



Employee Handbook

About This Book:

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

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

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

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

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

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- o SMSA Profile
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- o Quality Policy
- o Employee Ethics Policy
- o Organization Structure
- o Self- Service Human Resources (SSHR)
- o Employee Benefits
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 - Insurance Coverage
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 - Employee Recognition Event
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- o General Guidelines

Welcome to Our World:

Dear valuable team member,

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

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

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

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

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

Sincerely,

Human Resources Department

Our Company Profile:

- Sheikh Sultan Mohammed Saleh Al Athel introduced the SMSA services into the Kingdom in 1994 which connects to 325 Cities, towns and villages across the Kingdom with over-night deliveries and guaranteed times of less than 24 hours between the major cities and 24 to 36 hours for distant locations.
- SMSA is awarded the 3rd Best Saudi Company to Work For (for the year 2011) in the Kingdom of Saudi Arabia by TeamOne in association with kingdom's most prestigious economic news paper " Al-Eqtisadiah".
- SMSA is an ISO 9001- 2008 certified company by Lloyd's Register Quality Assurance (LRQA).
- This is achieved by the enthusiasm and dedication of more than 2540 SMSA Express Trans. Co., Ltd. employees working from 5 major distribution hubs and 22 stations.
- The SMSA Express Trans. Co., Ltd. claims to make the process of sending packages simple, in order to make this happen, SMSA Express Trans. Co., Ltd. has established 300 Customer Retail Service Centers operated by specially trained personnel who are eager to help with all forms of related information including delivery timings not only for within the Kingdom but for over 220 countries and territories around the world.
- **Size:** Largest Domestic Express & Retail Network in the Kingdom.
- **Coverage:** 325 Cities, Towns and Villages
- **Vehicles:** More than 1405
- **GACA Certified Hubs:** RUH, JED, & DMM

Vision & Mission:

Vision:

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

Mission:

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

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



Core Values:

- **People**

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

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

- **Customer Service**

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

- **Integrity**

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

- **Innovation**

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

- **Passion for Results**

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

- **Loyalty**

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



Quality Policy

The management of SMSA is committed to meet customer's expectations and continually improve the company performance while offering our customers safe, cost effective and professional service.

SMSA is committed to being the leading provider of shipping, and logistics in Saudi Arabia offering fast, reliable courier and freight services with the broadest territorial coverage locally and internationally, by providing state of the art support to its clients shipping and logistics needs.

In SMSA, quality performance is considered a personal responsibility of all employees and to maintain it, we will maintain a working environment where training and tools are provided for all activities to proceed in an efficient manner.

Sultan Mohammed Saleh Al-Athel
Chairman of the Board



Employee Ethics Policy

Overview:

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

Purpose:

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

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

Maintaining Ethical Practices:

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

Unethical Behavior:

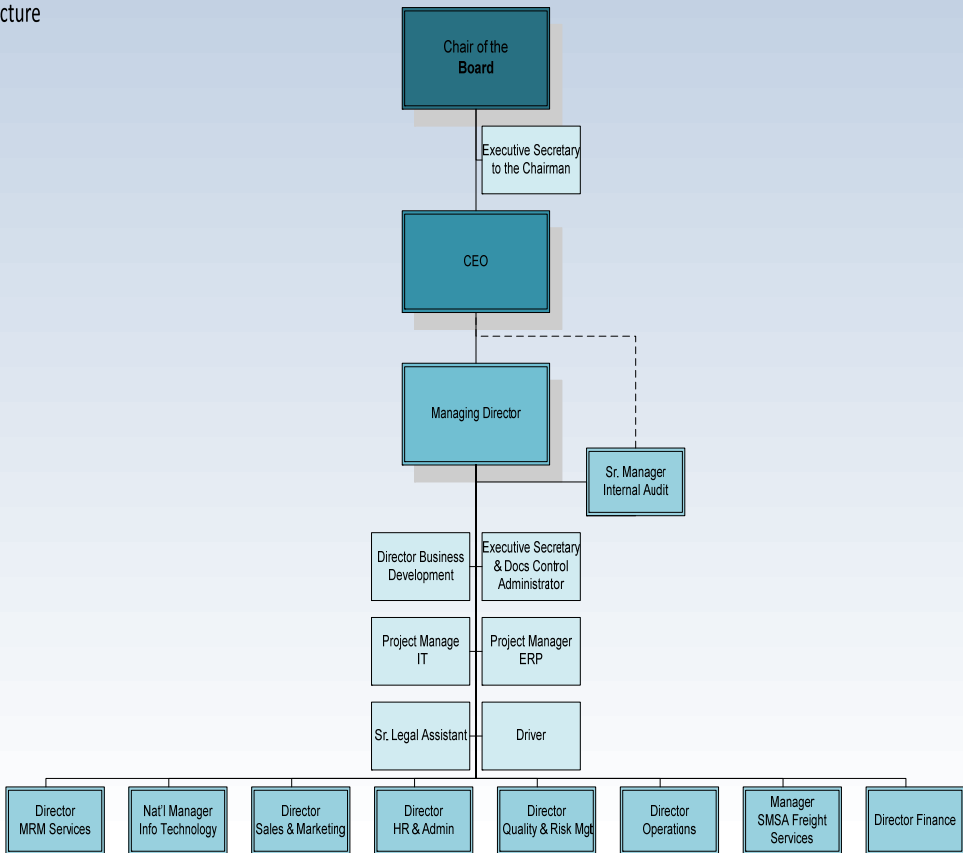
- ✓ Our Company will avoid the intent and appearance of unethical or compromising practice in relationships, actions and communications.
- ✓ Our Company will not tolerate harassment or discrimination.
- ✓ Unauthorized use of company trade secrets & marketing, operational, personnel, financial, source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

Enforcement:

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

Corporate Structure

SMSA Express Transportation Co. Ltd.
Executive Management Structure



Your Benefits

- **Self- Service Human Resources (SSHR):**

SMSA always endeavor to be automated; therefore the company has implemented Oracle Self-Service Human Resources (SSHR) which allows both employees and managers to participate in Human Resources management via SMSA Intranet and or a web browser.

SSHR offers secure self-service business transactions in a paperless environment ,easy-to-use functionality driven by Oracle's proven workflow technologies in order to provide outstanding HR services to our employees.

Further the SSHR can be accessed from SMSA World under the icon of “SERVE”. Department Head will provide Employee user name and password (wherever applicable).



Your Benefits (Cont'd)

- **Recognized Holidays**

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

Name of Holiday	No. of Days
Eid Al Fitr	As per Leave Policy & Internal Announcement
Eid Al Adha	
National Day	1

Allowances

- Monthly "Living Cost allowance" to ease the inflationary burden.
- Monthly "Family Allowance" to increase positive job environment and increase competitive spirit.
- "Saudiazation Allowance" for all Saudi Nationals who are not participating in the company's loyalty programs.
- An annual fixed "Travel Package" for employees who eligible for air tickets according to the current policies.
- **Transportation Allowance**
 - ✓ Monthly transportation allowance will be allocated as 10% of the base salary of an employee.
 - ✓ This allowance will not be paid if the employee is assigned a 24-hr vehicle or transportation is performed by the Company, or if the employee is on unpaid leave.
- **Housing Allowance**
 - ✓ Monthly housing allowance will be allocated as 25% of the base salary of an employee.
 - ✓ Eligible employees are entitled to take six-month housing allowance in advance (through SSHR). For further details refer to company policies on the Guide system.

Your Benefits (Cont'd)

- **Leave (Service provided through SSHR):**

- ✓ Yearly Leave entitlement will be as per the standard rules of Saudi Labour Law, unless predefined in employee contract.
- ✓ Eligible employees are entitled each year 21 days, which is increased to 30 days if the employee spends five consecutive years with the company. (Refer to Leave Policy in Guide System)
- ✓ All employees are expected to have worked for at least 12 months to be eligible for an yearly leave.
- ✓ Yearly Leave entitlement for part of a year's service will be calculated on a pro-rata basis. Such leave cannot be forfeited, waved or paid during the employee's period of service.
- ✓ If the employee resigned or terminated before using up his leaves balance, then employee has the right to receive his pay for the unused days of the leave which he is entitled to.

- **Deferred Vacations:**

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

- **Sick leave during vacation period**

If any employee is hospitalized during their paid vacation, such leave will be extended by the number of days the Employee stayed in the hospital, provided that:

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

- **Late Return**

Employees who are unable to return to work on the scheduled date, due to unforeseen circumstances, should notify the line manager promptly and obtain formal approval to the request.

If your manager does not approve the request, you must return promptly. You will have to submit documented evidence justifying the delay. Otherwise, delays will be handled in accordance with the disciplinary code, which states "If delay exceeds 10 days, employees will be dismissed".

Your Benefits (Cont'd)

- **Sick Leave (Service provided through SSHR)**

Job Related Injury

An employee who is injured on the job will be covered by General Organization for Social Insurance (GOSI) and for more details you can take Guidance from Human Resources.

An accident notification must be forwarded immediately by the manager to HR. Should a temporary disability be certified by the medical facility, the employee will receive sick leave pay in accordance to the provision of Social Insurance Law.

Benefit will not be applicable if the disability results from:

Self Inflicted Injury

Use of Alcohol, Drugs, or Stimulants

Unlawful or Immoral Acts

Other Business or Occupation

Negligence

Failure to Observe Safety Regulations

Non-Job Related Sickness

When an employee needs to receive medical attention they can use the list of hospitals approved by the medical service providers according to their grade.

For more information, kindly refer back to the Guide, or contact the HR Personnel Officer directly in this regard.

Sick Leave Pay

- ✓ First 30 days at full pay
- ✓ Next 60 days at $\frac{3}{4}$ salary

Sick leave is not cumulative and no payment will be made for sick days un-availed or unutilized.

Your Benefits (Cont'd)

- **Business Travel Per Diem Allowance and Ticket Class (through SSHR):**

- ✓ Business travel per diem allowance includes business travel; training travel, travel with clients, and travel to attend business meetings or work related events. Business travel allowance will cover accommodation , transportation, and meals.
- ✓ If for any reason the per diem allowance is not sufficient to cover accommodation then the employees in grade 7 and above will get 50% of the per diem and the company will reimburse the actual accommodation expense (coverage provided by the company) upon return . For more details refer related policy in GUIDE.



- **Mobile Allowance**

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

- **Medical Insurance (Service provided through SSHR)**

The company shall revise on annual basis its medical insurance scheme and would ask its employees in survey to ensure levels of satisfaction and how to make it better.

Your Benefits (Cont'd)

- **Overtime**

- ✓ All non-management employees are eligible for overtime (OT) paid as company policy. However, OT must be first cleared by the immediate manager, and HR should be informed prior to actually working OT.
- ✓ It may be necessary for full-time employees (Grade 5 and below, except Supervisory levels) to work overtime in order to complete a job on time. All overtime must be approved in advance by the direct manager. Supervisors / Managers working during holidays get time off in lieu as per leave policy.
- ✓ Overtime should not be looked at as a way to increase employee salary, it should come from willingness to help one's department, and a spirit of sharing, to ensure that the work schedule / result is met. However Department manager must try is level best to compensate the same with compensatory off.
- ✓ Full-time employees (Grads 5 and below, except Supervisory levels) who work on official holidays will be deemed to have worked overtime on that day(s) and will be paid at the rate of 1.5 times the employee's normal hourly wage for each overtime working hour, however, OT should not exceed 5 working days in a month.

- **Training & Development**

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

Your Benefits (Cont'd)

Training & Development Opportunities:

The Training & Organizational Development provides the following training programs:

Class Room Training:

S/N	Course Name	Training Duration (Hours)
1	CORE Training	8
2	SMSA Ground Operations	12
3	SMSA Process Training	8
4	Supervisory Skills Training	8
5	Defensive Driving Training	8
6	Foreign Corrupt Practices Act	4
7	New Hire Orientation	8
8	SMSA Security Awareness	4
9	Suspicious Packages Awareness	4
10	Time Management	8
11	Customer Service Excellence - Basic (Level 1 & 2)	12

S/N	Course Name	Training Duration (Hours)
12	Customer Service Excellence - Basic (Level 3)	8
13	Customer Service Excellence - Intermediate	16
14	Customer Service Excellence - Advanced	16
15	POS (Point of Sale) Training	4
16	SDC (Special Distribution Channel) Training	8
17	Consultative Selling Skills	12
18	EHS (Environment, Health & Safety) Training	8
19	Best Practices & Ops. In MOH Project	8
20	Operations Training in Healthcare-Logistics	8
21	Forklift Safety & Operations Training	8
22	Dangerous Good Awareness (DGA)	4

Your Benefits (Cont'd)

S/N	Course Name	Training Duration (Hours)
23	Dangerous Goods Certification - CAT 6	40
24	Introduction to Logistics & Supply Chain Management	16
25	Retail Management Development	24
26	Coaching & Mentoring	16
27	Complaint Handling Procedure & Quality Awareness	12
28	Effective Sales Training	24

E-Learning (On-Line):

SMSA Library

-  Adaptability
-  Analytical Thinking
-  Change Leadership
-  Communication
-  Conflict Management
-  Continuous Learning
-  Creative Thinking
-  Decision Making
-  Influence
-  Networking
-  Organisational & Enviromental Awareness

-  Resource Management
-  Risk Management
-  Stress Management
-  Team Leadership
-  Team Work
-  Visioning & Strategic Direction
-  Initiative
-  EHS Compliance
-  Corporate Social Responsibility
-  Inventory Management
-  Interpersonal Skills
-  Analytical or Financial Related Training
-  Six Sigma Courses

Your Benefits (Cont'd)



The screenshot shows the login interface for the SMTSA Express e-learning portal. At the top, the SMTSA Express logo is displayed in purple and orange, with the text 'SMTSA Express' and 'SMTSA Express Trans. Co., Ltd.' below it. To the right, the text 'e-learning...' is visible in a large, stylized font. Below the logo, a welcome message reads: 'Welcome to SkillPort, your 24x7 gateway to learning resources for skills improvement, professional development, performance support, and more. Use SkillPort's easy-to-navigate interface to find answers to questions, develop professional skills, and take targeted learning. Simply log in to start exploring the learning and performance support resources available to you.' At the bottom, there are input fields for 'Employee ID' and 'Password', followed by a 'Log In' button.

SMTSA Express
SMTSA Express Trans. Co., Ltd.

e-learning...

Welcome to SkillPort, your 24x7 gateway to learning resources for skills improvement, professional development, performance support, and more. Use SkillPort's easy-to-navigate interface to find answers to questions, develop professional skills, and take targeted learning. Simply log in to start exploring the learning and performance support resources available to you.

Employee ID Password [Log In](#)

Employee Awards

The Employee Awards has been categorized as follows:

1. Service Excellence Award (for employees Grade 6 to 8 - including Supervisors)
Stands for outstanding performance above & beyond the call of duty
2. CAFO - (for employees Grade 5 & below)
Stands for "Champion's Award for Outperforming" It has three categories:
 - CAFO – Gold (SAR 10,000)
 - CAFO – Silver (SAR 3,000)
 - CAFO – Bronze (SAR 1,000)

For further information please refer Employee Awards Policy in GUIDE

Your Benefits (Cont'd)

- **Employee Recognition Event:**

SMSA always encourages the loyalty and commitment of our employees towards the organization; therefore the company has come up with a policy to reward those employees who has completed 5,10,15 & 20 years of continuous service to the company.

The recognition event will be held once a year in the month of March

- ❖ Five (5) & Ten (10) Years of Service:

- The following will be given to qualified employees:
- Certificate
- Plaque.

- ❖ Fifteen (15) & Twenty (20) Years of Service:

The following will be given to qualified employees

- An opportunity to meet the Chairman
- Certificate
- Plaque.

Refer Employee Recognition policy on Guide system for more details.

- **Incentive Schemes:**

The Company rewards employees based on their performance related to the Key performance Indicators (KPI's) as per performance appraisal policy.

- **End of Service Benefits (EOSB):**

If an employee wants to know more about his End of Service benefits, Saudi Labor Law, please refer to Articles 80, 84 & 85 of the Saudi Labor Law found on the GUIDE, which give full details on employees' entitlement of their end of service benefits. For further assistance, employees are encouraged to contact Human Resources Department – HQ.

General Guidelines & Information:

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

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

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

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

- **Communication:**

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

- **Bulletin Boards:**

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

- **Messaging Center:**

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

- **Answering Telephone Calls:**

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

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

General Guidelines & Information (Cont'd)

- **Personal Calls:**

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

- **Transfers:**

Transfers from one department to another may be requested. Employees who wish to request a transfer, must have a valid reason for doing so. Also your manager may suggest you for a transfer. In which case, he will be required to give valid reasons for this transfer. The aim of transfers is for business needs & to develop the skills by placing the person in a more suitable position, and to ensure a better opportunity for growth within the Company.

- **Exit Interviews(Through SSHR):**

In instances where an employee voluntarily leaves our Company, the Company's management would like to discuss your reasons for leaving and any other impressions you may have about the Company.

During your exit interview you can express yourself freely. It is hoped that an exit interview will provide insight into possible improvement we can make. All information will be kept strictly confidential and will not affect any reference information the Company will provide for other prospective employers.

It is also requested that you maintain your agreement to safeguard information that you have been given during your employment.

- **Security:**

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

- **Disciplinary Violation Document (DVD):**

- ✓ In order that all employees are treated fairly SMSA makes use of a DVD to define various company violations
- ✓ The DVD can be found on the GUIDE under the HR Disciplinary Policy & Procedure & HR Forms
- ✓ All violations fall within and are subject to the Saudi Labor Law
- ✓ All QRM recommendations will be based on the DVD

General Guidelines & Information (Cont'd)

- **Company Uniform :**

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

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

- **User ID:**

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

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

- **Entry After Working Hours:**

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

- **Gifts:**

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

- **Inspection**

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

General Guidelines & Information (Cont'd)

- **Staff Searches**

- ✓ Staff searches are conducted as a preventative measure and are not conducted in order to highlight dishonesty
- ✓ All staff must be aware of the SMSA Express Staff Searches Policy
- ✓ All employees may be subjected to a staff search under the terms and condition of their employment with SMSA Express.
- ✓ The search may include offices, desks, bags, lockers/cupboards, pockets, shoes, and vehicles
- ✓ Refusal to a search is deemed as a breach of company policy and may result in dismissal from the company

Emergency Numbers:

- **Emergency Numbers:**

- | | |
|------------------------|-----|
| ✓ Fire | 998 |
| ✓ Police | 999 |
| ✓ Ambulance | 997 |
| ✓ Traffic Accident | 993 |
| ✓ Directory Assistance | 905 |

- **Human Resources – Phone Numbers:**

- | | |
|--------------------------|--------------------------|
| ✓ Payroll | 011- 4633999 x 188 |
| ✓ Govt. Relation | 011- 4633999 x 223 & 215 |
| ✓ Recruitment | 011 - 4633999 x 8794 |
| ✓ Training & Development | 011 – 4633999 x 8788 |

- **Company Mailing Address:**

P.O. BOX # 63529

RIYADH...11526

SAUDI ARABIA

Website: www.smsaexpress.com

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

- ✓ Organograms.
- ✓ SMSA Facts.
- ✓ Policies & procedures.
- ✓ Forms.
- ✓ Job Aids.
- ✓ Product & Services.
- ✓ Retail Centers Kingdom wide.
- ✓ City served list and many more.



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