	SMSA P.O. Box 63259 Riyadh 11526, K.S.A.	Document ID	SMSA-HC06
	STANDARD OPERATING PROCEDURE Contingency Procedure During Delivery	Revision no.	06
		Effective Date	01-06-2025
		Next Revision Date	31-05-2027
		Function	Warehouse
		Page	Page 1 of 4

1.0 PURPOSE

- 1.1 This document lays down the contingency procedure during delivery which covers the handling of emergency circumstances during delivery to customer's designated site or return to SMSA Warehouse.

2.0 SCOPE

- 2.1 This procedure is applicable to all SMSA Employee working with pharmaceutical Warehouse.

3.0 ABBREVIATIONS/DEFINITION


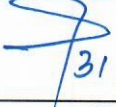

No.	Term	Description
3.1	°C	Degree Celsius
3.2	CAPA	Corrective Action Preventive Action
3.3	SOP	Standard Operating Procedure
3.4	NUPCO	National Unified Procurement Company for Medical Supplies


4.0 RESPONSIBILITY

- 4.1 It is the responsibility of SMSA Driver and Outbound Team Leader to follow and implement this procedure.
- 4.2 The Warehouse Manager or Pharmacist shall be responsible for the implementation and update for this procedure to fulfill operational and customer requirements.


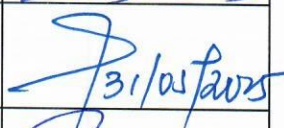
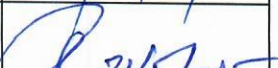
5.0 PROCEDURE

- 5.1 The Contingency procedure for delivery starts with the daily delivery schedule to respective designation sites in meeting customer's operational requirement and SMSA Driver shall follow this procedure contingency during delivery.

	Name & Designation	Signature
Author/ Originator of Doc Change	MOAYAD MOHAMEDAN PHARMACIST	 29-05-2025
Reviewer (Process Owner)	M. J. M. Jameel Warehouse Supervisor	 31/05/2025
Approving Authority	Sajid Sir M.O. M.R	

	SMSA P.O. Box 63259 Riyadh 11526, K.S.A.	Document ID	SMSA-HC06
	STANDARD OPERATING PROCEDURE Contingency Procedure During Delivery	Revision no.	06
		Effective Date	01-06-2025
		Next Revision Date	31-05-2027
		Function	Warehouse
		Page	Page 2 of 4

- 5.2 The SMSA Driver shall immediately inform to the Emergency Contact as per attached "Emergency Contact Form" or to outbound team leader.
- 5.3 If there is any emergency occurred during the delivery, the expected time of arrival at customer's site will certainly be delayed. It is therefore a requirement for Warehouse Outbound Team Leader or to maintain contact with the customer and updates them on the situation and the expected time of delivery.
- 5.4 In the case of such emergency, a recovery vehicle will be sent to rescue the vehicle involved in the emergency, unless traffic jam. The load will be transferred to the recovery vehicle and the delivery of cold chain items, if any, will remain the first priority to be sent to designated sites. Before transferring the items from affected vehicle to recovery vehicle driver should note down the temperature of recovery vehicle.
- 5.5 The SMSA Driver shall not open the back doors of the vehicle storage container before the recovery vehicle reach the emergency site.
All vehicles must have environmental plastic curtain which maintain temperature of the vehicle storage container.
Each truck must have temperature gun to monitor the temperature in case of Contingencies.
- 5.6 When recovery vehicle reach the site, driver must check the temperature of the recovery vehicle and transfer items only if vehicle temperature matching with requirement temperature (+15°C to +25°C), (+2°C to +8°C).
- 5.7 In case of tail gate not operating driver should use emergency gate to transfer items.
- 5.8 The Warehouse Manager or Pharmacist then escalate the time period of Excursion of temperature to the NUPCO and wait for their further decision. If the decision is to return back the affected items the vehicle shall be returned back to SMSA Warehouse and all affected items shall be transfer to Quarantine area as it is with status label "Temperature Excursion in transit not to use". If the decision is to deliver the affected item at customer's site the items will be delivered to customer's site by recovery Vehicle. The instruction and decision from NUPCO shall be followed.

	Name & Designation	Signature
Author/ Originator of Doc Change	MOAYAD MOHAMEDAN PHARMACUT	 29-05-2025
Reviewer (Process Owner)	M. J. M. Joneef Warehouse Supervisor	 31/05/2025
Approving Authority	Dr. H. S. S. S.	

	SMSA P.O. Box 63259 Riyadh 11526, K.S.A.	Document ID	SMSA-HC06
	STANDARD OPERATING PROCEDURE Contingency Procedure During Delivery	Revision no.	06
		Effective Date	01-06-2022
		Next Revision Date	31-05-2027
		Function	Warehouse
		Page	Page 3 of 4

5.9 An Incident report should be initiated for emergency during delivery and all case should be investigated and CAPA shall be provided stating all process.

6.0 RECORD




Title of Record	Custodian	Retention Period
Incident Report	Project Coordinator	03 Years


7.0 Attachment/Reference

7.1 Emergency Contact Form.

8.0 DOCUMENT CHANGE RECORD

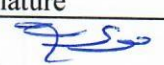
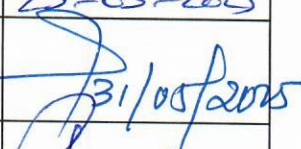

Rev No.	Effective Date	Nature of Change	Document Change Request No.
00	12-11-2016	New Document	NA
01	05-02-2018	<p>Changes Made in the SOP as follows</p> <ul style="list-style-type: none"> • SOP Format updated to uniform all SOPs. • SOP Document ID amended as SMSA-HC unique ID format for all SOP. • Section 2 incorporated for the Scope of the SOP. • Incorporated Abbreviations as in the SOP. • Incorporated Responsibilities of Warehouse Manager, Assistant Manager, Driver and outbound team leader under section 4 • Amended point 5.1 for the procedure by removing the Flow Chart and adding the actual procedure. • Incorporated new points from 5.2 to 5.8 for emergency Contact, Handling of Temperature excursion, Damage items. • Flow Chart Remove and explained the procedure in SOP. • Incorporated Emergency Contact Form in the SOP. 	CR0210

	Name & Designation	Signature
Author/ Originator of Doc Change	MAYAD MOHAMEDAN PHARMACUT	 29-05-2025
Reviewer (Process Owner)	M. J. M. Jareel Warehouse Supervisor	 31/05/2025
Approving Authority	Jagjit Singh	

	SMSA P.O. Box 63259 Riyadh 11526, K.S.A.		Document ID	SMSA-HC06
	STANDARD OPERATING PROCEDURE Contingency Procedure During Delivery		Revision no.	06
			Effective Date	01-06-2025
			Next Revision Date	31-05-2027
			Function	Warehouse
			Page	Page 4 of 4

02	Periodic Revision.	NA NA CR1132
03	Periodic Revision.	
04	<p>Changes Made in the SOP as follows:</p> <ul style="list-style-type: none"> the statement in point 5.4 removed (Driver shall record the temperature of the vehicle along with the time from temperature started going out of limit in every 10 minutes until the Recovery vehicle reach the emergency site). the point 5.5 added The SMSA Driver shall not open the back doors of the vehicle storage container before the recovery vehicle reach the emergency site. All vehicles must have environmental plastic curtain which maintain temperature of the vehicle storage container. Each truck must have temperature gun to monitor the temperature in case of contingences. The point 5.6 to When recovery vehicle reaches the site, driver must check the temperature of the recovery vehicle and transfer items only if vehicle temperature matching with requirement temperature(+15°Cto+25°C), (+2°Cto+8°C) or (-17°to-1°C). The point 5.7 In case of tail gate not operating driver should use emergency gate to transfer items. 	

END OF THE DOCUMENT

	Name & Designation	Signature
Author/ Originator of Doc Change	MOAYAD MOHAMMEDAN PHARMACIST	 29-05-2025
Reviewer (Process Owner)	M. J. M. - Jareed, Warehouse Supervisor	 31/05/2025
Approving Authority	Jagat Kumar	 21/5/25

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

Date Created: 01st June 2025

Location: HC LOG - Sulay

Buyer Incidents Contact Details:

No.	Company Name (Buyer)	Primary Contact person (Buyer)	Position (Buyer)	Contact Number	Back Up Person (Buyer)	Position (Buyer)	Contact Number
1	NUPCO	Hani Al Shamri	Warehouse Specialist	+966599200070	Abdu Rauf Armibra	Warehouse Officer	+966507515391
2	MOI	Hisham Khulaifi	Warehouse Manager	+966555429169	Saleh Alghamdi	Storekeeper	+966565777111
3	Budget Rent A Car	Mohammed Mujahid Khan	Regional Asst. Manager	+966506417089			
4	CGS	Mr. Aammar	Manager	+966536809212			
5	Star Fork Lift	Mr. John	Supervisor	+966503686510	Mr. Samsher	Technician	+966546397881
6	TRANE	Mr. Faraz Ahmed	Supervisor	+966555212859			
7	Riydh Summits	Mr. Zied	Supervisor	+966595324466			
8							
9							
10							

Local Service Provider Incident Contact Details:

No.	Company Name (Buyer)	Primary Contact person (Buyer)	Position (Buyer)	Contact Number	Back Up Person (Buyer)	Position (Buyer)	Contact Number
1	SMSA	Jagjit Singh Banga	Manager Logistics	+966562918749	Mohammed Jareed	Warehouse Supervisor	+966504240237
2	SMSA	Moayad Faisal Mohamedain	Pharmacist	+966572660640	Mubarak Burayk Al Dosarry	Pharmacist	+966557342991
3	SMSA	Rehan Yafai	Utility Executive	+966595538701	Kaushal Kishore	Asst Utility Executive	+966508219450
4	SMSA	Ahmed Khardali	Admin Officer	+966591177009	Mahmoun Jafar	Admin Officer	+966558068387
5	SMSA	Asaad Al Enazi	Security Supervisor	+966558822126	Adel Hzazi	Security Officer	+966535113461
6	SMSA	FAISAL AL-QAHTANI	Fleet Coordinator	+96650-572-7044	Abdalla Mohammed Nour	Fleet Manager	+966504800873

Created by: Name & Signature

M. J. M. - Jareed

Position:

Warehouse Supervisor

Date:

03/06/2025

Noted by: Name & Signature

JAGJIT SINGH

Position:

MGR. LOGISTICS

Date:

01/6/2025