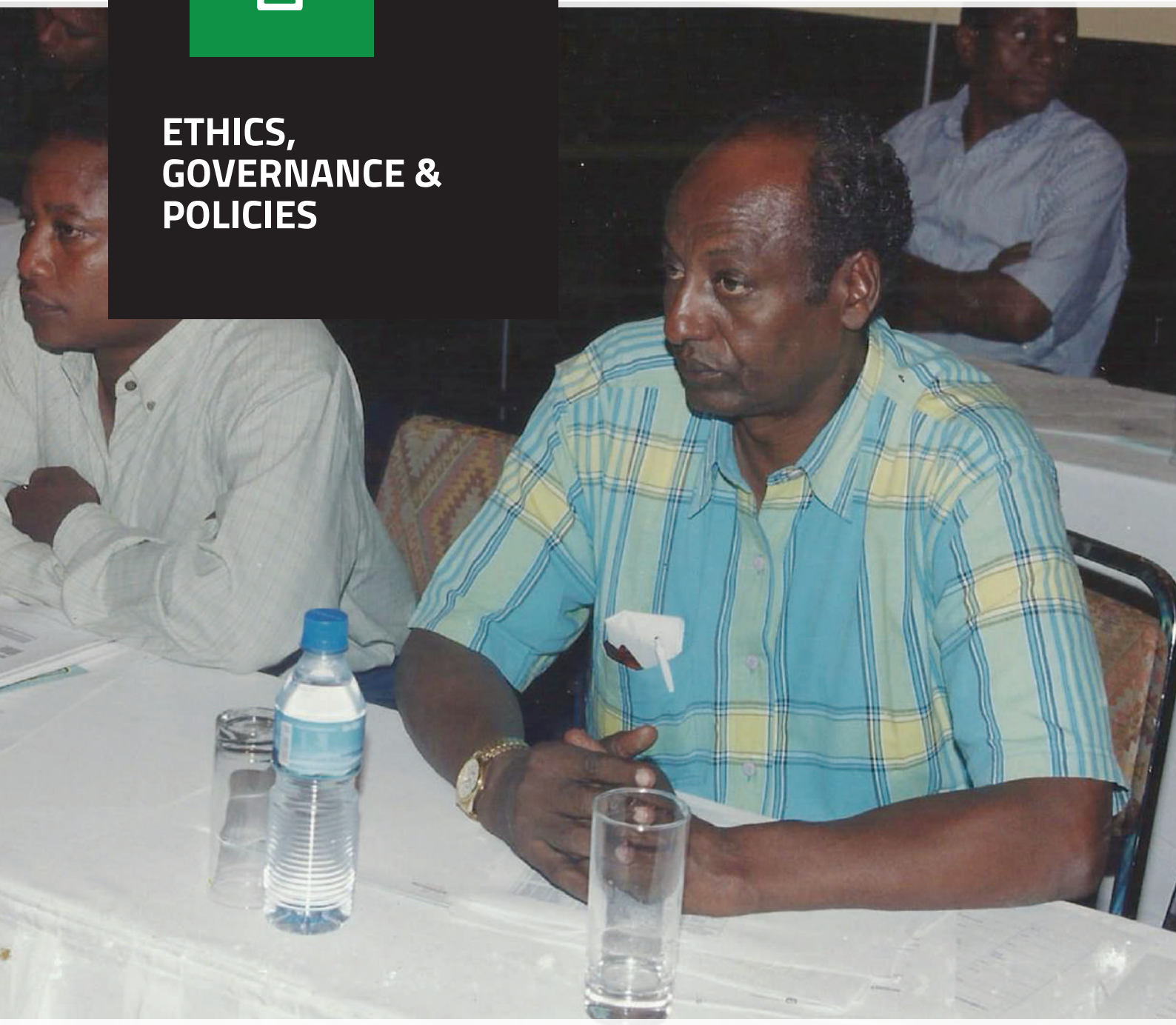


SECTION

ONE



ETHICS, GOVERNANCE & POLICIES



HSEQ POLICY

“To promote safe and reliable supply chain services by having professional workforce, well trained in complete product handling and dedicated customer services”

Mohamood Mohamed Transport is a business that provides logistics solutions throughout east and central Africa and we recognize that the contribution of the people across our diverse organization is what makes us successful.

Our intent, for our clients and ourselves, is to have a workplace that is incident and injury free. We believe that this intent is best delivered through approaches that integrate safety, productivity, quality and all other aspects of working the ‘right way’.

These approaches include:

- Promoting a discipline of continuous improvement that increases organizational resilience and enhances our ability to add our clients
- Developing and applying integrated risk-based system, standards and procedures that are relevant to the nature and scale of work being undertaken and are designed so that people can easily understand the safety hazard and risk relevant to their role
- Maintaining and monitoring health and safety performance milestone and activity indicators
- Complying with all applicable health and safety laws, regulations, statutory obligations all other relevant requirements such as client audits
- Actively communicating and consulting with all employees and other stakeholders about our health and safety commitment and the clear expectation that they will perform to our standards
- Periodically reviewing and revising our health and safety approach to ensure that it is effectively meeting our business needs

Through our management system we are able to implement the integrated system for the management of health, safety, security, environment and quality, and is designed on the principles of continual improvement. The structure of the management system follows the layout of common international standards such as ISO 140001

ETHICS, GOVERNANCE & POLICIES

HSEQ POLICY

It is further supported by 17 policies. The 17 policies establish a consistent company approach to how health and safety are managed while allowing the flexibility necessary for managing this critical area across our diverse businesses. The table below contains a list of the elements of the HSSE policy manual.

POLICY NO:	DESCRIPTION
1	HSSE
2	HSSE mission and vision statement policy
4	HIV/AIDS policy
5	Vehicles acquisition and replacement policy
6	Operation policy
7	Maintenance policy
8	Road transport policy
9	Drivers recruitment and training policy
10	Drugs and alcohol policy
11	Seat belt policy
12	OBC policy
13	PPE policy
14	Tyre replacement policy
15	Mobile phone policy
16	Driver duty hours' policy
17	Fatigue control policy

The HSSE policy manual is complemented by a hazard identification & risk management process, whereby we establish, implement and maintain documented procedures for hazard identification, hazard/risk assessment and control of hazard/risks of activities, products and services over which the organization has control of influence, including activities, products or services of contractors and supplies.

For completeness, we have an SHHE plan, to focus on the specific areas to deliver safety and quality.

Given the nature of our operations we have developed an environment management system manual, which set out our commitment to sound environmental management our ISO 140001, (environment) accreditation.

Existing and potential client's auditor representatives frequently review this, the most recent being a major multi-national manufacturer with extensive locations throughout East Africa.

HSEQ POLICY

Highlights:

- Recognized by OSHA (occupational safety and health authority) each year for meeting high standards in medical, workshop and hygiene inspection requirements
- Best practices in spill control and disposal management, monitoring of oil spills in built yard interceptors and through truck maintenance.
- All our trucks are fitted with GPRS tracking system which enable tracking of cargo as it is moved from one point to another
- Constant route mapping and emergency patrols to identify road conditions and risk areas on the routes, enabling us to protect against any eventualities that may emerge to cargo, truck and drivers
- Strict adherence to high road safety standards by our well-trained driver's contribution to incidence and accident-free record, efficiency and timely transportation
- Daily documented reports on fleet activity are sent to our clients in order to monitor timely delivery. We progressively look to improve efficiencies for our clients by linking the documentation system with a truck and trace application online

Mohamood Mohamed Transport(t) Ltd is fully committed to providing road transportation of petroleum, Molasses and Vegetable oil product by incorporating best practices in Health, Safety, Security & Environment (HSSE) for preventing all trucks and product related incident. In particular, we are committed to implementing and continually improving an effective HSSE Management System that fosters sustainability in environment and safety management and performance through cooperative engagements with our business associates and by supporting public and governmental efforts across all countries where we operate in fulfilling this commitment, it is the policy of Mohamood Mohamed Transport Tanzania Ltd to:

- Comply with all applicable HSSE laws and regulations of the countries where we operate, including the voluntary standards to which we subscribe and the HSSE standards of our business associates
- Create and sustain HSSE awareness across the company through dedicated training and motivation of all cadres of staff and recognition for excellent HSSE performance.

ETHICS, GOVERNANCE & POLICIES

HSEQ POLICY

- Making all employees fully responsible and accountable for HSSE through meaningful involvement and communication of HSSE objectives and targets
- Prevent all injuries and ill health by investigating root causes of all the incidents, accidents, near misses and develop effective and immediate preventive remedial actions
- Identify and maintain inventory of all hazards, conduct risk assessment and establish their control
- Establish and maintain an alcohol and drugs free workplace together with a program to ensure total compliance
- Maintain safe fleet through proper selection and design of trucks, supported by an effective preventive maintenance program
- Establish and maintain emergency preparedness and response procedures to effectively manage and mitigate emergencies when they do occur, and
- Prevent environment pollution that may be attributable to our operations, and otherwise seek to minimize waste and impacts to natural resources.

In meeting the commitment above, Mohamood Mohamed Transport Tanzania will set and regularly review HSSE objects, targets and management programs for each of the processes, services and/or activities.

This policy will be annually reviewed, communicated to all staff and contractors and will be made available to regulatory agencies, the general public, or other interested parties upon request.

HSSE MISSION AND VISION POLICY

■ VISION

To ensure that Mohamood Mohamed Transport has the highest safety standard in petroleum transportation by fully integrating the continuous improvement of HSSE performance into all company activities in Africa.

■ MISSION

To provide leadership and outstanding services with a well managed HSSE process to ensure that all HSSE related incidents are eliminated in Mohamood Mohamed Transport daily operations throughout the company. All staff to practice HSSE cultures both at home and at the workplace.

■ GOALS

1. Zero accident
2. zero workplace injuries/illness (LTI's)
3. zero damage to people, environment and property
4. Grow HSSE reputation with customers as part of the continuous improvement of our business.

Understand and support the vision and goals of the company and the role that HSSE plays in achieving the mission.

Anticipate customers needs and provide quality services to meet those needs.

Create staff ownership of HSSE practices by facilitating the development of excellent and well managed operations.

■ OUR VALUES

1. Open team-oriented work environment
2. Share innovative and creative value-added solutions
3. Professional and cost-effective services
4. Positive communication with customers and society
5. Develop staff to better manage the business.

HIV/AIDS POLICY

MMT does not discriminate or tolerate discrimination against employees or job applications on any grounds, including HIV status. While Mohamood Mohamed Transport recognizes that there are circumstances unique to HIV infection, this policy rests on the principle that HIV infection and AIDS should be treated like any other serious condition or illness that may affect employees.

Rights of employees who are HIV-positive

HIV-positive employees will be protected against discrimination, victimization or harassment. Normal company disciplinary and grievance procedures shall apply equality to all employees, as will the provision of information and education about HIV and AIDS.

Employment opportunities and termination employment

No employee should suffer adverse consequences, whether dismissal or denial of appropriate alternative employment opportunities, merely on the basis of HIV infection.

Testing

Mohamood Mohamed Transport rejects HIV testing as a prerequisite for recruitment, access to training or promotion. However, the company promotes and facilitates access to voluntary confidential testing with counseling (VCT) for all employees

Confidentiality

The company recognizes the sensitive issues that surround HIV/AIDS and undertakes to handle matters in a discreet and private manner. Where an employee with HIV has revealed his or her status to management, the company will keep the identity of such a person confidential. However, in line with the company philosophy on the virus, the employee will be encouraged to be open about his or her HIV status

AWARENESS-RAISING AND EDUCATION

- Appropriate awareness and education Programme will be conducted to inform employees about AIDS and HIV which will enable them to protect themselves and others against infection by HIV. Some of these will include the families of employees
- The company recognizes the importance of involving employees and their representatives in the planning and implementation of awareness, education and counseling Programme, especially as peer educators and counselors
- Practical measures to support behavior change and risk management will include the distribution of male and female condoms to staffs

ETHICS, GOVERNANCE & POLICIES

HIV/AIDS POLICY

- Training shall be arranged for key staff including managers, supervisors, and personnel officers (both male and female)
- Reasonable time off will be given for participation in education and training.

CARE AND SUPPORT FOR WORKERS

The promotion of employees' well-being

The company will treat employees who are affected by HIV/AIDS with empathy and care. The company will provide all reasonable assistance which may include counseling, time off, sick leave, family responsibility leave, information regarding the virus and its effect

Healthcare

This company will help employees living with HIV/AIDS to find appropriate medical services in the community, as well as counseling services, professional support and self-help groups if required. Reasonable time off will be given for counseling and treatment

IMPLEMENTATION AND MONITORING

- Mohamood Mohamed Transport will establish an HIV/AIDS committee to coordinate and implement the HIV/AIDS policy.
- In order to plan and evaluate its HIV/AIDS policy and Programme effectively, Mohamood Mohamed Transport will undertake a survey to establish baseline data and regular risk and impact assessment studies. The studies will include knowledge, attitudes and behaviors/ practices
- This policy, and related information on HIV and AIDS, will be communicated to all Mohamood Mohamed Transport employees
- This policy will be reviewed annually and revised as necessary in the light of changing conditions and the findings of surveys/ studies conducted

ETHICS, GOVERNANCE & POLICIES

OPERATING POLICY

It will be the endeavor of Mohamood Mohamed Transport to provide liquid transportations logistical solutions to an identified group of customers using both rail and road mode of transportation.

The operating policy for Mohamood Mohamed Transport is to:

- Provide equipment that will enhance safety and capacity;

Provide regular communications that will keep the customers informed of the status of their cargos
- Provide professional standards at the price that add value to the existing infrastructure
- Offer professional services to the transport of bulk liquids to a selected group of core customers with significant and stable regular volumes

Offer complete transportation and logistical solutions to this core customers group for the growth of Mohamood Mohamed Transport business

VEHICLE MAINTENANCE PROCESSES

Mohamood Mohamed Transport vehicle maintenance processes will vary from one vehicle to another depending on type of the vehicle (model)

■ MINOR (PREVENTIVE) SERVICES

1. Change of engine oil.
2. Change of diesel filters and oil filters
3. Change of radiator coolants (water)
4. Lubrication/ greasing of parts
5. Checking of gearbox oil, different oil and top ups
6. Brake linings and hub oil seals check
7. Wheel bearings checks
8. Servicing of fifth wheel, checking of bolts, cracks and worn out parts
9. General service of parts and electrical system

ETHICS, GOVERNANCE & POLICIES

■ MEDIUM SERVICE

1. Wheel alignment, wheel bearings.
2. Ball joints check and repair.
3. Propeller shaft cross bearings.
4. Tappet engine valve clearance.
5. Change engine oil.
6. Change oil filters and diesel filters.
7. Check gearbox and diff oils.
8. Servicing of fifth wheel, and inspect damaged bolts and worn out parts.
9. Lubrication and greasing of parts and checking electrical system.

■ MAJOR SERVICE

1. Changing of gearbox oil
2. Changing of differential oil
3. Propeller shaft cross bearings
4. Changing of oil and hydraulic oil
5. Changing diesel and oil filters
6. Testing of shock absorbers and replace weak ones
7. Valve covers gasket change
8. Testing of engine nozzles and replace weak ones
9. Replace air cleaner elements
10. check compressor rings
11. Check thermostat
12. Service fifth wheel, check fifth wheel moon, and replace worn out parts and bolts.
13. General service for parts, check electrical system, lubrication and greasing of parts

■ TANKERS General service (done after every trip)

1. Visual inspection
2. Under chase inspection
3. Wheel bearing free play
4. Pivot and radius bush check
5. Brake adjustment and brake chambers repair
6. Bottom valve check
7. Tyre check
8. U-bolt check
9. Lubrication and greasing of parts and checking electrical system
10. Tyre changing

ETHICS, GOVERNANCE & POLICIES

■ TRAILER MAJOR SERVICE

1. Comprehensive services
2. Replacement of entire suspension bushes
3. Air bellow replacement
4. Control arm bush repair
5. Welding of cargo tank (if leaking or there is intermixing of compartments)
6. Wheel alignment

ROAD TRANSPORT SAFETY POLICY

Key statement:

Mohamood Mohamed Transport Tanzania limited endeavors fulfill its obligation as defined and adapted from its health, safety, security & environment policy & commitment.

Guiding principles

1. Mohamood Mohamed Transport recognizes the key challenge of managing its road transport operations in a safe, efficient and sustainable manner.
2. The transport policy statement is underpinned by and is consistent with, the HSSE policy and other subsidiary policies. It is recognized that it is important to manage the use of alcohol and drugs. In this regard, Mohamood Mohamed Transport has implemented a drug and alcohol policy applicable to its road transport operations.
3. There is a structured approach to the management of road transport safety in Mohamood Mohamed Transport operations. This approach is aimed at reducing the risks in road transport operations to as low as reasonably practicable (ALARP).
4. Road transport safety is a responsibility of all supervisors and managers dealing with day to day activities pertaining to company's operations, supervisors and managers are responsible and accountable for the safe transportation done in connection with company business in their line. Line managers are responsible for conducting road transport operations in manner that supports sustainable development.
5. Mohamood Mohamed Transport has a policy on medical fitness to drive and requires periodic medical examination of drivers to confirm their fitness or help them attain full fitness to drive safety.

ETHICS, GOVERNANCE & POLICIES

6. Mohamood Mohamed Transport has implemented effective training and competence development programmes to support the provision of sufficient skilled manpower for the managing its road transport operations in a safe manner.
7. In carrying out its road transport operations, Mohamood Mohamed Transport will operate in accordance with the national legal requirements of the united republic of Tanzania and other countries like the republic of Kenya, Malawi and Zambia when operating through there.
8. As part of a systematic effort to manage its road transport operation safely, Mohamood Mohamed Transport has developed an HSSE case for road transport. Where all general managers, operations managers, logistics and HSSE participate in the review of this HSSE case on annual basis.
9. Mohamood Mohamed Transport has adopted a policy on the use of mobile phones that prohibits use of phone by the driver while the vehicle is in motion.
10. Mohamood Mohamed Transport has a policy on seatbelts use that makes it a requirement for its staff, drivers and any authorized passengers to use seatbelts when travelling in vehicles.

DRIVERS RECRUITMEENT AND TRAINING POLICY

Mohamood Mohamed Transport has a recruitment system to ensure recruitment of competent drivers

- Evidence of driver's previous safe driving record from past employers and good conduct is sought. Driver must have a valid Tanzanian class C license with experience with experience of petroleum product handling.
- Drivers will be recruited with due regards to age of the drives. i.e 25-40 with an experience of not less than 5 years of driving HDV's
- Ability to demonstrate positive attitude to road safety both through preliminary inter views and road test assessment.
- The company shall be responsible for medical welfare of its own personnel and the ensure that their medically fit to perform their work.
- Periodic medical examination will be done after every twelve months and company will arrange for professional medical treatment by affected personnel.

ETHICS, GOVERNANCE & POLICIES

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ETHICS, GOVERNANCE & POLICIES

All drivers will undergo a medical test of fitness to drive and health screening program including vision before recruitment by company's nominated doctor.

The company shall its own cost ensure that all its personnel's have been given necessary safe, survival and job related training prior to the start of work and will provide certificate for that effect.

Company arranges for specialist training for drivers on product knowledge and handling of emergencies

Training in use of fire extinguishers and basic first aid is given to all drivers and mate and includes all practical sessions.

All drivers undergo comprehensive Mohamood Mohamed Transport training program both classroom and practical session before being used for customer deliveries.

DRUGS AND ALCOHOL POLICY

The use of alcohol and drugs interferes with ability to safely perform work as they interfere with alertness, concentration and judgment thus impacting on safety, health and productivity. The company wishes to ensure that all its employees recognize this threat.

The alcohol and drugs policy aims at minimizing the risk involved

The company has therefore come up with the following set of regulations that must be complied with by all employees in transportation business as a condition for employment:

- Working whilst impaired by alcohol and drugs is strictly prohibited
- The use, possession, distribution or sale of illegal drugs on company premises is strictly prohibited.
- Preceding employment, the company will test for drugs and alcohol abuse.
- The company or our customers may require employee to submit to alcohol and drugs abuse tests. These could be in from of periodic or un-announced random tests
- Testing for cause. This may take place whenever there is a good reason to suspect that impaired performance is a result of a drug and alcohol abuse after an accident. Near miss or unsafe/ behavior.

ETHICS, GOVERNANCE & POLICIES

- Dismissal from employment will normally occur in the following circumstances:
 1. The use of alcohol and drugs while engaged in company driving or product handling operations
 2. Possession, distribution or sale of alcohol or drugs in company premises
 3. Failure cooperate with testing for alcohol or drugs abuse as required by the company policy

SEATBELT POLICY

Mohamood Mohamed Transport recognized that seat belts extremely effective in preventing injuries and loss of life. We care about our employees, and want to make sure that no one is injured or killed in a tragedy that could have been prevented by the use of seat belts. Therefore, it is a policy that both drivers and passengers while traveling on official company business shall always use seat belts.

Employees and strongly encourage to use their seat belts off the job as well. The purpose of this policy is to establish mandatory belt use as an organizational priority and designate responsibility for implementation and enforcement.

Application

The seat belt use policy applies to all employees and occupants of any vehicle driven by employees, including rentals and personal vehicles when used on official company business.

Responsibility

Managers and supervisor must demonstrate their commitment to this policy by communicating it to their employees, monitoring compliance, evaluating effectiveness and taking disciplinary action against violations.

Belt System Maintenance

Seat belt in all Mohamood Mohamed Transport vehicles/ trucks are to be maintained so that they are clean and in good working order, frequent inspection of the seat belts are to be done for assurance of their working conditions.

Employee Education

Information on the benefits of seat belts, as well as Mohamood Mohamed Transport commitment to their use will be emphasized in new employee orientation, training, handbooks, safety rules and internal communications.

ETHICS, GOVERNANCE & POLICIES

Mohamood Mohamed Transport in consultation with vehicle manufactures/ service provides shall set minimum acceptable driving patterns.

MANAGEMENT RESOPNSIBILITY

1. All installed OBC's will be kept in a working condition at all times. Will have a preventive maintenance agreement with the OBC service provider.
2. Mohamood Mohamed Transport will have the necessary hardware/software and trained personnel to enable production of all the necessary reports.

DRIVER RESPONSIBILITY

1. To enable monitoring of driver's performance every driver must be attached to a particular vehicle and assigned with a respective truck activating green plug. Should the need arise the driver of a vehicle to be replaced with another one then the plug will be reassigned with the name of the other driver.
2. Drivers are expected at all time to plug in their identification plug before starting the engine of the vehicle. Skipping this process will be recorded as "unknown driver" by the OBC. In such an event the assigned driver of the vehicle shall be held accountable for the violation of this process as well as for all the driving errors recorded during the journey.
3. Any interference with OBC will lead to dismissal after due investigation

PERSONNEL PROTECTIVE EQUIPMENT POLICY

The company will supply the following PPE's to its employees depending with the activity to be performed. The company supplies the following PPE:

DRIVERS	MECHANICS	OTHER STAFF - ADMIN/OFFICE ETC
Safety shoes	Safety shoes	Safety shoes
Safety helmet	Safety helmet	Safety helmet
Pants and suits	Overall	Overcoat (RT & rail supervisors, stores, safety representatives)
Plastic gloves Leather gloves	Leather gloves	Safety goggles (RT & Rail supervisors, safety representatives)

ETHICS, GOVERNANCE & POLICIES

Company will replace the following PPE's as described below:

Yearly: Safety shoes, uniforms i.e overall & over coats, reflector jackets as and when worn out, safety helmet, safety goggles, plastic and leather gloves

Note: Incase either of the above PPE's damaged before stated period the company shall replace accordingly.

Company will also initiate disciplinary actions against any personnel who will purposely or negligibly damage PPE's including to deductions from his/her salary.

- All personnel are required to use PPE at all times while on duty in designated zones.
- All personnel to be trained and reminded frequently on the use of proper PPE's for the appropriate work
- The company has a PPE issuing form and inspection system
Appropriate action is taken on non adherence to PPE

TYRE REPLACEMENT POLICY

Mohamood Mohamed Transport tyre replacement policy is:

All tyres to be replaced before reaching minimum thread depth of THREE millimeters or if damaged that is considered extensive

Records of tyres with serial numbers, size, make, types and grades will be kept to avoid mixing and reuse of tyres.

Company will use only radial types with preferred sizes below:

1. 295/80 & 12R20 on Tankers, 385/65R 22.5 when Tankers and horse use super single tyres
2. 315/80R & 385/65R super single 22.5 front axle
3. 315/80R 22.5 on different axles

Tyre depth will be measured by use of depth gauge if required or after every four week of operation.

We will use retreaded tyres but not on the steering axles.

Will use retreaded tyres with approved patterns up to 2 times if casing allows.

All retreaded tyres shall be fitted on our own casings only.

MOBILE PHONE POLICY

MOHAMOOD MOHAMED TRANSPORT has a system of monitoring the use of mobile phones in the restricted areas. The company has therefore come up with the following set of regulations that must be complied with all the employees:

- The use of mobile phones is strictly forbidden while driving company vehicles.
- Each driver should ensure that when the vehicle engine is ON the phone must be on silent mode (engine on phone on silent mode)
- No use of mobile phones closes to or at fuelling station
- No use of mobile phones near flammable materials (e.g near the loaded trucks)
- No use of phones in the oil terminals/ depots or during loading and offloading of products in the depots/ terminals.

DRIVERS DUTY HOURS POLICY

- Maximizing daily driving time- 10 hours but for transit trucks the driving hours will be 12
- Maximizing daily duty- 12 hours (including waiting time at ferry, boarder, customs, weighbridges and offloading)
- Maximizing continuous driving time 2-3 hours with a compulsory break of 15 minutes before proceeding with the journey
- Minimum daily breaks from the driving 2hrs i.e splited into 2 breaks for breakfast and lunch before night break.
- Minimum daily rest period 12 hours- consecutive hours (reducible to 9 on 3 occasions during the week but which must be subsequently compensated)
- Minimum weekly rest period (6 rolling days) – 24 consecutive hours
- Allowed during hours- between 06:00am and 06:00pm.

DRIVERS FATIGUE STATEMENT POLICY

Driver's responsibilities:

- Try to ensure they are well rested, and feeling fit and healthy before starting journeys
- Plan the journey to include regular rest breaks (at least 15 minutes at least every two hours)
- If necessary, plan an overnight stop (for all the trucks that travels long routes)
- Avoid setting out on a long drive after having worked a full day
- Avoid driving into the period when they would normally be falling asleep
- Avoid driving in small hours (between 2am and 6am) no night driving.
- Be extra careful when driving between 2pm and 4pm (especially after being eaten a meal or drunk an alcohol)
- If feeling sleepy during a journey stop somewhere safe, take drinks containing caffeine and take short nap

Mohamood Mohamed Transport management has a vital role to play in managing the risks involved in their employees who drive for work purposes. As part of their health and safety policies and practices, adoption and implementation of the principles of managing occupational road risk of their employees being involved in a sleep related accident. Principally, the management should:

Management responsibilities:

- Manage the safety of their employees who drive
- Consider and implement the most suitable system of risk assessment and re-assessment for the road safety needs of the company and its employees
- Choose the right vehicle and the safest specification for the need of the job
- Ensure that work practices, journey schedule appointments and routes enable drivers to stay within the law
- Provide sensible guidelines about driving and for the use of the vehicles for all employees who may drive for the company.



MOHAMOOD
MOHAMED DAULE
TRANSPORT

02

SECTION

TWO



**CUSTOMER
SERVICE &
DELIVERY
POLICY**



CUSTOMER SERVICE AND DELIVERY POLICY

MMT believes working with the right partner that possess strength and matching vision. A partner who conducts their business with best practices as Puma Energy. In doing so mutual benefits shall occur.

MMT will provide Puma Energy with around the clock service levels that matches KPI's of Puma Energy 3rd part clients

We are very committed to protect and safeguard Puma Energy by keeping an eye towards products security, quality and quantity. As a transporter responsibility is our top priority.

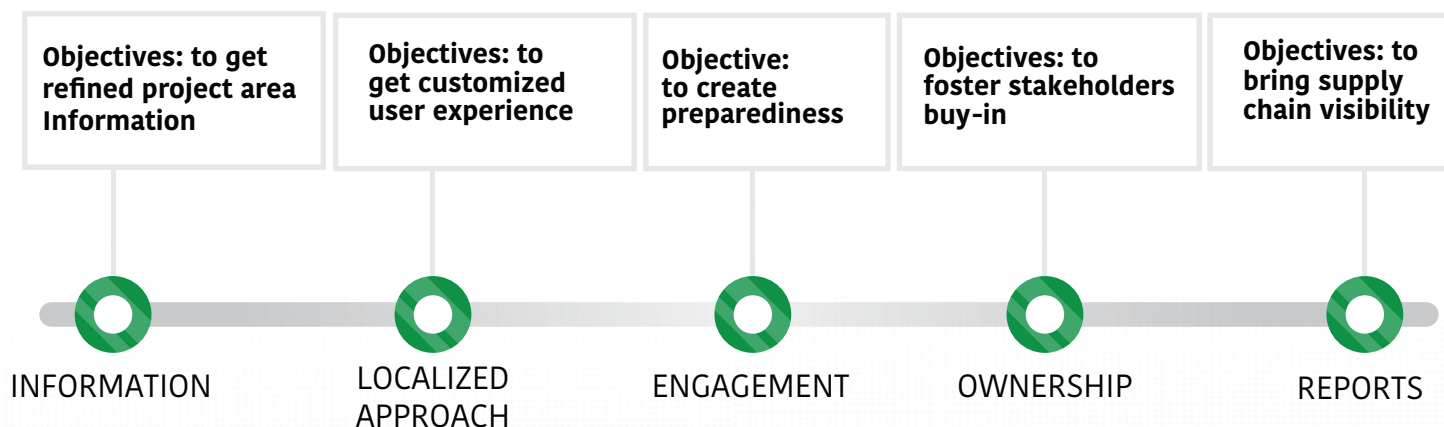
OUR KER PRIORITIES

- Deliver on time
- Satisfy the need of Puma Energy and her client
- Respect and mutual trust
- Quick response and support
- Proper communication process and stakeholder's engagement
- Avails our helping hand during problems

Below is our customer service pillars and success stories:

“MMT success in engaging the customers and stakeholders is rooted in having relevant information for creating a localized approach that engages stakeholders to own the process while ensuring the are receiving adequate feedback”

MMT PILLARS OF CUSTOMER SERVICE DELIVERY



CUSTOMER SERVICE AND DELIVERY POLICY

ACTIVITIES	ACTIVITIES	ACTIVITIES	ACTIVITIES	ACTIVITIES
Pre- deployment information gathering	Understanding area specific modes of engagement	Identification of key shareholders	recognizing project end user as ultimate owner	Agreement on feedback mechanism with project stakeholders
Framing Communication Flow	Route optimization for efficient delivery	Creation of area specific information templates	Create mechanisms of engagement & accountabilty	Keeping delivery documentation
Ordering,Loading & delivery data	Resource and manpower allocation	Pre - alert information sharing(calls & other corns)	Service level maintainace and quality control	Real time project report