

GENERAL INSTRUCTION MANUAL

ISSUING ORG. INDUSTRIAL SECURITY OPERATIONS (ISO)

ISSUE DATE 04/01/2017
REPLACES 11/01/2015

SUBJECT SAUDI ARAMCO IDENTIFICATION CARDS

APPROVAL AMZ
PAGE NO. 1 OF 29**CONTENT**

This General Instruction (G.I.) outlines administrative procedures and requirements for Saudi Aramco ID cards. It identifies responsibilities, business strategies and applicable transactions to be executed through e-Security application via SAP corporate portal at the Intranet home page (<http://myhome.aramco.com.sa>) and extranet page (<http://portal.aramco.com>). All references in the instruction are meant for Saudi Aramco organizations employees and contractors with the following information:

- 01.0 GI proponent.
- 02.0 Purpose.
- 03.0 Glossary.
- 04.0 General rules.
- 05.0 ID privileges and access denied.
- 06.0 Additional ID regulations.
- 07.0 Responsibilities of stakeholders and cardholders.
- 08.0 Restricted Access for employees, consultants, trainees and company visitors
- 09.0 Community-Facility IDs for employees, retirees, consultants and others.
- 10.0 Community-Facility or Non Community-Facility IDs for non-employed spouse/dependents, personal visitors, domestic helpers and drivers.
- 11.0 Contractor and customer IDs.
- 12.0 Non Community-Facility IDs for government employees.
- 13.0 Retrieval of Saudi Aramco IDs (all types).
- 14.0 Penalties on late return of contractor and customer IDs.
- 15.0 Revoking restricted access during vacation or other leave of absence
- 16.0 Loss of IDs, investigation and replacement process with penalties
- 17.0 Approval authority for service requests.

EXHIBIT-1 - ID types and approval requirement.

EXHIBIT-2 - Penalties and warning notices for lost IDs.

EXHIBIT-3 - Supporting documents required for verification (ALL ID Types).

EXHIBIT-4 - ID types and access privileges.

EXHIBIT-5 - ID Types and validity dates.

** EXHIBIT-6 - JHAH Employees Access Privileges.

1.0 G.I. PROPONENT

Industrial Security Support Department (ISSD) is the proponent of this instruction. ISSD and Area Industrial Security Operations Departments (AISOD) shall consistently ensure the procedures and requirements are implemented in their area of responsibility. All changes, comments or suggestions relating to the procedures and associated requirements stated in this GI shall be directed to ISSD.

2.0 PURPOSE

This is to ensure efficient and streamlined operations for protection of company's installations, restricted or non-restricted facilities, including communities and to grant physical access to employees, contractors and all others with their identification through appropriate IDs within the facilities or premises. (**Note:** Organizations shall not permit to develop or use IDs and passes showing corporate identity without prior approval from AISOD).

3.0 GLOSSARY

The following abbreviations/acronyms of the names or titles are used in this instruction:

AIO : Area ID Office

GENERAL INSTRUCTION MANUAL

ISSUING ORG. INDUSTRIAL SECURITY OPERATIONS (ISO)

ISSUE DATE
04/01/2017REPLACES
11/01/2015

SUBJECT SAUDI ARAMCO IDENTIFICATION CARDS

APPROVAL
AMZPAGE NO.
2 OF 29

AISOD	:	Area Industrial Security Operations Department
AAC	:	Aramco Affiliated Company
AOA	:	Asian and Other Arabs
AOC	:	Aramco Overseas Company
ASC	:	Aramco Services Company
APNE	:	Apprenticeship Program for Non-Employees
BKP	:	Bulk Plants
CDPNE	:	College Degree Program for Non-Employees
CMC	:	Chronic Medical Condition
CSL	:	Computer Security Liaison
EAP	:	Education Assistance Program
FrPD	:	Fire Protection Department
FRA	:	Final Release Agreement
FSF	:	Facilities Security Forces
GCC	:	Gulf Council Countries
IKLH	:	In Kingdom Local Hire
ISO	:	Industrial Security Operations
ISSD	:	Industrial Security Support Department
NCF	:	Non Community-Facility (Facilitate Gate Access Entry)
NIC	:	National Identity Card
OOK	:	Out-of-Kingdom
PIN	:	Personal Identification Number
PNG	:	Persona Non-Grata
PTD	:	Permanent Total Disability
HRSCO	:	Human Resources Service Center Office
GA	:	Government Affairs
SAP	:	Systems, Applications and Programs
RSCC	:	Regional Security Control Center
SCIS	:	Supreme Commission for Industrial Security
SEC	:	Saudi Electric Company
SI&RA	:	Social Insurance & Retirement Affairs
STS	:	Security Technical Services
SSSP	:	Saudi Strategic Storage Program
SAS	:	Saudi Aramco Services
TS&C	:	Technical Support & Coordination
JHAH	:	Johns Hopkins Aramco Healthcare

4.0 GENERAL RULES

Saudi Aramco IDs are distinguished by combination of colors, shapes, company hologram, strips, expiration date, bar codes, etc., and issued on approved service requests. The following conditions and requirements shall be met before issuing IDs or granting access to individuals:

4.1 CRITERIA

Individuals (male/female) shall be employed, dependent, associated with organization in any position and/or sponsored by the contracting firm or agency to work for Saudi Aramco under approved contract, service order, work order, etc. The following criteria shall be used:

* CHANGE

** ADDITION

NEW INSTRUCTION ☐

COMPLETE REVISION



GENERAL INSTRUCTION MANUALG. I. Number **APPROVED**
710.001

ISSUING ORG. INDUSTRIAL SECURITY OPERATIONS (ISO)

ISSUE DATE
04/01/2017 REPLACES
11/01/2015

SUBJECT SAUDI ARAMCO IDENTIFICATION CARDS

APPROVAL
AMZ PAGE NO.
3 OF 29

- 4.1.1 Employee ID card affixed by letters, suffixes, logos, or code numbers shall be issued commensurate with the eligibility and requirements established through SAP HR/SAP Core systems. For example; IDs issued to employees, contractors and others assigned to hospitals/clinics shall show letter "H". A letter "J" shall be placed on 11+ IDs issued to 3-8 female employees. IDs issued to SC9 and SC10 male employees shall show letter "M". A letter "M" shall be placed on 11+ IDs issued to SC9 and SC10 female employees.
- 4.1.2 Personal biographic information shall be clearly used on IDs in Arabic and English languages as expressed in Government directive that requires full name (last, first, middle initial), badge number, current photo, date of birth, nationality, government number, company name, commercial registration or license number for contracting firm/agency, serial number, expiry date, blood type.
- 4.1.3 Applicants shall present to AIO valid documents such as NIC or Family card (Saudi), resident permission (certain national), NIC or passport (gulf country citizens) and residence permit/passport (expatriate) while requesting IDs. **Note:** If these documents are expired, IDs shall not be issued.
- 4.1.4 Persons working for overseas subsidiary companies (ASC/AOC/AAC) shall be issued IDs to facilitate their entry in restricted facilities when they are on assignment to Saudi Aramco. The IDs issued at overseas subsidiary company offices shall be accepted for admittance to administration offices, main camps and recreational areas (**Note:** Persons working for domestic subsidiary/joint venture companies shall be issued a consultant ID with restricted access on approved service requests for more than (14) days period).
- 4.1.5 Non-employed guests or visitors who are visiting camp residents for their short-term visits (less than 14 days) shall not be issued IDs (**Note:** Camp residents may submit their requests through Visitor Management System "VMS").
- 4.1.6 Persons who were issued IDs earlier and meanwhile they have changed association or job through any firm, agency or sponsor, shall surrender IDs to AIO and re-apply for designated IDs against the approved service requests.
- 4.1.7 E-Security completed service requests for IDs shall stay valid for 30-days from the last approval date. If needed, appointment can be rescheduled with a new date without cancelling the service request within the validity of 30-days.

4.2 BADGE NUMBER ASSIGNMENT AND FINGERPRINT TAKING

- 4.2.1 Only one badge number is to be assigned to each applicant throughout his/her career or association with the company. This excludes personnel who were working for the company as contractor employees and became regular employees in addition to, employee's dependents, drivers and personal visitors who are not issued badge numbers (**Note:** Applicants shall indicate previously assigned badge number(s) while requesting ID).
- 4.2.2 Applicants requesting new IDs shall be fingerprinted or previous fingerprints taken are unclear. The ASC/AOC/AAC employees on assignment to Saudi Aramco shall be fingerprinted when they request a physical ID with restricted access (**Note:** Dignitaries, Board of Directors and government employees are exempt from fingerprint taking).

* CHANGE

** ADDITION

NEW INSTRUCTION ☐COMPLETE REVISION ☒

GENERAL INSTRUCTION MANUAL

ISSUING ORG. INDUSTRIAL SECURITY OPERATIONS (ISO)

ISSUE DATE
04/01/2017REPLACES
11/01/2015

SUBJECT SAUDI ARAMCO IDENTIFICATION CARDS

APPROVAL
AMZPAGE NO.
4 OF 29**4.3 ID PHOTO SESSION**

- 4.3.1 Applicants including female contractor employees shall be photographed in civil dress with a full-face view directly to the camera installed in AIO and without wearing sunglass or face covering. Applicants may have the option to be photographed wearing traditional head covering as appropriate to company dress code policy. AIO reserve the right to either accept or reject applicant requests for ID's if found not in compliance with company policy dress code. **(Note:** This will also apply to AISOD and FrPD employees who are assigned to operational activities as they would have the option to be photographed in civil dress or in their approved uniform).
- 4.3.2 Contractor personnel and distribution customers are allowed to renew their IDs within a maximum period of two (2) years without the need for their physical presence in ID office for a photo taken session. The previously taken shall be used provided that the photos are clear or no changes to the face impression.
- 4.3.3 In the cases of change information or replacement of damaged IDs, individuals may be re-issued IDs by using the previously taken provided that the photos are clear or no changes to the face impression.

4.4 COMBINED PRIVILEGES THROUGH ONE ID

- 4.4.1 Non-employed spouses of SC11+ Saudi female employees and retirees shall be issued two IDs (community-facility & contractor). Also, dependent wife and unmarried daughters of SC11+ Saudi male employees who are working as contractor employees shall be issued two IDs (community-facility & contractor). This includes issuing two IDs (community-facility & contractor) to Saudi dependent parents of SC11+ regular (male/female) employees and SC11+ Saudi (male/female) retirees who are hired as company consultants or working as contractor employees.
- 4.4.2 SC3-10 Saudi retirees who are dependents (parents) of SC11+ regular employees shall be issued 11+ Retirement ID (one ID) with letter (J). The ID validity shall be the same as per retirement ID. **(Note:** A relationship link shall be updated in SAP HR system).
- 4.4.3 SC3-10 male/female employees married to SC11+ employees (Saudis or expatriate) shall indicate the sponsor badge number at the back side of the ID card. **(Note:** A relationship link shall be updated in SAP HR system)
- 4.4.4 Contractor employees who are approved to stay in the main camps (family/bachelor) shall be eligible for a Consultant ID only with SC11+ or SC3-10 privileges. Contractor employees who are personal visitors to employees residing in main family camps shall be issued two IDs (Contractor ID and Personal Visitor).

Notes:

- (Personal visitors of SC3-10 employees and others residing in bachelor camps do not qualify for IDs to be issued).
- Family camps include DHSC, RTSC, ABSC, and UDSC.



GENERAL INSTRUCTION MANUALG. I. Number **APPROVED**
710.001

ISSUING ORG. INDUSTRIAL SECURITY OPERATIONS (ISO)

ISSUE DATE 04/01/2017 REPLACES 11/01/2015

SUBJECT SAUDI ARAMCO IDENTIFICATION CARDS

APPROVAL AMZ PAGE NO. 5 OF 29

4.4.5 Trainees (dependents of SC11+ employees) shall be issued a combined community-facility ID (one ID) bearing trainee's and the employee's ID number. A summer student (dependent of an SC11+ employee) shall be issued two IDs (student and dependent).

4.5 RETENTION OF ID PRIVILEGES FOR RETIREES

All Saudi retiring executives/general managers, SC15+/SC11-14 and SC3-10 employees shall be allowed to retain the same ID privileges that were granted during their regular service with the company. They shall be issued Retiree IDs after the retirement action is established through SAP HR system on the retiring employee's last working day with the company. **(Note:** Letter "M" shall be issued for SC9 and SC10 retirees to retain the same ID privileges that were granted during their regular service with the company).

4.6 SELECTING PIN CODE

On receiving processed employee ID from AIO, cardholders shall select PIN codes to facilitate their access through security gates' turnstiles or/and card-reading devices for vital installation and restricted facilities.

4.7 DISPLAY OF IDs AT WORKSITES

Individuals shall display their IDs at all times while present at the company facilities, worksites, vital installations, restricted facilities, non-restricted areas and residential compounds. Pedestrians, domestic helpers and passengers shall present their IDs to security personnel while passing through the security gates. Also, individuals shall present their IDs to security personnel (on foot or patrolling) upon request while present or staying in community areas.

5.0 ID PRIVILEGES AND ACCESS DENIED

Cardholders shall always carry valid IDs to enter company facilities and ensure the expired IDs are renewed to avoid confiscation and denial access to the facilities. In the case of misbehavior or violation of company regulations, AISOD has the right to withdraw IDs from individuals. The following rules shall apply:

5.1 Individuals shall enter facilities matching with the codes, groups or site location which has been electronically approved through e-Security application. The individuals holding community-facility without restricted access, non-community-facility IDs shall not enter restricted facilities.

5.2 NCF IDs, contractor IDs, customer IDs and Government IDs do not grant access to community facilities or recreational areas. NCF IDs issued to and contractors or personal driver shall provide limited access to administration offices and camps during permitted hours as stated in this instruction.

5.3 Individuals who are found using IDs that are illegally loaned, borrowed from original owner, reproduced, altered, duplicated, forged and PNGs shall be denied access to any facility. These IDs shall be confiscated and the acts of cardholder (except expired IDs) shall be subject to appropriate action.

5.4 ID cards issued to SC11+ female/male employees shall permit their accompanying children below the age of 12-years to enter recreational facilities during permitted hours. Dependents, who are 12 years & older, shall be provided with IDs to enter SC11+ facilities without accompanying parents.

5.5 SC9 and SC10 IDs male/female employees showing letter "M" shall allow limited access for employees and their accompanying dependents (spouse/children) to watch movie in the SC11+ camp during permitted hours. The SC11+ privileged IDs issued to SC3-8 female employees with "J" shall allow only employees to access recreational areas without accompanying their children, husband and parents.

* CHANGE

** ADDITION

NEW INSTRUCTION



COMPLETE REVISION



GENERAL INSTRUCTION MANUAL

ISSUING ORG. INDUSTRIAL SECURITY OPERATIONS (ISO)

ISSUE DATE
04/01/2017 REPLACES
11/01/2015

SUBJECT SAUDI ARAMCO IDENTIFICATION CARDS

APPROVAL
AMZ PAGE NO.
6 OF 29

The spouse, children and parents of SC3-10 male/female employees may obtain a dependent IDs on the information and eligibility available through SAP HR system (**Note:** Spouses, children and parents of SC3-10 male/female employees holding a dependent IDs are not eligible to use recreational facilities)

- 5.6 Contractor personnel shall strictly observe company working hours (0700 - 1600 hrs.) or rotating shift schedule, if any. If contractor personnel are required to work beyond working hours, during weekends or holidays, the proponent or contracting establishment shall notify Security AISOD's Superintendent or Shift Supervisor I.
- 5.7 The SC11+ and SC3-10 dependent sons who are employed for a wage through government, contracting firm, agency or domestic subsidiary/joint venture company shall not be issued dependent IDs. These dependents intending to stay with parents in family camps may request personal visitor IDs on approval from Personnel Department.
- 5.8 Distribution customers (owner, drivers or representatives) shall be denied access to distribution facilities if they are not holding sales order and valid distribution customer IDs.
- 5.9 SC3-10 US/Canadian employees, who are hired prior to November 1st, 2013 and residing in SC11+ family camps, and their eligible dependents shall be issued SC11+ IDs with indication for in-camp residence. They are also entitled for a personal visitor ID, domestic helper ID and driver ID.

6.0 ADDITIONAL ID REGULATIONS

Consistent with the SAP Human Resources and SAP core systems, e-Security application shall enable the streamlining of the following changes through IDs for employees, dependents, consultants and others:

- 6.1 Regular/retired executives, regular/retired general managers, members of the board of directors, and dignitaries shall be issued in-camp community-facility IDs irrespective of their residence status. This includes issuing in-camp community-facility IDs to regular and retired non-executives residing in Ar-Rabiyah compound. The dependents of regular/retired executives/general managers shall also be issued in-camp facility IDs according to the eligibility defined through SAP HR system (**Note:** Issuance of IDs for dependents of the dignitaries, and board of directors shall require approval from ISO General Manager).
- 6.2 Regular SC15+/SC11-14 and SC3-10 employees shall be issued either in or out-camp community-facility IDs according to their residence status available through SAP HR system. Dependents of SC15+ and SC11-14 employees shall be issued IDs based on residence of their parents, personal data and medical eligibility defined through SAP HR system. The trainees, students and consultants staying in SC3-10 bachelor camps or living in local communities shall be issued either in or out-camp community-facility IDs according to the eligibility defined through SAP HR system.
- 6.3 SC3-8 female employees, SC3-8 casual employees married to Saudi Aramco employees and SC3-8 IKLH female expatriates shall receive SC11+ privileged IDs with letter "J" (**Note:** Dependents of SC3-10 regular employees shall receive dependent IDs to ride on a company bus for travel from residence to hospitals/clinics and back as per medical eligibility defined through SAP HR system).
- 6.4 Drivers and housemaids assigned to regular and retired executives, sponsored by general managers, regular SC15+ employees and SC14 division heads living in or off-camp and Ar'Rabiyah compound, in

* CHANGE

** ADDITION

NEW INSTRUCTION ☐

COMPLETE REVISION



GENERAL INSTRUCTION MANUAL

ISSUING ORG. INDUSTRIAL SECURITY OPERATIONS (ISO)

ISSUE DATE
04/01/2017 REPLACES
11/01/2015

SUBJECT SAUDI ARAMCO IDENTIFICATION CARDS

APPROVAL
AMZ PAGE NO.
7 OF 29

addition to, SC11-14 employees living in-camp shall receive domestic helpers (NCF) IDs. Drivers of regular SC11–14 employees, retirees (retired general managers and retired SC15+/SC11-14 employees), regular SC3-10 female employees and contractor female employees (Saudi) working for company shall receive NCF IDs (Note: Female may designate a husband, a father, a brother, a guardian or a driver while requesting NCF ID).

- 6.5 Issuance of IDs shall be limited to three (03) personnel domestic helpers and/or drivers sponsored by regular and retired executives, regular general managers, regular SC15+ employees and SC14 division heads. For personnel sponsored by regular SC11-14 employees living in camp, IDs shall be limited to one (1) domestic helper and (1) driver according to their eligibility set forth in this GI. For personnel sponsored by regular SC11-14 employees/SC11+ retirees/female trainees IDs shall be limited to one (01) driver only. (Note: Drivers sponsored by SC3-10 male employees/ male trainees or students are not eligible for IDs to be issued. SC11+ retirees residing in local communities are not eligible for domestic helper IDs)
- 6.6 Recreation consultants sponsored by Community Services shall be issued SC11+ consultant ID with in-camp privileges for a period not exceeding one (01)-year irrespective of visa endorsement on their passports if they are staying in camp. The consultants sponsored by other organizations shall be issued either in or out-camp IDs valid for a period of visitor visa endorsement on the passports based on their residence.
- 6.7 Expatriate retirees Including AOA retirees who are age 50 or more and completed 15 or more years of continuous service including expatriates whose employment ends at the age of 60 or later regardless of their length of service shall be issued courtesy IDs providing no access privileges to the main camps or utilizing the recreational facilities after the retirement action is reflected through SAP HR system regardless whether they are leaving or staying in the Kingdom. However, at the request of SC11+ expatriate retiree, who has a valid Saudi residence or conversely lives in the Kingdom of Bahrain, a retiree ID may be issued to allow him access the main camp and utilize the recreational facilities on the discretion and approval from Director of Personnel Department or his delegate (**Note:** Expatriate retiree dependents (children) are not eligible for IDs to be issued).
- 6.8 Community-facility, NCF, contractor and distribution customer IDs shall be renewed for a further period as needed. This includes information change, replacement or additional accesses to be processed on services requests and approvals as needed.

7.0 RESPONSIBILITIES OF STAKEHOLDERS AND CARDHOLDERS

The following stakeholders and cardholders are obligated to assist Industrial Security Operations in the execution of policies, procedures and associated requirements while issuing IDs as follows:

7.1 HUMAN RESOURCES POLICY & PLANNING DEPARTMENT:

The department shall ensure the changes or relaxations to the corporate policies, privileges or benefits that need to be reflected through Community-Facility or Non-Community-Facility IDs for regular employees, dependents, casuals and non-employees are timely relayed to ISSD Manager for inclusion in applicable procedures, modification to the e-security and implementation in all areas.



GENERAL INSTRUCTION MANUAL

ISSUING ORG. INDUSTRIAL SECURITY OPERATIONS (ISO)

ISSUE DATE
04/01/2017 REPLACES
11/01/2015

SUBJECT SAUDI ARAMCO IDENTIFICATION CARDS

APPROVAL
AMZ PAGE NO.
8 OF 29**7.2 PERSONNEL DEPARTMENT:**

The department shall ensure the following:

- 7.2.1 Personnel biographic data is clearly maintained in SAP HR systems for regular executives/general managers, SC15+/SC11-14 and SC3-10 employees (including loanees to domestic or overseas subsidiary/joint venture companies), casuals and IKLH expatriate female employees. This includes maintaining biographic information and updating eligibility requirements in SAP HR systems for regular employee's family members (e.g., wife, sons, daughters & dependent parents), and those dependent sons/daughters who are on EAP/non-EAP status for IDs issuance purposes.
- 7.2.2 Service requests are approved to issue IDs for domestic helpers assigned to regular executives/general managers, SC15+, SC14 division heads who are living either in or off camps and in-camp SC11-14 employees, including SC3-10 US/Canadian employees who are hired before November 1st, 2013 and residing in SC11+ camps. Service requests for domestic helper ID work flow approval for executive retirees and Ar-Rabiyah resident retirees shall be finally approved by Personnel Department.
- 7.2.3 Service requests shall be approved by Personnel Department to issue IDs for JHAH and SC11+ Saudi/expatriate employee's family members who are arriving from OOK on visitor visa and staying with employees in camp. This includes approving service requests to issue IDs for personal visitors (relatives) of Saudi/expatriate employees to stay with employees in family camps for a limited period of time not exceeding three (03) months.
- 7.2.4 SAP HR systems are updated with applicable information (e.g. SAG Number) for early/normal retirees, PTD/CMC annuitants, old ex-SAMAREC retirees, SC11+ retiree's eligible dependents (wives/sons/daughters) and domestic helpers/drivers who are assigned to executive retirees.
- 7.2.5 Once declared, a relationship link is provided in SAP HR systems between regular and retired employees and their working non-employee dependents (wives/sons/daughters/parents/ domestic helper) and also between regular and retired employees and their working spouses. This relationship link is essential to prevent issuing multiple privileged IDs to individuals.
- 7.2.6 All Saudi retirees and their eligible dependents are directed to call Industrial Security Help Desk Support (Tel: 013-876-6000) to initiate service requests and facilitate appointments for obtaining IDs from AIO. Note that the retiree presence is mandatory for obtaining their IDs from AIO. In the condition that a retiree is unable to attend due to disability or medical condition, his eligible dependent shall provide all necessary documentations to AIO on behalf of the retiree. AIO supervisor reserves the right to request concurrence from Saudi Aramco Social Insurance for further processing of the retiree request. The Human Resources Service Center shall remind retirees that they should not show up at Area ID Offices (AIO) without prior appointment. This includes retrieving IDs from active retirees, deceased retirees, their dependents, and domestic helpers assigned to executives when ID privileges are revoked or when IDs are no longer needed and the retrieved IDs are then returned to ISSD/AIO.
- 7.2.7 Changes that have occurred to the corporate policies in the issuance of IDs for regular employees, retirees, PTD/CMC annuitants, their dependents, old ex-SAMAREC retirees including retiree's SAP codes (61-70, 86, 88 & 89), domestic helpers/drivers assigned to

* CHANGE

** ADDITION

NEW INSTRUCTION ☐COMPLETE REVISION ☒

GENERAL INSTRUCTION MANUAL

ISSUING ORG. INDUSTRIAL SECURITY OPERATIONS (ISO)

ISSUE DATE 04/01/2017
REPLACES 11/01/2015

SUBJECT SAUDI ARAMCO IDENTIFICATION CARDS

APPROVAL AMZ
PAGE NO. 9 OF 29

executive retirees and other personnel are timely communicated to ISSD Manager. This includes approving letters to issue IDs for expatriate retirees who have a valid Saudi residence or conversely live in the Kingdom of Bahrain by allowing them access the main camps and utilizing the recreation facilities (Note: Validity of IDs for expatriate retirees shall not exceed two (02) years).

7.2.8 IDs are retrieved from retiring, terminated and those employees who left the company or died during service career without complying with the departure clearance as well as their dependents who are departing Saudi Arabia on exit visa. The retrieved IDs shall be turned-in to ISSD/AIO.

7.2.9 Service requests may be approved to issue personal visitor IDs for non-employee spouses (resident) of expatriate female employees to temporarily stay in main family camps. (**Note:** Spouses, who are not approved to stay in family camps, shall be issued NCF ID's with camp logo).

7.3 STAFFING SERVICES DEPARTMENT:

The department shall ensure the following:

7.3.1 SAP HR system is updated with biographic information for all new candidates, rehires, casuals, IKLH expatriate female employees, summer students, faculty members and trainees (APNE/CDPNE) to match with their facility or salary codes as applicable. (**Note:** Restricted access requests shall not be initiated for new candidates. It is the responsibility of proponents where individuals are assigned to work).

7.3.2 Old badge numbers are clearly indicated for all candidates, summer students, trainees and college degree programs-non employees, if they were previously assigned a badge number excluding personnel who were working for the company as contractor employees, distribution customers or government employees.

7.3.3 ID service requests shall not be initiated for supplemental contractor manpower that is hired to work for various departments within the company. It is the responsibility of contracting firm to submit service requests to proponent for approval.

7.3.4 All summer students, coop students, faculty members, internship candidates, apprentices or college degree program non-employees shall return their IDs to ISSD/AIO when they are terminated, transferred, or when they did not report to work.

7.3.5 All policy relaxations that need to be reflected in the ID issuance and associated procedures for new hires/rehires, students, faculty members, apprentices and college degree program non-employees, including supplemental contractor manpower are timely relayed to ISSD Manager for inclusion in applicable procedures, modification to the e-security system and implementation in all areas.

7.4 COMMUNITY SERVICES:

The Community Services, in all areas, shall ensure the following:

7.4.1 Service requests are concurred and forwarded to Personnel Department for NCF IDs to be issued to expatriate female's non-Saudi Aramco-employed husbands (resident - sponsored by other agency in the Kingdom) who are visiting their wife in camps. This includes concurring service

GENERAL INSTRUCTION MANUAL

ISSUING ORG. INDUSTRIAL SECURITY OPERATIONS (ISO)

ISSUE DATE
04/01/2017 REPLACES
11/01/2015

SUBJECT SAUDI ARAMCO IDENTIFICATION CARDS

APPROVAL
AMZ PAGE NO.
10 OF 29

requests for OOK families of SC11+ employees arriving (on visitor visa) to stay with employees in camps. They shall be issued temporary visitor IDs according to the validity of visitor visa endorsement on their passports.

7.4.2 Camp residents are directed to exchange their in-camp community-facility IDs to out-camp privileged IDs for themselves and for their dependents while they are moving to local communities or going on assignment.

7.4.3 Changes that have occurred to the rules governing communities, recreational and beach facilities which can be used by employees, dependents, consultants, trainees, students, contractors and others who are holding SC11+ or SC3-10 privileged IDs are timely communicated to ISSD or/and AISOD Manager for inclusion in applicable procedures, modification to the e-security system and implementation in all areas.

7.5 PROPONENT ORGANIZATIONS

Department Managers or higher are primarily responsible for persons who need IDs to enter company facilities and they shall not submit or approve ID service requests for individuals who are not assigned, not working and/or not sponsored by their departments (**Note:** Saudi Aramco ID and restricted access service requests shall be maintained to a minimum for security and efficiency reasons. Also, persons who have meetings, seminars or conferences shall not be issued IDs). In addition to the procedures and requirements stated in this instruction manual, proponents shall ensure the following rules are implemented:

7.5.1 Service request initiators and validators (their role can be requested through User Access Management Tool-UAMT via SAP portal) are assigned to initiate and validate service requests for restricted access or community-facility IDs to be issued to employees, consultants, visitors, trainees, students, faculty members, members of board of directors, government employees, contractors, haulers, distribution customers, SEC, Bank, SAS drivers and others that are servicing their departments. All service requests shall include a selection of plant codes/groups from the listings placed in e-security application or Security Web page (<http://security.aramco.com.sa>) and estimated working hours for contractor employees.

7.5.2 Restricted area access privileges granted to employees, consultants, contractors and others shall be periodically reviewed and assessed to meet operational needs. If necessary, access rights shall be minimized or eliminated when no longer needed, especially when employee is transferred to other organization or when mothballing of a facility has been executed.

7.5.3 Access privileges to “ALL” plants/sites shall not be approved for contractor personnel. The multiple accesses can be selected for employees, consultants, contractors and others by submitting new service requests in order to meet operational requirements.

7.5.4 Service request validators shall verify requisite information used for employees, consultants, contractors, customers and others such as name, badge number, plant access codes, groups, site location, contract number, contractor name and contract validity before the service requests are released to the approvers within specified time limit.

* CHANGE

** ADDITION

NEW INSTRUCTION ☐

COMPLETE REVISION



GENERAL INSTRUCTION MANUAL

ISSUING ORG. INDUSTRIAL SECURITY OPERATIONS (ISO)

SUBJECT SAUDI ARAMCO IDENTIFICATION CARDS

G. I. Number **APPROVED**
710.001

ISSUE DATE 04/01/2017 REPLACES 11/01/2015

APPROVAL AMZ PAGE NO. 11 OF 29

- 7.5.5 Organizations shall update their employee's e-leaves (e.g. vacation or other leaves) in advance so their access, if exist, will be suspended automatically at the effective date of their leave. Employees are also encouraged to check the status of their leaves processing with their designated time keepers.
- 7.5.6 All contracting firms, including subcontractors, SEC and domestic subsidiary/joint venture companies while doing business or providing services to the company shall acquire vendor code or registration number to be assigned through Contracting Department or Material Supply by using Web page (<http://esr.aramco.sa>).
- 7.5.7 Contracting firms shall select plant codes, groups or site locations while initiating requests for their employees according to the contract or job requirement from proponent organization. The non-restricted work site locations shall include abbreviated letters, e.g. DHA, ABQ, RTR, RIY, JED, NPC, SPC, etc. (**Note:** Access to pipeline corridors shall require approval from Area Pipelines Department).
- 7.5.8 Main contracting firms, SEC and domestic subsidiary/joint venture companies shall nominate up to five (05) Saudis male to accompany their employees (including subcontractor personnel) to AIO for ID photos, fingerprint taking on scheduled appointment dates and collecting IDs and then returning IDs to AIO. This condition exempts accompanying of representatives for SEC and domestic subsidiary/joint venture company employees who can directly go to AIO for the needful.
- 7.5.9 Department CSL(s) shall post authorizations in SAP systems for contractor representatives (up to five (05) persons) who need access to e-security application. The request/s of additional persons shall be reviewed and sent to AISOD Manager (**Note:** CSL shall disable access to e-security for representatives who left the firm and he/she shall update information when there are changes to the representatives).
- 7.5.10 SAP core systems shall be updated on the start and end dates of contracts, work orders, service orders, commercial registration numbers, vendor's registration number, contracting establishment names, and other information as needed.
- 7.5.11 Contracting firms, SEC and domestic subsidiary/joint venture companies associated with the department shall be directed to submit a letter to ISSD stating that they understand ID regulations and associated requirements (sample letter is available through AIO). Also, e-form SA-5715-3 shall be prepared or processed for Industrial Security clearance against each specific closed long or short form contract and service or work order in order to release the payments to the firm.
- 7.5.12 If operationally needed, a single point of contact with backup shall be established within the department to maintain follow-ups with the plant managers and Industrial Security offices concerning service requests, coordination with plant managers and ID-related matters.
- 7.5.13 Contractors IDs shall immediately be retrieved from contractor personnel who are terminated on cause and then returned to AIO. At the same time, consultants, visitors, government employees, trainees and students shall be directed to return IDs to AIO when their assignment or jobs are completed.

7.6 PLANT MANAGERS

In addition to the guidelines and requirements set for proponents, the plant managers (owner/share responsibility) shall ensure the following rules are appropriately implemented:

* CHANGE

** ADDITION

NEW INSTRUCTION



COMPLETE REVISION



GENERAL INSTRUCTION MANUAL

ISSUING ORG. INDUSTRIAL SECURITY OPERATIONS (ISO)

ISSUE DATE
04/01/2017 REPLACES
11/01/2015

SUBJECT SAUDI ARAMCO IDENTIFICATION CARDS

APPROVAL
AMZ PAGE NO.
12 OF 29

- 7.6.1 Restricted access service requests received from proponent(s), including the requests initiated for employees, consultants, contractors or others working for their department shall be reviewed and approved (**Note:** Rejection of service requests shall directly be communicated to the request initiator).
- 7.6.2 All individuals working inside or visiting plant facilities shall be reminded through general announcement or notices placed outside the plant gates to visibly display and safeguard their IDs at all times while present at worksite in vital installations or restricted facilities.
- 7.6.3 Newly streamlined installations and restricted facilities shall be assigned security codes through ISSD. The changes that have occurred in the status of a plant facility due to reorganization, closure, or if share responsibility is added or changed shall be communicated to ISSD or/and AISOD Manager.
- 7.6.4 Plant manager (owner) may limit the share responsibility set to other departments for vital installations or restricted facilities and specify special procedure or requirements for individuals needing access to their facilities with a notification sent to all organizations, company-wide (**Note:** This includes providing agreement to the requests if other departments are involved while sharing access privileges for vital installations and restricted facilities).
- 7.6.5 Access privileges that were granted to the employees, contractors and others for restricted facilities shall be periodically reviewed and that any changes are communicated to AISOD or/and ISSD Manager.

7.7 CARDHOLDERS

All cardholders, contractor representatives and/or sponsors shall acknowledge receiving IDs from AIOs. They shall not carry expired or damaged IDs while entering any facilities. In addition to the procedures and requirements described in this instruction, the cardholders, representatives and/or sponsors shall comply with the following:

- 7.7.1 In any case, IDs shall not be loaned, borrowed, misused, reproduced, duplicated or forged. These acts are subject to investigation and severe disciplinary action to be taken against the defaulters/violators.
- 7.7.2 Employees, dependents, consultants, trainees, students, contractors and others shall return their IDs to AIO or to their sponsors when they are terminated, resigned, separated, retired, or leaving the company, including US loanee's transfer to USA or when trainees and students have completed their training program. (**Note:** This excludes all Saudi retiree's eligible dependents)
- 7.7.3 While moving to local community areas, employees (in-camp residents) shall exchange own and their dependent IDs to out-camp privileged IDs by using change information through e-security.
- 7.7.4 Cardholders and/or sponsors shall report to the nearest RSCC when the ID is lost irrespective of cardholder is on the job or off-job. At the same time, cardholder or sponsor shall lodge a report with the local Police Department or other recognized agency during vacation, assignment or training, obtain a report and then submit a copy to STS/TS&C group as evidence to the incident.

GENERAL INSTRUCTION MANUALG. I. Number **APPROVED**
710.001

ISSUING ORG. INDUSTRIAL SECURITY OPERATIONS (ISO)

ISSUE DATE 04/01/2017
REPLACES 11/01/2015

SUBJECT SAUDI ARAMCO IDENTIFICATION CARDS

APPROVAL AMZ
PAGE NO. 13 OF 29**8.0 RESTRICTED ACCESS FOR EMPLOYEES, CONSULTANTS, TRAINEES AND COMPANY VISITORS**

All male/female regular executives/general managers, SC15+/SC11-14 and SC3-10 employees, ASC/AOC/AAC employees, consultants, visitors, trainees, summer students, contractors, government, distribution customers and faculty members shall be granted the required access upon formal approval by their management to enable them perform their assigned duties in vital installations and restricted facilities. The service request initiators and/or validators shall consult approved plant codes/groups placed at Security Web page (<http://security.aramco.sa>) while submitting service requests. The rules for multiple codes, groups and **ALL** accesses are defined as follows:

- 8.1 Service requests for a single plant facility or multiple plants shall require approval from concerned plant manager(s) or their delegated division heads.
- 8.2 No approval is necessary if the restricted access request with multiple accesses or **ALL** plants is requested by the Admin Area Head or Business Line Head. The administrative area head's approval (one signature) is sufficient if multiple accesses or **ALL** plants/sites are required for general manager or department manager.
- 8.3 Approval of Business Line Head (respective Senior Vice President) is sufficient for access to **ALL** plants needed by Saudi Aramco-sponsored consultants and the employees below department manager (**Note:** This approval requirement does not include loanees who are assigned to subsidiary/joint venture companies and contractor personnel).
- 8.4 A special group "BKP" comprising distribution bulk plants and fueling units shall be issued to haulers only on the selection and approval from Regional Distribution Department (**Note:** This group shall not be granted to contractor personnel and distribution customers).
- 8.5 Restricted access shall be re-issued on new service requests when changes to the codes, groups, or all accesses have occurred to vital installations or restricted facilities due to reorganization process or other circumstances are announced by the ISSD manager.
- 8.6 Restricted access request initiated for President & CEO, his staff and that of company employees, consultants or contractor personnel working for ISO/S&IS and they require multiple accesses or "**ALL**" plants shall be approved by the S&IS Executive Director, ISO General Manager, ISSD Manager or AISOD Manager.

9.0 COMMUNITY-FACILITY IDs FOR EMPLOYEES, RETIREES, CONSULTANTS AND OTHERS

Community-facility IDs (new/renew/replace) shall be issued to regular/retired executives & general managers, regular SC15+/SC11-14 and SC3-10 employees (including loanees to subsidiary companies/joint venture companies), casuals, SC11+/SC3-10 retirees, In-Kingdom local hire expatriate females, dignitaries, members of board of directors, trainees, summer students, coop students, faculty members, consultants, visitors, government employees and others who are directly employed or associated with the organizations. The following guidelines shall apply while issuing community-facility IDs:

- 9.1 Initiator(s) shall complete service requests for concerned persons and submit to validator(s) for verification as needed. The initiator(s) shall release service requests direct to the approver(s) if no validators are assigned to the department (**Note:** Employees (except new) and retirees may directly initiate and submit service requests for their IDs).
- 9.2 Validator(s) shall release service requests to approvers in three (03) working days. If a request is not validated in three (03) days' time, it shall automatically be released to approver who, in turn, has limited

GENERAL INSTRUCTION MANUALG. I. Number **APPROVED**
710.001

ISSUING ORG. INDUSTRIAL SECURITY OPERATIONS (ISO)

ISSUE DATE 04/01/2017
REPLACES 11/01/2015

SUBJECT SAUDI ARAMCO IDENTIFICATION CARDS

APPROVAL AMZ
PAGE NO. 14 OF 29

time to approve the request in five (05) working days. If request(s) are not approved in specified time, it shall automatically be escalated to next higher level of authority.

- 9.3 Changes involving name, date of birth, government number, salary code, unclear photo, cardholder's signature, residence status & organization code due to transfer and returning student's status shall be processed without approval provided information is up-to-date in SAP HR systems (**Note:** Replacement of lost IDs for individuals listed above shall require approval as stated in this instruction manual).

10.0 COMMUNITY-FACILITY OR NON-COMMUNITY-FACILITY IDs FOR NON-EMPLOYED SPOUSE/DEPENDENTS, PERSONAL VISITORS, DOMESTIC HELPERS AND DRIVERS

Community-facility or NCF IDs shall be issued to non-Saudi Aramco employed dependents (spouse, unemployed son and unmarried daughter under education, or parents), personal visitors, domestic helpers and drivers assigned to regular or retired executives, sponsored by regular general managers, regular SC15+/SC11-14 employees and retirees on SAP update or required approvals with the following regulations (**Note:** Relationship between regular employees, retirees, spouses and non-employed dependents shall strictly be observed while issuing designated IDs. Employees shall be responsible for misbehavior or violations of recreational and ID regulations by their dependents, domestic helpers and drivers):

- 10.1 Employees and retirees shall provide applicable information to Personnel Department for update in SAP HR systems for eligible dependents and to AIO for their domestic helpers, drivers and personal visitors as needed. (Note: new, renew, change or replacement of lost IDs for individuals listed above shall be processed without approval from any organization).
- 10.2 Dependents (sons/daughters) enrolled in EAP or regular education shall be issued IDs in two stages, e.g., in the age group of 12-19 and 19-26 years in Gregorian calendar. Sons of employees must be non-employed in order to be issued dependent IDs and when employed, with the company, government or contracting firms, dependent sons shall surrender their dependent IDs (**Note:** Non-Saudi Aramco employee or retiree husband, in addition to dependent sons/daughters of SC11+ Saudi female employees shall receive SC11+ privileged IDs. Dependent sons/daughters of SC11+ expatriate casual who is married to SC3-10 employee shall receive SC11+ privileged IDs. The SC3-10 husband ID shall be marked with an "Accompanying Children Logo" at the front side of the ID card as well as an indication on their IDs of the sponsored badge number (**Note:** A relationship link shall be updated in SAP HR system)).

For dependents of SC3-10 employees/retirees (Saudi) shall receive dependent IDs to ride on a company bus for travel from residence to hospitals/clinics and back as per medical eligibility defined through SAP HR system).

Notes:

- Dependent IDs shall be issued to all family members of a deceased employee including "WIDOW" in accordance to their medical eligibility in JHAH as defined through SAP HR system.

- 10.3 At the request of a SC11+ expatriate female employee (IKLH), her non-company employed husband and children shall be issued SC11+ privileged dependent IDs on SAP update or approval from Personnel Department. Dependents (spouse, sons, daughters or parents) of deceased employees and their sponsored personnel domestic helper (housemaids) do not qualify for IDs to be issued. This excludes dependents of

GENERAL INSTRUCTION MANUALG. I. Number **APPROVED**
710.001

ISSUING ORG. INDUSTRIAL SECURITY OPERATIONS (ISO)

ISSUE DATE 04/01/2017 REPLACES 11/01/2015

SUBJECT SAUDI ARAMCO IDENTIFICATION CARDS

APPROVAL AMZ PAGE NO. 15 OF 29

deceased employees with medical eligibility at JHAH who will be entitled for a dependent IDs to be issued.

Note: “WIDOWS” who are living in Ar-Rabiyah compound shall be issued Dependent IDs with SC11+ privileges).

- 10.4 Domestic helpers or drivers are defined as personal staff and assigned to regular or retired executives, properly sponsored by general managers, regular SC15+/SC11-14 employees and non-executive retirees staying in Ar-Rabiyah compound and retirees (SC15+/SC11-14) staying in the local community shall receive domestic helper IDs or NCF IDs as stated in this instruction (Note: IDs are not issued to domestic helpers sponsored by SC3-10 male employees and CMC/PTD annuitants).
- *10.5 Personal visitors (family members) of (JHAH employees staying in camp) and SC11+ Saudi/expatriate employees arriving from foreign countries/ In-Kingdom to stay in camps for a limited period shall be issued community-facility IDs according to the visitor visa endorsement on the passports on approval from Community Services and Personnel Department. Personal visitors other than family members of employees (main camp resident) shall be issued temporary visitor IDs on approval from Personnel Department.
- 10.6 Saudi Arab dependent daughters of regular SC 11+ employees shall continue receiving IDs beyond 26 years of age (until they got married) on presentation of a family booklet provided eligibility is available through SAP HR system. The dependents (wife/sons/daughters) of SC11+ Saudi Arab retirees shall receive IDs based on the SAP HR codes (61-70) while retirees falling under SAP HR code 85, 86, 88 & 89 are eligible for wife ID only.
- 10.7 Regular female expatriate employee's In-Kingdom spouses (resident-non-Aramcon) who are frequently visiting their wife living in a family camp at Dhahran, Ras Tanura, Udhailiyah and Abqaiq shall receive non community-facility IDs on approval from Community Services and Personnel Department.
- 10.8 Dependents (wife/children) of company-sponsored consultants living in a family camp shall be issued SC11+ privileged IDs on approval from department head or higher, provided that, the dependent information is updated in the SAP HR system. The contractor employees and their dependents that are approved to stay in community areas shall be issued SC11+ privileged IDs on approval from Admin Area Head and Community Services Admin Area Head.
- 10.9 NCF IDs shall be issued for drivers sponsored by SC11-14/SC3-10 female employees and contractor female employees (Saudi Arab) residing in local communities. Female employees may select one individual only to be issued NCF ID to allow him to drive her to and from work. The individual can be a husband, father, son, brother, guardian or family driver. The service request for a driver of a contractor female employee shall be subject to employee's Department Manager (**Note:** NCF IDs issued to drivers shall not allow using recreational facilities).
- 10.10 Retirees and regular male/female employees shall be responsible for safeguarding IDs issued to their drivers who shall abide by the company regulations that include traffic rules and fees resulting from losing the IDs.
- 10.11 IDs shall be revoked or cancelled if a dependent's son has become an employee for a wage with the company, government or contracting firm, a daughter got married, domestic helpers violates company regulations or when an individual is declared PNG.

* CHANGE

** ADDITION

NEW INSTRUCTION



COMPLETE REVISION



GENERAL INSTRUCTION MANUAL

ISSUING ORG. INDUSTRIAL SECURITY OPERATIONS (ISO)

ISSUE DATE
04/01/2017 REPLACES
11/01/2015

SUBJECT SAUDI ARAMCO IDENTIFICATION CARDS

APPROVAL
AMZ PAGE NO.
16 OF 29**11.0 CONTRACTOR AND CUSTOMER IDs**

The “contractors” are defined as personnel associated or sponsored by the main/subcontracting firms (including supplemental manpower), distribution haulers, customers, shipping agents, travel agents, vendors, suppliers, SEC, Banks, domestic subsidiary/joint venture companies, airlines, telecommunication companies, SAS drivers and servicing agencies that are doing business with Saudi Aramco under certain obligations. These personnel (male/female) who require admittance to company facilities or areas shall be issued designated IDs (new/renew/replace) on compliance with the following rules, in addition to the conditions and requirements stated in this instruction:

- 11.1 Technical, professional, skilled/non-skilled personnel and representatives (Saudi/expatriate) shall hold NIC (Saudi), Government ID/passport (other gulf country citizen), “resident” document for unspecified category and residence permit/passport (expatriate) containing valid work or visitor visa to be eligible for issuing contractor or distribution customer IDs.

(Note: VISAS issued to Contractors visiting Saudi Aramco by Saudi Council of Chamber of Commerce require a justification letter from their sponsoring company concurred by the proponent organization).

- 11.2 While initiating ID service requests through e-security via SAP portal, the contractor representatives who shall select plant codes/groups for restricted facilities access or location codes/names for non-restricted areas, including codes for pipeline corridors according to the contract requirements shall submit to proponent organization for approval.

- 11.3 Service requests are timely submitted, at least 2-3 weeks before the contract starts, or before the expiry of existing IDs to avoid late penalties and to allow time for verification of required information, approvals and processing of IDs. The requests for restricted access shall be routed to concerned plant managers **(Note:** Old badge number(s) issued to personnel working for the same firm or associated with different firm shall be indicated. If old badge numbers cannot be evidenced, the contractor representatives shall contact AIO for assistance).

- 11.4 Contracting firm or agency shall select and authorize up to five (05) Saudis male to represent the main and subcontractor(s) to handle IDs-related activities that include accompanying employees to AIO for photo session and fingerprint taking on scheduled appointment dates, collecting and returning IDs to AIO. The main firm or agency shall, however, send an official letter to AIO for representatives who are responsible for ID business providing each representative’s name, NIC number, Aramco badge number if any and ID expiration date. While considering the volume of manpower for projects, the firm or agency may also nominate up to five (05) additional persons to initiate and submit ID requests.

- 11.5 Authorized representatives shall collect and distribute IDs to their employees with a statement that they shall safeguard and properly use IDs for the facility issued and return to the firm when IDs are no longer needed, on completion of a project and/or before leaving the Kingdom on assignment or termination **(Note:** It is the responsibility of contracting firm or agency to transport their employees to the work location and back while performing duties on the approved projects).

- 11.6 All main contracting firms and agencies shall submit a signed letter to AIO certifying that they understand the ID rules and regulations by providing expiry dates of contract(s). This letter shall remain valid for three (03) years from the date of issue. In cases where contract(s) are still valid and the firms or

GENERAL INSTRUCTION MANUALG. I. Number **APPROVED**
710.001

ISSUING ORG. INDUSTRIAL SECURITY OPERATIONS (ISO)

ISSUE DATE
04/01/2017 REPLACES
11/01/2015

SUBJECT SAUDI ARAMCO IDENTIFICATION CARDS

APPROVAL
AMZ PAGE NO.
17 OF 29

agencies are still executing the business with the company, they shall just send a letter to AIO by conforming to the ID rules and regulations.

- 11.7 Contractor and distribution customer IDs shall be retrieved from Saudi/expatriate employees before their expiration dates and returned to AIO during normal working hours (**Note:** Expired and non-returned IDs shall remain responsibility of the firm or agency and it may result in the payment of late return fees).
- 11.8 The loss, fire or theft cases of IDs shall be reported to the nearest RSCC. Also, the incident shall be reported to the Saudi Police Department for employees who escaped from the job by taking Saudi Aramco IDs and submit a report to STS/TS&C group for assessment purposes.
- 11.9 In cases where contractor personnel are transferred or re-assigned to different projects or facilities and access privileges are not matching, the IDs shall be returned to AIO and new service requests shall be submitted as needed.
- 11.10 All contracting firms, agencies, haulers, customers and SAS drivers that have acquired IDs shall obtain Industrial Security clearance against the specific closed contract when contract or association with the company has ceased. The firms or agencies that are providing services to Saudi Aramco without contract obligation are exempt from the requirement of Industrial Security clearance but they shall make sure the IDs issued to their personnel are returned to AIO.

12.0 NON COMMUNITY FACILITY ID's FOR GOVERNMENT EMPLOYEES

- 12.1 All officials from government ministries or departments assigned to company's vital installations, restricted and non-restricted facilities shall be issued IDs upon receiving written request letters from the concerned ministry or department. GA is the only sponsoring organization authorized to initiate and approve ID card requests to all government agencies. Issuance of a community-facility ID for government employees shall require ISO General Manager's approval (**Note:** Government truck drivers shall not be issued distribution customer ID while loading petroleum product from distribution facility located inside military base where a military ID is to be accepted at the security gates. Also, only FSF employees sponsored by ISO, processing of their ID requests will be initiated by AIO upon the official concurrence from ISO GM or his delegate).
- 12.2 Government employees (ID recipient) shall be made aware through GA or/and AISOD that Saudi Aramco lost IDs shall be reported immediately to Saudi Aramco Industrial Security Operations and to the concerned government security agencies as followed in the case of losing their NIC, so the missing IDs are flagged at ISO various systems.

13.0 RETRIEVAL OF SAUDI ARAMCO IDs (ALL TYPES)

All cardholders and/or sponsors shall be aware that all types of IDs shall be returned to AIO in the following situation:

- 13.1 When a male/female employee resigns, terminates, retires (normal/early), becomes PTD/CMC annuitant, leaves the company, transfer to ASC/AOC/AAC and US loanee's transfer to USA, the previously issued IDs shall be turned-in to AIO. At the same time, employee shall return all IDs issued to dependents, personal visitors, domestic helpers and drivers against his/her badge number.
Note: Retiring Saudi employee's (Normal/Early) Can be keep all dependents IDs If not expired and Retiring Saudi employee's (PTD/CMC) Can be keep only IDs for dependent wife or spouse If not expired on the medical eligibility established through SAP HR system on the employee's last working day with the company.

GENERAL INSTRUCTION MANUAL

ISSUING ORG. INDUSTRIAL SECURITY OPERATIONS (ISO)

ISSUE DATE
04/01/2017 REPLACES
11/01/2015

SUBJECT SAUDI ARAMCO IDENTIFICATION CARDS

APPROVAL
AMZ PAGE NO.
18 OF 29

- 13.2 Temporary IDs issued to retiring employees (expatriates) for a period up to the last working day shall be returned to AIO, AISOD's security gates or Personnel Department while leaving the company (**Note:** Expatriate retirees who received community-facility IDs may exchange with Courtesy IDs while leaving the Kingdom permanently).
- 13.3 Electronic departure clearance shall be completed through Customer Relationship Management (CRM) system, at least 14-days prior to the employee's scheduled separation, termination, resignation, retirement, assignment, transfer to ASC/AOC/AAC and US loanee's transfer.
- 13.4 Saudi Aramco IDs shall be returned when dignitaries, board of directors, consultants, company visitors, faculty members, government employees, trainees and students have completed their assignment or training program.
- 13.5 A casual employee who resigns, terminates, or retires shall surrender her employee ID even if her spouse continues to work for Saudi Aramco. She may apply for a dependent ID to be issued on a new service request.
- 13.6 All community-facility IDs (including dependent IDs) shall be returned by dependents or relatives when an employee has deceased during the service or left the company for any reason to finalize the departure clearance.
- (Note:** AIO shall waive lost ID penalties for deceased employees whom their IDs are not surrendered by their dependents or relatives).
- 13.7 The IDs that are issued against the employee's badge number and are not returned shall be considered lost and prescribed penalties shall be deducted from employee's salary. Retirees and contractors lost IDs deduction shall be paid through ATM card or paid at the Bank.

14.0 PENALTIES ON LATE RETURN OF CONTRACTOR AND CUSTOMER IDs

All individuals who are issued contractor and customer IDs shall be returned before or following the expiration date. For example; if an ID that expires on Thursday is returned on the same expiry date or the following working day (Sunday), no late return penalty shall incur. If expired ID is not returned on the same expiry date or not returned on the next working day and returned later, penalty shall be calculated and charged from the expiry date starting as one week late: SR 50, two weeks late: SR 100, three weeks late: SR 150, four weeks late: SR 200 and beyond four weeks late: SR 300. Expired IDs not returned shall be considered lost and SR300 penalty shall be charged against contractor or customer employees. Penalties shall be paid through ATM card system or paid at the Bank.

15.0 REVOKING RESTRICTED ACCESS DURING VACATION OR OTHER LEAVE OF ABSENCE

Employees' restricted access will be revoked automatically while going on vacation, business assignment, training or other leave as set forth in 7.5.5. Non-compliance with the rule is considered a security case and a notification report will be sent to the proponent organization every month highlighting the incurred delays.

16.0 LOSS OF IDs, INVESTIGATION AND REPLACEMENT PROCESS WITH PENALTIES

* CHANGE

** ADDITION

NEW INSTRUCTION ☐COMPLETE REVISION ☒

GENERAL INSTRUCTION MANUAL

ISSUING ORG. INDUSTRIAL SECURITY OPERATIONS (ISO)

ISSUE DATE 04/01/2017 REPLACES 11/01/2015

SUBJECT SAUDI ARAMCO IDENTIFICATION CARDS

APPROVAL AMZ PAGE NO. 19 OF 29

All cases such as loss, theft, fire, forgery, reproduction, duplicating, borrowing of IDs or when contractor personnel escaped with IDs and the reports, if any, shall be investigated and evaluated to determine negligence or non-negligence. The following guidelines shall apply:

16.1 Reports issued through local Police Department or other recognized agency (in or OOK) stating that ID was lost, destroyed by fire, theft due to unavoidable circumstances or when contractor employees escaped with IDs shall be accepted to consider the case as non-negligence and the penalty shall automatically be waived on the assessment by the STS/TS&C group. Cases on forgery, reproduction, duplicating or borrowing of IDs shall be investigated for action on approval from ISSD or/and AISOD Manager.

16.2 If a loss is determined as negligence, deduction of prescribed penalty shall be processed from the employee's salary. Retirees and contractors lost IDs deduction shall be paid through ATM card or paid at the Bank. At the same time, when loss is determined as negligence on the part of employee for the second time, a completed warning notice (SA-3247) shall be submitted to STS/TS&C group in order to replace the lost ID(s). For more information, refer to EXHIBIT-2.

16.3 The following accountability rules shall prescribe penalties for deduction or payment on the lost IDs by Saudi Aramco employees based on three-year's cycle. If no ID is lost in three (03) calendar years, the cycle starts a new without any count. If the employee's ID is lost in three (03) years, the penalties shall be cumulative as follows:

16.3.1 Two (02) days wages are deducted for the first loss of the ID holder (employees only).

16.3.2 Four (04) days wages are deducted for the second loss of the ID holder (employees only).

16.3.3 Eight (08) days wages are deducted for the third loss of the ID holder (employees only).

Note: A warning notice will be issued to employees who lost their IDs starting from the second time. Refer to EXHIBIT-2 for more details.

16.4 In addition to the requirements stated above, the following procedure shall be used in the investigation, replacement and refund of penalties on the lost IDs (**Note:** Lost IDs shall be replaced with the new ones on service requests after the resolution has been determined by STS/TS&C group):

16.4.1 Replacement of community-facility or non-community-facility lost IDs (all times) shall be processed without referral to government administrative intelligence authority.

16.4.2 Losses of IDs issued to employees, consultants, customers and contractor personnel shall first be evaluated with the corresponding circumstances and that incident is referred to local government administrative intelligence authority if the circumstances are found suspicious (**Note:** Investigation process through government administrative intelligence authority shall be joined by STS/TS&C, GA and contractor representatives).

16.4.3 SEC & subsidiary/joint venture company employees, contractor personnel and distribution customers who lost their IDs third time shall not be issued further IDs (**Note:** Replacement or no replacement of lost IDs does not exempt deduction of prescribed penalties).

16.4.4 Refund on the lost and found IDs (all types) shall be 75% of assessed fine for an ID returned within the first 30-days, 50% for an ID returned within 31-60 days and 25% within 61-90 days. After 91-days, no claim for refund shall be accepted (**Note:** Return of lost and found IDs after 91-days shall be dropped with no count to the losses).



GENERAL INSTRUCTION MANUAL

ISSUING ORG. INDUSTRIAL SECURITY OPERATIONS (ISO)

ISSUE DATE
04/01/2017REPLACES
11/01/2015

SUBJECT SAUDI ARAMCO IDENTIFICATION CARDS

APPROVAL
AMZPAGE NO.
20 OF 29**17.0 APPROVAL AUTHORITY FOR SERVICE REQUESTS**

Department Head or higher, including plant managers, are default approvers for service requests of IDs and restricted access to be issued to employees, consultants, visitors, contractors, haulers, customers and others who are directly employed or associated with their department or organization. They may delegate approval authority to selected division heads and executive assistants with realistic begin and end dates through SAP portal which includes new assign, modify, update or delete delegation for one or multiple services. The following guidelines shall also be used:

- 17.1 Division Heads and Executive Assistants delegated by Admin Area Head to sign manager-level documents shall not re-delegate the authority to their subordinates.
- 17.2 Plant Managers can restrict delegation to division heads for vital installations and restricted facilities, including pipeline corridors that are obviously under their administration.
- 17.3 Heads of domestic subsidiary/joint venture companies and SEC Industrial Security Department Manager shall continue submitting service requests of IDs to be issued to Saudi Aramco loanees or their employees who are on assignment to Saudi Aramco.
- 17.4 Department Managers or higher shall continue delegating the following positions to approve ID service requests:
 - 17.4.1 HRSCO Supervisor - to approve community-facility ID requests for personal visitors, non-Aramco spouse of expatriate female employee and domestic helpers sponsored by regular employees. This includes approving ID service requests for expatriate employee's dependent unmarried daughters (beyond 26 years of age) who are staying with parents in Kingdom.
 - 17.4.2 HRSCO Administrator - to approve ID service requests for domestic helpers assigned to retired executives.
 - 17.4.3 Employment Unit Supervisor - to approve community-facility ID service requests for new candidates, rehired employees, casuals, IKLH expatriate females, trainees, students and faculty members.
- 17.5 All cases that are not listed in this instruction or exceptions from GI procedures shall require Out-of-Policy recommendations from Director of Personnel Department and approval from the ISO General Manager or delegated AISOD Manager before the designated IDs are processed for any applicant.



GENERAL INSTRUCTION MANUAL

ISSUING ORG. INDUSTRIAL SECURITY OPERATIONS (ISO)

ISSUE DATE
04/01/2017REPLACES
11/01/2015

SUBJECT SAUDI ARAMCO IDENTIFICATION CARDS

APPROVAL
AMZPAGE NO.
21 OF 29**CONCURRENCES AND APPROVAL SIGNATURES:**

RECOMMENDED BY: _____
 Manager, Industrial Security Support Department Date

CONCUR: _____
 Director, Human Resources Policy & Planning Date

CONCUR: _____
 Director, Personnel Department Date

CONCUR: _____
 Director, Medical JV Coordination Department Date

CONCUR: _____
 Director, Staffing Services Department Date

CONCUR: _____
 Manager, Central Community Services Department Date

APPROVED: _____
 General Manager, Industrial Security Operations Date



GENERAL INSTRUCTION MANUAL

ISSUING ORG. INDUSTRIAL SECURITY OPERATIONS (ISO)

SUBJECT SAUDI ARAMCO IDENTIFICATION CARDS

G. I. Number **APPROVED**
710.001ISSUE DATE
04/01/2017REPLACES
11/01/2015APPROVAL
AMZPAGE NO.
22 OF 29**EXHIBIT-1: ID TYPES AND APPROVAL REQUIREMENT**

No	Employee Category	Aramco ID or Zero privilege (NCF)		Restricted access (New/Renewal)
		New	Renewal	
1	Regular executives/general managers, SC15+, SC11-14, SC3-10 employees, IKLH females and loanees to subsidiary/joint venture companies.	Staffing Services Dept.	SAP HR update.	Proponent and Plant Manager
2	Dignitaries and dependents of Board of Directors.	ISO General Manager	ISO General Manager	NA
3	Restricted access service requests initiated for President & CEO, his staff and they require multiple accesses or "ALL" plants	Proponent	Proponent	S&IS Executive Director
4	Company employees, consultants or contractor personnel working for ISO/S&IS and they require "ALL" plants	Proponent	Proponent	S&IS Executive Dir. ISO Gen. Manager, ISSD Manager or AISOD Manager
5	ASC/AOC/AAC employees on assignment to Saudi Arabia	X	X	Proponent and Plant Manager
6	Members of the Board of Directors.	ISO General Manager	ISO General Manager	ISSD Manager or AISOD Manager
7	Trainees (APNE/CDPNE), summer students, co-op students and faculty members.	Staffing Services Dept.	Staffing Services Dept.	Proponent and Plant Manager
8	Domestic helpers assigned to regular/retired executives, general managers, SC15+and SC14 division heads	HR SCO Supervisor	HR SCO Supervisor	NA
9	Company consultants and visitors.	Department Head	Department Head	Proponent and Plant Manager
10	SC11+/SC3-10 retirees and PTD/CMC annuitants (Saudi/expatriate).	SAP HR update	SAP HR update	NA
11	SC3-10 Dependents and SC3-10 retirees who are dependents of SC11+ employees.	SAP HR update	SAP HR update	NA
12	Personal visitors of JHAH employees (in camp), SC11+ expatriate employees (in camp), SC11+ Saudi employees (In-Camp) and non-employed spouse (resident) of SC11+/SC3-10 expatriate female employees.	Community Services and Personnel Dept.	Community Services and Personnel Dept.	NA

* CHANGE

** ADDITION

NEW INSTRUCTION ☐

COMPLETE REVISION



GENERAL INSTRUCTION MANUAL

ISSUING ORG. INDUSTRIAL SECURITY OPERATIONS (ISO)

SUBJECT SAUDI ARAMCO IDENTIFICATION CARDS

G. I. Number **APPROVED**
710.001

ISSUE DATE 04/01/2017 REPLACES 11/01/2015

APPROVAL AMZ PAGE NO. 23 OF 29

13	Dependents of regular executives/general managers, SC15+/11-14 employees, SC11+ IKLH & Saudi SC11+ retirees, spouse of Saudi female employee and dependent parents of 11+ employees.	SAP HR update	SAP HR update	NA
14	Government employees working for ministries/ departments and security agencies and port authority employees.	Agency Proponent	Agency Proponent	ISO Gen. Manager, ISSD Manager or AISOD Manager
15	Contractors, including those holding special identification as resident, SAS drivers, shipping/ travel agents, airlines, telecom companies and Bank employees.	Proponent	Proponent	Proponent and Plant Manager.
16	Contractor employees and their dependents approved to staying in SC11+ residential camps	Admin Area Head and Community Svcs Exec. Director	Same as New ID	NA
17	Loanees and subsidiary/joint venture company's direct hired employees.	Proponent Department	Proponent Department	Proponent and Plant Manager
18	Drivers sponsored by contractor females working for company organizations.	Dept. Head	Dept. Head	NA
19	Drivers sponsored by regular SC11-14 and SC3-10 female employees (NCF IDs).	X	X	NA
20	Drivers (Not Domestic helper) sponsored by SC15+/11-14 retirees (NCF IDs).	X	X	NA
21	SEC employees and SEC contractors.	PDD Manager	PDD Manager	Proponent and Plant Manager
22	Distribution customers, including government truck drivers.	X	X	Dist. Dept. Manager
23	Dependents of SC3-10 regular employees (Dependent ID).	SAP HR update	SAP HR update	NA
24	Drivers sponsored by Female Trainees	Proponent	Proponent	NA
**25	Ar-Rabiyah Community IDs (NCF)	- Ar-Rabiyah Resident Committee Vice Chairman. - ISSD Manager	- Ar-Rabiyah Resident Committee Vice Chairman. - ISSD Manager	NA

* CHANGE

** ADDITION

NEW INSTRUCTION ☐

COMPLETE REVISION



GENERAL INSTRUCTION MANUAL

ISSUING ORG. INDUSTRIAL SECURITY OPERATIONS (ISO)

SUBJECT SAUDI ARAMCO IDENTIFICATION CARDS

G. I. Number **APPROVED**
710.001

ISSUE DATE 04/01/2017 REPLACES 11/01/2015

APPROVAL AMZ PAGE NO. 24 OF 29

EXHIBIT-2: PENALTIES AND WARNING NOTICES FOR LOST IDs

No	Employee Category	Type of ID	PENALTY AND WARNING NOTICE		
			1 st Loss	2 nd Loss	3 rd Loss
1	Regular executives, general managers, SC15+, SC11-14, SC3-10 employees and loanees to subsidiary/ joint-venture companies.	Community Facility ID	2 days wages, No warning	4 days wages, 1 st warning notice (SA-3247)	8 days wages, 2 nd warning & dismissal warning (SA-3247) For Subsequent losses.
2	Trainees (APNE/CDPNE), faculty members, summer students and coop students	Community Facility ID	SR100, No warning	SR150, 1 st warning notice (SA-3247)	SR200, 2 nd warning (SA-3247) dismissal warning For Subsequent losses.
3	Company consultants or visitors	Community Facility ID	SR100, No warning	SR150, No warning	SR200, No warning
**4	Personal visitors, spouse, domestic helpers and drivers sponsored by SA employees or JHAH employees.	Community Facility ID (NCF)	SR100, No warning	SR150, No warning	SR200 No warning
**5	Holding Ar-Rabiyah Community IDs (NCF)	Ar-Rabiyah Community IDs (NCF)	SR100, No warning	SR150, No warning	SR200 No warning
6	Dependents of regular executives/general managers, SC15+/SC11+ & SC3-10 employees, retirees, contractors dependents who live in Camp and JHAH eligible dependents.	Community Facility ID	SR100, No warning	SR150, No warning	SR200 No warning
7	All retired executives/general managers, SC15+/SC11-14/SC3-10 retirees, PTD/ CMC annuitants and expatriate Retirees.	Community Facility ID (NCF)	SR100, No warning	SR150, No warning	SR200, No warning
8	Contractor personnel as defined in GI and drivers sponsored by Contractor female employees.	Community Facility ID (NCF)	SR300, No warning	SR400, No warning	SR500, No warning
**9	JHAH employees, JHAH contractors and JHAH Non-Employee (Coop Students, summer students and trainees)	Community Facility ID and (NCF) ID	SR300, No warning	SR400, No warning	SR500, No warning

Note:

- For employees, dependents, domestic helpers, drivers and personal visitors, penalties shall be deducted from employee's salary. For all others, deduction of penalties on the lost IDs shall be paid through ATM card system or paid at the Bank.
- Dignitaries, members of board of directors and government employees are exempt from the penalty and warning requirements).

* CHANGE

** ADDITION

NEW INSTRUCTION ☐COMPLETE REVISION ☒

GENERAL INSTRUCTION MANUAL

ISSUING ORG. INDUSTRIAL SECURITY OPERATIONS (ISO)

SUBJECT SAUDI ARAMCO IDENTIFICATION CARDS

G. I. Number **APPROVED**
710.001

ISSUE DATE 04/01/2017 REPLACES 11/01/2015

APPROVAL AMZ PAGE NO. 25 OF 29

EXHIBIT-3: SUPPORTING DOCUMENTS REQUIRED FOR VERIFICATION (ALL ID TYPES)

Applicants	Type of documents required
Regular executives, general managers, SC15+, SC11-14 and SC3-10 employees, their dependents, personal visitors, trainees, students, domestic helpers and drivers.	- E-Security completed request. - Family Booklet for Saudi unmarried daughters beyond the 19-years of age. - NIC (Saudi), NIC or original passport (other gulf country citizen) or residence permit-Iqama (expatriate) for unmarried daughter beyond the 19-years of age. - NIC to allow a Saudi personal visitor. - Passport for non-resident family member of an expatriate employee arriving from out-of-Kingdom on visitor visa. - Passport or Iqama for non-employed husband/children of In-Kingdom SC11+ local-hire expatriate female employee. - Resident permit (Iqama) and passport for domestic helper, housemaid and driver sponsored by employees or assigned to executives. - Bank receipt for payment of penalties on lost IDs if not deducted online.
Contractors, haulers, customers, shipping agents, vendors, suppliers, SAS drivers and others as defined in GI.	- E-Security completed request. - NIC (Saudi); NIC/passport (other gulf country citizen), residence permit-Iqama or passport for expatriate and document "resident" for certain nationality. - Proof of blood type shown on a Saudi driver's license, a residence permit, or a certified Letter of a blood test from an authorized clinic for new applicant IDs.. - Certified passport pages for SEC expatriate employees. - Bank receipt showing payment of penalties for lost or late returned IDs. - Police report and a letter from contracting firm stating a contractor employee has left or escaped by taking Saudi Aramco ID.
Retiring or retired employees, CMC/PTD annuitants, terminated or resigned.	- Completed departure clearance. - Approval letter from Director of Personnel Department to issue community privileged ID for expatriate retiree. - Passport and Residence permit (Iqama) for SC11+ expatriate retiree who is approved to staying in Saudi Arabia or Bahrain.
Consultants, visitors, and Faculty members.	- E-Security completed request. - NIC (Saudi), NIC/passport (other gulf country citizen) and passport (expatriate). - Approval for contractor employees and their dependents who are allowed to staying in a camp while issuing community-facility ID.
Dignitaries and government employees, including truck drivers.	- Letter from a concerned government ministry/dept., or agency. - Completed e-Security request. - NIC (Saudi) to allow a government employee to process ID and passport to allow an expatriate to process ID.
** Ar-Rabiyah Community IDs (NCF)	- Completing Ar-Rabiyah ID (NCF) Request Form. (issued by security ID office) - Ar-Rabiyah Resident Committee Vice Chairman Approval.
Replacement of Lost/Stolen IDs or destroyed through fire.	- E-Security completed request and receipt showing payment paid through ATM card system or paid at the Bank. - SA-3247 if STS/TS&C group investigation found the ID was lost due to negligence. - Police report or other document in cases of ID theft or loss. - Accident report or fire incident report from recognized agency confirming the ID was destroyed. - Letter from government agency when an ID issued to a government employee is lost.

GENERAL INSTRUCTION MANUAL

ISSUING ORG. INDUSTRIAL SECURITY OPERATIONS (ISO)

SUBJECT SAUDI ARAMCO IDENTIFICATION CARDS

G. I. Number **APPROVED**
710.001ISSUE DATE
04/01/2017REPLACES
11/01/2015APPROVAL
AMZPAGE NO.
26 OF 29**EXHIBIT-4: ID TYPES AND ACCESS PRIVILEGES**

No.	ID Type	Access Privileges
1	SC11+ Community-Facility ID (SC11+ privilege)	- Cardholder is allowed to enter SC11+ camps, recreational areas, administration offices, Warehouses, hospitals/clinics and to ride a company bus. - Female employees with letter "M" allows cardholders and family (husband/ children) to watch movies in the SC11+ camps during permitted hours. - SC3-10 female employees married to SC 11+ employees shall be allowed to accompany their children (below 12 years) to enter recreational areas. (Note: An indication of the sponsored badge number shall be printed on the ID with an "Accompanying Children Logo"). - Letter "H" identifies employees who are working for JHAH hospitals/clinics.
2	SC3-10 Community-Facility ID (SC3-10 privilege)	- Cardholder is allowed to enter SC3-10 camps & recreational areas, admin offices, warehouses, Hospitals and to ride a company bus (Note: SC3-10 dependents can ride on a company bus only). - Cardholder shall not enter SC11+ camps. Also, SC3-10 facilities are meant for SC3-10 male employees only; no SC3-10 dependents or SC11+ are allowed to participate in SC3-10 facilities. - Letter "M" placed on SC9 and SC10 IDs allows cardholder and family (wife/children) to watch movie in the SC11+ camp during permitted hours. "Accompanying Children Logo" shall allow SC3-10 male employees married to SC11+ female employees to accompany their children to Saudi Aramco recreational facilities. The wife badge number (sponsor) shall be placed on the back side of the ID card. - Letter "H" identifies employees who are working for JHAH hospitals/clinics.
3	Restricted access	Applicants are allowed to enter vital installations and restricted facilities according to their granted access to designated sites through SAP portal.
4	Non Community-Facility, NCF ID (zero privilege)	- Cardholder is not allowed to enter any camps, recreational areas or to ride on a company bus. - Driver is allowed to drop and pick up female employees to and from specified point in Community areas. - Driver is allowed to enter beach area if accompanied by the employee provided vehicle is Affixed by the SC11+ community sticker.
5	NCF Contractor ID (zero privilege)	- Cardholder is allowed to enter locations as specified on the reverse of ID during permitted hours. - Not allowed to ride on a company bus or enter any of community facilities.
6	SC11+ Retiree ID Saudis/ Expatriates (SC11+ privilege)	- Cardholder is allowed to enter SC11+ camps, administration offices, hospitals, SC11+ recreational/ beach areas during permitted hours and to ride on company bus. - Not allowed to sponsor guests while entering recreational/beach areas.
7	SC3-10 Retiree ID- Saudi (SC3-10 privilege)	- Cardholder is allowed to enter SC3-10 camps, administration offices, hospitals/clinics and SC3-10 recreational areas during permitted hours. - Not allowed to sponsor guests while entering recreational/beach areas.
**8	Ar-Rabiyah Community IDs (NCF)	Cardholder is allowed to access Ar-Rabiyah community only.
9	Expatriates Courtesy ID (no privilege)	- ID is accepted as identification at Banks and for rental discounts. - Retiree is allowed to enter hospitals/clinics and administration offices.
10	Distribution Customer ID (zero privilege)	Cardholder is allowed to enter distribution bulk plant facilities based on the restricted access ID request and distribution offices as indicated by the code or group.
11	NCF Government Employee ID	Cardholder is allowed to enter vital installations or restricted facilities where he is assigned in the area. NCF ID allows access to non-restricted sites only.
12	Domestic Helpers ID (SC3-10 privilege)	Cardholder is allowed to enter SC3-10 community facilities. Housemaid may enter SC11+ recreational areas if she accompanies family members. Recreation areas if she accompanies family members.

* CHANGE

** ADDITION

NEW INSTRUCTION ☐COMPLETE REVISION ☒

GENERAL INSTRUCTION MANUAL

ISSUING ORG. INDUSTRIAL SECURITY OPERATIONS (ISO)

SUBJECT SAUDI ARAMCO IDENTIFICATION CARDS

G. I. Number **APPROVED**
710.001ISSUE DATE
04/01/2017 REPLACES
11/01/2015APPROVAL
AMZ PAGE NO.
27 OF 29**EXHIBIT-5: ID TYPES AND VALIDITY DATES**

No	ID Type	Issued To:	Validity
1	SC11+ Community IDs	- Regular executives/general managers, SC15+/SC11-14 employees, SC11+/SC3-10 casuals, IKLH expatriate females, SC3-10 US/Canadian employees who are hired before November 1st, 2013 and residing in SC11+ camps, SC3-10 females and loanees to subsidiary/joint-venture companies. - Members of Board of Directors. - SC11+ male employee's dependent wife and SC11+ Saudi female employee's dependent husband. - Dependent wife of Member of Board of Directors. - SC11+ employees dependent spouse (wife/husband) and dependent parents - SC 11+ Saudi retirees dependent spouse (wife/husband) and dependent parents.	6-Years
		- SC3-10 US/Canadian employee's, who are hired before November 1st, 2013 and residing in SC11+ camps, dependent son/daughter in the age group of 12-19 yrs. - SC11+ employee's and SC11+ Saudi retiree's dependent son/daughter in the age group of 12-19 years.	4-Years
		- Dignitaries and dependent son/daughter of Member of Board of Directors. - SC11+ expatriate retirees allowed to staying in Kingdom or Bahrain. - Non-company employee husband and children of 11+ IKLH expatriate female employee.	2-Years
		- SC11+ employee's and SC11+ Saudi retiree's dependents sons/daughters in the age group of 19-26 years. - Dependents (wife/sons/daughters) of a consultant residing in camp. - Faculty members.	1-Year
		- Contractor employees and dependents (wife/children) who are allowed to residing in main camp. - Consultants, including Community Services recreation consultants.	2-Years
		- All Personal visitors including (wife/son/daughter/parent) of SC11+ expatriate employees arriving from foreign country on a visitor visa to stay with the employee in camp. ID will be reissued if visitor visa is extended. - Company visitors - Summer students.	90-days 90-days 180-days
2	SC3-10 community IDs	- Regular SC3-10 employees, including those married to SC11+ female employees (Saudi/expatriate casuals) and loanees to subsidiary/joint venture companies. - SC3-10 Saudi retirees, including dependent father (retiree, not employed as a contractor employee) of an 11+ regular employee.	6-Years
		- Trainees (APNE) and coop students - College Degree Program Non-Employee (CDPNE). - Domestic helpers, including maids assigned to regular/retired executives, or sponsored by general managers, SC15+ employees and SC14-division heads.	2-Years
		Company consultants, including Community Services consultants.	1-Year
		- Company visitors - Summer students (Note: ID validity should not exceed the Program End date)	90-days 180-days

* CHANGE

** ADDITION

NEW INSTRUCTION ☐COMPLETE REVISION ☒

GENERAL INSTRUCTION MANUAL

ISSUING ORG. INDUSTRIAL SECURITY OPERATIONS (ISO)

SUBJECT SAUDI ARAMCO IDENTIFICATION CARDS

G. I. Number **APPROVED**
710.001ISSUE DATE
04/01/2017REPLACES
11/01/2015APPROVAL
AMZPAGE NO.
28 OF 29

No	ID Type	Issued To:	Validity
3	NCF ID	- Non-Aramco resident husbands of regular female expatriate employees who frequently visit their wives in the camp. - Driver sponsored by SC11-14 employee and SC3-10 female employee, including driver of a contractor female working for Saudi Aramco.	2-Years 1-Year
**4	Ar-Rabiyah Community IDs (NCF)	Males and females who are staying in Ar-Rabiyah community and they are not eligible to obtain regular Saudi Aramco ID cards.	2-Years
5	Courtesy ID	Expatriate retiree (excludes dependent wife and children).	10-Years
6	Restricted Access	Regular executives, general managers, SC15+, SC11-14 and SC3-10 employees.	2-Years
		- Company Consultant - ASC/AOC/ AAC employees - Trainees (APNE) - Contractors - Governments - Distribution customers	1-Year
		- Company visitors - Summer students (Note: ID validity should not exceed the Program End date)	90-days 180-days
7	NCF Contractor ID	- Contractor-sponsored personnel and consultants who have acquired resident work visa. - Shipping agents. - Travel agents. - Saudi Aramco Services (SAS) drivers. - Bank employees. - SEC employees. - Distribution haulers. - Subsidiary/joint-venture company employees. - Government-sponsored contractor employees. - Insurance company employees. - Airline employees. - Telecommunication company employees.	2-Years
**		- If contract has expired or there is no contract from Contracting Department. - Contractor consultants on visitor visa. (Ejeer) who has permission from the Ministry of Work Permit to work.	90-days
8	Distribution Customer ID	- Distribution customers (owner, representative or employees). - Government truck drivers for loading distribution products (This excludes government employees who are holding military IDs).	2-Years
9	Government ID	- Employees assigned to the government ministries, departments and security agencies. - Port authority employees.	2-Years
10	SC3-10 Dependent ID (Dependent ID)	SC3-10 employee's eligible dependents to ride a company bus provided personal data and medical eligibility are available through SAP HR system: - Wife/ Husband/ Parents - Son/daughter (12-19 years of age) - Son/daughter (19-26 years of age)	6-Years 4-Years 1-years

* CHANGE

** ADDITION

NEW INSTRUCTION ☐

COMPLETE REVISION



GENERAL INSTRUCTION MANUAL

ISSUING ORG. INDUSTRIAL SECURITY OPERATIONS (ISO)

SUBJECT SAUDI ARAMCO IDENTIFICATION CARDS

G. I. Number **APPROVED**
710.001ISSUE DATE
04/01/2017REPLACES
11/01/2015APPROVAL
AMZPAGE NO.
29 OF 29**** EXHIBIT-6 JHAH Employees Access Privileges:**

Employee Type	Housing	ID Type Privileges	Dependent ID	Domestic Helper ID	Driver ID	* Approval	Validity
Special - Executive Management	In camp - Family	11+ Employee	Eligible	Eligible	Eligible	Medical JV Coordination Dept.	6 years
Special - Executive Management	In camp - Bachelor (Male)	11+ Employee	Eligible	Not Eligible	Not Eligible	Medical JV Coordination Dept.	6 years
Special - Executive Management	In camp - Bachelor (Female)	11+ Employee	Eligible	Not Eligible	Eligible	Medical JV Coordination Dept.	6 years
Special - Executive Management	Out camp - Family	11+ Employee	Eligible	Not Eligible	Eligible	Medical JV Coordination Dept.	6 years
Special - Executive Management	Out camp – Bachelor (Male)	11+ Employee	Eligible	Not Eligible	Not Eligible	Medical JV Coordination Dept.	6 years
Special - Aramco Retiree (11+) (age 60)	In camp - Family	11+ Employee	Eligible	Eligible	Eligible	Medical JV Coordination Dept.	6 years
Special - Aramco Retiree (11+) (age 60)	In camp - Bachelor (Female)	11+ Employee	Eligible	Not Eligible	Eligible	Medical JV Coordination Dept.	6 years
Special - Aramco Retiree (11+) (age 60)	Out camp - Family	11+ Employee	Eligible	Not Eligible	Eligible	Medical JV Coordination Dept.	6 years
Special - Aramco Retiree (11+) (age 60)	Out camp - Bachelor	11+ Employee	Eligible	Not Eligible	Eligible (for female only)	Medical JV Coordination Dept.	6 years
Transferee - Early Retirement or Separated (11+)	In camp - Family	11+ Employee	Eligible	Eligible	Eligible	Medical JV Coordination Dept.	6 years
Transferee - Early Retirement or Separated (11+)	In camp - Bachelor	11+ Employee	Eligible	Not Eligible	Eligible (for female only)	Medical JV Coordination Dept.	6 years
Transferee - Early Retirement or Separated (11+)	Out camp - Family/Bachelor	11+ Employee	Eligible	Not Eligible	Eligible (for female and family)	Medical JV Coordination Dept.	6 years
Transferee - Early Retirement or Separated (15+)	Out/In camp - Family/Bachelor	11+ Employee	Eligible	Eligible	Eligible	Medical JV Coordination Dept.	6 years
Transferee - Early Retirement or Separated (3-10)	Out/In camp - Family/Bachelor	(3-10) Employee	Eligible	Not Eligible	Eligible (for female only)	Medical JV Coordination Dept.	6 years
New JHAH	Out camp - Family/Bachelor	NCF ID	Eligible (for family only)	Not Eligible	Eligible (for female and family)	Medical JV Coordination Dept.	6 years
New JHAH	In Camp – Bachelor	11+ Employee	Not Eligible	Not Eligible	Not Eligible	Medical JV Coordination Dept.	6 years
JHAH Contractor	Out camp - Family/Bachelor	NCF ID	Not Eligible	Not Eligible	Eligible (for female only)	Medical JV Coordination Dept.	2 years
JHAH Non-Employee (Coop Students, summer students and trainees)	Out Camp	NCF ID	Not Eligible	Not Eligible	Eligible (for female only)	Medical JV Coordination Dept.	1 year
JHAH Personal/Business Visitor	Out camp - Family/Bachelor	NCF ID	Not Eligible	Not Eligible	Not Eligible	Medical JV Coordination Dept.	90 days

* Note: Approval authorization may be granted to select Saudi Aramco employee seconded to JHAH.

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** ADDITION

NEW INSTRUCTION ☐

COMPLETE REVISION

