

## MINUTES OF MEETING

DATE: 12 Jan 2017

TIMINGS: 1100 - 1315

LOCATION : Conference Room, Dubai, UAE

ATTENDEES	
Name:	Department
Muriel Jullado	Admin.
Shaji George	Sales
John D'Cruz	Operations
Paramananda Kamath	Finance

Matters & Agenda Discussed For Compliance Review			
Matters & Agenda	Responsible Person	Status	Deadline Date
Employee of the Yr 2016 Guidelines	All Managers	Open	22-Jan-17
CS Support Line Function	Shaji George	Closed	12-Jan-17
Pending Projects 2016	All Managers	Closed	12-Jan-17

No.:	Summary of Discussion / Action Plan	Responsible Person	Action Taken	Status	Deadline
1	Employee of the Yr 2016 memo approved. Criteria and guideline for selecting a nominee rolled out.	All Managers	To disseminate letters to all staff that would inform them of the nomination process. Station meeting to be conducted on 17 Jan 2016.	Open	17-Jan-16
2	CS Support Line function for SMSA UAE approved and rolled out to the management team. CS Dept. will be the back end support for all SMSA UAE Customers. Retail Center handling will also be handled by the CS Dept. Two (2) positions approved Key Account CS Agent and Trace Agent.	Shaji George	Meeting to be conducted with all employees who are currently handling CS functions, to introduce the AOP2017 for CS Dept.	Closed	12-Jan-17
3	Pending Projects for 2016:  -CASS Registration and EK Registration for AWB Stock	Paramananda Kamath	Further justification, from Operations team whether to continue. To identify the benefit of it in terms of business expansion-wise or revenue growth-wise.	On Hold	31-Jan-17
	-Expansion of domestic UAE network (PUP & deliveries)	John D'Cruz	Operating plan, justification and courier route report to be submitted. To provide location and setup plan for the retail centers, shall be discussed on the next meeting	Open	26-Jan-17
	-Retail Center with sort center at AUH for HAL and drop off	John D'Cruz	Operating plan and justification to be submitted. Before the month end to send a proposal and to pipeline three locations suitable for Retail centers.	Open	31-Jan-17
	-Store2Door	John D'Cruz	To be included in the weekly report as a project and to list down corresponding activities weekly to close the project. To get Sohail Babar involved.	Open	30-Jun-17
	-Clearance and Delivery and Domestic COD	John D'Cruz and Paramananda Kamath	To be included in the weekly report as a project and to list down corresponding activities weekly to close the project. To get Aldrina Lobo involved.	Open	16-Jan-17
	-Hub and Spoke and additional CMC Unit	John D'Cruz	To be included in the weekly report as a project and to list down corresponding activities weekly to close the project.	Open	22-Jan-17
	-JAFZA Opening and Commercial launch	Shaji George	Awaiting date from Sheikh Naef to start, provisional opening would be on last week of February	Open	28-Feb-17
	-Air Freight product launch in Sales Channel	Shaji George	Plan and proposals done, awaiting approvals to introduce to the market	Open	22-Jan-17
	-Domestic COD Commercials & roll out	Paramananda Kamath	to make a project plan, to be included in the weekly activity and report, monitor progress and subject to implementation	Open	22-Jan-17
	-Budget 2017	Paramananda Kamath	plan submitted, awaiting implementation with HO	Open	22-Jan-17
	-SECOM integration with CORE	Shaji George	issue raised to Hussain Al Kalaff, currently being worked on	Open	22-Jan-17
	-Staff Trainings	Muriel Jullado	To coordinate with the Department Heads, HR, and QRM team regarding external trainings that are necessary and are requirements to move forward with the business	Open	22-Jan-17
	-Performance Appraisal	Muriel Jullado	To coordinate with HR/QRM regarding the process, and to have it implemented this year in terms of aligning employee and departmental KPIs	Open	22-Jan-17
	-Employee Awards, bonus, and incentives	All Managers	To check with QRM regarding the procedures, guidelines and process. Managers to prepare employee and departmental KPI and shall be discussed on the next meeting	Open	22-Jan-17
	-ERP	Shaji George	HR-HO working on the system to have it implemented in UAE	Open	22-Jan-17