

**List of Disciplinary Actions and Violations Imposed on Establishments' Workers
Under the Provisions of the Private Sector Labor Law # (36) for the Year 2012**

| Working Time Violations Disciplinary Action/Penalty (deduction based on the worker's daily wage) | | | | | | | |
|---|--|---|---|--------------------------|--------------------------|---|---|
| S.N. | Type of violation | 1 st incident | 2 nd incident | 3 rd incident | 4 th incident | After the 4 th incident | Remarks |
| 1 | Not more than 15 minutes late arrival for work | Verbal warning | Written warning | 25% | 50% | One day | The incidents end with the end of the calendar year |
| 2 | More than 15 minutes and up to 30 min late arrival for work | Written warning | 25% | 50% | Two days | Two days | The incidents end with the end of the calendar year |
| 3 | More than 30 minutes and up to 60 min late arrival for work | 25% | 50% | 75% | One day | Two days | The incidents end with the end of the calendar year |
| 4 | More than 60 minutes and up to 90 minutes late arrival for work | Written warning | One day | Two days | Three days | In addition to deduction of the pay for the hours the worker has been late | The incidents end with the end of the calendar year |
| 5 | More than 90 minutes late arrival for work | Employee is treated as absent and absentee rules for one working day absence shall be applied. | | | | | The incidents end with the end of the calendar year |
| 6 | Leaving work or departing (not more than 15 minutes) prior to the end of the workday | Written warning | 25% | 50% | One day | In addition to deduction of the pay for the period the employee left his work | The incidents end with the end of the calendar year |
| 7 | Leaving work or departing (more than 15 min up to 30 min) prior to the end of the workday. | Written warning | 50% | One day | Two days | In addition to deduction of the pay for period the employee left his work | The incidents end with the end of the calendar year |
| 8 | Leaving work or departing (more than 30 min up to 60 min) prior to the end of the workday. | Written warning | One day | Two days | Three days | In addition to deduction of the pay for the period the employee left his work | The incidents end with the end of the calendar year |
| 9 | Leaving work or departing (more than 60 min up to 90 min) prior to the end of the workday. | 50% | 75% | One day | Two days | In addition to deduction of the pay for the period the employee left his work | The incidents end with the end of the calendar year |
| 10 | Leaving work or departing (more than 90 min) prior to the end of the workday. . | Employee is treated as absent and absentee rules for one working day absence shall be applied. | | | | | |
| 11 | Staying at or returning to the workplace after the end of the specified working hours without prior permission | Verbal warning | Written warning | 25% | 50% | One day | The incidents end with the end of the calendar year |
| 12 | One day absence during the calendar year without a convincing reason | One day | Two days | Three days | Four days | Five days | The incidents end with the end of the calendar year |
| 13 | Absence for 10 consecutive days during the calendar year without a convincing reason | Termination without notice or compensation | according to article 107 of the labor law | | | | A written warning should be issued after 5 days of absence before |
| 14 | Intermittent absence without legitimate reason for 20 days during one calendar year | Termination without notice or compensation | according to article 107 of the labor law | | | | A written warning should be issued after 5 days of absence |

I _____ Employee Number: _____ have received a copy of the DVD and acknowledge its contents.

I further accept that the DVD will form part of my contract and the terms and conditions of employment with SMSA Support Services Co W.L.L.

Violations Related Work Organization (1)
Disciplinary Action/Penalty (deduction based on the worker's daily wage)

| S.N. | Type of violation | 1 st incident | 2 nd incident | 3 rd incident | 4 th incident | After the 4 th incident | | Remarks |
|------|---|--------------------------|--------------------------|--------------------------|--------------------------|------------------------------------|---|---|
| 1 | Interference in other people's business such as poking one's nose into matters between another worker and his direct boss | Verbal warning | Written warning | One day | Two days | Three days | | The incidents end with the end of the calendar year |
| 2 | Using another employee's computer | Written warning | One day | Two days | Three days | Four days | | The incidents end with the end of the calendar year |
| 3 | Disobeying the direct manager's instructions regarding the organization of the workplace, workstations and use of the company devices | Written warning | One day | Two days | Three days | Four days | | The incidents end with the end of the calendar year |
| 4 | Exiting and entering through places other than the designated exits and entries. | Written warning | One day | Two days | Three days | Four days | | The incidents end with the end of the calendar year |
| 5 | Negligence in cleaning, maintaining and taking care of the machines, equipment or reporting their defects | Written warning | One day | Two days | Three days | Four days | | The incidents end with the end of the calendar year |
| 6 | Repair and maintenance tools are not returned to their designated places after use. | Written warning | One day | Two days | Three days | Four days | | The incidents end with the end of the calendar year |
| 7 | Eating at times or in places other than the designated ones | Written warning | One day | Two days | Three days | Four days | | The incidents end with the end of the calendar year |
| 8 | Sleep on the job | One day | Two days | Three days | Four days | Five days | | The incidents end with the end of the calendar year |
| 9 | Wandering around in the building or loitering in places other than your workplace during working hours. | One day | Two days | Three days | Four days | Five days | | The incidents end with the end of the calendar year |
| 10 | Smoking in areas where smoking is banned | Two days | Three days | Five days | Service Termination | | As per Violations and Disciplinary Actions List | The incidents end with the end of the calendar year |
| 11 | Misuse of company vehicles that may result in damage or defects | Written warning | One day | Two days | Three days | Four days | | The incidents end with the end of the calendar year |
| 12 | Official urgent reports are not submitted when an accident occurs | One day | Two days | Three days | Four days | Five days | | The incidents end with the end of the calendar year |
| 13 | Driving company vehicle without a permit and without a valid driving license | One day | Two days | Three days | Four days | Five days | | The incidents end with the end of the calendar year |
| 14 | Loss of company important data/information while in the employee's custody | One day | Two days | Three days | Four days | Five days | | The incidents end with the end of the calendar year |
| 15 | Employee includes his family members in the company promotional campaigns | One day | Two days | Three days | Four days | Five days | | The incidents end with the end of the calendar year |
| 16 | Receiving guests at the workplace without the management knowledge | Written warning | One day | Two days | Three days | Four days | | The incidents end with the end of the calendar year |
| 17 | Using company machines, equipment and tools for personal advantage without permission | Written warning | One day | Two days | Three days | Four days | | The incidents end with the end of the calendar year |
| 18 | Employee unrightfully interferes in matters none of his business or not assigned to him | Written warning | One day | Two days | Three days | Four days | | The incidents end with the end of the calendar year |
| 19 | Ripping or damaging the establishment's ads or notices. | Written warning | One day | Two days | Three days | Four days | | The incidents end with the end of the calendar year |
| 20 | Not taking care of what is in his custody such as vehicles, machines, equipment, tools, etc. | One day | Two days | Three days | Four days | Service termination | As per Violations and Disciplinary Actions List | The incidents end with the end of the calendar year |

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Violations Related to Work Organization (2) Disciplinary Action/Penalty

| S.N. | Type of violation | 1 st incident | 2 nd incident | 3 rd incident | 4 th incident | After the 4 th incident | | Remarks |
|------|---|--|---|---|--|------------------------------------|--|--------------------------------------|
| 1 | Being in places other than his workplace without a reason during working hours which indicates that the employee will not stick to his main tasks in the long term | 1 st written warning | 2 nd written warning | Final written warning (employee to be deprived of promotion and increments) | | | | |
| 2 | Employee does not discharge his contractual obligations | Termination without notice or compensation | According to article (107) of the labor Law | | | | | |
| 3 | Misuse of company deductions which will jeopardize the establishment's interest and result in financial loss | 1 st written warning | 2 nd written warning | Final written warning (employee to be deprived of promotion and increments) | | | | |
| 4 | Giving deductions to people whom he knows are not entitled, and this will cause financial loss to the establishment and is considered a breach of trust. | 1 st written warning | 2 nd written warning | Final written warning (employee to be deprived of promotion and increments) | Services Termination as per Article 80 | | | |
| 5 | Non-compliance with recording the company properties or undelivered customers' shipments or shipments found later, or not safeguarding shipment once found. | 1 st written warning | 2 nd written warning | Final written warning (employee to be deprived of promotion and increments) | | | | |
| 6 | Poor performance | 1 st written warning | 2 nd written warning | Final written warning (employee to be deprived of promotion and increments) | | | | |
| 7 | Non-compliance with safeguarding shipments. Losing/ damaging shipments. | 1 st written warning | 2 nd written warning | Final written warning (employee to be deprived of promotion and increments) | | | | |
| 8 | Not recording cash sales or shipments complete processes (if no theft is committed) | Two days | Three days | Five days | Termination | | | As per the disciplinary actions list |
| 9 | Intentional tampering with customer calls and putting them on hold, or not being in a state of readiness which tarnishes the company's image in the market in addition to the material damage | 1 st written warning | 2 nd written warning | Final written warning (employee to be deprived of promotion and increments) | | | | |
| 10 | Intentionally changing or falsifying the attendance sheets for self or for another employee which is considered a breach of trust | 1 st written warning | 2 nd written warning | Final written warning (employee to be deprived of promotion and increments) | | | | |
| 11 | Misusing the privileges given by the company for personal gains which is considered a breach of trust. | 1 st written warning | 2 nd written warning | Final written warning (employee to be deprived of promotion and increments) | | | | |
| 12 | Employee uses his authority and position for personal gains at the expense of the company | 1 st written warning | 2 nd written warning | Final written warning (employee to be deprived of promotion and increments) | | | | |
| 13 | Employee abuses business trips to unjustly obtain extra allowances or get business trip allowances in advance without travelling which is deemed a breach of trust. | 1 st written warning | 2 nd written warning | Final written warning (employee to be deprived of promotion and increments) | | | | |

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|----|--|--|---|---|--|--|--|
| 14 | Negligence or slackness in work which may adversely affect the employees' health or safety or cause damage to the equipment, materials and devices. | Termination without notice or compensation | AS per article 107 of the labor law | | | | |
| 15 | Non-compliance with RSC opening/closing time which causes financial loss to the establishment | 1 st written warning | 2 nd written warning (employee to be deprived of incentives) | Final written warning (employee to be deprived of promotion and increments) | | | |
| 16 | Accepting or receiving money or gifts from anyone or any supplier with aim of favoring one supplier at the expense of the other | 1 st written warning | 2 nd written warning | Final written warning (employee to be deprived of promotion and increments) | | | |
| 17 | Not depositing the company money within the fixed period without a sound reason (employee is given three (3) days to deposit the money. If money is not deposited it shall be regarded as theft) | 1 st written warning | 2 nd written warning | Final written warning (employee to be deprived of promotion and increments) | | | |
| 18 | Sending personal parcels or shipments without paying the required charges which will cause the establishment to incur financial loss | 1 st written warning | 2 nd written warning | Final written warning (employee to be deprived of promotion and increments) | | | |
| 19 | Engaging in commercial business in the workplace not in the interest of the company | 1 st written warning | 2 nd written warning | Final written warning (employee to be deprived of promotion and increments) | | | |
| 20 | Intentional reduction in productivity | 1 st written warning | 2 nd written warning | Final written warning (employee to be deprived of promotion and increments) | | | |
| 21 | Not revealing illegitimate actions committed by employees at the workplace. | 1 st written warning | 2 nd written warning | Final written warning (employee to be deprived of promotion and increments) | | | |
| 22 | Non-compliance with the fire, health and safety regulations or cleanliness instructions posted in workplaces | 1 st written warning | 2 nd written warning | Final written warning (employee to be deprived of promotion and increments) | | | |

Violations Related to Work Organization (3)

Disciplinary Action/Penalty

| S.N. | Type of violation | 1 st incident | 2 nd incident | 3 rd incident | 4 th incident | After the 4 th incident | | Remarks |
|------|--|--|---|---|--------------------------|------------------------------------|--|---------|
| 1 | Engaging in any commercial activity or business similar to SMSA's | 1 st written warning | 2 nd written warning | Final written warning (employee to be deprived of promotion and increments) | | | | |
| 2 | Stealing SMSA products or money collected or tools, equipment or fuel coupons | Termination without notice or compensation | According to article (107) of the labor Law | | | | | |
| 3 | Disclosing company confidential information that will directly or indirectly affect the its business | Termination without notice or compensation | According to article (107) of the labor Law | | | | | |
| 4 | Intentionally withholding information or giving false written or verbal testimony during investigation | Termination without notice or compensation | According to article (107) of the labor Law | | | | | |

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|----|--|--|---|---|--|--|--|
| 5 | Making statements about company information to the media without being authorized. | Termination without notice or compensation | According to article (107) of the labor Law | | | | |
| 6 | Falsifying company accounts or expenses | Termination without notice or compensation | According to article (107) of the labor Law | | | | |
| 7 | Falsifying company papers or documents | Termination without notice or compensation | According to article (107) of the labor Law | | | | |
| 8 | Falsifying documents to get the job | Termination without notice or compensation | According to article (107) of the labor Law | | | | |
| 9 | Using the computer of one of the directors or those in charge and perusing the establishment confidential information and the resulting risks associated therewith. | Termination without notice or compensation | According to article (107) of the labor Law | | | | |
| 10 | Conducting negotiations with suppliers about contracts or seeking to attract contractors/suppliers for personal gain | 1 st written warning | 2 nd written warning | Final written warning (employee to be deprived of promotion and increments) | | | |
| 11 | Recruiting employees for personal gain | 1 st written warning | 2 nd written warning | Final written warning (employee to be deprived of promotion and increments) | | | |
| 12 | Bringing dangerous tools or materials to the workplace that, when used, may endanger the life of their users or others lives. | Termination without notice or compensation | According to article (107) of the labor Law | | | | |
| 13 | Accepting entertainment, gratuity or gifts from a supplier/contractor against offering services in kind such as provision of a rest house during the weekend or staying at a hotel | 1 st written warning | 2 nd written warning | Final written warning (employee to be deprived of promotion and increments) | | | |
| 14 | Perusing or accessing information you are not allowed to know or have access to. | Termination without notice or compensation | According to article (107) of the labor Law | | | | |
| 15 | Carrying out illegitimate activities or works | Termination without notice or compensation | According to article (107) of the labor Law | | | | |
| 16 | Giving incorrect information in the employment application form or in the other company's documents. | 1 st written warning | 2 nd written warning | Final written warning (employee to be deprived of promotion and increments) | | | |
| 17 | An MRM customer asks for getting rid of an employee or requires that the employee should not be present in his establishment mailroom due to poor performance or misconduct. | 1 st written warning | 2 nd written warning | Final written warning (employee to be deprived of promotion and increments) | | | |
| 18 | Working with another entity not affiliated with the establishment | 1 st written warning | 2 nd written warning | Final written warning (employee to be deprived of promotion and increments) | | | |

Violations Related to Worker's Conduct (1)
Disciplinary Action/Penalty (Deduction based on the worker's daily wage)

| S.N. | Type of violation | 1 st incident | 2 nd incident | 3 rd incident | 4 th incident | After the 4 th incident | | Remarks |
|------|---|--------------------------|--------------------------|--------------------------|--------------------------|------------------------------------|--|--|
| 1 | Wrangling with colleagues or others or causing commotion at the workplace | Written warning | One day | Two days | Three days | Four days | | The incidents end with the end of the calendar year. |
| 2 | Refusal to wear uniform or safety and security gear. | Written warning | One day | Two days | Three days | Four days | | The incidents end with the end of the calendar year |

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|----|---|-----------------|-----------|-----------|------------|-----------|---|
| 3 | Disobeying investigation committee's order to attend or testify | Written warning | One day | Two days | Three days | Four days | The incidents end with the end of the calendar year |
| 4 | Wearing inappropriate clothes that may be against the company attire policy | Written warning | One day | Two days | Three days | Four days | The incidents end with the end of the calendar year |
| 5 | Not sticking to wearing Company uniform | Written warning | One day | Two days | Three days | Four days | The incidents end with the end of the calendar year |
| 6 | Misbehaving with fellow employees | Written warning | One day | Two days | Three days | Four days | The incidents end with the end of the calendar year |
| 7 | Feigning sickness or lying about sustaining injury during or because of work | Written warning | One day | Two days | Three days | Four days | The incidents end with the end of the calendar year |
| 8 | Refusal to have a checkup when asked by the establishment or to follow medical instructions | Written warning | One day | Two days | Three days | Four days | The incidents end with the end of the calendar year |
| 9 | Disobeying medical instructions | Written warning | One day | Two days | Three days | Four days | The incidents end with the end of the calendar year |
| 10 | Writing or sticking notices on the establishment buildings walls | Written warning | One day | Two days | Three days | Four days | The incidents end with the end of the calendar year |
| 11 | Refusing administrative inspection when leaving work | Written warning | One day | Two days | Three days | Four days | The incidents end with the end of the calendar year |
| 12 | Playing games whether real or on the computer, mobile phone or in any other way | Three days | Four days | Five days | Five days | Five days | The incidents end with the end of the calendar year |

Violations Related to Worker's Conduct (2)
Disciplinary Action/Penalty

| S.N. | Type of violation | 1 st incident | 2 nd incident | 3 rd incident | 4 th incident | After the 4 th incident | | Remarks |
|------|---|---------------------------------|---------------------------------|---|--------------------------|------------------------------------|--|---------|
| 1 | Evading training courses announced by the establishment | 1 st Written warning | 2 nd written warning | Final written warning (employee to be deprived of promotion and increments) | | | | |
| 2 | Sneaking out of work during working hours | 1 st Written warning | 2 nd written warning | Final written warning (employee to be deprived of promotion and increments) | | | | |
| 3 | Extending breaks and prayer times and returning late to the workplace | 1 st Written warning | 2 nd written warning | Final written warning (employee to be deprived of promotion and increments) | | | | |
| 4 | Reckless driving company cars | 1 st Written warning | 2 nd written warning | Final written warning (employee to be deprived of promotion and increments) | | | | |
| 5 | Non-compliance with or not following the company policies and procedures as well as failure to adhere to the level of authority | 1 st Written warning | 2 nd written warning | Final written warning (employee to be deprived of promotion and increments) | | | | |
| 6 | Filing a malicious report or complaint | 1 st Written warning | 2 nd written warning | Final written warning (employee to be deprived of promotion and increments) | | | | |
| 7 | Indecent utterance or act | 1 st Written warning | 2 nd written warning | Final written warning (employee to be deprived of promotion and increments) | | | | |

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|----|---|--|-------------------------------------|---|--|--|--|
| 8 | Misusing the company email or other means of communication | 1 st Written warning | 2 nd written warning | Final written warning (employee to be deprived of promotion and increments) | | | |
| 9 | Using text messages or emails to send outrageous material about the company, its employees or customers. | Termination without notice or compensation | As per article 107 of the labor law | | | | |
| 10 | Threatening or scaring a company employee in any way. | 1 st Written warning | 2 nd written warning | Final written warning (employee to be deprived of promotion and increments) | | | |
| 11 | Distributing offensive or inappropriate flyers/ printed matter or displaying unauthorized posters | 1 st Written warning | 2 nd written warning | Final written warning (employee to be deprived of promotion and increments) | | | |
| 12 | Rudeness to customers which will lead to damaging the company image and market position in addition to the financial loss in the long term | Termination without notice or compensation | As per article 107 of the labor law | | | | |
| 13 | Disobeying or inciting not to follow the instructions related to the safety of work environment | 1 st Written warning | 2 nd written warning | Final written warning (employee to be deprived of promotion and increments) | | | |
| 14 | Disobedience by an employee alone or the employees together | 1 st Written warning | 2 nd written warning | Final written warning (employee to be deprived of promotion and increments) | | | |
| 15 | False accusation against fellow employees or customers, spreading rumors about or slandering colleagues | 1 st Written warning | 2 nd written warning | Final written warning (employee to be deprived of promotion and increments) | | | |
| 16 | Employee misconduct at the workplace or the customer's workplace, e.g. singing, shouting, quarrelling, etc | 1 st Written warning | 2 nd written warning | Final written warning (employee to be deprived of promotion and increments) | | | |
| 17 | Using the mobile phone or browsing the Internet for personal reasons during working hours which will adversely affect the establishment and prevent the employee from performing his duties | 1 st Written warning | 2 nd written warning | Final written warning (employee to be deprived of promotion and increments) | | | |

Violations Related to Worker's Conduct (3)

Disciplinary Action/Penalty

| S.N. | Type of violation | 1 st incident | 2 nd incident | 3 rd incident | 4 th incident | After the 4 th incident | | Remarks |
|------|--|--|---|--------------------------|--------------------------|------------------------------------|--|---------|
| 1 | Impersonation, false testimony or recommendation | Termination without notice or compensation | According to article (107) of the labor Law | | | | | |
| 2 | Employee convicted and sentenced for crimes related to moral turpitude, integrity or code of conduct | Termination without notice or compensation | According to article (107) of the labor Law | | | | | |
| 3 | A fault committed by an employee that causes serious material losses to the employer provided the employer reports the incident to the competent authority within 24 hours | Termination without notice or compensation | According to article (107) of the labor Law | | | | | |

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|---|---|--|---|--|--|--|--|
| 4 | Using abusive, offensive language or making political, racial, anti-religion, or obscene gestures | Termination without notice or compensation | According to article (107) of the labor Law | | | | |
| 5 | Public indecency | Termination without notice or compensation | According to article (107) of the labor Law | | | | |
| 6 | Reporting to work under the influence of alcoholic beverage, drugs or any other illegal substances or bringing such substances to the workplace | Termination without notice or compensation | According to article (107) of the labor Law | | | | |
| 7 | Verbal or gestural assault against colleagues or using electronic means of communication to insult or demean fellow employees | Termination without notice or compensation | According to article (107) of the labor Law | | | | |
| 8 | Physical assault on co-workers or others in a pornographic manner | Termination without notice or compensation | According to article (107) of the labor Law | | | | |
| 9 | Physical or verbal assault, or by any means of electronic communication, on the employer, direct manager, or one of the superiors during the work | Termination without notice or compensation | According to article (107) of the labor Law | | | | |

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