



Ministry of Human Resource  
and Social Development  
Kingdom of Saudi Arabia

### The Approval Certificate of the Work Regulation

The Ministry of Human Resource and Social Development acknowledges that:

Corporation / Company: Saudi Development & Export Services Co. Lid (SDES),  
number: 4-13730

The work organization regulation was adopted on 3/11/1442 H and bears the number:  
760056

The facility shall observe the following:

- The facility shall raise the sum of the fines imposed on the workers in the absence of a workers committee in the facility to the Systems Audit Department for the private sector to decide how to dispose of them.
- This regulation does not affect the rights acquired by workers under the labor law or its regulations.

The Ministry of Human Resources and Social Development

(This certificate is sent from the Ministry's automated system and does not require a stamp or signature, and any scraping or modification shall cancel this certificate)

(To verify the validity of the certificate, please visit the facilities e-services on the Ministry of Human Resources website)



The Saudi Development & Export Services Co. Lid (SDES)

## **Regulation of work organization**

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Saudi Development & Export Services Co. Lid (SDES)

Issuing year 1442 H- 2020 G

Saudi Development & Export Services  
Co. Lid (SDES)

C.R. 2050034931

P.O. Box 28056



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### **An introduction**

These regulations set the implementation of the ruling Article (12) of the Labor Law issued by Royal Decree No. (M / 51) and its date 23/8/1426 H amended by Royal Decree No. (M / 24) dated 12/5/1434 H amended by Royal Decree No. (M / 46) dated 5/6/1436 amended by Royal Decree No. (M / 14) dated 2/22 / 1440 amended by Royal Decree No. (M / 134) dated 27/11/1440

Every employer shall prepare a bylaw to organize work in his facility according to this form.

#### **\*Facility data:**

Name of the facility: The Saudi Development & Export Services Co. Lid (SDES)

Headquarters: Dammam - King Abdul-Aziz Port.

Number of employees: 157

Activity: Maintenance and operation of ports, airports, and areas for re-exporting goods in ports under the General Investment Authority license no. (0112111112-1) and dated 03/12/1431 H.

Address: Deposit and re-export zone in King Abdul-Aziz Port, Dammam.

P.O. Box: (28056) Postal Code: (Dammam - 31437

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Commercial registry number: 2050034931

Commercial Registry Issue Date: 01/25/1420 H

## **General Provisions**

### **(ARTICLE 1)**

The word “facility” wherever mentioned in these regulations means: The Saudi Company for Development and Export Services Ltd.

### **(ARTICLE 2)**

The calendar applied in the facility is The Gregorian calendar.

### **(ARTICLE 3)**

3/1- The provisions of this regulation shall apply to all facility employees, its subsidiary branches, and all affiliated sites

3/2- The provisions of these regulations do not prejudice the acquired rights of workers, and this regulation is considered complementary to work contracts in a manner that does not conflict with these rights.

3/3- The facility shall inform the worker of these regulations upon contracting, and it shall state this in the employment contract.

### **(ARTICLE 4)**

4/1-The facility may issue decisions and policies of its own according to which workers are given their rights better than those mentioned in these regulations

4/2- The facility has the right to include in these regulations additional conditions and provisions that do not detract from the rights of workers acquired under the labor law, its implementing regulations, and the decisions issued in implementation thereof. These additions or amendments shall not be effective unless approved by the Ministry of Human Resources and Social Development.

4/3- Every text added to this by law contradicts the provisions of the labor law, its implementing regulations, and the decisions issued in implementation thereof; It is considered void and negligible.

## **Employment**

### **(ARTICLE 5)**

Hire workers for jobs with specific titles and specifications; the following shall be taken into consideration upon employment in the facility:

- 1- The applicant must be a Saudi national.
  - 2- The applicant must possess the educational qualifications and experiences required for the job by the facility.
  - 3- The applicant must successfully pass the exams or personal interviews that the facility may require for the job
  - 4- The applicant must be medically fit according to a medical certificate from the entity specified by the facility.
  - 5- It is permissible to exclude non-Saudi employment
- According to the terms and provisions contained in articles: (twenty-sixth, thirty-second, and thirty-third) of the work system

## **Job contract**

### **(ARTICLE 6)**

The worker is employed according to a work contract issued in two copies in the Arabic language according to the unified form prepared by the ministry, one of which is delivered to the worker and the other is deposited in his service file with the facility, so that the contract includes the name of the employer, the name of the worker, his nationality, his original address, his chosen address, and the type of work And its location, the agreed basic wage, any other privileges agreed upon, whether the contract is for a fixed-term, indefinite period, or for the performance of a specific work, the duration of the trial if agreed upon, the date of commencement of the work, and any necessary data, and The contract may be written in another language besides the Arabic language: provided that the Arabic text is always approved

### **(ARTICLE 7)**

Taking into account the date specified in the direct work contract. Work: The facility has the right to cancel the contract of the worker who does not carry out his work duties without a legitimate excuse within seven working days from the date of signing the contract between the two parties if the contract was made within the Kingdom, or from the date of his arrival to the Kingdom if the contract was Done outside the kingdom

### **(ARTICLE 8)**

8/1- The facility may not transfer the worker without his consent - in writing - from his original place of work to another place that requires changing his place of residence.

8/2- The facility, in cases of necessity that may be necessitated by occasional circumstances and for a period not exceeding thirty days per year, may assign the worker to work in a place different from the place agreed upon without requiring his approval, provided that the facility shall bear the costs of the worker's transportation and residence during that period.

## **Boarding fees**

### **(ARTICLE 9)**

The obligation is determined with the passenger expenses of the worker or his family members according to the following controls:

- 1- At the beginning of the contract, according to what is agreed upon in the work contract.
- 2- When the worker enjoys his annual leave, according to what is agreed upon in the work contract
- 3- Upon termination of the worker's service, in accordance with the provisions of Article (40) Paragraph (1) of the Labor Law
- 4- The facility does not bear the costs of returning the worker to his country in the event that he is not fit to work during the probation period, or if he wishes to return without a legitimate reason, or if he commits a violation that led to his deportation according to an administrative decision or a judicial ruling.

### **(ARTICLE 10)**

The worker who is transferred from his original place of work to another place that requires changing his place of residence shall be entitled to the costs of his transportation, and those who are legally dependent on those who reside with him on the date of transportation, including the expenses of passengers and the expenses of transporting their luggage: unless the transport is based on the desire of the worker

## **Training and qualification**

### **(ARTICLE 11)**

In the event that the facility rehabilitates or trains Saudi workers, all costs are borne, and if the place of qualification or training is in a location other than the spatial constituency of the facility, it provides travel tickets for going and returning to the degree determined by the facility, and also providing means of subsistence such as food, housing, internal transportation, or It is paid to the worker instead of it, and it continues to pay the worker's wages throughout the qualification and training period

### **(ARTICLE 12)**

12/1- The facility may terminate the qualification or training contract of non-employees, if it is proven from the reports issued by the body that undertakes the training or qualification that he is not incapable, or his ability to complete training programs in a beneficial manner.

12/2- A trainee, a non-working person undergoing rehabilitation, or his guardian, or a will, or a will, has the right to terminate training, or qualification if it is proven from the reports issued by the body that undertakes the training or qualification that he is not capable of, or his ability to complete training programs in a beneficial manner.

12/3- In both of the previous two cases, the party wishing to terminate the contract must inform the other party at least one week before the date of stopping training and qualification. The facility may oblige the trainee or subject to rehabilitation from other than his employees - after completing the period of training or qualification. To work for a period similar to that of training or qualification.

12/4- The facility has the right to oblige the trainee or subject to qualification who is not working for it to pay the costs of training or qualification that it has borne or the percentage of the remaining period in the event that he refuses to refuse to work for a similar period or some of it.

**(ARTICLE 13)**

**First:** The facility may require the person subject to training or qualification of its employees after completing the training and qualification period - to work for it for a period that does not exceed the period corresponding to the period of the training or qualification program to which the worker has been subjected, if the work contract is of an unlimited period, or the remainder of the period The contract is in fixed-term contracts if the remaining period of the employment contract is less than the corresponding period of the training program

**Second:** The facility may complete the qualification or training of the worker, while obliging him to pay the training costs borne by the facility or a percentage of it, in the following cases:

1- If the worker decides to end training or qualification before the deadline for that without a legitimate excuse.

2- If the worker's work contract is terminated according to one of the cases mentioned in Article (eighty) of the work system except for paragraph (6) thereof during the training or qualification period

3- If the worker resigned from work, or left him other than the cases mentioned in Article 81) of the work system during the training or qualification period

**Third:** The facility may compel the worker to pay the training or qualification costs incurred by the facility or a percentage of it if the worker resigned from work, or left it other than the cases mentioned in Article 81) from the work system before the end of the work period stipulated by the facility after the end of training or qualification.

**Wages**

**(ARTICLE 14)**

Subject to any procedures or arrangements stipulated by the Wages Protection Program: Workers 'wages are paid in the official currency of the country on their due dates, and deposited in workers' accounts through approved banks in the Kingdom

**(ARTICLE 15)**

The wages of the additional hours owed to the worker shall be paid at the end of the month in which the assignment was made

**(ARTICLE 16)**

If the wage payment day coincides with the weekly rest day, or an official holiday, the payment shall be made on the previous working day.



Saudi Development and Export Services Company Ltd.

### **Performance reports**

#### **(ARTICLE 17)**

The facility shall conduct periodic reports on performance 0 at least once a year for all employees according to the forms it sets for this. It should include the following elements:

1. The ability to work, and the degree of proficiency (proficiency).
2. The worker's behavior, and the extent of his cooperation with his superiors, colleagues, and clients of the facility.
3. Attendance.

#### **(ARTICLE 18)**

The worker's performance is evaluated in the report according to the estimates determined by the establishment: to follow a scale of five

#### **(ARTICLE 19)**

The report is prepared with the knowledge of the employee's direct supervisor. To be approved by (Director of Administration); The worker shall be notified of a copy of the report upon its approval, and the worker shall have the right to grievance against the report in accordance with the grievance rules stipulated in these regulations.

### **Promotion**

#### **(ARTICLE 20)**

The facility may grant workers bonuses, the percentage of which is determined based on the establishment's assessment and according to the controls it deems appropriate.

The established administration may grant the worker an exceptional allowance according to the controls it sets in this regard

### **Bonuses**

#### **(ARTICLE 21)**

A worker is eligible for promotion to a higher position, when the following conditions are met:

1. The presence of the highest vacancy.
2. Availability of the qualifications for the position the candidate to be promoted to.
3. Obtaining an above average level at least in the last periodic report.
4. Approval of the authorized person,
5. The facility management may grant the worker an exceptional promotion; According to the controls that it sets in this regard.

**(ARTICLE 22)**

If the conditions for promotion to a higher position are met by more than one worker;  
The comparison for promotion is as follows:

1. Nomination of the authorized person.
2. Highest rating
3. Holds higher educational degrees, or more training courses.
4. The most practical experience in the field of work of the facility.
5. Seniority in work at the facility.

**Mandate**

**(ARTICLE 23)**

If the worker is assigned to perform work outside his place of work, the facility is committed to the following:

It provides the worker with the necessary means of transportation, unless payment is made for them.

The worker is paid for the costs he incurs for housing. And food; Etc. What the facility did not provide for him.

**Benefits and allowances**

**(ARTICLE 24)**

The facility provides its workers with adequate housing; Likewise, the means of transportation if it is stipulated in the work contract. It is permissible to stipulate in the work contract that the establishment pay the worker a housing allowance and a cash transportation allowance.

**Working days and hours**

**(ARTICLE 25)**

1/25 Working hours are 48 hours per week and Friday 30 is a weekly rest with full pay for all workers; The enterprise may, upon notification to the competent Labour office, exchange the day for some of its workers, any day of the week 30, enable them to perform their religious duties, and the weekly rest day may not be compensated for monetary compensation.

2/25 The working hours will be (eight) working hours per day, which are reduced to (six) hours per day in the month of Ramadan for Muslim workers.

**Additional work**

**(ARTICLE 26)**

1/26 In the event that the worker is assigned to work overtime, this shall be done according to a written assignment. Or an electronic address addressed to it issued by

the responsible authority in the establishment indicating the number of additional hours assigned to the worker, and the number of days required for that; As stipulated in Article (106) of the Labor Law.

2/26 The establishment pays the worker for overtime hours an additional wage equal to the hourly wage plus 50 of the basic wage.

### **Administrative inspection**

#### **(ARTICLE 27)**

Workers' entry to their work sites and their departure from it from the places designated for this. And workers must comply with the inspection (administrative inspection) whenever requested to do so.

(Art.28)

The facility may oblige the worker to prove his attendance and departure by any of the means prepared for this purpose.

### **Vacations**

#### **(ARTICLE 29)**

For each year of service the worker is entitled to an annual leave with full pay for a period of twenty-one days, which is increased to a period of thirty days, if his service reaches five continuous years, and the worker, after the approval of the establishment, may obtain part of his annual leave in proportion to the period he spent in the year working. It is permissible to agree in the work contract that the annual leave period is more than that.

#### **(ARTICLE 30)**

The worker has the right to leave with full pay on holidays; According to the following:

1/30-Four days on the occasion of Eid Al-Fitr, starting from the day following the 29th day of the blessed month of Ramadan, according to the Umm Al-Qura calendar.

2/30-Four days on the occasion of Eid al-Adha, starting from the day of standing in Arafah.

3/30-One day on the occasion of the Kingdom's National Day (First Libra).

And if the days of these leaves overlap with the weekly rest, the worker shall be compensated for them with the equivalent before or after the days of those leaves.

But if the days off for one of the two holidays overlap with the National Day holiday, the worker will not be compensated for it.

#### **(ARTICLE 31)**

The worker is entitled to a leave with full pay in the following cases:

1/31-Five days upon his marriage.

2/31-Three days in the event of the birth of a newborn.

3/31-Five days in the event of the death of the worker's wife, ascendant, or descendant.

4/31-Four months and ten days in the event of the death of a Muslim worker's husband; she has the right to extend her without pay if she is pregnant until she gives birth. She may not benefit from the remainder of the waiting period granted to her after giving birth to this pregnancy

5/31-Fifteen days in the event of the death of the husband of the non-Muslim worker, and the establishment has the right to request documents supporting the aforementioned cases.

### **(ARTICLE 32)**

The worker - whose illness is proven by a medical certificate issued by the facility doctor, or a medical reference approved by it is entitled to sick leave within one year, which starts from the date of the first sick leave; Whether these leaves are continuous or intermittent, as follows:

1. The first thirty days, with full pay.
2. The next sixty days, at three quarters of the wage.
3. The next thirty days, Without pay. The worker has the right to receive his annual sick leave.

### **(ARTICLE 33)**

A worker in the private sector is allowed to obtain a leave without pay in the event that he is a participant in sports, cultural and social activities, internal or external, based on Cabinet Resolution No. (310) and the date of 27/10/1429 H concerning the permits of participants in national events, according to the following conditions:

1. That the worker proves his request to participate with an official letter from the responsible party.
2. That the worker notifies the employer of the time specified for his enjoyment of the leave in sufficient time not less than thirty days before the date specified in the official request.
3. That the company has a substitute for the worker on the job during the vacation period he requested.

## **Medical care**

### **(ARTICLE 34)**

The facility insures all its employees for health. In accordance with what is determined by the cooperative health insurance system and its implementing

regulations, it also participates for all workers in the occupational hazards branch of the General Organization for Social Insurance, as determined by its system.

### **Work environment**

#### **(ARTICLE 35)**

##### **35/A General controls:**

1. The employment of women does not require obtaining a permit from the Ministry of Labor and Social Development or any other agency.
2. Any discrimination in wages between male and female workers is prohibited for work of equal value.
3. The employer must provide a place designated for female workers to perform prayer and rest, and toilets are a suitable distance away.
4. In cases of evidence of office work, the employer shall provide a room with the privacy of the working offices.
5. The protection of male and female workers is considered one of the occupational hazards; and creating an appropriate work environment is a direct responsibility of the establishment
6. The employer shall provide seats for female workers in the places where they work.
7. In closed women's facilities, workers must be women only.
8. In male establishments designated for men, the workers shall only be men.
9. The facility must provide a security system, and if the facility receives the public, a security guard must be appointed.

##### **35/B Regulations for women's work in women's establishments only**

1. An indicative sign must be placed in a prominent place indicating that the facility is for women and men are prohibited from entering.
2. Female workers should only be women.
3. The facility must provide a security guard or a security system unless it is provided by the owner of the commercial center in the event that the facility is located in a commercial center.

#### **(ARTICLE 36)**

Working women are entitled to 10 weeks' maternity leave on full pay to be given at their discretion; Starting up to a maximum of four weeks prior to the likely date of delivery; This date is fixed by the medical authority accredited by the establishment or by a medical certificate certified by a health authority.

In the event of a child who is sick or has special needs; An employee is entitled to leave with full pay for a period of one month after the expiration of the maternity leave; It has an extension of the leave for a month without pay.

#### **(ARTICLE 37)**

The right of the working woman in the facility when she returns to work after maternity leave to take the intention of breastfeeding her newborn for a period. Or breaks, the total of which do not exceed one hour in a single day; This is in addition to the rest periods granted to all workers; This period is calculated; Or periods of actual

working hours; This is for a period of four and twenty months from the date of childbirth, and this does not result in a reduction in the wages. After returning from childbirth leave, the working woman must notify the employer in writing of a time period. Or those breaks; And the amendment that occurs to that time, and the period or periods of breastfeeding are determined in light of that, according to what is stated in the executive regulations of the work system.

### **Social services**

#### **(ARTICLE 38)**

The facility is obligated to provide the following social services:

1. Preparing a place for prayer.
2. Preparing a place to eat.
3. The facility provides the necessary requirements, services and accommodations for workers with disabilities that enable them to perform their work according to the requirements stipulated in the executive regulations of the labor system.

### **Work Behavior Controls**

#### **(ARTICLE 39)**

1. The educational facility may be every 0 employees wearing a uniform in all cases, a uniform for his men, for public taste »and for women he should be modest, loose and opaque.
2. All the facility in the facility shall have the instructions of Islamic law and the social norms observed in dealing with others.
3. The seclusion between the sexes.
4. All must abstain from doing any form of general harm, physical, verbal, or suggestive offense, or taking a stance that outrages modesty or impairs dignity, “reputation”, or freedom; Or is intended as a legitimate relationship; Even if, for example, jokes, when direct communication or any other means of communication, the facility has to take everything related to the issue of peace and inform all employees about it.

#### **(ARTICLE 40)**

1. It considers as victimization "all positive" or negative "practices of abuse" and all forms of exploitation; Extortion, seduction, or threat; whether it is physical: “psychological” or nationality: which is located in the workplace by the employer on the worker; Or by the worker against the client or by another

worker. Or on any person present in the customers 'place and the assistance is considered, and covering up that is in the judgment of harm.

2. It is considered as the harm intended in the previous paragraph »What occurs by using any means of communication, whether speaking or writing; or reference; or suggestion »or drawing or by using the phone or by other electronic means or any form of behavior that indicates that.

#### **(ARTICLE 41)**

1. Without prejudice to the right of the person who has been subjected to abuse in the workplace to resort to government agencies, and everyone who witnessed or viewed the incident of abuse may submit a report to the facility about that: but if the harm was committed by the owner of the facility or from the highest authority therein; The complaint is filed with the competent government agency.
2. Upon submitting a complaint “or a report”, the facility must form a committee based on a decision by the responsible official whose task is to investigate cases of abuse. And review the evidence »and the recommendation to apply the appropriate disciplinary punishment to those who are found guilty within five working days of receiving the complaint or notification.

#### **(ARTICLE 42)**

1. Subject to the principle of confidentiality, the committee listens to all parties “and witnesses” and records everything that is happening in minutes; It is signed by the parties “and the witnesses to their statements”, and then signed by the members of the committee at the end of each page.
2. The committee has the right to summon whomever it deems necessary to be questioned of the workers “and to hear his statements” and whoever has been summoned must appear before the committee; so as not to fall under the penalty of responsibility.
3. The committee may submit a recommendation to the facility management to differentiate between the complainant and the complainant during the investigation period.

4. In the event that the incident of abuse is proven by any of the credible methods of proof: The Committee recommends to the majority that the appropriate disciplinary penalty be inflicted on the aggressor.
5. If the assault constitutes a criminal offense the committee must submit the complaint to the Director General: to notify the competent government agencies about it.
6. In the event that the incident of abuse is not proven The Committee recommends that disciplinary punishment be imposed on the whistleblower: If it becomes evident to it that the complaint or the report is malicious.
7. The disciplinary penalty imposed by the establishment against the aggressor does not prevent the offender from having recourse to the competent government agencies.
8. The infliction of a legal or other statutory penalty on the aggressor does not prevent the establishment from imposing a disciplinary penalty on it.

### **Violations and penalties**

#### **(ARTICLE 43)**

Foul is every act that a worker commits; Any of the following penalties are required:

1. Written warning: It is a letter that the facility directs to the worker explaining the type of violation he committed while drawing his attention to the possibility of him being subjected to more severe punishment in the event of the continuation of the violation or the return to similar in the future.
2. Financial fine: It is a deduction of a percentage of the wage within the limits of a part of the daily wage or a deduction from the wage, ranging between one day's wage and five days' wages per month as a maximum, in addition to a deduction for the late hours wages
3. Suspension from work without pay: It is preventing the worker from practicing his work during a certain period while depriving him of his wages during this period, provided that the period of suspension does not exceed five days in one month.
4. Denial of promotion or periodic bonus: for a maximum period of one year from the date of its entitlement.



5. Dismissal from service with remuneration: It is the dismissal of the worker based on a legitimate reason: for committing a violation without prejudice to his right to the end of service gratuity.
6. Dismissal from service without remuneration: It is the termination of the worker's work contract without reward, notice or compensation for committing any of the cases stipulated in Article (eighty) of the Labor Law. The penalty imposed on the worker must be proportional to the type and extent of the offense committed by him.

**(ARTICLE 44)**

1. Every worker who commits any of the offenses listed in the Violations' tables and the penalties - attached to these regulations - shall be punished with the penalty indicated in relation to the violation he committed.
2. Every violation that results in financial penalties on the company, the worker is obligated to pay.
3. Every violation that results in material damages or damages requires financial compensation from the company, the worker is obligated to pay.

**(ARTICLE 45)**

The authority to impose the penalties stipulated in these regulations shall be »by (the project manager); or whomever he delegates; He may replace the penalty prescribed for any violation with a lighter penalty.

**(ARTICLE 46)**

In the event that the worker commits the same violation after the lapse of one hundred and eighty days since it was previously committed, it is not considered a repetition and it is considered a violation as if it was committed for the first time.

**(ARTICLE 47)**

In the event of multiple violations resulting from one act, it is sufficient to impose the most severe penalty among the penalties prescribed in these regulations.

**(ARTICLE 48)**

1. It is not permissible for the worker to inflict more than one penalty on the worker for a single violation, nor may he inflict on the worker for a single violation a fine whose value exceeds the wages of five days.
2. The employer may deduct the amount from the worker's wage without written consent from him when there are fines imposed on the worker due to the violations, damages and material damage that he commits, and it shall be deducted from his wages in exchange for what. Destroy it according to Article (92) Clause (5) of the Labor Law.

**(ARTICLE 49)**

The establishment shall not impose any of the sanctions whose penalty exceeds a one-day wage fine, except after informing the worker in writing of the violations attributed to him, hearing his statements, and investigating his defense, according to a report filed in his private file.

**(ARTICLE 50)**

The establishment may not impose any penalty on the worker for a matter he committed outside the workplace unless it has a direct relationship with the nature of his work, the establishment or its responsible manager, without prejudice to the provision of Article (eighty) of the labour law.

**(ARTICLE 51)**

A worker may not be held accountable for a violation that has been detected more than thirty days from the date the establishment became aware of the perpetrator, without taking any investigation procedures regarding it.

**(ARTICLE 52)**

The establishment may not impose any penalty on the worker, if more than thirty days have passed since the date on which the violation was proven.

**(ARTICLE 53)**

The establishment shall inform the worker in writing of the penalties imposed on him, their type and amount, and the penalty that he will be exposed to in the event of repeated violation. If the worker refuses to receive the notification, refuses to sign with knowledge, or is absent; it shall be sent to him by registered mail to his chosen address fixed in his service file, or by the personal e-mail fixed in the work contract, or approved by the establishment: the notification by any of these means shall be legally enforceable.

**(ARTICLE 54)**

Each worker is assigned a penalties sheet, in which the type of violation he committed, the date on which it occurred, and the penalty imposed on him, shall be recorded. This sheet shall be kept in the worker's service file.

**(ARTICLE 55)**

Fines imposed on workers shall be recorded in a special register: in accordance with the provisions of (Article 73) of the Labour Law, and disposing of them shall be for the benefit of the workers by the Workers Committee in the establishment: In the absence of a workers' committee, the fines shall be disposed of with the approval of the Ministry of Human Resources and Social Development.

**Grievance**

**(ARTICLE 56)**

Without prejudice to the worker's right to resort to the competent administrative or judicial authorities, or bodies; The worker has the right to file a grievance with the management of the establishment against any action, act, or penalty taken against him by it, the grievance shall be submitted to the administration of the establishment within three working days from the date of knowledge of the disposal or the action complained of, and the worker shall not be harmed by submitting his grievance, and the worker shall be notified of the outcome of the decision on his grievance, within a period not exceeding five working days from the date of submitting the grievance.

**internal housing policy for workers**

**ARTICLE (57): By laws for employee housing:**

57/1- All residents must respect the teachings of the Islamic religion and abide by all local laws and regulations of the Kingdom.

57/2- Respect must be exchanged between all residents, and a lack of respect, quarrels, hitting the other, or using offensive language among the residents must be strictly prohibited, and in the event that the dispute continues, it is necessary to inform a mediator to solve the problem, or inform the housing supervisor.

57/3- Writing slogans on walls or buildings is strictly prohibited, and spitting is also prohibited in open areas and on walls.

57/4- Any misuse or causing any intentional or unintended damage to the company's property in the residence will expose its owner to a penalty and compensation for it.

57/5- Pets such as cats and others are not allowed in the rooms.

57/6- The electrical appliances allowed inside the rooms must be operated and used in a safe and smooth manner after approval with the housing supervisor.

57/7- Noise should always be kept to a minimum and so should the room lights, TV, any sound system should be turned off at 22:00 PM.

57/8- It is strictly forbidden to interfere with any electrical energy installations or sources in the residential area, and any electrical problem is reported to the housing supervisor immediately.

57/9- Do not overload the electrical outlets in rooms and prevent the use of poor and random connections.

57/10- Cooking in the room and using all types of water heaters is strictly prohibited.

57/11- Smoking in rooms, hallways, or stairs is not permitted.

57/12- Windows must be used properly, as they are for ventilation, and not to throw away waste and disturb others.

57/13- Hanging rope for drying personal clothes in hallways is not permitted, please use designated areas only.

57/14- Room residents are not allowed to change their location without obtaining the prior written approval of the housing supervisor.

57/15- Guests are not allowed to stay in the residence after 10:00 pm or overnight inside the residence.

57/16- The company gives each employee only one copy of the room key, and when it is lost, the employee bears the value of the copy, and each resident guarantees what was damaged because of it, and the room's residents jointly bear the value of repairing any damage inside their rooms in the event that the person who caused the damage is not known.

57/17- It is strictly prohibited to use the elevator other than what is designated for it, as well as if there is any defect in it before making sure of its maintenance, and tampering with safety tools is also prohibited.

57/18- The company has installed general service electric washing machines for employees, and it will be monitored and anyone who misuses it or causes any damage to it, the cost of repair will be charged, and the clothes will be dried only in the designated places.

57/19- The housing supervisor has been assigned to assist the residents and report faults in the building and about those who cause violations and harm to others and violate the internal housing instructions, so it is necessary to cooperate with him always to achieve the interest of everyone.

57/20- It is forbidden to place excess personal furniture inside the room without the consent of all the partners in the room, and it is forbidden to leave any personal

belongings in the corridors, and violating items will be thrown away, and the owner will be punished.

57/21- The personal belongings of the employee / employees inside his room belong to him, and it is not allowed to take or remove them except with his personal permission or with the written permission of the management, and violating this order shall bear the violating resident fully responsible.

57/22- Drinking water is intended for drinking and cooking, and it is not permitted to use it for other than that, and those who use it for other than that will be punished.

57/23- Surveillance cameras have been installed in all locations, and a picture of any resident who violates the above laws will appear, who will expose himself to punishment

#### **ARTICLE (58): Hygiene :**

58/1 Personal hygiene and clothing corresponding to public taste inside and outside the rooms is a basic requirement, and violating this exposes the owner to a penalty.

58/2 The cleanliness of the room, the carpets, the walls and the beds are the responsibility of all the occupants of the room and the regular inspection tours will be carried out on the rooms, and penalties will be imposed on the residents of the room that has not been maintained clean.

58/3 The cleanliness and safety of each bathroom is the responsibility of all those living in the room. Cleaning materials and tools are requested from the housing superintendent, according to what is approved by the Department of Administrative Affairs. Those living in the room are required to notify the housing superintendent of any malfunctions in their rooms and toilets and follow up the repair. This is according to what is approved by the Administrative Affairs Department. The residents of the room are required to inform the housing supervisor of any malfunctions in their rooms and toilets, and to follow up on the repair.

58/4 It is strictly forbidden to throw waste from windows, and waste is removed in small closed bags and placed in garbage barrels located in places designated for that.

58/5 Garbage bags must be sealed and thrown into the garbage bin located in different places in the residence, and garbage should not be placed in its designated places, a punishable offense.

58/6 The cleanliness of the kitchen is everyone's responsibility, and therefore every person must, upon completion of his daily use, the following things:

- a. Use the cooking fire well and close it when you're done.
- b. Clean the cooking fire and the table underneath and around it.
- c. Do not throw leftovers in the washing basin and only throw them in the trash.

- d. The general accepted rules for hygiene and safety must be applied, and not applying them is considered a violation
- e. The housing supervisor informs the housing supervisor of all violations first

**ARTICLE (59): Daily transportation rules:**

59/1 Everyone must be disciplined at the time the bus moves to and from the residence daily (the times are determined by announcing them from the company internally and taking the signature on notice, based on the employee attendance and departure system)

59/2 The driver and the employees must adhere to the deadlines and not be late, unless the driver sees an employee coming to the bus, and he must wait for him to board.

59/3 The employee who is late to the aforementioned deadline is responsible for being late.

59/4 The turn must be respected during boarding and getting off the bus and while moving, enter her and not overtake others in the turn.

59/5 On the bus, it is forbidden to eat, drink, smoke, talk to others in a loud voice, and use the mobile phone in a way that annoys others

59/6 The employee must cooperate positively with all his participants in the housing unit, public facilities, or transportation for everything that related to his stay inside the residence.

59/7 The housing observer should follow up on the implementation of these instructions.

**ARTICLE (60): Penalties for violations that related to employee accommodation:**

60/1 All health precautionary requirements must be complied with to prevent diseases and epidemics, which are circulated to all employees and signed by them with knowledge.

60/2 Completely adhering to the housing laws stipulated in the regulation of work by all residents, and not adhering to them will lead to disciplinary measures taken against the violator according to the article to which he is violated when the recurrence of this violation will affect the annual performance evaluation of his work and his obtaining the annual bonus

And the penalties will be according to the following procedures

Type of Violation	First violation	Second violation	Third violation	Forth violation
Failure to comply	Brought to	Written	Imposing a	The worker is

with any item of the internal housing policy approved by the company and signed by the employees and announced to them	attention	warning	fine not exceeding the wages of five working days per month	transferred to the relevant committee or dismissed from work
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**ARTICLE (61): Tables of violations and penalties**

Table (1) Violations related to working hours:

No.	Type of violation	The penalty The deductible is a percentage of the daily wage			
		First time	Second time	Third time	Forth time
1/1	Being late to attend to the work up to 15 minutes without permission or an acceptable excuse if this does not lead to disrupting the work of others	Written warning	5%	10%	20%
1/2	Being late to attend to the work up to 15 minutes without permission or an acceptable excuse if this leads to disrupting the work of others	Written warning	15%	25%	50%
1/3	Being late to attend to the work from 15-30 minutes without permission or an acceptable excuse if this does not lead to disrupting the work of others	10%	15%	25%	50%
1/4	Being late to attend to the work from 15-30 minutes without permission or an acceptable excuse if this leads to disrupting the work of others	25%	50%	75%	1 day
1/5	Being late to attend to the work from 30-60 minutes without permission or an acceptable excuse if this does not lead to disrupting the work of others	25%	50%	75%	1 day
1/6	Being late to attend to the work from 30-60 minutes without permission or an acceptable excuse if this does not lead to disrupting the work of others	30%	50%	1 day	2 days
1/7	Being late to attend to the work more than one hour without permission or an acceptable excuse if this leads or don't lead to disrupting the work of others	Written warning	1 day	2 days	3 days
1/8	Delay in returning to the workplace after the official excuse for a period not exceeding an hour without permission or an acceptable excuse if that does not result in harm to the work	Written warning	15%	25%	50%
1/9	Delay in returning to the workplace after the official excuse for a period not exceeding an hour without permission or an acceptable excuse	25%	50%	75%	1 day



	if that cause harm to the work				
1/10	Delay in returning to the workplace after the official excuse for a period not exceeding 2 hours without permission or an acceptable excuse if that cause harm to the work	25%	50%	75%	1 day
1/11	Delay in returning to the workplace after the official excuse for a period not exceeding 3 hours without permission or an acceptable excuse if that cause harm to the work	Written warning	1 day	2 days	The worker is transferred to the relevant committee

**Continued: Table (1) Violations related to working hours:**

No.	Type of Violation	Penalty (Discounted rate is a rate of the daily wage)			
		First time	Second time	Third time	Fourth time
1/12	Leaving work before the appointed time without permission or an acceptable excuse, not exceeding 15 minutes.	Written Warning	10%	25%	Day
		In addition to the wage deduction for the period of leaving work			
1/13	Leaving work before the appointed time without permission or an acceptable excuse, exceeding 15 minutes.	10%	25%	50%	Day
		In addition to the wage deduction for the period of leaving work			
1/14	Staying in the workplace or returning to it after the end of working hours without justification.	Written Warning	10%	25%	Day
1/15	Absence without written permission or an acceptable excuse from one to three days.	Day	2 days	3 days	4 days
		In addition to a deduction for the period of absence wages			
1/16	Absence without written permission or an acceptable excuse from four to six days.	2 days	3 days	4 days	Dismissal with reward
		In addition to a deduction for the period of absence wages			
1/17	Absence without written permission or an acceptable excuse from seven to ten days.	4 days	5 days		Dismissal with reward
		In addition to a deduction for the period of absence wages			
1/18	Absence from work without legitimate reason for a period of more than fifteen consecutive days.	Dismissal without reward or compensation provided that it is preceded by a written warning after absence for a period of ten days within the scope of the provision of Article (80) of the labour law.			
1/19	Intermittent absence without legitimate cause for periods in total exceeding thirty days in one year.	Dismissal without reward or compensation provided that it is preceded by a written warning after absence for a period of twenty days within the scope of the provision of Article (80) of the labour law.			

**Table (2) Violations related to the organization of work:**

No.	Type of Violation	Penalty (Discounted rate is a rate of the daily wage)			
		First time	Second time	Third time	Fourth time
2/1	Being present without justification in a place other than at work during working hours.	10%	25%	50%	Day
2/2	Receiving visitors who are not workers at the workplace without permission from the administration.	Written Warning	10%	15%	25%
2/3	Eating in the workplace or in the place other than that prepared for it or during working hours	Written Warning	10%	15%	25%
2/4	Sleeping while working.	Written Warning	10%	25%	50%
2/5	Sleeping in situations that require constant vigilance.	50%	Day	2 days	3 days
2/6	Loitering or the presence of workers out of place during working hours.	10%	25%	50%	Day
2/7	Manipulating attendance and leaving.	25%	50%	Day	2 days
2/8	Failure to obey normal work orders or not to implement work instructions that are pending in a visible location.	25%	50%	Day	2 days
2/9	Incitement to violate written work orders and instructions	2 days	3 days	5 days	Dismissal with reward
2/10	Smoking in prohibited and advertised places to protect the safety of workers and the establishment.	2 days	3 days	5 days	Dismissal with reward
2/11	Negligence in the work that may result in harm to the workers or their safety or in the materials, tools and devices.	2 days	3 days	5 days	Dismissal with reward
2/12	Using the establishment's machinery, equipment and tools for private purposes without permission.	Written Warning	10%	25%	50%
2/13	The worker interferes unlawfully in any work that is not within his competence or is not entrusted to him.	50%	Day	2 days	3 days
2/14	Exiting or entering from outside the designated place.	Written Warning	10%	15%	25%
2/15	Negligence in cleaning and maintaining machines, failure to care for them, or failure to report defects.	50%	Day	2 days	3 days
2/16	Not to put repair and maintenance tools and other supplies in the places designated for them after work is completed.	Written Warning	25%	50%	Day
2/17	Reading newspapers, magazines and all other	20%	50%	Day	2 days

	publications, or being busy with mobile phones or other communication devices in the workplace during official working hours without the job duties requiring that.				
2/18	Tearing or destroying advertisements or reports of the establishment management.	2 days	3 days	5 days	Dismissal with reward
2/19	If the worker commits a mistake that resulted in financial penalties on the company or material damages that require material compensation from the company.	The worker shall be responsible for paying the fine or compensation for material damages.			

**Table (3) Violations related to worker behavior:**

No.	Type of Violation	Penalty (Discounted rate is a rate of the daily wage)			
		First time	Second time	Third time	Fourth time
3/1	Quarrels with colleagues or trouble in the workplace.	Day	2 days	3 days	5 days
3/2	Malingering or the worker falsely claiming that he was injured during or because of work.	Day	2 days	3 days	5 days
3/3	Refrain from conducting a medical examination upon the establishment's doctor's request, or refuse to follow medical instructions during treatment.	Day	2 days	3 days	5 days
3/4	Violating health instructions related to workplaces.	%50	Day	2 days	5 days
3/5	Writing on the walls of the establishment or posting advertisements on it.	Written Warning	%10	%25	%50
3/6	Refuse administrative inspection upon departure.	%25	%50	Day	2 days
3/7	Failure to deliver the cash collected to the establishment's account on the specified dates without acceptable justification.	2 days	3 days	5 days	Dismissal with reward
3/8	Refrain from wearing clothes and devices prescribed for prevention and safety.	Written Warning	Day	2 days	5 days
3/9	Intentionally being alone with the other sex in the workplace.	2 days	3 days	5 days	Dismissal with reward
3/10	Morally offend others, by word or act.	2 days	3 days	5 days	Dismissal with reward
3/11	Assaulting co-workers by saying or pointing, or by using electronic means of communication to insult.	2 days	3 days	5 days	Dismissal with reward
3/12	Physical abuse of co-workers or others in a pornographic manner.	Dismissal without remuneration, notice or compensation under Article (80)			
3/13	Physical assault, verbal abuse, or by any means of electronic communication against	Dismissal without reward, notice or compensation under Article (80)			

	the employer, the responsible manager, or one of the bosses during or because of work.				
3/14	Physical abuse of co-workers during or because of work.	5 days	A referral to the competent committee and it may reach dismissal without reward, notice or compensation.		
3/15	Submit a malicious report or complaint.	3 days	5 days	Dismissal with reward	
3/16	Failure to comply with the investigation committee's request to appear, make statements, or testify.	2 days	3 days	5 days	Dismissal with reward

**Table (4) Violations related to prevention and safety**

No.	Type of Violation	First violation(1)	Second violation(2)	Third violation(3)	Forth violation (4)
4/1	Exceeding the legal speed of more than 25 km / h	Deduction 1 day	Deduction 3 days	Deduction 5 days	The worker is transferred to the relevant committee
4/2	Non-stop / slowing down at intersections	Deduction 1 day	Deduction 3 days	Deduction 5 days	The worker is transferred to the relevant committee
4/3	Driving against the direction of traffic	Deduction 1 day	Deduction 3 days	Deduction 5 days	The worker is transferred to the relevant committee
4/4	Failure to report tire damage	Warning letter	Deduction 1 day	Deduction 2 days	The worker is transferred to the relevant committee
4/5	Failure to report damaged lights	Warning letter	Deduction 1 day	Deduction 2 days	The worker is transferred to the relevant committee
4/6	Not attaching potential cargo to the vehicle	Deduction 1 day	Deduction 3 days	Deduction 5 days	The worker is transferred to the relevant committee
4/7	Failure to operate / the presence of safety lights on the vehicle roof	Warning letter	Deduction 1 day	Deduction 2 days	The worker is transferred to the relevant committee
4/8	Don't but the seatbelt	Warning letter	Deduction 1 day	Deduction 2 days	The worker is transferred to the relevant committee
4/9	Failure to follow safety methods in transporting goods	Warning letter	Deduction 1 day	Deduction 2 days	The worker is transferred to the relevant committee
4/10	Failure to follow safety methods in transporting people	Deduction 1 day	Deduction 3 days	Deduction 5 days	The worker is transferred to the relevant committee
4/11	Failure to follow safety employee instructions	Warning letter	Deduction 1 day	Deduction 2 days	The worker is transferred to the relevant committee

4/12	Parking the vehicle in the wrong place	Warning letter	Deduction 1 day	Deduction 2 days	The worker is transferred to the relevant committee
4/13	Parking the vehicle in a forbidden place	Deduction 1 day	Deduction 3 days	Deduction 5 days	The worker is transferred to the relevant committee
4/14	Driving a vehicle that is not suitable for use for any reason	Warning letter	Deduction 1 day	Deduction 3 days	The worker is transferred to the relevant committee
4/15	Using vehicle alarm in an annoying way	Warning letter	Deduction 1 day	Deduction 2 days	The worker is transferred to the relevant committee
4/16	The use of high beam is in violation of safety rules	Warning letter	Deduction 1 day	Deduction 2 days	The worker is transferred to the relevant committee
4/17	Overtake vehicles in the arena	Deduction 1 day	Deduction 3 days	Deduction 5 days	The worker is transferred to the relevant committee

**Continued: Table (5) Violations related to prevention and safety**

No.	Type of Violation	First violation(1)	Second violation(2)	Third violation(3)	Forth violation (4)
4/18	Driving a vehicle without a license	Deduction 1 day	Deduction 2 days	Deduction 3 days	The worker is transferred to the relevant committee
4/19	Failure to lock the container on the truck	Deduction 1 day	Deduction 3 days	Deduction 5 days	The worker is transferred to the relevant committee
4/20	Not wearing personal safety tools: a clear safety jacket (not to be damaged), safety helmet, safety shoes, special gloves, goggles, and all other safety tools	Deduction 1 day	Deduction 2 days	Deduction 3 days	The worker is transferred to the relevant committee
4/21	Not to wear a uniform by the company's management or to wear it violently	Warning letter	Deduction 1 day	Deduction 2 days	The worker is transferred to the relevant committee
4/22	Using a mobile phone while driving	Warning letter	Deduction 1 day	Deduction 2 days	The worker is transferred to the relevant committee
4/23	Failure to comply with traffic and traffic safety indicative signs	Deduction 1 day	Deduction 2 days	Deduction 3 days	The worker is transferred to the relevant committee
4/24	The vehicle is driven with defective tires /	Deduction 1 day	Deduction 2 days	Deduction 3 days	The worker is transferred to the

	lights				relevant committee
4/25	Driving the vehicle recklessly and without observing the regulations	Deduction 1 day	Deduction 2 days	Deduction 3 days	The worker is transferred to the relevant committee
4/26	Throwing waste or garbage in places other than those places that designated for it	Warning letter	Deduction 1 day	Deduction 2 days	The worker is transferred to the relevant committee
4/27	Walking in places not designated for walking in all operation sites	Deduction 1 day	Deduction 2 days	Deduction 3 days	The worker is transferred to the relevant committee
4/28	Carrying a passenger in a forklift or any other equipment not intended for riding	Deduction 1 day	Deduction 2 days	Deduction 3 days	The worker is transferred to the relevant committee
4/29	Sabotage or vandalism of the company's public property	Deduction 1 day	Deduction 2 days	Deduction 3 days	The worker is transferred to the relevant committee
4/30	A trailer without container locks	Deduction 1 day	Deduction 2 days	Deduction 3 days	The worker is transferred to the relevant committee
4/31	Driving under the influence of medications or drugs	Deduction 5 day	The worker is transferred to the relevant committee		

### Final provisions

#### (ARTICLE 62)

The provisions of these regulations shall be implemented in the right of the establishment as of the date of its notification of its approval, provided that they shall be applied in the right of workers with effect from the following of its announcement.

In case of conflict between the Arabic text and the English text of this Regulation of work organization, the Arabic text shall prevail.

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