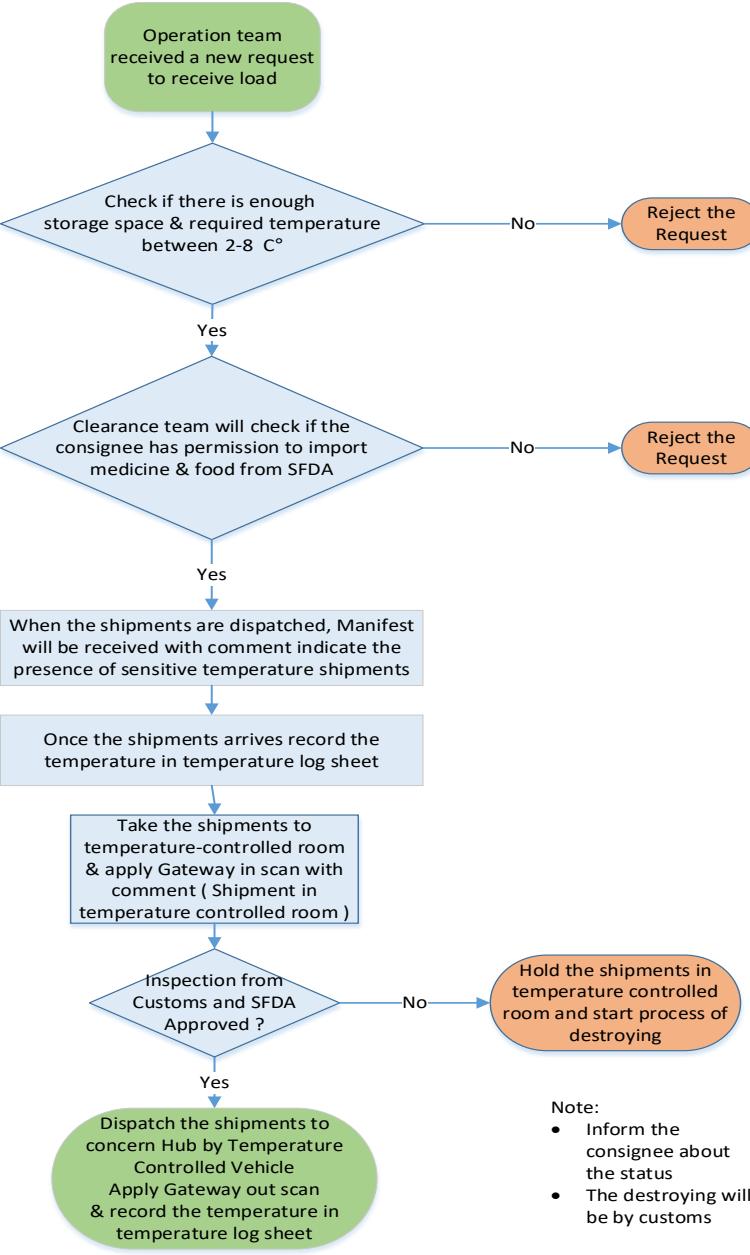


Handling Temperature Sensitive Shipments

Owner: Director, Operations

Department: Operations

Purpose	<p>To provide guidelines and instructions on how to handle Temperature Sensitive Shipments.</p>
Scope	<p>This process is applied to all operation staff whose are responsible to handle Temperature Sensitive Shipments.</p>
Detailed Procedure	<p style="text-align: center;">Handling Sensitive Temperature Shipments – IB</p>  <pre> graph TD A([Operation team received a new request to receive load]) --> B{Check if there is enough storage space & required temperature between 2-8 C°} B -- No --> C([Reject the Request]) B -- Yes --> D{Clearance team will check if the consignee has permission to import medicine & food from SFDA} D -- No --> C D -- Yes --> E[When the shipments are dispatched, Manifest will be received with comment indicate the presence of sensitive temperature shipments] E --> F[Once the shipments arrives record the temperature in temperature log sheet] F --> G[Take the shipments to temperature-controlled room & apply Gateway in scan with comment (Shipment in temperature controlled room)] G --> H{Inspection from Customs and SFDA Approved ?} H -- No --> I([Hold the shipments in temperature controlled room and start process of destroying]) H -- Yes --> J([Dispatch the shipments to concern Hub by Temperature Controlled Vehicle Apply Gateway out scan & record the temperature in temperature log sheet]) </pre> <p>Note:</p> <ul style="list-style-type: none"> • Inform the consignee about the status • The destroying will be by customs

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