

 <p>SMSA</p>	SMSA P.O. Box 63259 Riyadh 11526, K.S.A.	Document ID	SMSA-HC19
		Revision no.	05
		Effective Date	01-06-2025
		Next Revision Date	31-05-2027
		Function	Warehouse
		Page	Page 1 of 2
	STANDARD OPERATING PROCEDURE Disciplinary Actions		

1.0 PURPOSE

1.1 To describe the procedure of disciplinary actions to be taken in relation with safety, security, and fraud when dealing with pharmaceutical products.

2.0 SCOPE

2.1 This procedure is applicable to all SMSA warehouse personnel working within the Healthcare Warehouse and assigned to receive, dispatch, storage, and deliver drug products.

3.0 ABBREVIATIONS/DEFINITION

No.	Term	Description
1	SOP	Standard Operating Procedure
2	HR	Human Resource
3	QRM	Quality and Risk Management

4.0 RESPONSIBILITY

4.1 It is the responsibility of Project manager or Assistant Project Manager to report issues related as mentioned above to HR and QRM department.

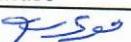
5.0 PRECAUTION/INSTRUCTION

5.1 All activities related with safety, Security, and fraud shall be reported to the concern department.

6.0 PROCEDURE

6.1 Handling drug products shall maintain its safety, to ensure delivery to customer as per the desired standards. Drug products shall be free of fraud, manipulation, information obliteration, and drug container tamper.

6.2 In case of any of the above observed within the warehouse, or during delivery to customer, the issue shall be reported to SMSA Project manager or Assistant Project Manager, whom, in turn, shall immediately notify HR and QRM Department for necessary action against the case, and also notify Quality Department for checking safety of the drug product.

Author/ Originator of Doc Change	Name & Designation	Signature
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Reviewer (Process Owner)	M-J. M. Jaseer Warehouse Supervisor	31/05/2025
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		Page	Page 2 of 2

- 6.3 SMSA Project Manager or Assistant Project Manager, HR and QRM Department shall decide immediately the need to suspend involved personnel and keep him off the job, until investigation is completed.
- 6.4 SMSA Project Manager or Assistant Project Manager and QRM Department shall decide immediately the need to keep the affected product in Quarantine area until investigating safety of product is completed.
- 6.5 HR and QRM Department shall apply necessary actions after completing investigation, and follow local authorities rules and regulations.
- 6.6 In case of violation which may lead to Fire, Health and Safety risks Disciplinary actions shall be taken.

7.0 RECORD

Title of Record	Custodian	Retention Period
NA	NA	NA

8.0 Attachment

NA

9.0 DOCUMENT CHANGE RECORD

Rev No.	Effective Date	Nature of Change	Document Change Request No:
00	23-10-2016	New Document	NA
01		Changes Made in SOP as follows: <ul style="list-style-type: none"> • SOP Document ID amended as SMSA-HC unique ID format for all SOP. • Amended Point 6.4 by removing HR as not required. • Incorporated point 6.6 In case of violation which may lead to Fire, Health and Safety risks Disciplinary actions shall be taken. 	

END OF DOCUMENT

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