ASPINWALL & Co. LTD

LOGISTICS DIVISION

STANDARD OPERATING PROCEDURES

ISO : 9001 : 2008

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Scope

Provide Logistics Services for the efficient movement of cargo through Land, Air and Sea

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SL. NO.	SEC. NO.	REV . NO.	Details of Amendment	Reason for Amendment	Date
01	SOP-06	01	Service Purchase Register Introduced.	New Introduction	26/05/08
02	SOP-06	01	Goods Purchase Register	New Introduction	26/05/08
03	SOP-06	01	Approved List of Suppliers	New Introduction	26/05/08
04	SOP-01	01	Attendance and Leave Register	New Introduction	26/05/08
05	SOP-01	01	Capital Asset Register	New Introduction	26/05/08
06	SOP-01	01	Statutory Regulations and Renewal Requirement Register	New Introduction	26/05/08
07	SOP-01	02	ESI, Medical Insurance, Gratuity benefits for employees	New Introduction	11/07/08
08	SOP-09	-	Customer Enquiry checklist is clubbed with Customer Enquiry. SOP-10 is withdrawn	Clubbing of SOP-10 with SOP-3	23/01/09
09	SOP 01	03	Applicable location included,& Staff meeting minutes removed	New Addition & Modification	16/07/11
10	SOP 02	01	Applicable location included	New Addition	16/07/11
11	SOP 03	01	Applicable location included	New Addition	16/07/11
12	SOP 04	01	Applicable location included	New Addition	16/07/11
13	SOP 05	01	Applicable location included	New Addition	16/07/11
14	SOP 06	02	Applicable Location Included & SLA with approved supplier included.	New Addition	16/07/11
15	SOP 07	01	Applicable location included	New Addition	16/07/11
16	SOP 08	01	Applicable location included	New Addition	16/07/11
17	SOP 09	02	Applicable location included	New Addition	16/07/11

18	SOP 10	01	Applicable location included	New Addition	16/07/11
19	SOP 11	01	Applicable location included	New Addition	16/07/11
20	SOP 12	01	Applicable location included	New Addition	16/07/11
21	SOP 13	00	Deleted since container leasing is removed from service offerred by Aspinwall.	Policy decision	16/7/11
22	SOP 14	01	Applicable location included	New Addition	16/07/11
23	SOP 15	01	Applicable location included	New Addition	16/07/11
24	SOP 16	01	Applicable location included	New Addition	16/07/11

1. PURPOSE: To prepare the Standard Operating Procedure for Administrative Activities of Aspinwall & Co. Ltd. Logistics Division

2. SCOPE: It includes all the functions of administrative activities carried out at logistics main and branch offices.

3. RESPONSIBILITY: Division and Unit In-Charges, HR Manager, Senior Executive, Executive, Officer

4. PROCEDURE:

4.1 General

4.1.1 The main administrative functions are carried out at the corporate level. As required from time to time policy / instructions to be carried out at Division level are being communicated and complied with.

4.1.2 The administrative activities of staff functions like attendance, leave particulars, disciplinary functions, transfer, statutory and regulatory functions, etc. shall be carried out at Division Office and Unit centers.

4.1.3 Such activities carried out at these centers are regularly informed to the Corporate Office, depending on the nature and the seriousness of the issue concerned.

4.2 Attendance and Leave

4.2.1 The attendance of the staff at the centers shall be maintained at Division head and Unit centers by nominated person and shall be monitored by the In-Charges.

4.2.2 The staff are permitted to mark their attendance before the start of their office time in the attendance register kept for the purpose at designated place.

4.2.3 A grace time of 15 minutes is allowed for those who report for duty late. However such late attendance, subject to a maximum of 30 minutes, shall be restricted to a maximum of three times in a month. In case the same exceeds they shall surrender half day Casual Leave against such events.

4.2.4 Where an employee has to leave the office premises during working hours, prior permission shall be obtained from the reporting head who should be kept informed about the expected time of return.

4.2.5 As regards employees designated to field work their attendance shall be suitably maintained and monitored.

4.2.6 Proper attendance register of uniform pattern shall be maintained at Division Office and Unit Centers with recording signature before the start of the day's work shall be implemented at all offices.

4.2.7 The attendance register shall be kept in the custody of the In-Charges at the end of the closing time and the attendance shall be reviewed by the Unit In-charge or the designated officer.

4.2.8 Employees are eligible for different types of leave as per company rules.

4.2.9 The leave, except sick leave, shall be planned and applied in writing preferably in advance.

4.2.10 In the case of sick leave for more than two days, the same shall be claimed supported by medical certificate. Leave without pay shall be sanctioned in exceptional cases by unit head with the approval of chief executive.

4.2.11 If an employee is absent for a period of 7 consecutive days without intimation, it is inferred that he/she is no longer interested in working with Aspinwall and the company may terminate his/her services.

4.2.12 The employees shall apply for leave in specified leave application form and shall obtain sanction from competent authority.

4.2.13 The sanctioned leave for an employee, or his/her absence shall be marked in the attendance register.

4.3 Changes in personal records

4.3.1 In case of any changes in personal records, the same shall be intimated to the HR department. The personal data includes :

- Changes in residential address and telephone number.
- Change in marital status.
- Additional qualification obtained.
- Changes in the beneficiaries/nominations for benefits
- Additions to family, etc.

4.4 Transfer

4.4.1 The company employees are liable for transfer from location to location or from division to division.

4.4.2 However sufficient notice shall be given before effecting the transfer.

4.5 Travel Rules

4.5.1 The employees shall follow the guidelines laid down by the company while traveling on official duty.

4.6 Performance Assessment and Increments

4.6.1 An employee's performance shall be assessed through self, as well as by his/her superiors as per the respective appraisals and based on this evaluation; a percentage of the salary is given as increment on an annual basis.

4.7 Training and Development

4.7.1 Refer SOP for training for the procedures followed in Training & Development.

4.8 Leaving Employment

4.8.1 Employees, who leave the company by way of resignation, are persuaded to discuss the reason for leaving, with their superiors to help the company to sort out, if possible, any issues.

4.8.2 Those who finally decides to leave shall follow the company rules.

4.9 Benefits

4.9.1 The employees are eligible for basic salary and other allowances as per the laid down norms and additionally, shall be eligible for leave travel concessions and vehicle loan and bonus as per the bonus act.

4.9.2 To those employees who do not come under the ESI Scheme, are eligible for reimbursement of medical assistance from the fund ear-marked for such purpose by the company, on presentation of relevant medical bills. Even those who come under ESI are eligible for medical reimbursement - difference is those who come under ESI get 50% of 1 month's Basic + DA as medical reimbursement per annum, while those who are out of ESI get one month's Basic + DA as medical reimbursement.

4.9.3 Another medi-claim policy through group insurance is also available for those employees who do not come under ESI scheme.

4.9.4 Those employees who are covered by ESI Scheme are eligible for such benefits based on Government of India's rules and regulations.

4.9.5 Only Executive cadre is eligible for Superannuation while all employees are eligible for Gratuity.

4.10 Provident Fund

4.10.1 The employees and the company are contributing to this scheme, the benefit of which goes to the employee and the family.

4.11 House Keeping

4.11.1 The maintenance and upkeep of the office and its premises is the responsibility of

the office concerned.

4.11.2 As such necessary steps are to be taken to maintain the same by arranging cleaning the office and its premises including toilets on a daily basis and detailed and thorough cleaning periodically. .

4.11.3 All old files, if there is no statutory restrictions, may be disposed after the required retention period and Unit Heads' critical review and decision.

4.12 Maintenance Activities

4.12.1 There shall be an asset register, in which all equipment, furniture and other articles purchased earlier shall be listed, category-wise. For newly purchased items, entry of details shall be made as per standard format.

4.12.2 All assets shall be identified with a suitable identification incorporating the asset number.

4.12.3 As and when the equipment, furniture or the premises require some sort of maintenance work, the same shall be arranged through approved agency and as per the Company policy.

4.12.4 All furniture and equipment, when damaged or under breakdown shall be got repaired and used and if cannot be maintained profitably, the same shall be condemned and disposed off after getting the competent authority's approval.

4.12.5 The office and premises shall not be used for dumping the unused articles.

4.13 Statutory & Regulatory Requirements

4.13.1 The Administration In-Charge at the Division as well as at Units shall list out the statutory/Regulatory requirements to be met by them as per the standard format and monitor the compliance of the same to avoid unnecessary rework or penal action from government authorities.

4.13.2 Whatever government dues the company has to pay, shall be arranged on due dates as per the stipulations.

4.14 Safety and Security

4.14.1 Proper safeguards shall be taken for safety and security of the office, equipment and the premises.

4.14.2 In case of safety any government norms are to be adhered to then the same are to be meticulously complied with.

4.14.3 Sufficient number of firefighters shall be installed in the office and the premises to meet any fire hazard. People concerned shall be aware of the same and shall be

trained to operate the equipment.

4.14.4 Necessary precautions shall also be taken to secure the instrument/equipment/other valuables attached to the office.

5. Records

Sl.No.	Record	Identification	Responsibility	Retention Period
01	Attendance & Leave Record	SOP-01-A	Admn. In-Charge	5 Years
02	Asset Register	SOP-01-B	-Do-	Permanent
04	Statutory/Regulatory Requirements Record	SOP-01-C	-Do-	Permanent

6. Applicable Locations : All branches.

7. **Reference**

SOP-10 – Training

QSP-19 – Planning & Control

1. PURPOSE: To prepare the Standard Operating Procedure for processing all jobs in operations such as CHA, Freight Forwarding, Steamer Agency, Bulk Cargo etc.

2. SCOPE: It includes processing procedure for carrying out the incoming jobs.

3. RESPONSIBILITY: Manager, Senior Executive, Executive, Officer, Front office Executive.

4. PROCEDURE:

4.1. **Allocating Job Number procedure**

4.1.1. Any Work Order to any section or any service, as soon as confirmed to be allotted a Docket Number in Section - Number / Year format. This Docket number is the primary reference number for any records and reference in future.

4.1.2. Entry is to be done in the Central Job Register, followed by updation in the concerned section registers with Job Number, Date, Customer Name, Work summary. Pre printed job file to be used for processing documents.

4.1.3. Necessary documents collected from customer is kept in this file and various work-in-progress files also kept.

4.2. **Voucher Processing procedure**

4.2.1. Advance may be drawn from Finance Desk with vouchers highlighting the Job Number and major expense heads with concurrence from Head of each section. A copy of the advance voucher to be filed in the respective document folder.

4.2.2. Voucher to be prepared in duplicate on next day, highlighting the job number, expense reason, and submitted to the head of respective section only. In case section head is absent necessary person in charge may approve the voucher.

4.2.3. Voucher to be counter signed by Finance desk head, on completion accounting expenses the duplicate copy of the voucher to be kept in the part of respective job folder.

4.2.4. On completion of work, necessary entries may made in the file and obtain the approval from section head.

4.2.5. The document is then transferred to Finance desk; on obtaining concurrence, received invoice from Finance desk and handover to customer along with documents.

4.3. **Payment Follow up procedure**

4.3.1. Customer documents are released only after receipt of payments

4.3.2. For credit transactions, necessary concurrence is obtained from Section Head in consultation with Finance Desk, the credit period is laid and marked in the file.

4.3.3. Follow up call is made one day in advance of credit period, ensuring payment in time. An e-mail is also drafted and sent for payment follow up.

4.3.4. On non-receipt of payment within 4 days of completion of credit period, a telephonic call is made followed by e-mail communication, requesting immediate arrange of payments. The matter is escalated to the section head and Finance Head by marking copy of e-mail to the respective section heads.

4.3.5. On non-receipt of payments within 7 days, necessary actions such as delay in processing of further work order from the customers as well as sent alerts to the branches for blocking any transactions to the party in consultations with section head and finance desk as the case required.

4.3.6. On non-receipt of payments within 15 days, issue is escalated to the section head, it is the responsibility of the section head to decide further course of action.

4.4. Necessary alternate course of actions such as visit to customer office, warning notices may be initiated as the case required.

5. RECORDS

SL. NO	RECORD	IDENTIFICATION	RESPONSIBILITY	RETENTION PERIOD.
1.	CENTRAL JOB REGISTER	SOP-02-A	Sr. Executive	3 Years

6. **Applicable Locations:** All locations

7. Reference:

All process QSP

1. PURPOSE: To prepare the Standard Operating Procedure for processing customer enquiry.

2. SCOPE: It includes processing and understanding the customer specific service requirements and guidelines for understanding the requirement.

3. RESPONSIBILITY: Manager, Senior Executive, Executive

4. PROCEDURE:

Following details are collected from the customer for understanding the exact service requirement.

4.1. For New Customer following details are collected.

4.1.1. Customer Name and Address with contact details

4.1.2. Contact person with phone number and department

4.1.3. Background check – Analysis on reputation of firm in society. Adopt Conservative credit policy for new business with low reputation in society.

4.1.4. Volume of Business expected.

4.2. For Existing customers following details are collected.

4.2.1. Past business details – Mainly past business details and payment issues.

4.2.2. If the outstanding is crossed 5 months such customers are not entertained for further business without the concurrence from Senior Management.

4.3. Following cargo details are collected from customer

4.3.1. Cargo Name

4.3.2. Cargo Dimensions

4.3.3. Cargo weight

4.3.4. Cargo Nature – if cargo comes under DGR commodity, then specific pre-approval from Carrier to be obtained.

4.3.5. Packing / Palletisation details

4.3.6. Any other specific cargo characteristic that affect transportation

4.4. Transport / Shipment details

4.4.1. Origin details

4.4.2. Type of Movement such as FCL – FCL, FCL- LCL, LCL – FCL, LCL-LCL others.

4.4.3. Terms of Shipment – Door to Door, Port to Port, Origin factory to Destination Port, Origin Port to Destination delivery point

4.5. With respect to the above details collected, necessary capability analysis are

conducted covering mainly following parameters

4.5.1. Resource availability – Aspinwall & Co. s' facility to perform the operations.

4.5.2. Service locations – Delivery / pick up point of cargo to be Aspinwall & Co. / its affiliates service locations. If the origin / destination falls beyond the reach, the same is informed to the customer.

4.5.3. Financial related - The business to be in conformity with the norms of credit policy.

4.5.4. Vendor capability – Assessed the vendors capability to execute the operation. If the vendor / agent overseas does not have the service capability the same is to be informed to the customer.

4.5.5. Cargo qualifies the origin / destination statutory laws, cartels, agreements of international and national trade.

5. Records

5.1. Jobwise files of all process QSP

6. **Applicable Locations:** All branches

7. Reference:

7.1. All process QSP

1. PURPOSE: To prepare the Standard Operating Procedure for Terms and Conditions to be incorporated compulsorily with all quotes

2. SCOPE: It includes Terms and Conditions that are relevant and important that are to be specifically mentioned in all quotes.

3. RESPONSIBILITY: Manager, Senior Executive, Executive

4. PROCEDURE:

Following details are specifically mentioned in the quote along with the price quotation.

4.1. Price quote – Currency with quantity unit to be mentioned specifically.

4.2. Quote Validity – To be given exact number of days for which the quote is valid.

4.3. Transit Damages – The sentence "We will take at most precaution to ensure that package does not sustain any damages. However, our liability is limited as per Carrier's Act." to be incorporated.

4.4. Force Mejeure Clause

4.5. Transit Insurance – To be arranged by the customer

4.6. Local Union Payments – To be arranged by the customer

4.7. Statutory charges – Like duty, tax, service tax, cess, octroi, etc. all statutory charges are under the purview of customer.

4.8. All statutory documents required for the transportation to be arranged by the customer. (if applicable)

4.9. Advance notice required for transportation of cargo.

4.10. Payment terms

4.11. Aspinwall & Co. reserves the right to choose the carrier (if applicable)

6. Applicable Locations: All branches.

7. Reference

7.1. All process QSP

1. PURPOSE: To prepare the Standard Operating Procedure for Marketing of services for Aspinwall & Co. Ltd.

2. SCOPE: It includes Standard Operating Procedure for Marketing of services.

3. RESPONSIBILITY: Manager, Senior Executive, Executive, Officer

4. PROCEDURE:

4.1. **Database preparation & Maintenance**

4.1.1. Database of prospective customers segregated based on volume of business they are doing are collected.

4.1.2. Necessary Chamber of Commerce journals and publications are reffered periodically to collect information.

4.1.3. Information of existing suppliers, their strengths, competencies are analysed and necessary brain storming is done to formulate strategy for entry.

4.1.4. Necessary background check of the company is done with regard to reputation and creditworthiness.

4.2. **Marketing Calls**

4.2.1. E-mail the information of company's services and offerings with a request for appointment followed by telephonic calls.

4.2.2. Initial call is made by the Officer / Executive for expected business of less than 2 lacs per month and concerned section head is accompanied if the expected volume of business is more than 2 lacs per month.

4.2.3. A working group may also be formed if the prospect is an Enterprise and is highly potential for business. Necessary home work is done to prepare presentations and calls.

4.3. **Marketing Follow up procedure**

4.4. Presentations are given to prospect followed by follow-up calls.

4.5. Request for Pilot project for understanding Aspinwall & Co. competency of performance of work.

4.6. Negotiations are done on rates considering prospect of business, payment cycle and volume of business.

4.7. Order confirmations are made and discussed with team to organize the work.

4.8. Work Group Operational SOP is exchanged mutually indicating contact person for operation and in case of any issues require escalation.

4.9. Necessary weekly reviews are conducted to analyze the ongoing business with team members.

4.10. Ensure Periodic visit to Customer.

6. Applicable Locations: All branches

7. Reference:

7.1. All process QSP

1. PURPOSE: To prepare the Standard Operating Procedure for purchase activities.
2. SCOPE: It includes purchase of products and services required by the logistics division..
3. RESPONSIBILITY: Manager, Senior Executive, Executive, Officer
4. PROCEDURE:

4.1 Indent stage

4.1.1. The department which is in need for any product shall raise its requirements through an indent in company's format.

4.1.2 If the product is a stocked item and if the stock is available in the store, the same can be drawn for the use.

4.1.3 If the indent is for new items, the indenter shall specify the product specification and any other requirements and the probable supplier and approximate cost.

4.1.4 The indent, after approval by the competent authority, shall be forwarded to the purchase in-charge..

4.1.5 The purchase in-charge, on receipt of the approved indent, shall process the same for procurement after getting the financial concurrence.

4.1.6 The purchase in-charge shall have a list of approved suppliers, approved on the basis of their maintaining quality and schedule of supply.

4.2 Purchase process

4.2.1 As regards the purchase of regular stocked items, the purchase in-charge shall arrange to procure the item stocked when the stock reaches a minimum quantity with competent authorities' approval.

4.2.2 For capital items, formal approval by administrative and financial authorities shall be obtained by the purchase in-charge and shall forward the enquiries to the probable suppliers in the approved list for their quotation.

4.2.2 On receipt of the quotations, the purchase in-charge shall prepare a comparative Chart indicating the details of the suppliers with standard characteristics quoted with details including the price.

4.2.3 The comparative chart shall be put up to the indenter for his study and recommendation.

4.2.4 The indenter after his study shall normally recommend the supplier who has quoted the minimum price, provided the technical requirements and the quality of the item is acceptable.

4.2.5 In case the above factors are not acceptable in the case of the cheapest supplier, then only the next higher quote can be considered for recommendation.

4.2.6 The purchase in- charge shall further negotiate with the chosen supplier to get the still reduced price for the product being purchased and shall also ensure the bonafideness of the supplier.

4.2.7 On finalization of the supplier, the purchase in-charge shall arrange to prepare the purchase order in proper format, containing the standard terms and conditions of the company with respect to purchase.

4.2.8 The purchase order shall be prepared in sufficient copies, with details like specification and other technical requirements, agreed price, date of supply, inspection terms, etc. and shall be verified for the entries made and signed by competent authority.

4.2.9 In the case of capital and other costly purchases, two copies of the purchase order shall be sent to the supplier and got his formal acceptance of the order by getting his signature in one copy.

4.2.10 Purchase in-charge shall follow up with the supplier and ensure that the supply is reaching on time.

4.3 Verification of purchased Item

4.3.1 On receipt of the purchased item, the purchase in-charge shall arrange to inspect the Item through the indenter duly getting the verdict in the proper format.

4.3.2 In case the item is accepted by the indenter, the same is entered in the stock register with all details including the department to which it is issued.

4.3.3 If the item is rejected, proper rejection note is issued to the supplier with reason for rejection.

4.3.4 The purchase in-charge shall ensure that the supplier is replacing the defective item as per the agreed date or shall proceed with further action as per the agreed terms and conditions.

4.3.5 In case the original supplier fails to supply the item, in spite of agreeing to provide sufficient time for alternate arrangement by him, further action may be initiated against him and original supplier's name may be removed from the approved list.

4.3.6 In the mean time, the purchase in-charge shall arrange to take action to get the item from alternate sources as per the indenter's requirements.

4.3.7 On final acceptance of the item and as per the terms and conditions of the purchase, the payment may be arranged.

4.3.8 On receipt of the purchased item at the location, the same verified taken to stock / issued to the indenter duly getting the acknowledgement, specifying location of use.

4.4 **Purchase of Services**

4.4.1 In the case of purchase of services, there shall be an approved list of suppliers for the specific services.

4.4.2 The requirements for a particular service shall be met through the selected supplier of the service by following the above purchase procedure.

4.4.3 On execution of the service, if the service level is not satisfactory, the reason thereof may be recorded and the supplier is apprised of the same for improvement in future.

4.4.4 Service Level Agreement (SLA) to be executed with approved supplier.

4.4.5 Vendor evaluation to be done in 6 months interval.

5. Records

Sl.No.	Record	Identification	Responsibility	Retention Period
01	Goods Purchase Register	SOP-06-B	Purchase In-Charge	3 Years
02	Approved List of Suppliers	SOP-06-C	-Do-	3 Years
03	Purchase File	SOP-06-D	-Do-	3 Years

6. Applicable Locations: All branches

7. Reference

7.1. QSM.07 – Service Realization

7.2. QSP.01- CHA – Bulk Cargo

7.3. QSP.02 - Bulk Cargo Operations

7.4. QSP.03 – CHA – Air

7.5. QSP.04 – CHA – Container Cargo

7.6. QSP. 05 - Freight Forwarding

7.7. QSP. 06 – Steamer Agency

7.8. QSP.07 – Maersk / Safmarine Agency

1. PURPOSE: To prepare the Standard Operating Procedure for Truck Maintenance for Aspinwall & Co.

2. SCOPE: It includes Standard Operating Procedure for Truck fleet Operations & Maintenance.

3. RESPONSIBILITY: Manager, Senior Executive, Executive, Officer

4. PROCEDURE:

4.1 Preventive Maintenance

4.1.1 All the trucks are identified with a serial number depending upon the date of procurement of the vehicle.

4.1.2 Based on the manufacturer's recommendations, periodical attention is to be given to the truck identified and planned for preventive maintenance.

4.1.3 Accordingly, daily, weekly, monthly, etc periodical maintenance as per the recommendation is to be planned vehicle-wise.

4.1.4 The vehicle planned for such maintenance shall be taken up for the work on the specified date.

4.1.5 During the preventive maintenance of such vehicle, if any major problem is identified, the same shall be brought to the notice of the transport in-charge and shall be attended to rectify the same.

4.1.6 In case any external service is required the same shall be arranged with the approved agency, following the system.

4.1.7 During the in-house maintenance or external service if any spare is used, the same is accounted.

4.2 Break down maintenance

1.1 As and when a problem is reported, the staff concerned shall immediately examine the vehicle and identify the cause of failure, if possible

1.2 Trucks are taken to garage for maintenance.

1.3 If repair cost estimated exceeds Rs. 10,000/- necessary approval is taken from Branch-in-Charge.

1.4 If the spare parts cost more than Rs.10,000/- atleast 3 quotations are to be taken from approved vendor list, purchase order to be issued to the lowest on concurrence from Branch-in-Charge.

1.5 SOP for Purchase is followed for completing the procurement process.

1.6 Periodical inspection by Executive is ensured for all trucks in service.

1.7 The truck has to be taken for Fitness Test every year to RTO, before which it has to be overhauled and painted.

1.8 For replacing existing tires, necessary reacquisition is to be served with Purchase section get the approval and replaced the tires. Old tires are to be returned back to Store section.

1.9 A logbook is maintained to note down all the trips including the garage visit and the fuel filled.

5. RECORDS:

Sl.No.	Record	Identification	Responsibility	Retention Period
01	Logbook	SOP-07-A	Executive	3 Years
02	Tyre replacement Register	SOP-07- B	Executive	3 Years
03	Spare Parts Register	SOP-07-C	Executive	3 Years

6. **Applicable Location :** MLR

7. Reference:

7.1. SOP.06- Purchase.

7.2. QSP.02 – Bulk Cargo Operations

1. PURPOSE: To prepare the Standard Operating Procedure for Weighbridge working for Aspinwall & Co.

2. SCOPE: It includes Standard Operating Procedure for Weighbridge Operations & Maintenance.

3. RESPONSIBILITY: Manager, Senior Executive, Executive, Officer

4. PROCEDURE:

4.1. **Customer Enquiry Processing**

4.1.1. For bulk weighment enquiries necessary discount is given depending on the confirmation of volume.

4.1.2. The Standard Rates are applied for all other cases.

4.1.3. Necessary credit is given to the privileged customers depending on the volume and consistency of order.

4.2. Operations

4.2.1. Ensure zero in the computer console prior to loading of vehicle on to platform. If the reading is not shown as zero, “clear” button is pressed in the console to move back the reading to zero.

4.2.2. If the console reading shows volatility, the same is reported to weighbridge incharge of Aspinwall & Co. and also to the AMC service provider for immediate rectification.

4.2.3. Ensure the printer and other accessories are working properly, any disorder is immediately reported to weighbridge in-charge at Aspinwall & co.

4.2.4. Vehicle is allowed to load on the platform and ensure the driver and cleaner is moved out of platform.

4.2.5. Entered vehicle particulars such as Vehicle Number, Vehicle Type, Customer Name, Cargo details, Quantity if any, Container Number etc. and pressed “Save” button that lead to print out of weighbridge slip.

4.2.6. Collected payment, the slip is sealed and issued to customer. The details are recorded in the Excel sheet in the prescribed sheet.

4.2.7. For taking the second weight of vehicle, the first data is retrieved by inputing the vehicle number in the display.

4.2.8. If the customer is settling the cash at the end of the day, the weighslips are retained and released on receipt of cash.

4.2.9. Any corrections / amendments in the previous tickets, necessary authorization is to be obtained from Weighbridge in-charge at Aspinwall & Co.

4.2.10. Payment follow-up is done with customers by phone / e-mail / customer visit and ensure the payments are done periodically. For defaulters, necessary escalations are done to senior management level for expediting the realization of payments.

4.2.11. Bonus to customers, freebees are given in consultation with Management and as per the policy guidelines set in respect of that.

4.3. **Maintenance procedure**

4.3.1. Weighbridge pit is to be cleaned once in a month

4.3.2. The dust accumulated on the platform surface is to be cleaned once in two days.

4.4. Ensure the Service Personnel visits the weighbridge periodically as per the terms in AMC and do necessary checks.

4.5. Certifications

4.6. Yearly Legal Metrology certification is done in liaison with Annual Maintenance Contractor.

4.7. Ensure the weighbridge is calibrated once in two months.

4.8. Ensure sufficient number of standard weights for calibration at weighbridge during certification.

5. Records

5.1. Computer Database stored and updated in Aspinwall Logistics Division Central Server.

6. **Applicable Locations:** COK

1. PURPOSE: To prepare the Standard Operating Procedure for identifying the Training needs and provide training for the personnel in Logistics Division.

2. SCOPE: It includes Induction, Orientation and periodical training based on identified developmental needs.

3. RESPONSIBILITY: HOD, Administration –in-Charge

4. PROCEDURE:

4.1. **Induction and Orientation Training**

4.1.1. As and when employees are appointed, on their joining the company, they are given an induction and orientation training.

4.1.2. New employees shall be given a planned orientation in all the activities of the Division.

4.1.3. The Orientation program shall cover a suitable period of exposure to all the sections in Logistics Division and for a suitable period in the section of posting.

4.2. Identification of Developmental Needs

4.2.1. The employees, during the course of their working, whatever deficiency shown in carrying out the work shall be identified as developmental needs.

In this connection, the annual appraisal collected by way of Self & HOD shall be referred to for guidance on identified needs of training the individual.

4.2.3 Such developmental needs of similar nature of different employees are grouped together and training programmes are to be organized periodically.

4.3 Training

4.3.1. Based on the annual training programmes, training sessions are to be organized with faculty in the relevant discipline either from in house or from outside.

4.3.3 The participants, when they resume their work, close monitoring shall be done to identify the effectiveness of the training on them.

5.0 Records

5.1 **Record Maintenance**

5.1.1 For Training need identification, guidance can be obtained from the concerned employee appraisals (Self & HOD) the same is to be recorded in the training record file. Training Need Identification file to be updated with the details.

5.1.2 On provision of training in the relevant area, the training record shall be updated and maintained as per relevant format.

5.1.3 Employee after training on resumption of work, his performance shall be monitored and effectiveness of training obtained from Section-in-Charge shall be recorded by HOD and send to the HR Head for updating Training Record file

5.2 **Record details**

Sl. No.	Record	Identification	Responsibility	Retention Period
01	Training Need Identification file.	SOP-10-A	Training-in-Charge	Permanent
02	Training Record Register	SOP-10-B	Training-in-Charge	Permanent

6.0 **Applicable Locations:** All branches

7.0 Reference

7.1 Annexure IV – QSM – Quality Objectives.

7.2 Competency Matrix in QSM

1. PURPOSE: To prepare the Standard Operating Procedure for release of Bill of Lading.
2. SCOPE: It includes Standard Operating Procedure for various factors to be considered while releasing Bill of Lading to the shipper.
3. RESPONSIBILITY: Manager, Senior Executive, Executive, Officer
4. PROCEDURE:

4.1. **Verification procedure**

4.1.1. Cross verify the Shipping Instruction details filed by Shipper with the details given Shipping Bill with allowed for loading endorsement.

4.1.2. Some of the important items to be verified are Container Number, Seal Number, Cargo details, Shipping Bill Number & Date, Invoice Number & Date, Gross Weight, Letter of Credit Number.

4.1.3. Verify whether the BL requested is for RFS (Received for Shipment) or Onboard Bill of Lading. RFS Bill of Lading can be released on GATEIN of container but Onboard Bill of Lading can be issued only after loading of container onboard of the vessel. In any case Onboard Bill of Lading should not be issued prior to loading of container / cargo onboard of vessel.

4.2. **Bill of Lading**

4.2.1. Original Bill of Lading is required to produce in original at destination for release of container.

4.2.2. If request is made for Seaway bill, the same can be issued but is non-negotiable and not required to produce in original at destination port for release of cargo.

4.2.3. Usually 3 Original Bill of Lading with 3 copies are issued to the customer.

4.2.4. For Seaway bill usually one copy is issued.

4.2.5. Ensure customer update Shipping Instruction electronically 7 days before the GATEIN of container at Load Port. If Bill of Lading is not getting released within 7 business days of sailing of vessel, late fee is charged to the customer as per Line policy.

4.3. **Processing Bill of Lading**

4.3.1. Collect the cheque from customer, and communicate with Cochin Maersk back Office to update MLIS screen for enabling the release of Bill of Lading.

4.3.2. Receive Shipping Bill copy from customer and verify the details given in the Shipping bill and draft Shipping instruction filed by customer. Verify Container Number, Seal Number, Cargo details, Shipping Bill Number & Date, Invoice number and date. Gross weight of cargo, L/C Number etc.

4.3.3. Also verify the entry to be made in B.L is whether RFS (Received For Shipment) or "Onboard" Bill of Lading.

4.3.4. If all entries in Shipping Bill are matching with Shipping Instruction, then communicate with Cochin Office to fire the Bill of Lading.

4.3.5. Bill of Lading can be printed at Shipper location if remote BL printing facility is open to the customer. For new customers and for those who does not have remote BL printing facility, BL to be printed at respective locations, released to the customer and get proper acknowledgement from customer for receipt of BL.

4.4. **Bill of Lading Surrendering Process**

4.4.1. A request for surrender of BL is to be received from Shipper and also get Sign and company seal on the back side of BL and receive both documents at Line Office. Line Office should send message to Discharge Port informing that the BL is surrendered and can be released on showing the copy of BL.

4.5. **Processing raw BL sheet for customer**

4.5.1. BL sheets are received at Line office in a lot size of 500 numbers.

4.5.2. BL sheets are to be released to the shipper on getting proper acknowledgement.

4.5.3. During the issue of subsequent lots, usage details of previous BL sheets to be get from customer and filed.

4.6. **Payment Collection**

4.6.1. For mutually agreed credit terms with customers, cheque is collected at the end of credit period.

4.6.2. Otherwise in all cases cheque is to be collected before release of Bill of Lading.

4.6.3. For new customers DD is preferred than cheque.

4.6.4. Incase the customer is not paid the cheque at the end of credit period, subsequent BL release may be hold or message has to be sent to discharge port for holding container till release of payment.

5. **Applicable Locations:** COK, TUT, MAA, BLR, TPR, HYD, VHP, MUM, GOA & NWD

6. Reference

6.1. QSP.07 – Maersk / Safmarine Agency

1. PURPOSE: To prepare the Standard Operating Procedure for release of Delivery Order for Import Shipments.
2. SCOPE: It includes Standard Operating Procedure for various factors to be considered while releasing Delivery Order to the consignee.
3. RESPONSIBILITY: Manager, Senior Executive, Executive, Officer
4. PROCEDURE:

4.1. **Verification procedure**

4.1.1. Download list of containers from Line website and file custom manifest and application for landing of containers in bonded area.

4.1.2. Issue Cargo Arrival Notice (CAN) along with invoice to the consignee. Verify the charges to be collected mainly Freight (if it is “to collect”), Terminal Handling Charges, and Demurrage.

4.1.3. Original BL is to be received from consignee or consignee’s agent and verified with the details given in the Line website.

4.1.4. Original BL to be endorsed by consignee’s bank and consignee with company seal at the back side of BL.

4.1.5. If Bill of Lading is Seaway Bill, no endorsement is required. If Seway bill is produced by CHA, then authorization letter from consignee also to be collected. For regular customers, one time authorization is enough where as for a new consignee, authorization must be collected prior to release of DO.

4.1.6. If the BL is surrendered at origin port, a copy is to be collected from customer and clause 4.1.5 to be followed.

4.2. **Receipt of Pyament**

4.2.1. Payment in the form of DD to be collected prior to release of DO. DD amount received to be tallied with the charges shown in CAN (Cargo Arrival Notice).

4.3. **Delivery Order Release procedure**

4.3.1. DO to be released with a validity period.

4.3.2. If container is not GATEOUT and GATEIN during the validity period, demurrage to be charged from consignee.

4.3.3. Such payment dues to be collected in the form of DD / Cheque depending on customer credit rating.

4.3.4. If the payment is not realized, action plan such as holding of BL of subsequent shipment, holding containers in transit etc. to be taken.

5. Applicable Locations: COK, TUT, MAA, VHP, BLR, TPR, MLR, HYD, GOA, MUM & NWD

1. PURPOSE: To prepare the Standard Operating Procedure for Ware Housing Operations.
2. SCOPE: It includes Sourcing, Approval and Issue
3. RESPONSIBILITY: Officer In-charge.
4. PROCEDURE:

4.1 Own Ware Houses

4.1.1 Ware Houses are to be available with proper capacity and built and with proper approaches and transportation facility.

4.1.2 Ware Houses available with the company are to be maintained properly by initial overall and periodical repairs to suit the purposes for which the company use them or as per the standard by which the same is let out to the customers.

4.1.3 The warehouses shall be properly protected from the rodent attack or from the inhabitation by birds.

4.1.4 The warehouse shall have proper safety and security arrangements to keep the cargo in safe custody as long as the same is stored.

4.1.5 The ware house shall have proper custodian who shall maintain proper records of the cargo with customer identity, quantity and the date-wise in or out of the stock.

4.1.6 The custodian shall supervise the storage or release of the cargo in an orderly manner to or out without hampering the movement of men, material/equipment or transporting Vehicle.

4.1.7 The custodian shall make use of all facilities and instruments fully and shall ensure that the cargo while in storage is maintained in proper and good condition satisfactory to the customer.

4.1.8 In case something happens beyond the control of the custodian, he shall immediately get in touch with his superior and arrange to solve the problems.

4.1.9 Periodical inspection and corrective actions, if any shall also be undertaken.

4.1.10 Based on any specific additional requirements by customer, the same shall also made available as per company policy.

4.1.11 In case any statutory or regulatory requirements are to be followed for the upkeep, maintenance, cargo-related, etc. the same shall also to be adhered to.

4.2 Rented Ware House

4.2.1 When either the existing warehouse capacity is not sufficient or they are not suited to the type of cargo to be stored, required type and standard type of warehouse is taken on lease/contract.

4.2.2 While resorting to such action, care shall be taken to locate the required type and specification of warehouse.

4.2.3 Once the required warehouse is located, if required the customer's approval can also be obtained.

4.2.4 Proper deeds / lease agreements shall be executed with the warehouse supplier on facility aspects like, infrastructure, equipment, related periodical maintenance and environmental aspects and financial and legal aspects.

4.2.5 Further all other aspects mentioned in the case of own warehouse shall also be ensured.

5. Records

Sl. No.	Record	Identification	Responsibility	Retention Period
01	Warehousing file	SOP-14-A	Officer In-Charge	3 Years

6. Applicable Locations COK, TUT, MLR & MAA

7. Reference

7.1. QSP.2 – Bulk Cargo Operations.

1. PURPOSE: To prepare the Standard Operating Procedure for receipt, issue and Maintenance of external documents.
2. SCOPE: It includes customs and central excise, port regulations, labour related rules, etc.
3. RESPONSIBILITY: Officer In-charge.
4. PROCEDURE:

4.1 Customs and Central Excise

4.1.1 Most of the activities carried out in logistics are guided by the rules and regulations of the government, controlled through customs and central excise.

4.1.2 Such regulations received from them need to be circulated among the staff responsible for carrying out the activities and they need to be aware of these rules and regulations.

4.1.3 As and when the rules and regulations change, and to that effect communications are received from the authorities, it is highly essential to update the information by all operating staff. Locations where the communications not delivered in hard copy same can be downloaded from Customs local website.

4.1.4 To enable this, the official in charge of the receipt and circulation of controlling bodies' documents, shall ensure that the new version of the rule is circulated among the practitioners and the old version shall be withdrawn.

4.2 Port Authority

4.2.1 The port authority is responsible for the conduct of port activities and any logistic activity being carried out by the company shall necessarily know the latest rules, tariffs and other formalities put forth by the authority from time to time.

4.2.2 Also when their rules and regulations change, updating and keeping the staff aware of this is highly essential.

4.2.3 Any latest orders, circulars, etc. received in this connection shall be ensured for circulation among the practitioners and the old versions withdrawn.

4.3 Wherever government/ local authority is enforcing the extant rules shall also be adhered to and the changes thereon shall be aware of by the staff concerned, duly maintaining the latest guidelines. Offices at different locations shall follow the local guidelines.

5. Records

Sl. No.	Record	Identification	Responsibility	Retention Period
01	External Documents Folder	SOP -15 -A	Officer In-Charge	Till validity

6 Applicable Locations: All branches

7 References

7.1 QSP.08 – Control of Documents

1. PURPOSE: To prepare the Standard Operating Procedure for specific process as applicable.
2. SCOPE: It includes all specific activities being carried out at all areas of operation.
3. RESPONSIBILITY: Section in-charge
4. PROCEDURE:

4.1.1 When a customer approaches for carrying out an assignment for him, the requirements are to be fully studied from execution point of view.

4.1.2 Based on the customer requirements a document is to be generated indicating activities to be planned and executed.

4.1.3 This basic document shall be prepared highlighting the specific operations to be carried.

4.1.4 When the said document is filled up it shall become the quality plan for that order with the help of which the executing agency will be able to complete the work to the satisfaction of the customer concerned.

4.1.5 On completion this document shall be the quality plan guiding the concerned to carry out the work without missing any aspect related to a specific work.

4.1.6 On completion of the order this document shall be filed along with the other papers.

5. Records
   Jobwise files of respective jobs of QSP-01 to QSP-06

6. Applicable Locations: All branches.
7. Reference

7.1. QSM.07 – Service Realisation.

1. PURPOSE: To prepare the Standard Operating Procedure for maintaining the customer property.

2. SCOPE: It includes documents submitted by customer for various activities and materials owned by customer.

3. RESPONSIBILITY: Section in-charge

4. PROCEDURE:

4.1. Documents

4.1.1. At the time of execution of the order, as per the requirements based on the check list, the relevant documents handed over by the customer are to be verified and recorded.

4.1.2. Any deviation in the documents shall be immediately communicated to the customer concerned.

4.1.3. These documents are to be safely secured and handled carefully while in use.

4.1.4. On completion of the job, these are to be returned to the customer duly getting his acknowledgement.

4.1.5. In case certain documents are to be retained, till the final period of reference, the same may be retained as per requirement and handed over to customer at the end of the period.

4.2. Materials / Goods

4.2.1. In the case of customer material/goods, the same shall be accepted for storage on the basis of the customer assurance of quality.

4.2.2. The material is to be identified; verified, protected and safe guard till it is under the custody of Aspinwall.

4.2.3. If any customer property is damaged, lost or otherwise found to be unsuitable for use, this shall be reported to the customer and records maintained.

5. Records

Sl. No.	Record	Identification	Responsibility	Retention Period
01	Godown Register	SOP-17-A	Godow- in-Charge	3 Years

6. Applicable Locations:- All branches