

Minutes of Meeting

Date: 17 July 2018

Time: 10:00 AM - 1:30 PM

Location: Meeting Room, Head Office, Al Fattan Plaza

Attendees

Name	Department
Shaji George	MGT
Amir Mostafa Ebadda	SLS
Anushka Kannangara	IBU
Lekshmi Pillai	FIN
Paramananda Kamath	FIN
Justin Kuriakose	JAFZA Road Freight
Muriel Julladdo	IBU
Yathiraj Kotian	HRD
Muhammad Imran	CSD
Mohd. Dilhan Dastakeer	OPS

Matters & Agenda Discussed for Compliance Review

Responsible Person	Matters & Agenda	Status	Deadline
Shaji	Introduction of new Operations Manager	Closed	
Shaji	Resignation of Chief Accountant	Closed	
All	Last MOM Review/Updates	Open	*depends on
All	Audit	Open	each task
All	Residual Risks	Open	assigned

SN.	Summary of Discussion	Responsible Person	Action Taken	Status	Deadline
1	Introduction of new Operations Manager	Mohd. Dilhan Dastakeer	Dilhan will take over the position of Operations Manager from today. He was a transfer from KSA-HQ, who has been with SMSA for almost 23 yrs.	Closed	17-Jul-18
2	Resignation of Chief Accountant	Paramananda Kamath	Kamath has resigned from his position and his last working day will be on 31 of July 2018. In the interim, until a replacement is available, Lekshmi Pillai will take over the necessary escalations within the department.	Closed	17-Jul-18
3	General Management Meeting	All	UAE local management will meet for discussion every 15th of the month moving forward. Dept. reports to be discussed prior to the general meeting.	Closed	17-Jul-18
4	Dept. Report	Shaji	Letter of Concern to be given to Dept. Heads for not preparing their Department reports to be presented	Open	15-Aug-18

			in today's meeting as it was asked last management meeting. Dept. Heads to design own format.		
5	Weekly Management Report	All	Muriel to send the Dept. Heads the format of the management report needed for consolidation of Country Report being sent to Mohannad. No reminders will be given for sending the report.	Open	*Immediate action required
6	Volumes	Anushka Kannangara	Volumes are falling in terms of export/import. Currently, receiving reduced volumes from Awok. Recent NSL @ 81.46%, needs plan of improvement to increase 5% by August	Open	15-Aug-18
7	Sales Report (Lost & Risk Customers)	Shaji George	Shaji has presented a report regarding of lost and risk customers/revenue recorded until end of May 2018	Closed	17-Jul-18
8	Lost E-Commerce Customers	Amir Mostafa/Lekshmi Pillai (P. Kamath)	Targeted to be regained. Amir to highlight operations issues to the management and try to reduce the complains to "0%". To focus on customers lost due to Finance issues and commitments of COD issues to be conducted. To reduce complains to "0%".	Open	15-Aug-18
9	Vendor Payments (Retail)	Muhammad Imran/Lekshmi Pillai, (P. Kamath)	Payment of vendors to be discussed with management and HQ. To finalize RSC counters for SHJ & RAK. Imran to provide Shaji a timeline when all the Retail Centers will start.	Open	15-Aug-18
10	Asset tagging (Furniture for new HO)	Yathiraj Kotian/Muriel Jullado	To finalize all sticker tags for new furniture bought for the new HO (Al Fattan).	Open	15-Aug-18
11	File Registers	Anushka Kannangara	To conduct an audit on all the Department's file register	Open	25-Jul-18
12	GAPs/NCs	All	Muriel to send all associated GAPs and NCs to all responsible Departments. No reminders will be given to all responsible Department Heads.	Open	29-Jul-18
13	Audit Updates Meeting	All	Dept. Heads to sit and discuss preparation for all external audit.	Open	1-Aug-18
14	Mid-yr Appraisal	All	To be finalized as per discussed deadline.	Open	23-Jul-18
15	Bravo Zulu	All	Policy and process currently under discussion with	Open	1-Aug-18

			Mohammed Ameen, Shaji, & Mohannad. Implementation by 1st August 2018		
16	Municipality Approval for Umm Ramool Office	Yathiraj Kotian	To provide update from JSKM by 1st August 2018	Open	1-Aug-18
17	JAFZA Lease Renewal	Yathiraj Kotian	To provide update by 8th August 2018	Open	8-Aug-18
18	Fleet (Avanza to Peugeot Partner)	Yathiraj Kotian/Anushka Kannangara	To check for considering adding Peugeot Partner and removing Avanza from Courier fleet.	Open	15-Aug-18
19	SHJ RSC Refurbishment	Muhammad Imran	To provide updates of SHJ RSC refurbishment	Open	15-Aug-18
20	SOP for PUP/DLV of Domestic Shipments	Anushka Kannangara/Shaji George	To be finalized as per discussed deadline.	Open	15-Aug-18
21	Control Panel Access for Domestic E-Commerce Shipments & SMS System for UTL/RTS	Mohammed Suhail	Escalation to HO regarding access to control panel. To prove and update as per discussed deadline.	Open	15-Aug-18
22	Cash Remittance/Collection	Shaji George/Lekshmi Pillai (P. Kamath)/Anushka Kannangara	Process to be finalized as per discussed deadline.	Open	15-Aug-18
23	Retail process for HAL from UTL in RSC & Ticketing for UTL	Anushka Kannangara/Imran	Process to be finalized as per discussed deadline.	Open	15-Aug-18
24	Hold Passport Policy	Yathiraj Kotian/Muriel Jullado	Finalize process and policy for holding passports for any staff given and handling company cash floats.	Open	15-Aug-18
25	TP Process for PUP/DLV for Domestic Shipments	Shaji/Anushka (*Sohail Babar)	Process to be finalized as per discussed deadline.	Open	15-Aug-18
26	Empost License Renewal, AUH Lease Renewal, & UTL PC	Lekshmi Pillai, (P. Kamath)	To process and finalize payment for empost license renewal & AUH lease renewal. Update on the status of the UTL PC.	Open	15-Aug-18
27	Residual Risk	All	Risk Assessment document has been reviewed and residual risks updates have been provided. The same document to be uploaded on GUIDE.	Closed	17-Jul-18