Emergency Response Manual

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Director – QRM/Operations

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Important Note:

This manual is intended for the sole use of SMSA Express. The contents of this manual may not be reproduced or reprinted in whole or in part without the express written permission of SMSA. This manual is to be read in conjunction with the Appendices listed on page 9. For latest version of the manuals/listed documents in appendix section/departmental processes/Org charts and related forms – refer to GUIDE.

1.2 Company Contact Details

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1.3 Effective pages

For revisions to the manual, please refer to section 1.4 below.

1.4 Record of Revision

When amendments are made, details shall be entered into this sheet.

Issue No.	Date	Details of Change	Amended Pages
1	19 June 2023	Issue edition and validity updated	2
2	19 June 2023	Company name and contact details added	3
3	19 June 2023	Distribution list added	5
4	19 June 2023	Definitions and abbrviations added	8
5	19 June 2023	Appendix list added	9
6	19 June 2023	Manual Review, Amendment & Administration Procedures	10
7	19 June 2023	Responsibilities and Duties	10
8	19 June 2023	Gateway -Dammam EHS Structure	11
9	19 June 2023	Emergency contact details added	12
10	19 June 2023	Reference to call out plan added	12
11	20 June 2023	Reference to Coordination of emergency efforts added	12
12	20 June 2023	Setting up of emergency management center added	12
13	20 June 2023	Added designation of corporate spokesperson for media	12
14	20 June 2023	Reference added to investigation procedure	13
15	20 June 2023	Reference added to special equipment to ERP	13
16	20 June 2023	Business continuity provisions added	13
17	20 June 2023	ERP training and testing added	13
18	20 June 2023	Emergency case scenarios updated to include Staff injury, bomb threat, DG accidents, national disaster, large spillage, electricity failure / loss of power	14
19	04 Dec 2023	Sample of Forms as listed in Appendices	29
20	04 Dec 2023	Duties and Responsibilities (Job Description and Specifications)	29
21	05 Dec 2023	Other Documents listed in Appendices	40

1.5 Distribution List

The Manual is sent for acknowledgement within SMSA to all the staff via GUIDE system. For latest acknowledgement log, please refer to the GUIDE system.

Distribution list (Hard / Soft Copy)		
Department/Location/Job Title	Issued By	Acknowledged By
GACA	Omar Bin Waber	GACA Representative

1.6 Table of Contents

1.7 Definitions & Abbreviations

Term	Description
QMS	Quality Management System
QRM	Quality & Risk Management
OPS	Operation
BC	Business Continuity
IT	Information Technology
EHS	Environment Health & Safety
GW	Gateway
ERP	Emergancy Response Plan
GACA	General Authority of Ciivil Aviation
DACO	Dammam Airport Company
DVD	Disciplinary Violation Document

1.8 Appendices / List and Sample of Forms

Doc#	Title
4825	JD – National Manager Linehaul HUB and Gateway
4662	JD – Regional Manager Gateway
4673	JD – Supervisor Gateway
4645	JD – Operations Agent Gateway
4664	JD – Senior Handler Gateway
2800	Emergency Preparedness and response procedure
5874	Emergency Contact List - KFIA
5887	Authority Matrix Marketing
2030	Investigation Policy
4153	Selection and Qualification of PPE
3743	Business Continuity Policy
5731	Fire evacuation procedure for KFIA
79	First aid & Medical Emergency
3116	Security Manual
4160	Spill Management and Control procedure
4152	Dangerous Goods Management Procedure
4897	Self-declaration Health Screening Form
4898	Notification Form for Employees
2813	Fire Drill report
1918	Control of Documents

1.9 Manual Review, Amendment & Administration Procedures

The purpose of this section is to establish the standard process in the set-up, uploading, review, authorization, promotion, acknowledgement, and changes on the training Manual.

SMSA Express utilizes the Quality Management System (GUIDE) to streamline the process of documents administration and control. All training procedures, documents and guides are uploaded on the GUIDE System and are updated regularly to ensure the documents are kept current and relevant. Document management and control procedure is documented under **Doc number 1918** on GUIDE.

Any Changes to the Manual would first be submitted to the GACA presidency for acceptance of the revisions. The approved document will then be uploaded on GUIDE.

1.10 Document Administration and Controlled Procedures

Refer to section 1.9 above.

1.11 Responsibilities and Duties

The duties, responsibilities and competencies for SMSA team at the Dammam gateway facility are documented in the respective Job descriptions. This includes competencies for Health & Safety. The Job description is documented on GUIDE as follows.

1. JD – National Manager Linehaul HUB and Gateway **(Doc num 4825)**
2. JD – Regional Manager Gateway **(Doc num 4662)**
3. JD – Supervisor Gateway **(Doc num 4673)**
4. JD – Operations Agent Gateway **(Doc num 4645)**
5. JD – Senior Handler Gateway **(Doc num 4664)**

Local key management representative for EHS at the Gateway facility is the Gateway regional manager.

1.12 Gateway -Dammam EHS Structure

The following structure addresses the Emergency response at the Dammam gateway facility.
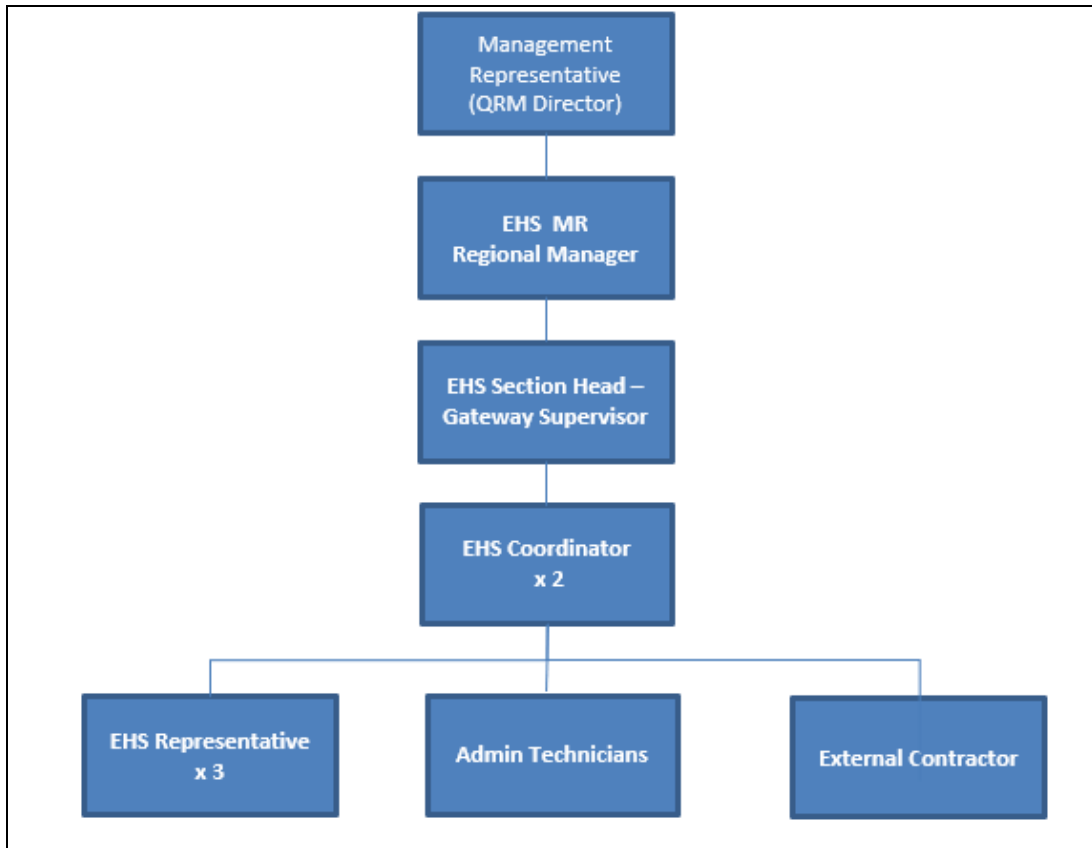
1.13 Contact Details of Associated Personnel (Internal / External)

Emergency contact details are listed in the Emergency contact form which includes contact details of internal SMSA staff and relevant external parties. This document can be found on GUIDE under **Doc num - 5874.**

1.14 Call Out Plan for Key Personnel

Call out structure would be followed based on the call tree documented in the emergency contact list under **Doc num – 5874.**

Business Continuity system is being implemented in SMSA. The Call tree would be formally automated on the system once the system is configured for the Dammam gateway facility.

1.15 Coordination of Emergency efforts (Internal / External)

The elements of the emergency response plan including the coordination required during emergencies is covered in Incident / Accident, Emergency Preparedness & Response Procedure under **Doc num – 2800.**

The contact details required for internal / external parties to address the emergencies is documented above in section 1.13.

1.16 Setting up an Emergency Management Center (EMC)

Business Continuity system is being implemented in SMSA. All incidents / emergencies would be managed through this centralized business continuity system. The system would be setup in such a way that the response to emergencies is done in a step wise manner.

Each key representative required for response would have access to the system wherein during emergencies they would access the system and follow the guidelines set on the system based on the emergency.

1.17 Designation of Corporate Spokesperson to deal with Media.

The designated personnel to deal with media are documented in the authority matrix for marketing department under **Doc num – 5887**.

1.18 Defining Available Resources for Immediate Response.

As part of the business continuity system implementation an initial business impact analysis would be done wherein the impacts (including financial) would be idenfied based on the impact criticality matrix. The required resources would be well defined as dependencies for the processes on the business continuity system. In case of emergencies the system would be referred to identify the effected and required resources.

1.19 Designating Company Representative to any Formal Investigations

Refer to Investigations policy under **Doc num 2030** on GUIDE.

1.20 Special Equipment Arrangement Applicable to ERP

The elements of the emergency response plan including the requirements for PPE, equipments, clothing etc. is covered in Incident / Accident, Emergency Preparedness & Response Procedure under **Doc num – 2800.** The selection and qualification of PPE is documented under **Doc num – 4153.**

1.21 Business Continuity Provisions while on Crisis Management

Business Continuity system is in the process of being implemented in SMSA. All incidents / emergencies would be managed through this centralized business continuity system. Towards this SMSA have developed a business continuity policy that can be referred to as the baseline for setting up the business continuity management system in SMSA. This is documented under **Doc num – 3743.**

1.22 ERP Initial and Recurrent Training

This training module is under development by the SMSA training team. Refer to Training Manual. However, internal coaching to the staff on the emergency case scenarios is given on an annual basis.

1.23 ERP Periodic Exercises

Periodic exercises on the emergency case scenarios are limited to drills set out as objectives as part of EHS system and are as follows:
Spill drills, medical emergencies, fire.

Fire Drills are conducted in liaison with local civil defense at the SMSA facilities. The civil defense authority asseses the fire safety conditions of the facility during those drills. Report of drills and the outcome records are maintianed at the facility. Refer to Fire drill report under the **doc num 2813** on GUIDE.

Exercise and testing are a separate and elaborate part of the business continuity system which SMSA is working on implementing. At this stage refer to the existing drill records at the facility.

1.24 Post Occurance Review / De brief

Refer to section 1.23 above for drills. Any gaps identified during those drills are documented and action plan is developed for the same.

2. Emergency Case Scenarios

2.1 Designated Emergency Codes & Call Signs

Not applicable to SMSA as operations of SMSA is limited to Ground operations within the Gateway facility.

2.6 Fire Evacuation Process

This premise is equipped with smoke detection, heat detection, fire hoses and fire extinguishers.

On hearing the continuous sound of the alarm, all personnel must, co-operate with the Fire Marshall and/or Chief Fire Marshall, and evacuate the premises in an orderly manner using the nearest fire escape route without delay, regardless of their position within the organization.

a) Chief Fire Warden Responsibilities

It is the responsibility of the Chief Fire Warden to ensure that the Fire Brigade have been informed and will liaise with the Fire Marshalls at the back of the building, to ensure the building has been completely evacuated. It must be noted that only the Chief Fire Warden and /or the Fire Brigade can give permission for staff to re-enter the premises. The Chief Fire Warden is also responsible for giving the Fire Brigade the company information pack which has the following contents: Plan of the building detailing electrical cut off points and locations of all firefighting appliances.

Below template to be used for the Assignment of Chief Fire Warden in the facility.

Chief Fire Warden	Deputy Chief Fire Warden	Duty Responsibilities

b) Fire Marshall Responsibilities

Fire Marshalls are to check their designated area(s) and ensure that all personnel have evacuated the building. Once checks have been made they must immediately proceed to Chief Fire Warden to confirm that their area is clear and then proceed to the designated assembly points.

Below template to be used for the Assignment of Fire Marshalls in the facility.

Section	Fire Marshall	Deputy Fire Marshall	Areas To Clear

c) Upon Discovering Fire

Sound the fire alarm at one of the break glass alarm boxes. These are marked red boxes and situated near all fire exits explaining actions to be taken in case of fire.

The fire alarm can also be activated automatically by ceiling mounted smoke and heat detection units.

Only tackle small fires with firefighting equipment (extinguishers/fire blanket) if you have received the necessary training and you feel confident that you will not be putting your own safety in danger. You must ensure that if you do use a fire extinguisher it must be suitable for the type of fire encountered. This information can be obtained from the fire extinguisher itself or from the sign situated above the extinguisher.

d) Upon Hearing the Alarm

The Chief Fire Warden will take full charge of the evacuation and ensure that adequate emergency assistance has been sought.

All staff and visitors in the building must leave the premises by the nearest available fire exit and proceed in an orderly manner to their designated assembly point:

Operations facility (As per designated assembly point) _____

Staff/visitors **MUST NOT**:

- Stop to collect personal belongings

- Re-enter the building without permission from the Chief Fire Warden / Fire Brigade

Fire Marshals will ensure that areas within their remit have been fully evacuated and that all doors and windows are closed.

Staff not in their own department must leave the building at the nearest exit and report to their Fire Marshall. If it is safe to do so, staff should switch off all equipment and machinery if there is no risk to personal safety.

e) Fire Marshall Responsibilities

- Ensure that all employees under your control have left the building

- Ensure that employees do not delay to collect personal belongings or for any other reason

- Ensure if it is safe to do so, that all doors and windows that can be closed, are closed to limit the spread of fire

- Ensure if it is safe to do so, that all machines that can be isolated can be switched off

- Check toilets, offices and storerooms etc. in your remit area

- Report to the Chief Fire Warden once area is clear

- Ensure that nobody re-enters the building until you are authorised by the Chief Fire Warden/Fire Brigade

- Designated Fire Marshalls to divert incoming traffic and ensure road remains unblocked and free of pedestrians for arrival of Fire Brigade

- Report subsequently on the usage of extinguishers to Chief Fire Warden. It is essential that they are filled or replaced after use

f) Clothing on Fire

If clothes catch fire the following procedure must be followed:

- Drop the casualty to the ground

- Wrap the casualty tightly in a coat, blanket or heavy fabric

- Roll the casualty along the ground until the flames smother

g) Testing

- **FIRE ALARMS**

The fire alarm is also tested and serviced on a six monthly basis and records will be duly kept by the Administration Dept.

During the test staff will hear the continuous sound of the alarm for not more than twenty seconds – if the sound of the alarm continues after this period of time then staff MUST treat this as an emergency and proceed to their assembly point.

- **EVACUATION TESTS**

Evacuation drills will take place at yearly intervals. The test results will be recorded and records duly kept.

- **EXTINGUISHERS**

All extinguishers will be checked and tested by an external company on an annual basis.

Any extinguisher that is discharged must be reported to the QRM Dept. /Admin immediately.

For latest updated version of the Fire evacuation procedure for KFIA facility refer to **Doc num 5731**

2.7   Ground Service Accidents Where Staff Injury is Involved

Refer to Incidents Accidents and Emergency Response Procedure under **Doc num 2800** and First aid & Medical Emergency under **Doc num 79.**

2.8   Evacuation

Refer to section 2.6 above.

2.9   Bomb Threat (Facilities)

Bomb threats can be received via phone, via mail, via wriiten note, via identifying suspicious mail. Procedure to respond to suspicious mail identify is documented in Security Manual **Doc**

num 3116. Procedure to respond to bomb threat received via other means as described above is as follows:

- Remain calm

- Inform immediate Line manager, supervisor.

- Inform details of the source of the threat

- Call Emergency services 911

- Inform GACA and DACO

- Follow authorites instructions. Law enforcement will assess the situation and provide guidance regarding facility lockdown, search and or evacuation.

2.11 Dangerous Goods Accident

Refer to Security Manual **Doc num 3116,** Spill Management and Control procedure under **Doc num - 4160** and Dangerous Goods Management Procedure under **Doc num – 4152**

2.12 Contingeous Diseases / Pandemic

a) Brief

The Corona virus, also known as COVID-19, is an infectious disease involving the upper respiratory tract (nose, throat, airway and lungs), which can spread directly or indirectly from a person to another.

The virus has spread across the globe in pandemic scale causing panic and affecting businesses worldwide.

b) Purpose

In the wake of the worldwide COVID-19 outbreak and its implications, SMSA Express prepared a contingency guideline to minimize the disruption in its business operations and to reduce the health risk of all stakeholders.

The guidelines stated herein are non-exhaustive and does not cover all situations/ scenarios of the business. This must be used in conjunction with the latest & relevant advisories and regulations issued by the concerned government agencies.

c) Concerned Persons

All SMSA employees, customers, suppliers, and stakeholders in all of its offices/ locations [Head Office, SMSA Service Centres (SSC), Warehouses].

Other parties that may be involved:
- Ministry of Health (MOH)
- Ministry of Interior (MOI)
- Accredited hospitals

The company will appoint a Contingency Manager to ensure that employees are familiar with the business continuity plan and comply with it during this period.

d) Symptoms

The most common symptoms of COVID-19 are fever, tiredness, and dry cough. Some patients may have aches and pains, nasal congestion, runny nose, sore throat or diarrhea.

e) Transmission

An infected person can spread the virus through eye, nose, and mouth via droplets produced when coughing or sneezing; close contact with an infected person; and contact with contaminated surfaces, objects, or items of personal use.

f) Monitoring

A mandatory temperature check will be carried out at the main entry point, reception or gate on all personnel entering the facility. Using a Non-Contact Forehead Infrared Thermometer, the designated person will record the readings in the Temperature Monitoring Log.

35.7	-	37.4	Acceptable	No action
37.41	-	38.5	Elevated	Medical advice required
38.51	-	42.2	High fever	Medical assistance required

For Yellow / Red rating contingency Manager should be informed.

g) Screening & Identification

All visitors, including contractors and suppliers, must fill-up the Self-declaration Health Screening Form (**see GUIDE doc. no. 4897**) available at the reception, entry points or gate prior to granting entry to the workplace. The visitor will be issued a disposable face mask which must be worn for the entirety of the visit at the facility. Temperature of the visitor will be taken and reading recorded.

Any visitor who has any of the symptoms will be politely denied entry into the facility, and will be advised to seek voluntary medical assistance.

All employees who experience any of the symptoms of COVID-19 and/ or have returned back from travel outside the country in the past 14 days (either on vacation or business) must fill-up the Notification Form for Employees (**see GUIDE doc. no. 4898**).

HR will advise the employee to immediately proceed to any accredited hospital for medical assessment.

h) Isolation

After undergoing medical assessment, the employee is placed on home quarantine for a period of 14 days minimum, and shall not report for work until a medical certificate (clearance) is issued by the Ministry of Health. Quarantine period may be extended to another 14 days as deemed necessary by MOH.

HR will regularly check, monitor and follow-up the condition of the employee under quarantine until test result or medical clearance is released/ issued.

Once a suspected COVID-19 case has been confirmed, HR has to establish contact tracing by listing the names and contact details (ID no., address, mobile no.) Of all the individuals who were in contact with the infected employee. HR will advise these individuals to immediately proceed to any accredited hospital for medical assessment.

In cases where multiple employees are suspected of having the infection, the company will be issued by MOH with an official request to close/ lockdown the premises for a period of time. Facility needs to be disinfected and sanitized.

i) Infection Control

Employees must follow the points below to minimize exposure and reduce the transmission of the infection:

- All employees are advised to refrain from organizing any public gatherings or events, meetings, including classroom training until further advised.
- All employees are advised to avoid non-essential travel and make use of technology like teleconferencing / video conferencing (or other collaboration platforms) as alternative to face-to-face meetings.
- Practice maintaining a greater than usual physical distance from other people (a.k.a. social distancing) or avoiding direct contact with people (like hand shake) or objects in public places. Avoid touching eyes, nose, or mouth with potentially contaminated hands.
- Workplace and personal hygiene must be observed by employees at all times:

- ▪ Clean and disinfect frequently touched surfaces/ objects such as door knobs, hand rails, telephone, keyboards, and elevator/lift buttons. Regular household soap or detergent should be used first for cleaning, and then, after rinsing, regular household disinfectant containing 0.5% sodium hypochlorite (i.e., equivalent to 5000 pm or 1 part bleach 5 to 9 parts water) should be applied. All SMSA facilities should be disinfecting twice daily.
        - ▪ Wash hands regularly and thoroughly with soap and water for at least 20 seconds. If soap and water is not available, use alcohol-based hand sanitizer that contains at least 60-95% alcohol.
        - ▪ Cover nose and mouth with tissue when coughing or sneezing, dispose the used tissue in the garbage, and wash your hands afterwards. If you do not have a tissue, cover your mouth and nose with the inside of your elbow (not your hands).
- • The face mask should be worn properly, as soon as symptoms become apparent (fever, cough, or runny nose), or the individual is recovering from an illness. To be effective, change mask regularly or if soiled or wet.

j) Communication

All communications pertaining to the contingency shall be the responsibility of the Contingency Manager.

He/she will actively monitor the development of the pandemic and business decisions will be made based on these developments. He/she will activate the contingency measures as per the plan, ensuring that the employees have a clear understanding of their roles and responsibilities before the virus outbreak occurs, how it will impact them, keeping them updated on the progress of the measures being implemented by the company on such contingency. All communication channels (landline, mobile and email) must be made available for employees to report their status and to make queries as well.

The Contingency Manager shall also be responsible for liaising with the relevant government agencies, suppliers, hospitals and clinics. Alert level 4 of a total lockdown special permission may be given our industry by the authorities and SMSA may continue business and in such cases full uniform and ID must be worn.

k) Business Continuity Plan

The business continuity plan is divided into four (4) alert levels:

- • Alert Level 1 – Active Monitoring
- • Alert Level 2 – City-wide Spread Cases (No Facility Closure)
- • Alert Level 3 – City-wide Spread Cases (with Facility Closure)

- Alert Level 4 – City-wide Spread Cases (with Facility Closure, City Lock down and Staff Infection)

All customers must be informed through available channels (email, calls, SMS, website, social media) about the possible closure/ closure of facilities, and/ or deactivation of services (wholly or partially) and (possible) delay in our services due to the threat as well as in compliance to government directives.

The contingency plan shall include circumstances where business may be forced to close or reduce levels of service. On such cases, the company may consider:

(1) Flexible work arrangements by identifying critical business functions and essential employees.

   (a) Alternate teams of employees can be set-up (i.e. Team A and Team B) who can be deployed at different work schedules. The teams should be physically segregated to avoid risk of infection between teams.

   (b) Adjust operating/working hours to minimum with skeletal workforce.

   (c) SMSA still will need to maintain records of employee attendance for payroll purposes.

(2) Work from home option, whereas the following points are taken into consideration –

   a) Designated/ Specific working hours
   b) Technology support and requirements set-up (internet, telephone, laptop, software)
   c) Defined Security requirements (access rights, VPN)
   d) Communication, responsiveness and availability of employees
   e) Productivity and performance expectations

A log of events for all locations under BCP must be maintained for the entire duration of the contingency which must include the date and time of each specific activity. This will enable the company to trace what actual transpired and identify areas of opportunities to further improve business continuity planning in the future.

l) General Recommendation

Employees who are suspected of having COVID-19 should follow the recommendations by the Ministry of Health:

- Contact local health authorities to evaluate the situation, assess the risk of exposure and decide whether this employee is a suspected

case that fit case definition criteria. Follow instructions given by local health authorities.

- Escort this employee to a separate, isolated, well-ventilated room (employers need to dedicate a special place for isolation which is not typically frequented by staff. This may be, for example, a management office, rather than a rest room, a prayer room, etc.)
- Ensure that other staffs do not touch the belongings of the unwell employee and that any personal items of the unwell staff member are safely removed from the vicinity of other staff. It is very important that in the event that other staff touched the belongings of the unwell person that they thoroughly wash their hands
- Ensure that other staff are calm and assure them that they are safe
- Inform the other staff that proper measure will be taken in identifying other employees' exposure and contact in case the suspected employee proves to be positive for COVID-19

Ensure that the suspected workplace & vehicle of the employee is properly disinfected and sanitized, according to the Ministry of Health Disinfection of Public Places Guidelines

2.13 Large Spillage

Refer to Spill Management and Control procedure under **Doc num – 4160**

2.14 National Disaster

In response to national disaster the following steps are to be taken:

- Receive notification of national disaster via SMS from local regulatory body or internal team.

- Inform Line Manager, GACA, DACO and all relevant staff.

- Evacuate the facility and report to the assembly point.

- Follow guidance of local authorities.

The following section covers other relevant contingency procedures relevant to SMSA.

Section 2.2, 2.3, 2.4, 2.5, 2.10 & 2.15.

The following are existing additional contingency plans in SMSA.

i. Vehicle Contingency Plan

a) Contingency Plan Overview

A contingency plan is a course of action designed to help an organization respond effectively to a significant future accident or situation that may or may not happen.

b) Instructions & Requirements

It's mandatory to have the following legal documents outfitted in the user's vehicle to have the legal formalities processed without occurring further delay during the course of accident

- Valid Insurance of Vehicle

- Valid driving authorization letter

- Valid Vehicle License (Istimara)

- Valid Mezan card (Van & Truck)

Step-1

- Turnoff the engine

- Ensure the shutters are closed

- Lock all the doors

- Don't move the vehicle from the place of accident

- Keep the hazard Light On

- Don't admit guilt. don't go for compensation with the second party

Step -2

- Call Najm on 920000560 (in case other party has valid insurance policy)

- Call Traffic police from the point of accident (993), (In case the other party lack any of the following valid documents

(A) Valid Insurance policy

(B) Valid Driving License

- Call the immediate Supervisor/Manager

- Obtain the accident papers from Najm representative, In case Najm advised to handover enclosed envelope to the traffic police, don't move from the accident site until the traffic police arrived (That is in case 2nd party has invalid documents (Driving license/Insurance).

- Report to Regional fleet department to acquire accident letter addressed to the rental company.

Step -3

- Report to regional fleet department office to acquire accident letter addressed to the rental company.

- Visit the rental company office to deliver the accident car/documents and receive the replacement.

- Check carefully the replacement car and insure the vehicle received is road worthy and free of unreported accidents.

- In case of non-availability of replacement, contact immediately the Regional Fleet Supervisor/Coordinator to arrange suitable vehicle through outside vendor.

c) General Guidelines

Fasten the seat belt when the vehicle on driving motion.

Take a moment to check the tire pressure, lights, mirrors and ensure its fitness before operating the vehicle.

Stop the vehicle on the road site if you need to attend important call, use Bluetooth, mobile head set while driving.

Drive slowly in the severe weather conditions/rain, sand storm, mist...etc.

Always obey the permissible traffic road speed.

Keep enough space between you and the vehicle in front.

Use all vehicles' mirrors upon turning right, left & U-Turn.

ii. Data Backup Policy

a) Brief

It is the policy of the SMSA Express Trans. Co. to safeguard critical data and to enable the recovery of data and application in case of events such as natural disasters, system disk drive failures, espionage, data entry error, or system operation errors.

b) Purpose Of Data Backup

It is to provide guidelines and to establish the rules for the backup and storage of electronic information.

c) Guidelines

• The frequency and the extent of backup must be in accordance with the importance of the information and the acceptable risk as determined by the data owner.

• The SMSA Express Transportation Company Information Resources backup and recovery process for each system must be documented and periodically reviewed.

• A proper arrangement must be made for offsite backup storage of Information Resources.

• Physical access controls implemented at offsite backup storage location must meet or exceed the physical access controls of the source systems. Additionally backup media must be protected in accordance with the highest sensitivity level of information stored.

• A process must be implemented to verify the success of the SMSA Express Transportation Company Electronic information backup.

• Backup s must be periodically tested to ensure that they are recoverable.

• Backup tapes must have at a minimum the following identifying criteria that can be readily identified by labels and/ or a bar-coding system.

   o System Name

   o Creation Date

   o Sensitivity Classification

   o SMSA Express Transportation Company Ltd Contact Information

d) Disciplinary Actions

Violation of this policy may result in disciplinary action which may include termination for employees and temporaries; a termination of employment relations in the case of contractors or consultants; dismissal for interns and volunteers; or

suspension or expulsion in the case of a student. Additionally, individuals are subject to loss of SMSA Express Transportation Company Information Resources access privileges, civil, and criminal prosecution.

iii. IT Disaster Recovery Policy

a) Brief

It is the policy of the Company to ensure continuity of business related to Information Technology

b) Purpose Of IT Disaster Recovery

It is to define recovery objectives and to specify a set of procedures for achieving those objectives.

c) Guidelines

• This policy provides a framework for the ongoing process of planning, developing and implementing disaster recovery management for IT Services

• This policy is implemented to minimize the impact of significant incidents on SMSA Express Critical System & Services and recover from the unavailability of IT systems to an acceptable level through a combination of responsive and recovery controls

• The activities for disaster recovery management shall be coordinated by representatives from different parts of IT Services with relevant roles and job functions

• The IT Disaster Recovery Coordinator (IT DRC) is responsible for chairing the IT Disaster Recovery Planning Committee, coordinating IT disaster response and recovery, reporting on disaster response and recovery, and updating the Recovery Plan.

• The IT Infrastructure Supervisor is responsible for conducting and/or supervising testing of the IT Disaster Recovery Plan.

• The IT Disaster Recovery Planning Committee (IT DRPC or "the Committee") is responsible for developing and reviewing the IT Disaster Recovery Plan.

• The IT DB System Administrator is responsible for backing up and restoring Company data.

- Tech Support staff are responsible for various recovery tasks, such as installation and testing of replacement equipment, operations systems, applications software, communications, etc.

- Top Company Management is responsible for final approval of the IT Disaster Recovery Plan.

- All Company employees are responsible for notifying the IT DRC in the event of an actual or suspected disaster that may affect any part of the Company's IT systems, infrastructure, or assets.

iv. Loss of Power

Following procedures are followed in case of power failure.

- All major SMSA facilities are equipped to run on direct power supply from SCECO (Saudi Consolidated Electric Company).
- Generators are available at the major facilities including gateway facilities as backup power supply to power the essential equipments at the facility during power failure.
- UPS are installed as backup power supply for the security systems to work in case of total power failure. (i.e main power supply and generator both fail).
- If in case there is electricity failure from (SCECO power), the generators would be switched on to power the facility.
- There is one generator with capacity of 1000 kW on standby at the facilities.
- During working hours, facility Supervisor will take responsibility for generators.
- In case of breakdown of generator, maintenance contract is in place with vendor.
- Facility Supervisor will Contact the Administration department to address the issue.

3. Sample of Forms as listed in Appendices

3.1 Duties and Responsibilities (Job Description and Specifications)

3.1.1. Doc 4825: JD – National Manager Linehaul HUB and Gateway

Job Description and Specifications			
Position Title	National Manager Linehaul HUB and Gateway	**Position Grade**	
Department	Operations	**Location**	Gateway
Reports to	Manager Director	**Direct Reports**	Supervisor-Hub, Gateway, Line Haul & Freight Coordinators, Operations Agent
Internal Relations	Operation, HR and Admin, Finance, Sales	**External Relations**	Customs, Customers
Job Code			

Basic Function	Ensuring all International inbound and outbound shipments are processed accurately as per standard procedure while meeting all KPI goals. Fully understand, drive and promote SMSA vision, culture and values.

Key Responsibilities	
Core	• Ensure that HUB and Spoke Standard operation procedure is followed in planning the operational activities • Ensure all International inbound/outbound dispatches are done based on Origin/Destination customs compliance and regulations. • Ensure that the staffs are assigned /scheduled as per operational requirement. • Ensure that the mode of transportation stays connected to respective destinations within the desired time frame, contingencies should be arranged if any issue is observed. • Expedite the clearance of the international inbound/outbound shipments arriving at the port of entry. • Remain updated on newly developing requirements of Government agencies for various clearance aspects. • Generally maintain highest level of relationship levels with Government authorities and especially at the Dubai Customs, Abu Dhabhi Customs and Al Ghuwaifath Border. • Verify all Hub, Gateway and LH staffs are posted, trained, and coached to execute the assigned task. • Ensure the staffs are equipped with required tools to perform the job. • Respond to all relevant overseas and internal mail. • PPWK for International shipments are pre-alerted within the time frame. • Disseminate information to co staff of any amendments in regulations or process change. • Staff survey • Scan compliance • Training & Passing rate
EHS	• Ensuring that all safety related equipment and systems, particularly fire fighting, alarm, emergency lights and similar equipment are identified, listed and scheduled as part of the preventive maintenance program, and that they remain in safe & good operational condition at

	all times • Coordinating with maintenance staff concerning occupational health & Safety, and environmental management • Coordinate and Participate in the departmental EHS system activities including hazard identification, safety awareness and procedures implementation, waste management, environmental aspects identification, and EHS audits • Overseeing and monitoring all the work activities in order to make sure that work and job related hazards are identified and the work is being performed safely, following the OHS system / rules, and considering the environmental management principles • Coordinating with the Maintenance Engineer / contractor regarding the execution of the preventive/corrective maintenance activities • Actively participates in the development and implementation of EHS objectives & programs, and lead EHS audits / inspections. Take a major role in incident reporting & investigation • Participates in the emergency response plan, development, and in conducting emergency drills • Actively participates in the EHS audits / inspections. Take a major role in incident reporting & investigation • Coordinate and participate in the paper and other recycling programs, communication & management • Planning and supervising the EHS awareness and training activities and ensuring competence of all personnel • Supervising the EHS internal audits, inspections, and corrective / preventive actions effectiveness
HR / Administrative	• Ensure collective high standards of performance from the team, communicating/ allocating work requirements, priorities, expectations, and responsibilities. • Guide/train team members on work procedures and systems. Motivate team members to create a productive and cordial atmosphere that meets deadlines and achieves objectives. • Efficiently utilize available resources (manpower/assets) through careful planning and scheduling.
Finance	• Manages the annual operating budget for the Hub, Gateway and Line haul Section within the predetermined parameters as specified by the company.

Key Performance Indicators (KPIs)

• Abide by the goal setting forms (Individual KPI'S) of the current financial year

Qualification

Experience & Experience	•Bachelor's Degree (Preferred specialization in their field of work). (Those in finance/ accounting jobs must be a CPA or equivalent.),. At least five (5) years of relevant work experience, 2 years of which should be in managerial capacity, preferably in the same industry. **or** •Diploma, certificate courses with over 8 years industry experience of which at least 2 years has been in management position **or** •Diploma, certificate courses with over 10 years industry experience of which at least 4 years has been in Supervisory position *Note: Industry Experience wherever its applicable

Competencies - Professional & Technical

Professional :

- Conflict Management (Level 3)
- Resource Management (Level 3)
- Stress Management (Level 3)
- Initiative (Level 3)
- Team Leadership (Level 4)
- Change Leadership (Level 3)
- Planning & Organizing (Level 3)
- Teamwork (Level 4)

Competencies – EHS

- Knowledge of basic environment health and safety requirements
- EHS corporate objectives awareness
- Awareness of EHS requirements in the QEHS management systems
- Have attended EHS awareness training (if applicable)
- Awareness of Environment Health & Safety incident reporting

Date of Release _____

Prepared by:	Reviewed by:	Approved by:	Endorsed by:
	HOD	HRD	MD/CEO
Updated by:	**Date:**	**Approved by:**	**Date:**
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Employee Name:

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

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

Signature:	Date:
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3.1.2. Doc 4662: JD – Regional Manager Gateway

Job Description and Specifications			
Position Title	Regional Manager - Gateway	**Position Grade**	
Department	Operations	**Location**	Gateway
Reports to	National Manager – Gateway, Hub & LH	**Direct Reports**	Supervisor Clearance
Internal Relations	Operations Sales	**External Relations**	Custom Officials Customer
Job Code			
Basic Function	Ensuring all shipments arriving into Saudi territory to be cleared from customs and handed over to the respective hubs as per standard procedures and within the assigned time frame. Fully understand, drive and promote SMSA vision, culture and values.		

Key Responsibilities

Operations	• Expedite the clearance of the international inbound shipments arriving at the port of entry. • Ensure release of confiscated shipments from customs by expediting arrangement of all the required documentations involved. • Verify shipments arrive to the warehouse with the required documentation. • Remain updated on newly developing requirements of Government agencies for various incoming items. • Generally maintain highest level of relationship levels with Government authorities and especially at the KKA, Causeway, Batha Border. • Reduce the Cage Dual Time (CDT) to zero by increasing the service levels. • Solve long held customs shipments by directly coordinating with the shipper, consignee, and the customs officials • Ensure all products are stored safely as per instructions until custom procedures are met and release letter is obtained. • Ensure custom duty payment via "Bayan" by following up with finance department to expedite custom duty payment within 48 hours of deduction time. • Coordinate the work activities within the facility answers questions and provide guidance in solving work problems. • Disseminate information to the Hub Manager and co staff of any amendments. • Achieve attend Training & Passing rate • Survey (Staff/Customer) • Maintain lost/Damage shipment/Dwell time rate • Maintain Saudization
HR / Administrative	• Exercise day-to-day control of staff, authorizes Vacation, Overtime, disciplinary action etc. to achieve team goals / targets. • Monitor and control overall team performance by reviewing regularly the day to day performance information through meetings, reports, walkthroughs and observations.

Finance	• Authorized to sign on the payment cheque for custom duty. • Manage and update financial funds with Finance and related departments to ensure enough funds with a high control implementation.
EHS	• Ensuring that all safety related equipment and systems, particularly fire fighting, alarm,, emergency lights and similar equipment are identified, listed and scheduled as part of the preventive maintenance program, and that they remain in safe & good operational condition at all times • Coordinating with maintenance staff concerning occupational health & Safety, and environmental management • Coordinate and Participate in the departmental EHS system activities including hazard identification, safety awareness and procedures implementation, waste management, environmental aspects identification, and EHS audits • Overseeing and monitoring all the work activities in order to make sure that work and job related hazards are identified and the work is being performed safely, following the OHS system / rules, and considering the environmental management principles • Coordinating with the Maintenance Engineer / contractor regarding the execution of the preventive/corrective maintenance activities • Actively participates in the development and implementation of EHS objectives & programs, and lead EHS audits / inspections. Take a major role in incident reporting & investigation • Participates in the emergency response plan, development, and in conducting emergency drills • Actively participates in the EHS audits / inspections. Take a major role in incident reporting & investigation • Coordinate and participate in the paper and other recycling programs, communication & management • Planning and supervising the EHS awareness and training activities and ensuring competence of all personnel • Supervising the EHS internal audits, inspections, and corrective / preventive actions effectiveness

Decision-Making

Key Performance Indicators (KPIs)

• Abide by the goal setting forms (Individual KPI'S) of the current financial year

Qualification

Education	Bachelor's Degree
Experience	5 years (Overall) 2 years (Relevant)

Competencies - Professional & Technical

- Conflict Management (Level 3)
- Resource Management (Level 3)
- Stress Management (Level 3)
- Initiative (Level 3)
- Team Leadership (Level 4)
- Change Leadership (Level 4)
- Planning & Organizing (Level 3)
- Decision making (Level 3)
- Team work (Level 4)
- Arabic / English - Speak / Read / Write(Advanced)
- MS Office. (Advanced)
- Internal Applicant - SMSA Operating System - Scans, Trace, Manifest, Booking, SMSA reference guide (SRG) etc. (Advanced)
- Route Planning Skills (Advanced)
- Management Training Skills (Advanced)
- Knowledge of Customs Procedure Documentation (Advanced)

Competencies – EHS

- Knowledge of basic environment health and safety requirements
- EHS corporate objectives awareness
- Awareness of EHS requirements in the QEHS management systems
- Have attended EHS awareness training (if applicable)
- Awareness of Environment Health & Safety incident reporting

Date of Release _____

Prepared by:	**Reviewed by:**	**Approved by:**	**Endorsed by:**
	HOD	**HRD**	**MD/CEO**

Updated by:	**Date:**	**Approved by:**	**Date:**
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Employee Name:

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

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

Signature:	**Date:**
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3.1.3. Doc 4673: JD – Supervisor Gateway

Job Description and Specifications			
Position Title	Supervisor - Gateway	**Position Grade**	
Department	Operations	**Location**	Clearance Points
Reports to	Gateway Manager	**Direct Reports**	Clearance Coordinator Clearance Handler
Internal Relations	Operations	**External Relations**	Custom Officials Customer
Job Code			

Basic Function	Supervising the process of clearance-to-manage, as well as follow-up to all gateways and clearance in the kingdom. Fully understand, drive and promote SMSA vision, culture and values.

Key Responsibilities	
Operations	• Expedite the clearance of the international inbound shipments arriving at the port of entry. • Ensure release of confiscated shipments from customs by expediting arrangement of all the required documentations involved. • Minimize the number and time of caged shipments to increase the service levels. • Solve the long-held customs shipments by directly coordinating with the shipper and consignee plus the customs officials • Coordinate the work activities within the facility; answer questions, and provide guidance in solving work problems. • Passing on information to the Hub Manager and company staff of any amendments. • Training & Pass marks • Staff Survey
Finance	• Manage and update the financial funds with finance and related departments to ensure enough funds available.
Organizational Responsibilities	• Assist Clients by answering questions customer's related to government rules and regulation on different products.

Key Performance Indicators (KPIs)
•   Abide by the goal setting forms (Individual KPI'S) of the current financial year

Qualification

Education	Bachelor's Degree
Experience	5 Years (Overall) 2 Years (Minimum)

Competencies - Professional & Technical

- Creative Thinking (Level 3)
- Resource Management (Level 3)
- Stress Management (Level 3)
- Initiative (Level 3)
- Team Leadership (Level 4)
- Teamwork (Level 4)
- Change Leadership (Level 3)
- Planning & Organizing (Level 3)
- Decision Making (Level 3)
- Conflict Management (Level 3)
- Arabic / English - Speak / Read / Write-(Intermediate)
- MS Word, Excel, Email / Internet Search etc. (Advance)
- Internal Applicant - SMSA System - Scans, Trace, Manifest, Booking, SMSA reference guide (SRG) etc. -(Advance)
- Knowledge of Customs Procedure Documentation-(Intermediate)
- Handling Customer Compliant Skills-(Intermediate)

Competencies – EHS

- Knowledge of basic environment health and safety requirements
- EHS corporate objectives awareness
- Awareness of EHS requirements in the QEHS management systems
- Have attended EHS awareness training (if applicable)
- Awareness of Environment Health & Safety incident reporting

Date of Release _____

Prepared by:	Reviewed by:	Approved by:	Endorsed by:
	HOD	HRD	MD/CEO
Updated by:	**Date:**	**Approved by:**	**Date:**
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Employee Name:

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

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

Signature:	Date:
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3.1.4. Doc 4645: JD – Operations Agent Gateway

Job Description and Specifications			
Position Title	Operations Agent - Gateway	**Position Grade**	4
Department	Operations	**Location**	Gateway
Reports to	Supervisor - Gateway	**Direct Reports**	Handlers
Internal Relations	Operations	**External Relations**	None
Job Code			

Basic Function	Generating reports, collecting data, and all other administrative duties within station. Fully understand, drive and promote SMSA vision, culture and values.

Key Responsibilities

Core	• Sort, scan, and manifest shipment for held, incomplete shipments. • Perform Gateway In scans for inbound package when receiving shipment. • Perform late receive scan for all late arriving shipments. • Enter information in system. • Perform Stat 66 (GTW – Release) scans for outbound shipments going to Hub. • Perform a tally between station inbound package scan vs. packages in Van. • Performing necessary versus reports to ensure all shipments passing through gateway are having appropriate scans. • Passing rates on training exams • Attending training • Staff survey • Lost, damage, dwell time shipments
EHS	• Participate in the departmental EHS system activities including hazard identification, safety awareness and procedures implementation, waste management, environmental aspects identification, and EHS audits • Actively participates in the development and implementation of EHS objectives & programs • Participates in the emergency response plan • Actively participates in the EHS audits / inspections. Take a major role in incident reporting & investigation • Participate in the paper and other recycling programs

Key Performance Indicators (KPIs)

• Abide by the goal setting forms (Individual KPI'S) of the current financial year

Qualification

Education	Bachelor's Degree or Diploma Valid Driver's License - Motor / Truck Knowledge of Safe Driving
Experience	3 years (Relevant)

Competencies - Professional & Technical

- Resource Management (Level 2)
- Stress Management (Level 2)
- Initiative (Level 3)
- Teamwork (Level 2)
- MS Word, Excel, Email / Internet Search etc. (Intermediate)
- Internal Applicant - SMSA Operating System - (Advance)
- Handling Customer Compliant Skills-(Intermediate)
- Customs Knowledge- (Intermediate)

Competencies – EHS

- Knowledge of basic environment health and safety requirements
- EHS corporate objectives awareness
- Awareness of EHS requirements in the QEHS management systems
- Have attended EHS awareness training (if applicable)
- Awareness of Environment Health & Safety incident reporting

Date of Release _____

Prepared by:	Reviewed by:	Approved by:	Endorsed by:
	HOD	**HRD**	**MD/CEO**

Updated by:	Date:	Approved by:	Date:
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Employee Name:

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

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

Signature:	Date:
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3.1.5. Doc 4664: JD – Senior Handler Gateway

Job Description and Specifications			
Position Title	Senior Handler - Gateway	**Position Grade**	2
Department	Operations	**Location**	Gateway Facility
Reports to	Supervisor - Gateway	**Direct Reports**	None
Internal Relations	Operations	**External Relations**	None
Job Code			

Basic Function	Loading, offloading, sorting shipments at clearance points. Fully understand, drive and promote SMSA vision, culture and values.

Key Responsibilities	
Core	• Offload shipment from the inbound vehicle at the clearance point. • Sort shipment by pieces and Airway bill number. • Open cartons in front of customs officials. • Load shipments into SMSA vehicles. • Transport the confiscated shipments to the allocated storage place. • Lost, damage ,incomplete shipments • Staff survey
EHS	• Coordinate and Participate in the departmental EHS system activities including hazard identification, safety awareness and procedures implementation, waste management, environmental aspects identification, and EHS audits • Actively participates in the development and implementation of EHS objectives & programs • Participates in the emergency response plan • Actively participates in the EHS audits / inspections. Take a major role in incident reporting & investigation • Coordinate and participate in the paper and other recycling programs

Key Performance Indicators (KPIs)
• Abide by the goal setting forms (Individual KPI'S) of the current financial year

Qualification	
Education	HS Diploma/Certificate/ College Level
Experience	Must meet the minimum work experience required by the job

Competencies - Professional & Technical
• English - Speak / Read / Write- (Intermediate) • Internal Applicant - SMSA Operating System - Scans, Trace, Manifest, Booking, SMSA reference guide (SRG), etc. (Intermediate) • MS Office (Beginner) • Handling Customer Compliant Skills-(Intermediate) • Teamwork (Level-2) • Adaptability (Level-2)

Competencies – EHS
Knowledge of basic environment health and safety requirements EHS corporate objectives awareness Awareness of EHS requirements in the QEHS management systems Have attended EHS awareness training (if applicable) Awareness of Environment Health & Safety incident reporting

Date of Release _____

Prepared by:	Reviewed by:	Approved by:	Endorsed by:
	HOD	**HRD**	**MD/CEO**

Updated by:	Date:	Approved by:	Date:
---	---	---	---

Employee Name:

I hereby confirm my utmost commitment in fulfilling all the requirements including above and any amendment to this document. Management reserves the right to amend the Job description at any time without prior notice.

Signature:	Date:
---	---

3.2 Other Documents listed in Appendices

3.2.1. Doc 5874: Emergency Contact List – KFIA

Incidents are to reported correctly and accurately to the right person at the right time, this form is created to ensure those informations are received by the buyer designated contact person, this form have to be accomplished and updated regularly by the Line Managers.

Date Created: _____ Jun 01 2022

Location: _____ SMSA KFIA Clearance

Buyer Incidents Contact Details:

No.	Company Name (Buyer)	Primary Contact person (Buyer)	Position (Buyer)	Contact Number	Back Up Person (Buyer)	Position (Buyer)	Contact Number
1	GACA	Murad Al Refai	ADMN in Charge	0556555450			
2	DACO	Sami Al Bassam	Cargo Analyst	0508888115	Fahad Al Sheikh		0506220058
3	Customs	Turki Al Rqie	Security in charge	0541270790			
4							
5							
6							
7							
8							
9							
10							

Local Service Provider Incident Contact Details:

No.	Company Name (Buyer)	Primary Contact person (Buyer)	Position (Buyer)	Contact Number	Back Up Person (Buyer)	Position (Buyer)	Contact Number
1	SMSA Express	Faisal Othman	Ops Suprvsr	0594692871			
2	SMSA Express	Abdullah Al Rannakh	Security	0530315556	Rashed Al Wesmi	Security	050278821
3	SMSA Express	Hyder Al Bodress	Clr Suprvsr	0594692840			
4	SMSA Express	Hattan Mahfouz	Ops Suprvsr	0580035180			
5							

Created by: Name & Signature	Noted by: Name & Signature
Hattan Mahfouz	Ahmed Baramy
Position: Ops Supervisor	Position: Manager GTWs
Date: Jun 01 2022	Date: Jun 01 2022

Incidents are to reported correctly and accurately to the right person at the right time, this form is created to ensure those informations are received by the buyer designated contact person, this form have to be accomplished and updated regularly by the Line Managers.

Date Created: _____ Jun 01 2022

Location: _____ SMSA KFIA Clearance

Buyer Incidents Contact Details:

No.	Company Name (Buyer)	Primary Contact person (Buyer)	Position (Buyer)	Contact Number	Back Up Person (Buyer)	Position (Buyer)	Contact Number
1	GACA	Murad Al Refai	ADMN in Charge	0556555450			
2	DACO	Sami Al Bassam	Cargo Analyst	0508888115	Fahad Al Sheikh		0506220058
3	Customs	Turki Al Rqie	Security in charge	0541270790			
4							
5							
6							
7							
8							
9							
10							

Local Service Provider Incident Contact Details:

No.	Company Name (Buyer)	Primary Contact person (Buyer)	Position (Buyer)	Contact Number	Back Up Person (Buyer)	Position (Buyer)	Contact Number
1	SMSA Express	Faisal Othman	Ops Suprvsr	0594692871			
2	SMSA Express	Abdullah Al Rannakh	Security	0530315556	Rashed Al Wesmi	Security	050278821
3	SMSA Express	Hyder Al Bodress	Clr Suprvsr	0594692840			
4	SMSA Express	Hattan Mahfouz	Ops Suprvsr	0580035180			
5							

Created by: Name & Signature	Noted by: Name & Signature
Hattan Mahfouz	Ahmed Baramy
Position: Ops Supervisor	**Position:** Manager GTWs
Date: Jun 01 2022	**Date:** Jun 01 2022

Figure 1: Emergency Contact List – KFIA

3.2.2. Doc 5887: Authority Matrix Marketing

Brief	This policy is design to define the approval workflows and authority level of Marketing department.
Purpose	To ensures that the correct individuals are involved in decision making at the appropriate time.
Persons Affected	All departments in KSA / IBU
Procedure:	The below authority matrix provides the rules for routing an approval task through Marketing process based on the different conditions. (see table below)
General	• Any exception to this policy must be approved by the Director Sales & Marketing.

Particulars	Marketing Manager	Director Sales & Marketing	Managing Director	CEO
Social Media Posts	x	x		
Website Editing	x	x		
Artwork / Visual Designs	x	x		
Presentations	x	x		
Press Release	x	x	x	x
Advertising	x	x	x	
Copy Writing	x	x		
Merchandising Gifts	x	x	x	
Marketing Research	x	x		
Packaging Materials	x	x		
Marketing Campaigns	x	x	x	

Figure 2: Authority Matrix Marketing

3.2.3. Doc 2030: Investigation Policy

|	
Brief	To provide clear guidelines on investigation.
Purpose	To ensure fair and consistency in investigations. To ensure investigations are carried out to the highest standards.
Scope	**This procedure applies to all employees.**
Responsibilities	Director QRM will review all investigations and recommendations carried by the Safety and Security Managers/Executives, to ensure they meet the SMSA standards. HR together with the relevant Manager will make the final decision in relation to an investigation. The employee has the right to appeal on the decision within five days of being informed, which he must make in writing. On the advice of QRM it is the responsibility of Line Manager to ensure all salaries are put on hold and any company documents/property held by the employee is collected. Depending on the circumstances, the investigation may result in an employee being suspended. In these circumstances the Line Managers, HR Managers and QRM can suspend an employee. Payroll will ensure that deductions are made to an employee's salary if it is deemed necessary, as recommended by QRM and approved by HR and the department head. All investigations / decisions will be carried out in accordance to the Local Labour Law.
Guidelines	QRM investigations will include, but not be limited to: Dishonesty, forgery, lost shipments, physical assaults, cash shortages, serious breach of company policies, any incident relating to the Police, serious accidents, incidents relating to confidentiality, bribery etc. In cases of dishonesty all Managers are advised that they must not approach or question a suspect member of staff themselves. They must not interfere, move or tamper with any evidence or shipment items found concealed. The immediate priority must be to call the QRM Department Hotline. SMSA HQ 463-3999 ext. or

Director QRM/Safety and Security Manager direct. Follow the advice given. (See Hotline & Reward Policy)

All Managers have a responsibility to prevent the likelihood of staff dishonesty. If procedures are lax certain type of persons will take every opportunity to steal cash or shipment.

All investigations must be reported using the investigation system. All investigations reported to QRM would be logged on the system and the following process follows on the investigation system. Access to the investigation system would be provided to all departments by QRM.

Once QRM receives an incident, an investigation will be carried out.
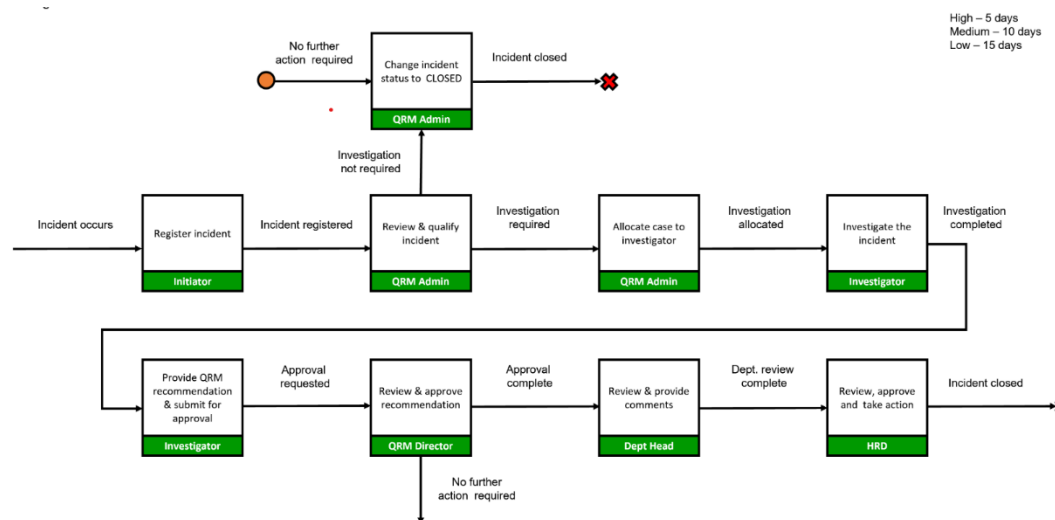
All incidents raised for investigation would be reviewed by the QRM analyst. The analyst will qualify the incident for further process or rejection. An investigator would be assigned for each investigation. QRM has a dedicated team of investigators to deal with the investigations.

The SLA to address each investigation would be prioritized based on the following criteria: Any overdue would result in escalations.

Service Level Agreement (SLA) –
*Business days

PRIORITY		INITIATOR	QRM ADMIN	INVESTIGATOR	QRM DIR	DEPT HEAD	HRD	
	LOW	1 day Not counted	*2 days	*15 days	*1 day	*2 days	*2 days	Total 22 days
	MED	1 day Not counted	*2 days	*10 days	*1 day	*2 days	*2 days	Total 17 days
	HIGH	1 day Not counted	*2 days	*5 days	*1 day	*1 day	*2 days	Total 11 days
ESCALATION			QRM Dir	QRM Dir CC: QRM Admin		MD QRM Dir	MD QRM Dir	

PRIORITY Criteria –

LOW	MEDIUM	HIGH
• Low value lost shipment • Burglary • Accepting gifts from supplier • Cash outstanding (< SR550) • Cash theft (< SR500) • Criminal Damage • Damage to property • Fuel theft • Shipment theft • Vehicle accident • Verbal assault • Others	• Robbery • Customer physical assault • Fire • Forgery • Prohibited items • Sexual harassment	• High value lost shipment • Key account customer • Governmental issue • Staff theft (> SR500) • Alcohol & drugs • Bribery • Cash outstanding (> SR550) • Cash theft (> SR500) • Health & safety

During the investigation evidence will be gathered. Once all the evidence has been gathered the suspected staff will be interviewed by QRM. This interview will be in a form of a Question-and-Answer format, or a Statement using the Investigation / Disciplinary Interview Form. This form would then be uploaded as an attachment to the relevant investigation.

After the interview QRM may need to take further statements etc. to clarify the investigation prior to submitting their report and recommendations to the line manager. An Investigation Report would be generated by the system automatically. The report will include QRM recommendations and conclusions. These recommendations also include any deduction in salary for any loss that SMSA may have incurred.

QRM may also advice line Manager if the staff to be suspended and his salary put on hold and notify relevant departments.

All investigations will be coordinated with the relevant Line Manager/Head of Department, unless it undermines/affects the investigation.

Based on the QRM recommendation the relevant Line Manager/Head of Department together with HR will make a decision on the outcome of the investigation. In the event of a disagreement between the departments, the next level of Management up to the Managing Director will make the final decision. All of the decisions would be logged on the investigation system.

The employee has the right to appeal on the decision within five days of being informed, which he must make in writing.

Depending on the seriousness of any investigation, the case will be reported to the relevant authorities (i.e., Police, Ministry etc.)

Reports of all investigations carried out by QRM can be provided upon request to the relevant departments.

3.2.4. Doc 3743: Business Continuity Policy

Business Continuity Policy Statement

SMSA is committed to developing Business Continuity Management ("BCM") based on international standard ISO 22301:2019. The aim of this policy is to protect the interests of SMSA and its customers by establishing a resilient operational framework, which proactively ensures SMSA's ability to prepare and respond appropriately to anticipated risks identified within the context of organization and any unexpected potential disruptive challenges, while maintaining customer safety and security.

We strive to develop a BCM system to improve SMSA-wide resilience in the event of significant business disruption. We will ensure that our business continuity initiatives are in line with our overall strategy and that business continuity good management practices are embedded within our strategic & operational framework, in order to continually improve. We will prepare and maintain Business Continuity Plans ("BCP") to ensure that we can regain operational capability and continue to deliver our critical products and services, so far as it is reasonably practicable, when faced with an emergency. Towards this the key principles to which SMSA commits, are:

- Delivering appropriate governance in managing the BCMS.
- Following the Business Continuity Institute (BCI) 'Good Practice Guidelines' and alignment to ISO 22301:2019 in developing and maintaining Business Continuity strategies and plans.
- Performing business impact analysis to identify our prioritized business processes along with key dependencies, and ensuring adequate controls in order to fulfill our business, regulatory, legal compliance requirements with regards to business continuity.
- Providing adequate resources to achieve delivery of the Business Continuity Management System.
- Providing appropriate education and training in Business Continuity Management to all personnel to increase their awareness and to enable them to understand their roles and responsibilities.
- Embedding Business Continuity Management as an integral part of SMSA's operations and good management practices.
- Developing procedures to assess the effectiveness of Business Continuity plans and carry out testing and exercises regularly, based upon pertinent scenarios.

All employees of SMSA are committed to the business continuity programs for its continual development and improvement. This policy is reviewed on a regular basis.

Engr. Majed Alesmail
Managing Director

Figure 3: Business Continuity Policy

3.2.5. Doc 5731: Fire evacuation procedure for KFIA

This premise is equipped with smoke detection, heat detection, fire hoses and fire extinguishers.

ON HEARING THE CONTINUOUS SOUND OF THE ALARM, ALL PERSONNEL MUST, CO-OPERATE WITH THE FIRE MARSHALL AND/ OR CHIEF FIRE MARSHALL, AND EVACUATE THE PREMISES IN AN ORDERLY MANNER USING THE NEAREST FIRE ESCAPE ROUTE WITHOUT DELAY - REGARDLESS OF THEIR POSITION WITHIN THE ORGANISATION.

CHIEF FIRE WARDEN RESPONSIBILITIES
It is the responsibility of the Chief Fire Warden to ensure that the Fire Brigade have been informed and will liaise with the Fire Marshalls at the back of the building, to ensure the building has been completely evacuated. It must be noted that only the Chief Fire Warden and /or the Fire Brigade can give permission for staff to re-enter the premises. The Chief Fire Warden is also responsible for giving the Fire Brigade the company information pack which has the following contents: Plan of the building detailing electrical cut off points and locations of all fire fighting appliances.

CHIEF FIRE WARDEN	DEPUTY CHIEF FIRE WARDEN	DUTY RESPONSIBILITIES
Faisal Othman 0594692871	Haidar Al-Bodrees 0594692840	Responsible for ensuring that all Fire Marshalls have reported whether their area is clear or not

FIRE MARSHALL RESPONSIBILITIES
Fire Marshalls are to check their designated area(s) and ensure that all personnel have evacuated the building. Once checks have been made they must immediately proceed to Chief Fire Warden to confirm that their area is clear and then proceed to the designated assembly points.

Section	Fire Marshall	Deputy Fire Marshall	Areas to clear
Ground Floor	Shammy Joseph 0550608909	Yaser Arafath Kannu 0594692834	Ground Floor offices/ Toilets
1rd Floor	Syed Maqdoom 0506118390	Maher Poovathan 0583065742	1st Floor offices/ Toilets

ON DISCOVERING A FIRE
Sound the fire alarm at one of the break glass alarm boxes. These are marked red boxes and situated near all fire exits explaining actions to be taken in case of fire.

The fire alarm can also be activated automatically by ceiling mounted smoke and heat detection units. Only tackle small fires with fire fighting equipment (extinguishers/fire blanket) if you have received the necessary training and you feel confident that you will not be putting your own safety in danger.   You must ensure that if you do use a fire extinguisher it must be suitable for the type of fire encountered. This information can be obtained from the fire extinguisher itself or from the sign situated above the extinguisher.

ON HEARING THE ALARM

The Chief Fire Warden will take full charge of the evacuation and ensure that adequate emergency assistance has been sought.

All staff and visitors in the building must leave the premises by the nearest available fire exit and proceed in an orderly manner to their designated assembly point:

All staffs to assemble at the point near to gate security room.

Staff/visitors **MUST NOT**:

• **Stop to collect personal belongings**
• **Re-enter the building without permission from the Chief Fire Warden / Fire Brigade**

Fire Marshals will ensure that areas within their remit have been fully evacuated and that all doors and windows are closed.

Staff not in their own department must leave the building at the nearest exit and report to their Fire Marshall.

If it is safe to do so, staff should switch off all equipment and machinery if there is no risk to personal safety.

FIRE MARSHALL RESPONSIBILITIES

• Ensure that all employees under your control have left the building
• Ensure that employees do not delay to collect personal belongings or for any other reason
• Ensure if it is safe to do so, that all doors and windows that can be closed, are closed to limit the spread of fire
• Ensure if it is safe to do so, that all machines that can be isolated can be switched off
• Check toilets, offices and storerooms etc. in your remit area
• Report to the Chief Fire Warden once area is clear
• Ensure that nobody re-enters the building until you are authorised by the Chief Fire Warden/Fire Brigade
• Designated Fire Marshalls to divert incoming traffic and ensure road remains unblocked and free of pedestrians for arrival of Fire Brigade
• Report subsequently on the usage of extinguishers to Chief Fire Warden. It is essential that they are filled or replaced after use

CLOTHING ON FIRE

If clothes catch fire the following procedure must be followed:
- Drop the casualty to the ground
- Wrap the casualty tightly in a coat, blanket or heavy fabric
- Roll the casualty along the ground until the flames have been smother

TESTING

FIRE ALARMS

The **fire alarm will be tested EVERY WEDNESDAY between 8.00am – 8.30am** Staff will hear the continuous sound of the alarm for not more than twenty seconds – if the sound of the alarm continues after this period of time, then staff MUST treat this as an emergency and proceed to their assembly point.

The fire alarm is also tested and serviced on a six-monthly basis and records will be duly kept by the Administration Dept.

EVACUATION TESTS:

Evacuation drills will take place at yearly intervals. The test results will be recorded and records duly kept.

EXTINGUISHERS:

All extinguishers will be checked and tested by an external company on an annual basis.
Any extinguisher that is discharged must be reported to the QRM Dept/Admin immediately.

3.2.6. Doc 79: First aid & Medical Emergency

Brief	SMSA Express Trans. Co. will provide and maintain First aid supplies/kits.
Purpose	To provide first aid practices for medical emergencies involving anyone present or on company premises.
Scope	This policy applies to all employees and potential employees.
Responsibilities	Safety and Security Executive: Maintains supplies in first aid kits and documentation relating to accidents, "near misses" and illnesses at the Company. Note: If a Safety and Security Executive is not assigned to the location then it is the location Manager's responsibility to maintain the supplies and documentation.
Guidelines	MAINTAINING MEDICAL SUPPLIES: Each office of the company will maintain one or more first aid kits, located where they may be easily reached in case of an emergency. The Safety and Security Executive/Manager of the location is responsible for the supplies contained in each first aid kit, and each employee of the office is responsible for knowing the location and contents of each kit. In some locations, stretchers are available. MEDICAL ASSISTANCE: The Safety and Security Executive or Line Manager (delegated responsible person) is responsible for the summoning of medical assistance in the event of a serious illness or injury suffered by an employee, customer or any other person on the company's premises. If a customer is injured on company's premises and the injuries or illnesses of a questionable seriousness, an ambulance service shall be summoned to transport the employee, customer or other person to a medical facility for examination.

	Trained first aiders are present in all locations, and are responsible for giving first aid. List of certified first aiders are posted on the notice boards. Where applicable, the ratio of first aiders to employees is 1:50.

Any injury or illness occurring on SMSA's premises and requiring immediate medical attention on the part of any employee, customer or other person must be documented on an Incident Report by the Safety and Security Executive/Manager within 24 hours of the event, and a copy forwarded to QRM. |
| **Related Documents** | Please refer to the following documents in conjunction with this policy:

Health and Safety Policy (Doc. No. 80)
Fire Safety Policy (Doc. No. 2624)
No Smoking Policy (Doc. No. 88) |

3.2.7. Doc 4160: Spill Management and Control procedure

Purpose

To support addressing loss of liquid containment resulting in measurable and reportable releases to the environment, with the aim to control or reduce the incidence of unplanned loss of containment and prevent contamination of the atmosphere, or the land

Scope

This procedure shall be applicable to SMSA Healthcare facilities and offices.

Responsibility

HC project manager/EHS MR is responsible for maintaining this procedure.

The maintenance manager is responsible to implement this procedure.

Other personnel including the EHS committee members are responsible to assist in the follow up and implementation of this procedure.

Definitions

Spill: Unplanned release of a liquid chemical or hazardous waste to the environment. This may result as:

- Tank or tank components such as gate valve failure (e.g., Diesel tank);

- Incorrect operations during filling up;

- Drum rupture (e.g., lubrication oil drums)

- Damage to liquid pharmaceutical / medicine container / packages

- Lack of planning during maintenance or remedial work;

SAMACO: Safety Management and Control Program. Preventive maintenance for safety critical functions based on Item lists, maintenance procedures, and time schedules/intervals as defined for the site. The program is documented and records are kept.

Inspection: Action to determine and assess the actual condition of a system

Preventive Maintenance: Action to determine and assess the actual condition of a system, to prevent its failure, and to ensure that it will continue working as per its design

Components

1. Check for contamination of clothing, footwear and skin.

2. Call HC project manager and inform EHS committee members

3. Try to immediately stop any leak. If the spilled material has a potential to cause fire, then immediately follow the Fire management Instructions

4. Wear appropriate PPE protective clothing, particularly protective shoes and gloves

5. Obtain and set up disposal bags / other container to allow easy discarding of contaminated clean -up materials.

6. Obtain the available disposal kits/spill kits available at site

7. Try bonding the area to stop the spread. Use absorbent materials to surround and stop the spread of the spilled liquid. If this material is not enough, use sand / soil to surround the spilled liquid

8. Place the absorbent material / soil into the obtained containers

9. If needed, and if the quantity of the spilled material is large (in case of diesel spilled in the containment volume around the tank), the use a pump to transfer the liquid into another tank

10. In the case of sand and soil, all contaminated material shall be removed down to the maximum level of penetration and discolouring. Ensure that the surrounding area is cleaned up

11. Ensure that all tools used for clean up are decontaminated. Appropriately dispose of contaminated clean-up materials in a clearly marked disposal bag.

12. Treat all disposable materials and collected liquids as hazardous waste

13. All breaks in containment resulting in leaks or spills will be reported using the incident reporting form and procedure. A detailed report of the incident and clean up shall accompany the incident report.

14. Conduct CAPA process. Ensure that the affected component is part of SAMACO in the future and that preventive maintenance will be followed to prevent re-occurrence of this accident.

RECORDS

- Incident reporting form
- Spill report

3.2.8. Doc 4152: Dangerous Goods Management Procedure

Purpose

The purpose of this procedure is to define the requirements of SMSA management of hazardous substances and dangerous goods in the workplace to minimise affects to health and safety from exposure and reduce the impact on the environment. The procedure summarises labelling, material safety data sheets (MSDSs), risk assessment requirements, storage and disposal system.

Scope

All SMSA operational facilities.

DEFINITIONS

Hazardous Substance A substance that has the potential to harm the health of persons, or to cause a serious damage to the environment. It can be a single chemical entity, or a mixture. Dangerous goods are identified on the **basis of immediate physical or chemical effects that may impact on people, property or the environment – explosive, flammable, corrosive, chemically reactive, highly combustible, acutely toxic, radioactive or infectious**

Material Safety Data Sheet(MSDS): A document that describes the properties and uses of a substance through identity, chemical and physical properties, health hazard information, and precautions for use and safe handling information.

Hazard is a source of, or situation that has the potential to, harm a person, the environment or damage property.

Label means a set of information on a container which identifies the substance in the container, identifies whether the substance is hazardous and provides basic information about the safe use and handling of the substance

Risk is the probability (likelihood) of harm or damage occurring from exposure to a hazard, and the severity / consequences of that harm or damage

<u>Responsibilities</u>

Department Heads / Store / Warehouse Manager:

- keeping the DG register and MSDSs up to date

- identifying hazardous substances and dangerous goods and completing risk assessments

- providing appropriate information to workers in relation to hazardous substances and dangerous goods

- implementing appropriate risk control measures in consultation with workers in keeping with the Hierarchy of Control.

- conducting investigations of incidents involving hazardous substances or dangerous goods

- reporting any notifiable incidents involving hazardous substances.

All staff:

- using control measures and any other actions designed to protect the environment, health and safety

- participating in the development of appropriate risk control measures for hazardous substances and dangerous goods in keeping with the Hierarchy of Control.

- reporting any incident involving a hazardous substance or a dangerous good.

Requirements

MSDS

MSDS's are required for all chemicals, including hospital and pharmaceutical supplies, that are deemed hazardous.. MSDS's must be obtained for all chemicals in use or stored.

MSDS shall be readily available to personnel using the substances with information on chemicals in a form that is easily understood by the user

Up to date MSDS shall be obtained from the supplier. Contracts for the supply of hazardous substances to the Company must include provision for the supplier to supply the appropriate MSDS

Dangerous Goods Register

Hazardous substances used at all workplaces must be identified listed on a register Dangerous Goods Register" which belongs to the facility.

This register should also state dangerous goods status/class of any of these substances as well as maximum quantities and location. The register should be current at all times and should be updated when new substances are introduced to the company.

The register should also include notation of simple risk assessments which have been conducted on hazardous substances.

Labelling

All containers containing any DG substance must be labelled appropriately. MSDS's will provide the information required for labelling.

All containers should be clearly labelled including any risks or significant hazards posed by the substance. Other details should include; directions for use, first aid and emergency requirements, expiry date, manufacturer's details. Identification information must be noted including, product name, chemical name, UN number and ingredients and formulation details (where relevant).

Requirements for the storage of all Dangerous Goods

The area where dangerous goods are stored should be:

- Well ventilated and well lit.

- Separated from ignition sources.

- Secured from the public.

- Protected from temperature fluctuations and direct sunlight.

- Secondary containment (e.g. spill trays) should be considered for dangerous liquid goods stored outside of a chemical storage area.

- Each class of dangerous goods should be segregated by a physical barrier. More detailed information is available from the MSDS.

- Shelves used for storage should be constructed of chemically resistant materials

- shelving systems must be designed to hold the maximum holding capacity of the chemical containers;

- solid chemicals should preferably be stored on upper shelves above liquid chemicals;

- shelves should have raised edges to reduce the likelihood of dislodging.

- dangerous chemicals should be stored at easily accessible heights (e.g. 1.5 m from the floor)

- chemicals should not be stored in direct sunlight.

Disposal

Disposal shall follow the SMSA "Waste Management "Procedure.

In general, MSDS's should be viewed to determine the most appropriate means of disposal. All substances no longer required are to be removed from the site by a licensed operator for disposal, as per Environment Protection Authority (NCEC) guidelines.

Emergency Preparedness and Response

Emergency Preparedness and Response shall consider as a potential scenario the DG spills. This may be covered via the chemical spill emergency scenario.

Where required, spill kits should be available for use in the event of a spill and documented.

All personal protective equipment should be available and used in the event of spills.

In the event of a spill/leakage the following procedures should occur:

1. Ensure there is no danger to anyone in the area.

2. Attempt to contain the spill using appropriate PPE.

3. Absorb any liquids with sand/kitty litter etc.

4. Inform the senior manager of the spill

5. Dispose of waste as per disposal instructions on MSDS

6. Inform any regulatory bodies as required i.e., NCEC or civil defense

3.2.9. Doc 4897: Self-declaration Health Screening Form

Dear Sir/ Madam
To prevent the spread of Corona Virus in our community and reduce the risk of exposure to our staff and visitors, we are conducting a simple screening questionnaire. Your participation is important to help us take precautionary measures to protect you and everyone in this building. Thank you for your time.

Visitor Name:	Personal Contact No. (Mobile No./Home)
ID Number/ Passport No.	Nationality:
Meeting / Department to Visit:	

Self-declaration by Visitor

1	If you have the following symptom(s), please tick the relevant box (es):

☐ Fever   ☐ Dry Cough   ☐ Body Aches   ☐ Headache

☐ Sore Throat   ☐ Runny Nose   ☐ Tiredness   ☐ Shortness of Breath

☐ Others _____

2	Have you been in contact with a confirmed Corona Virus patient in the past 14 days?

☐ Yes   ☐ No

3	Have you been to any of the affected countries mentioned in the official government websites in the past 14 days?

☐ Yes   ☐ No

Visitor's Signature: _____ Date: _____

Figure 4: Self-declaration Health Screening Form

3.2.10. Doc 4898: Notification Form for Employees

Name:	Department/ Worksite:	Location of Isolation:
Job Title:	Nationality:	ID Number/ Passport No.

Contact Number:		
(W)	(H)	(M)

Symptoms:

☐ Fever	☐ Body Aches	☐ Shortness of Breath
☐ Sore Throat	☐ Tiredness	
☐ Dry Cough	☐ Headache	
☐ Runny Nose	☐ Others Details: _____	

Date & Time of Fever Onset:	
Date & Time of Isolation:	
Travel history for the last 14	
Countries visited:	
Flights taken:	

Details of Recording Employee

Name:	
Job Title:	
Address:	

Contact Number:		
(W)	(H)	(M)

Date & time of recording:	

Figure 5: Notification Form for Employees

3.2.11. Doc 2813: Fire Drill report

Date of Emergency Drill	
Type of Emergency Drill	❑ Fires; Medical Situation; ❑ Medical Situation; ❑ Chemical /hazardous spillage or leakage; Inside____/Outside____premises
Department / Section	
Starting Time	
Completion Time	
Number of participants (name list attached)	
Participation Rate	
Name of Fire Officer	
Practices Needing Improvements / suggestions:	
Suggestion Items	
Action Plan	

Prepared by: _____   **Approved by: _____**

 Function / Departmental Manager

Date: _____

3.2.12. Doc 1918: Control of Documents

Overview	The aim of quality control is continuous improvement of the organization with regards to customer satisfaction. To conduct inspections using the below listed measurement tools in order to enhance the services provided to customers and find areas of concerns, and report to the departments. **The quality control measurements for International Business Units will be in line with KSA, whose targets will be country-specific.** The following areas will be covered during the Quality Control checks on monthly basis: 1. Corporate & Department KPIs 2. Customer Complaints 3. Scan Compliance 4. Call Center Measurement (through IVR) 5. SMSA Service Center Measurement (through Mystery Shopping- annually as per plan. 6. Operations Delivery Commitment (through CORE system) 7. Lost Shipments Analysis 8. Customer Satisfaction Survey - annually as per plan.

Responsibility	1. QRM Dept. Quality Auditors will be responsible to:
	   • Conduct QC compliance audits of products and processes
	   • Collecting and producing written documentation to report findings
	   • Performing trend analysis, and identifying quality improvement opportunities
	
	2. Customer Service Dept. shall be responsible for monitoring the TSF.

Person Affected	QRM Director, Quality Auditors, Quality Analyst
Instructions	QRM Department will conduct regular and random checking in the targeted department to find the non-compliance areas and report the findings to management to take the corrective actions. CSD will monitor the TSF of the Call Center and report the findings to QRM, who will analyze the report. **An NC will be issued as per the criteria as outlined in corrective and preventive**

action procedure.

The Quality Auditor will use the following measurement tools:

1. **Corporate & Department KPIs:**

   Corporate and department KPIs are monitored on a monthly basis based on the steering wheel/ department KPI dashboard. Any red KPI are issued with an NC, CAPA required with target completion date.

2. **Customer Complaints:**

   Customer complaints are monitored through Customer Service Department. Complaints target are measured. Root cause and CAPA are taken as necessary.

3. **Scan Compliance**

   - Target for scan compliance as follows:

Scan Compliance	TARGET	
	SMSA Service Center	Operations
Kingdomwide	89%	98%
Riyadh	89%	98%
Jeddah	89%	98%
Dammam	89%	98%
Khamis Mushayt	89%	98%
Tabuk	89%	98%

   - All scans will be checked and covered.

   - Quality analysis will analyze the results and take appropriate actions.

4. **Call Center Measurement:**

   - CSD Quality Assurance will monitor and conduct random calls checks

(live/recorded) in CSD to ensure all call center staff following the process and complying with ISO and SMSA policy.

- CSD will monitor and implement test calls to evaluate performance (ringing time, greeting, product knowledge, call handling time and closure).

- CSD will report all non conformities and observations to head of QRM Dept. including breakdown of audit.

- CSA Measurements Form available on GUIDE (Doc. No. 214)

- Analysis will be carried out by QRM.

- Desk Ride Target at 85%

5. **SMSA Service Center (SSC) Measurement:**

- Annual mystery shopping conducted through third party.

- A report/analysis will be provided by the third party.

- Action points to be created for gaps identified.

- Target at 89%

6. **Operation Delivery Commitment:**

   The operational system (CORE) will generate a report with regards to all SMSA services:

Service	Target
SFO	80%
SPO	94%
SSD	90%
SFS	95%
Ecom	80%
Int'l inbound	91%
Dest. Failure	91%

SMSA overall target which is a average of all services is at 93%.

7.   **Lost Shipment Analysis:**

- Target at 1 in 75,000 shipments and divided into regional targets:

Lost Shipment	2022
	TARGET
Kingdomwide	1 in 75,000
Central	1 in 45,000
Eastern	1in 85,000
Western	1 in 60,000
Southern	1 in 40,000
Northern	1 in 96,000

- QRM will conduct investigation against the incidents reported for missing shipments.
- Data of investigations will be collected and analyzed including details of origin, destination, contents, last scan etc.

- A report will be forwarded to the concern department for review.
- NC will be issued as per the criteria as outlined in the corrective and preventive action procedure.
- A report will be generated for monthly management review meeting.

8.   **Customer Satisfaction Survey**
   Target for Customer Satisfaction Survey is at 96%.

3.2.13. Doc 4153: Selection and Qualification of PPE

Purpose

This tool provides a hazard assessment to see if employees need to use personal protective equipment (PPE) by identifying activities that may create hazards for them. The activities are grouped according to what part of the body might need PPE.

Scope

This procedure shall be applicable to all technical/mechanical/electrical/civil jobs that may take place at SMSA facility.

Responsibilities

All employees:

Comply with work instruction listed below. **All employees shall have necessary personal protective equipment with them at all times.**

EHS representatives facility supervisor and committee members: assure compliance and provides assistance with PPE.

EHS-MR and top Management: Provide necessary PPEs and enforces applicable codes in this procedure.

Auditors have to verify compliance with this operational control.

Definitions:

Hierarchy of Risk Control: Principles applied to risk control in certain order, which is based on the following, to eliminate the risks by substituting the danger by the less dangerous, combat the risks at source by engineering controls and collective protective measures, minimize the risk by the design of suitable systems of working and, as a last resort, by using PPE.

Personal Protective Equipment (PPE): This term covers items such as high visibility clothing, coats, harnesses, jackets, armbands, eye protectors, hearing protectors, foot protectors, hand and arm protectors, head protectors, respiratory protective equipment, etc. By definition, PPE can only protect the wearer.

Training

- Each person to whom PPE is issued must receive instructions on the correct use and limitations of the PPE.

- This instruction will be given by the EHS representative / Admin supervisor / Authorized EHS members.

- The instruction will be provided in a language understood by the user.

- For PPE which is simple to use and maintain, basic instructions to the users will be given. The instruction and training should include some theoretical items and some practical ones. In this case, records should be kept of such training and its extent.

- An explanation of the risks present and why PPE is needed,

- The operation, performance and limitations of the equipment.

- Factors which can affect the protection provided by the PPE, such as other PPE, personal factors, working conditions, inadequate fitting and defects, damage and wear.

- Recognizing defects in PPE and arrangements for reporting loss or defects.

For contractor management, please refer to contract management policy & orientation on GUIDE under Document # 3310 and 3312.

For further details on PPEs usage in hazardous working conditions, Refer to MSDS on GUIDE under Document # 4138 and 4139.

Proper Clothing and Usage of PPE

- EHS Manager, Representatives or Facility Supervisors shall ensure that personal protective equipment (for eyes, face, head, foot), protective clothing, respiratory devices, protective shields and barricades, are provided, used and maintained in a sanitary and reliable condition.

- Employees shall inspect PPE each time before use to ensure that it is in good working order and replace as necessary (if damaged).

- Do not wear shorts, long dress (Thobes), tank tops or trousers with cuffs. Long sleeve shirts are not recommended.

- Hand tools and other objects shall not be placed in the pockets of trousers due to the possibility of snagging on moving objects or contacting energized equipment.

- Finger rings, loose jewelry and torn clothing are hazardous and shall not be worn.

- When working around energized equipment, finger rings, metal-framed glasses, large belt buckles and watches shall be removed or protected to prevent contacting live components.

- Personal protective equipment shall not be traded or exchanged unless sanitized.

- Oil free clothing shall be worn when performing welding or cutting operations.

- Always wear appropriate clothing when welding or working around an open flame.

PPE Storage Issuance and Control

- All new PPE must be kept with the EHS Manager, Representatives or Facility Supervisors until it is issued to the individuals. The storage conditions should be dry and shelved in such a way that PPE is kept clean and undamaged.

- The EHS Manager, Representatives or Facility Supervisors will issue PPE to authorised persons and will complete the record sheet and sign it.

- It is the responsibility of the user to ensure that his PPE is kept in good condition. In the case of more sophisticated equipment such as harness system, the PPE should be returned to the EHS Manager, Representatives or Facility Supervisors for inspection / maintenance and safekeeping.

- It is important that PPE which is unusable for any reason is returned to the EHS Manager, Representatives or Facility Supervisors so that an assessment can be made of its reason for failure. The responsible person will dispose of the PPE, either to the maker as a complaint or to scrap. It is also vital that unusable PPE is not left where any untrained person can pick it up and use it and perhaps put themselves at risk.

PPE Selection & Assessment:

1. It is essential that a hazard assessment to be done for each application in order to ensure that the correct PPE is chosen. This selection will be carried out with the assistance of the EHS Manager, Representatives or Facility Supervisors and his recommendation should be followed. Make sure that you complete the following fields on the form (indicated by *) to certify that a hazard assessment was done (refer to PPE hazard assessment certification form below):

   - Name of your work place.
   - Address of the work place where you are doing the hazard assessment.
   - Name of person certifying that a workplace hazard assessment was done.
   - Date the hazard assessment was done.
   (See PPE Hazard Assessment Certification form below)

2. Conduct a walk through survey of each work area and job/task. Read through the list of work activities in the first column, putting a tick next to the activities performed in that work area or job.

3. Read through the list of hazards in the second column, putting a check next to the hazards to which employees may be exposed while performing the work activities or while present in the work area.(For e.g. work activity, work-related exposure, flying particles, working at height, etc).

4. Decide how you are going to control the hazards. Start with considering the potential for eliminating the activity which generates the hazard. Try considering engineering, work place, and/or administrative controls to eliminate or reduce the hazards before resorting to using PPE. If the hazard cannot be eliminated without using PPE, indicate which type(s) of PPE will be required to protect your employee from the hazard.

5. PPE's must be issued using the PPE issue register (refer to GUIDE Doc# 4141) for the purpose of keeping track of the issued PPE's. Receiver must acknowledge the form when receiving the PPE's. Records must be

maintained by the EHS representative/facilities supervisor issuing the PPE's. Records must be maintained in compliance to Control of Records policy (refer to GUIDE Doc#1917)

6. The most relevant PPEs are maintenance site and working at height protection equipment, including:

- Head / falling material protection / Maintenance site helmets

- Hand Injury protection / Heavy duty construction gloves

- Foot / work boot protection / Safety construction grade boots

- Fall prevention / Working at height protection / harness system

- Eye protection / Welder's Goggles used for gas cutting and welding operations. See filter lens chart for proper shade and number below; this is presented for general guidance and not mandatory.

- Hearing Protection

- Lung / Respiratory System Protection

- Radiation Protection (where specifically required by law)

Filter lens shade numbers for protection against Radiant Energy

Welding Operation	Shade Number
Shielded metal-arc welding 1/16-, 3/32-, 1/8-, 5/32-inch diameter electrodes	10
Gas-shielded arc welding (nonferrous) 1/16-, 3/32-, 1/8-, 5/32-inch diameter electrodes	11
Gas-shielded arc welding (ferrous) 1/16-, 3/32-, 1/8-, 5/32-inch diameter electrodes	12
Shielded metal arc welding (ferrous) 3/16-, 7/32-, 1/4-inch diameter electrodes	12
5/16-, 3/8-inch diameter electrodes	14
Atomic hydrogen welding	10-14
Carbon-arc welding	14
Soldering	2
Torch brazing	3 or 4
Light cutting, up to 1 inch	3 or 4
Medium cutting, 1 inch to 6 inches	4 or 5
Heavy cutting, over 6 inches	5 or 6
Gas welding (light), up to 1/8-inch	4 or 5
Gas welding (medium), 1/8-inch to 1/2-inch	5 or 6
Gas welding (heavy), over 1/2-inch	6 or 8

*General Note: 1 in. = 25.4 mm

PPE Hazard Assessment Certification Form

*Name of work place: _____   *Assessment conducted by: _____
*Work place address: _____   *Date of assessment: _____
Work area(s): _____|_____   Job/Task(s): _____

*Required for certifying the hazard assessment.   Use a separate sheet for each job/task or work area

EYES		
Work activities, such as:	Work-related exposure to:	Can hazard be eliminated without the use of PPE?

EYES

Work activities, such as:
- ☐ abrasive blasting   ☐ sanding
- ☐ chopping   ☐ sawing
- ☐ cutting   ☐ grinding
- ☐ drilling   ☐ hammering
- ☐ welding
- ☐ punch press operations
- ☐ other: _____

Work-related exposure to:
- ☐ airborne dust
- ☐ flying particles
- ☐ splashes
- ☐ hazardous liquid chemicals
- ☐ intense light
- ☐ other: _____

Can hazard be eliminated without the use of PPE?
Yes ☐   No ☐

If no, use:
- ☐ Safety glasses   ☐ Side shields
- ☐ Safety goggles   ☐ Dust-tight
- ☐ Shading/Filter (#_____)   goggles
- ☐ Welding shield
- ☐ Other: _____

FACE

Work activities, such as:
- ☐ cleaning   ☐ foundry work
- ☐ welding   ☐ mixing
- ☐ siphoning
- ☐ painting
- ☐ dip tank operations
- ☐ other _____

Work-related exposure to:
- ☐ hazardous liquid chemicals
- ☐ extreme heat/cold
- ☐ potential irritants: _____
- ☐ other: _____

Can hazard be eliminated without the use of PPE?
Yes ☐   No ☐

If no, use:
- ☐ Face shield/mask
- ☐ Shading/Filter (#_____)
- ☐ Welding shield
- ☐ Other: _____

HEAD

Work activities, such as:
- ☐ building maintenance
- ☐ confined space operations
- ☐ construction
- ☐ electrical wiring
- ☐ walking/working under catwalks
- ☐ walking/working under conveyor belts
- ☐ walking/working under crane loads
- ☐ utility work
- ☐ other: _____

Work-related exposure to:
- ☐ beams
- ☐ pipes
- ☐ exposed electrical wiring or components
- ☐ falling objects
- ☐ machine parts
- ☐ other: _____

Can hazard be eliminated without the use of PPE?
Yes ☐   No ☐

If no, use:
- ☐ Protective Helmet
  - ☐ Type A (low voltage)
  - ☐ Type B (high voltage)
  - ☐ Type C
  - ☐ Bump cap (not ANSI-approved)
- ☐ Hair net or soft cap
- ☐ Other: electric safety rated, etc.

HANDS/ARMS		
<u>Work activities, such as:</u> ☐ material handling ☐ sanding ☐ grinding ☐ welding ☐ working with glass ☐ using computers ☐ using knives ☐ other: _____ ☐ hammering ☐ sawing	<u>Work-related exposure to:</u> ☐ exposed electrical wiring ☐ irritating chemicals ☐ tools or materials that could scrape, bruise, or cut ☐ extreme heat/cold ☐ other: _____	<u>Can hazard be eliminated without the use of PPE?</u> Yes ☐ No ☐ <u>If no, use:</u> ☐ Gloves 　☐ Chemical resistance 　☐ Liquid/leak resistance 　☐ Temperature resistance 　☐ Abrasion/cut resistance 　☐ Slip resistance ☐ Protective sleeves ☐ Other: _____

FEET/LEGS		
<u>Work activities, such as:</u> ☐ building maintenance ☐ construction ☐ demolition ☐ foundry work ☐ plumbing ☐ trenching ☐ use of highly flammable materials ☐ welding ☐ other: _____	<u>Work-related exposure to:</u> ☐ explosive atmospheres ☐ explosives ☐ exposed electrical wiring or components ☐ heavy equipment ☐ slippery surfaces ☐ tools ☐ other: _____	<u>Can hazard be eliminated without the use of PPE?</u> Yes ☐ No ☐ <u>If no, use:</u> ☐ Safety shoes or boots 　☐ Toe protection　　☐ Metatarsal protection 　☐ Electrical protection　☐ Heat/cold protection 　☐ Puncture resistance　☐ Chemical resistance 　☐ Anti-slip soles ☐ Leggings or chaps ☐ Foot-Leg guards ☐ Other: _____

BODY/SKIN		
<u>Work activities such as:</u> ☐ battery charging ☐ dip tank operations ☐ fiberglass installation ☐ irritating chemicals ☐ heating food ☐ boiling water ☐ making coffee/tea ☐ sawing ☐ other: _____	<u>Work-related exposure to:</u> ☐ chemical splashes ☐ extreme heat/cold ☐ sharp or rough edges ☐ other: _____	<u>Can hazard be eliminated without the use of PPE?</u> Yes ☐ No ☐ <u>If no, use:</u> ☐ Vest, Jacket ☐ Coveralls, Body suit ☐ Raingear ☐ Apron ☐ Welding leathers ☐ Abrasion/cut resistance

		☐ Other: _____
BODY/WHOLE [1]		
<u>Work activities such as:</u> ☐ building maintenance ☐ construction ☐ utility work ☐ other: _____	<u>Work-related exposure to:</u> ☐ working from heights of 10 feet or more ☐ working near water ☐ other: _____	<u>Can hazard be eliminated without the use of PPE?</u> Yes ☐ No ☐ <u>If no, use:</u> ☐ Fall Arrest/Restraint/Safety Harness: <u>Type:</u> _____ ☐ PFD: Type: _____ ☐ Other: _____ *(See Footnote 1)
LUNGS/RESPIRATORY [1]		
<u>Work activities such as:</u> ☐ cleaning ☐ pouring ☐ mixing ☐ sawing ☐ painting ☐ fiberglass installation ☐ compressed air or gas operations ☐ other: _____	<u>Work-related exposure to:</u> ☐ irritating dust or particulate ☐ irritating or toxic gas/vapor ☐ other: _____	<u>Can hazard be eliminated without the use of PPE?</u> Yes ☐ No ☐ <u>If no, use:</u> ☐ 3M Mask ☐ Dust Mask ☐ N95 Mask ☐ Normal Face Mask *(See Footnote 1)
EARS/HEARING [1]		
<u>Work activities such as:</u> ☐ generator ☐ grinding ☐ ventilation fans ☐ machining ☐ motors ☐ routers ☐ sanding ☐ sawing ☐ pneumatic equipment ☐ use of conveyors ☐ other: _____	<u>Work-related exposure to:</u> ☐ loud noises ☐ loud work environment ☐ noisy machines/tools ☐ punch or brake presses ☐ other: _____	<u>Can hazard be eliminated without the use of PPE?</u> Yes ☐ No ☐ <u>If no, use:</u> ☐ Ear Plugs ☐ Ear Mugs ☐ <u>Other :</u> _____ *(See Footnote 1)

(1) NOTE: There are other hazards requiring PPE (such as respiratory, noise, fall, etc. hazards), that are not included. However, you should consider all hazards when you conduct your hazard assessment.

3.2.14. Doc 2800: Emergency Preparedness and response procedure

1. Purpose (Objectives)

1.1.   The purpose of this procedure is to provide for a system and instructions, and to assign responsibilities for identifying potential OHS & environmental incidents and emergency situations, and for developing appropriate response plans

1.2.   To set out roles and responsibilities in connection with implementation of the SMSA response to OHS and environmental incidents or near misses.

1.3   To provide guidance on actions to be taken in response to an OHS or environmental incidents and near misses

2. Scope

2.1   This procedure applies to all activities of SMSA conducted at its offices and other locations, that have the potential, may cause, or be exposed to, uncontrolled releases of hazardous substances, fires, explosions, contamination, medical situations, and other such emergencies caused by accidents or natural disasters.

3. Definitions

3.1   Harmful substance – a substance either prohibited from being emitted / discharged to a receiving medium (atmosphere, ground or water) or a substance released in sufficient quantities to cause environmental pollution or damage

3.2   Environmental incident – the release, either accidental or malicious, of a harmful substance, for example:
chemical spillage
accidental release of a harmful chemical to atmosphere or to the sewerage system

3.3   An accident is an unplanned event where:
        A person has been injured, or
        Damage occurred to property, material, products, or
        Damage / Pollution occurred to environment.

3.4   An incident is an unplanned event where no one has been injured and no damage occurred

3.5   Major incident – an incident resulting in a significant pollution to the environment, a fatal incident, an incident resulting in a serious injury or multiple injuries, an incident causing major damage to property or financial losses, or an incident requiring the involvement of a regulatory authority due to the volume or toxicity of the harmful substance released

4. Responsibilities

4.1   It is the ultimate responsibility of the SMSA MD to ensure sufficient and appropriate measures are adopted and employed throughout the organisation to prevent the occurrence, and/or mitigate the effects, of environmental incidents

4.2   MR, Managers, and EHS committee members, and other nominated representatives, are responsible for co-ordinating the response to an EHS incident.

4.3   It is the responsibility of all persons to ensure that they comply with the provisions of this procedure so far as they relate to matters within their control.

4.4   It is the responsibility of all Managers to ensure that their nominated representatives who may be called upon to respond to an environmental or OHS incident have had appropriate training and instruction.

4.5   It is the responsibility of all Managers to ensure that any necessary communication equipment, fire fighting equipment, first aid kits, spill kits, and other necessary tools and materials are available on site

5. Procedure

Introduction

5.1   All potential accidents and emergencies are identified and evaluated, irrespective of legal definitions, threshold exposure, pollution, injury, damage, or quantities of hazardous substances. Thus, our process for evaluating the need for emergency response planning goes beyond legal and regulatory requirements. However, our actual emergency response programs may not necessarily exceed legal and regulatory requirements, unless we identify a significant potential emergency which is not covered by the law

Identification of Potential Hazards

5.2   The process of identifying potential accidents and emergencies starts with the following:
- Reviewing OHS Risks Log and Environmental Aspects Log
- Inventorying materials, wastes, substances, processes, and activities that create a potential hazard and can cause an emergency.
- Reviewing accident and incidents logs and history

5.3   For materials and substances, the required information includes, as appropriate: name of the substance, type of hazard, concentration, quantity, type and size of containers, storage location, and handling methods

5.4   In addition, the Management Representative identifies and evaluates hazards that may be caused by natural disasters and by outside forces, for example, earthquake, flood, fire on the neighboring property, or an accident originating outside fence line

Developing Emergency Response Plans

5.5   For each potential EHS emergency or hazard, the EHS Manager / MR, in association with the EHS committee members, determines whether emergency response plans are relevant and warranted. The following types of issues are considered in the evaluation:
- Classification, type, concentration, and other characteristics of the potential hazard;
- Maximum quantity and toxicity of the substance that could potentially be released;
- Requirements of laws and regulations for emergency preparedness and response planning;
- Types of events that could cause accidental or uncontrolled OHS or environmental occurrences (fire, flood, earthquake, equipment failure, impact, operator error, other abnormal operating conditions, etc.);
- The nature and severity of environmental impacts; Size of injury, amount of financial losses that could be caused by an accident or uncontrolled release;
- Availability of methods and measures to prevent or reduce EHS impacts that would result from the accident

5.6   In cases where laws or regulations apply, the EHS Manager / MR, in association with the EHS committee members, verifies if currently implemented emergency response programs comply with the requirements. If not, the programs are updated to achieve full compliance.

5.7   In areas where laws and regulations do not apply, the EHS Manager / MR evaluates the severity of potential OHS or environmental impacts that would result from an accident and, if the impacts are significant, determines whether there are known practical emergency response measures and methods that would reduce the impacts. If, based on this analysis, emergency response program is warranted; an appropriate program is developed and implemented.

5.8   Depending on the nature and extent of the potential emergency, development of emergency preparedness and response programs may require preparatory studies and gathering of information about such issues as:
   ▪ Affected parties (employees, contractors, visitors, neighbors) ; Property (Equipment, inventory, buildings, etc.); media (ground, water, air);
   ▪ Dispersion pattern and rate (prevailing direction of wind, drainage pattern, underground water, etc.);
   ▪ Environmentally sensitive features in the neighborhood;

5.9   As appropriate, emergency response plans may include such elements:
   ▪ Designation of authority to implement the response plans and coordinate response actions;
   ▪ Training of personnel designated for coordinating and carrying out emergency
   ▪ response actions;
   ▪ Personal protection equipment;
   ▪ Communication systems and equipment;
   ▪ Evacuation plans and procedures;
   ▪ Identification and communication with outside assistance and other resources
   ▪ (Police, fire department, hospitals, special emergency response services, etc.);
   ▪ Notification of appropriate authorities and organizations; and so forth.

5.10   Emergency response plans and procedures are documented. As applicable, they consist of lists, instructions, schedules, etc., defining relevant equipment, training requirements, equipment maintenance and testing schedules, designation of authority and responsibilities, contact information, instructions for application of specific techniques and methods, evacuation procedures, and so forth.

Maintenance and Implementation of Emergency Response Program elements

5.11   The EHS Manager / MR is responsible for the implementation and maintenance of emergency preparedness and response programs.

5.12   As appropriate, this includes such activities as training; maintaining relevant equipment; testing alarms, communications and other systems and equipment; maintaining contact with appropriate authorities and organizations; and so forth.

Emergency Response

5.13   Details of the emergency response plans (ERP) are covered under the ERP document. The following summarizes the actions under the plan. A suspected or detected EHS incident will be immediately reported to the EHS Manager / MR, other responsible Managers or nominated EHS committee coordinators.

5.14   The EHS Manager / MR, other responsible Managers or nominated EHS committee coordinators will take all reasonable measures to ensure that OHS hazard or environmental release is contained and that harm to human health and the environment is minimized, both within and beyond the site boundary.

5.15   In the event of an incident occurring, the EHS Manager / MR, other responsible Managers or nominated EHS committee coordinators, will take all reasonable measures to ensure that any damage is appropriately remedied. Wherever any materials have become contaminated due to their use in an incident, they will be disposed of in accordance with relevant waste regulations.

5.16   The following Emergency Situations have been currently identified as potential scenarios covering the SMSA operations:

  a- Spills of hazardous materials (example: those which may be contained in a shipment, etc.)
  b- Fire / Explosion
  c- Medical emergency

Corresponding emergency response plans / operational controls have been developed to deal with these situations and they have been communicated to all staff. Future drills are planned to ensure effectiveness in the implementation of these plans in emergency situations.

Incident / Accident Reporting and Investigation

5.17 Following an EHS incident, weather major, minor, violation or a near miss, an EHS Accident / Incident Report Sheet will be completed by the EHS Manager / MR, EHS committee member, Site Manager, or nominated representative, and returned to the EHS Manager, within one working day. The EHS Manager / MR, other responsible Managers or nominated EHS committee coordinators, will, with appropriate advice where necessary, will investigate each and every accident and incident, despite of its size.

5.18 The EHS Manager / MR, other responsible Managers or nominated EHS committee coordinators will determine whether the incident is 'major' or 'minor'. All incidents resulting in a significant pollution to the environment, a fatal incident, an incident resulting in a serious injury or multiple injuries, an incident causing major damage to property or financial losses, or an incident requiring the involvement of a regulatory authority due to the volume or toxicity of the harmful substance released will be classified as 'major'.

5.19 All 'major' incidents will be immediately reported to the MD of SMSA and corporate Public Relations / Communications Officer and the EHS Manager / MR.

5.20 All major incidents will be reported to the relevant regulatory authorities (Fire department / NCEC / Port authority, Ministry of Labour, Police, SMSA corporate, as relevant) in compliance with the appropriate procedure, as soon as reasonably practicable.

5.21 Following an EHS incident, weather major, minor, near miss or violation, and using the EHS Accident / Incident Report Sheet, the relevant OHS risks and/or environmental aspects, will be assessed for significance/degree using methodology described in Identification of Significant Environmental Aspect and Hazard Identification and Risk Assessment. Consequently, the OHS Risks Log, and Environmental Aspects Log, shall be updated to reflect any potential changes resulting from the assessment following the incident/accident. This action is the responsibility the EHS

Manager / MR, EHS committee member, Site Manager, or nominated representative. Following the update, other EHS committee members will be informed of changes.

5.22   The EHS Manager / MR will ensure an EHS Accident/Incident Corrective & Preventive Action Form is completed (by him or delegated EHS committee member), and by the party assigned and responsible for completing necessary corrective and preventive action. The agreed upon action should be followed up and closed within 90 days. The form will be treated in accordance with the Corrective & Preventive action procedure and relevant forms

Updating and Review of Emergency Response Programs

5.23   Departmental managers are responsible for notifying the EHS Manager / MR of any changes in their departments that would create new potential hazards.

5.24   Following the guidelines provided in this procedure, EHS Manager / MR reviews the new information, and determines whether the changes require modification of currently implemented emergency response programs, or development of new programs.

5.25   Emergency procedures are reviewed and revised as necessary after each occurrence of accidents and emergencies.

5.26   Emergency response programs are audited during internal EHS audits and are periodically reviewed by management review

General

5.27   All contractors working on the SMSA sites will be made aware of the contents of this procedure and be required to comply with its provisions (see communication procedure)

5.28   For details, refer to emergency response plan, which includes details on response, investigation and reporting

5.29   Operational procedures: Chemical Spills, Fire and Medical Situations detail specific actions to be followed on relevant emergency situations

5.30   Emergency Drills are to be practised periodically following the operational procedure.

6. Related Documents

6.1   The following documents are defined as a environmental records for the purpose of section 7.5, 7.5.1 and 7.5.2 of ISO 14001:2015.

EHS Accident/Incident Report & Corrective / Preventive Action Form

6.2   The following documents are related to this procedure:
Emergency Drills
Chemical Spills (Guide #4156)
Fire (Guide #2312)
Medical Situations (Guide #2817)