NOI Disciplinary Structure

[**1. PURPOSE** 1](#_Toc195616155)

[**2. SCOPE** 1](#_Toc195616156)

[**3. POLICY** 1](#_Toc195616157)

[**4. PROGRESSIVE DISCIPLINARY ACTION FRAMEWORK** 2](#_Toc195616158)

[**5. DEFINITIONS & ABBREVIATIONS** 3](#_Toc195616159)

[**6. RESPONSIBILITIES** 3](#_Toc195616160)

[**7. PROCEDURE** 4](#_Toc195616161)

[**8. VIOLATIONS LIST** 4](#_Toc195616162)

# **1. PURPOSE**

This Standard Operating Procedure (SOP) establishes the deduction system and NOI escalation structure for employees based on specific violations. The system is designed to maintain discipline, professionalism, and operational efficiency at Wuduh.

# **2. SCOPE**

This SOP applies to all employees within Operations, Sales, and Telemarketing. It ensures compliance with company policies, performance standards, and professional conduct.

# **3. POLICY**

* This policy operates within the broader framework of the Disciplinary Policy and Procedure (HR06-P01) and the internal bylaws. It does not limit, replace, or override them
* Written Notice and deduction/s will disqualify employees from IJP’s for 3 months and a Warning Letter/s for 6 months.
* The Commission Deduction (CD) system is categorized into four levels of severity (5% Commission Deduction (CD) & Verbal Notice (VN),10% CD & Written Notice (WN),15% CD & WN, 20% CD & WN).
* Violations must be documented and recorded in the NOI portal [HR Jordan - Notice of Investigation (NOI)](https://usclarity.sharepoint.com/sites/HRJordan/Lists/Notice%20of%20Investigation%20NOI/AllItems.aspx?ct=1742897751496&or=Teams%2DHL&LOF=1) by Supervisors and above for action to be taken by HR.

**NOI severity Table**

**(Team Lead/Supervisor):** Initial verbal correction, followed by coaching, one-on-one sessions, and sharing of SOPs/workflow policies and procedures, “ this must be documented” and if that was not successful

|  |  |  |
| --- | --- | --- |
| NOI 1 – Verbal Notice | First recorded violation  Of low severity | Employees receive formal Verbal Notice from HR. |
| Written Notice | Second recorded violation of low severity First recorded violation of higher severity | Employees will be issued a formal written notice from HR and will face a three-month disqualification from Internal Job Postings (IJPs) |
| Salary Deduction/Commission Deduction & Written Notice | First recorded violation of even a higher severity or second repeated violation within the same category | Employees will be issued a formal written notice from HR, with a salary or commission deduction, and will face a three-month disqualification from Internal Job Postings (IJPs) |
| Warning Letter | First recorded violation of even higher severity or second repeated violation within the same category | Employees will be issued a formal Warning Letter from HR, and will face a six-month disqualification from Internal Job Postings (IJPs) |
| Final Warning | First recorded violation of even higher severity or second repeated violation within the same category | Employees will be issued a formal Final Warning Letter from HR, and will face a six-month disqualification from Internal Job Postings (IJPs) |
| Temporary Suspension | Fourth violation (serious or repeated offenses). | Employees face unpaid suspension (1-3 days) as a corrective measure. |
| HR Review & Last Chance Agreement | Fifth violation (within a specific timeframe).  Or a violation of labor law, clause 28 | HR conducts a final review, requiring the employee to sign a Last Chance Agreement.  Where the employee is under observation for 12 months for any violation resulting in a possible termination.  and will face a six-month disqualification from Internal Job Postings (IJPs) |
| Termination | Continued violations after NOI 5.  Or a violation of labor law, clause 28 | Employment termination due to repeated policy breaches. |

* For full clarity on expected agent conduct, system usage, and daily operational standards, refer to the *Floor Compliance & Attendance SOP*. This document outlines rules on workstation hygiene, schedule adherence, smoking policies, food etiquette, and other operational behaviors. Violations of these expectations may result in actions outlined within this disciplinary structure.
* The Learning & Development (L&D) department will conduct a training module on the disciplinary structure and will be responsible for collecting formal employee acknowledgments to ensure understanding and reinforce accountability

# **4. DEFINITIONS & ABBREVIATIONS**

FO: First offense  
RO2 : Repeated Offenses Second time  
RO3: Repeated Offenses Third time  
CBD: Commission Based Deduction  
NCB: None Commission Based  
CD: Commission Deduction  
DTL: Direct Team Lead  
VN: Verbal Notice  
(SD&WN): Salary Deduction & Written Notice   
1st WL: 1st Warning Letter  
F.W.: Final Warning   
Termin.: Termination  
Suspens: Suspension

# **5. RESPONSIBILITIES**

**Team Leaders & Supervisors:**

* Monitor and detect violations in real-time.
* Confirm and document violations, ensuring fairness.
* Notify employees and track violations in the system.
* Report incident to [Notice of Investigation (NOI)](https://usclarity.sharepoint.com/:l:/s/HRJordan/FNQMwrIgejRCmLONV2TtNuoBv4sUnxf252hm1MSlOu0VYg?e=ohV3Us&xsdata=%3D%3D&sdata=V09oMFpaZmlVMlY4Ri9OT1hJKzBzaHpXUERsVjJ6ekpMOGQvWXdsOC9qRT0%3D&ovuser=2ed6ba96-36b8-43e7-bef1-09a8f2360c2f%2CBashar.H%40usclarity.com) for HR to take the necessary action (HR 06-P02)

**HR Department:**

* Review NOI escalations.
* Ensure fairness and compliance with company policies.
* Handle escalations (conduct disciplinary meetings), appeals, and final HR reviews.
* Disseminate periodic refresher messages and summaries of key policies to reinforce employee awareness and minimize policy misunderstandings

# **6. PROCEDURE**

* 1. **Violation Detection**
* Supervisors and authorized personnel observe, coach and document violations. In unsuccessful or in case of high severity violations, it must be submitted through the NOI portal.
  1. **Confirmation & Notification**
* The Supervisor report incident to the NOI portal [Notice of Investigation (NOI)](https://usclarity.sharepoint.com/:l:/s/HRJordan/FNQMwrIgejRCmLONV2TtNuoBv4sUnxf252hm1MSlOu0VYg?e=ohV3Us&xsdata=%3D%3D&sdata=V09oMFpaZmlVMlY4Ri9OT1hJKzBzaHpXUERsVjJ6ekpMOGQvWXdsOC9qRT0%3D&ovuser=2ed6ba96-36b8-43e7-bef1-09a8f2360c2f%2CBashar.H%40usclarity.com) for HR to take the necessary action
* The DTL/Supervisor notifies the employee when the HR Disciplinary meeting is arranged with the HR.
  1. **Deduction Calculation & Reporting**
* Deductions are calculated monthly and reported for payroll processing.
  1. **Monitoring & Compliance**
* HR and Operations track repeat offenders and escalate cases accordingly.

# **8. VIOLATIONS LIST**

The following violations are part of the NOI system, and it covers the most related violations in the floors.

**FO**: First offense/ **RO2**: Repeated Offenses second (2) time/ **RO3**: Repeated Offenses second third (3) time / **CBD**: Commission Based Deduction/ **NCB**: None Commission Based

1. **Performance & Compliance Violations**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Level** | **Violation** | **FO- CBD** | **RO2- CBD** | **FO - NCB** | **RO2- NCB** | **RO3- NCB** |
| **Low** | (For TL & Managers) Failure to monitor/report performance issues | 5% Commission Deduction & Verbal Notice  (CD &VN) | 10% Commission Deduction & Written Notice  (CD&WN) | Half day deduction & Verbal Notice (HDD&VN | Day/s Salary Deduction & Written Notice (SD&WN) | 1st Warning Letter  (1st WL) |
|  | Going to another phase without permission | 5% CD &VN | 10% CD&WN | HDD&VN | (SD&WN) | 1st WL |
|  | Not Wearing the company badge | 5% CD &VN | 10% CD&WN | HDD&VN | (SD&WN) | 1st WL |
| **Med** | Not following SOPs or operational procedures | 10% CD&WN | 15% CD & WN | (SD&WN) | 1st WL | Final Warning (F.W.) |
|  | Deliberate slow performance to manipulate metrics | 10% CD&WN | 15% CD & WN | (SD&WN) | 1st WL | F.W. |
|  | Calling a wrong creditor’s number | 10% CD&WN | 15% CD & WN | (SD&WN) | 1st WL | F.W. |
|  | Arguing with an agent on a file (TEAM LEAD) | 10% CD&WN | 1st WL | (SD&WN) | 1st WL | F.W. |
|  | Ineffective Client Engagement (e.g., Failure to actively listen to the client, including repetitive questioning and making excessive contact) | 10% CD&WN | 15% CD & WN | (SD&WN) | 1st WL | F.W. |
| **High** | Using Arabic inside the phase | 15% CD & WN | 1st WL | (SD&WN) | 1st WL | F.W. |
|  | Call Avoidance (e.g., Abandoning/Transferring Calls Invalidly, Ignoring Inbound Calls, AUX Misuse, Invalid Conferencing/Outbound calling SOPs) | 15% CD&WN | 1st WL | (SD&WN) | 1st WL | F.W. |
|  | Call Violation (e.g., hangs up on a client, uses inappropriate language, refuse to assist client, or behaves disrespectfully during a call) | 15% CD&WN | 1st WL | (SD&WN) | 1st WL | F.W. |
|  | Settling purchase-eligible files | 1st WL | F.W. | 1st WL | F.W. | (Termin.) |
|  | Settling for the next month | 1st WL | F.W. | 1st WL | F.W. | Termin. |
|  | Observing a violation without taking any action (TEAM LEAD) | 1st WL | F.W. | 1st WL | F.W. | Termin. |
|  | Mishandling client records or giving incorrect information | 1st WL | F.W. | 1st WL | F.W. | Termin. |
| **Very High** | Settling scrubs debts | F.W. | Termin. | F.W. | Termin. |  |
|  | Settling Pre/Legal debts | F.W. | Termin. | F.W. | Termin. |  |
|  | Not following SOPs or operational procedures (Possible Lawsuit, jeopardizing Client, Creditor relation) | F.W. | Termin. | F.W. | Termin. |  |

1. **Attendance & Punctuality Issues**

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| --- | --- | --- | --- | --- | --- | --- |
| **Level** | **Violation** | **FO - CBD** | **RO2 -CBD** | **FO - NCB** | **RO2- NCB** | **RO3- NCB** |
| **Low** | Exceeding break time allowance | 5% Commission Deduction & Verbal Notice  (CD &VN) | 10% Commission Deduction & Written Notice  (CD&WN) | Half day deduction & Verbal Notice (HDD&VN) | Day/s Salary Deduction & Written Notice (SD&WN) | 1st Warning Letter  (1st WL) |
|  | Lateness on shift including Team Leaders | 5% CD & VN | 10% CD&WN | (HDD&VN) | (SD&WN) | 1st WL |
| **Med** | Repeated lateness beyond company policy limits | 10% CD&WN | 1st WL | (SD&WN) | 1st WL | F.W. |
|  | Taking a break with no approval | 10% CD&WN | 15% CD & WN | (SD&WN) | 1st WL | F.W. |
|  | Repeated Exceeding breaks beyond company policy limits | 10% CD&WN | 1st WL | (SD&WN) | 1st WL | F.W. |
|  | Leaving work early without permission | 10% CD&WN | 15% CD & WN | (SD&WN) | 1st WL | F.W. |
|  | Unexcused absences (failure to report to work) | 10% CD&WN | 15% CD & WN | (SD&WN) | 1st WL | F.W. |
| **High** | Abuse of sick leave (false claims, forged medical reports) | 15% CD & WN | 20% CD&WN | 1st WL | F.W. | Termin. |

1. **Behavioral & Ethical Violations**

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| **Level** | **Violation** | **FO - CBD** | **RO2 -CBD** | **FO - NCB** | **RO2- NCB** | **RO3- NCB** |
| **Low** | Disrupting workplace operations (huddling, excessive socializing) | Verbal Notice (VN) | 5% Commission Deduction & Verbal Notice  (CD &VN) | Verbal Notice (VN) | Day/s Salary Deduction & Written Notice (SD&WN) | 1st Warning Letter  (1st WL) |
| **Med** | Misbehavior with colleagues, clients, or management | 10% CD&WN | 1st WL | (SD&WN) | 1st WL | F.W. |
| **High** | Using inappropriate or offensive language in the workplace | 1st WL | F.W. | 1st WL | F.W. | Termin. |

1. **Fraud & Dishonesty**

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| **Level** | **Violation** | **FO - CBD** | **RO2 -CBD** | **FO - NCB** | **RO2- NCB** | **RO3-NCB** |
| **High** | Manipulating records (time logs, sales numbers, etc.) | Final Warning | Termination | Final Warning | Termination |  |

1. **Breach of Confidentiality & Data Security**

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| --- | --- | --- | --- | --- | --- | --- |
| **Level** | **Violation** | **FO - CBD** | **RO2 -CBD** | **FO - NCB** | **RO2- NCB** | **RO3- NCB** |
| **Med** | Using the Office PC for personal matters | 5% Commission Deduction & Verbal Notice  (CD &VN) | 10% CD&WN | Day/s Salary Deduction & Written Notice (SD&WN) | 1st Warning Letter  (1st WL) | Final Warning  (F.W.) |
|  | Leaving the phase without setting a proper status | 10% CD&WN | 20% CD & WN | (SD&WN) | 1st WL | F.W. |
| **High** | Using personal devices to store or transmit company data | 1st WL | F.W. | 1st WL | F.W. | Termin. |
|  | Using a mobile device inside the phase | 15% CD & WN | 20% CD & WN | 1st WL | F.W. | Termin. |
|  | Bypassing client authentication | 15% CD & WN | 20% CD & WN | 1st WL | F.W. | Termin. |
|  | Changing client's personal details without consent | 15% CD & WN | 20% CD & WN | 1st WL | F.W. | Termin. |
|  | |  | | --- | |  |  |  | | --- | | Using unauthorized software to handle client documents | | 15% CD & WN | 20% CD & WN | 1st WL | F.W. | Termin. |
| **Very High** | Disclosing and/or using confidential information | Final Warning  /suspended | Termin | Final Warning  /suspended | Termin |  |

1. **Conflict of Interest & Misconduct**

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| **Level** | **Violation** | **FO - CBD** | **RO2 -CBD** | **FO - NCB** | **RO2- NCB** | **RO3- NCB** |
| **High** | Engaging in activities that create a conflict of interest | 1st WL | F.W. | 1st WL | F.W. | Termin. |

1. **Safety Violations**

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| **Level** | **Violation** | **FO - CBD** | **RO2 -CBD** | **FO - NCB** | **RO2- NCB** | **RO3- NCB** |
| **Low** | Smoking “Vaping”/Eating in restricted areas | 5% CD &VN | 10% CD&WN | Half day deduction & Verbal Notice (HDD&VN) | Day/s Salary Deduction & Written Notice (SD&WN) | 1st Warning Letter  (1st WL) |
| **High** | Violating workplace safety protocols | 15% CD&WN | 20% CD & WN | 1st WL | F.W. | Termin. |