

## Department – Module:

S/N	Division / Department	Pre-requisite Module	Basic Modules	Advanced Modules
1	Operations	<ul style="list-style-type: none"> <li>● NHO (New Hire Orientation)</li> </ul>	<ul style="list-style-type: none"> <li>● SMSA Ground Operations and Services</li> <li>● Customer Service Excellence (Basic – Level 1&amp;2)</li> <li>● SMSA Process Training</li> <li>● Defensive Driving Training</li> <li>● Complaint Handling Procedure &amp; Quality Awareness</li> <li>● SMSA Security Awareness</li> </ul>	<ul style="list-style-type: none"> <li>● Customer Service Excellence – Advanced &amp; Intermediate</li> <li>● Suspicious Package Awareness</li> <li>● Dangerous Goods Training (Category 4, 5 or 6)</li> <li>● CORE System Training (for certain individuals)</li> <li>● EHS (Environment, Health, &amp; Safety) Awareness</li> <li>● FCPA (Foreign Corrupt Practices Act) Training</li> <li>● Forklift Safety &amp; Operations Training (if applicable)</li> <li>● Forklift Annual Refresher (if applicable)</li> </ul>
2	Customer Service Department (CSD/Retail)	<ul style="list-style-type: none"> <li>● NHO (New Hire Orientation)</li> </ul>	<ul style="list-style-type: none"> <li>● SMSA Ground Operations and Services</li> <li>● Customer Service Excellence (Basic – Level 1&amp;2)</li> <li>● SMSA Process Training</li> <li>● CORE System Training</li> <li>● Complaint Handling Procedure &amp; Quality Awareness</li> <li>● SMSA Security Awareness</li> <li>● Point of Sale (POS) Training (For Retail)</li> </ul>	<ul style="list-style-type: none"> <li>● Customer Service Excellence – Advanced &amp; Intermediate</li> <li>● Suspicious Package Awareness</li> <li>● Dangerous Goods Training (CAT 4, 5 or 6)</li> <li>● EHS (Environment, Health, &amp; Safety) Awareness</li> <li>● FCPA (Foreign Corrupt Practices Act) Training</li> <li>● Consultative Selling Skills (For Retail)</li> </ul>

3	SFD (SMSA Freight Department)	<ul style="list-style-type: none"> <li>● NHO (New Hire Orientation)</li> </ul>	<ul style="list-style-type: none"> <li>● SMSA Ground Operations and Services</li> <li>Customer Service Excellence (Basic – Level 1&amp;2)</li> <li>● SMSA Process Training</li> <li>● Suspicious Package Awareness</li> <li>● Defensive Driving Training</li> <li>● EHS (Environment, Health &amp; Safety) Awareness</li> <li>● SMSA Security Awareness</li> </ul>	<ul style="list-style-type: none"> <li>● Customer Service Excellence – Advanced &amp; Intermediate</li> <li>Dangerous Goods Training (CAT 4, 5, or 6)</li> <li>● Selling Skills Training</li> <li>● CORE System Training</li> <li>● <i>QRM Related Trainings:</i> <ul style="list-style-type: none"> <li>● GUIDE System Awareness</li> <li>● Fire Safety Awareness</li> <li>● ISO Awareness</li> </ul> </li> <li>● CAPA Training</li> </ul>
4	Sales Department	<ul style="list-style-type: none"> <li>● NHO (New Hire Orientation)</li> </ul>	<ul style="list-style-type: none"> <li>● Consultative Selling Skills</li> <li>● SMSA Ground Operations and Services</li> <li>● Customer Service Excellence (Basic – Level 1&amp;2)</li> <li>● SMSA Process Training</li> <li>● SMSA Security Awareness</li> </ul>	<ul style="list-style-type: none"> <li>● Customer Service Excellence – Advanced &amp; Intermediate</li> <li>● Suspicious Package Awareness</li> <li>● Dangerous Goods Training (CAT 4 or 5)</li> <li>● CORE System Training (for certain individuals)</li> <li>● EHS (Environment, Health, &amp; Safety) Awareness</li> <li>● FCPA (Foreign Corrupt Practices Act) Training</li> <li>● Defensive Driving Training</li> </ul>
5	HRD (Human Resources Dept)	<ul style="list-style-type: none"> <li>● NHO (New Hire Orientation)</li> </ul>	<ul style="list-style-type: none"> <li>● Customer Service Excellence (Basic – Level 1&amp;2)</li> <li>● SMSA Process Training</li> </ul>	<ul style="list-style-type: none"> <li>● Customer Service Excellence – Advanced &amp; Intermediate</li> <li>● Suspicious Package Awareness</li> <li>● EHS (Environment, Health, &amp; Safety) Awareness</li> <li>● FCPA (Foreign Corrupt Practices Act) Training</li> <li>● <i>QRM Related Trainings:</i> <ul style="list-style-type: none"> <li>● GUIDE System Awareness</li> <li>● Fire Safety Awareness</li> <li>● ISO Awareness</li> <li>● CAPA Training</li> </ul> </li> </ul>

6	FIN (Finance Dept)	<ul style="list-style-type: none"> <li>• NHO (New Hire Orientation)</li> </ul>	<ul style="list-style-type: none"> <li>• Customer Service Excellence (Basic – Level 1&amp;2)</li> <li>• SMSA Process Training</li> </ul>	<ul style="list-style-type: none"> <li>• Customer Service Excellence – Advanced &amp; Intermediate</li> <li>• Suspicious Package Awareness</li> <li>• EHS (Environment, Health, &amp; Safety) Awareness</li> <li>• FCPA (Foreign Corrupt Practices Act) Training</li> <li>• QRM Related Trainings:               <ul style="list-style-type: none"> <li>• GUIDE System Awareness</li> <li>• Fire Safety Awareness</li> <li>• ISO Awareness</li> <li>• CAPA Training</li> </ul> </li> </ul>
7	ADM (Admin Dept)	<ul style="list-style-type: none"> <li>• NHO (New Hire Orientation)</li> </ul>	<ul style="list-style-type: none"> <li>• Customer Service Excellence (Basic – Level 1&amp;2)</li> <li>• SMSA Process Training</li> </ul>	<ul style="list-style-type: none"> <li>• Customer Service Excellence – Advanced &amp; Intermediate</li> <li>• Suspicious Package Awareness</li> <li>• EHS (Environment, Health, &amp; Safety) Awareness</li> <li>• FCPA (Foreign Corrupt Practices Act) Training</li> <li>• QRM Related Trainings:               <ul style="list-style-type: none"> <li>• GUIDE System Awareness</li> <li>• Fire Safety Awareness</li> <li>• ISO Awareness</li> <li>• CAPA Training</li> </ul> </li> </ul>
8	Supervisors & Middle Managers	<ul style="list-style-type: none"> <li>• NHO (New Hire Orientation)</li> </ul>	<ul style="list-style-type: none"> <li>• PAS (Performance Appraisal System) Training</li> <li>• Supervisory Skills Training</li> <li>• Time Management Training</li> <li>• Excerpts of ISO 9001:2015 Workshop</li> <li>• Complaint Handling Procedure &amp; Quality Awareness</li> <li>• Coaching &amp; Mentoring Training</li> <li>• Middle Management Courses: E-learning (non-classroom)</li> <li>• Customer Service Excellence – Advanced &amp; Intermediate</li> <li>• SMSA Security Awareness Train-the-Trainer (TTT)</li> </ul>	<ul style="list-style-type: none"> <li>• PAS (Performance Appraisal System) Refresher</li> </ul> <p><i>*** Advanced Modules relevant to their roles, and as per need/request for external trainings (E.G. DGR Certification, Supply Chain Management, Specific Management Trainings, etc.)</i></p>
9	General Staff (any other departments)	<ul style="list-style-type: none"> <li>• NHO (New Hire Orientation)</li> </ul>	<p><i>*** Any of the Basic Modules that is relevant to their roles or the equivalent E-learning modules</i></p>	<p><i>*** Required completion of E-learning modules, any Advanced Modules relevant to their roles, and as per need/request for external trainings</i></p>



## Training Curriculum - BAH

Owner / Department: HRD – Training & Org. Dev't.

### Timeframe for Completion of Modules:

- **Prerequisite** – 80% of New Hires should complete this before joining the business. The remaining balance of new hires (20% or less), who have not undergone this program, should complete the module within **3 months** after the joining date.

An Online New Hire Orientation Course will serve as an equivalent for the Classroom training, in the event that it would not be feasible to conduct such sessions, especially for remote locations.

- **Basic** – should be completed within **6 months** of the joining date, and for exceptional circumstances, within **12 months** of the joining date. Written communication (email or hard copy) should be sent by the Department Manager, to provide the information for such a circumstance.
- **Advanced** - should be completed within **12 months** of the joining date, and for exceptional circumstances, within **18 months** of the joining date. Written communication (email or hard copy) should be sent by the Department Manager, to provide the information for such a circumstance.

## Course/Module – Target Participants:

S/N	Course Code	Training Modules	Course Objectives	Target Participants			Delivery Method	Duration (Hours)
				Prerequisite	Basic	Advanced		
1	NHO	New Hire Orientation (Welcome to SMSA)	<ul style="list-style-type: none"> <li>To give New Hire Employees an introduction about SMSA as an organization, it's history, Vision, Mission, &amp; Core Values, Quality Policy, Leadership, etc.</li> <li>So that New Hire Employees will have an overview of the SMSA Services, Different Departments &amp; Basic Processes that involve our customers.</li> <li>To provide New Hire Employees Quality &amp; Risk Management Awareness, Quality Management System, Policies &amp; Procedures, etc.</li> </ul>	Minimum 80% of all New Joiners. <b>Note:</b> <b>Outsource Employees - Whenever required/appliable, Department Managers are responsible to nominate Outsource Employees for this training based on their roles.</b>	N/A	N/A	Classroom/ Online	8 / Online Self- paced (to be completed within 3 months upon user activation)
2	SGO	SMSA Ground Operations and Services	<ul style="list-style-type: none"> <li>To make participants more familiar with the SMSA Packaging &amp; specifications &amp; SMSA Services, its details &amp; pricing.</li> <li>To learn about the AWB (Automated &amp; Manual) recognition of information &amp; completion for the Manual version, Insurance &amp; Indemnity Forms, Items of High Value/Extraordinary Items &amp;</li> </ul>	N/A	<b>OPS:</b> Courier, OPS Agent, Dispatcher, Export Coordinator, Project Coordinator, Clearance Coordinator, Gateway Supervisor, Operations Supervisor, Data Encoder, OPS Administrator, Clearance Agent, Fulfillment Clerk, Fulfillment Agent,	Employees of Core Business & other Departments as requested by direct Mgr.	Classroom/ Online	12 / Online Self- paced (to be completed within 3 months upon user



## Training Curriculum

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			<p>High Value Shipment Handling.</p> <ul style="list-style-type: none"><li>• To be familiar with the use of the Service Reference Guide &amp; its details.</li><li>• To know about the different Customs Paperwork information &amp; requirements.</li><li>• To learn about Proper Packaging inspection &amp; guidelines.</li></ul>		<p>Courier-SDC, OPS Floater, Station Manager</p> <p><b>CSD:</b> CS &amp; Retail Supervisor, Retail Executive, CS Agent, CS Validation Agent</p> <p><b>SFD:</b> Freight Manager, Freight Coordinator, Account Executive, Operations Agent-SFD</p> <p><b>SLS:</b> Territory Manager, Business Development Manager, Industry Manager—E Commerce, Telesales Executive, Sales Coordinator, Lead Qualifier, Account Executive, Sales, CS RTL Manager</p> <p><b>Note: Outsource Employees</b> - Whenever required/applicable, Department Managers are responsible to nominate Outsource Employees for this training based on their roles.</p>			
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## Training Curriculum

Owner / Department: HRD – Training & Org. Dev't.

3	CSB	Customer Service Excellence – Basic – Level 1&2	<ul style="list-style-type: none"> <li>• To gain information regarding basic customer service about the company, our employees, &amp; our customers.</li> <li>• To understand Customer Service Basics such as the Customer Service Cycle, Customer's Wants &amp; requirements, Reactive vs. Proactive Service, Moments of Truth, etc.</li> <li>• To learn and improve participants Telephone Skills &amp; Etiquette.</li> </ul>	N/A	<p><b>OPS:</b> Courier, Operations Agent, Dispatcher, Export Coordinator, Project Coordinator, Clearance Coordinator, Gateway Supervisor, Operations Supervisor, Data Encoder, OPS Administrator, Clearance Agent, Fulfillment Clerk, Fulfillment Agent, Courier-SDC, OPS Floater, Station Manager</p> <p><b>CSD:</b> CS &amp; Retail Supervisor, Retail Executive, CS Agent, CS Validation Agent</p> <p><b>SFD:</b> Freight Manager, Freight Coordinator, Account Executive, Operations Agent-SFD</p> <p><b>SLS:</b> Territory Manager, Business Development Manager, Industry Manager – E Commerce, Telesales Executive, Sales Coordinator, Lead Qualifier, Account Executive, Sales, CS RTL Manager</p> <p><b>HRD:</b> HR &amp; Admin Officer</p> <p><i>Note: Outsource Employees - Whenever required/applicable, Department Managers are responsible to nominate Outsource Employees for this training based on their roles.</i></p>	Employees of Core Business & other Departments as requested by direct Mgr.	Classroom	12
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4	CSI	Customer Service Excellence - Intermediate	<ul style="list-style-type: none"> <li>• To know about customer's energies &amp; break down problems to present solutions.</li> <li>• To learn how to perform Problem analysis using the Fishbone Analysis &amp; Force Field Technique.</li> <li>• To understand how to Inspire Trust &amp; Team Development Stages.</li> <li>• To learn and accept one's role via the Belbin's Team Roles.</li> </ul>	N/A	N/A	<p>All Supervisory/Middle Management level employees</p> <p><b>OPS:</b> Gateway Supervisor, Operations Supervisor, Station Manager</p> <p><b>ADM:</b> Security Team Leader</p> <p><b>CSD:</b> CS &amp; Retail Supervisor</p> <p><b>SFD:</b> Freight Manager</p> <p><b>FIN:</b> Manager-Finance</p> <p><b>HRD:</b> HR &amp; ADM Manager</p> <p><b>SLS:</b> Territory Manager, Business Development Manager, Industry Manager – Ecommerce, Sales, CS RTL Manager</p> <p>Employees of - Core Business &amp; other Departments as requested by direct Mgr.</p>	Classroom	16
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## Training Curriculum

Owner / Department: HRD – Training & Org. Dev't.

5	CSA	Customer Service Excellence - Advanced	<ul style="list-style-type: none"> <li>• To learn more on how to deal with the Types of Difficult Customers based on Personality.</li> <li>• To know about the 7 Difficult Customer Personality Types.</li> <li>• To learn about Conflict Resolution &amp; the Thomas-Killman Conflict Mode Instrument.</li> <li>• To understand Emotional Intelligence and Competence.</li> <li>• To know about the Three Levels of Service Encounters.</li> </ul>	N/A	N/A	<p>All Supervisory/Middle Management level employees</p> <p><b>OPS:</b> Gateway Supervisor, Operations Supervisor, Station Manager  <b>ADM:</b> Security Team Leader  <b>CSD:</b> CS &amp; Retail Supervisor  <b>SFD:</b> Freight Manager  <b>FIN:</b> Manager-Finance  <b>HRD:</b> HR &amp; ADM Manager  <b>SLS:</b> Territory Manager, Business Development Manager, Industry Manager – Ecommerce, Sales, CS RTL Manager</p> <p>Employees of - Core Business &amp; other Departments as requested by direct Mgr.</p>	Classroom	16
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6	COR	CORE System Training	<ul style="list-style-type: none"> <li>• To understand better the different CORE System functionalities (Accessing, Administration, Operations, etc.)</li> <li>• To learn more about scans and provide information about tracking shipments.</li> <li>• To be able to demonstrate how to effectively use the CORE system depending on scenarios presented.</li> </ul>	N/A	<p><b>OPS:</b> Courier, OPS Agent, Dispatcher, Export Coordinator, Project Coordinator, Clearance Coordinator, Gateway Supervisor, Operations Supervisor, Data Encoder, OPS Administrator, Clearance Agent, Fulfillment Clerk, Fulfillment Agent, Courier-SDC, OPS Floater, Station Manager</p> <p><b>CSD:</b> CS &amp; RTL Supervisor, Retail Executive, CS Agent, CS Validation Agent</p> <p><b>SFD:</b> Freight Coordinator, Account Executive, Operations Agent-SFD</p> <p><b>SLS:</b> Territory Manager, Business Development Manager, Industry Manager – E Commerce, Telesales Executive, Sales Coordinator, Lead Qualifier, Account Executive,</p> <p><b>Note: Outsource Employees</b> - Whenever required/applicable, Department Managers are responsible to nominate Outsource Employees for this training based on their roles.</p>	Employees of - Core Business & other Departments as requested by direct Mgr.	Classroom	8
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## Training Curriculum

Owner / Department: HRD – Training & Org. Dev't.

7	DGCAT4 or DGCAT 5	Dangerous Goods Training (CAT 4 or 5)	<ul style="list-style-type: none"> <li>• To identify what are Dangerous Good Shipments.</li> <li>• To learn the Different Classifications of Dangerous Goods.</li> <li>• To know about DG Packaging, Paperwork &amp; Suitable Actions in Emergencies.</li> </ul>	N/A	N/A	<p><b>OPS:</b> Courier, Dispatcher, Export Coordinator, Project Coordinator, Clearance Coordinator, Gateway Supervisor, Operations Supervisor, Data Encoder, OPS Administrator, Clearance Agent, Fulfillment Clerk, Fulfillment Agent, Courier-SDC, OPS Floater,</p> <p><b>CSD:</b> CS &amp; Retail Supervisor, Retail Executive, CS Agent, CS Validation Agent</p> <p><b>SFD:</b> Freight Coordinator, Account Executive,</p> <p><b>SLS:</b> Territory Manager, Business Development Manager, Industry Manager– E Commerce, Telesales Executive, Sales Coordinator, Lead Qualifier, Account Executive, Sales, CS RTL Manager</p> <p><i>Employees for this training based on their roles.</i></p> <p>Employees of - Core Business &amp; other Departments as requested by direct Mgr.</p>	Classroom	12
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## Training Curriculum

Owner / Department: HRD – Training & Org. Dev't.

8	DGCAT6	Dangerous Goods Training (CAT 6)	<ul style="list-style-type: none"> <li>• To learn how to thoroughly utilize the IATA Dangerous Goods Regulations Manual (DGR).</li> <li>• To know more about the different classes of Dangerous Goods.</li> <li>• To understand the procedures in accepting/processing Dangerous Goods.</li> <li>• To have a thorough understanding of the documentation needed in Dangerous Goods.</li> <li>• To learn about emergency procedures with in relation to Dangerous Goods.</li> </ul>	N/A	N/A	<p><b>OPS:</b> OPS Agent, Gateway Supervisor, Operations Supervisor, Station Manager, Clearance Agent,</p> <p><b>SFD:</b> Freight Manager, Operations Agent-SFD</p> <p><i>Employees for this training based on their roles.</i></p> <p>Employees of - Core Business &amp; other Departments as requested by direct Mgr.</p>	Classroom	40
9	SUS	Suspicious Packages Awareness	<ul style="list-style-type: none"> <li>• To educate and raise Awareness to all staff involved in mail and package handling as there is safety &amp; security risk associated with it.</li> <li>• To recognize Suspicious Packages &amp; perform the necessary steps.</li> <li>• To know one's Responsibility regarding suspicious packages.</li> </ul> <p>To learn what Emergency actions for suspicious packages.</p>	N/A	N/A	<p><b>OPS:</b> Courier, Operations Agent, Dispatcher, Export Coordinator, Project Coordinator, Clearance Coordinator, Gateway Supervisor, Operations Supervisor, Data Encoder, OPS Administrator, Clearance Agent, Fulfillment Clerk, Fulfillment Agent, Courier-SDC, OPS Floater, Station Manager</p>	Online	Online Self-paced (to be completed within 3 months upon user activation)



## Training Curriculum

Owner / Department: HRD – Training & Org. Dev't.

						<p><b>CSD:</b> CS &amp; Retail Supervisor, Retail Executive, CS Agent, CS Validation Agent</p> <p><b>SFD:</b> Freight Coordinator, Account Executive, Operations Agent-SFD</p> <p><b>SLS:</b> Territory Manager, Telesales Executive, Sales Coordinator, Lead Qualifier, Account Executive,</p> <p><b>ADM:</b> Security Team Leader</p> <p><b>Note: Outsource Employees - Whenever required/applicable, Department Managers are responsible to nominate Outsource Employees for this training based on their roles.</b></p> <p>Employees of - Core Business &amp; other Departments as requested by direct Mgr.</p>		
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## Training Curriculum

Owner / Department: HRD – Training & Org. Dev't.

10	PRO	SMSA Processes Training	<ul style="list-style-type: none"> <li>• To gain more familiarity with the use of the GUIDE system in accessing CORE Department specific processes, Forms, Work Instructions &amp; Policies.</li> <li>• To understand in greater detail the CORE Processes of Operations, Service Center, CSD, etc. Departments.</li> <li>• To be able to demonstrate self-navigation and explanation of specific CORE department processes.</li> </ul>	<p><b>OPS:</b> Courier, Operations Agent, Dispatcher, Export Coordinator, Project Coordinator, Clearance Coordinator, Gateway Supervisor, Operations Supervisor, Data Encoder, OPS Administrator, Clearance Agent, Fulfillment Clerk, Fulfillment Agent, Courier-SDC, OPS Floater</p> <p><b>CSD:</b> CS &amp; Retail Supervisor, Retail Executive, CS Agent, CS Validation Agent</p> <p><b>SFD:</b> Freight Coordinator, Account Executive, Operations Agent-SFD</p> <p><b>SLS:</b> Territory Manager, Telesales Executive, Sales Coordinator, Lead Qualifier, Account Executive</p> <p><i><b>Note: Outsource Employees</b> - Whenever required/applicable, Department Managers are responsible to nominate Outsource Employees for this training based on their roles.</i></p>	Employees of - Core Business Departments as requested by direct Mgr.	Online	Online Self-paced (to be completed within 3 months upon user activation)
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## Training Curriculum

Owner / Department: HRD – Training & Org. Dev't.

11	EHS	Environment, Health & Safety Awareness	<ul style="list-style-type: none"> <li>• To provide Environmental and Occupational Health &amp; Safety Training to persons working for, or on behalf of SMSA Express awareness of:</li> <li>• To raise awareness of the Importance of conformance with the EHS Policy &amp; Procedures, regulatory &amp; other requirements, and with the requirements of the EHS management system; Conformance</li> <li>• To learn the significant Environmental Impacts, actual or potential of their work activities and the environmental benefits of improved personal performance; Impact.</li> </ul>	N/A	N/A	<b>OPS:</b> Courier, Operations Agent, Dispatcher, Export Coordinator, Project Coordinator, Clearance Coordinator, Gateway Supervisor, Operations Supervisor, Data Encoder, OPS Administrator, Clearance Agent, Fulfillment Clerk, Fulfillment Agent, Courier-SDC, OPS Floater, Station Manager <b>CSD:</b> CS & Retail Supervisor, Retail Executive, CS Agent, CS Validation Agent <b>SFD:</b> Freight Manager, Freight Coordinator, Account Executive, Operations Agent-SFD <b>SLS:</b> Territory Manager, Business Development Manager, Industry Manager – E Commerce, Telesales Executive, Sales Coordinator, Lead Qualifier, Account Executive, Sales, CS RTL Manager	Online	Online Self-paced (to be completed within 3 months upon user activation)
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## Training Curriculum

Owner / Department: HRD – Training & Org. Dev't.

						<p><b>HRD:</b> HR &amp; Admin Officer, HR &amp; ADM Manager <b>ADM:</b> Security Team Leader <b>COR:</b> Administrator <b>FIN:</b> Account Receivable Executive, Accountant (Financial), Manager – Finance, Data Entry Operator, Accountant (General), Billing Agent</p> <p><i><b>Note: Outsource Employees - Whenever required/applicable, Department Managers are responsible to nominate Outsource Employees for this training based on their roles.</b></i></p> <p>Employees of - Core Business Departments as requested by direct Mgr.</p> <p>Employees of - Core Business Departments as requested by direct Mgr.</p>		
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## Training Curriculum

Owner / Department: HRD – Training & Org. Dev't.

12	FCPA	Foreign Corrupt Practices Act Training	<ul style="list-style-type: none"> <li>• To know what is the Foreign Corrupt Practices Act (FCPA) and its details.</li> <li>• To learn how it is applicable to a SMSA employee's role.</li> <li>• To learn avoidance of violating the FCPA.</li> </ul>	N/A	N/A	<p><b>OPS:</b> OPS Floater, Export Coordinator, Operations Agent, Project Coordinator, Fulfillment Agent, Clearance Coordinator, Gateway Supervisor, Operations Supervisor, Station Manager, Clearance Agent, OPS Administrator,</p> <p><b>CSD:</b> CS &amp; Retail Supervisor, Retail Executive, CS Agent</p> <p><b>SFD:</b> Freight Manager, Freight Coordinator, Account Executive, Operations Agent-SFD</p> <p><b>SLS:</b> Territory Manager, Business Development Manager, Industry Manager–E Commerce, Telesales Executive, Sales Coordinator, Lead Qualifier, Account Executive, Sales, CS RTL Manager</p> <p><b>HRD:</b> HR &amp; Admin Officer, HR &amp; ADM Manager</p> <p><b>ADM:</b> Security Team Leader</p>	Online	Online Self-paced (to be completed within 3 months upon user activation)
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## Training Curriculum

Owner / Department: HRD – Training & Org. Dev't.

						<b>COR:</b> Administrator <b>FIN:</b> Account Receivable Executive, Accountant Financial), Manager – Finance, Accountant (General), Billing Agent  Employees of - Core Business Departments as requested by direct Mgr.		
13	DDT	Defensive Driving Training	<ul style="list-style-type: none"> <li>• To understand the meaning of Defensive Driving.</li> <li>• To learn the factors that contributes to Defensive Driving.</li> <li>• To be gain familiarization with Traffic Rules.</li> </ul>		<b>OPS:</b> OPS Floater, Project Coordinator, Courier, Gateway Supervisor, Operations Supervisor, Station Manager, Courier (SDC)  <i><b>Note: Outsource Employees</b>          - Whenever required/applicable, Department Managers are responsible to nominate Outsource Employees for this training based on their roles.</i>	Employees of - Core Business Departments as requested by direct Mgr	Online	Online Self-paced (to be completed within 3 months upon user activation)



## Training Curriculum

Owner / Department: HRD – Training & Org. Dev't.

14	POS	Point of Sale Training (if applicable)	<ul style="list-style-type: none"> <li>• To learn how to access and operate the Point of Sale System (POS).</li> <li>• To know how to perform different transactions using the Point of Sale System (Shipper/Consignee &amp; Package Information, Service Selection &amp; Pricing, Thermal AWB completion, Application of Scans, etc.)</li> <li>• To learn how to use the various peripherals associated with the Point of Sale System (Scanner, Thermal Printer, MADA Debit/Credit Card Machine, Receipt Printer, etc.)</li> </ul>	N/A	<b>CSD:</b> CS & RTL Supervisor, Retail Executive	Employees of - Core Business Departments as requested by direct Mgr	Classroom	4
15	ESS	Effective Selling Skills	<ul style="list-style-type: none"> <li>• To understand the various concepts behind Selling Skills.</li> <li>• To give participants the basic skills of the Sales Process.</li> <li>• To develop self confidence in selling &amp; cross-selling SMSA Products/Services.</li> </ul>	N/A	<b>SLS:</b> Territory Manager, Business Development Manager, Industry Manager—E Commerce, Telesales Executive, Sales Coordinator, Lead Qualifier, Account Executive, Sales, CS <b>RTL Manager</b>	<b>CSD:</b> CS & RTL Supervisor, Retail Executive <b>SFD:</b> Freight Manager, Freight Coordinator, Account Executive, Operations Agent-SFD  Employees of - Core Business Departments as requested by direct Mgr.	Classroom	12

16	FOR	Forklift Safety & Operations Training (if applicable)	<ul style="list-style-type: none"> <li>• To gain more familiarity with the different Forklift Types &amp; various components.</li> <li>• To know how to perform a Pre/Post Trip Forklift Inspection.</li> <li>• To learn Proper Safety Operations when using a Forklift.</li> </ul>	N/A	<p><b>OPS:</b> OPS Floater, Export Coordinator, Operations Agent, Gateway Supervisor, Operations Supervisor, (above positions required for only those who must operate the Forklift as part of their job)</p> <p><b>Note: Outsource Employees - Whenever required/applicable, Department Managers are responsible to nominate Outsource Employees for this training based on their roles.</b></p>	Employees of - Core Business Departments as requested by direct Mgr.	Classroom	8
17	SUP	Supervisory Skills Training	<ul style="list-style-type: none"> <li>• To learn the various concepts on for supervision and leadership.</li> <li>• To relate the supervisory concepts to an employee's tasks.</li> <li>• To add to or improve already existing supervisory skills previously learned.</li> </ul>	N/A	<p><b>OPS:</b> Gateway Supervisor, Operations Supervisor, Station Manager</p> <p><b>ADM:</b> Security Team Leader</p> <p><b>CSD:</b> CS &amp; Retail Supervisor</p> <p><b>SFD:</b> Freight Manager</p> <p><b>FIN:</b> Manager-Finance</p> <p><b>HRD:</b> HR &amp; ADM Manager</p> <p><b>SLS:</b> Territory Manager, Business Development Manager, Industry Manager – Ecommerce, Sales, CS RTL Manager</p>	Employees of Core Business & other Departments as requested by direct Mgr.	Classroom	8



## Training Curriculum

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18	TMT	Time Management Training	<ul style="list-style-type: none"> <li>• To know how to Overcome Procrastination.</li> <li>• To learn how to Organize your workplace.</li> <li>• To learn how to Plan and Prioritize.</li> </ul>	N/A	<p><b>OPS:</b> OPS Floater, Export Coordinator, Operations Agent, Dispatcher, Project Coordinator, Fulfillment Agent, Clearance Coordinator, Gateway Supervisor, Operations Supervisor, Data Encoder, OPS Administrator, Clearance Agent, Fulfillment Clerk, Station Manager</p> <p><b>CSD:</b> CS &amp; RTL Supervisor, Retail Executive, CS Agent, CS Validation Agent</p> <p><b>SFD:</b> Freight Manager, Freight Coordinator, Account Executive, Operations Agent-SFD</p> <p><b>SLS:</b> Territory Manager, Business Development Manager, Industry Manager – E Commerce, Sales Coordinator, Telesales Executive, Lead Qualifier, Account Executive, Sales, CS RTL Manager</p> <p><b>HRD:</b> HR &amp; Admin Officer, HR &amp; ADM Manager</p> <p><b>ADM:</b> Security Team Leader</p> <p><b>COR:</b> Administrator</p> <p><b>FIN:</b> Account Receivable Executive, Accountant Financial), Manager – Finance, Data Entry Operator, Accountant (General), Billing Agent</p>	Employees of Core Business & other Departments as requested by direct Mgr.	Classroom	8
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19	CCA	Cold Chain Awareness (if applicable)	<ul style="list-style-type: none"> <li>• To learn about the Special Operating Procedures of Cold Chain Logistics.</li> <li>• To understand the different procedures, responsibility, documentation &amp; technical details regarding Cold Chain Logistics.</li> <li>• To have a better understanding of specific processes/mandatory requirements for Cold Chain Logistics.</li> </ul>	N/A	<p>Identified employees of OPS only</p> <p><b>Note: Outsource Employees</b> - Whenever required/applicable, Department Managers are responsible to nominate Outsource Employees for this training based on their roles.</p>	N/A	Classroom	4
20	SSA	SMSA Security Awareness	<ul style="list-style-type: none"> <li>• So security procedures can be followed.</li> <li>• Requirement of TAPA.</li> <li>• Understanding your role and responsibilities.</li> <li>• Standards are followed. Reduce Risks.</li> </ul>	N/A	<p><b>OPS:</b> Courier, Operations Agent, Dispatcher, Export Coordinator, Project Coordinator, Clearance Coordinator, Gateway Supervisor, Operations Supervisor, Data Encoder, OPS Administrator, Clearance Agent, Fulfillment Clerk, Fulfillment Agent, Courier-SDC, OPS Floater, Station Manager</p> <p><b>CSD:</b> CS &amp; Retail Supervisor, Retail Executive, CS Agent, CS Validation Agent</p> <p><b>SFD:</b> Freight Manager, Freight Coordinator, Account Executive, Operations Agent-SFD</p> <p>RTL Manager</p>	Employees of - Core Business Departments as requested by direct Mgr.	Online	Online Self-paced (to be completed within 3 months upon user activation)



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					<p><b>SLS:</b> Territory Manager, Business Development Manager, Industry Manager – E Commerce, Telesales Executive, Sales Coordinator, Lead Qualifier, Account Executive, Sales, CS RTL Manager <b>HRD:</b> HR &amp; Admin Officer, HR &amp; ADM Manager <b>ADM:</b> Security Team Leader <b>COR:</b> Administrator <b>FIN:</b> Account Receivable Executive, Accountant (Financial), Manager – Finance, Data Entry Operator, Accountant (General), Billing Agent</p> <p><b>Note: Outsource Employees</b> - Whenever required/applicable, Department Managers are responsible to nominate Outsource Employees for this training based on their roles.</p>			
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21	SDC	SMSA Special Delivery Channel Operations (if applicable)	<ul style="list-style-type: none"> <li>• To be familiar with the different project the Special Delivery Channel Department is involved with.</li> <li>• To learn about the various processes depending on the project of the SDC.</li> <li>• To know about the tools/technology utilized for the SDC Projects.</li> </ul>	N/A	<p><b>OPS:</b> Operations Supervisor, OPS Administrator, Courier-SDC, Station Manager</p> <p><i><b>Note: Outsource Employees - Whenever required/applicable, Department Managers are responsible to nominate Outsource Employees for this training based on their roles.</b></i></p>	N/A	Online	Online Self-paced (to be completed within 3 months upon user activation)
22	CHT	Complaint Handling Procedure & Quality Awareness	<ul style="list-style-type: none"> <li>• To be familiar with SMSA Complaint Handling Policy and its associated procedures.</li> <li>• To learn and utilize various aspects of Communication on how to deal with customer complaints.</li> <li>• To learn about body language, rapport, active listening &amp; empathy in relation to customer complaints.</li> </ul>	N/A	<p><b>OPS:</b> OPS Floater, Export Coordinator, Operations Agent, Dispatcher, Project Coordinator, Fulfillment Agent, Courier, Data Encoder, Clearance Coordinator, Gateway Supervisor, Operations Supervisor, Station Manager, OPS Administrator, Clearance Agent, Fulfillment Clerk, Courier (SDC)</p> <p><b>CSD:</b> CS &amp; RTL Supervisor, Retail Executive, CS Agent, CS Validation Agent</p> <p><b>SFD:</b> Freight Manager, Freight Coordinator, Account Executive, Operations Agent-SFD</p>	Employees of - Core Business Departments as requested by direct Mgr.	Classroom	12





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					<p><b>SLS:</b> Territory Manager, Business Development Manager, Industry Manager – E Commerce, Sales Coordinator, Telesales Executive, Lead Qualifier, Account Executive, Sales, CS RTL Manager</p> <p><b>HRD:</b> HR &amp; Admin Officer, HR &amp; ADM Manager</p> <p><b>ADM:</b> Security Team Leader</p> <p><b>COR:</b> Administrator</p> <p><b>FIN:</b> Account Receivable Executive, Accountant Financial), Manager – Finance, Data Entry Operator, Accountant (General), Billing Agent</p> <p><b>Note: Outsource Employees</b> - Whenever required/applicable, Department Managers are responsible to nominate Outsource Employees for this training based on their roles</p>			
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23	CMT	Coaching & Mentoring Training	<ul style="list-style-type: none"> <li>• To be learn about the coaching models &amp; steps to effective coaching.</li> <li>• To be able to utilize the various techniques and models in coaching an employee.</li> <li>• To learn how to complement coaching by mentoring and vice versa.</li> </ul>	N/A	<b>OPS:</b> Gateway Supervisor, Operations Supervisor, Station Manager <b>ADM:</b> Security Team Leader <b>CSD:</b> CS & Retail Supervisor <b>SFD:</b> Freight Manager <b>FIN:</b> Manager-Finance <b>HRD:</b> HR & ADM Manager <b>SLS:</b> Territory Manager, Business Development Manager, Industry Manager – Ecommerce, Sales, CS RTL Manager	Employees of - Core Business Departments as requested by direct Mgr.	Classroom	16
24	LOG	Introduction to Logistics, Warehousing and Inventory (if applicable)	<ul style="list-style-type: none"> <li>• To be learn about the nature and role of logistics &amp; supply chain</li> <li>• To describe the purpose of inventory, categories of stock, factors of stock holding &amp; inventory performance.</li> <li>• To be able to describe the need, assess major costs &amp; overall function of warehouses.</li> </ul>	N/A	Identified employees of OPS only	Employees of Core Business & other Departments as requested by Dept Mgr. <b>Note: Outsource Employees - Whenever required/applicable, Department Managers are responsible to nominate Outsource Employees for this training based on their roles.</b>	Classroom	12

25	SGO-O	SMSA Ground Operations and Services Online Training (For Recurrency)	<p>To provide the online learning version on the following:</p> <ul style="list-style-type: none"> <li>• To make participants more familiar with the SMSA Packaging &amp; specifications &amp; SMSA Services, its details &amp; pricing.</li> <li>• To learn about the AWB (Automated &amp; Manual) recognition of information &amp; completion for the Manual version, Insurance &amp; Indemnity Forms, Items of High Value/Extraordinary Items &amp; High Value Shipment Handling.</li> <li>• To be familiar with the use of the Service Reference Guide &amp; its details.</li> <li>• To know about the different Customs Paperwork information &amp; requirements.</li> <li>• To learn about Proper Packaging inspection &amp; guidelines.</li> </ul>	N/A	<p><b>OPS:</b> Courier, OPS Agent, Dispatcher, Export Coordinator, Project Coordinator, Clearance Coordinator, Gateway Supervisor, Operations Supervisor, Data Encoder, OPS Administrator, Clearance Agent, Fulfillment Clerk, Fulfillment Agent, Courier-SDC, OPS Floater, Station Manager</p> <p><b>CSD:</b> CS &amp; Retail Supervisor, Retail Executive, CS Agent, CS Validation Agent</p> <p><b>Operations Agent-SFD</b></p> <p><b>SFD:</b> Freight Manager, Freight Coordinator, Account Executive, Operations Agent-SFD</p> <p><b>SLS:</b> Territory Manager, Business Development Manager, Industry Manager—E Commerce, Telesales Executive, Sales Coordinator, Lead Qualifier, Account Executive, Sales, CS RTL Manager</p> <p><i><b>Note: Outsource Employees - Whenever required/applicable, Department Managers are responsible to nominate Outsource Employees for this training based on their roles.</b></i></p>	N/A	Online (SMSA Learning Management System)	Online Self-paced (to be completed within 3 months upon user activation)
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## Training Curriculum

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26	PRO-O	SMSA Processes Online Training	<p>To provide the online learning version on the following:</p> <ul style="list-style-type: none"> <li>• To gain more familiarity with the use of the GUIDE system in accessing CORE Department specific processes, Forms, Work Instructions &amp; Policies.</li> <li>• To understand in greater detail the CORE Processes of Operations, SDC, Service Center, CSD MRM Departments.</li> <li>• To be able to demonstrate self-navigation and explanation of specific CORE department processes.</li> </ul>	N/A	<p><b>OPS:</b> Courier, Operations Agent, Dispatcher, Export Coordinator, Project Coordinator, Clearance Coordinator, Gateway Supervisor, Operations Supervisor, Data Encoder, OPS Administrator, Clearance Agent, Fulfillment Clerk, Fulfillment Agent, Courier-SDC, OPS Floater</p> <p><b>CSD:</b> CS &amp; Retail Supervisor, Retail Executive, CS Agent, CS Validation Agent</p> <p><b>SFD:</b> Freight Coordinator, Account Executive, Operations Agent-SFD</p> <p><b>SLS:</b> Territory Manager, Telesales Executive, Sales Coordinator, Lead Qualifier, Account Executive</p> <p><i><b>Note: Outsource Employees</b> - Whenever required/applicable, Department Managers are responsible to nominate Outsource Employees for this training based on their roles.</i></p>	N/A	Online (SMSA Learning Management System)	Online Self-paced (to be completed within 3 months upon user activation)
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## Training Curriculum

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27	CSB-O	Customer Service Excellence – Basic – Level 1&2	<ul style="list-style-type: none"> <li>• To gain information regarding basic customer service about the company, our employees, &amp; our customers.</li> <li>• To understand Customer Service Basics such as the Customer Service Cycle, Customer's Wants &amp; requirements, Reactive vs. Proactive Service, Moments of Truth, etc.</li> <li>• To learn and improve participants Telephone Skills &amp; Etiquette.</li> </ul>	N/A	<p><b>OPS:</b> Courier, Operations Agent, Dispatcher, Export Coordinator, Project Coordinator, Clearance Coordinator, Gateway Supervisor, Operations Supervisor, Data Encoder, OPS Administrator, Clearance Agent, Fulfillment Clerk, Fulfillment Agent, Courier-SDC, OPS Floater, Station Manager</p> <p><b>CSD:</b> CS &amp; Retail Supervisor, Retail Executive, CS Agent, CS Validation Agent</p> <p><b>SFD:</b> Freight Manager, Freight Coordinator, Account Executive, Operations Agent-SFD</p> <p><b>SLS:</b> Territory Manager, Business Development Manager, Industry Manager – E Commerce, Telesales Executive, Sales Coordinator, Lead Qualifier, Account Executive, Sales, CS RTL Manager</p> <p><b>HRD:</b> HR &amp; Admin Officer</p> <p><i><b>Note: Outsource Employees</b> - Whenever required/applicable, Department Managers are responsible to nominate Outsource Employees for this training based on their roles.</i></p>	N/A	Online (SMSA Learning Management System)	Online Self-paced (to be completed within 3 months upon user activation)
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## Training Curriculum

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28	SGO-R	Online Re-currency for SMSA Ground Operations & Services Training	<ul style="list-style-type: none"> <li>To provide a re-currency online learning version of the SMSA Ground Operations &amp; Services Course.</li> </ul>	N/A	<p>Employees who have passed the SGO Classroom Training every 2 year period</p> <p><b>Note: Outsource Employees</b> - Whenever required/applicable, Department Managers are responsible to nominate Outsource Employees for this training based on their roles.</p>	N/A	Online (SMSA Learning Management System)	Online Self-paced (to be completed within 3 months upon user activation)
29	PRO-R	Online Re-currency for SMSA Process Training	<ul style="list-style-type: none"> <li>To provide a re-currency online learning version of the SMSA Process training.</li> </ul>	N/A	<p>Employees who have passed the PRO Classroom Training every 2 year period</p>	N/A	Online (SMSA Learning Management System)	Online Self-paced (to be completed within 3 months upon user activation)
30	PAS	PAS (Performance Appraisal System) Training & PAS Refresher Training	<ul style="list-style-type: none"> <li>To orient supervisors/middle managers</li> </ul>	N/A	<p><b>OPS:</b> Gateway Supervisor, Operations Supervisor, Station Manager  <b>ADM:</b> Security Team Leader  <b>CSD:</b> CS &amp; Retail Supervisor  <b>SFD:</b> Freight Manager  <b>FIN:</b> Manager-Finance  <b>HRD:</b> HR &amp; ADM Manager  <b>SLS:</b> Territory Manager, Business Development Manager, Industry Manager – Ecommerce, Sales, CS RTL Manager</p>	Employees of Core Business & Other Departments as requested by direct Manager.	Classroom	4



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31	N/A	QRM Related Trainings (GUIDE System Awareness, Fire Safety Awareness, ISO Awareness, CAPA Training, etc.)	<ul style="list-style-type: none"><li>• To provide QRM Related Trainings to specific personnel</li></ul>	N/A	Employees of Core Business & Other Departments as requested by direct Manager.	Employees of Core Business & Other Departments as requested by direct Manager.	Classroom	various
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