

| سبل تفاديها في المستقبل<br>Measures of avoidance in the future  | الطريقة التي تمت معالجتها بها<br>Remedial measures taken   | بيان أسباب المخالفة/الجزاء<br>Reasons of violations/ sanctions  | المخالفات والجزاءات وتاريخها خلال 2022<br>Violations and sanctions.<br>And its date during 2022  | إسم الفرع /مدير الفرع<br>Branch name/manager name | رقم<br>No. |
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| We need to have a permanent solution, as mentioned previously, the issue was reported so many times with municipality warning to solve the bird issue, but Unfortunately permanent solution had been taken by the concern department. | Till now the issue is not yet solved, the pest control company are trying to solve the issue, but unfortunately there is no improvement and no any permanent solution and as per the municipality a bigger action will be taken against the branch in case the issue is not solved | Bird issue in the showroom, amount of penalty is 3750 QR  | 9/12/2022, the municipality give us a penalty regarding the bird's issue in the showroom which had been reported previously so many times                          | Hyatt Plaza/ Bahaa Hajjar                         | 1          |
| On time Print out of all the price change and handover of all reverted back / old price tags to Duty Manager.<br>Duty Manager to ensure price changes process has been comply.  | We went to the MOCI to settle the issue.<br>All SV to ensure all the staff in the night are fully aware the location of all promotional items and all has the signages even in the regular shelves.  | Price Issue/ No fine  | Customer Complain due to price change of the item in OCTOBER 12, 2022.<br>Promo items was changes and the Old promo / reverted price was not changed by the staff. | Mansoura/ Wilbert Alejandro                       | 2          |
| - Need a new chiller display for Bakery<br>- following the temperature daily as per schedule with temperature gun   | - all the products displayed with ingredient stickers from supplier<br>- maintenance fixed the chiller which was OLD and replacement of new compressor   | -Ingredients not available in products<br>- chiller not accurate in temperature between inside and reader / No fine | - Closure of Bakemart Chiller and Display<br>- Date: 18/01/2022  | Wakra Old / Issam Bachrouri                       | 3          |
| Focus more on price integrity procedure all the time  | Follow up the change price files on daily basis by the section manager and specially the promotion   | Different price between the shelve tag and cash counter / 2000 QR   | Wrong price 27/8/2022  | Wakra South / Emad Murad                          | 4          |

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| Monthly checking of expiry items selling area including storage room.  | The supplier paid the fine thru credit note.  | Found expired Items inside the freeze room<br>QR. 3750 fine   | September 1, 2022                                       | Bin Omran/ Hussien Ali                      | 5  |
| N/A  | N/A   | N/A   | N/A   | Airport Hypermarket/<br>Muhammad Javid Amir | 6  |
|  | Under Maintenance Project, still not finish   | Selling area broken tile/ the store did not pay the penalty related to this violation                             | October 31, 2022  | Abu Nakhla/<br>Suliaman Mohamed Ali Osman   | 7  |
| N/A  | N/A   | N/A   | N/A   | Al Wajba Al Meera<br>Shibu Jacob            | 8  |
| Implementation the role of that to do full check for store expire products per schedule list.                                    | The fine was paid as well as deducted from the staff whom responsible for this a violation. | Amount: Qrs. 3,750<br>Reason: Assorted Expiry Dates.<br>Sanction: Penalty Payment.                                | Ministry of Municipality (Baladiya)<br>10 February 2022 | Sailiya South/<br>Yasir Saad M. Osman       | 9  |
| Implementation the role of the price integrity, daily checking and monthly change all the shelves labels for all store products. | The fine was paid as well as deducted from the staff whom responsible for this a violation. | Amount: Qrs. 6,000<br>Reason: Promotion Price was Not Change after promotion period.<br>Sanction: Penalty Payment | Ministry of Commerce<br>14 August 2022                  | Sailiya South/<br>Yasir Saad M. Osman       |    |
| Maintain the freshness of all the items and check properly for the quality and expiry.   | Item was removed and returned to supplier   | Deli/Cheese Section tomato found damaged<br><br>QAR. 3,750.00   | January 13, 2022  | Rawdat Aba Heran/<br>Saleh Al Hammadi       | 10 |

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| Rejecting any delivery not matching our standards for Quality and Hygiene  | Pay the amount and item have been throw   | Fishery Item with bad smell<br>Fish Market Delivery<br>Penalty 3750 QR   | 26/11/2022  | Hazm Al Markhiya/<br>Mazen Sardouk  | 11 |
|  |   | Municipality Violation for<br>Recycling Practice<br>Penalty – 500 QR   | Thursday/ December 8, 2022  | Azghawa Old/<br>Harisharan Pudasain | 12 |
| Weekly check implemented   | Informed to management & return the goods to supplier   | Expired item in Frozen Warehouse<br>(QR 7500)  | 07 <sup>th</sup> Sep-2022<br>(2022/0076541)                                 | Khalifa South/ Tabraiz              | 13 |
| No more pallet in service yard   | Transferred inside the store  | Found pallet outside the store<br>Fine 25000 QR  | 17/11/2022  | Leabaib 1/ Taoufik                  | 14 |
| We display each paper in different stand   | Fruit line company solved and pay   | Display prices in stand in right way F & V section.<br>The penalty was paid by the supplier.   | January 2022  | Rawdat al Hamama/<br>Khaled Rahouli | 15 |
| Check the accuracy description and price of the product. informed all supervisor, supplier to regularly check the price tag is place in the correct product. | Corrective actions.<br>Notify to the supplier, AM H.O about the penalty in our store                        | Price was incorrect the customer complains the wrong price and the other shelf tag was place in wrong product.<br>Violation amount was paid supplier through purchasing department | Wrong price and the shelf price place in wrong product<br>(August 15. 2022) | Rawdat Ekdeem/<br>Diego Hernandes   | 16 |
| Not receiving any products manual Sticked BC.  | Returned all defected BC items to supplier /<br>Violation Amount QR 6000<br>Paid BY supplier TL-00275 - ABA | Price issue of Promotion item / Pilled out all promotion price BC due to moisture. Products BC Defected.<br>Penalty - 6000 QR  | 6000 QR -OPSS / April – 06, 2022  | Ujwal Kadariya/<br>Leabaib 2        | 17 |

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| N/A   | N/A   | N/A  | N/A   | Thakira/ Anzar  | 18 |
| Regular spot checks would be carried out in order to make sure that no expired or near expiry items would be found. | We have taken a measure of removing items well in advance, 2 days prior to the expiry to ensure no expired items found. | An expired item was found by a customer.<br><br>Penalty – 3750 QR  | 11 <sup>th</sup> November 2022<br><br>Total amount 3750 qr<br>Admin deduct from butchery supervisor and butchers' staff       | Al Khor/ Mustafa Goma   | 19 |
| N/A   | N/A   | N/A  | N/A   | Umm Qarn/<br>Mohamed Farahat  | 20 |
| Respect the expiry checking schedule and check the items before to display  | Municipality inspector visited our Butchery section base on the customer complaint                                      | AL BAYRAQ HALAWA TAHINI PLAIN 750 GM 1piece expired found by the Municipality inspector. Supplier paid the penalty | Municipality inspector found 1piece expired item and paid by the supplier April 13,2022<br><b>QAR 3700 (Paid by Supplier)</b> | Jeryan Nejaima / Addi Almacen (4430) (this is during the time of last manager Mr. Shakil Emp 927) | 21 |
| Checking the quality on daily basis time to time and temperature control  | Municipality inspector visited our Butchery section base on the customer complaint                                      | Meat items bad quality complain by the customer.<br>Penalty paid by the staff                                      | Municipality inspector found bad quality complain by the customer.<br>June 14,2022<br><b>QAR 3700 (Paid by staff)</b>         | Jeryan Nejaima / Addi Almacen (4430) - during the time of last manager Mr. Shakil Emp 927)        |    |
| Check and monitor the bread section 2 times in one day by branch supervisor   | We start checking 2 times in one day with records   | expired  | Expired cheese puff.<br>31/10/2022<br><b>QAR 6000</b>   | Al Qutaifeya Branch<br>Amor Sghaier (Emp 2991)  | 22 |

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| Near expired items must return to the supplier   | Keep separate place and put signage  | Near expired items  | September 5,2022<br><b>Qr. 3750</b>             | Al Asmakh - Mary Jane Blanco ( Emp 1299)   | 23 |
| Briefed all staff regarding the waste disposal plans and given clear instructions to cleaners to keep the area clean and dispose on allocated boxes. | Put posters and changed labels of waste collection boxes.  | Not satisfied with the Waste Segregation plan implemented.  | <b>Qr -500</b> , San/2022/0020343, 07-12-2022   | Azghawa New/Aiman Abdurahiman (Emp 4390)   | 24 |
| Stockers are checking quality thoroughly during the display and supervisor checks regularly.   | Items were removed from display and store.   | Found insect inside Al Meera rice 2 Kgs.  | <b>QR 3750</b> Fine on 6 <sup>th</sup> Mar 2022 | Mamoura /Ragesh Balan (Emp 4864) - During the time of last manager Mr. Emad Murad Emp 4094 | 25 |
| <ul style="list-style-type: none"> <li>Deep checking while receiving fresh and sensitive products.</li> </ul> Daily control of items in chiller.     | Debit Note requested by FMCG manager   | Customer complain, due to one shredded cheese found with fungus, knowing that the expiry date was good. | 8 August 2022.<br><b>The amount is 3750 QR</b>  | Shahaniya branch<br>Imad Choukri ( Emp 3783)   | 26 |
| daily checking the fresh cheese in the shelve and control the quality of product   | remove all items from the shelves /inform the supplier to make a shelled packaging and control daily the section -AND THE QUALITY OF DISPLAY PRODUCT | leakage of oil of Arabic cheese and fungus in the cover of the bottle                                   | <b>AMOUNT 3750 QR</b><br>20/09/2022             | Muraikh -MAHER (Emp 4441)  | 27 |
| To control the ordering and monitor daily expiry check.  | Warning letter given to staffs.  | Expired items found inside warehouse freezer month of 8 -2022 Shrimp from Transend company.             | September 8, 2022<br><b>Amount 3750 QAR</b>     | QMC SANA / Anil Dahal (Emp 1061)   | 28 |

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| <p>LPO was briefed to make sure to take acknowledgement from each staff for all the Price Changes for each day and same are to be cross checked the next day by the section supervisor.</p> <p>Price Integrity is regular being followed along with monthly shelf label change for entire store and each staff is given responsibility for their respective sections to avoid any price discrepancy in future.</p> | <p>Verbal Warning issued to concerned staff and coached all staff to strictly follow price integrity and regular price changes.</p> | <p>Price Discrepancy (Promotion)</p> | <p>Ministry of Commerce/ QAR 6000/ August 26<sup>th</sup>, 2022</p>              | <p>Aziziah/ Himanshu Kathuria</p>           | <p>29</p> |
| <p>Always checking expiry as daily basis.</p>  | <p>Branch manager and section staff got warning letter</p>  | <p>Expired eggs found</p>            | <p>Eggs section closed a week due to found expired eggs in section 4/10/2022</p> | <p>Umm Slal Ali/Mohd Shakil Ahmad (927)</p> | <p>30</p> |