P.O. Box 16681
The Palm Tower B, 46th Floor,
Room 4601, Zone 60, Street 820
Bldg. 25, Westbay, Doha, Qatar
www.smsaexpress.com

List of Disciplinary Violations Imposed on Establishment Workers under the Provisions of Qatar Private Sector Labor Law No. 14 of 2004 and Relevant Ministerial Decisions

A. Attendance and Punctuality

Disciplinary Action / Penalty (deduction based on the worker's daily wage)

Category	Violation Description	1st Offense	2nd Offense	3rd Offense	Repeated / Gross Case	Article Reference
Attendance- Late Arrival	Up to 30 minutes late	Verbal Warning	Written Warning	1 Day Deduction	Up to 3 Days Deduction	Art. 58, 61
Attendance- Late Arrival	More than 30 minutes late	Written Warning	1 Day Deduction	3 Days Deduction	Up to 5 Days Deduction	Art. 58, 61
Attendance- Late/ Early	Late arrival / early departure	Verbal / Written Warning	1 Day Deduction	3 Days Deduction	Up to Termination	Art. 58, 61
Attendance- Late/ Early	Leaving workplace without approval before official end of work hours	Verbal Warning	Written Warning	1 Day Deduction	3 Days Deduction	Art. 58
Attendance- Absence without valid reason	1 day without notice	Written Warning	1 Day Deduction	3 Days Deduction	Up to 5 Days Deduction	Art. 58, 61
Attendance- Absence without valid reason	3 consecutive days without excuse	Investigation	Suspension	Termination Procedure	—	Art. 139
Attendance- Absence without valid reason	Absence without notice	Written Warning	1–3 Days Deduction	Suspension	Termination	Art. 61, 139
Attendance- Absence without valid reason	Leaving shift or duty station without informing supervisor	Written Warning	1 Day Deduction	3 Days Deduction	Suspension	Art. 58
Attendance- Absence without valid reason	Failure to attend scheduled overtime or extra duty without valid reason	Verbal Warning	Written Warning	1 Day Deduction	3 Days Deduction	Art. 58
Attendance- Absence without valid reason	Failing to clock in/out multiple times or habitual neglect	Verbal Warning	Written Warning	1 Day Deduction	3 Days Deduction	Art. 58
Attendance- Absence without valid reason	Missing mandatory staff meetings, briefings, or training without valid reason	Verbal Warning	Written Warning	1 Day Deduction	3 Days Deduction	Art. 58
Attendance- Absence without valid reason	Not reporting for assigned rotational or on-call duty without prior approval	Written Warning	2 Days Deduction	Suspension	Termination	Art. 58, 61
Attendance- Unauthorized attendance	Frequent absences even if partially justified	Written Warning	1–3 Days Deduction	Suspension	Termination	Art. 61
Attendance- Unauthorized attendance	Failure to sign in/out, or misuse of attendance system (biometric, swipe, logbook)	Verbal Warning	Written Warning	1 Day Deduction	3 Days Deduction	Art. 58

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A. Attendance and Punctuality

Disciplinary Action / Penalty (deduction based on the worker's daily wage)

Category	Violation Description	1st Offense	2nd Offense	3rd Offense	Repeated / Gross Case	Article Reference
Attendance- Unauthorized attendance	Taking leave without approval or exceeding approved leave period	Written Warning	2 Days Deduction	Suspension	Termination	Art. 61, 139
Attendance- Unauthorized attendance	Leaving work premises during working hours without authorization	Written Warning	2 Days Deduction	Suspension	Termination	Art. 58, 139
Attendance- Unauthorized attendance	Proxy attendance, falsifying records, or allowing others to sign for you	Investigation	Suspension	Termination	Immediate Termination	Art. 139
Attendance- Unauthorized attendance	Taking excessive breaks or extended lunch beyond permitted time	Verbal Warning	Written Warning	1 Day Deduction	3 Days Deduction	Art. 58
Attendance- Unauthorized attendance	Being away from assigned workstation, office, or worksite without approval	Written Warning	2 Days Deduction	Suspension	Termination	Art. 58
Sleeping During Duty	Sleeping during working hours or assigned duty	Verbal Warning	Written Warning	1 Day Deduction	3 Days Deduction	Art. 58

B. Work Performance & Negligence

Disciplinary Action / Penalty (deduction based on the worker's daily wage)

Category	Violation Description	1st Offense	2nd Offense	3rd Offense	Repeated / Gross Case	Article Reference
Employee Performance – Productivity	Unjustified failure to meet delivery timelines or route plans	Written Warning	1 Day Deduction	3 Days Deduction	Suspension	Art. 58
Employee Performance – Productivity	Repeated failure to meet performance standards, careless mistakes, or lack of attention	Written Warning	1 Day Deduction	3 Days Deduction	Termination	Art. 58
Employee Performance – Productivity	Mishandling customer inquiries, complaints, or service requests	Written Warning	1 Day Deduction	3 Days Deduction	Suspension	Art. 58
Employee Performance – Productivity	Incorrect route planning, dispatch errors, or poor coordination causing operational disruption	Written Warning	2 Days Deduction	5 Days Deduction	Termination	Art. 58
Employee Performance – Contractual Obligations	Failure to follow lawful instructions	Written Warning	1 Day Deduction	3 Days Deduction	Termination	Art. 58
Employee Performance – Contractual Obligations	Failure to follow standard operating procedures (SOPs) resulting in delays, errors, or service disruption	Written Warning	1 Day Deduction	3 Days Deduction	Termination	Art. 58
Employee Performance – Contractual Obligations	Incorrect, incomplete, or late preparation of shipping, delivery, customs, or transport documents	Written Warning	1 Day Deduction	3 Days Deduction	Suspension	Art. 58

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B. Work Performance & Negligence

Disciplinary Action / Penalty (deduction based on the worker's daily wage)

Category	Violation Description	1st Offense	2nd Offense	3rd Offense	Repeated / Gross Case	Article Reference
Employee Performance – Contractual Obligations	Incorrect labeling, routing, or handling of shipments causing delay or customer complaint	Written Warning	2 Days Deduction	5 Days Deduction	Termination	Art. 65
Employee Performance – Contractual Obligations	Failure to accurately record, track, or control inventory resulting in loss or discrepancy	Written Warning	2 Days Deduction	Suspension	Termination	Art. 65
Authority Misuse – Company Loss	Failure to report accidents, damage, delays, or safety incidents in a timely manner	Written Warning	1 Day Deduction	3 Days Deduction	Suspension	Art. 58
Authority Misuse – Company Loss	Improper use of TMS, WMS, GPS, ERP, or logistics software	Written Warning	2 Days Deduction	Suspension	Termination	Art. 58
Authority Misuse – Company Loss	Failure to timely update shipment status or operational reports	Verbal Warning	Written Warning	1 Day Deduction	3 Days Deduction	Art. 58
Authority Misuse – Company Loss	Neglecting cargo security procedures leading to damage, loss, or theft risk	Investigation	Suspension	Termination	—	Art. 139
Authority Misuse – Company Loss	Failure to properly supervise drivers, vendors, or subcontractors	Written Warning	2 Days Deduction	Suspension	Termination	Art. 58
Authority Misuse – Company Loss	Failure to follow standard operating procedures (SOPs) resulting in delays, errors, or service disruption	Written Warning	1 Day Deduction	3 Days Deduction	Termination	Art. 58
Authority Misuse – Company Loss	Failure to collect customer payments as per company policy, delayed remittance, incorrect handling of cash/cheques, or failure to submit collected payments within the prescribed time	Written Warning	2 Days Deduction	Suspension	Termination	Art. 58, 65
Authority Misuse – Company Loss	Failure to issue official receipt or proof of payment to customer	Verbal Warning	Written Warning	1 Day Deduction	3 Days Deduction	Art. 58
Authority Misuse – Company Loss	Delay in depositing collected payments to company accounts beyond approved timeline	Written Warning	1 Day Deduction	3 Days Deduction	Suspension	Art. 65
Authority Misuse – Company Loss	Incorrect reporting, reconciliation errors, or mismatch in collected amounts	Written Warning	2 Days Deduction	Suspension	Termination	Art. 65
Authority Misuse – Company Loss	Causing customer disputes or complaints due to improper payment collection or communication	Written Warning	1 Day Deduction	3 Days Deduction	Suspension	Art. 58
Authority Misuse – Personal Benefit	Collecting payments without authorization, issuing unofficial receipts, or collecting amounts not approved by the company	Investigation	Suspension	Termination	Immediate Termination	Art. 139 & Penal Law
Authority Misuse – Personal Benefit	Withholding, misuse, or personal use of customer payments or company funds	Investigation	Suspension	Termination	Immediate Termination	Art. 139 & Penal Law
Company Assets – Maintenance	Minor damage to property or work	Warning + Compensation	3 Days Deduction	5 Days Deduction	Termination	Art. 65
Company Assets – Maintenance	Major loss or risk to company life/property	Investigation	Suspension	Termination	—	Art. 139

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B. Work Performance & Negligence

Disciplinary Action / Penalty (deduction based on the worker's daily wage)

Category	Violation Description	1st Offense	2nd Offense	3rd Offense	Repeated / Gross Case	Article Reference
Company Assets – Unauthorized Use	Using mobile phone during important meetings, briefings, or client discussions	Verbal Warning	Written Warning	1 Day Deduction	3 Days Deduction	Art. 58
Company Assets – Unauthorized Use	Deviating from approved routes or schedules without authorization	Written Warning	2 Days Deduction	Suspension	Termination	Art. 65
Company Assets – Vehicle Misuse	Careless driving, improper vehicle operation, or failure to follow fleet rules (non-accident)	Written Warning	2 Days Deduction	Suspension	Termination	Art. 65
Company Assets – Vehicle Misuse	Accident caused by employee negligence or violation of traffic rules	Investigation	Deduction + Compensation	Suspension	Termination	Art. 65, 139
Company Assets – Vehicle Misuse	Failure to conduct required vehicle or equipment checks	Written Warning	2 Days Deduction	5 Days Deduction	Termination	Art. 65
Company Assets – Workplace Organization	Improper loading, unloading, stacking, or securing of goods	Written Warning	2 Days Deduction	5 Days Deduction	Termination	Art. 65
Company Assets – Workplace Organization	Poor housekeeping, unsafe storage, or failure to follow warehouse safety and handling rules	Written Warning	2 Days Deduction	5 Days Deduction	Termination	Art. 100, 65

C. Employee Behavior – Misconduct

Disciplinary Action / Penalty (deduction based on the worker's daily wage)

Category	Violation Description	1st Offense	2nd Offense	3rd Offense	Repeated / Gross Case	Article Reference
Employee Behavior – Misconduct	Disrespect toward colleagues	Written Warning	2 Days Deduction	5 Days Deduction	Termination	Art. 58
Employee Behavior – Misconduct	Disrespect toward supervisor/management	2 Days Deduction	5 Days Deduction	Suspension	Termination	Art. 139
Employee Behavior – Misconduct	Use of offensive, insulting, or obscene language in workplace	Written Warning	3 Days Deduction	Suspension	Termination	Art. 58, 139
Employee Behavior – Misconduct	Shouting, loud arguments, or other behavior disrupting workplace	Written Warning	2 Days Deduction	5 Days Deduction	Termination	Art. 58
Employee Behavior – Misconduct	Spreading false or malicious information harming colleagues or company	Verbal Warning	Written Warning	2 Days Deduction	Suspension	Art. 58
Employee Behavior – Misconduct	Sending inappropriate emails, messages, or social media posts about colleagues, clients, or company	Written Warning	2 Days Deduction	Suspension	Termination	Art. 58, 139
Employee Behavior – Misconduct	Inappropriate personal relationships affecting work, favoritism, or misuse of influence	Investigation	Suspension	Termination	Immediate Termination	Art. 139

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C. Employee Behavior – Misconduct

Disciplinary Action / Penalty (deduction based on the worker's daily wage)

Category	Violation Description	1st Offense	2nd Offense	3rd Offense	Repeated / Gross Case	Article Reference
Employee Behavior – Misconduct	Repeated refusal to follow lawful instructions or disrespectful challenge to authority	Written Warning	2 Days Deduction	Suspension	Termination	Art. 58, 139
Employee Behavior – Misconduct	Using threats, manipulation, or authority to force colleagues to act against their will	Investigation	Suspension	Termination	Immediate Termination	Art. 139
Employee Behavior – Discipline	Retaliating against employees who raise complaints or cooperate in investigations	Investigation	Suspension	Termination	Immediate Termination	Art. 139
Employee Behavior – Discipline	Threatening termination, demotion, poor evaluation, or other forms of intimidation to force compliance	Investigation	Suspension	Termination	Immediate Termination	Art. 139
Employee Behavior – EHS	Fighting or physical assault	Suspension	Termination After Investigation	—	—	Art. 139
Employee Behavior – EHS	Spitting, consuming alcohol, or using intoxicants at workplace	Written Warning	1 Day Deduction	Suspension	Termination	Art. 139 & Health Regulations
Employee Behavior – Contractual Obligations	Any form (verbal, written, electronic)	Investigation	Termination or 5 Days Deduction	—	—	Art. 139 & Penal Law
Employee Behavior – Contractual Obligations	Unwelcome sexual advances, requests, or behavior affecting work	Investigation	Termination	—	—	Art. 139 & Penal Law
Employee Behavior – Contractual Obligations	Behavior based on gender, religion, race, disability, age, or other protected characteristics	Investigation	Suspension	Termination	Immediate Termination	Art. 139 & Penal Law
Employee Behavior – Smoking Unassigned Areas	Smoking in restricted areas or within company premises	Written Warning	1 Day Deduction	3 Days Deduction	Suspension	Art. 100
Employee Behavior – Company Assets	Taking or misusing company or colleagues' property without permission	Investigation	Suspension	Termination	Immediate Termination	Art. 139 & Penal Law
Employee Behavior – Unauthorized	Organizing or participating in unauthorized meetings or assemblies during working hours	Written Warning	2 Days Deduction	Suspension	Termination	Art. 58, 139
Employee Behavior – Company Process	Assigning work or benefits unfairly based on personal relationships or using authority for personal gain	Investigation	Suspension	Termination	Immediate Termination	Art. 139

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D. Company Property & Confidentiality

Disciplinary Action / Penalty (deduction based on the worker's daily wage)

Category	Violation Description	1st Offense	2nd Offense	3rd Offense	Repeated / Gross Case	Article Reference
Non-Compliance – Company policies/ procedures	Losing, lending, or allowing others to use company ID cards or access badges	Verbal Warning	Written Warning	1 Day Deduction	3 Days Deduction	Art. 58
Non-Compliance – Company policies/ procedures	Careless handling, damaging monitors, screens, or display devices	Written Warning	Deduction for Damage	Suspension	Termination	Art. 65
Non-Compliance – Company policies/ procedures	Misuse, damage, or tampering with printers, scanners, photocopiers, or other office machines	Written Warning	Deduction for Damage	Suspension	Termination	Art. 65
Non-Compliance – Company policies/ procedures	Losing company property (ID, laptop, device, tools, furniture, documents, vehicles) due to negligence	Written Warning	Deduction / 1–2 Days Deduction	Suspension	Termination	Art. 65
Non-Compliance – Company policies/ procedures	Failure to maintain or properly care for company assets including tools, IT equipment, vehicles, or furniture	Written Warning	Deduction for Damage	Suspension	Termination	Art. 65
Non-Compliance – Company policies/ procedures	Throwing away, donating, selling, or discarding company property without approval	Investigation	Suspension	Termination	Immediate Termination	Art. 139
Non-Compliance – Company policies/ procedures	Damage or misuse of chairs, tables, cabinets, shelves, or other office/warehouse furniture	Written Warning	Deduction for Damage	Suspension	Termination	Art. 65
Non-Compliance – Company policies/ procedures	Excessive or unauthorized use of stationery, packaging materials, tools, or consumables	Verbal Warning	Written Warning	1 Day Deduction	3 Days Deduction	Art. 58
Non-Compliance – Company policies/ procedures	Losing, lending, or allowing others to use company ID cards or access badges	Verbal Warning	Written Warning	1 Day Deduction	3 Days Deduction	Art. 58
Legal compliance – Confidential information	Sharing or using company intellectual property or sensitive data for personal benefit or external parties	Investigation	Suspension	Termination	Immediate Termination	Art. 139
Legal compliance – Confidential information	Copying, sharing, or leaking company data, client information, or confidential documents	Suspension	Termination	—	—	Art. 139
Legal compliance – Illegitimate actions	Unauthorized access, installing prohibited software, or connecting external devices to company systems	Written Warning	Suspension	Termination	Immediate Termination	Art. 139
Legal compliance – Illegitimate actions	Entering restricted areas, systems, or files without permission	Written Warning	Suspension	Termination	Immediate Termination	Art. 139
Legal compliance- Illegitimate actions	Unauthorized use, software installation, removal, or tampering with company laptops or desktops	Written Warning	2 Days Deduction	Suspension	Termination	Art. 58, 65
Legal compliance – Official Documentation	Loss, damage, or improper handling of contracts, invoices, delivery notes, or company records	Written Warning	1–2 Days Deduction	Suspension	Termination	Art. 65
Falsification – Company papers/ documents	Falsifying invoices, delivery receipts, or internal records	Investigation	Suspension	Termination	Immediate Termination	Art. 139 & Penal Law

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D. Company Property & Confidentiality

Disciplinary Action / Penalty (deduction based on the worker's daily wage)

Category	Violation Description	1st Offense	2nd Offense	3rd Offense	Repeated / Gross Case	Article Reference
Company Assets – Maintenance	Misuse, damage, or improper handling of forklifts, pallet jacks, trolleys, or conveyor systems	Written Warning	Deduction for Damage	Suspension	Termination	Art. 65
Company Assets- Maintenance	Misuse or damage of fire extinguishers, first aid kits, PPE, or other safety equipment	Written Warning	Deduction for Damage	Suspension	Termination	Art. 100, 65
Privilege Misuse- Company Loss	Damage, loss, or unauthorized personal use of company tools (hand tools, scanners, measuring devices)	Written Warning	Deduction for Damage	Suspension	Termination	Art. 65
Non-Compliance – Mobile Usage	Using company mobile phones, tablets, handheld scanners, or GPS devices for personal purposes without approval	Written Warning	Deduction for Misuse	Suspension	Termination	Art. 58
Privilege Misuse – Business Travel	Using vehicles for unauthorized purposes, unsafe driving, or personal errands	Written Warning	Deduction for Damage	Suspension	Termination	Art. 65
Theft – SMSA assets/ products/money	Losing, sharing, or duplicating keys/access cards to company property or restricted areas	Written Warning	Deduction / 1 Day Deduction	Suspension	Termination	Art. 58

E. Health, Safety & Security

Disciplinary Action / Penalty (deduction based on the worker's daily wage)

Category	Violation Description	1st Offense	2nd Offense	3rd Offense	Repeated / Gross Case	Article Reference
Non-Compliance- Company Uniform	Failure to use personal protective equipment	Written Warning	1 Day Deduction	3 Days Deduction	Termination	Art. 100
Employee Behavior – EHS	Risk causing injury or damage	3 Days Deduction	Suspension	Termination	—	Art. 100, 139
Employee Behavior – EHS	Weapons, drugs, intoxicants	Suspension	Termination	—	—	Art. 139 & Penal Law
Employee Behavior – EHS	Blocking fire exits, misusing fire extinguishers, or not following fire evacuation procedures	Written Warning	1–2 Days Deduction	Suspension	Termination	Art. 100
Employee Behavior – EHS	Failure to follow emergency drills, alarms, or evacuation instructions	Written Warning	1 Day Deduction	Suspension	Termination	Art. 100
Employee Behavior – EHS	Unsafe workstation setup causing injury (improper lifting, sitting posture, manual handling)	Verbal Warning	Written Warning	1 Day Deduction	3 Days Deduction	Art. 100
Employee Behavior – EHS	Leaving work area hazardous or unsanitary (spills, clutter, blocked pathways)	Verbal Warning	Written Warning	1 Day Deduction	Suspension	Art. 100
Employee Behavior – EHS	Not reporting unsafe conditions, incidents, near-misses, or accidents	Written Warning	1–2 Days Deduction	Suspension	Termination	Art. 100

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E. Health, Safety & Security

Disciplinary Action / Penalty (deduction based on the worker's daily wage)

Category	Violation Description	1st Offense	2nd Offense	3rd Offense	Repeated / Gross Case	Article Reference
Employee Behavior – EHS	Operating machinery without proper training or safety protocols	Written Warning	1–2 Days Deduction	Suspension	Termination	Art. 100, 65
Employee Behavior – EHS	Unsafe lifting, stacking, or moving of heavy goods causing risk	Verbal Warning	Written Warning	1 Day Deduction	Suspension	Art. 100
Employee Behavior – EHS	Unsafe driving of company vehicles, forklifts, or warehouse transport	Written Warning	1–3 Days Deduction	Suspension	Termination	Art. 100, 65
Employee Behavior – EHS	Causing or neglecting hazards that could result in slips, trips, or falls	Verbal Warning	Written Warning	1 Day Deduction	Suspension	Art. 100
Employee Behavior – EHS	Not using safety harnesses, ladders, or scaffolding properly	Written Warning	Suspension	Termination	—	Art. 100
Employee Behavior – EHS	Ignoring safety signs, markings, or hazard warnings	Verbal Warning	Written Warning	1 Day Deduction	3 Days Deduction	Art. 100
Employee Behavior – EHS	Smoking in non-designated areas, warehouses, or near flammable materials	Written Warning	1 Day Deduction	3 Days Deduction	Suspension	Art. 100
Employee Behavior – EHS	Eating, drinking, or leaving containers in hazardous areas (warehouses, labs, loading docks)	Verbal Warning	Written Warning	1 Day Deduction	3 Days Deduction	Art. 100
Employee Behavior – EHS	Reporting to work under the influence of alcohol or drugs	Suspension	Termination	—	—	Art. 139 & Penal Law
Employee Behavior – EHS	Improper handling of chemicals, fuels, or other hazardous substances	Written Warning	1–2 Days Deduction	Suspension	Termination	Art. 100
Employee Behavior – EHS	Ignoring injuries, accidents, or failing to provide basic first aid	Written Warning	1 Day Deduction	Suspension	Termination	Art. 100
Employee Behavior – EHS	Threatening or violent behavior that endangers health and safety of others	Suspension	Termination After Investigation	—	—	Art. 139
Legal compliance – Illegitimate actions	Unauthorized access to restricted areas, tampering with security devices	Written Warning	Suspension	Termination	Immediate Termination	Art. 139

I, _____, **Employee ID #** _____, the undersigned, hereby acknowledge that I have **received, read and understood** the **Disciplinary Rules and Penalties** of **SMSA Transport Limited Company**, prepared in accordance with **Articles of the Qatar Labor Law**. I commit to **comply with all rules, procedures and penalties** outlined in this policy. I understand that **failure to adhere to these rules may result in disciplinary action** in accordance with company policy and the provisions of Qatar Labor Law.