

SAUDI ARABIAN OIL COMPANY (Saudi Aramco)

GENERAL INSTRUCTION MANUAL

ISSUING ORG. * PERSONNEL DEPARTMENT

SUBJECT WORKMEN'S COMPENSATION CLAIMS HANDLING

GI NUMBER **Approved**

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CONTENT:

This Instruction outlines the procedure to be followed in the investigation, analysis, and processing of Workmen's Compensation claims, so that a prompt and fair settlement may be reached. The text includes:

1. Responsibility.
2. Initiation of claims.
3. Investigation, Classification and Reporting of industrial injury.
4. Evaluation of Disability.
5. Settlement of claim.
6. Assignment of duties:
7. Medical
8. Area Personnel Division
9. Government Affairs
10. Area HR Service Center /Workmen's Compensation

1.0 RESPONSIBILITY:

*The Area Administrator of HR Services Center Division shall be responsible for the coordination of investigation, analysis, classification of claims, and reporting of all industrial injury claims made by employees to the General Organization of Social Insurance (GOSI) as required by the Social Insurance Law, and advising the employees of the Company's position. In determining the Company's position in unusual cases, the Area Administrator of HR Services Center Division shall consult the Director, Personnel Department, and the Law Department, as necessary.

2.0 INITIATION OF CLAIM:

A claim for Workmen's Compensation is initiated as follows:

- *2.1 By the Company: When an employee has sustained an industrial injury, occupational illness or, a to-and-from work injury, supervisor shall send the employee to SAMSO/ MDFD for necessary treatment. SAMSO / MDFD shall initiate an online injury/ incident log (Saudi Aramco Form 3208 , Request for Medical Treatment of Injury or Occupational Illness) using SAP EH&S system
- *2.2 By the Employee: When an employee has sustained an industrial injury, occupational illness or a to-and-from work injury, he shall promptly report this to Area HR Service Center /Workmen Compensation either through his supervisor, or through Medical Organization, by initiating an online injury/ incident log (Saudi Aramco Form 3208, Request for Medical Treatment of Injury or Occupational Illness) using SAP EH&S System or directly in person, by a memo or by telephone.
- *2.3 By the Legal Heirs: When an employee has sustained a fatal injury resulting in his death, due to an industrial injury, to-and-from work injury, or occupational illness, his legal heirs may initiate a Workmen's Compensation claim by writing to the Area Administrator of HR Services Center Division, with supporting documentary evidence such as death certificate, police reports and medical reports.

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3.0 INVESTIGATION, CLASSIFICATION AND REPORTING:

*Upon receiving information of a claim, the Area Administrator of HR Services Center Division shall arrange to:

- 3.1 Investigate the injury/illness and check pertinent Company records to see if there is any previous history of similar injury.
- *3.2 As needed, interview the employee, his supervisor, and witnesses, if any, and obtain necessary documents i.e. Form SA 681 (Supervisor's Investigation of a Job Related Injury or Illness), Form SA-155 (Request for Medical Aid) etc. to establish facts. (Documents and necessary information shall be available through SAP EH&S System workflow)
- *3.3 Contact Government Affairs, Industrial Security and Loss Prevention, as necessary, to obtain any internal investigation report, or police report in case of injury due to Motor Vehicle Accident, or Civil Defense Report in case of injury due to fire accident. (Documents and necessary information shall be available through SAP EH&S System workflow)
- *3.4 Obtain necessary medical and legal opinion. (Documents and necessary information shall be available through SAP EH&S System workflow)
- *3.5 Classify the claim as "compensable", or "non-compensable" based on the investigations, and update SAP EH&S System).
- *3.6 Prepare GOSI Form 10 (upper portion) and submit it to GOSI Area Main Office, within three days from the date the incident is reported to Area HR Service Center/Workmen's Compensation.

4.0 EVALUATION OF DISABILITY:

*When cases are ready for assessment of permanent residual disability, the Area Administrator of HR Services Center Division shall arrange for an evaluation of disability by the appropriate medical board by taking the following action:

4.1 GOSI Medical Board:

- 4.1.1 Complete the middle portion of GOSI Form 10 and send it to the Medical Organization for review of employee's medical records and completion of the lower portion of Form 10.
- 4.1.2 Forward the completed Form 10 to GOSI Main Office in Dammam and request GOSI to schedule the claimant for an evaluation by its Primary Medical Board.
- *4.1.3 Notify the employee, through his supervisor, the scheduled date and time for evaluation. (Shall be available through SAP EH&S System workflow)

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- 4.1.4 Arrange for employee's transport from Dhahran to GOSI Office in Dammam and back.
- 4.1.5 Obtain medical reports and X-rays from the Medical Organization and present them to the GOSI Medical Board.
- 4.1.6 Upon completion of evaluation, obtain original copy of the Medical Board decision, provide a copy to the employee and place the original in the employee's Workmen's Compensation file. (Provide English translation to employee if he is a non-Arab).
- 4.1.7 If the employee does not accept the Medical Board's decision, assist the employee to submit his appeal to GOSI requesting review of his case by Medical Appeal Committee in Riyadh, within 21 days from the date of Medical Board meeting. (The decision of the Appeal Committee is final).
- 4.1.8 Record the Medical Board/Appeal Committee decision in the SAP EH&S.
- 4.2 Saudi Aramco Medical Board:
 - 4.2.1 Schedule Saudi Arab claimants with industrial injuries/occupational illness, occurred prior to May 1, 1982, for evaluation by the Saudi Aramco Medical Board at Dhahran.
 - 4.2.2 Notify the claimants the scheduled date and time for evaluation.
 - 4.2.3 Represent the Company at the Medical Board Meeting to present the facts of the case.
 - 4.2.4 Obtain Medical Board's decision.
 - 4.2.5 Assist the claimants to appeal to the Labor Office in Dammam in case they do not accept the Medical Board's decision.
 - *4.2.6 Provide Labor Office with required documents.
 - *4.2.7 Update SAP EH&S system with information of the case
- 4.3 Saudi Aramco Medical Board:
 - 4.3.1 Schedule cases of expatriate employees which occurred prior to May 1, 1982, for evaluation by the Company's Medical Board at Dhahran Health Center, by submitting Saudi Aramco form 2968 to the Medical Organization.
 - 4.3.2 Notify the employee, through his/her supervisor, the scheduled date, time and place for evaluation.
 - 4.3.3 Attend the Board meeting to present the facts of the case and advise the evaluating physicians of Workmen's Compensation Laws applicable to the employee.

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4.3.4 Obtain the evaluation report, in duplicate, on Form 2968 for the employee's Workmen's Compensation file and inform the employee of the Medical Board's decision.

*4.3.5 Update SAP EH&S system with information of the case.

4.3.6 In case the employee does not agree with the Medical Board's decision, refer the case to the Recruiting Office at employee's point of origin, to arrange for an independent evaluation upon employee's return to his/her home country.

5.0 SETTLEMENT OF CLAIM:

*Area Administrator of HR Services Center Division, shall arrange to settle the compensation claims within six weeks after the date of evaluation of disability by the concerned Medical Board.

5.1 GOSI Medical Board Cases: (All employees)

5.1.1 All employees, regardless of nationality, are subject to GOSI Medical Board evaluation in case of industrial injury/to and from work injury sustained on or after May 01, 1982.

5.1.2 Compensation amount (whether lump sum or monthly annuity) is determined by GOSI in accordance with their Occupational Hazards Regulations.

5.1.3 In case of lump sum compensation, the Workmen's Compensation representative shall obtain the compensation check from GOSI and deliver it to the concerned employee upon obtaining a receipt from him. A copy of this receipt is retained in his Workmen's Compensation file.

5.1.4 If the injured employee is awarded a monthly annuity due to Permanent Partial Disability or Permanent Total Disability (PTD) by GOSI Medical Board, he/she or the eligible dependents will receive directly from GOSI a monthly benefit, calculated as per the Occupational Hazards Branch Regulations.

5.1.5 In case of death due to an industrial injury, occupational illness or to and from work injury, GOSI will pay a monthly annuity equivalent to the PTD annuity, directly to the dependents of the deceased employee

5.1.6 For an expatriate employee who qualifies for monthly benefit, (or his dependents in the event of his death as a result of an industrial injury), GOSI will pay a lump sum compensation in lieu of the monthly benefit as follows:

5.1.6.1 The total benefit payable for seven years for the injured person who is afflicted with permanent total disability, up to a maximum of SR330,000 (Three hundred thirty thousand Saudi Riyals).

5.1.6.2 The total benefits payable for five years for the injured person who is afflicted with permanent partial disability up to a maximum of SR165,000 (One hundred sixty five thousand Saudi Riyals).

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5.1.6.3 The total benefit payable for seven years for the dependents in case of death of an employee as a result of an industrial injury, occupational illness or to and from work injury. The monthly benefit is distributed among his eligible dependents in accordance with Article 35 (2) of the GOSI Regulations. The monthly benefit of each beneficiary will not exceed SR1,500 (one thousand five hundred Saudi Riyals) and total benefit of all dependents for seven years will not exceed SR330,000.

5.2 Saudi Aramco Medical Boards Cases: (Saudi Arabs)

5.2.1 Upon receipt of the Medical Board report, the Workmen's Compensation Claims Specialist shall calculate the compensation award in accordance with the schedule attached to the Saudi Labor and Workmen's Regulations of 1947, and review the settlement offer with the employee to ascertain his acceptance.

*5.2.2 If the employee accepts the offer, the Area Administrator of HR Services Center Division will authorize payment up to US\$10,000. If the settlement offer exceeds this amount, the Director, Personnel Dept. will authorize payment.

5.2.3 The Workmen's Compensation Claims Specialist will obtain the compensation check from the Treasurer's Organization and deliver the check to the employee upon obtaining the employee's signature on Saudi Aramco Form 5583 (Workmen's Compensation Receipt & Release) in triplicate. Original and one copy of the receipt and release will be filed in the Workmen's Compensation file.

5.3 Saudi Aramco Medical Board Cases: (Expatriates with Industrial Injury prior to May 01, 1982)

5.3.1 Upon receipt of the evaluation report from the Medical Board, or Saudi Aramco Form 2968, the Workmen's Compensation Claims Specialist shall calculate the compensation amount in accordance with the Workmen's Compensation Law of employee's country of recruitment and the Saudi Labor and Workmen's Compensation Regulations of 1947, and offer the employee the greater of the two.

*5.3.2 If the employee accepts the settlement offer, the Area Administrator of HR Services Center Division, will authorize payment up to US\$10,000. If the settlement offer exceeds this amount, the Director, Personnel Dept. will authorize payment.

5.3.3 The Workmen's Compensation Claims Specialist will obtain the compensation check from the Treasurer's Organization and deliver the check to the employee upon obtaining his signature on a receipt and release, in duplicate. Original will be filed in Area HR Center/ Workmen's Compensation file and copy kept in the payment file.

5.3.4 Compensation payment for death due to industrial injury or occupational illness will be made to the legal heirs through the Recruiting Agent after ascertaining the legal validity of the succession certificate from the Law Department.

6.0 ASSIGNMENT OF DUTIES:

6.1 Medical Organization shall

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* 6.1.1 Inform the Area Administrator of HR Services Center Division promptly whenever an employee with industrial injury or occupational illness is to be repatriated for medical treatment, diagnosis or consultation, and request classification of injury.

*6.1.2 Forward a copy of the Medical Referral Notice (Saudi Aramco form 2462) to Area Administrator of HR Services Center Division, indicating the classification of injury/illness, place of referral and estimated time required for treatment.

6.1.3 Arrange to send the employee's medical records to the treating/evaluating physician or GOSI Medical Board.

*6.1.4 Provide necessary medical expert opinion and copies of medical reports to Area HR Service Center/ Workmen's Compensation when requested by Area Administrator of HR Services Center Division.

*6.1.5 Depute a medical specialist/surgeon to attend Medical Board meeting when requested by Area Administrator of HR Services Center Division.

6.2 Area HR Services Center Division

6.2.1 Promptly refer to Area HR Service Center/ Workmen's Compensation all industrial injury claims made by employees of the area.

6.2.2 Send notification of employee's termination to Area HR Service Center /Workmen's Compensation as soon as the letter of resignation is received in order to review and finalize any outstanding claim.

6.2.3 Provide access to Personnel Records to Workmen's Compensation representatives, when required, to investigate industrial injury/occupational illness claim.

6.3 Government Affairs shall

*6.3.1 Inform Area HR Service Center /Workmen's Compensation of any Motor Vehicle Accidents that were brought to their attention, involving physical injury to Company employees.

6.3.1 Obtain Medical Summary from Government Hospitals, (death certificate in case of fatal injury), Traffic Police Report and Civil Defense Report for Company employees involved in Motor Vehicle Accidents or Fire Accidents and forward the same to Area HR Service Center Division.

6.4 Area HR Service Center /Workmen's Compensation shall

6.4.1 Advise promptly employee's supervisor to mark "K" time (Industrial Disability Days) on employee's Time card for the period employee is removed from duty due to industrial injury/occupational illness, or to-and-from work injury.

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- 6.4.2 Claim from GOSI reimbursement of daily allowance paid to disabled employees, by promptly submitting GOSI Form 1-B (Request for Reimbursement of Daily Allowance) to GOSI Main Office in Dammam and deposit the check with the Treasurer's Organization.
- 6.4.3 Review and approve reimbursement for reasonable actual medical expenses incurred by employees for treatment of injury/illness classified as job related, consulting Medical Organization when necessary.
- 6.4.4 Represent the Company before the General Organization for Social Insurance, Labor Office or Labor Commission, in disputed Workmen's Compensation cases, consulting the Law Department when necessary.
- 6.4.5 Authorize grant of "P" time when employee is required to attend Medical Board/Appeal Committee for evaluation of disability.
- 6.4.6 Maintain proper records and adequate control to ensure prompt reporting of injuries to GOSI and handle to conclusion of all industrial injury claims.

Approved:

Director, Personnel Department

Date _____

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