the start of the Domestic DLV/PUP.	<b>Open</b>	31-Aug-18
	<b>*Hold Passport Policy</b>	<b>Yathiraj/Muriel</b>	Process and forms available and awaiting implementation on the start of Domestic DLV/PUP.	<b>Open</b>	31-Aug-18
	<b>*UTL PC</b>	<b>Suhail</b>	Finalize & complete the procurement as soon as possible.	<b>Open</b>	20-Aug-18
	<b>*License Renewals</b>	<b>Lekshmi/Yathiraj</b>	To consolidate deadline dates of renewal of all existing licenses. Lekshmi to raise the issue to Shibu regarding expediting completion of reports and payments for licenses renewals. Empost license to be finalized August 31.	<b>Open</b>	31-Aug-18
2	<b>Department Presentations</b>	<b>All</b>	All have presented statistical data analysis of tasks being done within individual departments.	<b>Closed</b>	discussion only

			Shaji has informed HRD, CSD, & ITD to present the report in the next management meeting in graphs in a power point format. Lekshmi to complete all reports as per agreed and discussed deadline.		
3	<b>Guide in Preparing Country MGT Report</b>	<b>Shaji</b>	Shaji discussed the proper way to prepare the Country MGT Report. The report is being consolidated and sent to Mr. Mohannad for his monthly review with MD during the 20th to the 25th of every month.	<b>Closed</b>	discussion only
4	<b>Employee Awards/Bravo Zulu</b>	<b>Shaji</b>	Shaji has discussed the Bravo Zulu policy and implementation in the UAE. Nomination process started as of August 1st. Any progress will be taken-care of and communicated by HRD to the Training & Devt. Team.	<b>Closed</b>	discussion only
5	<b>Customer Survey</b>	<b>Shaji</b>	Shaji has discussed the report sent by HQ regarding the customer satisfaction survey that was conducted last March 2018. He had informed the management team to review the file, monitor, & conduct the analysis regarding points that affects the individual departments and include the updates on the weekly tasks report being sent to Muriel. The next Customer Satisfaction Survey as per plan shall be conducted by HQ in September 2018.	<b>Closed</b>	discussion only
6	<b>Safety &amp; Security Files</b>	<b>All</b>	Moving forward, each location will maintain the file of the following and not to be submitted to HRD. A. Visitor Log B. Garbage Disposal Check C. Cleaning Report D. Security Patrolling Report E. Key Control In-Out	<b>Closed</b>	discussion only

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