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Training

1. PURPOSE:

- 1.1 The purpose of this procedure is to identify the training needs and to provide training to various categories of employees for developing awareness, competency, and skills to ensure proper coaching and growth of employees.

2. SCOPE:

- 2.1 This procedure shall be applicable to all the Management staff and drivers whose work directly affects the service quality of **M/S HAJI GUL GROUP OF COMPANIES**.

3. DEFINITIONS:

- 3.1 **HSEQ:** "Health, safety, environment & quality"
 3.2 **HR:** "Human Resource"
 3.3 **CEO:** "Chief Executive Officer"
 3.4 **TBM:** "Tool Box Meeting"
 3.5 **TNA:** "Training Need Analysis"
 3.6 **DDC:** "Defensive Driving Course"
 3.7 **NH & MP:** "National Highway and Motorway Police"
 3.8 **C & T:** "Consult and Train"
 3.9 **TPPL:** "Total Parco Pakistan Limited"
 3.10 **ERP:** "Emergency Response Plan"

4. RESPONSIBILITIES:

- 4.1 HSEQ Manager shall ensure that the training plan, procedure, and system are in place and maintained.
 4.2 HSEQ Manager shall ensure that every relevant personnel receive training as per plan.
 4.3 HSEQ Manager shall be responsible for updating the training requirements accordingly.
 4.4 The Operation Manager shall be responsible for providing trainings to drivers.
 4.5 HSEQ Manager shall be responsible to do remedial/refresher training before year-end.
 4.6 The updating and maintaining the record of training attendance/assessments and training material shall be the responsibility of the HSEQ Manager.
 4.7 Monitor driver shall be responsible to perform on-road assessment of drivers.

5. PROCEDURE:

5.1 Following steps to be followed for staff training :

- 5.1.1 The OPs/HSEQ Manager shall be responsible to prepare TNA (Training Need Analysis) based on the requirements of staff on yearly basis or when the need arises.

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5.1.2 TNA shall be developed by keeping in view the current and future requirements that include operational, quality, environmental, health and safety, legal, and customer-related requirements.

5.1.3 The following shall be considered when preparing TNA:

- **What the organization expects to happen and what is being happened.**
- **Current and desired job performance.**
- **Existing and desired competencies and skills.**

5.1.4 Training Plan shall be prepared for all identified needs.

5.1.5 This Training Plan shall have the training needs and propose a month for training as well as training mandatory for specific departments.

5.1.6 HSEQ Manager shall prepare Training Plan in consultation with the department so that execution of training provision can be ensured.

5.1.7 HSEQ Manager shall also ensure execution/provision of all external training needs.

5.1.8 HSEQ Manager shall monitor training program according to Training Plan.

5.1.9 Following training records shall be made for each training:

- **Training Attendance Record.**

5.1.10 The picture should be taken as evidence of training and a training glimpse (ppt) shall develop.

5.2 Orientation Training for New Staff:

5.2.1 For All new staff joining, the Company's Ops/HSEQ Manager shall arrange Orientation training.

5.2.2 The training shall consist of general introduction & information about Company and operations etc.

5.2.3 OPs/HSEQ Manager shall be responsible to maintain the orientation form of staff.

5.2.4 This training shall be provided through In-house training programs.

5.3 DRIVER TRAINING:

5.3.1 Following trainings shall be provided to drivers:

- Induction Training; (07) days
- Monthly Training and assessment
- DDC (Internal / NH&MP / C&T)
- Customer Specific Training
- Remedial / Refresher Training
- Re-Join Duty after some time or change of activity
- TBM Sessions

5.3.2 Following mandatory refresher training shall be given to all drivers:

1. Defensive Driving

- Theory and practical sessions are involved in Defensive driving and all drivers shall attend this training once in two years.
- HSEQ Manager shall arrange DDC training from NH&MP for all drivers as per TPPL requirements.

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2. **Fatigue Management**
3. **Fire Fighting / Emergency Response**
4. **Product Knowledge & Associated Hazards / Product Handling.**

- 5.3.3 If there is any customer-specific training requirement, it shall also be arranged accordingly.
- 5.3.4 All the new drivers must attend the mandatory induction training before formally starting their job.
- 5.3.5 HSEQ Manager shall maintain a record of Induction training.
- 5.3.6 Annual training records are maintained in the driver training datasheet.
- 5.3.7 HSEQ Manager shall identify the persons whose refresher course is due as per the training datasheet.
- 5.3.8 Driver handling special products shall also be provided specific training.
- 5.3.9 The driver training plan needs to be changed/revised based on the following assessment.
 1. Spot Checks.
 2. Inspections (Pre-trip, Monthly, Bi-annually, Annually).
 3. In-Cab/On-road Assessment.
 5. Classroom training assessment.
- 5.3.10 Following steps to be followed for driver training:
 1. Training Plan shall be prepared for all identified needs.
 2. The training plan should be aligned with client requirements (if any)
 3. The training plan shall list the training needs and propose a month for training as well as material availability
 4. HSEQ Manager shall prepare Training Plan in consultation with Operation Manager so that execution of training provision can be ensured.
 5. HSEQ Manager shall be responsible to monitor an individual's performance and shall change in training plan as per need and performance (if required).

5.4 Training Assessment:

- 5.4.1 After each annual training session, every driver needs to undergo a classroom training assessment to ensure the effectiveness of the training.
- 5.4.2 After completing training, a gap of at least 15 minutes is necessary to be taken for assessment
- 5.4.3 Trainer ask questions written in assessment form to all the individuals.
- 5.4.4 The trainer needs to fill training form with "Y" if the answer is right and "N" if the answer is wrong or ✓ for right answer and ✗ for wrong answer.
- 5.4.5 After completing the assessment form trainer check the form on the same day and mark the form as pass or fail
- 5.4.6 Minimum passing criteria is 80%.
- 5.4.7 If any of the drivers get fail in the first attempt, he needs to get training again and then a re-assessment shall perform
- 5.4.8 If any of the drivers get fail in the second attempt, he needs to get consecutive training till 7 days and after completing the mentioned period a re-assessment shall perform and if he fails again the driver shall be terminated.

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- 5.5.1 Every driver needs to undergo an on-road assessment at the time of recruitment and annually.
- 5.5.2 Monitor Driver shall take On-road assessment of any driver.
- 5.5.3 Operation Manager needs to arrange drivers before the due date of his on-road assessment
- 5.5.4 The minimum passing criteria of On-road assessment shall be 80%.
- 5.5.5 On-road assessment shall perform on a non-regular route
- 5.5.6 Three hour's drive shall be required for on-road assessment, covering routine/non routine route.

5.6 Remedial/Refresher Training:

- 5.6.1 If there is any violation, accident, or non-compliance found during work, that driver will have to undergo counseling session and remedial/refresher training
- 5.6.2 Observation will be made for loading and unloading operations during spot checks. If someone is found not complying with the rules he will be assessed by Operations / HSEQ Manager and a counseling session / remedial session will be arranged depending upon the assessment.
- 5.6.3 If any new training course is added to the existing course list, then all the drivers will have to undergo the training session.

5.7 Re-Join Duty after some time or change of activity:

- 5.7.1 A Driver who re-join the Company after a long vacation will be treated as below mentioned process.
 - 1. If the driver is on leave for more than 30 days, he will rejoin with refresher training.
 - 2. If the driver joins after 60 days, he will be entitled to refresher training (DDC, ERP, loading and unloading process, or any change within a month will update him)
 - 3. If the driver rejoins after 90 days he will be entitled to re-in-cab and refresher training.
 - 4. If the driver will rejoin after more than 90 days he shall go for new medical assessment, DDC course from NH&MP, re-in-cab, and refresher training.
 - 5. If the driver returns to work after being on leave due to medical issues, he shall undergo a medical assessment.
 - 6. If the process or activity is changed, the driver shall need to train again after assessing the risk regarding that activity.
 - 7. HSEQ Manager is responsible to assess the risk/hazard and develop a control method for the specific risk.

5.8 TBM Sessions:

- 5.8.1 TBM shall be conducted on daily basis as per plan.
- 5.8.2 HSEQ Manager/Supervisor shall be responsible to conduct TBM sessions.
- 5.8.3 These topics shall be included in TBM as a minimum requirement:
 - 1. Incident Sharing and its learning
 - 2. Company Basic Policies
 - 3. DDC Techniques
 - 4. Product knowledge and handling
 - 5. Fatigue Management

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6. Journey Compliance

6. RECORDS:

Sr. #	Document Name	Document #	Retention Period
1	Orientation Form	HGGC/OM/FM002	1 Year
2	Training Attendance Form	HGGC/DM/FM003	1 Year
3	Driver Training Coverage	Dashboard	1 Year
4	Driver Annual Training Plan	HGGC/DM/PLN01	1 Year
5	Driver Training Assessment	HGGC/DM/FM008	1 Year
6	In-Cab Assessment Form	HGGC/DM/FM007	1 Year
7	Staff Training Form	HGGC/OM/PLN01	1 Year
8	TBM Plan	HGGC/DM/PLN02	1 Year

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