



Employee Handbook



About This Book:

This handbook has been prepared to inform you about our employment practices, policies and benefits provided to you as a valued employee.

We request that you read this handbook carefully and refer to it whenever a question arises.

Company policies, benefits and rules as explained in this handbook, may be changed from time to time as business, legislation and economic conditions dictate. The latest version of this employee hand book can be found on GUIDE.

We at SMSA, believe that, by communicating with each other that we can express our views and work together in a harmonious relationship. Being part of our core values, our employees are the most important assets. We have designed this handbook to serve as a guide to our employees.

Please do not hesitate to ask further questions which your manager or Human Resources Department will gladly answer.



Content:

- Welcome to Our World
- SMTSA Profile
- Vision, Mission and Core Values
- Quality Policy
- Employee Ethics Policy
- Organization Structure
- Employee Benefits
- General Guidelines



Welcome to Our World:

Dear valuable team member,

Welcome to the world of SMSA Express. This is a world where time moves fast and the expectations are high. The benefits are generous, the rewards are outstanding and the opportunities are limitless. We are delighted that you have decided to join the team.

Your first weeks at SMSA Express may be overwhelming. After all, you are adjusting to a completely new and different environment. We want you to know that we understand that transition and will do whatever we can to help with your adjustment. In fact, there are a number of resources available for you. In the first weeks of startup, we will conduct a formal orientation for you or make arrangements for you to attend a session at your location. We will also provide the following resources:

- An opportunity to watch some division-specific orientation for selected employees.
- An Informative Presentation for New Hires – “Welcome to SMSA”.
- An opportunity to learn about SMSA Express via On-the-Job Training (OJT).

We look forward to working with you and getting to know you better. Please feel free to contact the HR department if you have any questions or need any help with adjusting to your new position. Welcome to our world, we're glad you're here!

Moreover, all information in the handbook and more are published on the GUIDE (our online portal). You can access it at any time through your provided username & password or through your supervisor.

Sincerely,

Human Resources Department



Our Company Profile:

- Sheikh Sultan Mohammed Saleh Al Athel introduced the SMSA services into the Kingdom in 1994 which connects to 325 Cities, towns and villages across the Kingdom of Saudi Arabia with over-night deliveries and guaranteed times of less than 24 hours between the major cities and 24 to 36 hours for distant locations.
- SMSA is an accredited authorized shipping agency, licensed for transport via transit and has acquired several certificates ISO 9001:2015, ISO 14001:2015, OHSAS 18001:2015, SMSA is an ISO 9001- 2008 certified company by Lloyd's Register Quality Assurance (LRQA).
- This is achieved by the enthusiasm and dedication of more than 2540 SMSA Express Trans. Co., Ltd. employees working from 5 major distribution hubs and 22 stations.
- SMSA has established a monumental network, linking 230 countries, and seeks to accommodate the needs of parcel delivery on a global scale.
- **Size:** Largest Domestic Express & Retail Network in the Kingdom of Saudi Arabia.
- **Coverage:** 325 Cities, Towns and Villages in Saudi Arabia.
- **GACA Certified Hubs:** RUH, JED, & DMM
- **Bahrain Operations:** Busaiteen (GLS Compound), Tubli, Riffa, Hidd (Bahrain Logistics Zone)



Vision & Mission:

Vision:

To be 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.





Core Values:



1. People

Our people are key to our success, we commit to provide them with:

- A safe work environment
- Opportunities to meet the competency requirement of their job.
- Respectful and ethical treatment
- A fair and rigorous performance evaluation process

2. Customer Service

Identify and respond to current and future client needs; provide service excellence to internal and external clients

3. Integrity

Foster and support the principles and values of the organization and the public service as a whole.

4. Innovation

The proactive generation, identification, and implementation of new and improved ideas, solutions, or opportunities to increase the efficiency, effectiveness, and competitiveness of the company's products, services, business systems, processes, and managerial methods.

5. Passion for Results

Focusing personal efforts on achieving results consistent with the organization's objectives

6. Loyalty

The manifestation of attitudes, behaviors, and actions that are consistent with the organization's interest, work values, and public image.



Quality Policy

The management of SMSA is committed to continually improve the company's performance and meeting its customers' expectations while offering them a safe, efficient, and professional service.

SMSA is perpetrated to being the leading provider of logistics, freight, mailroom, courier, and E-commerce solutions. Moreover, SMSA provides Healthcare storage and transportation solutions including solutions that are aligned with internationally recognized "Good Distribution Practices". SMSA shall optimize its clients' benefits for these services by providing them with state-of-the-art support.

Quality is considered to be a personal responsibility for all our employees at SMSA. To preserve it, the top management shall provide the required support and training, whereas the effectiveness of the company operations will be ensured and the associated risks will be systematically avoided.

In addition, SMSA shall implement a working environment for enabled, satisfied, motivated, and committed employees making SMSA "The Employer of Choice".

Naif Sultan Al-Athel
Chairman of the Board





Employee Ethics Policy

Overview:

It is the Policy of our Company to establish a culture of openness, trust and integrity in business practices. Effective ethics is a team effort involving the participation and support of every SMSA employee. All employees should familiarize themselves with the ethics guidelines that follow this introduction.

Purpose:

Our purpose for authoring a publication on ethics is to emphasize the employee's and customer's expectation to be treated to fair business practices. This policy will serve to guide business behavior to ensure ethical conduct. It is summarized in a few simple principles:

- RESPECT for our CUSTOMERS
- RESPECT for our COLLEAGUES
- RESPECT for our COMPANY
- RESPECT for our COMMUNITIES/ENVIRONMENT

Maintaining Ethical Practices:

- ✓ Our Company will reinforce the importance of the integrity message and the tone will start at the top. Every employee, manager, director needs consistently maintain an ethical stance and support ethical behavior.
- ✓ Employees at our Company should encourage open dialogue, get honest feedback and treat everyone fairly, with honesty and objectivity.
- ✓ Our Company has established a best practice disclosure committee to make sure the ethical code is delivered to all employees and that concerns regarding the code can be addressed.



Unethical Behavior:

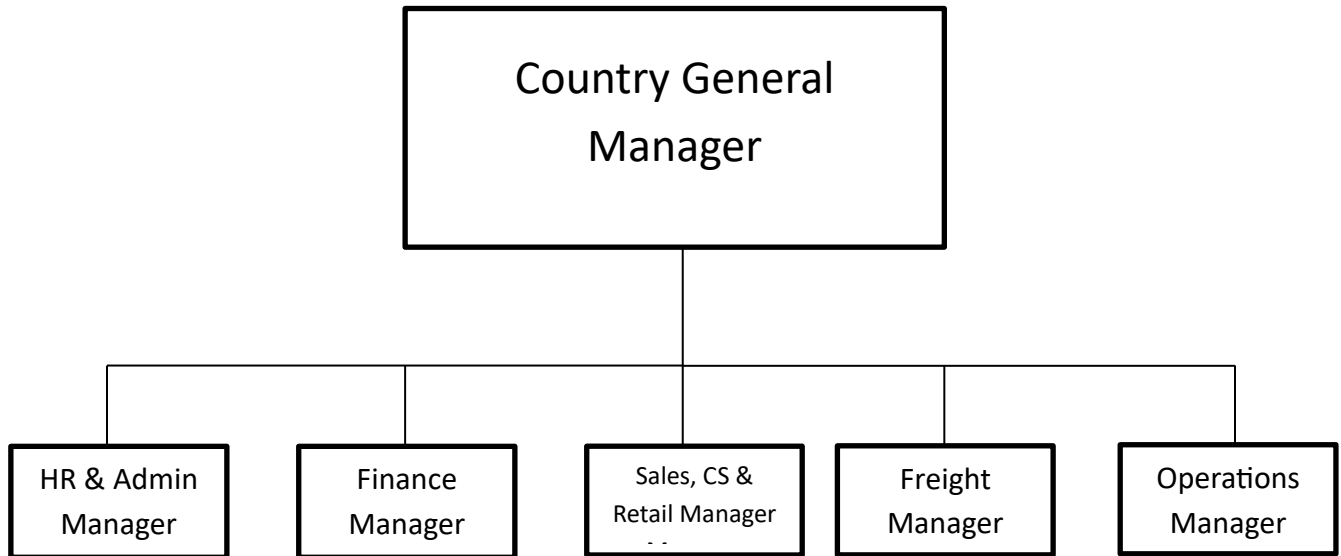
- ✓ Our Company will avoid the intent and appearance of unethical or compromising practice in relationships, actions and communications.
- ✓ Our Company will not tolerate harassment or discrimination.
- ✓ Unauthorized use of company trade secrets & marketing, operational, personnel, financial, source code, & technical information integral to the success of our company will not be tolerated.
- ✓ Our Company will not permit impropriety at any time and we will act ethically and responsibly in accordance with laws.
- ✓ SMSA Express employees will not use corporate assets or business relationships for personal use or gain.

Enforcement:

- ✓ Any infractions of this code of ethics will not be tolerated and our Company will apply necessary correcting, if the ethical code is broken.
- ✓ Any employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment



CORPORATE STRUCTURE





Your Benefits

- **Recognized Holidays**

The following are the official holidays that are recognized by the government and by the private sector as paid holidays:

Day	Days Off
New Year	January 1
* Eid Al Fitr	3 Days
* Eid Al Adha	3 Days
Labour Day	May 5
* Ashura'	2 Days
* Prophet's Birthday	1 Day
National Day	December 16 & 17

* = Dates are as per Circular and Government Announcements

- **Annual Leaves**

- ✓ Yearly Leave entitlement will be 30 Days as per the rules of Bahraini Labor Law
- ✓ All employees are expected to have worked for at least 12 months to be eligible for a yearly leave.
- ✓ Yearly Leave entitlement for part of a year's service will be calculated on a pro-rata basis. Such leave cannot be forfeited, waved or paid during the employee's period of service.
- ✓ If the employee resigned or terminated before using up his leaves balance, then employee has the right to receive his pay for the unused days of the leave which he is entitled to.



- **Deferred Vacations**

Upon a written request from the employee (or his line manager specifying that the employee is needed during planned vacation), and provided that work requirements allow it, the vacation can be deferred to the following year.

- **Sick Leave During Vacation**

If any employee is hospitalized or is proven sick during their paid vacation, the leave balance will be adjusted or will have their leave extended provided that:

- ✓ Approval is obtained
- ✓ Medical evidence is provided
- ✓ The Company may conduct an independent examination of such claims. If required.
- ✓ Labor law governing sick leave will be implemented

- **Late Return from Leaves**

Employees who are unable to return to work on the scheduled date, due to unforeseen circumstances, should notify the line manager promptly and obtain formal approval to the request. If your manager does not approve the request, you must return promptly. You will have to submit documented evidence justifying the delay. Otherwise, delays will be handled in accordance with the disciplinary action document and the Bahraini Labor Law.



- **Work Injuries**

An employee who is injured on the job will be covered by the Social Insurance Organization (SIO). An accident notification must be forwarded immediately by the manager to HR. Should a temporary disability be certified by the medical facility, the employee will receive sick leave pay in accordance to the provision of Social Insurance Law.

Benefit will not be applicable if the disability results from:

- ✓ Self-Inflicted Injury
- ✓ Use of Alcohol, Drugs, or Stimulants
- ✓ Unlawful or Immoral Acts
- ✓ Other Business or Occupation
- ✓ Negligence
- ✓ Failure to Observe Safety Regulations

- **Eligibility of Sick Leaves:**

As per Article 65 of the Bahraini Labor Law: A worker who has completed three continuous months in the employer's service who has a proven illness and is deserving of a sick leave certified by one of the government health centres or a clinic recognized by the employer shall be granted the following sick leaves during each year:

- ✓ Fifteen days on full pay.
- ✓ Twenty days on half pay.
- ✓ Twenty days without pay.

- **Mobile Allowance:**

Employees will be provided either a mobile SIM card or mobile allowance as per company policy.

- **Medical Insurance:**

All employees will be having Medical Insurance coverage as per the annually revised medical insurance scheme, employees with company family status may enjoy medical insurance for their family as per the company's policy.



- **Training & Development:**

- ✓ It is SMSA philosophy to invest on training its employees to ensure appropriate competitive edge in the market and represent the brand and image they carry. Therefore, core business employees would be eligible for at least one training course/year, subject to alignment with company's overall objectives, departmental needs, immediate manager's recommendation and employees career growth plan.
- ✓ Training shall be administered based on the Training Needs Analysis (TNA) system outcome and as deemed by Training & OD Manager.

S/N	Course Name	Training Duration (Hours)
1	CORE Training	8
2	SMSA Ground Operations	12
3	SMSA Process Training	8
4	Supervisory Skills Training	8
5	Defensive Driving Training	8
6	Foreign Corrupt Practices Act	4
7	New Hire Orientation	8
8	SMSA Security Awareness	4
9	Suspicious Packages Awareness	4
10	Time Management	8
11	Customer Service Excellence - Basic (Level 1 & 2)	12
S/N	Course Name	Training Duration (Hours)
12	Customer Service Excellence - Basic (Level 3)	8
13	Customer Service Excellence - Intermediate	16
14	Customer Service Excellence - Advanced	16
15	POS (Point of Sale) Training	4
16	SDC (Special Distribution Channel) Training	8
17	Consultative Selling Skills	12
18	EHS (Environment, Health & Safety) Training	8
19	Best Practices & Ops. In MOH Project	8
20	Operations Training in Healthcare-Logistics	8
21	Forklift Safety & Operations Training	8
22	Dangerous Good Awareness (DGA)	4
S/N	Course Name	Training Duration (Hours)
23	Dangerous Goods Certification - CAT 6	40
24	Introduction to Logistics & Supply Chain Management	16
25	Retail Management Development	24
26	Coaching & Mentoring	16
27	Complaint Handling Procedure & Quality Awareness	12
28	Effective Sales Training	24



- **Employee Awards:**

The Employee Awards has been categorized as follows:

- ✓ Service Excellence Award (for employees Grade 6 to 8 - including Supervisors) Stands for outstanding performance above & beyond the call of duty
- ✓ CAFO - (for employees Grade 5 & below)

Stands for "Champion's Award for Outperforming" It has three categories:

- ✓ CAFO – Gold (BHD 1000)
- ✓ CAFO – Silver (BHD 300)
- ✓ CAFO – Bronze (BHD 100)

For further information please refer Employee Awards Policy in GUIDE

- **Annual Employee Programs:**

- ✓ Ramadhan Iftar or Ghabga
- ✓ Annual Employee Fun Day

- **End of Service Benefits:**

As per Article 116 of Bahraini Labor Law, A worker who is not subject to the provisions of the Social Insurance Law shall be entitled upon the termination of his employment to a leaving indemnity at the rate of half month's wage for each of the first three years of employment and one month's wage for each of the following years in service. A worker shall be entitled to receive his leaving indemnity for fractions of the year in proportion to the period spent at the employer's service.



General Guidelines:

As a member of the Company's team, you will be expected to contribute your ideas and talents to improve the environment and quality of the Company as well as the Company's products and services.

In return, you will be given opportunities to grow and advance your career!!

No one will be denied opportunities on the basis of age, sex, color, race, creed, religion, marital status, or disability that does not prohibit performance of essential job functions, nor will anyone receive special treatment for those reasons.

The success of this Company depends on you by providing comments & suggestions at tellus@smsaexpress.com

- **Communication:**

Successful working conditions and relationships depend upon communication. Not only do you need to be aware of changes in procedures, policies and general information, you also need to communicate your ideas and suggestions or problems as they affect your work. We encourage you to report problems which affect your performance, and to look for ways to improve service and efficiency by communicating your ideas and suggestions to your manager.

- **Bulletin Boards:**

Bulletins and bulletin boards are our official way of keeping everyone informed. Please form the habit of reading the information shown there. Only authorized personnel are permitted to post, remove, or alter any notice on the board.

- **Messaging Center**

We provide latest updates & events information (e.g. internal job opportunities, promotions etc.) onto our internal email messaging system



- **Answering Telephone Calls:**

Please ensure you answer incoming telephone calls promptly and courteously. Greet the caller starting with Company / Department name and offer assistance.

If there is a message for an employee who is unavailable, please write message clearly stating date and time of call, caller's name and telephone number. Ensure that the message is passed on.

- **Personal Calls:**

Personal calls are limited to emergencies only. No personal phone calls may be made from Company telephones.

- **Internal Jobs:**

Employees who wish to apply for an internal vacancy, must have 2 years of tenure in SMSA.

Applicants that have applied for an internal vacancy will go through the internal recruitment process set by HR Department.

An employee will be required to obtain his Direct Manager/Department Head approval for his application.



- **Exit Interviews**

In instances where an employee voluntarily leaves our Company, the Company's management would like to discuss your reasons for leaving and any other impressions you may have about the Company. During your exit interview you can express yourself freely. It is hoped that an exit interview will provide insight into possible improvement we can make. All information will be kept strictly confidential and will not affect any reference information the Company will provide for other prospective employers. It is also requested that you maintain your agreement to safeguard information that you have been given during your employment.

- **Security**

- ✓ For all Security concerns please read carefully the QRM Handbook.
- ✓ QRM Policies & Procedure are available at SMSA QMS.

- **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 Labor Law
- ✓ All QRM recommendations will be based on the DVD



- **Company Uniform:**

Only front-line employees (Retail, MRM, Operations, SDC & MOH) should wear the company provided uniform. This uniform should be worn in full and must not be partly worn i.e. "T" Shirts with jeans, etc.

It is mandatory that non-operational staff if given an exception must follow the policy of full uniform.

- **Credentials and Employee ID Card:**

Your user ID & password must not be given to any other employee to use. You will be accountable for any misuse.

SMSA employee ID is a mandatory requirement to wear during working hours and if lost QRM must be notified immediately.

- **Entry After Working Hours:**

Employees can enter SMSA premises after working hours only after getting prior approval from Direct Manager, and in case of breaching thereof, the employee will be subject to investigation by QRM as per DVD.

- **Gifts:**

Employees are not permitted to give or receive gifts from customers or suppliers, except for promotional items in accordance with certain conditions. Refer Gift Policy for more details.



- **Inspection & Staff Search:**

The Company reserves the right to inspect all packages or closed containers brought into or taken out of the work area.

- ✓ Staff searches are conducted as a preventative measure and are not conducted in order to highlight dishonesty
- ✓ All staff must be aware of the SMSA Express Staff Searches Policy
- ✓ All employees may be subjected to a staff search under the terms and condition of their employment 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 result in dismissal from the company

Emergency Numbers:

- Emergency Hotline – 999
- Traffic Police – 199
- Casualty Bureau – 990
- Criminal Investigations (CID) – 992
- Coast Guard (CGD) – 994
- Fire Accidents/Civil Defence – 997
- Ambulance – 998

Useful Numbers:

- Electricity & Water Authority – 17515555
- Civil Aviation – 17321100
- Bahrain International Airport – 17321997
- Flight Inquiry – 17235235
- Nationality, Passports and Residence Affairs - 17399777



- **Company Mailing Address:**

SMSA Express Transportation Company Limited W.L.L

P.O. BOX # 22446 Muharraq, Kingdom of Bahrain.

Tel: 17 00 33 33

Fax: 17 91 04 90

Website: www.smsaexpress.com

- **Use our SMSA World & GUIDE to get more information about:**

- ✓ Organograms.
- ✓ SMSA Facts.
- ✓ Policies & procedures.
- ✓ Forms.
- ✓ Job Aids.
- ✓ Product & Services.
- ✓ Branches Locations.