



Aerodrome Ground Operations Manual

Owner/Department: Operations Department

SMSA EXPRESS CO. LTD.

Aerodrome Ground Operations Manual

**A guide for operating Clearance facilities within
the Kingdom of Saudi Arabia**

i. Document Issue Details & Last Review/Updates Details

Document Issue Details	
Document Issued by:	SMSA ID: 10809
Reviewed & updated date:	June 19, 2023
Version Number	02
Document Number	6253
Effective Validity	Annual Review

Last Review/Updates Details	
Document updated by:	SMSA ID: 10809
Reviewed & updated date:	November 30, 2023
Version Number	03
Document Number	
Effective Validity	Annual Review

Important Note:

This is a country specific SOP and SMSA Express complies by the same for conducting its day-to-day operations. Additionally, for more detailed Job Aids and processes, SMSA Express refers to the latest updates available on GUIDE.

ii. Review and approval

	Name & Designation	Signature
Originator of Doc Change	Amjad Homadi Industrial Engineer	
Approving Authority	Omar Bin Waber Director of Operations	

iii. Record of Revision

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

Rev No.	Effective Date	Nature of Change	Amended Pages
1	February 1, 2019	► Creation of Training Manual	NA
2	March 1, 2019	► Routes & flights revised	
3	November 1, 2020	► Formatting standardized	NA
4	February 1, 2021	► Routes, flights, pre-alert format revised ► Table of contents added	66 12 - 16
5	June 11, 2023	► Issue / Edition Number and Effectivity / Validity Date revised ► Distribution List revised ► Organizational & STN Structure & Chart revised.	2 5 36
6	June 12, 2023	► Appendices / List and Sample of Forms added. ► Organization's Safety & Quality Policy added. ► Quality & Training Post holders Duties and Responsibilities added.	18 24 39 - 40
7	June 13, 2023	► Handling of Pilfered Cargo added ► Handling of Infectious Substances added	79 79



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8	June 14, 2023	► General Des. of Manpower added. ► Fatigue Management added. ► Acceptance & Handling of DG added	33 34 69 - 78
9	June 15, 2023	► Document formatted to SMSA Standard. ► Table of contents revised.	NA
10	June 18, 2023	► Facilities and Equipment's Maintenance Program added.	61
11	June 19, 2023	► GSE Preventive Maintenance Checklists added.	56 - 63
12	June 26, 2023	► Mandatory safety occurrence reporting reference added ► Reference added to Safety Hazard reporting ► Reference added to Health and Safety program.	67 67 67
13	June 26, 2023	► Reference added to Environmental Plan & Policies ► Details & reference to GSE Maintenance program added. ► Details of or reference to organization safety management system added.	68 56 – 63 69
14	June 26, 2023	► Details of or reference to Emergency response plan- ERP added. ► Details of or reference to Contingency procedures added ► Security Management reference added	81 81 81
15	July 9, 2023	► Prevention program for the problematic use of psychoactive substances added	85 - 88
16	Nov 27, 2023	► GATEWAY STATION ORGANIZATION CHART "Updated"	26
17	Nov 27, 2023	► ORGANIZATIONAL STRUCTURE & CHART	35
18	Nov 28, 2023	► GENERAL DESCRIPTION OF MANPOWER RESOURCES "Updated"	32-33
19	Nov 28, 2023	► All JDs for Ground Operation staffs attached to GOM.	93-127

iv. Distribution List

Document Title	Aerodrome Ground Operations Manual		
Document Reference Number	6253	Approved By	Omar Bin Waber
Distribution			
Department/Location/Job Title	No. of Copies	Issued By	Received By
Operations/Dammam/Regional Manager – Gateway Operations	1	Amjad Homadi	Ahmad Baramy
Operations/Dammam/Supervisor – Gateway Operations	1	Amjad Homadi	Ahmad Baramy
Operations/Riyadh/Director - Operations	1	Amjad Homadi	Omar Bin Waber
Operations/Riyadh/Director - Quality and Risk Management	1	Amjad Homadi	Omar Bin Waber
Operations/Riyadh/National Manager - Hub, Linehaul, and Gateways	1	Amjad Homadi	Omar Bin Waber
Operations/Riyadh/Manager - Customs Clearance Affairs	1	Amjad Homadi	Omar Bin Waber
Operations/Riyadh/Manager - Gateways Linehaul	1	Amjad Homadi	Omar Bin Waber
Operations/Riyadh/National Administrator	1	Amjad Homadi	Omar Bin Waber
GACA /Dammam/ Ground Services Director	1	Amjad Homadi	Mutaz Talat Albar

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1. INTRODUCTION

This document contains instructions on operations conducted in SMSA airport facilities (gateways), the formats used, and the responsibilities of each staff involved in the operations.

The Ground Operations Manual and the referenced material mentioned within (Training Manual, Quality Manual, etc.) define the compliance of SMSA Express with GACAR 151 at the time of their creation and at all times.

SMSA Managing Director
Eng. Majed Musa Alesmail

2. ABBREVIATIONS/DEFINITIONS

No.	Term	Description
2.1	ETD	Estimated Time of Departure
2.2	ATD	Actual Time of Departure
2.3	ETA	Estimated Time of Arrival
2.4	ATA	Actual Time of Arrival
2.5	OPS	Operations department
2.6	Run	The number of vehicles dispatched to destination.
2.7	QRM	Quality and Risk Management Department
2.8	KFIA	King Fahad International Airport
2.9	SKU	Stock Keeping Unit
2.10	VAT	Value Added Tax
2.11	MAWB	Master Air Waybill



3. Appendices / List & sample Form

Ref #	Title
8.4	Fatigue Management Program
18.1	SAMACO program
32	Drug Free Workplace Policy & Program
34.1.1	OPS JD Director Operations
34.1.2	JD – National Manager Linehaul HUB and Gateway
34.1.3	JD – Regional Manager Gateway
34.1.4	JD – Supervisor Gateway
34.1.5	JD – Operations Agent Gateway
34.1.6	JD – Senior Handler Gateway
34.1.7	OPS JD – Forklift Operator
34.1.8	OPS JD Supervisor Clearance
34.1.9	OPS JD Clearance Agent
34.1.10	OPS JD Clearance Coordinator
34.1.11	OPS JD Clearance Handler
34.1.12	QRM JD Director Quality & Risk Management
34.1.13	JD – Training Manager
34.1.14	OPS JD Translation Executive
34.2.1	Organizational Structure Chart
34.2.2	Station Organization Chart
34.2.3	Vision & Mission



4. MANUAL REVIEW, AMMENDMENT PROCEDURES AND NOTIFICATION REQUIREMENTS

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

SMSA Express utilizes the GUIDE system to streamline the process of documents administration and control. All operational procedure documents and guides are uploaded on the GUIDE platform and are updated regularly to ensure the documents are kept current and relevant.

4.1. Responsibilities

Responsibility	Activity	Interface
Industrial Engineers	May request a change the document after consultation with the relevant managers	Email / GUIDE change request
Reviewers	Responsible for reviewing the document	GUIDE Reviews
Authorizers	Responsible for authorizing the document	GUIDE Authorizations
Draft Promoters	Responsible for promoting particular diagrams and documents	CONTROL: Promote Drafts
Mandatory Users (a.k.a. GUIDE Champions)	Responsible for acknowledging document changes and disseminating the information to all concerned employees	Email / GUIDE Acknowledgements

4.2. Procedure

4.2.1. Set-up of Documents

- Load Document
 - Upload document in GUIDE Document Registry
 - Categorize document according to:
 - Country
 - Department



- Section (if applicable)
- Document Type
- Link Users
 - Link Authorizer to document
 - Link Reviewers to document (if applicable)
 - Link Controlled copy holders to document (if applicable)
 - Link draft Promoter to document
 - Link Mandatory (Champion) Users to document
 - Link keywords and assign access rights

4.2.2. Approval of Documents

- Review Document
 - GUIDE Administrator schedules the review
 - Reviewer (usually the Process Owner) reviews document
 - Revise document (if applicable) and send back for review
 - All documents will be reviewed through the GUIDE system by the respective owners at least once a year to check the appropriateness and validity of the documents.
- Authorize Document
 - GUIDE Administrator sends Authorization Request
 - Authorizer authorizes the document
 - The authorizer will also write a note to Guide Administrator with regards to which departments should acknowledge the process/document.
 - *NOTE- In case Process Owner/ Mandatory User goes on vacation/leave; he may delegate the authorization/acknowledgement process to a designated manager, supervisor or employee in his absence.
 - A new version number is generated in increments of one (1) for every draft document promoted to master.
- Acknowledge Master Document
 - GUIDE Administrator sends Acknowledgement Request to identified Mandatory Users (Champion) within 2 business days upon promotion.
 - Mandatory User communicates changes/new process to end-users by email. Evidences of the communication need to be kept for audit purposes.
 - *Consideration should be given to staff on vacation, absent, sick, etc.



*Once the changes to the document are approved internally, an email notification is forwarded to the vice-president of GACA: Mr. Ali Soud Al Dyab (aaldyab@gaca.gov.sa) within 7 working days of the internal approval of SMSA Express, as well as a physical written letter directed to the President of GACA for their approval.

- Mandatory User confirms Acknowledgement on GUIDE within 7 days (as per system default).
 - *Acknowledgement would signify that the changes have been communicated with the end-users.
 - *Non-acknowledgement on the prescribed period (14 days) will result in Non-Conformity to be issued.
 - *The system has an escalation process which will escalate the non acknowledgement to the department head for follow up.

4.3. Access Rights

All documents in the GUIDE can be accessed through the intranet site <http://smsaworld.smsaexpress.com/smsaworld/GUIIDE> logins and passwords are issued to users.

4.4. External Documents

- It is the responsibility of the process owner who uses the external document to have it registered in the GUIDE.
- GUIDE Administrator shall keep and update a master list of external documents.
- External documents shall be reviewed by the process owner to determine appropriateness of use.

5. COMPANY DESCRIPTION & INFORMATION

SMSA Express Co. provides logistics and transportation services; the company is based in the Kingdom of Saudi Arabia, and has been operating in the Kingdom since 1994.

In compliance with the 2030 vision and the SMSA Express organizational strategy, the highest local and international standards were observed and followed which culminated in SMSA Express achieving the below quality certificates:

- ISO 9001:2015
 - Quality management
- ISO 14001:20015
 - Environmental management
- ISO 45001:2018



- Occupational health and safety management system
- ISO 10002:2018
 - Customer service activities
- ISO 10015:2019
 - Competence management system
- WHO GDP
 - Pharmaceutical storage & distribution
- TAPA FSR 2020
 - Pharma Facility security level C

5.1. SCOPE OF WORK AT THE AERODROME

SMSA Express Co. has been developing a chain of services through a group of multiple facilities across the Kingdom ever since it started its operations in 1994. One of these facilities is the SMSA facility in the King Fahad International Airport; the services provided through this facility are as follows:

- Local and International Air Freight: receiving and handing over of customer shipments (from/to ground handling agents) to be cleared through customs and then sorted for distribution across the Kingdom.
- International Land Freight: receiving and dispatching customer shipments after the completion of and complying with all Customs Authorities requirements.
- Customs Clearance: preparing the required documents by Customs Authorities for all customer shipments.
- Ecommerce: the SMSA facility in the King Fahad International Airport represents one of the main hubs for the sorting and distribution of SMSA customers' shipments that were received via land or air to their destinations across the Kingdom.
- Cold/Chilled Shipments Forwarding and Distribution: forwarding and clearance of cold/chilled shipments, the KFIA facility has been equipped with a cold storage room to allow for the temporary storage of these shipments until they are ready for distribution/forwarding.



- Bonded Area: the SMSA KFIA facility has been equipped with a bonded area where international shipments are received, consolidated, and then sorted to be forwarded to their international destinations.

5.2. GENERAL SERVICES PROVIDED BY SMSA EXPRESS

SMSA Express provides a range of services *outside* the aerodrome facility in KFIA, these services include the following:

- 3PL Logistics
 - Provide total supply chain management solutions
 - Warehousing & distribution services
 - Pick, pack, labeling, kitting & bundling
 - Integrated WM systems
 - Stripping/stuffing & loading services
 - Reverse logistics
- Express Services
 - International outbound 230 countries
 - Domestic fast & reliable covering more than 384 cities & towns
- Customs clearance & delivery (Inbound)
 - From various international regions.
 - Same day clearance & 1-2 day delivery Kingdom wide
 - SMSA's Specialty
 - Full time employees – no 3rd party brokers / employees
 - Highly experienced and well trained staff
 - Full compliance to customs rules and regulations
 - Participates in continuous improvement
- SMSA Freight
 - SMSA Freight offers an array of services that are niche driven and unique in terms of customer focus, quality, safety, technology, innovation and professional competence
 - Services
 - Air/Sea Freight (Inbound & Outbound) Service
 - Project Cargo Handling
 - Moving & Relocation Service
 - Cargo Insurance
 - Brokerage
- Trucking
 - LTL/FTL; Palletized & Non-Palletized
 - Cross-border trucking GCC countries



- KFIA bonded facility used as regional trucking hub connecting JAFZA & BAFZA.

5.3. Contact information and relevant branches:

Airport Facility:

- King Fahad International Airport, Dammam, 32552
- Phone Number: +966550571771
- Email ID: abaramy@smsaexpress.com

Dammam Office:

- Al Khalidiyah Ash Shamaliyah, Dammam, 32232
- Phone Number: +966550571771
- Email ID: abaramy@smsaexpress.com

Riyadh Office:

- Sulaymaniyah, Dabab Street, Riyadh
- Phone Number: +966509080343
- Email ID: ahomadi@smsaexpress.com

6. CORPORATE MISSION & VISION STATEMENTS

6.1. VISION

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

6.2. MISSION

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

- Providing maximum reach around the world with highest quality of service.
- Empowering and investing in our people.
- Being a dynamic and market-oriented service provider utilizing emerging technologies.
- Maintain sustainable growth.

7. ORGANIZATION'S SAFETY AND QUALITY POLICES

7.1. Environment, Health & Safety Policy

SMSA Express Transportation Company Ltd., who is in the business of providing the services of Express Transportation, Logistics, Health Care Services, Freight and Mail



Room Management Services, is committed to take adequate arrangements related to Environment, Health & Safety in all business aspects including receiving, storing, handling, storage and distribution. It is our policy to provide a workplace free from accidents, injuries and exposure to hazardous chemicals; protect the environment, conserve natural resources and prevent pollution taking into consideration our services end-of-life impacts on the environment.

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

- Comply with applicable Environmental, Health & Safety (EHS) legislation and statutory, regulatory, contractual and other requirements
- Respond to community concerns regarding EHS and address them proactively in our operations.
- Integrate EHS considerations into business planning, business processes, and decision making.
- Maintain the effectiveness, and continually improve our EHS management system in accordance with the requirements of the ISO 14001 and ISO 45001 standards.
- Use management techniques including planning, monitoring, audits, analysis, and documentation of Environment & Safety related information to minimize EHS incidents / nonconformance associated with our operations.
- Equip ourselves to address EHS emergencies.
- Champion EHS responsibility among all our employees and impart the requisite training, and encourage our employees and contractors to make suggestions on improving the EMS.
- Communicate our EHS policy and other concerns to our contractors and vendors and seek their compliance, and make this Policy available to our customers and other stakeholder.
- Continually review objectives and set targets to improve our EHS performance.
- Provide organizational structure, needed resources, support and directive to achieve these objectives.
- Take accountability for the EHS' effectiveness through various tools including management review meetings, data analysis and reviews, corrective and preventive actions, and inspections

7.2. Quality Policy

The quality policy of SMSA is:



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

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

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

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

This quality policy is reviewed at the management review meeting annually to assess it for its suitability, and to ensure that it remains appropriate to the purpose and context of SMSA and supports its strategic direction.

8. ORGANIZATIONAL HIERARCHY

8.1. GATEWAY STATION ORGANIZATION CHART

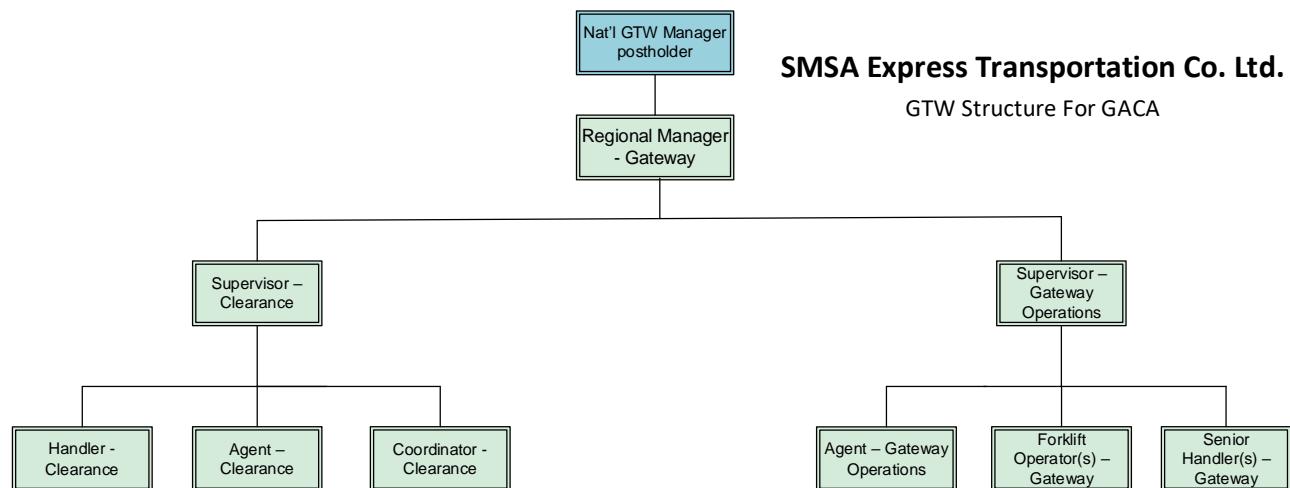


Figure 1: Station(s) Organization Chart(s)



8.2. STAFF DUTIES AND RESPONSIBILITIES

8.2.1. CUSTOMS CLEARANCE STAFF

- Manager – Customs Clearance Affairs
 - Expedite the clearance of all shipments arriving at the port of entry efficiently.
 - Ensure release of confiscated shipments from customs by expediting arrangement of all the required documentations involved.
 - Ensure shipments is released as early as possible and leaves for the next destination
 - 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.
- Supervisor – Clearance:
 - Expedite the clearance of all shipments arriving at the port of entry efficiently.
 - Ensure release of confiscated shipments from customs by expediting arrangement of all the required documentations involved.
 - Ensure shipments is released as early as possible and leaves for the next destination
 - 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.
- Clearance Agent:
 - Translate Airway bills for custom processing of shipments.
 - Prepare Bayan and deliver to bank for custom clearance of shipments.
 - Ensure shipment is released as early as possible and leaves for the next destination.



- Maintain a good relationship with Government employees to ensure smooth flow of day-to-day activities.
- Store any custom confiscated shipment into a separate storing place within premises of the clearance check point.
- Inform clearance coordinator about the documents required to arrange clearance of confiscated shipment.
- Stay abreast with day-to-day rules and regulations of customs to ensure compliance.

8.2.2. GATEWAY OPERATIONS STAFF

- **Director – Operations**

- Plan and direct operations resources country wide with relevant departments to provide maximum service to meet customer/business requirements while maintaining cost effectiveness within company cost parameters.
- Ensure effective systems, handling equipment, facilities, and tools to meet business requirement as well as exceed customer expectations.
- Identify gaps that affect organizational effectiveness to provide service and determine resultant actions.
- Improve and increase services offering and products.
- Ensure service provided meets customer and business expectation through upholding and ensuring that company image and branding is maintained at the highest level.
- Analyze business requirements and recommend appropriate staff training needs by implementing best practices from industry and customer.
- Ensure all employees are empowered / trained in respective job skill areas to build high-performance and motivated workforce to meet business objectives.
- With management team, determine and set SMART KPI / goals to be achieved in line with company / individual staff objectives.
- Monitor and set up appropriate systems to measure achievements against KPI.
- Provide effective feedback regarding achievement / successes and goals attained.
- Plan and control the department's budget and expenditure on a seasonal basis.
- Provide cost-effective solutions for the services and equipment required on an ad-hoc and planned basis.
- Through effective planning and communication, be able to foresee and plan for capital expenditure.
- Manage suppliers related to the department to ensure maximum cost effectiveness and service.
- Support business-related initiatives, including visits to prospective clients.



- Plan and identify initiatives to enhance existing business network.
- Implement company policy and procedures to meet ISO and business requirements.
- Hold regular meetings with staff and maintain effective communication route to staff and the company relating to Operations.

- **National Manager – Hub, Line haul, & Gateways**

- Manage all Hubs operations kingdom wide to ensure connections of shipments are all within standard.
- Develop overall Hub & Line haul operations' plans and budgets based on goals and objectives.
- Ensure that HUB & Spoke Standard operating procedure is followed in planning the operational activities.
- Ensure all HUB & LH operation procedures are up to the SMSA standard operating procedure.
- Ensure shipments cleared in Gateways reach HUB within the commitment time.
- Ensure all shipment received in HUB scanned with appropriate scanners and sorted accordingly within the assigned window time.
- Ensure shipments received and forwarded to and from Gateways, HUBs, Stations and other SMSA facilities are safe and intact (minimize the number of damage/lost shipments and misroutes).
- Ensure all inbound and outbound shuttles from gateways, SMSA Service Center (SSC), stations, HUBs and other SMSA Facilities reach their destination safely on time.
- Ensure that the assigning/scheduling staff is managed according to operational requirement.
- Ensure that the mode of transportation stays connected to respective destinations within the desired time frame, contingencies are in place if any issue arises.
- 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.
- Provide periodic information and reports regarding supervised employees.
- Motivate team members to create a productive and cordial atmosphere that meets deadlines and achieves objectives.
- Monitor All Hubs' performance reports and acts upon areas which require problem solving and improvement.
- Ensure End of Business Day Reports within the target.
- Ensure Hub & Line haul operational improvement plan is in place.
- Inspect Hub facilities and vehicles to ensure positive company image, operational efficiencies and safety.



- **Manager – Gateways:**

- 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.
- Reduce the Cage Dwell 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.

- **Regional Manager – Gateway 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.
- Reduce the Cage Dwell 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

- **Supervisor – Gateway 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.

- **Coordinator – Gateway:**

- Coordinate and develop relationship with customs officer for smooth clearance.
- Proper storage of all confiscated shipments with proper codes.
- Complete scanning of held and cleared shipments on regular bases.
- Conduct proper communication and follow-up with international coordinator, line haul and other departments.
- Trace initiation for held shipments.
- Inform and follow up on consignee of the requirements needed for getting the confiscated shipments released from customs.
- Take care of RTS shipments within given deadline.
- Monitor all traces
- Ensure completion of reporting as per SMSA system
- Training & Pass marks
- Staff survey

- **Agent – Gateway Operations:**

- 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

- **Translation Executive – Gateway:**

- Convey contents of the source language into the target language taking into account that the translation should be: a.) accurate, b.) reliable, c.) appropriate.
- Providing professional translation services from the source language into the target language & support other units
- Retain and develop expert knowledge on specialist areas of translation.
- Prioritize work to meet deadlines.
- Read through original material and rewrite it in the target language, ensuring that the meaning of the source text is retained.
- Develop translation agreements, letters, department's policies and procedures, etc.
- Ensure translated version conveys the meaning of the original as clearly as possible.
- Adhere to established rules regarding factors, such as word meanings, sentence structure, grammar, punctuation, and mechanics.
- Use specialist dictionaries, thesauruses and reference books to find the closest equivalents for terminology and words used.
- Employ appropriate software for presentation and delivery.
- Research legal, technical and scientific phraseology to find the correct translation.
- Use the internet and email as research tools throughout the translation process.
- Liaise with managers to discuss any unclear points.
- Consult with experts in specialist areas.
- Proofread and edit final translated versions.
- Provide managers with a grammatically correct, well-expressed, final version of the translated text, usually as a word-processed document.

- **Handler – Gateway:**

- 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

8.3. GENERAL DESCRIPTION OF MANPOWER RESOURCES

Responsible Staff	Actual Staff	Required Staff	Shift	Responsibility
Gateway Regional Manager	1	1	AM	<ul style="list-style-type: none">➤ Ensure Gateway operation including Inbound & Outbound operations running smoothly.➤ Effectively manage the daily operations of the Air Export Gateway & Import Gateway, and Gateway Warehouse activities
Operation Supervisor - Gateway	1	1	AM & PM	<ul style="list-style-type: none">➤ 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.
Operation Agent AM - Gateway	1	1	AM	<ul style="list-style-type: none">➤ Sort, scan, and manifest shipment for held, incomplete shipments. Plus, perform GTW in scan.
Operation Agent PM - Gateway	1	1	PM	<ul style="list-style-type: none">➤ Enter information in system.
Clearance Supervisor	1	1	AM	<ul style="list-style-type: none">➤ Clear all shipments efficiently.➤ Release of confiscated shipments from customs.➤ Managing Bayan creation and shipments inspection
Clearance Agent	7	7	AM & PM	<ul style="list-style-type: none">➤ Translate Airway bills for custom processing of shipments.➤ Prepare Bayan for custom clearance of shipments.
Clearance Coordinator	3	3	AM & PM	<ul style="list-style-type: none">➤ Coordinate & follow-up with international coordinator, line haul and consignee.➤ Monitor all traces
Coordinator SFD	2	2	AM	<ul style="list-style-type: none">➤ Coordinate & follow-up with line haul and consignee.➤ Monitor all traces
Handler Clearance	20	20	AM & PM	<ul style="list-style-type: none">➤ Offload & Load shipment➤ Sort shipment by pieces and Airway bill number.➤ Transport the confiscated shipments to the allocated storage place.



Gateway - Translation Executive	1	1	AM	► Providing professional translation services from the source language into the target language & support other units
Security Officer	2	2	AM & PM	

8.4. FATIGUE MANAGEMENT PROGRAM

Brief	This document outlines the structure for effective fatigue management in SMSA to promote safety and help meet specified safety objectives.
Purpose	This program is intended to provide SMSA staff with specific directions concerning the identification, mitigation, and handling of fatigue-related hazards within their operational environment. Fatigue management in SMSA consists of a set of policies, procedures, technologies, and documentation that work together as a cohesive system.
Persons Affected	All SMSA employees
Definitions	<p>1. "Fatigue": means a state of mental and/or physical exhaustion which reduces a person's ability to perform work safely and effectively. Managing fatigue is one component of SMSA's approach to employee well-being.</p> <p>2. "Employee": means a person employed by SMSA for wages or salary. For clarity, this term includes support staff, management and professional staff but does not extend to Independent Contractors.</p>
Program	<p>All SMSA managers are responsible for the implementation of this fatigue management program.</p> <p>There are many causes of fatigue. Work-related factors are including the following but not limited to:</p> <ul style="list-style-type: none"> • long work hours, long hours of physical or mental activity, • insufficient break time between shifts, • inadequate rest, • excessive stress, • dim lighting, • high temperatures, • high noise, • high comfort, • work tasks which are long, repetitive, paced, difficult, boring and dull. <p>Fatigue cannot be "measured", it is difficult to separate the effects of long working hours or lack of sleep to any changes in accident or injury rates. However, some of the tell-tale signs of fatigue that must be monitored including the following but not limited to:</p>



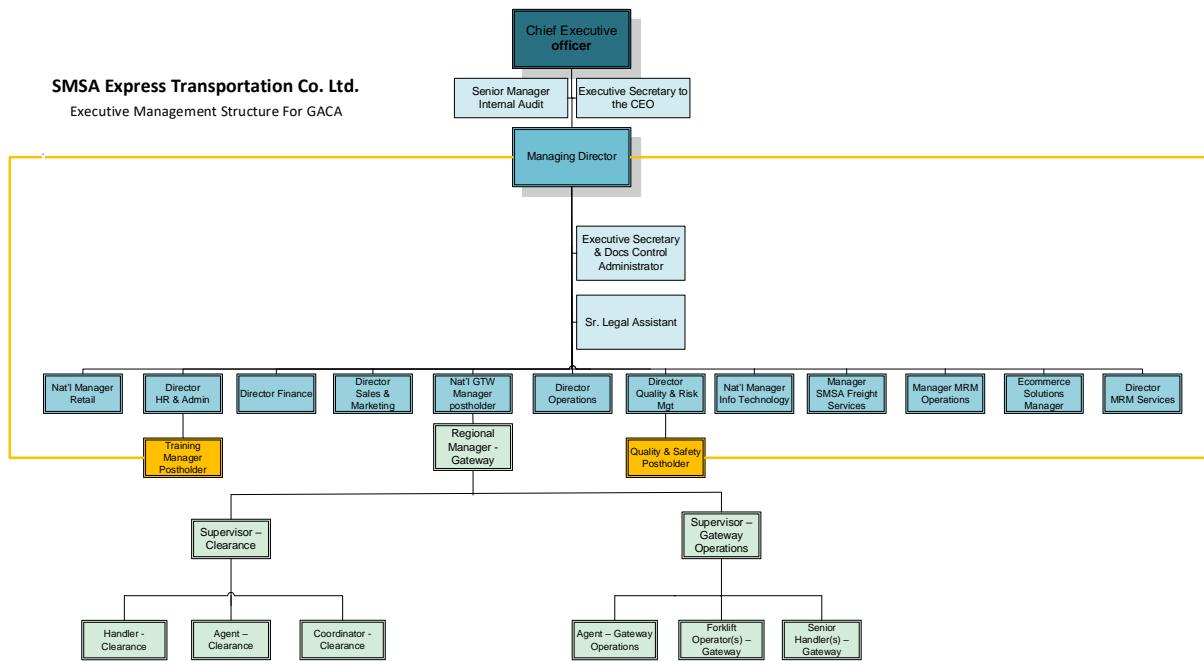
- reduced decision-making ability,
- reduced ability to do complex planning,
- reduced communication skills,
- reduced productivity / performance,
- reduced attention and vigilance,
- reduced ability to handle stress on the job,
- reduced reaction time - both in speed and thought,
- loss of memory or the ability to recall details,
- failure to respond to changes in surroundings or information provided,
- unable to stay awake (e.g., falling asleep while operating machinery or driving a vehicle),
- increased forgetfulness,
- increased errors in judgement,
- increased sick leaves, absenteeism, rate of turnover,
- increased medical costs, and
- increased accident rates.
- Disengaged employees.

Fatigue can lead to errors and accidents, ill-health and injury, and reduced productivity. Minimizing the risk of fatigue are crucial for health & safety management in SMSA. Towards this SMSA adopts the following strategies to minimize fatigue:

- Training SMSA staff to recognize the causes and symptoms of fatigue– making them understand the reason, types and effects of fatigue on their daily work
- Implementation of SMSA's Work Hours and Overtime Policy documented on GUIDE under Doc# 49 wherein SMSA has set work hour limitations to control fatigue.
- Implementation of lighting level measurement program documented on GUIDE under Doc# 5604.
- Implementation of temperature monitoring & control program documented on GUIDE under Doc# 5301
- Implementation of Health & Safety Programs (which includes, staff awareness on Occupational Health & Safety hazards and risks, consultation of staff on health & safety policies, set KPI's specific to health & safety, defensive driving trainings, first aid and medical emergencies awareness)
- Staff surveys are conducted annually and elements of fatigue management are covered as questions for direct feedback on those from the staff. These are analyzed on an annual basis and actions developed by top management to address those.

	<ul style="list-style-type: none"> Implementation of Incident management and reporting policy under Doc# 2802. All incidents/accidents/near miss must be logged and statistical root cause analysis is maintained for the same. Vehicle accident details are logged and analyzed on monthly basis. Regular review of route optimization for couriers to reduce travel time and cost. Automating operational processes is one of SMSA's strategic objectives to ensure manual labor work is reduced and operation efficiency is optimized. Keeping abreast with new technologies is another tool that SMSA uses to manage fatigue
Exceptions	Any exceptions must be approved by the managing director.

8.5. ORGANIZATIONAL STRUCTURE & CHART



9. SHAREHOLDERS OWNERSHIP STRUCTURE

The company's capital stock was set at (SAR 3,000,000), three million riyals divided into (3,000) three thousand cash shares. The value of each share is (SAR 1000) one thousand and was distributed among the partners/shareholders as follows:



Name of Shareholder	Share Value	Share Quantity	Total
SMSA Transportation Company (Closed Saudi Shareholding Company)	1,000	2,970	2,970,000
SMSA National Company (One Person Limited Liability Company)	1,000	30	30,000
Total	-----	3,000	3,000,000

10. Duties and Responsibilities of NOMINATED POST HOLDERS (IN COMPLIANCE WITH GACAR 151.45 & 151.101):

In compliance with GACAR 151.45 & 151.101, SMSA Express has assigned post holders with the below respective responsibilities (the names and resumes of the post-holders are mentioned in the application form submitted to GACA for approval) the title of the post holder within SMSA Express hierarchy will be mentioned between the brackets:

- **Ground Station Post-Holder (Regional Manager – Gateway Operations):**
 - Ensure that all requirements of GACAR 151 are met by SMSA Express at the aerodrome to which they are assigned.
 - Provide adequate recruitment, personnel training, efficient procedures, maintenance and safe operation of the equipment utilized by SMSA Express in the Aerodrome at which they are assigned.
 - Compliance with GACA and aerodrome authorities' safety regulations and procedures.
 - Compliance with SMSA Express ground operations manual and other standard manuals, processes and procedures.
 - Compliance with the agreed upon service level agreements with the aerodrome authorities.
 - Expedite the clearance of the international inbound shipments arriving at the port of entry.
 - 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.
 - Reduce the Cage Dwell 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.



- 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

○ **Operations Post-Holder (Director – Operations):**

- Ensure that all requirements of GACAR 151 are met by SMSA Express at all and any aerodrome facilities where applicable.
- Ensuring effective operational and safety oversight at all the ground stations and facilities operated by SMSA Express
- Ensuring efficient operational organizational structures and reporting are established.
- Ensuring the timely recruitment, adequate personnel training and optimum utilization of SMSA Express staff to meet all the operational needs of SMSA Express.
- Ensuring the maintenance of ground support equipment at all SMSA facilities is carried out to the highest standards.
- Ensuring the consistency in the implementation of SMSA Express' and the standard manuals, processes and procedures.
- Ensuring the consistency in the compliance with service level agreements at all ground stations (where applicable).
- Plan and direct operations resources country wide with relevant departments to provide maximum service to meet customer/business requirements while maintaining cost effectiveness within company cost parameters.
- Ensure effective systems, handling equipment, facilities, and tools to meet business requirement as well as exceed customer expectations.
- Identify gaps that affect organizational effectiveness to provide service and determine resultant actions.
- Improve and increase services offering and products.
- Ensure service provided meets customer and business expectation through upholding and ensuring that company image and branding is maintained at the highest level.
- Analyze business requirements and recommend appropriate staff training needs by implementing best practices from industry and customer.
- Ensure all employees are empowered / trained in respective job skill areas to build high-performance and motivated workforce to meet business objectives.
- With management team, determine and set SMART KPI / goals to be achieved in line with company / individual staff objectives.



- Monitor and set up appropriate systems to measure achievements against KPI.
- Provide effective feedback regarding achievement / successes and goals attained.
- Plan and control the department's budget and expenditure on a seasonal basis.
- Provide cost-effective solutions for the services and equipment required on an ad-hoc and planned basis.
- Through effective planning and communication, be able to foresee and plan for capital expenditure.
- Manage suppliers related to the department to ensure maximum cost effectiveness and service.
- Support business-related initiatives, including visits to prospective clients.
- Plan and identify initiatives to enhance existing business network.
- Implement company policy and procedures to meet ISO and business requirements.
- Hold regular meetings with staff and maintain effective communication route to staff and the company relating to Operations.

○ **Quality Post-Holder (Director – Quality and Risk Management):**

- Ensure that the safety policy and the relevant procedures are understood, implemented, and maintained at all levels of the organization.
- Ensure the quality assurance function as prescribed by GACAR 151 is carried out effectively.
- Ensure that the audits are performed by trained auditing personnel as prescribed by GACAR.
- Ensure that all corrective and preventative actions are followed up to review the effectiveness of those actions.
- Guide and motivate staff to manage their performance efficiently; monitor staff performance to ensure proper functioning.
- Verify commitment of all management staff to administrative regulations and procedures adopted in the company and ensure they do not exceed the powers granted to them (in the range of competence).
- Submit proposals and recommendations that contribute to the development of business department.
- Set department goals and recommend organizational changes.
- Take lead during monthly management reviews and present findings to senior managers.
- Maintain and improve business standards by motivating and leading the team towards the departments and company objectives.



- Subject matter expert with regards to Risk and QMS
- Motivate lead and develop direct reports and the wider team to create a business oriented and proactive support that is capable of providing accurate and timely advice on all QRM related matters.
- Ensure QRM is represented during communicating with practical new business clients to ensure all aspects of security / Risk / Quality standards are taken into consideration prior to any quotes given to the client to minimize risk to the business.
- Ensure the development of Quality & Risk Management staffs and provide relevant training identification of staff for succession planning.
- To maintain & improve business standard by motivating and leading the team towards the department's objectives and company objectives.

○ Training Post-Holder (Manager – Training & Development):

- Ensuring to select and develop sufficient number of staff with appropriate qualifications to plan, supervise, perform training, examine and assess personnel as required.
- Ensuring to have proficiency assessment / exam. Personnel must pass the assessment prior to being assigned duties.
- Maintaining accurate and up to date training records and to ensure that all trainees and staff records are stored in secure conditions.
- Ensuring that all training material is consistent with the corresponding course and up to date.
- Ensuring that training techniques, procedures and standards are in accordance with GACAR 151.
- Developing and executing the training strategy in line with meeting short- and long-term organizational objectives and goals.
- Guide and motivate staff to manage their performance efficiently; monitor staff performance to ensure proper functioning.
- Verify commitment of all employees belonging to the management of administrative regulations and procedures adopted in the company and ensure they do not exceed the powers granted to them (in the range of competence).



- Oversee the administrative procedures for staff (i.e., attendance and leave, holidays, performance evaluation) and provide report to the Director of the Department.

10.1. POST HOLDERS CHANGE NOTIFICATION PROCEDURES

Any changes to the SMSA Express personnel holding the positions of the abovementioned post holders or changes in the organizational hierarchy relating the abovementioned post holders must conform to the following notification procedures:

- Once the change process has begun, the nominated post holders will be interviewed by the Human Resources Department, and the Managing Director/the relevant supervisor to ensure their qualifications and expertise are meeting the SMSA Express standards.
- Once the change is approved by the Managing Director of SMSA Express, an email notification is forwarded to the vice-president of GACA: Mr. Ali Soud Al Dyab (aaldyab@gaca.gov.sa) *within 7 working days of the approval of the Managing Director of SMSA Express*, as well as a physical written letter directed to the President of GACA for their approval.
- The CV/Resume and qualifications of the new post holder would be attached with both the email notification and the physical letter.

10.2. DELEGATION OF AUTHORITY

In case any of the post holders are absent, personnel are assigned as temporary replacements to handle their responsibilities until the post holders resume their duties:

- **Ground Station Post-Holder (Regional Manager – Gateway Operations):** in case of absence authority will be delegated to **Supervisor – Gateway Operations**.
- **Operations Post-Holder (Director – Operations):** in case of absence authority will be delegated to **National Manager – Hub, Line haul, & Gateways**.
- **Quality Post-Holder (Director – Quality and Risk Management):** *Please refer to the Quality Manual attachment for in depth details on the delegation of authority in relation to the Quality Post Holder. (Doc # 6241)*



- **Training Post-Holder (Manager – Training & Development):** *Please refer to the Training Manual attachment for in depth details on the delegation of authority in relation to the Training Post Holder. (Doc # 6236)*

11. IMPORT CARGO HANDLING PROCEDURES

11.1. LAND FREIGHT INBOUND OPERATIONS

- Once the vehicle arrives at the SMSA clearance facility, the vehicle driver continues to hand-over the documents such as the Manifest to the Customs Authorities.
- The vehicle is then allowed by Customs security officer to enter the SMSA clearance site after cross checking the seals on the vehicle.
- The SMSA Clearance Agent collects the documents from the Customs security officer point for cross checking the seal before opening the vehicle in the presence of Customs security officer.
- Once the seals have been checked, the Customs security officer authorizes to break the seals and offload the shipments from the vehicle.
- SMSA Operations team at the aerodrome will begin offloading the shipments from the vehicle and applying the proper scans.
- The shipments will be stored temporarily in the Receiving area of the SMSA clearance facility. If the shipments require controlled temperature storage, they will be stored in the Cold Room available in the SMSA clearance facility as well.
- After offloading all shipments, the SMSA Clearance agent will cross check the number of shipments between what is stated on the manifest vs. the actual number of shipments received and report any overages, shortages, or damages to the Origin.
- The SMSA Clearance Agent will upload the details of the shipments to the Customs database system and will prepare and print the Bayan manifest which will then be submitted to the Customs authorities at the aerodrome.
- The shipments are scanned through the X-ray machine.
- The Customs officer, along with the SMSA Clearance agent/supervisor, selects a random number of shipments to be inspected. After completing the inspection, the Customs officer signs the Bayans.
- Shipments which are not released (failed inspection or missing required documents) are placed in the Hold cage/area until the requirements are



completed by either the SMSA Clearance team or the customers depending on whose action is required; appropriate scans are applied.

- Customs Duties for the released shipments are paid.
- After payment of customs duties, the released shipments are then move to the staging area in preparation to be loaded into a vehicle; appropriate scans are applied.
- Once the shipments are loaded, a manifest is printed and signed by the SMSA Operations team, and the vehicle is sealed and then dispatched.

11.2. AIR FREIGHT INBOUND OPERATIONS

- The shipments will be offloaded by the subcontracted Ground Handling Agent at the aerodrome and brought to the SMSA Clearance facility to be handed over to the SMSA Team.
- The SMSA Operations Supervisor will sign a manifest to confirm he has received the shipments from the subcontracted Ground Handling Agent.
- SMSA Operations team at the aerodrome will begin offloading the shipments from the ULDs and applying the proper scans.
- The shipments will be stored temporarily in the Receiving area of the SMSA clearance facility. If the shipments require controlled temperature storage, they will be stored in the Cold Room available in the SMSA clearance facility as well.
- After offloading all shipments, the SMSA Clearance agent will cross check the number of shipments between what is stated on the manifest vs. the actual number of shipments received and report any overages, shortages, or damages to the Origin.
- The SMSA Clearance Agent will upload the details of the shipments to the Customs database system and will prepare and print the Bayan manifest which will then be submitted to the Customs authorities at the aerodrome.
- The shipments are scanned through the X-ray machine.
- The Customs officer, along with the SMSA Clearance agent/supervisor, selects a random number of shipments to be inspected.
- After completing the inspection, the Customs officer signs the Bayans.
- Shipments which are not released (failed inspection or missing required documents) are placed in the Hold cage/area until the requirements are completed by either the SMSA Clearance team or the customers depending on whose action is required; appropriate scans are applied.
- Customs Duties for the released shipments are paid.



- After payment of customs duties, the released shipments are then move to the staging area in preparation to be loaded into a vehicle; appropriate scans are applied.
- Once the shipments are loaded, a manifest is printed and signed by the SMSA Operations team, and the vehicle is sealed and then dispatched.

11.3. LAND EXPRESS INBOUND OPERATIONS

- Once the vehicle arrives at the SMSA clearance facility, the vehicle driver continues to hand-over the documents such as the Manifest to the Customs Authorities.
- The vehicle is then allowed by Customs security officer to enter the SMSA clearance site after cross checking the seals on the vehicle.
- The SMSA Clearance Agent collects the documents from the Customs security officer point for cross checking the seal before opening the vehicle in the presence of Customs security officer.
- Once the seals have been checked, the Customs security officer authorizes to break the seals and offload the shipments from the vehicle.
- SMSA Operations team at the aerodrome will begin offloading the shipments from the vehicle and applying the proper scans.
- The shipments will be stored temporarily in the Receiving area of the SMSA clearance facility. If the shipments require controlled temperature storage, they will be stored in the Cold Room available in the SMSA clearance facility as well.
- Shipments with a value estimated above 1000 Saudi Riyals will be segregated, consignee IDs are required before proceeding to clear these shipments, and the SMSA Clearance team will coordinate with either the consignee or the origin to acquire the required identification documents.
- After offloading all shipments, the SMSA Clearance agent will cross check the number of shipments between what is stated on the manifest vs. the actual number of shipments received and report any overages, shortages, or damages to the Origin.
- The SMSA Clearance Agent will upload the details of the shipments to the Customs database system and will prepare and print the Bayan manifest which will then be submitted to the Customs authorities at the aerodrome.
- The shipments are scanned through the X-ray machine.
- The Customs officer, along with the SMSA Clearance agent/supervisor, selects a random number of shipments to be inspected.
- After completing the inspection, the Customs officer signs the Bayans.



- Shipments which are not released (failed inspection or missing required documents) are placed in the Hold cage/area until the requirements are completed by either the SMSA Clearance team or the customers depending on whose action is required; appropriate scans are applied.
- Customs Duties for the released shipments are paid.
- After payment of customs duties, the released shipments are then move to the staging area in preparation to be loaded into a vehicle; appropriate scans are applied.
- Once the shipments are loaded, a manifest is printed and signed by the SMSA Operations team, and the vehicle is sealed and then dispatched.

11.4. AIR EXPRESS INBOUND OPERATIONS

- Once the flight arrives at KFIA, SMSA Clearance team will coordinate with the Ground Handling Agent to receive the shipments from the airline and transport them to the SMSA clearance facility, where they will be handed over to the SMSA Operations team along with the accompanying documents such as the Manifest.
- SMSA Operations team at the aerodrome will begin applying the proper scans.
- The shipments will be stored temporarily in the Receiving area of the SMSA clearance facility. If the shipments require controlled temperature storage, they will be stored in the Cold Room available in the SMSA clearance facility as well.
- Shipments with a value estimated above 1000 Saudi Riyals will be segregated, consignee IDs are required before proceeding to clear these shipments, and the SMSA Clearance team will coordinate with either the consignee or the origin to acquire the required identification documents.
- After offloading all shipments, the SMSA Clearance agent will cross check the number of shipments between what is stated on the manifest vs. the actual number of shipments received and report any overages, shortages, or damages to the Origin.
- The SMSA Clearance Agent will upload the details of the shipments to the Customs database system and will prepare and print the Bayan manifest which will then be submitted to the Customs authorities at the aerodrome.
- The shipments are scanned through the X-ray machine.
- The Customs officer, along with the SMSA Clearance agent/supervisor, selects a random number of shipments to be inspected.
- After completing the inspection, the Customs officer signs the Bayans.



- Shipments which are not released (failed inspection or missing required documents) are placed in the Hold cage/area until the requirements are completed by either the SMSA Clearance team or the customers depending on whose action is required; appropriate scans are applied.
- Customs Duties for the released shipments are paid.
- After payment of customs duties, the released shipments are then move to the staging area in preparation to be loaded into a vehicle; appropriate scans are applied.
- Once the shipments are loaded, a manifest is printed and signed by the SMSA Operations team, and the vehicle is sealed and then dispatched.

11.5. CAGING PROCESS

All international shipments that have not been released for delivery by the end of a location's clearance window must be placed in a secured and/or bonded area and the proper scans detailing the reason for caging must be applied on the SMSA CORE System on each Airway Bill.

All caged shipments must receive a STAT60 scan at least once daily. All caged shipments must be released from the Hold Cage immediately after receiving clearance or other disposition, and the proper scans detailing the nature of the release/disposition must be applied.

11.5.1. Procedures for Caging Packages

After identifying which shipment(s) needs to be caged:

- Apply a cage label or other cage identifier to every package/piece if applicable.
- Place the shipment(s) in the designated, secured and/or bonded cage area.
 - Scan the shipment's Airway Bill using the scanning device to update the status of the shipment into the CORE System.
 - The correct scan must be selected based on the reason for caging the shipment.

11.5.2. Procedures for Releasing Shipments

All shipments entered into the Hold Cage must be released eventually. The following procedures must be followed to ensure the release of a caged shipment is processed correctly:



- Once a shipment receives clearance or other disposition, apply a release label or other release identifier to each package/piece (skid) in the shipment if applicable in your location.
- Use the scanning device to apply a STAT66 (commercial customs release).
- Remove the shipment from the Hold Cage.

11.6. LINEHAUL CONTINGENCY INBOUND

If inbound flight is cancelled, the follow procedures should be followed:

- Once origin gateway will inform the details of the contingency flight availed.
- SMSA needs to get in touch with the airline and/or handling agent and inform them on the in-bound traffic on the contingency flight availed
- Ensure necessary vendor delay scans are applied on the delayed media by the gateway.
- This should be communicated to the station operation & customer service for customer queries.
- Work with customs on clearance timelines in case of media arrival on contingency flight.

12. TRANSIT SHIPMENTS PROCESS

- SMSA Clearance team in the aerodrome will monitor the flight/truck arrival based on the pre-alert received from origin (sample shown below) and will prepare the necessary documents, as well as prepare any necessary funds to pay the custom duty fees to clear the shipments.

Aerodrome Ground Operations Manual

Owner/Department: Operations Department



Date:		Transit Location:	DMM, KSA
Origin:		Final Destination:	
SMSA MAWB No.:		Total No. of Pieces: <input type="checkbox"/> Bags <input type="checkbox"/> Boxes/Lose Pieces <input type="checkbox"/> Pallets	
Commodity:		Value:	
Airline Airway Bill No.: <i>(If Shpt is arriving via Air Mode)</i>		Flight No.:	
Truck Number: <i>(If Shpt is arriving by Land Mode)</i>		Act. Weight:	
Local Departure Date:		Local Arrival Date:	
Local Departure Time (ETD):		Local Arrival Time (ETA):	
Special Instructions if any:			

- After the arrival of the flight SMSA Clearance team will coordinate with Ground Handling Agent at the aerodrome to receive the shipments from the airlines and transport it to the SMSA clearance facility at the aerodrome. If the shipments are arriving via land freight transportation, they will be directly unloaded by the SMSA Operations team into the SMSA clearance facility.
- Apply the appropriate scans on all the shipments and report any overages or shortages to the origin.
- The shipments will then be scanned using the X-ray machine as a security screening prerequisite. The shipments will then be transported to a dedicated transit storage area until the remainders of the clearance processes are completed; the proper scans are applied.
- The transit Bayan is prepared and submitted to the customs authorities to be approved, once approved the shipments can be released and transported out of the aerodrome.



- The shipments are loaded into the truck/trailer, sealed and bonded in the presence of the customs authorities.
- A shipments manifest is prepared and signed by the SMSA Operations Supervisor, and a copy is handed over to the Driver/Courier, proper scans are applied.

13. EXPORT CARGO HANDLING PROCEDURES

13.1. EXPORT CARGO CLEARANCE PROCESS:

- The documents required by the Customs Authorities are forwarded by the customer to the SMSA Freight Department located in the headquarters in Riyadh
- SMSA Freight Department checks the documents sent by customers for compliance with both origin and destination regulations.
- The documents are then forwarded alongside the shipments to the SMSA Clearance Coordinator in the aerodrome.
- The Customs required documents which are provided to the aerodrome team by the SMSA Freight Department in the headquarters include the following:
 - Commercial invoice
 - Shipment Air waybill
 - Shipment CONS
 - Packing list
 - Valid Consignee Authorization Letter (AL)
 - Commercial Registration (CR)
 - Payment Method
 - Lab Undertaking
 - Commercial invoice
 - SASO (Saudi Standards, Quality and Metrology Organization Certificate)
 - COO (Certificate of Origin).
- SMSA Clearance agent receives the documents from the SMSA Clearance Coordinator, arranges and checks documents.
- The shipments are marked and labeled to ease the identification process of the cargo and in compliance with the Airline requirements.
- SMSA Operations team will unitize the shipments on pallets and shrink wrap them, the height of each pallet should not exceed 1.6 meters.



- Proper scans are applied on the shipments by the SMSA Operations team, the weight and dimensions are also checked and updated for all the shipments.
- The shipment is then stored temporarily in the SMSA Aerodrome facility, awaiting the completion of the relevant paperwork.
- SMSA Clearance agent ensures that shipping documents has Arabic and English translation. If either one is not available, the Translation Executive will provide the required translated documents.
- SMSA Clearance Agent prepares the export Bayan using the online Customs system.
- If any documents are missing or contain incomplete information, the SMSA Clearance agent resolves, completes, or asks the source for the needed documents.
- SMSA Freight Department in Riyadh headquarters will then book a sufficient space in a designated airline (the airline chosen will vary depending on the available capacity), or will book a trailer to pick up the shipment if it is being exported by land.
- A pre-alert is sent to the customer/destination after the dispatch time has been confirmed.

Date:		Transit Location:	DMM, KSA
Origin:		Final Destination:	
SMSA MAWB No.:		Total No. of Pieces: <input type="checkbox"/> Bags <input type="checkbox"/> Boxes/Lose Pieces <input type="checkbox"/> Pallets	
Commodity:		Value:	
Airline Airway Bill No.: <i>(If Shpt is arriving via Air Mode)</i>		Flight No.:	
Truck Number: <i>(If Shpt is arriving by Land Mode)</i>		Act. Weight:	
Local Departure Date:		Local Arrival Date:	
Local Departure Time (ETD):		Local Arrival Time (ETA):	
Special Instructions if any:			



- If the cargo is being exported via airplane, the shipments will be handed over to the Ground Handling Agent in the presence of the SMSA Clearance Agent.
- The cargo will then go through standard screening and inspection by the Ground Handling Agent.
- If the cargo is being exported via land freight, the required documents will be compiled in a file and a copy will be handed over to the customs export department and another copy to the driver/courier.
- The vehicle will be sealed and bonded, and a gate-pass will be issued to the driver/courier prior to the vehicle's dispatch.



13.2. Export Cargo Manifest

Aerodrome Ground Operations Manual

Owner/Department: Operations Department



SMSA Express Trans. Co., Ltd.

Date: 14-NOV-2020

Please find hereunder the manifest for cargo forwarding SV

AWB #	Actual Weight	# of pcs	Dimension	Origin	Dest	Commodities	
065-15274696	830	1					
				RUH	AMS	NETWORK PRODUCTS	

SMSA EXPRESS



13.3. EXPORT CARGO SCREENING & SECURITY

- Transit shipments and direct export shipments transported via air are scanned using the X-ray machine prior to being dispatched, and are cross checked against the export manifest to ensure completion.
- Cargo exported via air will also go through standard screening and inspection by the subcontracted Ground Handling Agent. Prior to being handed over to the Agent, the shipments are cross checked against the export manifest to ensure completion.
- Cargo shipments exported via land freight are cross checked against the export manifest to ensure completion.

13.4. CARGO PREPARATION AND PACKAGING FOR EXPORT

Cargo exported via the SMSA clearance facility in the aerodrome is checked to ensure the shipments and the packaging is not damaged in any way. If any damages (including leakages) to the packaging are found, they will be remedied by the SMSA Operations team. The shipments are then unitized on pallets and shrink wrapped prior to being handed over to the Ground Handling Agent, or to the 3PL service provider.

The above procedure apply only for general cargo, packaging and preparation of shipments containing dangerous goods is conducted in compliance with GACAR 109 please refer to the attached DGR manual.

13.5. LINEHAUL CONTINGENCY OUTBOUND:

- In the event of unforeseen exceptions origin should ensure first available immediate recovery flights are available.
- Gateway should be informed on these exceptions immediately.
- Additionally ensure all impacted shipments receive the right exception scan.



14. CARGO CLEARANCE

Cargo is cleared by following the relevant SMSA Operations Procedures as detailed within this manual, and in compliance with the Customs Authorities' requirements.

Please refer to sections 11, 12, and 13 for more detailed information on the SMSA Operations Procedures within the SMSA Clearance facility.

15. CARGO CUSTOMER SERVICES

SMSA Express is committed to providing excellent services to its customers. SMSA Express Customer Service department can be reached via the below communication channels:

- Social Media Platforms: Twitter (@smsacare), Facebook, and Instagram (/smsaexpress).
- Email: info@smsaexpress.com
- 24/7 contact center Telephone number (920009999).

The contact details mentioned above are provided to all SMSA Customers. Once a customer complaint is lodged, it is assessed by the SMSA Express Customer Service Department to determine the legitimacy of the complaint. If the complaint is found to be legitimate, a ticket is opened on the SMSA CORE System. The ticket will be assigned to the SMSA Staff responsible for taking the necessary actions to resolve and close the complaint. In case the necessary actions were not taken by the responsible staff, the ticket will then be escalated to the immediate Manager/Supervisor of the responsible staff. Further escalation to the senior management is also possible in case the immediate Manager/Supervisor fails to take the necessary action to resolve the complaint.

16. COMMERCIAL & REVENUE

Please refer to Appendix B for more detailed information on the relevant SMSA Clearance facility revenues, commercial information, and feasibility study

17. BONDED AREA OPERATIONS



17.1. Inbound Bonded Operations

- SMSA inbound procedures are followed (*Please refer to section 11 for detailed information on the importing process*) with the exception of the Customs Clearance and inspection.
- Once the shipments arrive at the aerodrome and are received by the SMSA Operations team, an inbound report is generated.
- Inbound report contains the following:
 - SKUs received
 - Pieces per SKU
 - SKU description
 - Value per SKU per piece
- The shipments are then stored in the SMSA Bonded Area at the aerodrome, and are not cleared through Customs Authorities.
- Proper scans are applied.

17.2. Outbound Bonded Operations

- The orders are received from the customers via the Warehouse Management System or via Email.
- SMSA fulfillment picking operating procedures will be followed.
- The pieces are packaged as per SMSA policy with air cushions/bubble wrap for any fragile shipments; an Airway Bill and a commercial invoice are attached to each package.
- Each Airway Bill will contain the following information:
 - Product description
 - Number of pieces
 - Consignee details
- The Commercial Invoice will detail the total value of the package and the Value Added Tax (if applicable) on the order.
- **For shipments outbound to international destinations:**
- An international shipment manifest is created detailing the following:
 - All Airway Bills numbers
 - Description of items shipped under each Airway Bill
 - Total value of each order



- Follow the SMSA exporting process operating procedures (*Please refer to section 13 for detailed information on the exporting process*)
- An International Outbound Report is generated detailing:
 - Number of orders
 - SKUs per order
 - Pieces per SKU per order
 - Total value of each order
- **For shipments outbound to domestic destinations:**
- *If the shipment value is more than 1000 Saudi Riyals:*
- Follow the SMSA clearance process operating procedures
- The VAT Fees and the Customs Duty Fees will be paid as per the Bayan statements issued during the clearance process
- The orders will only be released once all the fees are settled in full
- A Domestic Outbound Report is generated detailing:
 - Number of orders
 - SKUs per order
 - Pieces per SKU per order
 - Total value of each order
- *If the shipment value is less than 1000 Saudi Riyals:*
- Follow the SMSA clearance process operating procedures
- The orders are released and delivered to the customers
- The VAT fees will be paid as per the Bayan statements issued during the clearance process
- A Domestic Outbound Report is generated detailing:
 - Number of orders
 - SKUs per order
 - Pieces per SKU per order
 - Total value of each order

17.3. CLEARANCE AND MEDIA RECOVERY PROCESS:

This part details the inbound recovery process and coordination with concerned vendors, gateway and regulatory authorities from the arrival of flight/truck, retrieval of the media, customs clearance and delivery to station.



SMSA responsibilities include but are not limited to:

- Timely and safe unloading of trucks/trailers (in the case of land freight and land express) and unloading of dollies/trolleys (in the case of air freight or air express), segregation of inbound from the flight-line to customs location.
- Working with local law enforcement and customs official to ensure the integrity and security of shipments is maintained through the entire customs process onto final handover at time of customs clearance.

SMSA Clearance Coordinator & Clearance Supervisor will be in charge of clearing the media at final destination:

- Review Pre-Alert from the other aerodromes, whether outside the Kingdom of Saudi Arabia or inside it.
- Call handling agent/airline and reconfirm arrival of traffic.
- Print inbound manifest and collect the airline documents from the handling agent to initiate customs clearance.
- Ensure the bags received are reconciled versus the pre-alert.
- Send reverse pre-alert to origin/gateway copying the origin group email id and the SMSA Clearance Coordinator confirming media arrival and receipt on the scheduled flight arrival day.
- Ensure bags are opened only under the presence of SMSA personnel and placed for customs inspection
- Notify respective gateway/origin on any exception / discrepancy on the original pre-alert. Copying the origin group email id and the SMSA coordinator and follow-up until closure. (E.g. Bags short landed, short received, received in damage condition etc...)
- ***Pre-arrival of media If pre clearance available:***
- SMSA Clearance Agent monitor inbound pre-alert from the other aerodromes each day.
- SMSA Clearance Agent immediately uses the SMSA online system to access the number and air waybill numbers of the incoming shipments.
- Only Non document shipment with value over 1000 Saudi Riyals must be filtered for Duties & taxes assessment from the consolidated manifest invoice value.
- Consolidated Manifest with Invoice Value must be prepared and completed prior to media arrival.
- SMSA Clearance Agent to ensure sufficient funds is available in place to facilitate the release of each media Master Airway Bill.



- SMSA Clearance Agent collects the Original MAWB from the Airline to be submitted along with the Manifest to Customs.
- SMSA Clearance Agent physically count the actual bags received and reconcile with the pre-alert.
- Report immediately to the SMSA Gateway Supervisor on the actual count of media received and or report any exceptions such as short received bags/torn bag/package etc. immediately in order to notify the gateway and concerned immediately upon receipt of the media.

18. FACILITIES AND GROUND SUPPORT EQUIPMENTS

The **facilities** required at the aerodrome to conduct SMSA operations consist of the following:

- Staging area for outbound shipments.
- Loading docks for outbound vehicles.
- Unloading docks for inbound vehicles.
- Receiving area to receive shipments from the Ground Handling Agent utilized by SMSA.
- Hold cage for shipments pending customs clearance and completion of documents.
- Customs staging and inspection area.
- Bonded area for transit shipments.
- Cold room for temperature-controlled shipments.
- Offices for management and supervisory personnel.

The **Ground Support Equipment** required at the aerodrome to conduct SMSA operations consists of the following:

- Forklifts 3 tons.
- Pallet trucks / jacks.
- Conveyor belts.
- X-ray machines.
- Wooden/plastic pallets (Euro or US).
- Hand scanners/PDAs.
- Computers.
- Servers.



18.1. DETAILS OF OR REFERENCE TO GSE MAINTENANCE PROGRAM

This point is covered in separate document. Please refer to SAMACO program attachment for in depth details. (Doc # 2814)

Purpose

To support the safe and reliable working order of critical equipment, machinery, arrangements, structures, systems and other parts related to or affecting EHS .

Scope

This procedure shall be applicable to all SMSA Express, facilities and offices, including warehouses, NUPCO facilities, Gateways facilities, etc..

Responsibility

Facility Managers are responsible for maintaining this procedure via identification and follow up.

The maintenance manager is responsible to implement this procedure

Other personnel etc. are responsible to assist in the follow up and implementation of this procedure.

Definitions

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.

Critical Parts: Components of equipment, materials, structures, or processes more likely than others to result in a major accident or incident when worn, damaged, abused, misused, or improperly applied.

Alarm System: A system which detects a dangerous deviation from normal conditions and generates a respective signal or command.

Check / Test: Procedure that allows the identification of whether or not a system correctly performs its designated function and/or fulfils defined specifications. Checks and tests should



be defined such that the correct functioning of the entire system is evaluated rather than that of the subsystems only.

Emergency System: Equipment, devices, installations, control circuits, procedures, computer software etc. or parts thereof, whose performance is primarily assigned to either the prevention of an incident (e.g. earthing/grounding, lightning protection) or the active or passive limitation of the effects of an incident (e.g. sprinklers, rupture disks, fire exits)

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

Safety Critical Function: Systems having one or several functions that do affect the safety of the facility or persons.

Components

Samaco Inventory

A SAMACO inventory should be developed and documented. This inventory may be stand-alone or be integrated into the Site's existing preventative maintenance inventory.

This inventory may be developed by assessing components of equipment, materials, structures, systems or processes which are likely to result in a major accident or incident when worn, damaged, abused, misused, or improperly applied. These components are known as 'critical parts'.

Examples of "Critical Parts" include:

- Hoists (warehouse cranes, etc.)
- fire alarm systems
- heat/smoke detection
- safety guards
- tank valves (e.g., diesel tank, etc.)
- temperature gauges
- emergency lighting and power
- drain closures
- heating and cooling systems
- AC Duct system / filters / dust collection system
- fume collection system (kitchen)
- Gas detectors (as applicable)
- fire doors
- fire water pumps
- fire extinguishers
- and sprinkler systems.

Also included are Personal Safety Protective Equipment (as applicable):

- Earthing/Grounding of electrical tools and equipment)
- First aid equipment
- Respirator Masks
- (Self-Contained-)Breathing-Apparatus
- Warning systems (~~strobe~~, flashing lights, bells etc.)
- Harnesses

Environmental Protection elements are a major part of SAMACO:

- Media for clean-up of spills
- Emergency Shutters ??
- Fire water retention system (e.g. tank, shutters, valves??)
- Water- or sand-bags to close sewerage systems

Explosion & Fire Protection elements such as:

- Explosion flaps (Any at warehouse?)
- Explosion Isolation Systems (Any at warehouse?)

- Explosion suppression systems (Any at warehouse?)
- Flame arrestors (Any at warehouse?)
- Inerting for explosion protection (gas supply, O2-detection) (Any at offices or warehouse?)
- Penetrations/Sealing in Fire Walls
- Fire Water curtain

SAMACO Program and Documentation

For each critical part on the SAMACO Inventory, the SAMACO program identifies inspection, service, and testing requirements, as per a defined schedule. The SAMACO program defines work conducted internally (e.g. by the maintenance department) as well as by third party contractors when determined to be needed.

The SAMACO program should be documented and may be stand-alone or be integrated into the Site's existing preventative maintenance program.

SAMACO Document maintenance shall cover all relevant issues of *safety and environmental critical functions* (i.e. findings of *inspections*, servicing and *repair* activities, dates, person(s) involved)

The documentation can be either as hardcopy or electronic files.

Ensure that changes and modifications are recorded in the structure documentation

RECORDS

- SAMACO Critical Parts Inventory List
- SAMACO maintenance records / logs

18.2. FACILITIES AND EQUIPMENTS MAINTENANCE PROGRAM

A maintenance schedule is maintained by the Administration and Facilities Department, where any defects within the aerodrome facility or equipment are reported to the management via a ticketing system developed in-house by the SMSA Express IT Department.

The tickets are opened via an internal email communications system and are sorted by their priority which is set by the responsible Facilities Administrator.

Urgent tickets (such as electric or other defects which may pose harm or danger to the staff or operational continuity) are solved within 48 hours.

A maintenance record is maintained and the last maintenance date is recorded as well as the next maintenance date.

The equipment mentioned above are maintained according to the manufacturer's specifications.

The facility maintenance program is **outsourced to a subcontracted** company who is responsible for ensuring the facility is maintained up to the aerodrome standards and to ensure smooth operations in the SMSA clearance facility.

18.3. Preventive maintenance checklist / schedule for each GSE specifying maintenance tasks & frequencies.

Below are maintenance checklists for the equipment that are being used at the facility.

1. Pallet Jack Maintenance / Inspection Checklist

Pallet Jack maintenance/ Inspection Checklist					
Inspection Date:	Model / Brand:				
Inspection Day:	Location:				
Tasks	Item No.	Maintenance checklist		Status	Remarks
Daily Pallet Jack Maintenance / Inspection checklist		Visually check for cracks of arms, forks, or any other			
		Check if there is any oil leakage.			
		Check the vertical creep of the lifting mechanism.			
		Check the smooth movement of the wheels.			
		Check if there are any particles or damages on the			
		Check if all the bolts and nuts are tightened firmly.			
		If equipped, check the brake.			
		Verify that all labels are in place.			
Monthly Pallet Jack Maintenance / Inspection checklist		Check hydraulic oil level (more frequently for high use applications).			
		Long-life grease should be applied to the			
		Clean off dirt and debris.			

2. Conveyor Belt maintenance Checklist

Conveyor Belt maintenance/ Inspection Checklist						
Inspection Date:			Model / Brand:			
Inspection Day:			Location:			
Tasks	Item No.	Maintenance checklist			Status	
		Good	Not Good (x)	N/A		
Daily conveyor maintenance checklist	1	Visually inspect for debris stuck in the conveyor mechanism.				
	2	Check for unusual noise during normal conveyor operation.				
	3	Visually inspect for cuts or bruises on conveyor belt.				
	4	Take note of any belt slippage or material spillage.				
Weekly conveyor maintenance checklist	1	Lubricate roller bearings.				
	2	Scrape parts of the conveyor mechanism to remove debris and foreign objects.				
	3	Check for damages to conveyor belt and rollers.				
	4	Check whether materials are unloading properly from the conveyor mechanism.				
	5	Retrieve and clean dust containment system (it can accumulate debris and other undesirable foreign objects).				
Monthly conveyor maintenance checklist	1	Repair damages to conveyor belt according to the instructions from vendor.				
	2	Oil Change or other lubricant in power module.				
	3	Replace worn out brushes and scrapers.				
	4	Have a detailed inspection of the belt and conveyor system when the conveyor is shut down and empty.				
	5	Inspect electrical components for damages or faults. Replace/repair them if needed.				
	6	Inspect the following mechanical components and replace them if necessary: Idlers, Rollers, Belt tracking, Tripper tracking, Tripper spillage, Tripper bends, Head pulley, Drive pulley, Tail pulley, Tripper discharge pulley, Pulley cleaners, Run drives, Drive-chains				
Annual conveyor maintenance checklist	1	Replace heat insulation lagging.				
	2	Drain gearbox reducers and flush them with kerosene.				
	3	Inspect the motors of the conveyor system. Replace them if necessary.				
	4	Replace electric contacts, fuses, and other similar electrical components.				
	5	Operate the conveyor system without any load. Inspect for any irregularities in empty operation.				
	6	Operate the conveyor system with standard load and check for faults in all conveyor system components.				
	7	Test the emergency stop functionality on an empty load and full load.				

3. Forklift Maintenance Checklist

The Forklift preventive maintenance is conducted by outsource vendor “STARS FORKLIFT TRADING EST”. For in depth details, *please refer to the attached contract agreement.*

Forklift maintenance/ Inspection Checklist						
Inspection Date:			Model / Brand:			
Inspection Day:			Location:			
Minor maintenance – every 250 hours of use	Item No.	Maintenance checklist			Status	
		Good	Not Good	N/A	Remarks	
Tasks						
Engine	1	Remove filler caps to release excess pressure				
	2	Change the engine oil and oil filter				
	3	Fill up your coolant				
	4	Add antifreeze to your coolant if necessary				
	5	Clean the engine cooling system				
	6	Clean or change the air filter				
	7	Inspect the drive or fan belt for damage and tension				
	8	Check the fuses in the fuse box				
	9	Check the hoses for any leaks				
	10	Check the meters and warning lights				
	11	Listen to the engine for irregularities				
	12	Check the colour of the exhaust gases				
Battery	1	Check the battery condition. Replace the battery if damaged.				
	2	Check if burned or oxidised? Maintain oxidised battery bolts.				
	3	Check the temperature of the connections				
	4	Tighten loose battery bolts				
	5	Check the connectors and cables for damage, burning or corrosion				
Traction & Pump motors	1	Listen to the motor for irregularities.				
	2	Check the brushes and springs.				
	3	Check the thickness and surface of the commutator.				
Tyres	1	Is there any damage to the tyres or deformation of the wheels?				
	2	Increase the tyre pressure of your pneumatic tyres				
	3	Inspect the treads for excessive tread wear				
	4	Tighten wheel and hub nuts properly and evenly				
Mast & Forks	1	Tighten loose nuts and bolts				
	2	Clean the mast and lubricate if necessary				
	3	Visually check the mast and load protector for deformation				
	4	Check the operation of the mast by using the lifting and tilting				
	5	Check the attachment of the shock absorber				
Chassis	1	Tighten loose nuts and bolts				
	2	Lubricate all lubrication points of the drive and steering wheels				
	3	Check the level of transmission and differential oil				
	4	Check the steering and transmission				
	5	Replace the transmission filter				
Hydraulics	1	Check the hoses for leaks				
	2	Check the hydraulics for leaks and replace seals if necessary				
	3	Check the level and cleanliness of the hydraulic oil. Add oil if necessary				
Breaks	1	Check if the brake pedal and handbrake work and return properly				
	2	Top up the brake fluid				
	3	Blow out brake dust and clean the brakes				
Lighting, Seat Belt	1	Are all the lights functioning as they should be?				
	2	Check the horn and back-up alarm				
	3	Does the key switch shows any abnormalities?				
	4	Inspect the seat belt				

4. X-ray machines Maintenance Program

The X-ray machine Maintenance Program is **outsourced to a subcontracted** company who is responsible for the maintenance of X-ray and ensuring the X-ray is maintained up to date with the aerodrome standards.

5. Wooden/plastic pallets Maintenance Program

Wood Pallet maintenance/ Inspection Checklist

Inspection Date:		Model / Brand:			
Inspection Day:		Location:			

Tasks	Item No.	Maintenance checklist	Status			Remarks
			Good	Not Good (x)	N/A	
Weekly/Monthly Pallet Maintenance / Inspection Checklist	1	Inspect pallets condition. (Make sure it can be safely stored with a heavy load).				
	2	Check If the pallet has any cracked or broken pieces? If there is, replace a new pallet.				
	3	Check the stringer, Is it in good condition? Damaged stringers should be properly repaired with plugs or mending tape to ensure pallet safety.				
	4	Check the pallet for any protruding nails or splinters of wood.				
	5	Check the pallet condition, if doesn't meet these safety conditions, the pallet must be immediately taken out of use until it is repaired or replaced.				
	6	Clean wood pallets regularly.				

6. Scanners Maintenance Program

The scanner devices Maintenance Program is conducted by the vendor if it's still under the warranty. If not, the maintenance is conducted by **outsource to a subcontract** company who is responsible for the maintenance of scanner devices and ensuring the scanner devices is maintained up to date.

19. WAREHOUSE SECURITY ARRANGEMENTS

Security and safety are the collective responsibility of all SMSA team members. In the current security climate it is critical that we all remain vigilant and that any suspicious activity is reported to SMSA Express management. SMSA Security personnel are assigned to the SMSA Clearance facility throughout all operational hours to ensure SMSA Security policies are adhered to.

The Security personnel needs to ensure all security policies and procedures, as well as the aviation security measures that are in effect with special focus and attention on the following:

- Ensure strict compliance with all package screening protocols.
- Ensure Company-issued ID badges are displayed at all times while on Company property.
- Immediately challenge all unauthorized or un-badged individuals.
- Report any suspicious activities or persons near our facilities. This may include any person(s) showing an uncommon interest (e.g. photographing or videotaping assets) in company security measures, personnel, entry points, access controls, perimeter barriers (e.g. fences or walls) and critical networks or systems.
- Ensure all access control protocols are strictly enforced, including but not limited to, escort policies for visitors, contractors and vendors.
- Review and update emergency/security contact lists.
- Any suspicious activity or security concerns must be immediately reported by the local Manager to the SMSA Security Manager who is directly reporting to the Director of Quality and Risk Management.

For in depth details on the Safety & Security policy and procedures please refer to the attached Quality Manual. (Doc# 6241)

20. Compliance with Customs Requirements

Operations within the SMSA Clearance facility must be done according to and in compliance with the Customs Authorities' requirements.

It is the responsibility of the SMSA Manager of Customs Clearance Affairs to remain up to date on the latest requirements and regulations of the Kingdom of Saudi Arabia's Customs Authorities, and to disseminate any new requirements to the SMSA Operations team and the Clearance team to ensure compliance.

The list below includes areas where the Customs Authorities requirements must be collected, disseminated, and complied with in all SMSA Clearance facilities:

- De-unitizing shipments: shipments that arrive consolidated on pallets/bags/boxes/etc. must only be de-unitized if the Customs Authorities have allowed the activity. If approval is not granted, the shipments must be cleared in the same consolidated units they arrived in.
- Bonding and sealing trucks: Customs regulations must be followed closely when bonding and sealing trucks/trailers prior to being dispatched, the manifest must mentioned the number of the security seals used.
- Truck/Trailer unloading and loading: Customs requirements must be complied with when loading or unloading trucks/trailers which must occur after approval from the in-charge customs officer is received.

- Screening and inspecting shipments: all inbound and outbound shipments must be screened via the x-ray machine in the facility and in the presence of the Customs officer in-charge. All shipments selected for further inspection during x-ray screening must be removed, put aside, and not moved from the inspection area until approval from the Customs officer is received.
- Bayan statements, HS Codes, and Declared values: data entered into the Customs systems to issue the Bayan statements must be accurate and as provided by the customer, this includes information such as the HS Code of the commodity being imported or exported, and the declared value. Customer information must be accurately entered into the Customs system.
- Custom duties: payment of customs duty fees must be completed without delays to ensure compliance with the Customs authority's requirements and to ensure the flow of shipments is not disrupted within the SMSA Clearance facility.

21. LIST OF SUBCONTRACTED ORGANIZATIONS

SMSA Express does not provide aircraft loading/unloading services, as such these services are provided by sub contracted organizations listed below:

- Swissport
- Saudia Ground Services
- Saudia Cargo

21.1. SCOPE OF SUBCONTRACTED SERVICES

The scope of services covered by the subcontracted organizations include transportation of courier shipments (import/export) from a designated pre-arranged area, delivery to the SMSA Express facility, and obtaining a signature from the SMSA Express responsible staff upon delivery. Dollies and cargo carts utilized are to be provided and maintained by subcontracted organization.

21.2. SUBCONTRACTED ORGANIZATION'S EVALUATION CRITERIA

The subcontracted organizations are evaluated based on the following criteria:

- Duration of time between flight's arrival and delivery of its shipments: for example in the case of Swissport, the cargo is to be delivered to SMSA Express within 3 hours of the flight's arrival, in case of any delays; SMSA Express will deduct 5% from the service charges applicable to the delayed shipments.
- A record will be maintained by the Clearance Coordinator in the aerodrome to evaluate the Ground Handling Agent's performance (Please see below sample).

Date	Flight Number	Actual Flight Arrival Time	GHA Handover Time	Time in Hours Elapsed Between Flight Arrival and GHA Handover
Monday, February 1, 2021	XYZ 330	10:00	12:00	2
Tuesday, February 2, 2021	XYZ 350	10:00	15:00	5

22. ACCEPTANCE OF GENERAL CARGO

Acceptance of shipments is done through the proper SMSA Sales and Customer Service channels and employees.

All SMSA Sales and Customer Service staff must follow SMSA Express policies and procedures to help ensure the safety and security of employees, customers, locations, and the entire network. Any breakdown in following these procedures can impact our operations and compromise safety and security. This is done by ensuring all packages meet the criteria required to travel within the SMSA Express transportation network as well as to travel internationally abroad flights or land freight.

SMSA Express shipments acceptance criteria can be found on the Global Service Reference Guide which is an indispensable tool that is available to all our customers, SMSA customer service agents, and SMSA sales personnel. Complete knowledge of this guide is necessary in order to perform exports and imports correctly.

The Global Service Reference Guide contains information regarding the rules and regulations for the import of goods in every country where the SMSA shipping services are provided. The user has to choose which country they wish to import their goods to, and based on the type of commodity, they can determine the rules regulating the import of that specific commodity, whether the goods fall under any of the prohibited goods categories, and whether they require any special documentation in order to be cleared through the customs authorities of the importing country.

This section details the criteria SMSA sales personnel follow with regards to accepting business from the customers, for the physical activity of receiving the cargo, please refer to section 12.

22.1. SMSA EXPRESS PROHIBITED ITEMS

The following items without exception must be refused for carriage by SMSA Express regardless of value, business potential or who the customer is, even though some of these items might not be prohibited under Saudi Arabian law. There is no exception process available:

- Live animals, fish, and birds.
- Human remains or ashes.
- Bullion (of any precious metal).
- Cash (current legal tender) (bank notes, currency notes and coins).
- Loose precious stones.
- Complete firearms, ammunition, explosives / explosive devices.
- Ivory.
- Gasoline, engine oil, jet planes engine oil, other planes engine oil, kerosene, engine diesel, electricity generators oil including ships electricity generators,

heating diesel, diesel for other purposes, ships oil, Others, petroleum gases and other gaseous hydrocarbons, petroleum tar, natural tar and asphalt.

- Radioactive items.
- Ozone layer depleting substances.
- Green fodder including straw.
- Scrap iron.

In addition to the above, shipments with unacceptable packaging are not accepted by SMSA Express. Unacceptable packaging is described as packaging meeting any of the below criteria:

- Fragile items that are not sufficiently packed to protect the items.
- Heavy metal items packaged in thin cardboard boxes.
- Kraft paper envelopes or Kraft paper wrapping.
- Multiple packages wrapped, bound or taped together.
- Packages taped with household cellophane tape.
- Packages with rattling contents.
- Packages without intact flaps.
- Wet packages or packages suspected of leaking.
- Untagged items that should be tagged.
- Unsealed liquid containers.

22.2. SAUDI ARABIA PROHIBITED COMMODITIES

This is in addition to the list of SMSA prohibited items; any items on this list will not be accepted for shipping by SMSA Express and are subject to the Saudi Arabian Customs authorities' fines and confiscation.

- All items offensive to Muslims, the Saudi Royal Family, Saudi Politics and Saudi culture are prohibited.
- Alcoholic beverages
- Pornography
- Pork products
- Imitation firearms/paraphernalia
- military uniform
- goods carrying the Saudi coat of arms
- pictures of Mecca or Madina
- Quran verses
- Watches with cameras
- Goods of Israeli origin/manufacture
- laser pointer
- Postal stamps
- Tattoo machines
- Antiques
- Tobacco advertisement

- Asbestos
- Books, religious.
- Furs
- Counterfeit Goods.
- Firearms, parts
- Gambling devices, lottery tickets
- Electric Shockers (Personal Use)
- Used/Refurbished mobiles, Tablets or laptops
- Sex toys
- Sexual Supplements
- Blood samples
- Video Games (containing graphic material)
- Metal Detectors
- Radar Detectors
- Jewelry
- Soil sample
- Precious metal & stones
- Poison
- Walkie Talkie (Personal use).

22.3. Acceptance & Handling of Dangerous Goods - DG

Acceptance and handling of Dangerous Goods is conducted in compliance with GACAR 109, please see attached DG manual for more details. (Doc# 4830)

Dangerous Goods Overview

As a SMSA courier & handler, you will be involved in the pick-up, handling, storage and loading of Dangerous Goods shipments. The aim of the Dangerous Goods Overview module is to refresh the DG shipment knowledge you became familiar with during the Courier Foundations Dangerous Goods Awareness CBT module. As safety is a key concern when handling Dangerous Goods, you first need to know how to recognize a DG shipment and what hazard is represented by the item being shipped. Each DG shipment is subject to rigorous regulation and will be labeled and have documentation to help you do this. Once you know the shipment is acceptable, you need to make sure it is processed, handled, loaded and stored correctly, and these requirements are covered in this module. Please refer to the Courier Foundations module for complete and detailed information.

Occasionally customers may send an item that is a DG without declaring it as such. This may be an innocent mistake or something done knowingly. This module will help you identify these shipments to ensure the safety of everyone touching the package, and also to prevent fines and protect our services to our customers. So, what exactly is a Dangerous Goods shipment? Here is the definition: A Dangerous Goods shipment is a package that contains articles or substances capable of posing a risk to HEALTH, SAFETY, PROPERTY or the ENVIRONMENT, under the conditions encountered in transport.

Applicability (Chapter 1.2.1 IATA DGR Regulations)

- All Airlines which are Members or Associate Members of IATA;

- All Airlines which are party to the IATA Multilateral Interline Traffic Agreement—Cargo; and
- All Shippers and Agents that offer consignments of dangerous goods to these operators.

Due to SMSA Express being an Agent who offers dangerous goods for Transport, the IATA DGR Regulations is applicable in its entirety.

22.3.1. CLASSIFICATION OF DANGEROUS GOODS

IATA DGR 3.0.1 Classifying Dangerous Goods has reference.

IATA DGR 3.0.1.1 Dangerous goods are defined as those goods which meet the criteria of one or more of nine UN hazard classes and, where applicable, to one of three UN Packing Groups according to the provisions of this section. The nine classes relate to the type of hazard whereas the packing groups relate to the applicable sub degree of danger within the class.

The hazard classes of shipments prepared under the IATA/ICAO requirements are identified by a numerical classification system. There are nine hazard classes (the order in which they are numbered is for convenience and does not imply a relative degree of danger). These classes or divisions are as listed below:

Class 1: Explosives

Any chemical or manufactured item causing an Explosion or blast. Watch out for:

- Gunpowder
- Ammunition (even blanks)
- Fireworks
- Christmas Crackers
- Party Poppers
- Airbag Inflators
- Circus Equipment
- Yachting Equipment (flares)
- Stage Equipment (theatrical special effects)
- Mountain Climbing Equipment (flares)



Class 2: Gases Most gasses are packed in pressurized canisters which could explode and become projectiles. Watch out for:

- Hairspray
- Aerosol
- Lighters
- Insecticide
- Fire Extinguisher
- Diving Equipment
- Mountain Climbing Equipment
- Car Kit Products (de-icers)
- Medical Equipment (oxygen canister)



Class 3: Flammable liquids

Any liquid with a flash point equal or below 60 degrees centigrade. Watch out for:

- Paint
- Nail Varnish
- Acetone (solvent based)
- Fuel Products (petrol, alcohol)
- Cosmetics (perfume, after shave)
- Camping Equipment (petrol in stove)
- Wood Treatment Product (solvent based)



Class 4: Flammable solids; substances liable to spontaneous combustion; substances which, in contact with water, emit flammable gases

Spontaneously Combustible Dangerous When Wet Watch out for:

- Powdered Material
- Matches.
- Phosphorous Based Products
- Rotting Organic Materials
- Sodium. (Must be in a Watertight container)
- Wood Treatment Product (solvent based)



Class 5: Oxidizing substances and organic peroxides

Any article which is releasing pure oxygen, or peroxides

Watch out for:

- Fertilizer (ammonium chloride)
- Weed killers
- Cleaning Products



Class 6: Toxic and infectious substances

Class 6.1: toxic substances

Substances which are known or are reasonably suspected to contain pathogens which can cause disease in humans or animals. Watch out for: Disinfectant

- Medical Equipment Agricultural Products Blood Samples
- Urine Samples



Class 6.2: infectious substances

Substances which are liable to cause death or injury or to harm human health if swallowed, inhaled or in contact with the skin. Diagnostic Specimen

Class 7: Radioactive material

Any substance, artificial or natural, that emits ionizing radiation above normal background levels



Class 8: Corrosive substances

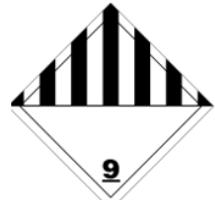
Any substance which, by chemical action, can cause severe damage to living tissue or have corrosive effects on steel or aluminum. Watch out for:

- Acids
- Bleach
- Paint Stripper
- Batteries (alkaline)



Class 9: Miscellaneous dangerous substances and articles

Packing Groups, Classifying Criteria: For packing purposes, dangerous goods belonging to all classes, except for class 1, 2, 6.2 and 7 have been divided into three “packing groups” depending on the degree of danger they represent:



- Packing Group I – High level of danger
- Packing Group II – Medium level of danger
- Packing Group III – Low level of danger

22.3.2. LISTING OF DANGEROUS GOODS

IATA DGR 4.0.2 List of Dangerous Goods

IATA DGR 4.0.2.1 The List of Dangerous Goods, Subsection 4.2, contains approximately 3000 articles and substances most likely to be shipped by air. The list is not all inclusive, therefore it contains a number of generic or not otherwise specified (n.o.s.) names or entries, under which unlisted items may be transported. A detailed description of the List, which is also referred to in these Regulations as the “List of Dangerous Goods”, is found in (Figure-3). These substances or articles may be transported only after they have been classified according to the class definitions and test criteria set out in Section 3 and the name in the Dangerous Goods List which most appropriately describes the substance that must be used. The classification must be made by the appropriate national authority when so required or may otherwise be made by the shipper. Once the substance or article has been so classified, all conditions contained in these Regulations must be applied. Any substance or article having or suspected of having explosive characteristics must first be considered for inclusion in Class 1.

22.3.3. VERIFYING COMPLIANCE WITH LIMITATIONS & RECOGNITION OF UNDECLARED DANGEROUS GOODS.

Forbidden Dangerous Goods

Some dangerous goods are not permitted to be transported on Aircraft. To check the List of Dangerous Goods must be consulted in the IATA DGR (4.2) against its Proper Shipping Name and UN Number if it is shown as forbidden.

Dangerous Goods forbidden unless Exempted

The list of Goods forbidden shown in must not be carried unless exemption is obtained from the States under 1.2.6.1

Hidden Dangerous Goods

Dangerous Goods are not always apparent. For this reason, trained staff members are required to check all shipments, whether declared as dangerous goods or not. Staff will check for any GHS pictograms. Staff will also check general descriptions that may indicate dangerous goods.

How to Check for Non-declared Dangerous Goods

Use your senses:

- Touch (Hot or cold temperatures indicate dry ice or chemical reactions)
- Sight (Any damage, signs of leaking or stains, frost caused by dry ice)
- Hearing (Liquid sounds, hissing noises, inner containers that move unrestrained)
- Smell (Odours-good or bad-indicate the possibility of container seal failure)

Examine the description:

- Does it suggest cosmetics or household cleaning items?
- Is it of a biological, medical, or chemical nature?
- Are terms such as “lighters” or “spray paint” listed on the paperwork or package?

Check the shipper's name or title:

- What do they manufacture?
- What type of business are they?

Inspect the packaging:

- Steel cylinders? Glass jars or metal cans? Insulated container?
- Why have they marked it “Keep upright” or “Refrigerate if delayed”?

22.3.4. PACKING OF DANGEROUS GOODS

IATA DGR SECTION 5—PACKING

IATA DGR Chapter 5.0.1 Shipper's Responsibility

The shipper is responsible for all aspects of the packing of dangerous goods in compliance with these Regulations. All Chapters under this Section must be considered for compliance with the packing of dangerous goods. No dangerous goods packages will be accepted if the packaging is checked against this Section and found to be non-compliant. Only packages, their use and limits that have been tested and approved will be accepted. Where SMSA is requested to perform the packing function on behalf of the Shipper, this Chapter must be applied to ensure compliance.

22.3.5. MARKING and LABELING

IATA DGR SECTION 7—MARKING AND LABELING

Shipper's General Responsibility

The shipper is responsible for all necessary marking and labelling of each package of dangerous goods, and each overpack containing dangerous goods, in compliance with these Regulations. Each package must be of such a size that there is adequate space to affix all required markings and labels (see IATA DGR 5.0.2.13.4).

Shipper's Specific Responsibilities

For each such package and overpack requiring marking, the shipper must:

- (a) check that any relevant marking on the package or overpack already on the package is in the correct location and meets the quality and specification requirements of the Regulations;
- (b) remove or obliterate any irrelevant marking already on the package or overpack;
- (c) ensure that each outer or single packaging used for dangerous goods, for which specification packaging (c) able to withstand open weather exposure without a is required in Section 5, bears the specification markings as specified in 6.0.4;
- (d) apply any appropriate new marking in the correct location, and ensure that it is of durable quality and correct specification;
- (e) ensure that his responsibilities for marking are completely fulfilled when the package or overpack is presented to the operator for shipment.

SMSA may provide the necessary marks and labels to the Shipper for the shipment to be made compliant.

Quality and specification of Marks

No marks may be covered or obscured. The quality must be as per the instructions of 7.1.3.2 a - d in the IATA DGR and must be in the English language and any other additional language as may be required by the State of Origin.

Hazard Label Specifications

This section: Chapter 7.3 of the IATA DGR is consulted for size and design of the labels required to be placed on Dangerous Goods shipments.

Marks and Labels examples



Figure 3: List / Classes of DG

22.3.6. PROVISION OF INFORMATION TO PASSENGERS AND CREW

Although this is not directly applicable to SMSA as a cargo Agent, this information will be provided for staff training as part of the Category 6 DGR Training requirements.

IATA DGR 2.3.0.1 Dangerous goods, including excepted packages of radioactive material, must not be carried by passengers or crew:

- as or in checked baggage;
- as or in carry-on baggage; or
- on their person

Dangerous goods must not be carried in or as passengers or crew, checked or carry-on baggage. Dangerous goods permitted in carry-on baggage are also not permitted “on ones person”, except where otherwise specified

22.3.7. STORING AND LOADING

Acceptance Checklist

An operator must not accept a package or overpack containing dangerous goods or a unit load device or other type of pallet containing dangerous goods nor a freight container containing radioactive material for transport aboard an aircraft unless:

- (a) it is accompanied by two copies of the “Shipper's Declaration for Dangerous Goods”;
- (b) or the information applicable to the consignment is provided in electronic form; or
- (c) it is accompanied, where permitted, by alternative documentation.

It is therefore a requirement for SMSA's checking staff to ensure that we receive the same from the Shipper before we hand over the shipment to the Operators.

An Acceptance Checklist will be completed for all shipments following the procedures under IATA DGR Chapter 9.1.3.

For further storing and loading procedures the IATA DGR SECTION 9 will be consulted under all Chapters covering storage and loading of dangerous goods.

Storing and loading at SMSA facilities will be guided by the information provided in the Storage of Dangerous Goods Manual.

22.3.8. HANDLING EMERGENCIES

IATA DGR Chapter 9.5.1.2 (Emergency Response Information)

The operator must ensure that for consignments requiring a Shipper's Declaration for Dangerous Goods, appropriate information is immediately available at all times for use in emergency response to accidents and incidents involving dangerous goods in air transport. The information must be available to the pilot-in-command and can be provided by:

- The Emergency Response Guidance for Aircraft Incidents Involving Dangerous Goods (ICAO Doc. 9481-AN/928); or

- any other document, which provides appropriate information concerning dangerous goods on board.

For this reason, SMSA will ensure that the Shipper Declaration and all other documentation is accurately checked when received from the Shipper and compared with the cargo prior to delivering the cargo to the Operator. This will assist the Pilot and Crew to determine the necessary procedures during an emergency by referring to the correct information provided.

Emergencies at SMSA Facilities will follow the guidelines provided in the Emergency Procedures Manual specific to the area (e.g. warehouse) where the incident occurs.

22.3.9. REPORTING OF INCIDENTS AND ACCIDENTS

Dangerous Goods Reporting Requirements

- (a)** Reporting dangerous goods incidents and accidents. SMSA staff will report in writing all dangerous goods incidents and accidents to the GACA and the appropriate authority in the state where the accident or incident occurred.
- (b)** Reporting undeclared or mis declared dangerous goods. SMSA staff will report in writing the finding of undeclared or mis declared dangerous goods discovered at its facilities, on to the GACA and arrival to its facilities to the appropriate authority in the state where the accident or incident occurred.
- (c)** Written reports made under this section must be in a format approved by the President and contain the information specified in Appendix A of GACAR Part 109 (Contents of Reports):
 - (1) Date of the incident or accident or the finding of undeclared or misdeclared dangerous goods;
 - (2) Location, the flight number, and flight date;
 - (3) Description of the goods and the reference number of the air waybill, pouch, baggage tag, ticket or other identifier;
 - (4) Proper shipping name (including the technical name, if appropriate) and UN/ID number1, when known;
 - (5) Class or division and any subsidiary risk;
 - (6) Type of packaging, and the packaging specification marking on it;
 - (7) Quantity;
 - (8) Name and address of the shipper, passenger, or other involved person;
 - (9) Any other relevant details;
 - (10) Suspected cause of the incident or accident;
 - (11) Action taken;
 - (12) Any other reporting action taken; and
 - (13) Name, title, address, and telephone number of the person making the report.

Copies of relevant documents and any photographs taken should be attached to a report

- (d)** First reports must be submitted within 72 hours of the event or discovery, unless exceptional circumstances prevent this, and include the details that are known at that time. If necessary, a subsequent report must be made as soon as possible

giving all the details that were not known at the time the first report was sent. If a report has been made verbally, written confirmation must be sent as soon as possible.

Dangerous Goods Discrepancy Report

(a) Each person who discovers a discrepancy, as defined in paragraph (b) of this section, relative to the shipment of a dangerous good following its acceptance for transportation aboard an aircraft must, as soon as practicable, notify the GACA by telephone or electronically and must provide the following information:

- (1) Name and telephone number of the person reporting the discrepancy,
- (2) Name of the operator,
- (3) Specific location of the shipment concerned,
- (4) Name of the shipper,
- (5) Nature of the discrepancy, and address of the shipper or person responsible for the discrepancy, if known.

(b) Discrepancies that must be reported under paragraph (a) of this section are those involving dangerous goods which are improperly—

- (1) Described in the dangerous goods transport document;
- (2) Certified on the declaration attached to the dangerous goods transport document; or
- (3) Labeled, marked or packaged in a manner making their status as dangerous goods not ascertainable when accepted under the provisions of GACAR 109.61, including packages and baggage that are found to contain dangerous goods subsequent to their being offered and accepted as other than dangerous goods.

22.3.10. DG TRAINING CATEGORIES and TRAINING PROGRAMS

In Compliance with GACAR Part 109 SMSA Express provides Dangerous Goods Awareness training to its warehouse staff in compliance with Category 5 training as required by Table 1.5A of the IATA DGR. Instructors are compliant and DGR Cat 6 Certified and hold IATA DGR Trainer Certificates. Cat 6 Training Programs are undertaken by GACA recognized Training Institutes; Gulf Center for Aviation Studies in the UAE.

TRAINING PROGRAMS

- SMSA conducts awareness training for all new staff. Refresher training is conducted for all warehouse staff annually.
- All operators undertake Category 3 or Category 6 training every 2 years to remain compliant through recognized training Institutes.

Dangerous Goods (CAT 4,5,6 & 12) awareness course offered annually to relevant staff in SMSA.

The objectives of the course are summarized below.

- General Philosophy
- Limitations
- General requirements for shippers

- Classifications
- List of dangerous goods
- General packing requirements
- Packing instructions
- Labeling and marking
- Shipper's declaration and other relevant documentation
- Acceptance procedures
- Recognition of undeclared dangerous goods
- Storage and loading procedures
- Pilot's notification
- Provisions for passengers and crew
- Emergency procedures

22.3.11. TRAINING RECORDS

Our SMSA Training Department is responsible to ensure that all training records are retained for a minimum period of 36 months.

22.4. Acceptance & Handling of Perishables

Acceptance and handling of perishables is conducted in the same manner as regular shipments with the exception of the storage area and the transportation medium used.

If the shipments are to be stored temporarily in the SMSA clearance facility in the aerodrome, they will be stored in the temperature-controlled storage area available in the facility. The transportation medium utilized for these shipments will be fitted with a refrigeration unit to ensure adequate temperature control throughout the transportation process.

22.5. Acceptance & Handling of Courier & Express Cargo/Mail

Please refer to sections 22 above for detailed information regarding the acceptance criteria of Courier & Express Cargo/Mail.

Please refer to sections 11 and 13 for detailed information regarding the process of handling Courier & Express Cargo/Mail.

22.6. Handling of Pilfered Cargo

In order to maintain pilfered cargo, SMSA is following some key precautions that can maximize cargo security:

- SMSA is having a clear security procedure for employees and providers for Handling of Pilfered Cargo
- SMSA is making sure to utilize modern security technology to protect its cargo.
- SMSA team will investigate through SMSA security camera and report that by following the normal security procedure.

Since SMSA is following a high security procedure to protect its cargo, pilfering incidents will be on the decline due to better data tracking, & high security locks and cameras.

22.7. *Handling of Infectious Substances*

SMSA ensure to have important precautions for all personnel handling infectious waste to avoid posing an unreasonable risk to health, safety, and property when transported. There are standers to be followed when handling of infectious substances.

- Wearing of protective Gloves, Mask and frequent handwashing while handling infectious samples.
- Following a protective packaging procedure for the transportation of infectious substances
- Using infectious substances label such as BioHazard Labels & direction “This side up” labels on outer surface of the box as shown below

INFECTIOUS SUBSTANCE LABEL



23. Mandatory safety occurrence reporting

This point is covered in EHS. Please refer to the Environment Health and Safety Manual attachment for in depth details on the voluntary Safety Hazard reporting. (Doc # 6242)

24. Voluntary Safety Hazard reporting

This point is covered in EHS. Please refer to the Environment Health and Safety Manual attachment for in depth details on the voluntary Safety Hazard reporting. (Doc # 6242)

25. Health and Safety management program

This point is covered in EHS. Please refer to the Environment Health and Safety Manual attachment for in depth details on the Health and Safety management program. (Doc # 6242)

26. Environmental Plan & Policies

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

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

- Comply with applicable Environmental, Health & Safety (EHS) legislation and statutory, regulatory, contractual and other requirements.
- Respond to community concerns regarding EHS and address them proactively in our operations
- Integrate EHS considerations into business planning, business processes, and decision making
- Maintain the effectiveness, and continually improve our EHS management system in accordance with the requirements of the ISO 14001 and ISO 45001 standards
- Use management techniques including planning, monitoring, audits, analysis, and documentation of Environment & Safety related information to minimize EHS incidents / non conformance associated with our operations.
- Equip ourselves to address EHS emergencies
- Champion EHS responsibility among all our employees and impart the requisite training, and encourage our employees and contractors to make suggestions on improving the EMS
- Communicate our EHS policy and other concerns to our contractors and vendors and seek their compliance, and make this Policy available to our customers and other stakeholder
- Continually review objectives and set targets to improve our EHS performance

- Provide organizational structure, needed resources, support and directive to achieve these objectives
- Take accountability for the EHS' effectiveness through various tools including management review meetings, data analysis and reviews, corrective and preventive actions, and inspections.

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

Naif Saleh Al-Athel
Chairman of the Board

This point is covered in EHS. Please refer to the Environment Health and Safety Manual attachment for in depth details on the Environmental Plan & Policies. (Doc # 6242)

27. Details of or reference to organization safety management system

This point is covered in EHS. Please refer to the Environment Health and Safety Manual attachment for in depth details on the details of or reference to organization safety management system. (Doc # 6242).

28. Details of or reference to Emergency response plan- ERP

This point is covered in separate ERP manual. Please Refer to Emergency response manual for operations. (Doc# 5422).

29. Details of or reference to Contingency procedures (can be a separate document

This point is covered in separate ERP manual. Please Refer to Emergency response manual for operations. (Doc# 5422).

30. Security Management can be a separate document - (AHM 621, ISAGO Section 1 chapter 6) for the following:

The below points already covered in separate Security manual. Please Refer to Security manual. (Doc# 3116).

- security policy to Security Manual
- JD's to Security Manual
- security training in Security Manual
- subcontracted services in Security Manual
- Security audits in Security Manual
- Security threats and contingency planning
- security emergencies (unlawful interference)
- Security incident reporting
- access control and authorization
- Security of cargo and mail

31. CARGO STORAGE AND WAREHOUSE OPERATIONS

Cargo is stored temporarily in the SMSA Clearance facility in the following areas and conditions:

- Cargo shipments that fail to pass customs inspection are stored in the hold cages set up in the facility. The shipments will remain in the hold cage awaiting the completion of the missing documents (if any), or destruction of the shipments (if prohibited items are identified by the customs authorities and as per SMSA policy), or return to sender.
- Cargo shipments with unpaid customs duty fees will be stored in a separate area, awaiting the processing of the customs duty fees. Once fully paid, the shipments are released.

- Cargo shipments requiring temperature-controlled storage are stored in the temperature-controlled room available in the facility.

31.1. WAREHOUSE EQUIPMENT AND MAINTENANCE

Please refer to sections 18, 18.1, 18.2 and 18.3 for detailed information on the equipment used in the SMSA Clearance facility and the maintenance program.

31.2. WAREHOUSE SECURITY ARRANGEMENTS

Please refer to sections 18 and 19 for detailed information on the equipment used in the SMSA Clearance facility and the maintenance program.

31.3. CARGO ELECTRONIC DATA PROCESSING

Cargo shipments are temporarily stored in the SMSA Clearance facility and thus it is not required to utilize a 3PL management system to allocate locations. However, the shipments' barcodes on the airway bills must be scanned by SMSA Gateway Operations staff at various touch points (e.g. at receiving, dispatching, put-away, holding cage). The scans applied reflect the current stage of the process the shipments are in. The scan type, the time of the scan, the SMSA Identification Number of the employee performing the scan, and any related comments entered by the scanning employee are all logged into the SMSA CORE System.

The SMSA CORE System is used to track and trace the shipments and the current progress in their processing.

31.4. SPECIAL CARGO STORAGE REQUIREMENTS

Cargo shipments requiring temperature-controlled storage must be stored in the temperature-controlled room available in the SMSA Clearance facility.

It is the responsibility of all SMSA staff involved in the clearance process to identify such shipments and to rectify the storage condition as soon as possible if they were not immediately stored in the temperature-controlled room.

31.5. ULD STORAGE & INVENTORY CONTROL

Since SMSA is using the subcontracted Ground Handling Agent, there is no ULD Storage and inventory control. We are using the Ground Handling Service such as (Saudi Logistics Services **SAL** & Saudi Ground Services **SGS**).

The shipments will be offloaded by the subcontracted Ground Handling Agent at the aerodrome and brought to the SMSA Clearance facility to be handed over to the SMSA Team.

31.6. Information and Data Transmission to Load-Control

Not Applicable to SMSA.

31.7. Cargo ULD Breakdown, Delivery, in Transit & Transfer

Not Applicable, SMSA is using the subcontracted Ground Handling Agent.

31.8. Cargo ULD Build up & Break Down – AHM 426

Not Applicable to SMSA.

31.9. Load information Exchange

Not Applicable to SMSA.

31.10. Notification to the Captain

Not Applicable to SMSA.

31.11. Types / Categories of ULD

Not Applicable to SMSA.

31.12. Storage of ULD – AHM 421

Not Applicable to SMSA.

31.13. Control of Transferred ULD – AHM 422

Not Applicable to SMSA.

31.14. Serviceability / Airworthiness Inspection of ULD – AHM 425

Not Applicable to SMSA.

31.15. Tagging of ULD – AHM 420

Not Applicable to SMSA.

31.16. ULD Transportation – AHM 427

Not Applicable to SMSA.

31.17. ULD Stock & Device Control Messages – AHM 423 & AHM 424

Not Applicable to SMSA.

32. Prevention program for the problematic use of psychoactive substances

Drug Free Workplace Policy & Program

Purpose	SMSA is committed to protecting the health, safety and wellbeing of all employees and individuals in the workplace. SMSA recognizes that alcohol use and drug abuse pose a significant threat to staff health, job performance, safety and security of our operations which also affects the image and reputation of SMSA. This Drug-Free Workplace Policy and Program reflects SMSA's intent to maintain a drug-free workplace in order to promote the safety of all employees, customers, and the general public and to comply with applicable legal obligations.
Persons Affected	All SMSA employees and contractors. This includes permanent, temporary and outsourced personnel.
Definitions	<p>1. "Drug abuse": Use of legal/illegal substances that leads to addiction and affects one's brain and behavior to the point where he/she can't control his/her actions. Drug abuse may lead to social, physical, emotional, and job-related problems.</p> <p>2. "Illegal drugs & controlled substance": refers to those defined as illegal under local laws that includes but are not limited to all form of narcotics - opioids, cannabinoids, sedatives and hypnotics, cocaine, captagon, other stimulants, hallucinogens and alcohol (where prohibited by law). This document does not consider tobacco or caffeine use as drug abuse.</p> <p>3. "Employee": means a person employed by SMSA for wages or salary. For clarity, this term includes support staff, management and professional staff and extends to Independent Contractors.</p> <p>4. "Use of Prescription Medicine": Prescription medication is a drug or medicine obtained pursuant to a written and signed prescription from a licensed doctor. Employees may engage in the appropriate use of medicine as legally prescribed.</p>
Policy	<p><u>General</u></p> <p>SMSA prohibits its employees from engaging in the use, possession, solicitation for, or sale of narcotics or other illegal drugs, alcohol, or prescription medication on or outside SMSA premises. All SMSA employees are accountable for maintaining a drug and alcohol-free workplace by adhering to the following:</p> <ul style="list-style-type: none"> • No employee shall report to work under the influence of illegal drugs, alcohol, or controlled substances. No employee shall report to work under the influence of prescription drugs which adversely affect their alertness, reaction, response, judgment, decision-making, or safety. • No employee shall operate, use, or drive any equipment, machinery, or vehicle of SMSA while under the influence of prescription drugs which adversely affect their alertness, reaction, response, judgment, decision-making, or safety. Such employee must immediately notify his/her supervisor that he/she is not in an appropriate mental or physical condition to operate, use, or drive SMSA equipment or his/her personal vehicle while on duty. • During work hours, including rest and lunch breaks, or while on the SMSA premises, or while operating the SMSA's vehicle, machinery or equipment, no employee shall use, sell, manufacture, possess, or transfer illegal drugs or alcoholic beverages. • The required transportation or possession of alcohol or controlled substances as a result of performing approved and authorized project duties is not considered a violation of this policy. Provided the required legal paperwork is in place prior to transportation.

	<ul style="list-style-type: none"> • Any employee engaging in the off-duty manufacture, sale, transfer, use, or possession of illegal drugs or controlled substances is subject to disciplinary action as per DVD (Doc# 230). • For all of the above, country specific legal regulations would apply.
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Reporting

SMSA encourages employee participation in facilitating the maintenance of a drug-free workplace. If an employee suspects a violation of this policy, he or she should immediately report this to his or her Manager/ Supervisor or QRM. SMSA assures no conduct reprisals, punishment, or retaliatory action will be taken against an employee who registers a concern in good faith as documented under SMSA's Guaranteed Fair Treatment Policies (Doc# 39).

Any drug use related reports received against an employee will be treated as per investigation policy documented under (Doc# 2030). All detected drug related cases would be referred to legal to report the employee/involved parties to local authorities.

SMSA's Initiatives towards a Drug Free Workplace

SMSA Employees Assistance Program

SMSA will assist and support employees who voluntarily seek help for drug or alcohol addiction before becoming subject to disciplinary action or termination under this or other policies.

Such employees will be allowed to use accrued paid time off, placed on leaves of absence, referred to approved treatment providers and otherwise accommodated as required by law. Such employees are required to document that they are successfully following prescribed treatment and to take and pass follow-up tests if they hold jobs that are safety-sensitive or require driving. Such employees should report to work fit for duty and free of any adverse effects of illegal drugs or alcohol.

If no support or assistance is asked and once a drug test has been initiated under this policy the employee will have forfeited the opportunity to be granted a leave of absence for treatment, and will face possible disciplinary and legal action.

Drug-Free Workplace Awareness Training

SMSA undertakes to increase the awareness and education of its employees on the adverse effects of dangerous drugs through continuous advocacy, education and training programs. All employees are required to undergo an orientation/education program. The program shall include the following topics:

- Adverse effects of abuse and/or misuse of dangerous drugs on the person, workplace, family and the community;
- Preventive measures against drug abuse; and
- Program consistent with ICAO Doc.9654 (Applicable to KSA only- For other countries this may change to have relevant country specific requirements)
- Steps to take when intervention is needed, as well as available services for treatment and rehabilitation.

Healthy Lifestyle

To encourage all employees to lead a healthy lifestyle while at work and at home, SMSA undertakes to conduct the following activities as often as possible:

- Providing smoke-free work areas/facilities and designated smoking areas

- Regular Health checks (where required)
- Providing regular environment health & safety awareness trainings
- Providing Health & Safety visual aids in the form of safety posters
- Sports, recreational and fun-game activities etc.

Required Testing

Pre- employment testing: Where applicable and legally required, applicants being considered for hire/placement must pass a drug test before beginning work or receiving an offer of employment. Refusal to submit to testing will result in disqualification of further employment consideration. (e.g., Staff working in customs and gateway operational facilities etc.)

Reasonable suspicion: Employees are subject to testing based on, but not limited to, observations of apparent workplace use, possession by staff or members of management. Specific behavior on suspicion to be observed are such as:

- Odors (smell of alcohol, body odor or urine).
- Movements (unsteady, restless, dizzy).
- Eyes (dilated, constricted or watery eyes, or involuntary eye movements).
- Speech (slurred, slow, distracted mid-thought, inability to verbalize thoughts).
- Emotions (argumentative, agitated, irritable, drowsy).
- Inactions (sleeping, unconscious, no reaction to questions).

When reasonable suspicion testing is warranted, both management and HR will meet with the employee to explain the observations and the requirement to undergo a drug and/or alcohol test within two hours where possible. Refusal by an employee will be treated as a positive drug test result and will result in immediate termination of employment. (Under no circumstances will the employee be allowed to drive himself or herself to the testing facility)

Random Tests: Where and when required by law.

Cost of rehabilitation and testing must be shouldered by the employee.

Confidentiality

Information and records relating to drug related help asked by employees, positive test results, drug and alcohol dependencies, and legitimate medical reports will be kept confidential to the extent required by law and maintained in secure files separate from normal personnel files. Such records and information may be disclosed among managers and supervisors on a need-to-know basis and may also be disclosed when requested by local police, drug enforcement agencies etc. or when relevant to a grievance, charge, claim or other legal proceeding initiated by or on behalf of an employee or applicant.

Inspections

QRM reserves the right to inspect all of its premises for drugs, alcohol or other contraband. All employees, contract employees and visitors may be asked to cooperate in inspections of their persons, work areas and property that might conceal a drug, alcohol or other contraband. Employees who possess such contraband or refuse to cooperate in such inspections are subject to appropriate

	disciplinary and legal action up to and including termination. Refer to staff searches policy documented under (Doc# 89).
Exceptions	Any exceptions to this policy must be approved by the managing director.

33. Appendices

Appendix A) Mission & Vision Policy



رسالتنا

تهدف سمسا إلى أن تكون الشركة الرائدة من بين شركات النقل والخدمات اللوجستية العالمية من خلال:

- ▶ توفير خدمات تغطي معظم أنحاء العالم وتمتاز بأعلى مستويات الجودة
- ▶ الاستثمار في موظفينا ونفهم الصالحيات التي تعينهم على أداء مهامهم على أكمل وجه
- ▶ القدرة على التعامل مع المتغيرات بصورة فعالة والاهتمام بمتطلبات السوق مستخدمة أحدث ما توصلت إليه التقنية
- ▶ المحافظة على الاستمرارية في نمو الأعمال

Mission

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

- ▶ Providing maximum reach around the world with highest quality of service
- ▶ Empowering and investing in our people
- ▶ Being a dynamic and market oriented service provider utilizing emerging technologies
- ▶ Maintain sustainable growth





رؤيتنا

أن تكون الشركة الرائدة من بين أفضل شركات النقل والخدمات اللوجستية في العالم بما لديها من العدد من الخدمات ذات القيمة المضافة والتي تلبي احتياجات كل عميل من عملائها بفضل استخدام أحدث ما توصلت إليه التقنية مع الالتزام التام بمعايير أعلى مستويات الممارسات المهنية والأخلاقية.

Vision

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



Appendix B) Environment, Health & Safety Policy

Brief	SMSA Express implements health & safety policy in order to ensure that all its employees are safe in their working environments.
Purpose	SMSA Express recognizes that employees are their most important assets and therefore committed to providing a safe and healthy working environment.
Scope	This policy applies to all employees
Responsibilities	<ul style="list-style-type: none"> • All employees are responsible for ensuring their own and the safety of others at all times. • All Managers and Employees must: <ul style="list-style-type: none"> ▪ Create and maintain a safe and healthy working environment ▪ Provide a safe and efficient work procedure to protect employee and company property. ▪ Comply with all applicable SMSA Express safety rules, regulations and safety procedures at all times. ▪ Wear and use protective clothing or equipment as necessary ▪ Ensure safety is regularly discussed in meetings/briefings.
Guidelines	<p>The following which is not an exhaustive list will result in disciplinary action being taken up to and including dismissal:</p> <ul style="list-style-type: none"> ▪ Blatant disregard to safety regulations, that may or may not result in serious injury or damage to property. ▪ Failure to comply with fire regulations (refer to fire safety procedures) ▪ Smoking in a non-designated area (refer to the smoking policy) ▪ Failure to comply with applicable safety rules and regulations ▪ Permitting or encouraging others to work in an unsafe or unhealthy condition. ▪ Second or subsequent preventable vehicle accident within a six-month period (refer to the accident policy) ▪ Driving/Working under the influence of alcohol, drugs or prescription medicine that have hazardous side effects.

	<ul style="list-style-type: none"> ▪ If any accident takes place, then first aid and medical treatment must be given (refer to the first aid medical emergency policy) ▪ Employees representing SMSA at any customer's premises will fall under their Health and Safety and Smoking Policies.
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Environment, Health & Safety Policy

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

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

- ▶ Comply with applicable Environmental, Health & Safety (EHS) legislation and statutory, regulatory, contractual and other requirements.
- ▶ Respond to community concerns regarding EHS and address them proactively in our operations.
- ▶ Integrate EHS considerations into business planning, business processes, and decision making.
- ▶ Maintain the effectiveness, and continually improve our EHS management system in accordance with the requirements of the ISO 14001 and ISO 45001 standards.
- ▶ Use management techniques including planning, monitoring, audits, analysis, and documentation of Environment & Safety related information to minimize EHS incidents / non conformance associated with our operations.
- ▶ Equip ourselves to address EHS emergencies.
- ▶ Champion EHS responsibility among all our employees and impart the requisite training, and encourage our employees and contractors to make suggestions on improving the EMS.
- ▶ Communicate our EHS policy and other concerns to our contractors and vendors and seek their compliance, and make this Policy available to our customers and other stakeholder.
- ▶ Continually review objectives and set targets to improve our EHS performance.
 - ▶ Provide organizational structure, needed resources, support and directive to achieve these objectives.
 - ▶ Take accountability for the EHS' effectiveness through various tools including management review meetings, data analysis and reviews, corrective and preventive actions, and inspections.



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



Appendix C) Quality Policy

Quality Policy

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

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

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

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



Naif Sultan Al-Athel
Chairman of the Board



Appendix D) KFIA-Gateway IB-Clearance Process Flowchart



KFIA - Gateway Inbound Clearance Process FlowChart

Owner: Director, Operations
Department: Operations

Brief	This document shall serve as a guide for KFIA Gateway Inbound Shipments clearance processing.
Purpose	To define standard guideline in clearance processing in KFIA GW.
Scope	KFIA Gateway Clearance Process
Process Flow	<pre> graph TD Start((Start)) --> TruckArrives[Truck arrives at SMSA Facility in KFIA.] TruckArrives --> TruckManifest[Truck Driver submits truck manifest.] TruckManifest --> Unload[Unloads shipments after checking the truck seal] Unload --> Check[Check shipments for damages and cross check numbers versus manifest] Check --> Security[Customs security performs security check on all pallets (via Dog sniffing procedure).] Security --> Transfer[Transfer shipments to customs physical inspection area] Transfer --> Upload[Clearance agents uploads shipment details to Saudi Customs EDI System] Upload --> Submit[Clearance agents submits file to customs officer.] Submit --> Inspect[Customs Office together with clearance agent inspects the shipments] Inspect --> XRay[Pallets are randomly selected and subjected to X-Ray for screening.] XRay --> Shipped{Shipments Cleared?} Shipped -- NO --> HoldHeld[Held shipments are caged with proper scans for further action until required actions are resolved] Shipped -- YES --> Cleared[Cleared shipments BAYANS are sent for duty payment] Cleared --> Paid{Duty Paid?} Paid -- NO --> HoldFollowUp[Hold shipment follow up payment until duty paid] Paid -- YES --> DutyPaid[Duty paid shipments are moved to loading area for connecting to Hub or direct customer delivery] DutyPaid --> End((End)) HoldHeld --> Shipped HoldFollowUp --> Paid </pre>

Appendix E) KFIA-Gateway OB-Clearance Process Flowchart


KFIA - Gateway Outbound Clearance Process Flowchart

 Owner: Director, Operations
 Department: Operations

Brief	This document shall serve as a guide for KFIA Gateway Outbound clearance Processing of Freight Shipments.
Purpose	To define standard guideline in OB clearance processing of Freight Shipments in KFIA GW.
Scope	KFIA Gateway Clearance Process for Freight Shipments.
Process Flow - Freight Shipments	<pre> graph TD Start([Start]) --> SFD[SFD / Sales dept send email with AWB/CI & other docs to Clearance coordinator for review] SFD --> Decision1{Clearance Coordinator to verify the docs. Docs OK?} Decision1 -- No --> Feedback[Send back for correction with proper comments/ feedback] Feedback --> SFD Decision1 -- Yes --> Exporter[Exporter to give online authorization to SMSA clearance license to process the export.] Exporter --> Decision2{Authorization received?} Decision2 -- No --> FollowUp[Wait or follow up with concerned team for authorization] FollowUp --> Exporter Decision2 -- Yes --> Customs[The file is entered to customs system to print the Export Bayan] Customs --> SFD_Coord[SFD Coordinator to book the space on a designated airline] SFD_Coord --> Cargo[Cargo is submitted to cargo handling agent in airport in the presence of SMSA clearance agent.] Cargo --> Acceptance[After inspection and screening Saudi cargo accepts the cargo based on the flight booking availability] Acceptance --> Handover[After handover, send an email to SFD/Sales dept confirming the export with copy of Final Export Bayan.] Handover --> End([End]) </pre>

34. Sample of Forms as listed in Appendices
34.1. Duties and Responsibilities (Job Description and Specifications)
34.1.1. Doc. 4615: JD OPS - Director Operations

Job Description and Specifications			
Position Title	Director Operations	Position Grade	Operations
Department	Operations	Location	Head Office
Reports to	MD	Direct Reports	National Manager Operations Manager SDC Operations Secretary Document Administrator Industrial Engineers
Internal Relations	All Internal Customers	External Relations	All External Customers
Job Code			

Basic Function	Principal corporate strategic planner for SMSA operations; overseeing both ground and international operations; focusing upon improving window-time, on- time delivery, and package safety; as well as regularly reviewing functional policies and service performance while ensuring coordination among all regions. Fully understand, drive and promote SMSA vision, culture and values.
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Key Responsibilities	
Planning & Organizing	<ul style="list-style-type: none"> Plan and direct operations resources country wide with relevant departments to provide maximum service to meet customer/business requirements while maintaining cost effectiveness within company cost parameters. Ensure effective systems, handling equipment, facilities, and tools to meet business requirement as well as exceed customer expectations. Identify gaps that affect organizational effectiveness to provide service and determine resultant actions. Improve and increase services offering and products.
Service Quality & Corporate Image	<ul style="list-style-type: none"> Ensure service provided meets customer and business expectation through upholding and ensuring that company image and branding is maintained at the highest level.
HR / Administrative	<ul style="list-style-type: none"> Analyze business requirements and recommend appropriate staff training needs by implementing best practices from industry and customer. Ensure all employees are empowered / trained in respective job skill areas to build high-performance and motivated workforce to meet business objectives. With management team, determine and set SMART KPI / goals to be achieved in line with company / individual staff objectives. Monitor and set up appropriate systems to measure achievements against KPI. Provide effective feedback regarding achievement / successes and goals attained.
Finance	<ul style="list-style-type: none"> Plan and control the department's budget and expenditure on a seasonal basis. Provide cost-effective solutions for the services and equipment required on an ad-hoc and planned basis. Through effective planning and communication, be able to foresee and plan for capital expenditure. Manage suppliers related to the department to ensure maximum cost effectiveness and service.

Sales	<ul style="list-style-type: none"> Support business-related initiatives, including visits to prospective clients. Plan and identify initiatives to enhance existing business network.
Organizational Responsibilities	<ul style="list-style-type: none"> Implement company policy and procedures to meet ISO and business requirements. Hold regular meetings with staff and maintain effective communication route to staff and the company relating to Operations.
EHS	<ul style="list-style-type: none"> 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	College (Minimum) Graduate Studies (Preferable) Valid Driver's License - Motor / Truck Knowledge of Safe Driving
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Experience	7 years 3 years
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Competencies - Professional & Technical

- Stress Management (Level 5)
- Initiative (Level 5)
- Team Leadership (Level 4)
- Change Leadership (Level 4)
- Planning & Organizing (Level 4)
- Decision making (Level 4)
- Vision & Strategic Direction (Level 4)
- MS Word, Excel, Email / Internet Search etc.
- Internal Applicant - SMSA Operating System - Scans, Trace, Manifest, Booking, SMSA reference guide (SRG) etc
- Management Training Experience - Mid/Senior

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:
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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34.1.2. Doc. 4825: JD – National Manager - Gateway

Job Description and Specifications			
Position Title	National Manager – 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.
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Key Responsibilities	
Core	<ul style="list-style-type: none"> • 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 Dhabi Customs and Al Ghuwaiifah 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	<ul style="list-style-type: none"> • 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

	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> • 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. <p style="text-align: center; margin-top: 10px;">or</p> <ul style="list-style-type: none"> • Diploma, certificate courses with over 8 years industry experience of which at least 2 years has been in management position <p style="text-align: center; margin-top: 10px;">or</p> <ul style="list-style-type: none"> • Diploma, certificate courses with over 10 years industry experience of which at least 4 years has been in Supervisory position <p style="text-align: center; margin-top: 10px;">*Note: Industry Experience wherever its applicable</p>
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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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34.1.3. Doc. 4663: JD – Regional Manager – Gateway (Ground Station Manager)

Job Description and Specifications			
Position Title	Regional Manager - Gateway	Position Grade	
Department	Operations	Location	Gateway
Reports to	National Manager – Gateway	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.
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Key Responsibilities	
Operations	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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.
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EHS	<ul style="list-style-type: none"> • Ensuring that all safety related equipment and systems, particularly firefighting, 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
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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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34.1.4. 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.
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Key Responsibilities	
Operations	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Manage and update the financial funds with finance and related departments to ensure enough funds available.
Organizational Responsibilities	<ul style="list-style-type: none"> • 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:

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

Signature:	Date:
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34.1.5. 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.
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Key Responsibilities	
Core	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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)
<ul style="list-style-type: none"> 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	
<ul style="list-style-type: none"> • 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	
<ul style="list-style-type: none"> • 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:

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

Signature:	Date:
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34.1.6. 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.
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Key Responsibilities	
Core	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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
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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:
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Employee Name:

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

Signature:	Date:
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34.1.7. Doc. 4622: JD OPS – Forklift Operator - Gateway

Job Description and Specifications			
Position Title	Forklift Operator - Gateway	Position Grade	
Department	Operations	Location	
Reports to	Supervisor - Gateway	Direct Reports	Nil
Internal Relations	Operations/Logistics	External Relations	Customers
Job Code			
Basic Function	The position is expected to assemble orders for shipment; put away of incoming shipments; assist other staff; Fully understand, drive and promote SMSA vision, culture and values.		

Key Responsibilities	
Core	<ul style="list-style-type: none"> • Operates forklift in and around warehouse. • Place shipments on racking systems / staging area. • Pulls product from the warehouse for shipment to the stores. • Wraps order on pallet for shipment. • Ensure no shipment remains left on the ground.
EHS	Participate in the departmental EHS system activities including hazard identification, safety awareness and procedures implementation, waste management, environmental aspects identification, and EHS audits

Decision-Making:
• Nil

Physical Activity:
<ul style="list-style-type: none"> • Push and pulling pallets and lifting products is required. • Above average coordination, including eye-hand, hand-foot and balance. • Physical strength to handle up to 25-pound object, frequently.

Key Performance Indicators (KPIs)
<ul style="list-style-type: none"> • Abide by the goal setting forms (Individual KPI'S) of the current financial year

Qualification	
Education	HS Diploma/Certificate/ College Level
Experience	1-2 year of operating forklifts in a logistics warehouse.

Competencies - Professional & Technical	
<ul style="list-style-type: none"> • Teamwork- (Level 3) • Adaptability (Level 3) • Communication (Level 3) • Planning & Organizing (Level 3) • Initiative (Level 3) • Forklift Operation - Advanced • Driving - Intermediate 	

Competencies – EHS	
<ul style="list-style-type: none"> • 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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34.1.8. Doc. 4675: JD OPS - Supervisor Clearance

Job Description and Specifications			
Position Title	Supervisor - Clearance	Position Grade	
Department	Operations	Location	Clearance Points
Reports to	Gateway Manager	Direct Reports	Clearance Agent 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.
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Key Responsibilities	
Operations	<ul style="list-style-type: none"> • Expedite the clearance of All shipments arriving at the port of entry efficiently. • Ensure release of confiscated shipments from customs by expediting arrangement of all the required documentations involved. • Ensure shipments is released as early as possible and leaves for the next destination • 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.
Finance	<ul style="list-style-type: none"> • Manage and update the financial funds with finance and related departments to ensure enough funds available.
Organizational Responsibilities	<ul style="list-style-type: none"> • Assist Clients by answering questions customer's related to government rules and regulation on different products.

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 or Diploma.
Experience	5 Years (Overall) 3 Years (Minimum)

Competencies - Professional & Technical

- Creative Thinking (Level 3)
- Resource Management (Level 2)
- Stress Management (Level 3)
- Initiative (Level 3)
- Team Leadership (Level 2)
- Team work (Level 3)
- Arabic / English - Speak / Read / Write-(Intermediate)
- MS Word, Excel, Email / Internet Search etc. -(Intermediate)
- Internal Applicant - SMSA System - Scans, Trace, Manifest, Booking, SMSA reference guide (SRG) etc.- (Advanced)
- 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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34.1.9. Doc. 4596: JD OPS - Clearance Agent

Job Description and Specifications			
Position Title	Clearance Agent	Position Grade	
Department	Operations	Location	Clearance points
Reports to	Clearance Supervisor	Direct Reports	None
Internal Relations	Operations	External Relations	Customs
Job Code			

Basic Function	Clearing shipments from customs efficiently. Fully understand, drive and promote SMSA vision, culture and values.
-----------------------	---

Key Responsibilities	
Core	<ul style="list-style-type: none"> Translate Airway bills for custom processing of shipments. Prepare Bayan and deliver to bank for custom clearance of shipments. Ensure shipment is released as early as possible and leaves for the next destination. Maintain a good relationship with Government employees to ensure smooth flow of day-to-day activities. Store any custom confiscated shipment into a separate storing place within premises of the clearance check point. Inform clearance coordinator about the documents required to arrange clearance of confiscated shipment. Stay abreast with day-to-day rules and regulations of customs to ensure compliance.
EHS	<ul style="list-style-type: none"> 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

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 or Diploma
Experience	2 years (Relevant)

Competencies - Professional & Technical

- Stress management (Level 2)
- Initiative (Level 3)
- Arabic – (Intermediate)
- English – (Intermediate)
- MS Word, Excel, Email / Internet Search, etc. (Intermediate)
- SMSA Operating System - Scans, Trace, Manifest, Booking, SMSA reference guide (SRG). (Advanced)
- Knowledge of Customs Procedure Documentation - (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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34.1.10. Doc. 4597: JD OPS - Clearance Coordinator

Job Description and Specifications			
Position Title	Clearance Coordinator	Position Grade	
Department	Operations	Location	Clearance points
Reports to	Clearance Supervisor	Direct Reports	None
Internal Relations	Operations	External Relations	Customer Customs
Job Code			

Basic Function	Clearing all shipments from customs and act as a point of contact with consignee to arrange the required documents or permissions to release the confiscated shipments. Fully understand, drive and promote SMSA vision, culture and values.
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Key Responsibilities	
Core	<ul style="list-style-type: none"> Coordinate and develop relationship with customs officer for smooth clearance. Proper storage of all confiscated shipments with proper codes. Complete scanning of held and cleared shipments on regular bases. Conduct proper communication and follow-up with international coordinator, line haul and other departments. Trace initiation for held shipments. Inform and follow up on consignee of the requirements needed for getting the confiscated shipments released from customs. Take care of RTS shipments within given deadline. Monitor all traces Ensure completion of reporting as per SMSA system Training & Pass marks Staff survey
EHS	<ul style="list-style-type: none"> 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

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 or Diploma
Experience	Minimum 2 years (relevant) work experience

Competencies - Professional & Technical

Stress management (Level 2)
 Initiative (Level 3)
 Arabic – (Advanced)
 English – (Intermediate)
 MS Word, Excel, Email / Internet Search, etc. (Intermediate)
 SMSA Operating System - Scans, Trace, Manifest, Booking, SMSA reference guide (SRG), etc. (Advanced)
 Knowledge of Customs Procedure Documentation (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:

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Signature:	Date:
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34.1.11. Doc. 4598: JD OPS - Clearance Handler

Job Description and Specifications			
Position Title	Clearance Handler	Position Grade	
Department	Operations	Location	Clearance Point
Reports to	Clearance Supervisor	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.
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Key Responsibilities	
Core	<ul style="list-style-type: none"> • 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.
EHS	<ul style="list-style-type: none"> • 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

Decision-Making
•

Key Performance Indicators (KPIs)
<ul style="list-style-type: none"> • Abide by the goal setting forms (Individual KPI'S) of the current financial year

Qualification	
Education	Secondary (Preferable)
Experience	Not Required

Competencies - Professional & Technical	
<ul style="list-style-type: none"> • English - Speak / Read / Write- (Intermediate) • Internal Applicant - SMSA Operating System - Scans, Trace, Manifest, Booking, SMSA reference guide (SRG), etc. (Intermediate) • Handling Customer Compliant Skills-(Intermediate) 	

Competencies – EHS	
<ul style="list-style-type: none"> • 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:

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Signature:	Date:
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34.1.12. Doc. 4689: JD QRM - Director Quality & Risk Management

Director Quality and Risk Management			
Position Title	Director Quality and Risk Management	Position Grade	---
Department	Quality and Risk Management Department	Location	Head Office
Reports to	Manager Director	Direct Reports	Safety and Security Manager -Quality Auditor -QMS Specialist -Safety & Security Analyst
Internal Relations	All departments and branches	External Relations	-Police -GACA -Airport Security -Civil Defense
Job Code	0400		

Basic Function	Design and implement a quality and risk control system by developing and executing related programs for SMSA to be a pro-active, including creating an overall quality and risk vision, setting department goals, and recommending organizational changes to achieve the quality and risk vision. Fully understand, drive and promote SMSA vision, culture and values. Provide a risk control service to various parts of the business to maximize company profit through the protection of assets, cash, staff, and shipments by providing support, reviewing procedures, investigations, and effective communication.
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Key Responsibilities	
General	<ul style="list-style-type: none"> Guide and motivate staff to manage their performance efficiently; monitor staff performance to ensure proper functioning. Verify commitment of all management staff to administrative regulations and procedures adopted in the company and ensure they do not exceed the powers granted to them (in the range of competence). Submit proposals and recommendations that contribute to the development of business department. Conduct with staff management personnel to discuss workflow. Set department goals and recommend organizational changes. Take lead during monthly management reviews and present findings to senior managers. Maintain and improve business standards by motivating and leading the team towards the department's and company objectives. Subject matter expert with regards to Risk and QMS Motivate lead and develop direct reports and the wider team to create a business oriented and proactive support that is capable of providing accurate and truly advice on all QRM related matters. Ensure QRM is represented during communicating with practical new business clients to ensure all aspects of security / Risk / Quality standards are taken into consideration prior to any quotes given to the client to minimize risk to the business.

	<ul style="list-style-type: none"> • Ensure the development of Quality & Risk Management staffs and provide relevant training • identification of staff for succession planning. • To maintain & improve business standard by motivating and leading the team towards the departments objectives and company objectives.
Planning	<ul style="list-style-type: none"> • Strategically plan build-up and work on the overall Strategy of the Company. • Participate in developing overall strategy of the company. • Review and approve security plans, training plans, and contingency plans. • Review and approve the audit schedules and field visits to verify safety and security procedures. • Develop quality goals and objectives; communicate to management. • Participate in preparing KPI for all department and company strategy.
Quality	<ul style="list-style-type: none"> • Will act as Management Representative (MR) in relation to all aspects of quality. • Develop, review, maintain and continuously improve SMSA's Quality Management System • Control documents and records. • Regular audit of the business and provide the business with non compliances and monitor and measure trends, and improvements. • Establish and maintain a central quality record database to provide statistics data; verify integrity of the data and data accessibility. • Directs controls and staffs the quality department to ensure support for the execution of quality systems and ensures they meet ISO and other standards requirements. Continually review existing processes to look for opportunity for improvement. • Establishes policies and procedures based on ISO and other standards for all company processes and provides training and certifications as required for employees.
Risk	<ul style="list-style-type: none"> • Stay aware of any new developments in the field of safety and security which could be useful for SMSA. • Review case files, including all related attachments and commence investigation. • Supervise investigations. • Set recommendations for the case to take appropriate action. • Business Continuity Management. • To provide management and top management with feedback and commendation relating to risk & security.
Safety and Security	<ul style="list-style-type: none"> • Manage a variety of system suppliers to ensure maximum cost effectiveness and services is received. • Review and approve the checklist of safety equipments. • Follow-up with departments and branches in violation of security procedures to ensure the application of proper procedures. • Manage /monitor maintenance program of CCTV and other security equipments. • Work closely with GACA, Police, Civil Defense and Airport security for any threats. • Set budget for security issues (CCTV, X-Ray & Security equipment, etc.). • Ensure fire, H&S standards are maintained in the organization and meet minimum compliance • Provide information on security trends. • Ensure best practice regarding security. • To provide advice in relation to crime detection techniques and system and their role within the business.

	<ul style="list-style-type: none"> • Formulate cost effective proposals on security designs, security equipment to protect all companies' premises and people to defer attacks and minimize losses within a predetermined budget and time scales.
Training	<ul style="list-style-type: none"> • Review and approve the safety and security training material. • Ensure conduct and completion of Quality & Risk Management Training for Security/ Retail/Operational Management & Staff. • Assess needs of the department staff and provide relevant training. • Develop Quality and Risk Management training programmers. • Ensure the X-ray training provided complies with GACA requirements. • Facilitate training of Internal QMS specialist & ISO auditors with the appropriate Accreditation Body (i.e. LRQA). • Identify & develop department employees succession planning. Ensure that the teams are pro active in all aspects of Quality and Risk Management
Reports	<ul style="list-style-type: none"> • Develop and update management over safety related issues. • Prepare reports on irregularities in the security departments and branches. • Prepare reports of completed investigations. • Attach the recommendations and submit the relevant departments. • Prepare reports of KPI for all department and company strategy. • Maintain company statistical records relating to quality assurance/risk • To plan /control the departmental budget and expenditure. • To provide a cost effective solution for the services and equipment required for adhoc are planned basis and report on the same. • Through effective planning and reporting /communication be able to foresee and plan capital expenditure.
EHS	<ul style="list-style-type: none"> • 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 Degree with relevant professional qualification as a lead auditor
Experience	<p>At least 10 years of relevant experience in quality and risk management with 5 years of which should be in a senior managerial executive capacity. Preferable a member of a Security affiliation.</p> <p>Highly developed interpersonal skills to communicate effectively at all levels within and outside the organizations are essential.</p> <p>Posses comprehensive theoretical knowledge and practical experience of investigation / quality implementation</p> <p>Experience in ISO 9001:2015, ISO 10002, ISO 10015, ISO 18001, ISO 14001, TAPA, TICSI, WHO-GDP.</p> <p>Multi site experience</p> <p>Skills to assess situation quickly, to make sound judgements, act on own initiative and to maintain a high level of confidentiality at all times.</p> <p>Experience in Security solution, CCTV, covert surveillance, Microsoft, IT literate, numerical and analytical.</p>

Competencies - Professional & Technical

- Communication (Level 4)
- Adaptability (Level 3)
- Organization & Environmental Awareness (3)
- Creative Thinking (Level 3)
- Networking Relationship (Level 3)
- Conflict Management (Level 3)
- Resource Management (Level 3)
- Risk Management (5)
- Initiative (Level 3)

- Team Leadership (Level 4)
- Change Leadership (Level 4)
- Vision & Strategic Direction (Level 3)

Competencies – EHS

- EHS program monitoring and administration
- Awareness of Safety & environmental management principles
- Knowledge of EHS regulatory requirements and compliance
- Awareness & compliance to method statements and work permits
- Knowledge of environmental waste management
- Knowledge of risk assessment and root cause analysis.

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:	Signature:	Date:
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34.1.13. Doc. 4537: JD – Training Manager

Job Description and Specifications			
Position Title	Manager Training and Organization Development	Position Grade	---
Department	Human Resource & Admin Department	Location	Head Office
Reports to	MD	Direct Reports	Training Specialist, Performance Management Specialist & Coordinator
Internal Relations	All departments	External Relations	---
Job Code	0110		

Basic Function	Developing and executing the training strategy in line with meeting short- and long-term organizational objectives and goals. Fully understand, drive and promote SMSA vision, culture and values.
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Key Responsibilities	
General	<ul style="list-style-type: none"> Guide and motivate staff to manage their performance efficiently; monitor staff performance to ensure proper functioning. Verify commitment of all employees belonging to the management of administrative regulations and procedures adopted in the company and ensure they do not exceed the powers granted to them (in the range of competence). Oversee the administrative procedures for staff (i.e., attendance and leave, holidays, performance evaluation) and provide report to the Director of the Department.
Training	<ul style="list-style-type: none"> Conducting TNAs. Developing individual training development/selections of vendors. Design and enhance the organizational structure. Design and implement a Performance management system. Manage the activities and quality of presentation of the Regional training. Ensure high quality delivery of programmers and systems. Manage customer service, operations, and retail trainings to all new and existing staff within the kingdom. Induct all new staff joining the business. Reviews suitability of existing programmers and makes recommendations for continuous improvement. Measure and evaluate high quality training delivery within the Region for all programmes and very training meets professional standards. Maintain Quality of training material within the kingdom for all In-house training programmers. Coordinate with outsource training partners for management trainings. Compile reports on course attendees and submits results to respective department's Management.

	<ul style="list-style-type: none"> • Staff Survey • Saudization • Ensure required certifications are accomplished
EHS	<ul style="list-style-type: none"> • 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	Bachelors (Minimum) Masters (Preferable)
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Experience	7 years (Overall) 3 Years in similar capacity (Preferred)
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Competencies - Professional & Technical

- Adaptability (Level 4)
- Organizational and Environmental Awareness (Level 4)
- Creative Thinking (Level 4)
- Networking / Relationship Building (Level 5)
- Conflict Management (Level 5)
- Resource Management (Level 4)
- Risk Management (Level 4)
- Stress Management (Level 4)
- Influence (Level 4)
- Initiative (Level 4)
- Team Leadership (Level 4)
- Planning & Organizing (Level 4)
- Decision Making (Level 4)
- Analytical Thinking (Level 4)
- Teamwork (Level 4)
- Communication (Level 4)
- Presentation Skills (Advanced)
- Computer Knowledge (Intermediate)
- Industry Knowledge (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:

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Signature:	Date:
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34.1.14. Doc. 4684: JD OPS - Translation Executive

Job Description and Specifications			
Position Title	Translation Executive	Position Grade	
Department	Operations	Location	Head Office
Reports to	Gateway Manager	Direct Reports	None
Internal Relations	Operations	External Relations	None
Job Code			

Basic Function	Providing professional translation services from the Source language into the Target language and support to other business units. Fully understand, drive and promote SMSA vision, culture and values.
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Key Responsibilities	
General	<ul style="list-style-type: none"> Convey contents of the source language into the target language taking into account that the translation should be: a.) accurate, b.) reliable, c.) appropriate. Providing professional translation services from the source language into the target language & support other units Retain and develop expert knowledge on specialist areas of translation. Prioritize work to meet deadlines.
Core	<ul style="list-style-type: none"> Read through original material and rewrite it in the target language, ensuring that the meaning of the source text is retained. Develop translation agreements, letters, department's policies and procedures, etc. Ensure translated version conveys the meaning of the original as clearly as possible. Adhere to established rules regarding factors, such as word meanings, sentence structure, grammar, punctuation, and mechanics. Use specialist dictionaries, thesauruses and reference books to find the closest equivalents for terminology and words used. Employ appropriate software for presentation and delivery. Research legal, technical and scientific phraseology to find the correct translation. Use the internet and email as research tools throughout the translation process. Liaise with managers to discuss any unclear points. Consult with experts in specialist areas. Proofread and edit final translated versions. Provide managers with a grammatically correct, well-expressed, final version of the translated text, usually as a word-processed document.
EHS	<ul style="list-style-type: none"> 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 Degree in translation studies.
Experience	• Minimum of 3 years' experience of which at least 2 years in same role.

Competencies - Professional & Technical

- English (Advanced)
- Arabic (Advanced)
- MS Office (Advanced)
- Communication (Level 3)

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:

Employee Name:

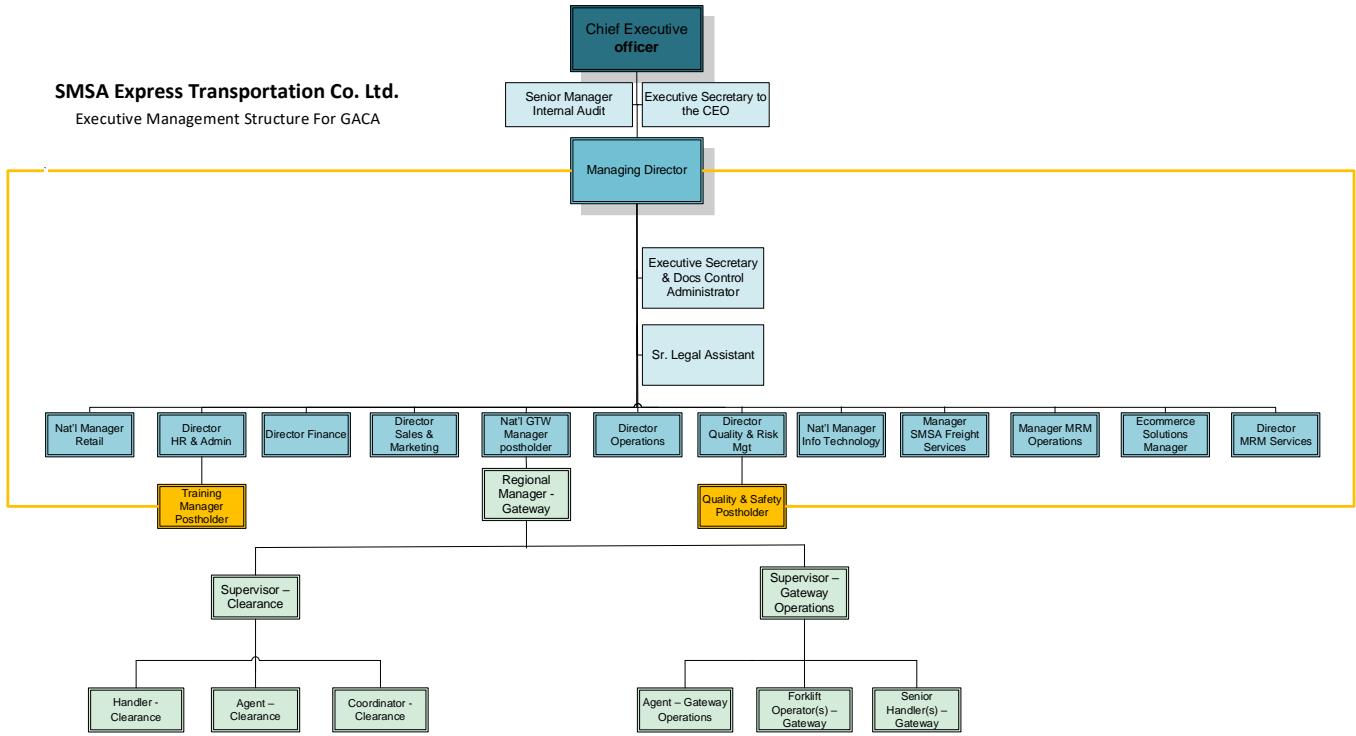
I hereby confirm my utmost commitment in fulfilling all the requirements including above and any amendment to this document.

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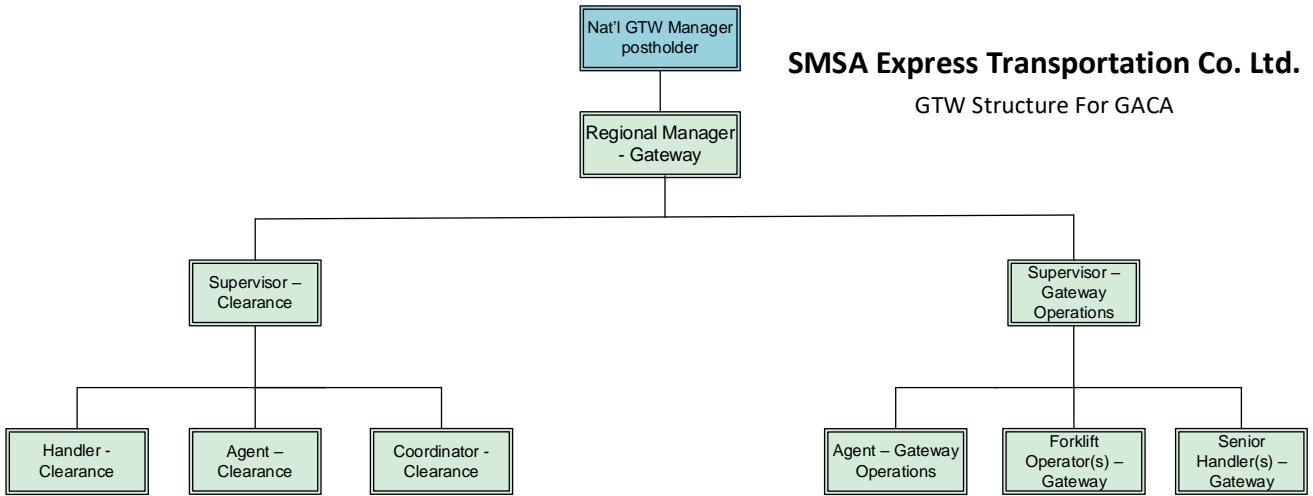
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34.2. Other Documents listed in Appendices

34.2.1. Organizational Structure Chart



34.2.2. Gateway Station Organization Chart



34.2.3. CORPORATE MISSION & VISION STATEMENTS

VISION

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

MISSION

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

- Providing maximum reach around the world with highest quality of service.
- Empowering and investing in our people.
- Being a dynamic and market-oriented service provider utilizing emerging technologies.
- Maintain sustainable growth.