

| Courier - Bike     |                                              |                |   |
|--------------------|----------------------------------------------|----------------|---|
| Job Title          | Courier - Bike                               |                |   |
| Division           | Operations                                   |                |   |
| Department         | Operations                                   |                |   |
| Section            | Operations                                   |                |   |
| Location           | IBU-UAE                                      | Direct Reports |   |
| Reports To         | Supervisor Operations-Station                | Version Number | 1 |
| External Relations | Customers                                    | Guide Number   |   |
| Internal Relations | Operations, Customer Service, Sales, Finance | Job Code       |   |

#### Basic Function

Sorting, delivery, and pickups of light weighted shipments to and from clients. Fully understand, drive and promote SMSA vision, culture and values.

#### KEY Responsibilities

##### Core

- Scan shipments.
- Drop shipment at customer location within the agreed commitment time.
- Ensure proper completion of Proof of Delivery as per procedure.
- Perform Proof of Delivery scanning.
- Perform relevant Delivery Exception scan on packages and ensure it uploaded into the System.
- Perform successful pickup and package scan.
- Perform pickup exception.(If Applicable)
- Make label and routing code for International shipments.
- Deliver the shipments with Airway bill to Line haul.
- Handle shipment (both pick up & delivery) if any single package weight is less than 32Kg per piece with a maximum of 130Kg per shipment.
- Increase business from clients and focus on the target delivery.
- Perform Express & E commerce delivery commitment of the shipment.
- Taking swift resolutions on (damage/loss/missing shipment).
- Maintain good attire and cleanliness to present the proper SMSA image.
- Ensure remitting of Remit daily cash collection before end of shift/close of business.
- Ensure to comply Monthly Courier Measurement Report .

##### EHS

- Understand and adhere to the company's environmental and safety policies.
- Regularly attend safety training and awareness sessions.

- Always use personal protective equipment (PPE) where required.
- Immediately report any environmental or safety concerns.
- Actively participate in emergency drills and respond as trained.
- Be aware and comply with all legal requirements related to environmental health and safety.
- Encourage colleagues to adopt safe and environmentally friendly practices

| Competencies - Professional and Technical                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |              |
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| Behavioral Competencie                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |              |
| Initiative                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Level 3      |
| Resource Management                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Level 2      |
| Stress Management                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Level 2      |
| Teamwork                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Level 2      |
| Technical Competencie                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |              |
| Defensive driving knowledge                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Advanced     |
| Handling Customer Complaint Knowledge                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Intermediate |
| Language Proficiency knowledge (English)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Intermediate |
| On-road route planning for pickup and delivery                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Advanced     |
| SMSA System (CORE, ERP, SDM, SAM, INFINITY, SPOT, POS, Sibel, Courier application, e                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Intermediate |
| Competencies – EHS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |              |
| Knowledge of basic environment health and safety requirements<br>EHS corporate objectives awareness<br>Awareness of EHS requirements in the QEHS management systems<br>Have attended EHS awareness training (if applicable)<br>Awareness of Environment Health Safety incident reporting                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |              |
| Organizational Competencies                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |              |
| Beginner<br><i>*Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |              |
| Decision Making                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |              |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |              |
| Key Performance Indicators (KPIs)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |              |
| Abide by the goal setting forms (Individual KPI'S) of the current financial year                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |              |
| Qualification : Education and Experience                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |              |
| Diploma (Preferred specialization in their field of work) at least One (1) year of relevant work experience, 1 year of which should be in Level-03 capacity, preferably in the same industry.<br><div style="text-align: center;">or</div> High / Middle School Certificate or Technical Courses(Those in technical jobs must have appropriate certification in their respective trades) with over 2 years industry experience of which at least 1 year has been in Level-03 position<br><div style="text-align: center;">or</div> High / Middle School Certificate or Technical Courses(Those in technical jobs must have appropriate certification in their respective trades) with over 2 years industry experience of which at least 2 years has been in Level-02 position<br><br>*Note: Industry Experience wherever its applicable |              |

Date Of Release

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|---------------------|---------------------|---------------------|---------------------|
| <b>Prepared By:</b> | <b>Reviewed by:</b> | <b>Approved by:</b> | <b>Endorsed by:</b> |
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| <b>Updated by:</b> | <b>Date:</b> | <b>Approved by:</b> | <b>Date:</b> |
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| <b>Employee Name:</b> |
|                       |

I hereby confirm my utmost commitment in fulfilling all the requirements including above and any amendment to this document.

Management reserves the right to amend the Job description at any time without prior notice.

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|-------------------|--------------|
| <b>Signature:</b> | <b>Date:</b> |
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