PUP302

WAREHOUSE MANAGEMENT POLICY

LINK TO POLICY

LINK TO PROCEDURES & FORMS

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1 PURPOSE

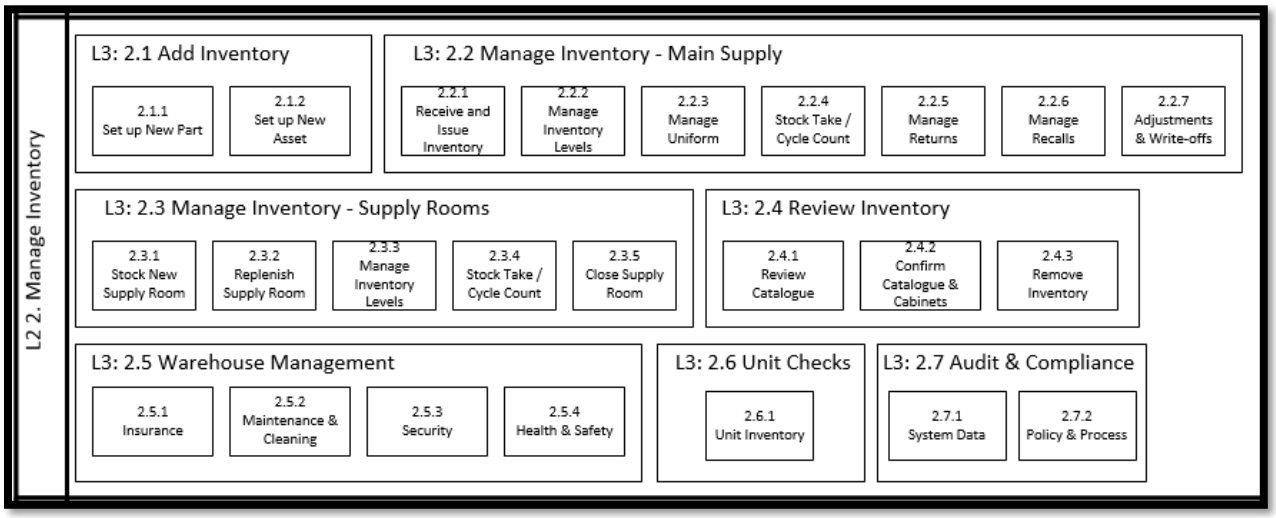
Effective and efficient management of warehousing is a critical success factor for ensuring that the range and scale of inventory is sufficiently lean and agile to meet National Ambulance (NA) business requirements. This policy sets out the conditions and guidelines for the overall management of warehouse and its inventory under NA control.

2 PRINCIPLES

- ✓ **Accountability**: compliance with this policy and its supporting documents is mandatory for employees and contractors. Failure to comply with this policy may result in disciplinary actions.
- ✓ **Efficiency**: warehouse management processes should be carried out as cost effectively as possible.
- ✓ **Inventory Segmentation** is a critical success factor as NA catalogue of items ranges from consumables to equipment and therefore a 'one size fits all' approach to replenishment is not possible.
- ✓ **Legality**: NA must conform to UAE Law and other legal and audit requirements.
- ✓ **Quality:** operating procedures should be of the highest standard and quality to ensure patient and staff safety.
- ✓ **Responsibility**: NA is responsible for ensuring any facilities used by NA to deliver services, remains compliant to this policy.
- ✓ **Risk**: to minimise the risk of harm, to staff and patients by identifying faults that present a hazard, risk to safety of people or the NA brand.
- ✓ **Standardisation**: warehouses should be maintained to the standard prescribed in this policy.
- ✓ **Utilisation**: where possible, inventory must be rotated to avoid any financial losses.
- ✓ **Value maximization:** create an optimum balance between the performance, risk and cost of inventory over its life.

3 SCOPE.

This policy applies to all warehouse and storerooms under the direct management of NA, and excludes the maintenance and facilities management where these are owned by the provider or clients.



4 DEFINITIONS

CAO is the Chief Administration Officer.

CEO is the Chief Executive Officer.

COO is the Chief Operations Officer.

Consumable Part (CP) is a unique number assigned from OIQ for each new item created detailing its description, supplier, unit of measure and price.

Cycle Count is an inventory auditing procedure, where a small subset of inventory, in a specific location, is counted on a specified day.

SCM is the Supply Chain Manager responsible for the procurement, Warehouse and logistics.

Inventory catalogue is the approved list of goods or services that NA routinely purchases at a set price with a set supplier.

MOHAP is the Ministry of Health and Prevention in the northern emirates, the regulative body of the Healthcare Sector in the northern emirates and monitors the health status of the population.

Kit is a group of specific items collected together to build a kit for a particular purpose e.g. Mass Casualty Bag.

Logistics is the function managing inventory, warehousing and logistics transport**.**

MD is the certified Medical Director responsible for the review and recommendation to the Medical Services and Equipment Working Group, and the Purchasing and Tendering Committee of amendments, deletions and introductions of medical devices impacting the delivery of patient care.

Medical devices is any instrument, apparatus, appliance, software, material or other article, whether used alone or in combination, including the software intended by its manufacturer to be used specifically for diagnostic and/or therapeutic purposes and necessary for its proper application, intended by the manufacturer to be used for human beings.

Manufacturer is the company that actual constructed the item or good and provides the recommendation for maintenance and servicing and any associated catalogue of parts.

MDT is a Motion Data Tablet, the technology used to operate OIQ and input and record information.

MSDS is a Material Safety Data Sheet - a document containing information about the potential hazards associated with a product and instructions for its safe use and handling.

Managers include directors, supervisors or anyone with defined and documented management responsibilities.

Operative IQ (OIQ): is the mandatory system used to manage fleet, assets, and inventory.

Open Orders are orders that are not yet delivered/completed.

Oracle is the primary system selected by the Ministry of Interior for NA to raise purchase orders.

PAR is the maximum quantity to be held at any given time in a supply room or warehouse.

Purchase Order (PO): a legally binding document requesting the delivery of goods or services to a supplier to a predefined location.

Reorder Points (ROP) is the minimum quantity to be held at any given time in a secondary supply room or warehouse.

Requestor is a staff member who identifies and raises the need for a good or service.

Staff include employees and contractors working for NA.

Sourcing: the activity of identifying and procuring goods or services to meet a specific need.

Supply Chain Management: the function responsible for managing assets, inventory, warehousing, logistics, and fleet.

Supply Chain Assistant (SCA) provides logistical and warehouse support.

Warehouse Coordinator (WHC) is responsible for the day to day operation of purchasing, warehousing and logistics

Supply Room is a location that carries inventory for the purpose of replenishing operations. Also referred to as "Sub Store Room" in OIQ.

Units is an operational vehicle such as an Ambulance, Responder, Log van etc.

Warehouse Manager (WM) refers to the person responsible for managing warehousing and logistics.

Warehouse refers to the main warehouse based at KIZAD, Abu Dhabi also referred to as "Main Supply Room" on OIQ.

5 ROLES AND RESPONSIBILITIES

R1 CAO and CEO is responsible for the approval of all purchase orders in line with the company's financial delegation policy.

R2 SCA is responsible for ensuring they are appropriately trained and competent in using any vehicle that forms part of their duties.

R3 SCA are responsible for identifying and reporting vehicle faults and where this presents a risk to safety.

R4 Fleet Management is responsible for keeping accurate vehicle management records.

R4 Managers are responsible for ensuring the dissemination of this policy and that their staff understand and comply with its policy and procedures.

R5 MD is responsible for approving any changes, additions or deletions to medical devices.

R7 MD is responsible for the review and approval of amendments, deletions and introductions of medical devices impacting the delivery of patient care.

R8 Procurement is responsible for verifying, sourcing and raising all purchases orders direct to suppliers through OIQ and the Oracle System.

R9 Staff are responsible for ensuring that they are conversant with the content of this policy.

R10 Supply Chain is accountable for the overall management of vehicles governed under this policy.

R11 Team Leaders/Supervisors are responsible for ensuring supply rooms remain adequately stocked, remain clean and tidy and supply procedures followed.

R12 Warehouse Manager is responsible for managing warehousing and logistics and all associated staff.

6 ADD INVENTORY

6.1 SET UP NEW PART OR ASSET

New medical devices and general consumables must be approved by the MD prior to setting up in the OIQ system and require a clinical and operational review. The parties generally involved in this process may include Operations, Supply Chain, Education and QHSE. All purchases of new medical devices are subject to NA Procurement Policy.

Only Supply Chain can set-up a new part or asset in OIQ. This maintains the integrity of the approved list of catalogued goods and services.

For products containing a chemical element, QHSE must be informed to create a summary sheet for that product.

6.2 STANDARDISATION

The MD is responsible for setting the standards and standardisation for medical devices and general consumables. Any deviation from this standard must be approved by the MD in conjunction with the COO. An approved Clinical List of Medical Devices must be kept up to date.

7 MANAGE INVENTORY – MAIN SUPPLY

Inventory is held for use in the care of patients. At all times consideration of correct infection control procedures must be employed to protect these goods for safety of staff and patients. This includes ensuring items are covered if the warehouse is dusty.

Store layout should be carefully planned to separate operating, warehousing and pedestrian areas. Appropriate storage techniques and protocols are to be adopted to ensure safe and secure storage of goods to avoid injuries arising from falling or mishandling.

Items in the warehouse are replenished into plastic sealed boxes, where practical. Shelves must display the corresponding item name and CP number and mirrored in OIQ.

The standard requirement is the earliest inventory item is consumed first, based on the earliest expiration date (First in, First Out).

Expiration dates on inventory product will be verified during:

- Receiving items;
- Picking items
- Putting away new items; and
- Routine cycle count check.

7.1 RECEIVE INVENTORY

Inventory

Goods received must be inspected and supplier's documents signed, dated and stamped with a 'Received Stamp' for each page of a delivery note at the time of delivery. If an invoice is supplied along with the delivery note; then both must be signed and stamped.

If defects are found, they should be documented immediately on the delivery note. All discrepancies, where possible, should be noted while the delivery driver is still at the warehouse. The delivery driver should initial any discrepancies before leaving the warehouse. The rejected items should be returned with the delivery driver. If defects are found after the delivery driver has left the warehouse, the items must be quarantined and procurement notified within 24 hours. Procurement will notify the supplier.

All documentation must double checked before sending to procurement and placed in a sealed envelope for processing within 48 hours of receipt. Any incomplete paperwork (missing invoice, delivery note or PO) must be highlighted and communicated to procurement within 24 hours and prior to sending.

The WM must monitor all expected receipts intended for delivery to the warehouse weekly and escalate to Procurement any issues within 24 hours.
At the time of receiving all goods the SCA must:

- Process the receipt through OIQ inventory management system;
- Assign a supply room and a location within the warehouse;
- Inspect goods for damage, quantity and quality, and delivery of the correct items, including expiry dates greater than 6 months;
- Store goods in their proper place so that aisles are kept clear, to avoid accidents, and to prevent damage;
- Follow the FIFO rule when storing;
- Report and document any discrepancies;
- Follow the process for receipting hazardous or dangerous Items; and
- Ensure MSDS exists for all hazardous materials.

Assets
All assets must have a PO and be received and processed through OIQ in the same way inventory is processed. Only the WM can approve any deviation to this process.

At the time of the receiving the asset, the SCA must populate all the fields displayed in "Asset Receive". Under no circumstance must any field be left blank.

7.2 ISSUE INVENTORY

When transporting and in order to control risks, SCA should ensure that:

- An appropriate area is set aside for the purposes of transfer or decanting of dangerous goods products;
- Dangerous goods that are assembled in loads ready for transport are packaged or contained, marked, stowed, secured, segregated and documented as appropriate;
- Where possible, incompatible goods are segregated according to particular transport mode;
- Goods are kept apart from foodstuffs, so as to avoid any potential contamination;
- Ignition sources are controlled;
- Spill containment should be provided to hold the spill of the largest package i.e. pallet
- Appropriate fire protection is provided;
- Where static electricity is generated, appropriate control measures should be adopted to minimise the charge build up.

Anything that is being returned to the warehouse will be ready for the supply chain team to pick up, held in the correct container, and in a manner that will not create potential harm to the receiver. For example, waste should be in the appropriate coloured bag or container and not overfill.

All unused inventory should be separated from used goods, preferably by a wall, but at a minimum a screen can be used. This is particularly important when transporting goods.

Oxygen and Entonox cylinders must be transported in accordance with Health and Safety policy OPP120 Hazardous Materials Policy.

No goods can be issued or given out until they have been receipted into OIQ.

7.3 MANAGE INVENTORY LEVELS

Items to be stocked in the warehouse are based on criticality and high volume items where economies would be realised and establishes minimum/maximum quantity ordering points based on historical trends. The exception to this is when the supplier replenishment is unreliable and the warehouse must hold a small amount of inventory to cover any use.

Components of the Stock Calculation:
Service Level (%) - Service level is used to calculate the Safety Stock required to maintain operation stock outs. The higher the service level requirement the higher the Safety Stock. A service level of 95% should result in 50% of inventory cycles not needing the safety stock, 45 percent of inventory cycles will use your safety stock and 5% of inventory cycles will experience a stock out. This calculation will be modified and recalculated as per the business requirements and evaluation of the SCM to ensure the operation requirements are met.

Order Frequency (Days) - Represents how many days pass between your next inventory cycle order. Procurement will generally place orders every 14 days for the majority of items.

Order Lead Time (Days) - Represents how many days pass between placing your order and receiving your order. (standard use 14 for the majority of items. Yet products that have a longer lead time are adjusted accordingly)

Maximum Supply (Days) - Represents how many days of supply you wish to carry in your Supply Room. (We currently use a 30 days)

Demand Data (Weeks) - Used to calculate the Average Demand and Variability in Demand for each part. Higher Variability in Demand will lead to a higher level of Safety Stock as indicated by the resulting Standard Deviation of Demand. (Currently set at 40 weeks).

Calculating PAR and ROP:
On Hand - The quantity currently on hand.

Total Used - This is the quantity used during the period from the Demand Data.

Standard Deviation - Low numbers are good, they indicate there is low variability in the demand. High numbers indicate high variability and will result in a higher Safety Stock requirement.

Safety Stock - In addition to the inventory needed to meet the Average Demand there will be a need for a Safety Stock to manage the Variability in Demand. The Safety Stock is included in the Par and Reorder Points and mentioned here for reference.

7.4 MANAGE UNIFORMS

Staff are issued uniforms in line with NA Dress Code Policy, specific to their role and contract on approval from their line manager. Without approval any form of uniform, unless in an emergency situation, cannot be issued.

Each staff should have assigned number of uniforms annually agreed by operations and admin. Staff not eligible for uniform should get their respective department manager approval.

Replacement of uniforms will be on a needs basis and upon the return of a similar item previously issued. Replacement uniform requests should be made via the relevant line manager and recorded in OIQ along with the staff name and ID number.

Staff leaving the company are required to return all items of uniform. Returned uniform will be checked against the individuals uniform issue sheet. Any uniform items not accounted for may invoke a deduction of pay from staff's final salary.

Returned uniforms bearing a company or Ministry of Interior Logo, must be disposed by destroy any reference to these companies. Any non-branded uniforms can be given to charity or repurposed where in excellent condition.

7.5 STOCKTAKE AND CYCLES COUNTS

Stocktakes and cycle counts are used to:

- Obtain a physical verification of the quantity of items held to enable reconciliation to inventory accounting systems;
- Obtain the calculation of the respective value of inventory on hand at the end of financial year;

- Demonstrate that controls and processes are being applied regarding the management of inventory and to check that those measures are working effectively.

Cycle counting should only be used to correct on-hand stock, if the available physical stock is different from the count in Operative IQ. Cycle counting should not be used to issue, transfer or receive stock.

Annual Stocktake

An annual stocktake of the entire inventory held in the warehouse must be performed once a year using OIQ and documented, as close as possible to the end of the financial year. This method satisfies accounting and audit requirements for counting of inventory and is required if scheduled cycle counts are not performed throughout the year.

Whenever the first count and the OIQ inventory record do not agree, a second count for each item with a discrepancy is to be conducted under the same principles as applied to the first count. Second counts are to be conducted by someone other than the person that conducted the first count.

At the conclusion of the second count, the annual stocktake is considered complete once all items have been counted and if the second count is the same as the OIQ balance. If the second count is still not the same as OIQ, the DSC must decide whether the second count is to be the final count or whether a third count is required.

Cycle Count

Scheduled cycle counts (otherwise known as perpetual inventory management system) is a verification of inventory held in a specific place and represents only a portion for the inventory held. This is not to be confused with the process to stocktake the entire inventory (e.g. stocktake).

If an approved cyclical count schedule has been maintained throughout the year and this can be clearly demonstrated and supported by evidence, a full annual end of year stocktake is not required but may still be performed if deemed necessary for any reason.

All sites holding inventory or multiple storerooms must perform weekly cycle counts using OIQ.

Inventory is to be counted according to the item's unit of measure which is the unit of quantity in which the item is ordered, sold and counted (for example, a single unit or box of items or packets of items). Any discrepancies must be investigated and recounted. If the second count is still not the same the WM must decide whether the second count is to be the final count or whether a third count is required.
At the end of the count, any adjustments must be approved by the WM up to Dhs500 before processing. Anything exceeding this limit requires DSC approval.

Exclusions

Inventory to be excluded from counts:

- Unidentifiable inventory;
- In-bound orders that cannot be receipted by the agreed cut off time;
- Inventory delivered by suppliers after the close off time;
- Any inventory waiting to be shipped;
- Inventory received that has not been entered into OIQ;
- Inventory receipted into OIQ yet not physically placed into a warehouse location.

7.6 RETURNS

The warehouse will accept returned goods from supply rooms if the following is met:

- A document must be attached to all returned goods clearly stating the sending store;

- Items are within 4 months of expiry;
- Returned in correct issuing pack size and the pack is intact;
- Matches an OIQ consumable part number and description; and
- The goods are
    - Faulty or damaged
    - The goods were incorrectly delivered
    - They are surplus to requirements in the next 4 weeks

Items identified for return must be staged in a specific area, which has been identified for returns and recalls.

Consumables should be returned to the warehouse by any member of NA staff if:

- They are no longer required;
- Damaged; or
- No longer approved for use by National Ambulance.

Where items need to be returned to the supplier, Procurement will coordinate with the warehouse and the supplier to collect the goods and revise any relevant POs. The items will be held in quarantine until collection.

The revised PO is sent to the supplier and Procurement supplies a copy to Finance for crediting process.
A credit note must be requested for all returned items to a supplier.

A credit note should be created against the Purchase order, if being returned. If a replacement is ordered, a new Purchase order should be raised.

7.7 RECALLS

A recall of an item should be acted upon immediately as it could place risk on patients or the operational staff. All goods must be removed from supply rooms and units within 24 hours of notification.

Procurement will consult and support on all recall requests by working with the MD, as well as all affected parties to ensure all recalled stock is removed and replaced and substitute stock identified.

Suppliers, as well as the MOHAP, will communicate all recall notices via e-mail to the MD, where confirmation is sought on the conditions of the recall and the actions required to complete the process.
Recalls must be reported to QHSE and tracked through Asana.

The MD will assess the risk and impact on NA, the Community and Patients. Supply Chain will develop an action plan based on the risk assessment and will communicate this action plan to all affected parties.
If the item is unable to be recalled out of service, the MD is responsible for deciding the required action.

7.8 ADJUSTMENTS & WRITE-OFFS

A write-off of inventory occurs when the inventory can no longer provide any economic benefit to NA.

This may be because it has been damaged, lost, stolen, expired, become obsolete or for some reason no longer has any economic value and the inventory may or may not physically exist. The value of this material that had been carried in the financial records must be written-off.

Complete documentation is required to support any write-off, deletion or write-down of inventory in any given quarter. The WHC is responsible for preparing this documentation for approval by the SCM. This documentation must contain, at a minimum:

- Complete description of the inventory involved;
- Reason that a write-off, deletion or write-down is requested;
- Complete documentation of all calculations made; and
- Total amount of the request.

All inventory to be written-off must be quarantined in a separated and designated area, as part of the write-off process.

Where the inventory can be used for any other purpose (e.g., training), or resold back to the supplier, this should be investigated prior to proposing it is written off.

In conjunction with Finance, write-offs must be approved by the SCM, CAO and CFO (including department heads) before commencing the disposal process.

Expired Items

An item is considered expired when it is within 2 weeks of the expiry date or if it has already reached the expiry date recorded on the stocked item or its packaging as determined by the manufacturer. Expired or soon to expire items must be either destroyed or returned to the supplier as part of the write-off process.

Where an item has expired but resupply is not available, advice must be sought from the MD to keep it in use until further notice from supplier for resupply.

Obsolete and Redundant Inventory

Control and appropriate approval is required when making items obsolete or redundant. Before an item is made obsolete or redundant and removed from the OIQ catalogue, the MA and Operations need to be duly consulted so the impact of removing items available for ordering are thoroughly assessed.

The WM must ensure adjustments resulting in write-off losses are kept to a minimum by:

- Making efforts to run down items held unless there is a clinical reason to immediately opt for a replacement item;
- Returning redundant items, if possible;
- Selling obsolete and redundant inventory, if possible; and
- Reviewing and adjusting levels.

8 MANAGE INVENTORY – SUPPLY ROOMS

8.1 STOCK NEW SUPPLY ROOMS

Occasionally NA underwrites new business that generates a requirement to set up a new station servicing sub stations and standby points containing operational vehicles and staff. At this point the WM will, in conjunction with the Operation Manager, decide on Min/Max levels to service the appropriate clinical and operational demands.

Once in place, reviews are to take place every 3-6 months to adjust levels accordingly.

Where an 'Event' occurs, the same principles applies with the exception that the Events process is used, as all items will eventually be returned to the warehouse.

8.2 REPLENISH SUPPLY ROOM

The Warehouse runs to a specified delivery schedule with the largest deliveries occurring weekly to the entire Northern Emirates. No other non-urgent delivers will be processed or delivered that day.

Supply Room Request must be picked and packed for delivery within 24 hours to be delivered to the relevant supply room according to the weekly schedule. Requests will be accepted no later than 10am.

Rooms a currently are as per below:

- Sharjah: Muweilah + Kuwaiti, Madam, Manama
- Ajman: Civil Defence
- RAK: Rifa
- Fujairah: Sakamkam, Dibba

Logistics must:

- Collect empty medical gas cylinders, securing them inside the delivery truck and returning them to the Warehouse and the specific locations set aside for empty cylinders to await collection by the supplier;
- Remove any excess boxes that cannot be disposed of on site;
- Collect used drug packs and return them to the marked safe at the Warehouse to await delivery to the Pharmacist.

Receiving areas must:

- Check the delivery notes corresponds with the items being delivered; and
- If not accurate, liaise with the WHC within 24 hours of any adjustments

Urgent orders for same day delivery can be requested by 8am the day of delivery, driver and vehicle availability permitting.

8.3 MANAGE INVENTORY LEVELS

Forecasting must be based on future customer demand, and computer-generated base inventory system calculations must take into account not only current and previous demand rates, but also reflect future consumption trends to enable accurate replenishment and procurement decisions.

The WHC must undertake an annual review of the replenishment algorithms and associated parameters embedded within OIQ to test fitness for purpose in relation to any changing trends. Any changes to these parameters must be approved in writing by the SCM.

All inventory held in NA warehouses must have a maximum stocking levels and a ROP, where required.

Amongst other variables, calculations must take into account:

- Demand - daily use for each supply room
- Volume of calls through ACC relating to ambulances deployed
- Types of calls (e.g. MVAs)
- Supplier Lead times and performance over the period
- Changes in products over the period
- Holding costs

- Order costs
- Number of orders raised
- Stock on hand
- Safety stock margin

8.4 CLOSE SUPPLY ROOM

Supply rooms cannot be closed without approval from the SCM.

All inventory is to be checked for its condition and reconciled against the inventory balance and any discrepancies documented. Out of date or damaged inventory must be written-off and any in-date inventory returned to the warehouse where in a saleable condition.

9 REVIEW INVENTORY

9.1 REVIEW CATALOUE

Procurement will undertake an annual review of the Catalogue in conjunction with the WHC. Redundant and/or incorrect items, and items that are no longer required by the company are to be removed from all cabinets and bags, removed from supply rooms and finally disabled on Operative IQ.

9.2 CONFIRM CABINETS

It is the responsibility of the SCAs' to check all units located or stored in the warehouse to ensure that they remain fully stocked and ready for deployment. This includes resealing cabinets where items are checked and replaced.

Cabinets are also interchangeable with kits, bags, standby stores and events room. As such, all inventory held must be checked and confirmed they are accurate and for deployment, at any given time.

9.3 REMOVE INVENTORY

Any rational for change must be clearly identified including whether the request is for an addition, deletion or replacement product, and the change must be approved by the MD prior to commencing any process to change.

10 WAREHOUSE MANAGEMENT

10.1 INSURANCE

The warehouse must maintain adequate insurance to cover the majority of the items held at any given time. The sum and goods insured must be approved by the SCM and CAO.

10.2 MAINTENANCE & CLEANING

The warehouse must be cleaned daily and larger sections rotated through such as floor cleaning etc and inspected daily by the WM.

Hand hygiene facilities alcohol-based hand rub or a hand hygiene sink with soap and water must be easily accessible (e.g. located at the entrance of the storage area).

Surfaces in storage areas, including floors, walls, ceilings, shelving and fixtures, are made of materials that are smooth, non-porous, non-shedding, and easily cleanable.

Regular inspections for issue such as temperature monitoring, pest control, precautions against fire must be maintained and reported to QHSE where found.

A separate rest area, with a kitchen, toilet and pantry for preparing and storing foods should be made available, where possible and kept tidy and cleaned daily.

10.3 SECURITY

The warehouse must maintain a security presence when staff are not on duty due to the nature of the goods held and the requirement to deploy emergency services at any given time. The contact numbers of security must be published to operational staff and duty managers and held in a central repository.

All supply rooms should be safeguarded and locked up at all time. The layout of the store must support the safety of staff and provide the freedom to move goods safely, giving careful consideration when moving heavy or large objects.

10.4 HAZARD MANAGEMENT

Since a warehouse may pose many dangers, staff should always use common sense when handling any materials. Staff will have access to face masks if the dust in the warehouse is causing discomfort or wear examination gloves for dust protection.

No member of staff (except those employed in the Supply Chain department) nor member of the public can enter the main warehouse, the area where inventory is held or remove any items from the shelves without authorisation of the WHC.

Inventory should not be left on the floor and must be kept on shelves or tables. This is for staff safety, infection control purposes, and to avoid trip hazards. Conversely, goods should not be stacked so high that they constitute a safety risk.

Hazard zones should be clearly delineated. Any hazards in the warehouse are to be ring-fenced using tape or signage boards to signal to staff to take care. Temporary hazard notification may be with orange cones and tape.

Good Health and Safety Practice must be adhered to for the safety of warehouse staff. This includes not lifting heavy weights unaided. If the item is heavy the appropriate number of staff should assist in carrying the item. Where possible the packages should be broken down to carry at a sensible weight (any weight above 25kg is considered too heavy for any one person.).

Under no circumstances is smoking permitted inside any building.

10.5 HAZARDOUS CHEMICALS

A hazardous chemical is a liquid, gas, material or vapour that has the potential to cause injury, illness or disease through either acute and/or chronic exposure.

All hazardous chemicals that are used, handled or stored as inventory must be approved by QHSE before procuring, correctly labelled and clearly display an approved NA MSD label.

10.6 DANGEROUS GOODS

Dangerous goods are substances, mixtures or articles that, because of their physical, chemical (physicochemical) or acute toxicity properties, present an immediate hazard to people, property or the environment. Types of substances classified as dangerous goods include explosives, flammable liquids and gases, corrosives, chemically reactive or acutely (highly) toxic substances.

10.7 MATERIALS SAFETY DATA SHEET

The supplier of hazardous chemicals to NA must provide free of charge a hard copy of the manufacturer or importers current MSDS on first supply or on request.

A MSDS must be held on file with QHSE and a copy kept where the hazardous providing detailed information about chemicals, including the information on the identity, ingredients and properties of the chemical product, the health hazards, physical hazards and environmental hazards, exposure standards for airborne contaminants, emergency procedures, first aid, disposal and transport.

Registers must be reviewed by the WM and updated annually or upon the introduction of new chemicals into the warehouse.

10.8 IN-TRANSIT

Hazardous chemicals in-transit are not required to be listed on the register if they are not used or kept at the warehouse for more than five consecutive days, unless there is a frequent presence of the hazardous chemical or significant quantities in-transit.

Drug packs must be signed out and signed back in upon return and placed in the designated safe upon return.

10.9 STORAGE

When planning to store hazardous chemicals consideration must be given to storage compatibility of the chemicals. Hazardous chemicals and dangerous goods may need to be isolated or separated by enough distance to eliminate the risk of fire, explosion, or accumulation of toxic gases or vapours from a leak or spillage. The principal source of guidance on conditions for safe storage and compatibility should be in the MSDS.

The WM must ensure, so far as is reasonably practicable, that where there is a risk of a spill or leak of a hazardous chemical in a solid or liquid form, provision is made where a hazardous chemical is used, handled, stored or generated for a spill containment system that contains within the warehouse any spill or leak of a hazardous chemical and any resulting effluent.

Any spill containment system must describe how to contain, clean up and dispose of the spill or leak and any resulting effluent and should be noted in the MSDS.

11 UNIT CHECKS

It is the responsibility of the SCAs' to check all units located or stored in the warehouse or within their designated area of responsibility to ensure that they remain fully stocked and ready for deployment. This includes resealing cabinets where items are checked and replaced and checking in/ assets.

Checks must take place daily or weekly where not deployed and recorded in OIQ for audit purposes.

No vehicle should be deployed unless the vehicle has been deep cleaned, checked out and a final inspection completed before being dispatched.

12 AUDIT & COMPLIANCE

Key to effective inventory management is the proper maintenance of data management and avoidance of erroneous or corrupt data. The WC must carry out appropriate checks to ensure that this task is not neglected.

12.1 PROCEDURES AND FORMS

Process / Forms	Supporting Documents
L3.2.1 Add Inventory	Procurement Policy MA List of Approved Medical Devices
L3.2.2 Manage Inventory – Main Supply	
L3.2.3 Manage Inventory – Supply Rooms	Approved Clinical List of Medical Devices
L3.2.4 Inventory Review	
L3.2.5 Warehouse Management	MSDS File
L3.2.6 Unit Checks	Operational Vehicle Management Policy
L3.2.7 Audit & Compliance	Procedure for end of year Stocktake

12.2 DOCUMENT CONTROL

A review and update of this document will take place annually and is owned by the Supply Chain Manager.

Version No.	Date	Changes
1	September 2016	New Policy
2	September 2020	Update for the policy Already listed in the document; ▪ Removal of Director of supply chain change to supply chain manager ▪ Removal of fleet in roles and responsibility from supply chain manager ▪ Change of HAAD to DOH ▪ Removal of Medical Advisor replaced of Medical Director ▪ Removal of supervisor and director ▪ Removal of supply chain coordinator and replace to warehouse coordinator ▪ Adding staff in the roles and responsibilities ▪ Adding staff in the roles and responsibilities ▪ Adding word kizad ▪ Additional wording in manager inventory level under components of the stock calculations: This calculation will be modified and recalculated as per the business requirements and evaluation of the SCM to insure the operation requirements are met, change of placed order from 7 days to 14 days for the majority of items ▪ Additional wording in Management Uniform: Each staff should have assigned number of uniforms annually agreed by operations and admin. Staff not eligible for uniform should get their respective department manager approval. ▪ Additional wording in the expired item : where an item has expired but resupply is not available, advise must be sought from the MD to keep it in use tell further notice from supplier for resupply ▪ Addition of NE store locations ▪ Addition of CFO to write-off of assets

3	February 2021	Added 2 process as appendix to compliance for ADHICS

Review & Final Approval:

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Supply Chain Manager

Appendix 1

Inbound

The inbound system of a warehouse plays a major role in a company's supply chain. The aim of the inbound system is to move products from one step to the next without altering or damaging the products basic form.

Inbound opportunities include:

1. Predicting the products inflow – successfully predicting the products arrival time and quantity so that man, machines and handling units can be fully utilized and aligned.
2. Increasing productivity – an important part of the inbound system is the receiving accuracy going along with the effective use of space, manpower and machines. The objective does not imply a lack of productivity over the direct labour or machines but the timing and doing it right the **first time**.

PURPOSE:

- Define the process of goods received which can be in form of fresh arrivals. Goods receipt voucher (GRV) is used to measure the efficiency of various teams involved in receiving goods in the facility as per WMS.

SCOPE:

- It is applied to all P&G Brands for all kinds of goods receipt namely:
    1. Fresh arrivals from
    2. Internal branch transfers.

RESPONSIBILITY

- Warehouse inbound team is the owner of GRV calculations.
- Every month GRV has to be calculated and, reasons for lower efficiency have to be addressed to the various divisions involved in the process of inbound.

PROCESS

Demand planning team to introduce brands and SKU's for the distribution in the country

- Purchase orders to be uploaded by procurement team which acts as reference for receipt of goods for warehouse inbound team.
- After arrival of shipment, Delivery Note, invoice of shipment are received at inbound zone of the Warehouse and to be cross checked with uploaded PO.
- Stock inspection is to be carried out as per specification
- Claims- short, excess and damage to be updated to procurement team by warehouse inbound team and to be transferred to defined location. Manufacturing and expiry dates are to be recorded for the entire shipment to ensure that single or multiple batches for the SKU is recorded in WMS.

- After all necessary checklists, goods are palletized or re palletize as per LE quantity which is standardized on basis of volumetric designing for storage racks and are kept in staging area of inbound zone.
- Good Receipt (GRN) is generated up on quality check is completed.
- Item label is printed and pasted on pallets having expiry date, quantity and item code in defined storage section.
- Inbound team completes the process by signing the Delivery Note and Invoice with Stamp.

Appendix 2

Outbound

The outbound system of a warehouse plays a major role in a company's supply chain. This process links the distribution center to end-user (Operations) and to replenish the store rooms in stations by exact quantity as per the Par Level Set by the Planning team.

Outbound opportunities include:

1. Predicting the product outflow- it helps in aligning the vehicle requirements and defining the route plans for the operations and attaining a full truck loads.
2. Space and time utilization – the time it takes to determine which product goes where, and staging the product at the right position for the inspection and binning process to avoid double handling.

PURPOSE:

Outbound process involves internal processes like picking, route planning, delivery and route planning, and posting of returns in the system.

SCOPE:

- It is applied to all:
    3. Cycle count to be performed at the Stations.
    4. Stock replenishment as per Par Level.

PROCESS

- Supply Chain team representatives generates Pick List based on the Cycle Count.
- Picklists are generated and are sorted aisle wise having details of storage bins and batches to be picked for different SKU's.
- Supply Chain Crews pick and Picking Inspection, Pack the supplies according to the Pick List.
- Supply Chain Team Label the Shipments with stations names, picked and Packed by

- Supply Chain Team transfer the stock from the Main Supply to Stations.
- For bin discrepancies like wrong bin, empty bins and short quantity, picking team informs to Warehouse Coordinator.
- The picked stocks are loaded in vehicle as per delivery plans and delivery team member carries Pick List Copy which is used as reference for delivery of goods at Stations.
- In case of wrong item is picked, it is to be deleted and notify to Warehouse Coordinator and stocks is placed back in the defined storage bin for respective SKU's.
- In case of damaged stocks picked by picking team, it will be removed from the Pick List and stocks are posted in assigned location for obsolete stocks.