Welcome to SMSA

New Hire Orientation

Agenda

9:00 AM

Introduction

Learning Objectives

SMSA Profile

SMSA Culture

SMSA Services

ISO in SMSA

SMSA Quality Management System

SMSA Guide

Quality &Risk Management Awareness

4:00 PM
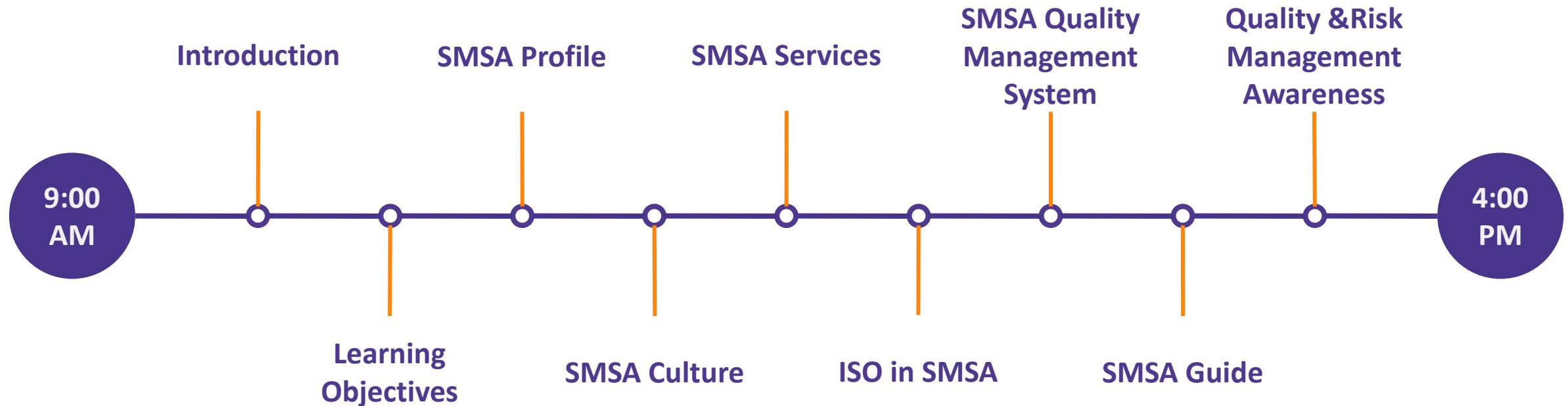
- Break after every 60 – 70 minutes.
- Smoking is strictly prohibited.
- Mobiles on silent mode.

☐Introduction

- My name is ……

- I'm from….

- I'm working with SMSA as …….

- I previously worked with ………

- My hobbies are ….

- My expectations….

☐Learning Objectives

- To learn about SMSA's Profile (History, Certifications, Executive Board, Covered Cities, Employees, SMSA Service Centers, and International Business Units)

- To have an overview of the SMSA Corporate Structure & SMSA World.

- To know SMSA's Vision, Mission, Core Values, Quality Policy, & SMSA Strategic Plan.

- To learn about ISO in SMSA

- To be introduced to the SMSA Services (International & Domestic)

- To be introduced to SMSA's Business Groups (Key & Support) and Overview of Different Departments.

- To learn how customers can send and receive packages in SMSA & Package Movement in SMSA.

- To know more about the Quality Management System (GUIDE)

- To have an overview of the Quality and Risk Management Department.

❑SMSA Profile

- Logo
- History
- Certifications
- Executive Board Members
- Corporate Structure
- Our Achievements
- Our Business Partners
- International Business Units (IBUs)

☐Logo

☐ History

SMSA Express is the Largest Domestic

Express & Widest Retail Network in KSA,

with International Business Units.

Founded in **March 1994**.

Headquarters is located in **Riyadh,**

Kingdom of Saudi Arabia.

☐ Certifications

ISO 9001:2015	ISO 14001	ISO 18001	ISO 10002	TAPA FSR

□SMSA Executive Board

**Sheikh Sultan Mohammed Saleh Al-Athel**

Founder

Sheikh Naif Sultan Al-Athel

Chairman of the Board - Chief Executive Office (CEO)

Sheikh Saud Sultan Al-Athel

Vice Chairman of the Board

Eng. Majed Alesmail

Managing Director

Corporate Structure

Chief Executive Officer

Executive Secretary to the CEO

Managing Director

Senior Manager Internal Audit

Exec. Secretary & Doc. Ctrl Adm

Project Manager IT

Sr. Legal Assistant

- National Manager Services Center
- Director HR & Admin
- Director Finance
- Director Sales and Marketing
- Director Operations
- Director Quality & Risk Management
- National Manager Information Technology
- Manager SMSA Freight
- Manager MRM Operations
- National Manager Customer Service
- Director Logistics
- Director Strategic Projects

SMSA Express Transportation Co.
Training & Org. Development

□ SMSA Achievements

Domestic Network of over 325 cities, towns and villages

Average daily volume of over 36000 shipments

Over 3500 employees Kingdom wide

☐ SMSA Achievements

Fleet of more than **2000** vehicles	Nitaqat Category : **Platinum**	GACA Certified Hubs: **RUH, JED, DMM, AHB & TUU**

☐ SMSA Achievements

Major Gateways in Kingdom: Riyadh, Jeddah and Dammam

Over 25 Operational Station in Saudi Arabia

More than 300 SMSA Service Center in Saudi Arabia

❑ SMSA Achievements

Licensed by the Communication and Information Technology Commission

The only domestic Express Company with Dangerous Goods License

❑ Some of our Business Partners

SMSA Express Transportation Co.
Training & Org. Development

☐ Some of our Business Partners
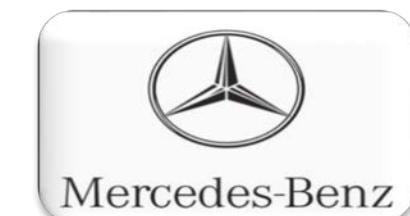
☐International Business Units (IBU)

Saudi Arabia	United Arab Emirates	Bahrain	Egypt	Kuwait	United States of America

☐SMSA Culture

- Vision
- Mission
- Quality Policy
- Values
- Confidentiality
- Privacy
- Guaranteed Fair Treatment Policy
- Employee Suggestion and Feedback System
- Appearance
- Strategic Plan

❑Vision

To be a pioneer amongst the top global logistics and transportation companies with value added multi product line that meets every customer needs by utilizing existing and emerging technologies to the highest ethical and professional standards.

☐Mission

To be a pioneer amongst the top global logistics and transportation companies by:

- Providing maximum reach around the world with highest quality of service

- Empowering and investing in our people

- Being a dynamic and market oriented service provider utilizing emerging technologies

- Maintain sustainable growth

❑Quality Policy

The management of SMSA is committed to providing the highest quality of services to all our customers while avoiding associated risks. This is not only to meet the customers needs, but as well as exceeding their expectations. Thus, continually improve the company's performance and offering our customers safe, cost effective, and professional service with the state of the art support.

SMSA is committed to being the leading provider of logistics, healthcare, freight, mailroom, courier, special delivery channels, custom clearance, and E-commerce solutions with the broadest territorial coverage locally and internationally.

In SMSA, quality is considered a personal responsibility of all our employees. To maintain the quality standards and performance; the company will provide the necessary tools, training, continual development, and support. To create an environment for nurturing, satisfied, motivated and committed employees making SMSA an employer of choice.

☐Values

- **People**

  Our employees are key to our success.

- **Customer Service**

  We provide service par excellence to our internal and external customers.

- **Loyalty**

  Our attitudes, behaviors and actions are consistent with our values and image.

- **Passion For Results**

  We appreciate employee efforts upon achieving results in line with our objectives

- **Innovation**

  We welcome new ideas and solutions to enhance our efficiency and effectiveness

- **Integrity**

  We foster and support the principles and values of the organization and service to the community as a whole

☐Confidentiality

Confidentiality is information limited to the person authorized to use it (i.e. documents, data etc). The information SMSA Express Trans. Co. provides, or the employee creates is the property of the company and is for the eyes of the employee and must not be shared even when the employee leaves the company.

Examples of confidentiality include, but are not limited to the following:

- Salary benefits
- Daily takings
- Sales figures
- Company policy changes
- Future plans for the company
- Supplier information/details
- Customer information/details both new and current
- Commercial information
- Documents / documentation / forms / data

❑Confidentiality

Important reminders about Confidentiality:

Employees are strictly prohibited from communicating with any person outside the company or with any person within the company (unless necessary in job or authorized) about any current or future activities or matters, which includes the identity of customers, prospective customers & suppliers).

This does not prevent the employee to disclose confidential information if ordered by the court of law, authorized by the SMSA Express Trans. Co. in writing, or if such information has become public other than by the employees fault.

Once an employee leaves SMSA, they should not misrepresent to other companies/entities that they are still employed by SMSA or lead them to believe they are still connected to the company.

*** refer to Confidentiality Policy & Confidentiality Agreement in GUIDE (Doc. No.78 & 226) for complete details.

□Privacy

SMSA respects the privacy of all its customers and business contacts, and is committed to safeguarding the personal information which customer provides.

How is personal information collected?

- SMSA service centers
- SMSA couriers who pick up the customer shipments from the customer location
- Online Shopping and shipping via Store2Door.com
- Sales representatives

What personal information does SMSA collect and why?

- Customer name, address and other contact details (like mobile & telephone number);
- Email address;
- Your date of birth;
- Transaction details relating to the deal with SMSA (e.g. credit card details); and
- Any preferences customer selects.

❑Privacy

How is personal information used and disclosed?

- provide a range of products and services
- process and fulfill the service purchase
- contact customer if there is an event cancellation or change in other details for an event (such as service impact or important notifications, and for the service failure like lost and damage shipments.
- assist in identifying ways in which customer could be provided with a better service
- enhance customer experience with the website.
- Disclosure to and use by third party contractors and service providers to help in operating the business or provide a service.

Security and Customer Data Protection:

- Personal data will be collected only for lawful and relevant purposes, and all steps will be taken to ensure personal data is accurate, security of personal data, & to avoid unauthorized or accidental access, erasure or other use.

*** refer to The SMSA Privacy Policy in GUIDE (Doc. No. 2724) for complete details

❑Guaranteed Fair Treatment Policy

- SMSA is dedicated to the principle that our employees are our most important resource. Problems, complaints, or concerns of employees must be addressed through the Guaranteed Fair Treatment Policy (GFTP)

- GFTP gives the employee the opportunity to have their concerns heard by management and to ensure fair evaluations of those concerns without fear of retaliation.

- To ensure employee will be treated in a fair and healthy working environment.

- Important reminders about GFTP:
  - Whenever possible, discussions between the employee and immediate manager should be aimed for to resolve the matter. Appeal to the next level manager within the same division if unresolved.
  - Employee and immediate manager can seek an impartial and confidential advice from an HR Representative separately
  - Any action taken by the immediate manager stands and remains effective unless overturned or modified by next level management.

# □Guaranteed Fair Treatment Policy

Eligible Issues:

The following are example of eligible issues:

- Disciplinary Actions

- A Performance Review

- Unfair treatment in a specific selection process

- Unfair dismissal

Ineligible Issues:

The following are example of eligible issues:

- Suspension with hold salary further disciplinary investigation

- Letters of concern

☐Employee Suggestion & Feedback System

Methods for Employee Suggestion, Feedback, & Complaint

- Email tellus@smsaexpress.com
- Call 463-3999 x. 423 (safety, security & theft concerns)

Procedure

- Send email (received by all members of committee)
- Committee will analyze feedback, suggestion, complaint
- HR & Admin Director will respond to all valid suggestions & complaints. QRM will do the investigation

Suggestion

- An original written idea to improve many aspects of the business.
- Once recommended by committee & implemented, a special award will be given by the MD
- Award will be in the form of cash + certificate / plaque and publishing of employee name and picture in SMSA Newsletter

❑Appearance

First impressions are very important. The appearance of employees reflects the image of our company and has a significant impact on the way we are viewed by customers, employees, visitors and the general public.

We encourage smart, stylish dress which promotes self-confidence, commitment, and pride, projecting good and positive image to all stakeholders.

Uniforms will be supplied to relevant staff and will remain the property SMSA, however full responsibility for care and maintenance will remain with the employee, including replacement of damaged uniforms.

☐ SMSA Strategic Plan

❑SMSA Services

- Domestic Services
- International Services
- Other Services
- Business Groups
- Operation Department
- Mail Room Management Services
- SMSA Services Center
- SMSA Freight
- KFIA Cargo Village
- Preparing / Sending Packages
- Receiving Packages
- Hub & Spoke

☐ Domestic Services

- SMSA Priority Overnight Documents (SPOD)

- SMSA Priority Overnight Parcels (SPOP)

- SMSA First Overnight Documents (SFOD)

- SMSA Same Day (SSD)

- SMSA Intra-City Domestic (ICD)

- SMSA 5, 10 & 25 kg boxes

- SMSA Freight Service (SFS)

- SMSA Retail-to-Retail Cash-on-Delivery (RTR COD)

- SMSA SmartShip

The fastest growing
Shipping service in the kingdom

International Services

- SMSA International Documents (SIDX)

- SMSA International Non-Documents (SIND)

- SMSA International Inbound Service (SIIS)

- SMSA International Promo Boxes 5, 10, 25 kg Boxes

- SMSA Full Truck Load/ Less than Truck Load from/to UAE & GCC countries (FTL/LTL)

- SMSA Freight Service

- SMSA Store2Door

Effective solutions
for your international shipments

☐Other Services

- 3PL Services – Logistics
- Special Distribution Channel (SDC)
- Mail Room Management Solutions
- SMSA Smartship
- SMSA Freight Services
- E-commerce

❑Business Groups (Departments)

Key Business Group	Support Business Group
Operations (Hub, Line haul, Station, Gateway, Logistics, Special Distribution Channel – SDC, Special Projects – SP)	Internal Audit
SMSA Services Center	Quality & Risk Management
Customer Service (Call Center)	Finance (Accounting, Billing, Collections, etc.)
Sales	Human Resources & Administration
Mail Room Management	Information Technology
SMSA Freight	Marketing

☐Operation Department

Express Operations

- Stations
- Hubs - RUH, JED, DMM, KMT & TUU
- Linehaul

Gateways

- Riyadh
- Jeddah
- Dammam

Operations Projects

- Special Delivery Channel (SDC)
- Logistics - 3PL (Complete Supply Chain Management and Inventory Management System (Warehouse Management System WMS)
- Special Projects

❑Mail Room Management Services

Dept. A

Dept. B

Dept. C

SMSA MRM Office
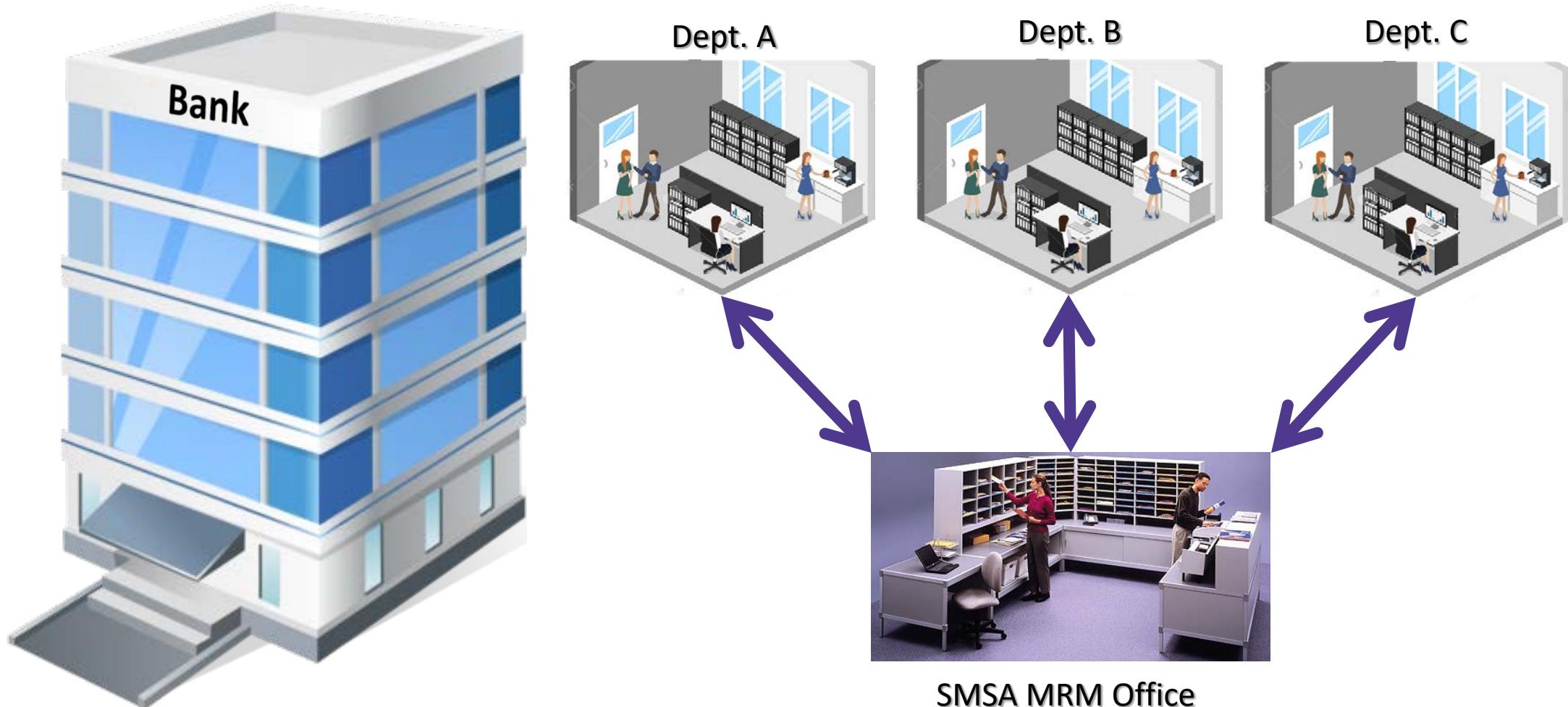
❑Mail Room Management External Mail

Branch 1

Branch 2

Branch 3

Branch 4

Branch 5
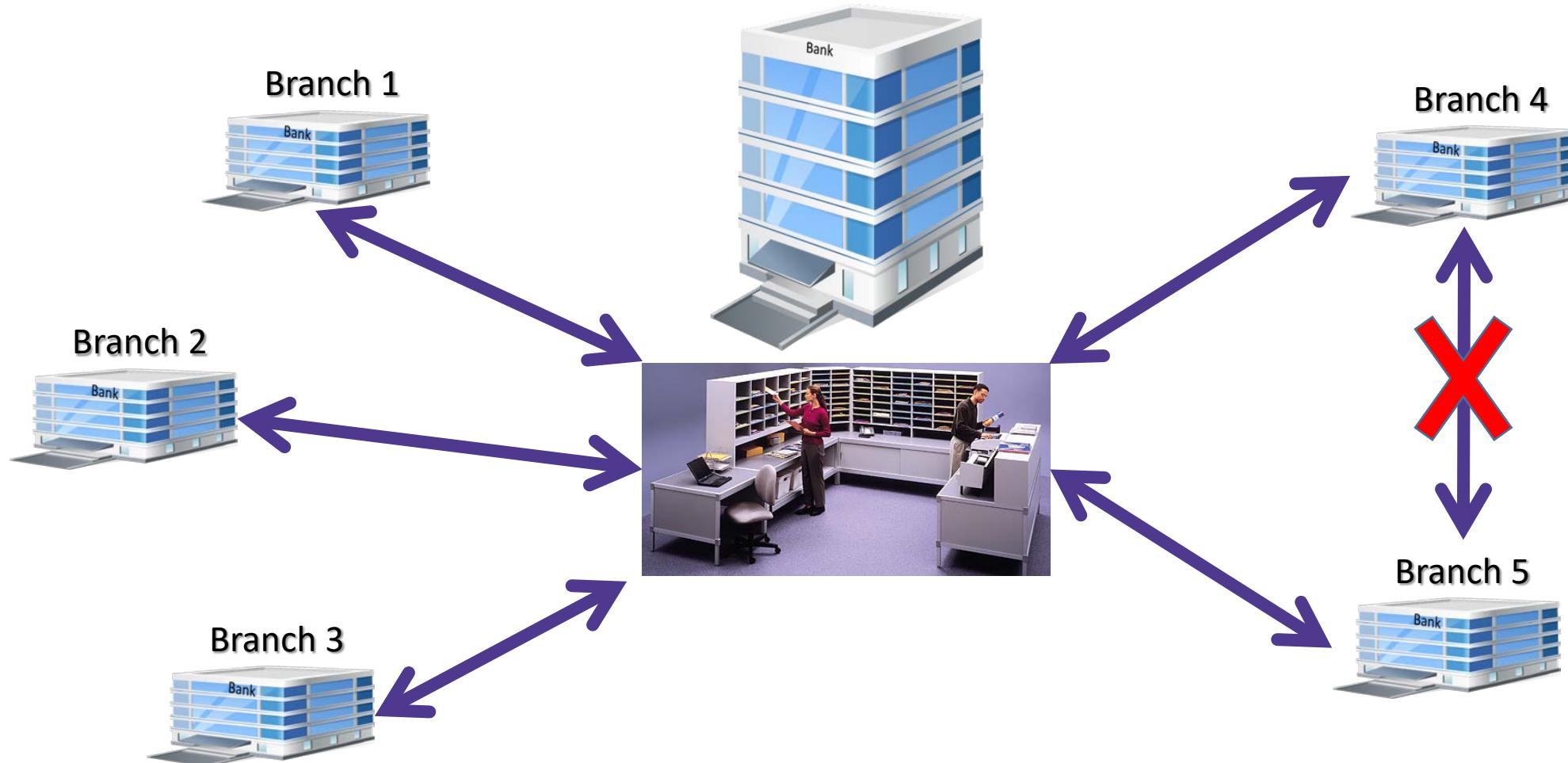
☐SMSA Services Center

What is a SMSA Services Center?

A SMSA Services Center (SSC) is the initial and final contact point for a customer. This is where out customer can send and collect their shipments from.

An SSC is an alternative drop off point for shipments aside from the regular scheduled pickup and delivery of our couriers.

SMSA Freight

Air Cargo Services

- Door-to-Door
- Airport-to-Airport
- Door-to-Airport

Sea Cargo Service

- FCL (Full Container Load)
- LCL (Less-than-Container Load)
- Non-Containerized Cargo & Oversize Loads
- Ro-Ro (Roll-on/Roll-off)
- Port-to-Port
- Door to Port
- Door-to-Door

Land Cargo Handling

- Door-to-Door
- Less-than Truck Load (LTL)
- Full Truck Load (FTL)
- Expedited Service

SMSA Freight provides the following services for personal effects:

- Export packing & crating
- Pick-up and domestic inland freight
- Storage & warehousing
- Air & ocean freight
- Customs clearance
- Door-to-Door service

Integrated Freight Services

❑KFIA Cargo Village

- Customs Bonded Facility in **Dammam**.

- SMSA Own fully equipped & fully fledged facility **10,000 square meter**.

- The facility has access for **trucking and air Clearance.**

- The cargo village was inaugurated on **April 7, 2015.**

☐Preparing/Sending Packages
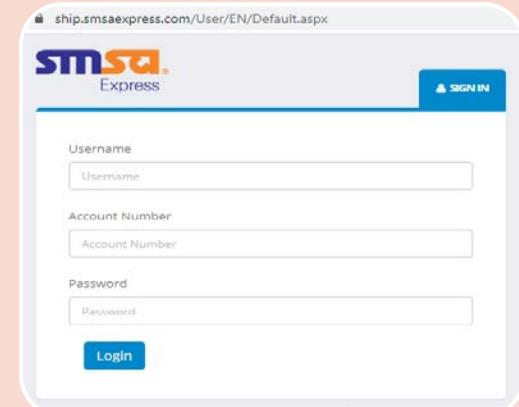
Calling the Call Center (920009999)

Personally bring the package to the SMSA Services Center.

SMSA Mobile

Logging into smsaexpress.com or using SMSA App

SAM - SMSA Automation Manager

☐ Receiving Packages

Picking up the package at SSC (SMSA Services Center) or at Station.

Door-to-Door delivery

☐ Package Movement (Hub & Spoke)
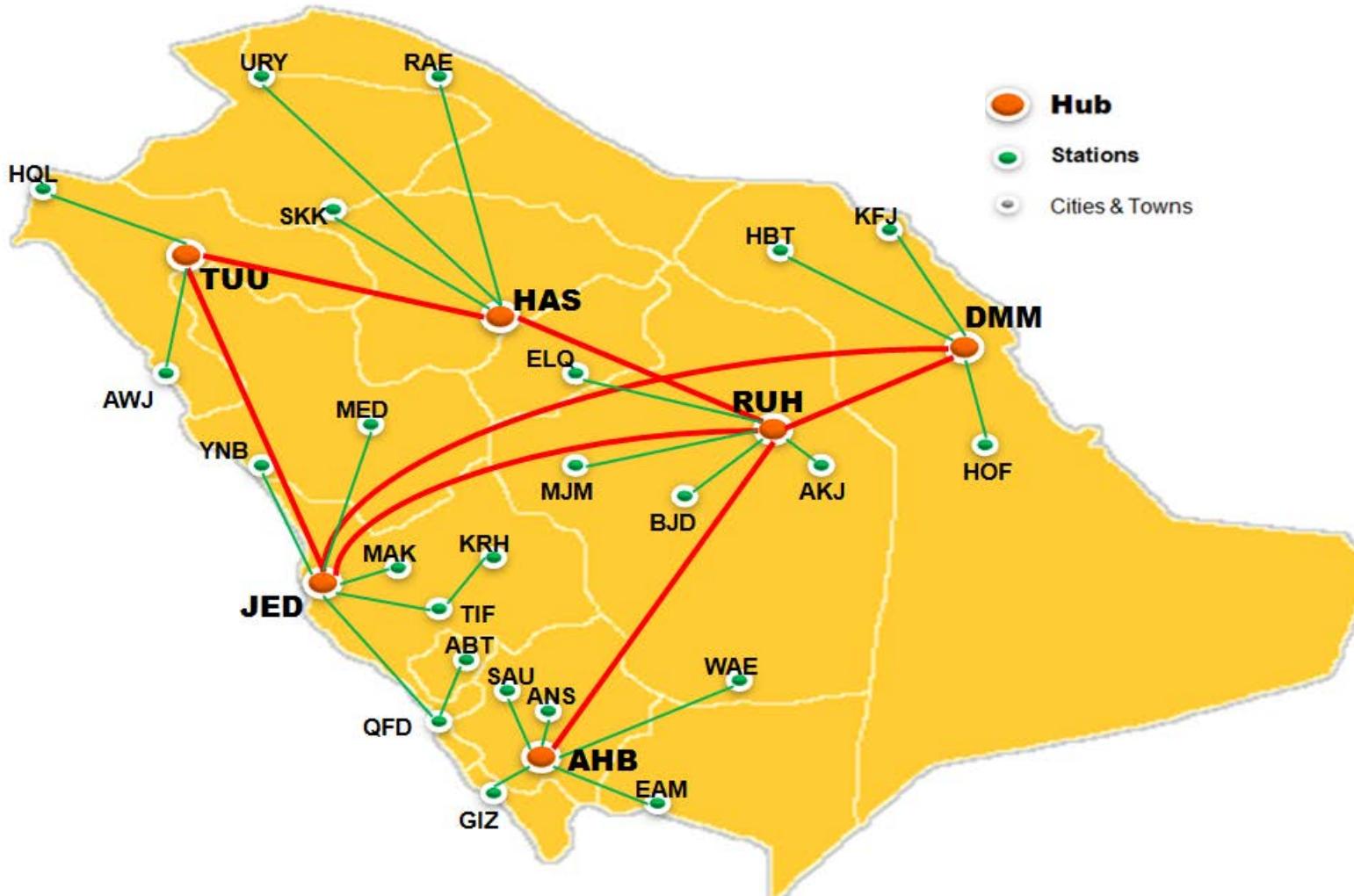
☐ISO in SMSA

- What is ISO?

- Advantages of ISO

- Context of the Organization

- Identification of Interested Parties

- Scope of QMS

- Risk Identification

- Other methods of Risk Identification

- Methods of Opportunity Identity

- How does it all fit?

- Connect the dots

❑What is ISO?

- ISO is a federation of 132 national Standard bodies

- ISO is implemented by more than a million organizations in 175 countries

- "ISO" is from the Greek isos, meaning "equal"

- ISO 9001:2015 focuses on Quality Management

- Lloyds Register Quality Assurance (LRQA) will conduct audits to see if we comply to ISO 9001:2015 standards

☐Advantages of ISO

Improved productivity and efficiency

Improved communications, morale and job satisfaction

Higher customer satisfaction levels

Competitive advantage and increased sales

Improved service

ISO

Established foundation for continual improvement

☐ What does SMSA do to get certified?

- ISO covers all departments except part of Finance, and all employees should understand their responsibilities

- The ISO standards are "best practice" in running a quality organization

- All requirements for ISO are documented on a Quality Management System (QMS)

- The SMSA QMS will hold company policies / processes / forms & ISO requirements

□Context of the Organization

External Factors

Economic

Technological

Internal Factors

Culture

Values

Competitive

Legal

Knowledge

Performance

Market

Social

Cultural
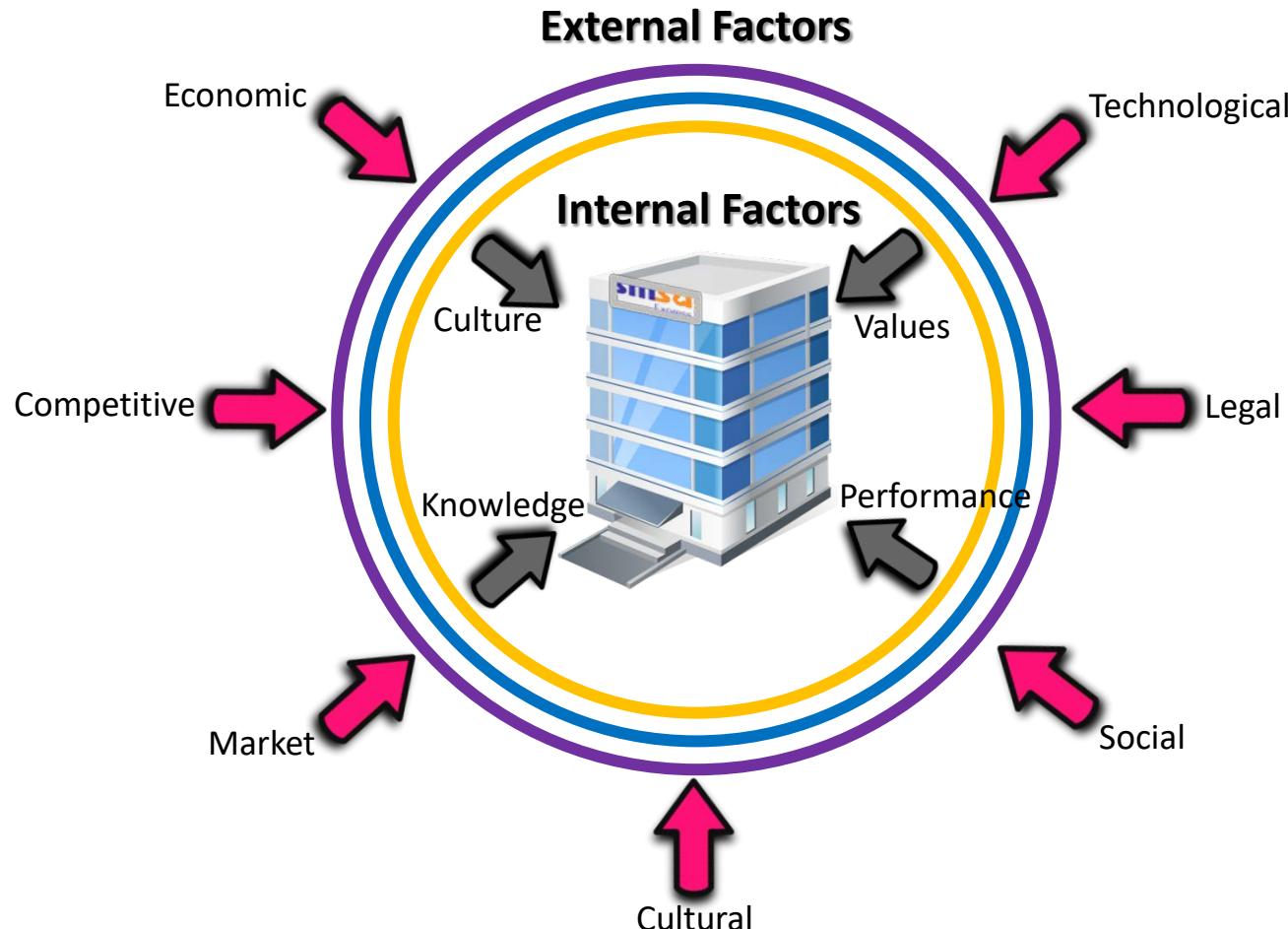
Context of the Organization

Internal Factors	Reasons (Why?)
Staff Competency	Employees must have a set of skills, competence, knowledge or the experience necessary in the performance of their work to have the required output.
Employee Needs/ Training	Organizations should identify and meet the employees' needs to motivate and satisfy them, which would either reinforce good performance or improve weak performance.
Shareholders' Needs	Investment and Return on investment and profit
Business Needs	Tools required to run the business
Business Volume/ Unplanned business	Any fluctuation in the volume of shipments that goes through the network affects the company in terms of costs, revenue and profit; affects the people, customers, infrastructure
Hub & Spoke	The hub and spoke structure affects the movement of the shipments going into our network through strategic locations, routes and connections.
Fleet Services	The quality & quantity of fleet that we operate
Product & Service Offerings	The variety of products and services that caters to a diverse and complex needs of the customers
Internal & External Communication	Employer-employee communication and vise-versa; websites, Twitter; how the customer sees us
Core Values	Guiding principles that dictate behavior and actions of our people

❑Context of the Organization

External Factors	Reasons (Why?)
Economic/ Political Situation	will affect the business with regards to people, customers, revenue, etc. (war, inflation)
Government Regulations	various regulatory bodies exist within our industry that will affect our business (GACA, IATA, Saudization
Market Competition	business practices, products & services, standards
Geographical Population	customer segmentations, special customer needs (ARAMCO; expats)
Customer Behavior & Culture	special customer needs (honey, olive oil – Southern region)
Technological Advancement	keep up with technology
Network Connection	will affect the day-to-day business operations which in turn will affect customers
Quality & Business Standards	to maintain and improve on the standards set; to maintain the certification
Marketing, Promotions & Customer Communication	to maintain existing customers; to acquire new customers; to expand the business, to become market leader
SRG/commodity type	Affect the customers, company, other regulatory bodies

☐Identification of Interested Parties

Interested Parties	Needs/ Expectations (SMSA & the Parties and Vice Versa)	Deliverables
Owners	Return on Investments, Profit, Globally Recognized Brand; meet company Vision and Mission	Financial Statements
Suppliers/ Packaging Materials	On-time payment of invoices; provide the right products & services to meet company's needs	Quotes, Delivery Note, Invoice
/ Shipping Agencies Airlines	Timely connections; ensure compliance to laws and regulations; spill prevention; security etc.	SLA
Corporate/ Walk-in Customers	Variety of products and services at reasonable price; On-time delivery and pickup; security of shipments; excellent customer service	TV Ad, Brochures, Social Media
Potential Customers	Meet their needs & expectations and be competitive	Sales Leads
Employees	Professional Growth, Job Stability & Security, Salaries & benefits, Awards & Recognition, Fire safety	Newsletter, Message Center, GUIDE, Meetings
Neighbours / Vicinity organizations	Ensure that no OHS accidents / impacts are affecting them	Letter
Public	Public safety, accident prevention, employee welfare, and social responsibility	Newsletter, Message Center,Letter,TV Ad, Brochures, Social Media
Competitors	Market Share;	Brand Health Report, Mystery Shopping, competitors' websites

❑Identification of Interested Parties

| Interested Parties	Needs/ Expectations (SMSA & the Parties and Vice Versa)	Deliverables
Leasing Companies	Right vehicles; price; maintenance; insurance; replacements	Contracts
& Outsource Handlers Cleaners	Right staff; proper contracts; ethical behavior; uniforms; accident and fire safety conditions	Contracts
Communication Companies	Ensure systems connectivity; maintenance; SLAs	SLA, Web-based Monitoring Tool
Certifying Bodies	Ensure minimum standards are met to meet certification (ISO, EHS, ICXI)	Assessments, Website, Audit Report
Saudi Electric Company	On-time payment of bills; ensure capacity and cost control	Website, Letter
Saudi Post	Meet regulations; on-time license renewal	Website, SP License,
Admin/ Maintenance Companies	SLAs and maintenance contracts (X-ray, scale calibrations , fire extinguishers, lifts/elevators, A/Cs)	Contracts
Property Owners	On-time rent/lease; competitive & flexible fees; landlord flexibility; fire prevention	Contracts
Jawazat /Labor Office	Maintain standards (Platinum status); Meet regulations; Saudization; renewal of Iqama, exit re-entry, fingerprints; professions	Letter

Identification of Interested Parties

Interested Parties	Needs/ Expectations (SMSA & the Parties and Vice Versa)	Deliverables
Baladiah/ Commercial Registration	Meet regulations; on-time license renewal; waste collection	License/certificate
GACA	Meet regulations; on-time license renewal	GACA Certificate
IATA	Meet regulations	License/certificate
Ministry of Transport	Meet regulations; on-time license renewal	License/certificate
Civil Defense	Meet regulations; on-time license renewal; fire drills; fire and general safety conditions	Letter
Saudi Foods & Drugs Authority	Meet regulations; on-time license; including safety; waste management; fire protection and other EHS conditions	Website, Letter, NUPCO Contract
/Custom Brokers Customs	On-time clearance; meet regulations	Website; Customs Clearance Report
Police	Assist on prosecutions; support for both parties	Letter

Identification of Interested Parties

Interested Parties	Needs/ Expectations (SMSA & the Parties and Vice Versa)	Deliverables
DZIT	Meet regulations, on-time payment of Zakat	Zakat Certificate;
VAT – Value Added Tax	Meet regulations, on-time payment of VAT	VAT Registration, Website
WHO	Meet WHO regulations in regards to handling/ storage of Medicines	Website, Letter
NUPCO	Fulfilling their contract terms , Including EHS conditions	Contract, SLA
PME	Meet environmental and waste management regulations	Letter
Insurance companies	Minimize accident and fire risks	Insurance catalogue, Casper Co.
(Hospitals and Clinics) MOI	Meet regulations; Timely connections; ensure compliance to laws and regulations	Letter,SLA
Ministry of Labour	Follow labor laws and regulations; identify and control work risks, have emergency and mitigation plans	Letter, Website

Scope of Quality Management System

Freight

SPO

Road Freight Services

Store2Door

Logistics & Distribution

Domestic Services

Customs Clearance

Courier Pick-up & Delivery

Mailroom Management

Air Cargo Services

SFS

E-Commerce

Cold Chain Express

R2R   International Services

SSD

Sea Cargo Services

Special Delivery Channel

Risk Identification

❑Other Methods of Risk Identification

New Projects

Analysis

Lessons Learnt

SWOT

Audits (ISO & Risk)

Documents & Process Review

Unplanned Activity

Brand Perception

Customer Survey

Staff Survey

At Risk Customers

Customer Complaints

Lost Customers

☐ Methods of Opportunity Identification

New Projects

Lessons

Analysis

SWOT

Audits (ISO & Risk)

Supplier Evaluation

Documents & Process Review

Unplanned Activity

Brand Perception

Customer Survey

Mystery Shopping

Staff Survey

At Risk Customers

Customer Complaints

Lost Customers

How Does It All Fit Together

☐ Connect the Dots
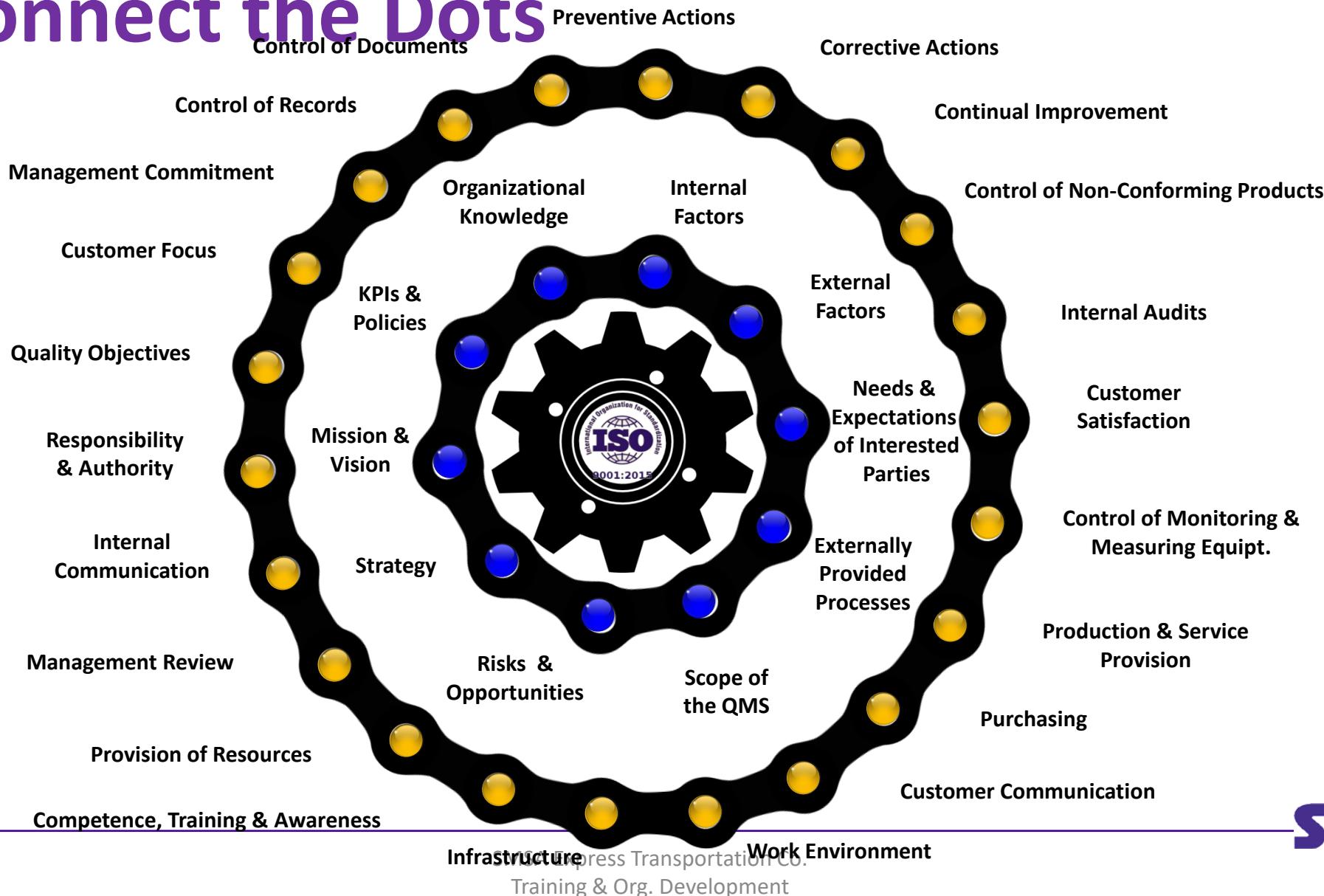
❑What is my responsibility?

- Follow the processes in the GUIDE QMS system so that each job will be done the same way every time in every location

- Use correct documentation (Forms on GUIDE)

- Keep proper records - (Filing as per File Register on GUIDE)

- Have objective evidence for auditors and customers to prove that what we say, is what we are doing in practice

- Know your processes - you could be audited by SMSA or Lloyds Register Quality Assurance (LRQA)

- Look for areas of non-compliance and areas for improvement and advise your manager

SMSA Quality Management System

- SMSA World Portal
- What is Guide?
- Single Source
- What is a process?
- Process MAPS
- Why do we map processes?
- Log-in Page
- My Workspace
- Landing Page
- Department Processes
- Policies
- Who is Guide for?

☐SMSA World Portal

- An electronic portal

- The single source for access to Company Information / Systems / News / Notice Boards

- The site to connect to GUIDE system

- The site for e-learning

- Available to all employees
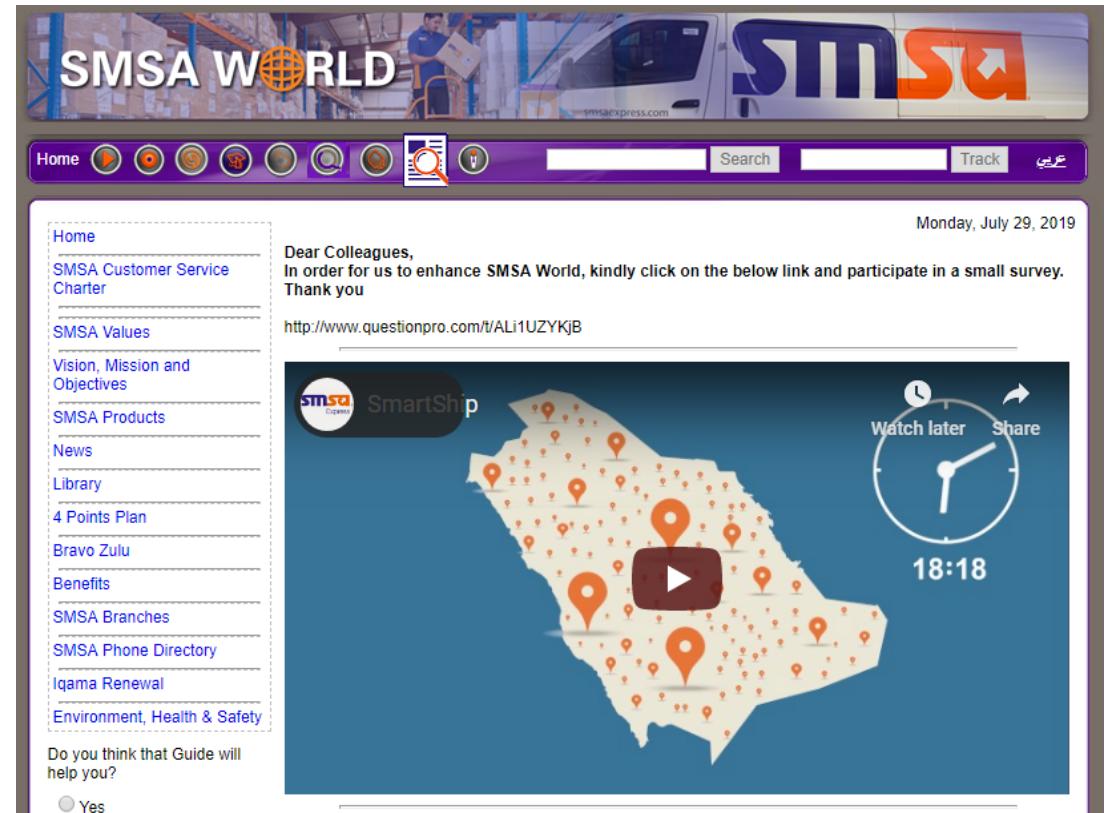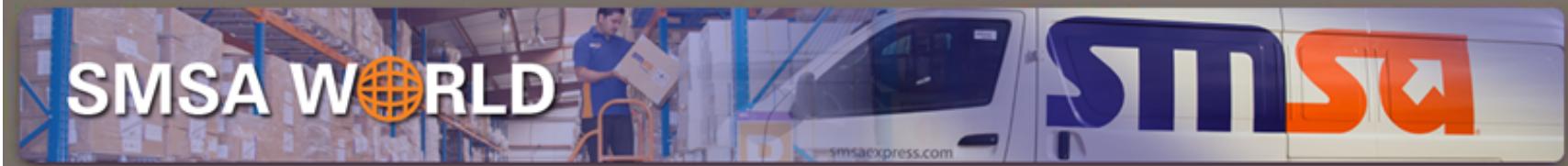
❑What is Guide?

- The single source for all Company Policies / Processes / Forms / Work Instructions & information

- A Quality Management System as required for our ISO 9001:2015 Certification

- A System showing the interaction of processes between departments

- A Change Management Tool – used to train employees on new processes

❑Single Source

Process

Policies

Information

GUIDE

Forms

Organization Chart

Work Instructions
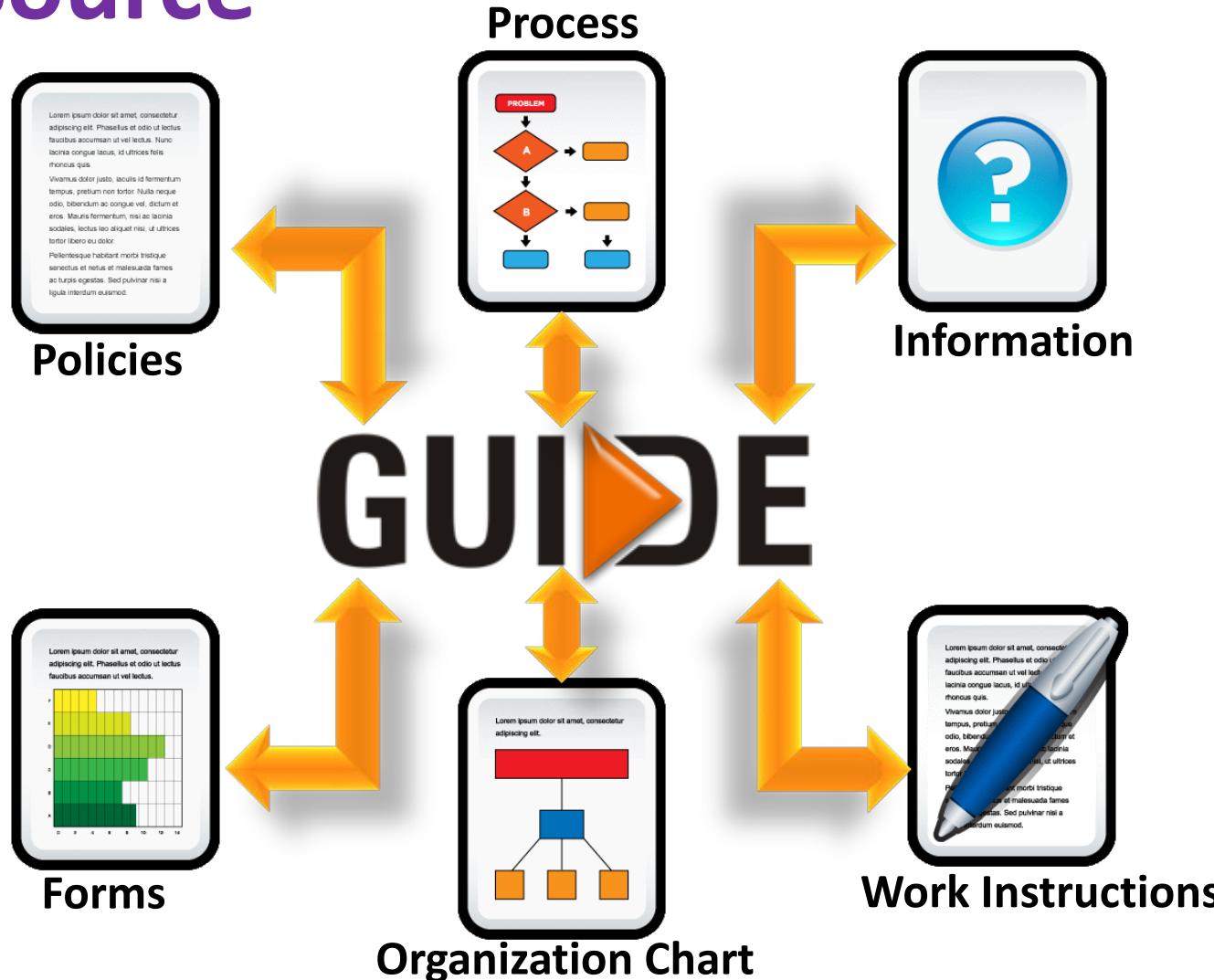
❑What is a process?

- A process is one or more activities that each have a clearly defined beginning and end
- A process should have an Input and an Output and tell us who is responsible for each activity

Process MAPS
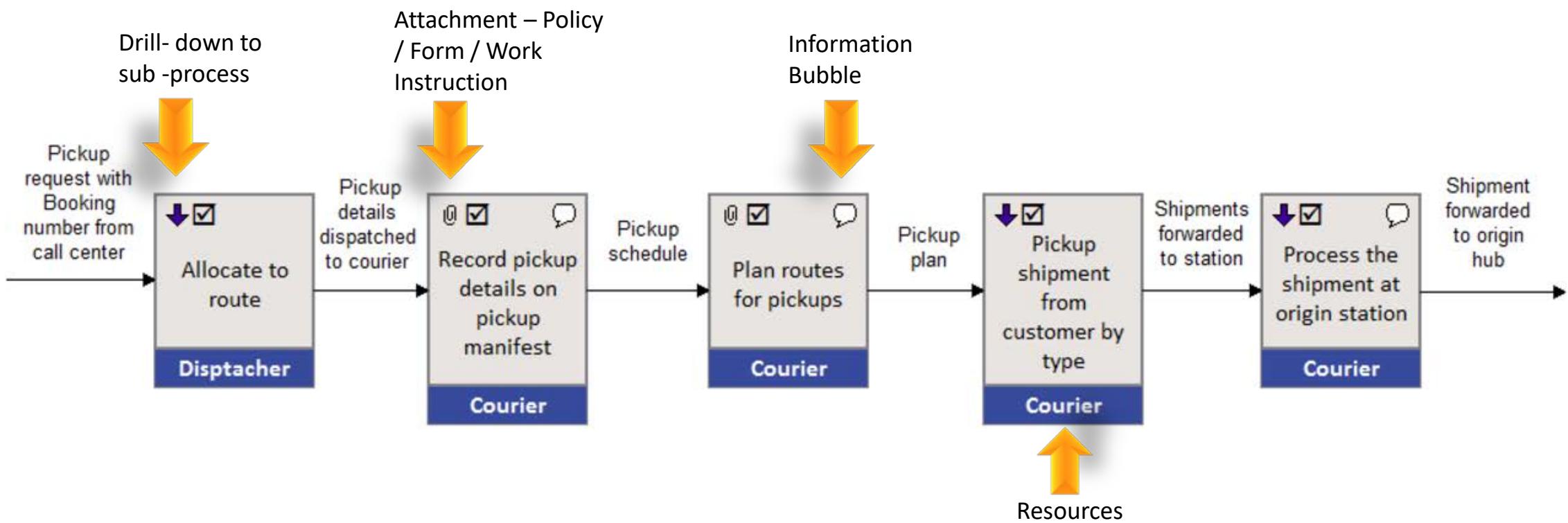
❑Why do we map processes?

Improvement
- if we understand the process we can find inefficiencies and risks and address them

Standards
- if we document our processes then everyone can follow the same process to ensure consistency in our work

Compliance
- with well documented process we can demonstrate our compliance to rules, regulations and standards

Training & Knowledge
- if our processes are easy to find and easy to follow, new staff can pick them up quickly

Automation
- understanding the business requirements of a process helps us identify areas that can be automated

☐Log-in Page

**Log- in
User-name &
Password**
(Can be registered
user or shared user
e.g. OPS 1)

☐ **Favorites**

Favorites for Allan Miso

Edit favorites   Show/Hide sections

- ★ Home
- 📄 Documents
- 🖼 Storyboards
- ⏱ Actions
- ☰✓ Statement Sets
- ◎ Scorecards
- •••

▾ Documents

Quality Policy
Version: Master 6
Owner: Mohammad Bhaiyat

📄 Open details   ⬇ Download

Customize – add your most used documents e.g Dept forms plus HR Forms like Leave Application etc.

▾ Processes

SMSA Express GUIDE Ver.10
Version: Master 3
Owner: Mohammad Bhaiyat
Level: 1
Map: Landing Page

Customize – add your most relevant processes

Click for Guide Landing Page

☐Guide Landing Page

Top level diagram

Home

Parent Diagram

Department Icon

☐ Department Processes
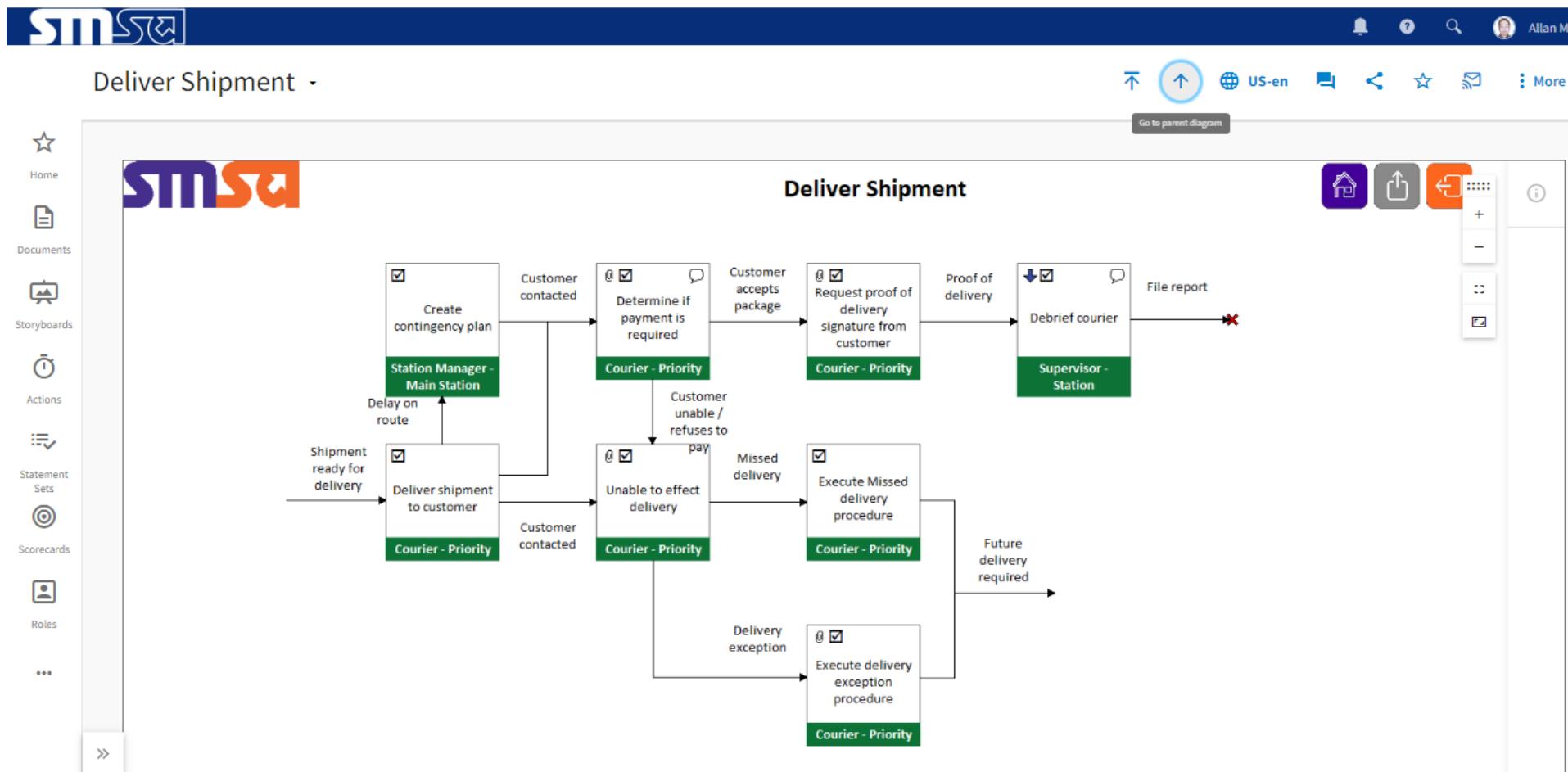
☐Policies

☑ Appearance & Belongings Policy

☑ Business Travel Policy

☑ Company Car Policy

☑ Employees Annual Vacation & Leave Policy

☑ Guaranteed Fair Treatment Policy (GFTP)

☑ Mobile Phone Policy

☑ Open Door Policy

☑ Payroll Administration Policy

☑ Performance Appraisal Policy

☑ Recruitment Policy

☑ Training & Development Policy

☑ Work Hours, Overtime & Public Holidays
   Policy

☑ Personal Hygiene

☑ Standard Code of Conduct
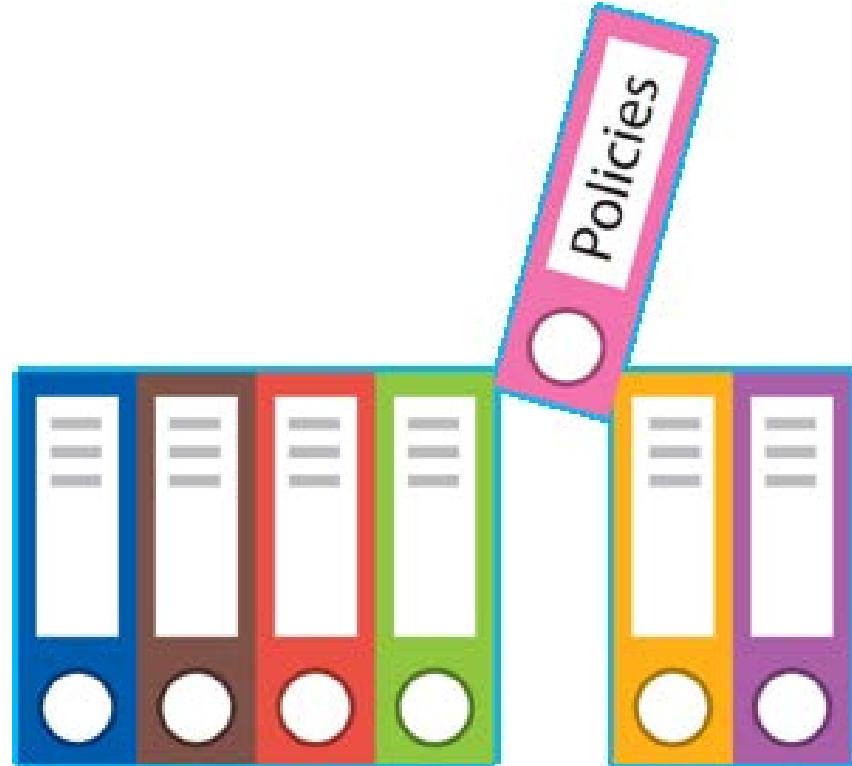
❑Who is GUIDE for?
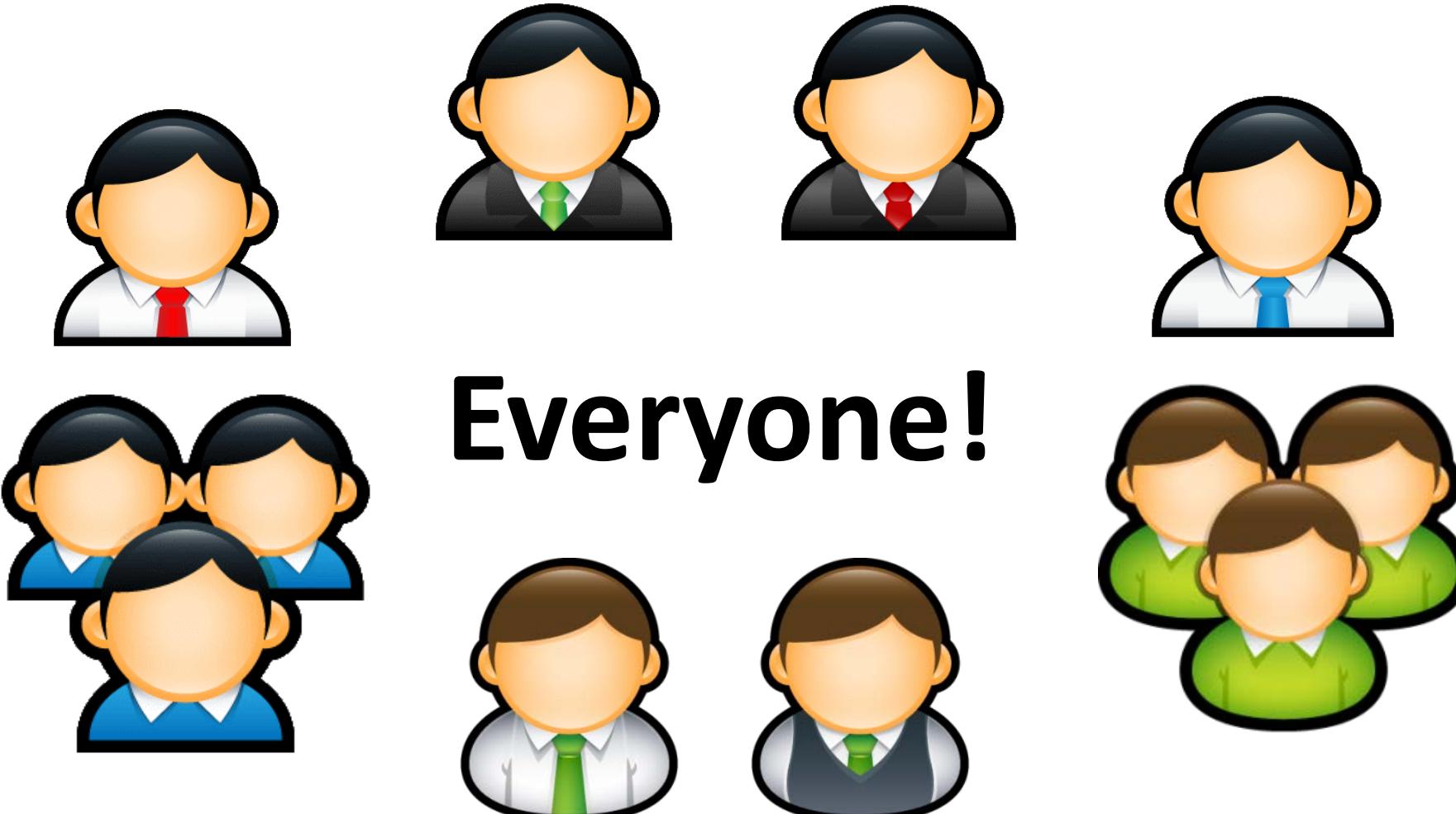
Everyone!

❑Quality & Risk Management Awareness

- Functions of the QRM department
- How do QRM Dept. control risk?
- QRM – Risk Team
- Losses
- Theft
- Honesty
- Reward Program
- Security Hotline
- Employee Theft
- Effects Of Staff Theft
- Disciplinary Violation Document
- QRM Investigation
- Suspension
- Negligence
- Confidentiality
- Staff Searches

- Why Missing Shipments Happen?
- What can we do to stop losses?
- 1-10-100 Principle
- Incidents to Report
- Incident Reporting
- Health & Safety
- Fire: Health & Safety
- Fire: What to do?
- Fire: Marshal & Evacuation Points
- Fire: How To Use A Fire Extinguisher
- Environment, Health & Safety Policy

Your shipments are in safe hands

SMSA Express

Functions of the QRM department

- Established in July 2007
- Liaise with Security, Police, Ministries, Civil Aviation etc
- CCTV/Access Control Central Monitoring
- Physical Security
- Meet ISO Requirements & Audits
- Quality Control, Sampling, Quality Trends, Service Measurements
- Risk goes beyond conventional Security
- Analyses all losses, trends
- Prevents losses before they happen
- Performs Risk Audits
- Investigations
- Protects the companies interest
- Makes recommendations

□How do QRM Dept. control risk?

DETECT → DETER → DELAY → DENY → DETECT
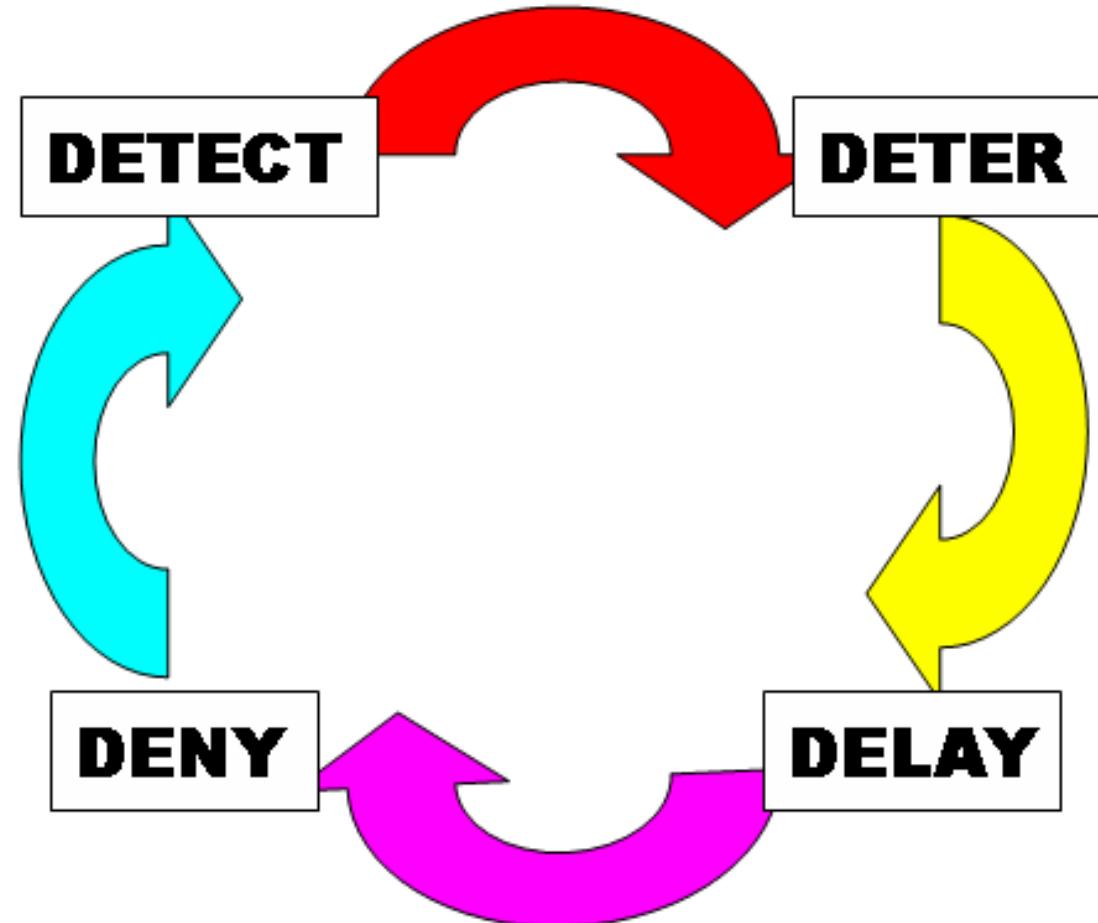
❑QRM – Risk Team

Irrespective of their position - staff are encouraged to contact any member of the Quality & Risk Management team if they have information regarding dishonesty etc. without breaking normal management protocol.

Mohamed Bhaiyat 0569387380

Marwan Siddiq 0545850704

Safety & Security Executive in the Region

24 hours a day 7 days a week

☐Losses

Losses are the <u>black hole</u> of any business and <u>they drain tens of thousands of Riyals</u> out of SMSA's bottom line profit.

❑Theft

10% OF STAFF WILL NEVER STEAL

10% OF STAFF WILL ALWAYS STEAL

80% OF STAFF WILL STEAL IF GIVEN THE

OPPORTUNITY

REMOVE THE OPPORTUNITY BY FOLLOWING SMSA PROCEDURES

DO NOT TAKE SHORTCUTS

☐ **Honesty**

Honesty Policy

SMSA wants to create an environment where honesty is encouraged

WE HAVE INTRODUCED A REWARD PROGRAM

❑Reward Program

SMSA Express rewards those employee who go **A**bove and **B**eyond the **C**all of **D**uty **(ABCD)** to develop a culture where each and every employee is encouraged to deliver outstanding performance under the **CAFO** program which stands for "**C**hampion's **A**ward **F**or **O**utperforming"

CAFO Bronze- SAR 1,000 given to 60 employees per year

CAFO Silver - SAR 3,000 given to 5 employees per year

CAFO Gold   - SAR 10,000 given to only 1 employee per year

☐Security Hotline

- Call the <u>SECURITY HOTLINE</u> (Riyadh - 463-3999 ext. 423) with information regarding any matter relating to **safety and security/theft**

- Information is handled professionally & confidentially

- The caller may remain **anonymous**

Report it for everyone's sake

011-463-3999 ext. 423

❑Employee Theft Don't Even Think About It

You will:

- Lose your job/ESB

- Be arrested

- Have a criminal record

- Have difficulty finding employment

- Damage your reputation

- Lose respect

- Be deported

- GCC – (Fingerprint Procedures)

☐ Effects Of Staff Theft

WHY DO WE NEED TO DISCLOSE STAFF DISHONESTY/THEFT?

Dishonesty & Theft reduces:

- Customer Satisfaction
- Revenue
- Profits
- Salaries
- Benefits
- Opportunities for Bonuses
- Forces Higher Prices

Disciplinary Violation Document (DVD)

- In order that all employees are **treated fairly** SMSA makes use of a DVD to define various company violations

- The DVD can be found on the **GUIDE** under the HR Disciplinary Policy & Procedure & HR Forms

- All violations fall within and are subject to the **Saudi Labor Law**

- All QRM recommendations will be based on the DVD

DISCIPLINARY ACTION PROCESS

❑Saudi Labor Law

- It is obligatory to be knowledgeable and adapt yourself to the law of the current Saudi Labor Law.

Be informed:

- Your employment contract was built according to the laws of the Saudi Labor Office.

- For any inquiries about the Saudi Labor Law, please contact your direct manager or human resources department.

Ministry of Human Resource and Social Development

Kingdom of Saudi Arabia

❑QRM Investigation

- Complaint/Information received & analyzed for accuracy

- Complaint investigated (Line/Direct Manager informed where applicable)

- Evidence gathered & presented

- Suspension (where applicable)

- Report Findings to Department

- Make Recommendations

- HR & Line-Manager make final decision

❑Suspension

- Suspension is a tool used by management to allow the investigation process to proceed without hindrance and to make an accurate assessment of the investigation

- QRM have the right to suspend any employee at any level

- The Line Manager and HR will be consulted **Suspension does not equal guilt.**

☐Negligence

- Any employee found negligent after an investigation of a reported incident will be liable to pay back any losses to SMSA Express or customer

- This may include a deduction from the employees' salary/final settlement

- This is in addition to any disciplinary action that may be taken

❑Confidentiality

What does confidentiality mean?

Information limited to persons authorized to use it (e.g. documents, data etc.).

The information you have been provided with, or create, is the property of SMSA Express. It is given to you as an authorized person and should not be shared with anyone.

DON'T LEAVE CONFIDENTIAL INFORMATION UNATTENDED!!!!!

PAPERS ON DESKS, INFO ON COMPUTER SCREENS, PHOTOCOPIERS, OVER FLIP CHARTS IN MEETINGS, E-MAIL PRINTOUTS)

☐Staff Searches

- Staff searches are conducted as a **preventative measure** and are <u>not conducted in order to highlight dishonesty</u>

- All staff must be **aware** of the SMSA Express Staff Searches Policy

- All employees may be subjected to a staff search under the <u>terms and condition of their employment</u> with SMSA Express

- The search may include offices, desks, bags, lockers/cupboards, pockets, shoes, and vehicles

- **Refusal** to a search is deemed as a breach of company policy and may <u>**result in dismissal from the company**</u>

❑Why Missing Shipments Happen?

- Missing shipments can occur when employees:
  - Fail to follow procedures
  - Mis-sort/mis-route shipments
  - Are negligent
  - Steal

- SMSA wants **ZERO** losses – **IT CAN BE DONE!!!**

- All missing shipments are investigated by QRM

- Missing shipments have a direct affect on SMSA reputation and result in frustrated customers who are likely to go to our competitors

❑What can we do to stop losses?

- Know and follow procedures – if in doubt – ASK – don't guess!

- Speed vs. Accuracy – take extra care to do it right first time - i.e. accuracy of Airway bills (AWB's) – documentation, stickers, manifests data capture etc.

- Security awareness & careful handling of shipments (seals & packaging)

- Report any suspicious activity/ incident to QRM

☐ 1-10-100 Principle

- The 1-10-100 principle states that if a **problem is not prevented/fixed** when it occurs, it will only become **more costly to fix later.**

100 Fixing the problem <u>after</u> it gets to the customer

10 Fixing the problem <u>before</u> it gets to the customer

1 preventing the problem

Cost

Time
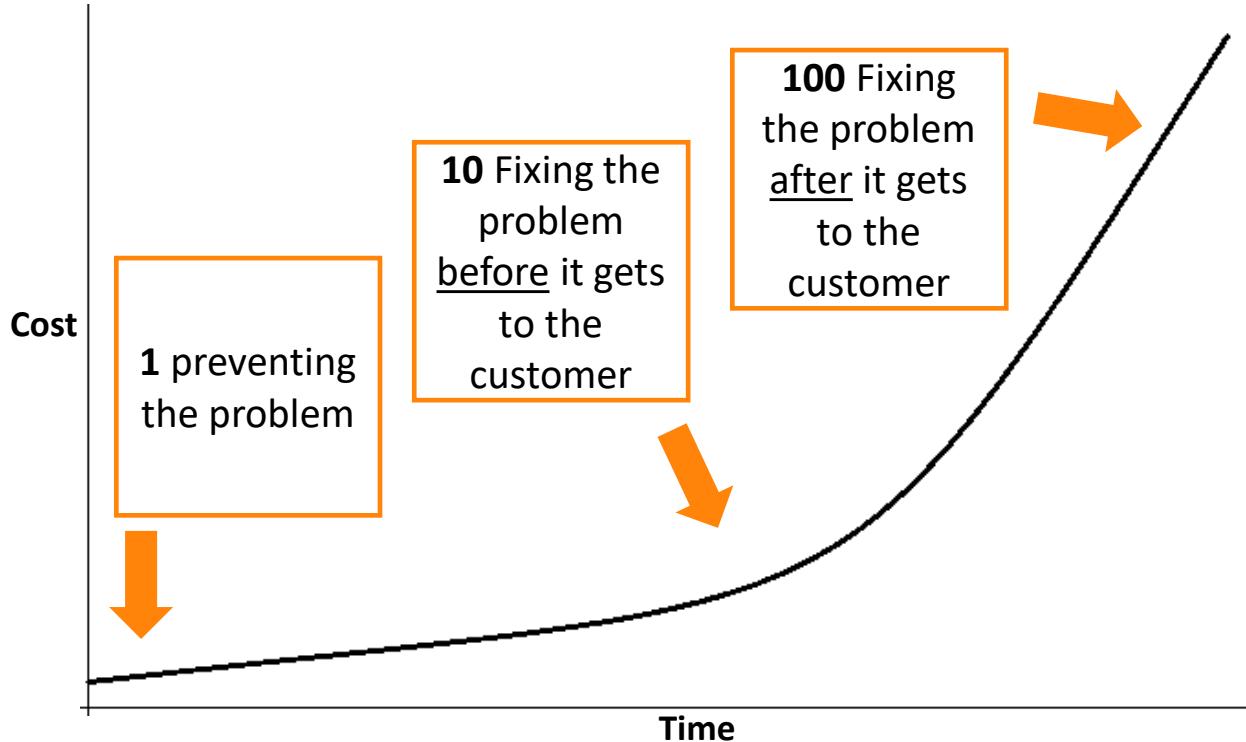
Incidents to Report

- Internal Theft
- External Theft
- Criminal Damage
- Damage Shipment
- Accidents – vehicle/staff
- Accident-Near misses
- System Failures
- Loss Shipment
- Kidnapping
- Bomb Threats

- Cash related Incidents (Cash Sales, COD's, Customs Duties & Taxes)
- Key related Incidents
- Door Shutter Incidents
- Power Failure
- Security Equipment Issues
- Burglary, Robbery,
- Ministry Incidents
- Police Incidents
- Civil Aviation Incidents
- Late Opening/Closing

- Forgery
- Drug/Alcohol Related Incidents
- Assaults (Physical/Verbal)
- Misuse of Company E-mail
- Immoral Acts
- Fire
- Disclosing of Company Information
- Accepting Gifts from Suppliers
- Any other incident that relates to a loss

❑Incident Reporting

- Following an incident or discovering an incident the employee **must inform his Line Manager** (If the incident involves the Line Manager – inform his Manager).

- The Line Manager/Senior Manager will telephone QRM Hotline/ Director QRM if the matter is of an urgent nature.

- An electronic incident report must be submitted to QRM within 24 hours of the incident.

❑Health & Safety

- Areas of Health & Safety include, but are not limited to:
  - Lifting & handling
  - Housekeeping
  - Loading & unloading
  - Electricity
  - Hubs & Stations
  - Safety equipment
  - Control Of Substances Hazardous to Health (COSHH) - i.e. Chemicals.

ALL SMSA EMPLOYEES HAVE A RESPONSIBILITY – IN SMSA SAFETY IS OUR No. 1 PRIORITY – WE NEED YOUR COMMITMENT TO ACHIEVE IT

❑Fire: Health & Safety

- What responsibility do you have regarding Fire Safety and Health & Safety?
    - Do not do anything that may cause injury to yourself or anyone else.
    - Not to interfere with, misuse or damage anything that is provided for health and safety.
    - Co-operate with SMSA Express to ensure that first class health and safety procedures are enforced.
    - Make yourself aware of all fire and health and safety, policies relevant to your job.
    - Report any hazards to your Manager.
    - If you see something wrong and you cannot put it right immediately, then you must report it.

    IN THIS WAY YOU CAN HELP SMSA EXPRESS TO PROVIDE A SAFE AND HEALTHY WORKPLACE

☐Fire: What to do?

- What should you do in the event of a fire?
  - Follow the fire instructions posted.
  - Raise the alarm
  - Do not put yourself at risk
  - If in doubt, get out
  - Always sound the fire alarm first
  - Know all your escape routes - these are clearly marked

- What should you do if the fire alarm sounds?
  - Help in the evacuation
  - Leave the building by the emergency exits
  - Do not stop to collect personal belongings
  - Close all doors and windows behind you
  - Report to your assembly point
 - Do not take risks
  - Do not use lifts

DON'T GO BACK INTO THE BUILDING UNTIL YOU ARE INSTRUCTED TO DO SO !!!!

❑Fire: Marshal & Evacuation Points

- Fire Marshals are appointed from members of staff - they are required to:
  - Ensure that all the fire fighting equipment and alarm points are clear and in position
  - Ensure everybody is evacuated when the alarm sounds
- All Employees must be aware of
  - Evacuation procedures
  - Know the designated Assembly Point

❑Fire: How To Use A Fire Extinguisher

Pull the Pin

Aim at Base of Fire

Squeeze the lever

Sweep Side to Side
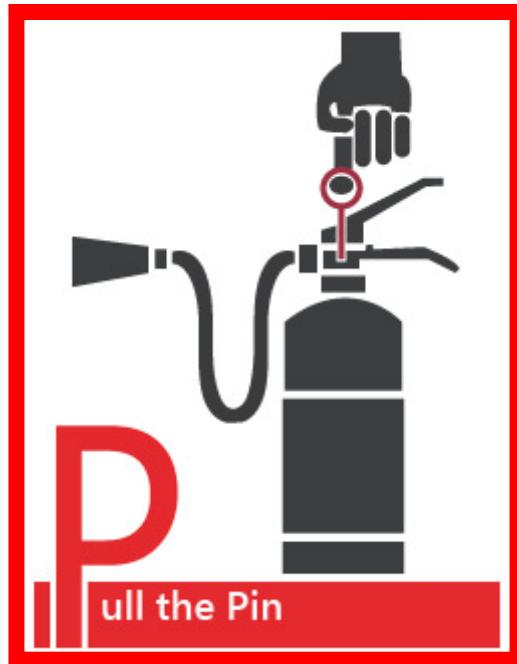
❑Environment, Health & Safety Policy

SMSA Express Transportation Company Ltd., who is in the business of providing the services of Express Transportation, Logistics, Health Care Services, Freight and Mail Room Management Services, is committed to take adequate arrangements related to Environment, Health & Safety in all business aspects including receiving, storing, handling, storage and distribution. It is our policy to provide a workplace free from accidents, injuries and exposure to hazardous chemicals; protect the environment, conserve natural resources and prevent pollution.

Please consider the environment
Don't print unless you really need to..

❑Environment, Health & Safety Policy

- Towards this, we have set our objectives and are committed to:

- Comply with applicable Environmental, Health & Safety (EHS) legislation and statutory, regulatory, contractual and other requirements

- Respond to community concerns regarding EHS and address them proactively in our operations

- Integrate EHS considerations into business planning and decision making

❑Environment, Health & Safety Policy

- Maintain, and continually improve our EHS management system in accordance with the requirements of the ISO 14001 and OHSAS 18001 standards

- Use management techniques including planning, monitoring, audits, analysis, and documentation of Environment & Safety related information to minimize EHS incidents / non conformance associated with our operations

- Equip ourselves to address EHS emergencies

- Champion EHS responsibility among all our employees and impart the requisite training

❑Environment, Health & Safety Policy

- Communicate our EHS policy and other concerns to our contractors and vendors and seek their compliance, and make this Policy available to our customers and other stakeholder

- Continually review objectives and set targets to improve our EHS performance

- Provide organizational structure, support and directive to achieve these objectives

- This Policy is reviewed periodically for its continuing suitability to the organization's current business