

MINUTES OF MEETING

DATE: 12 Jan 2017

TIMINGS: 1100 - 1315

LOCATION : Conference Room, Dubai, UAE

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