

<b>Title: OPERATION MANAGEMENT PROCEDURE</b>			
<b>Document #:</b>	<b>HGGC/OM/SOP-01</b>	<b>Rev #</b>	<b>01</b>
<b>Effective Date</b>	<b>01-01-2022</b>		
<b>Review Date</b>	<b>01-01-2025</b>		

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## **Operation Management Procedure**

**1. PURPOSE:**

- 1.1 Operations Management takes control of the logistic process completely and ensures that every step is efficiently carried out to ensure maximum trips. The result is a high-quality service that meets the demands of the consumers.

**2. SCOPE:**

- 2.1 This system shall be applicable to all employees of **M/S HAJI GUL GROUP OF COMPANIES**.

**3. DEFINITIONS:**

- 3.1 **HSEQ:** "Health Safety Environment and Quality"  
 3.2 **JMP:** "Journey Management Plan"  
 3.3 **RHM:** "Route Hazard Mapping"  
 3.4 **JCL:** "Journey Communication Log"  
 3.5 **NMPI:** "Near Miss & Potential Incident"  
 3.6 **OBC/VTS:** "Onboard Computer/ Vehicle Tracking System"  
 3.7 **MDVR:** "Mobile Digital Video Recorder"

**4. RESPONSIBILITIES:**

- 4.1 Manager (Operations) shall be responsible to keep a record of all operational documents.  
 4.2 Manager (Operations) shall be responsible to update all operational related documents.  
 4.3 Manager (Operations) shall update JMP and all relevant documents of JMP, e.g. RHM, JC, journey closure, Trip Log, etc.  
 4.4 Manager (Operations) shall be responsible to connect all follow-up for the action items to the concerned action party.

**5. PROCEDURE:****5.1 EVERYDAY OPERATION PROCESS:****1) AVAILABILITY OF VEHICLE:**

Availability of vehicle shall be given in writing to client via e mail on daily basis after getting confirmation from driver, maintenance & other relevant staff. Driver shall confirm the vehicle suitability and on-time arrival.

**2) VEHICLE ON-ROUTE TO DEPOT FOR LOADING:**

While leaving the base for loading, monitor driver/maintenance supervisor/vehicle inspector shall inspect the vehicle and driver to ensure

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the fitness, pre-trip inspection checklist should be filled by monitor driver/maintenance supervisor after physical inspection of the vehicle.

**3) LOADING AT DEPOT:**

When the Vehicle reaches the depot loading supervisor shall collect a dip-chart & supervise the vehicle till the loading is completed.

**4) AFTER LOADING:**

The driver shall collect expenses from the concerned supervisor/Loading Rep.

**5) JOURNEY DESK:**

Journey desk officer/loading rep. shall guide driver about JMP compliance e.g. route hazards, rest areas, unauthorized rest areas, newly identified hazards, trip log, and NMPI form filling protocols.

**6) PRE-TRIP BRIEFING:**

Against each invoice, both drivers shall be given a detailed pre-trip briefing to ensure the safe execution of the journey.

**7) JOURNEY START:**

The driver shall start his journey after making sure that his rest hours are completed and will move up/down country as per the pre-defined JMP.

**8) CHECKS DURING JOURNEY**

Concern staff of VTS shall continue follow-up through OBC/VTS and MDVR or call or through different means and record maintain in JC sheet.

**9) WHEN ARRIVE AT DESTINATION:**

When the driver is reached at the prescribed location, the driver shall inform the Operation Manager that he has been reached the destination along with the vehicle, safely.

**10) WAITING FOR UNLOADING:**

Till the vehicle unloading is started, the vehicle shall wait for its turn in the queue, during the waiting period, the supervisor shall stay in touch with the particular vehicle driver till its decanted.

**11) RETURNING TO BASE:**

After decantation, the driver shall start his journey back to the base. For retail sites, drivers are responsible to fill product unloading checklist.

**12) ARRIVAL AT BASE:**

When the vehicle reached the base after completing the trip, the driver needs to present at the journey closing desk for trip closing activity.

# HAJI GUL GROUP OF COMPANIES



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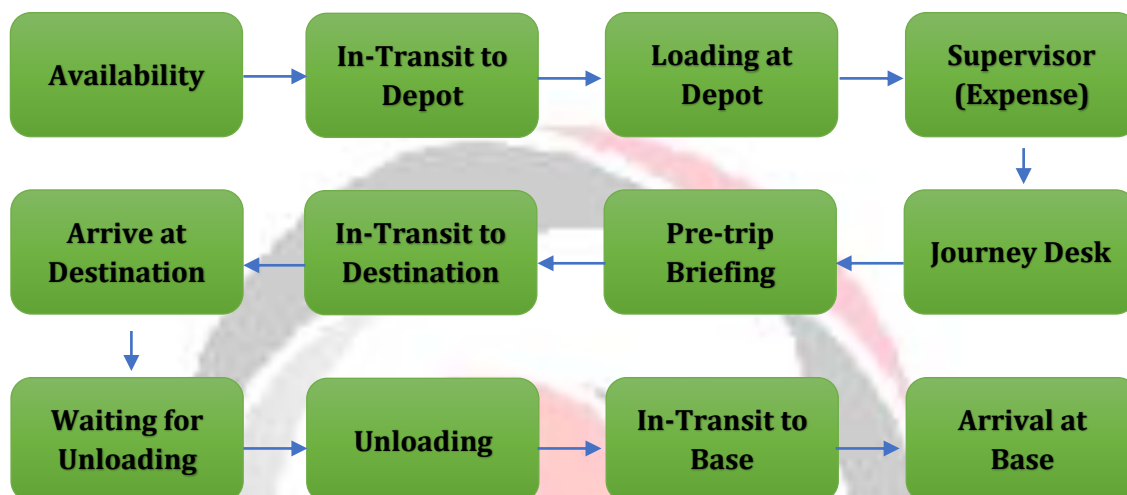
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### FLOW CHART SKETCH



### 6. RECORDS:

Sr. #	Document Name	Document #	Retention Period
1	Pre-trip Briefing P2P	HGGC/OM/FM004	1 Year
2	Pre-trip Briefing P2C	HGGC/OM/FM003	1 Year
3	Driver Trip Log	HGGC/OM/LOG03	1 Year
4	NMPI Reporting Form	HGGC/HSEQ/FM001	1 Year
5	Driver Counseling Form	HGGC/DM/FM002	1 Year
6	Journey Closing Log	HGGC/OM/LOG02	1 Year
7	Journey Closure Form	HGGC/OM/FM001	1 Year
8	Journey Comm. Log	HGGC/OM/LOG01	1 Year
9	Product Unloading Checklist	TPPL Owned	-

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<b>Designation</b>	<b>Department</b>	<b>Date</b>	<b>Signature</b>
<b>Manager (Operations)</b>	<b>Operations</b>	<b>Jan 01<sup>st</sup>, 2022</b>	

**Reviewed by:**

<b>Designation</b>	<b>Department</b>	<b>Date</b>	<b>Signature</b>
<b>Manager (HSEQ)</b>	<b>HSEQ</b>	<b>Jan 01<sup>st</sup>, 2025</b>	

**Approved by:**

<b>Designation</b>	<b>Department</b>	<b>Date</b>	<b>Signature</b>
<b>CEO</b>	<b>All</b>	<b>Jan 01<sup>st</sup>, 2025</b>	