

SAUDI ARABIAN OIL COMPANY (Saudi Aramco)

GENERAL INSTRUCTION MANUAL

GI NUMBER Approved

0150.011

ISSUING ORG. Preventive Medicine Services Division/Medical Department/SAMSO

ISSUE DATE
01/03/2010REPLACES
NEW

SUBJECT Saudi Aramco Wellness Program (SAWP)

APPROVAL
AFKPAGE NO.
1 OF 12

CONTENT

The content of this document describes the purpose, policies and responsibilities related to the Saudi Aramco Wellness Program (SAWP).

I. DEFINITION

1. Wellness:

- a. Wellness is defined as the quality or state of being in good health, especially as an actively sought goal (Mosby, Dictionary).
- b. Wellness is based on medical Science and on facilitating and sustaining healthy behavior change through addressing specific issues on seven core competencies: physical, emotional, spiritual, social, occupational, and intellectual well being (Hettler, 1979) as well as an environmental dimension (NH&FF, 1997).

2. **Saudi Aramco Wellness Program (SAWP):** is a continuous quality improvement program aims to decrease the incidence of chronic medical conditions among the Saudi Aramco workforce by addressing the three main risk factors: inactivity, smoking, and unhealthy eating. These goals are achieved through offering a comprehensive multi-disciplinary onsite program that addresses both the physiological and psychosocial benefits of wellness. (Attachment "A": Saudi Aramco Wellness Program Profile).

3. **Saudi Aramco Wellness Program Components:** The Saudi Aramco Wellness Program consists of three key components: development, implementation and evaluation strategy. (Attachment "B": Components of the Saudi Aramco Wellness Program).

4. **Saudi Aramco Wellness Program Coordinator:** is the overall coordinator from the Health Promotion Unit (HPU), Preventive Medicine Services Division (PMSD) certified as a Wellness Consultant, a Physical Activity Advisor, and a Lifestyle Coach. The SAWP Coordinator is in charge of Saudi Aramco Wellness Program and all related activities companywide.

5. **Saudi Aramco Wellness Champion Certification Course:** is a four day course conducted by the Health Promotion Unit, PMSD. The course is assigned a Business Event number (40033560) and 4 Continuing Medical Education hours (1237/2005).

6. **Saudi Aramco Wellness Champions:** Candidates nominated by their respective departments to receive training in the theoretical and practical components of the SA Wellness Program by successfully completing the SA Wellness Champion Certification Course.

7. **Departmental Wellness Promotional Team:** Employees nominated by their respective departments to coordinate wellness activities and liaise with the Health Promotion Unit, PMSD directly.

8. **Onsite Wellness Clinic:** Weekly or monthly clinics held at the proponent's work facility to monitor physiological and psychosocial improvements of participants in the SA Wellness Program.

SAUDI ARABIAN OIL COMPANY (Saudi Aramco)

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ISSUING ORG. Preventive Medicine Services Division/Medical Department/SAMSO

SUBJECT Saudi Aramco Wellness Program (SAWP)

GI NUMBER Approved

0150.011

ISSUE DATE
01/03/2010

REPLACES
NEW

APPROVAL
AFK

PAGE NO.
2 OF 12

9. **Initial Health Screening:** To medically clear any absolute or relative contraindications to physical activity, participants must fill a health screening questionnaire and go through the required tests including blood pressure, heart rate monitoring and body composition analysis.
10. **Health Promotion Unit Wellness Team:** A team from Health Promotion Unit (HPU), PMSD, consisting of staff qualified as physical activity advisors, dieticians and health educators. In charge of carrying out all SA Wellness Program related activities.

II. PURPOSE

1. To provide guidance to Saudi Aramco Organizations/Departments requesting a Saudi Aramco Wellness Program in their facilities.
2. To ensure the implementation of a standardized Saudi Aramco Wellness Program companywide.
3. To maintain a coordinated approach to the SA wellness program throughout the company.
4. To ensure the sustainability of high quality Saudi Aramco Wellness Program activities in company work sites in accordance with the Saudi Aramco Wellness Program procedures and guidelines.

III. POLICIES AND PROCEDURES

A. General

1. The Saudi Aramco Wellness Program is developed and managed by the Health Promotion Unit, Preventive Medicine Services Division (PMSD). This includes all program activities and wellness clinics conducted throughout Saudi Aramco.
2. The Health Promotion Unit, PMSD is the nucleus of the SA wellness program.
3. Activities of the SA Wellness Program companywide are coordinated in conjunction with the certified wellness champions and the nominated wellness promotional team from an organization/department who liaise with the Health Promotion Unit, PMSD directly.
4. Saudi Aramco Wellness Champion training and certification are the responsibility of the Health Promotion Unit, PMSD, throughout the company.

B. Saudi Aramco Wellness Program Launch

1. Departments requesting SA Wellness Program to be launched in their work sites must:
 - a. Submit a formal written request to the Chief, PMSD by June 30 of a fiscal year.
 - b. Nominate candidates to be trained as wellness champions by Health Promotion Unit, PMSD (one champion/200 employees).
 - c. Nominate a departmental wellness promotional team.
2. Requests will be evaluated by Health Promotion Unit, PMSD and requesting organizations will be notified as to when their request can be accommodated according to the plan established in the HPU's operating plan/business plan.
3. Health Promotion Unit, PMSD plans the launch of the requested wellness program within a timeline of 2-3 business years per the established outline (Attachment "C" Saudi Aramco Wellness Program Launch: Roll-out Plan).

SAUDI ARABIAN OIL COMPANY (Saudi Aramco) GENERAL INSTRUCTION MANUAL

ISSUING ORG. Preventive Medicine Services Division/Medical Department/SAMSO

SUBJECT Saudi Aramco Wellness Program (SAWP)

GI NUMBER **Approved**

0150.011

ISSUE DATE
01/03/2010

REPLACES
NEW

APPROVAL
AFK

PAGE NO.
3 OF 12

C. Saudi Aramco Wellness Champion Training and Certification

1. Eligibility

- a. All Saudi Aramco employees are eligible to receive the training based on the selection criteria.
- b. Candidates are nominated by their respective departments.
- c. Requests to train contractor personnel will be evaluated on a one to one basis.

2. Criteria for Selection

- a. Candidates must be proficient in reading and writing English.
- b. Candidates must have an interest in health, wellness and safety.
- c. Candidates must be excellent communicator and motivator.
- d. Candidates must be willing to commit at least one hour towards a wellness activity per week for employees in their work site per the letter of agreement. (Attachment "D": Wellness Champion Letter of Agreement)

3. Requirements for Successful Completion

- a. **Attendance:** Participants must attend all 4 days.
- b. **Evaluation:** Participants must pass the practical application test.
- c. **Performance test:** Participants must perform satisfactorily in the theoretical and practical components.
- d. **Recertification:** Participants must attend at least one wellness champion training workshop per year.

D. Saudi Aramco Wellness Program Enrollment

1. **Mechanism of how employees can be enrolled in the SA Wellness Program:** Participants must attend a Wellness Clinic in their work area and go through the Initial Health Screening process before they can attend any SA wellness program classes.
2. **Registration:** Registration process for each wellness class must be done online at <http://samso/wellness>

IV. RESPONSIBILITIES

A. Chief, Preventive Medicine Services Division (PMSD) shall:

1. Receive and direct requests for SA Wellness Program launch to the supervisor, Health Promotion Unit.
2. Approve the launch of the SA Wellness Program companywide per established roll out plan as described in B.2 under Policies.

B. Supervisor, Health Promotion Unit shall:

1. Assign an overall SA Wellness Coordinator.
2. Assign personnel to the HPU Wellness Team.
3. Manage SA Wellness Program's budget and resources.

SAUDI ARABIAN OIL COMPANY (Saudi Aramco)

GENERAL INSTRUCTION MANUAL

ISSUING ORG. Preventive Medicine Services Division/Medical Department/SAMSO

SUBJECT Saudi Aramco Wellness Program (SAWP)

GI NUMBER **Approved**

0150.011

ISSUE DATE
01/03/2010

REPLACES
NEW

APPROVAL
AFK

PAGE NO.
4 OF 12

C. Saudi Aramco Wellness Program Coordinator shall:

1. Oversee the development, implementation, and evaluation of SA Wellness Program throughout Saudi Aramco.
2. Liaise monthly with Departmental Wellness Promotional Teams companywide.
3. Be responsible for developing and training HPU Wellness Team.
4. Develop and offer new classes/courses/workshops each year based on health population management to ensure continuous quality improvement.
5. Develop, conduct, and update Saudi Aramco Wellness Champion Certification Course and all related activities.
6. Receive requests for and coordinate SA Wellness related activities through WellnessGroupProgram@Exchange.Aramco.com.sa in the global e-mail listing.

D. HPU Wellness Team shall:

1. Be responsible for the medical clearance of the registered participants, during the health screening days and throughout the year, as new participants register.
2. Be responsible for the online registrations in the SA Wellness Program and in the 10,000 steps program.
3. Conduct the SA Wellness Champion Certification Course.
4. Prepare and conduct the onsite Wellness Clinics throughout the company.
5. Monitor SA Wellness Program throughout the company.

E. Departmental Wellness Champion shall:

1. Successfully complete both the theoretical and practical components of the SA Wellness Champion Certification Course.
2. Be trained as a qualified BLS/AED provider and maintain training certification in accordance with the Health Promotion Unit guidelines.
3. Sign a letter of agreement (Attachment "D": Wellness Champion Letter of Agreement) and be committed to dedicating one hour per week to either:
 - a. Promote the SA Wellness Program in their work area, or community groups, through empowering employees, or giving a presentation during safety or communication meetings, etc.
 - b. Provide one hour a week to teach a wellness class/activity.
 - c. Offer a lecture in the Lunchtime Lecture Series.
4. Ensure that each participant has been pre screened and adhere to all safety guidelines (Attachment "E": Waiver, Assumption of Risk and Indemnity Agreement).
5. Organize and conduct wellness class/activity in a safe and effective manner.
6. Maintain a "Performance Record" with regard to any wellness activity offered by them to employees in their departments and reports information to SA Wellness Program Coordinator on monthly basis.

F. Departmental Wellness Promotional Team shall:

Be responsible for distributing the SA Wellness Program monthly schedules and highlights. This information is sent by email to the promotional team by the SA Wellness Program Coordinator through the global email listing [*WellnessProgram@Exchange.aramco.sa](mailto:WellnessProgram@Exchange.aramco.sa) which contain an updated list of departmental wellness champions and departmental wellness promotional teams throughout the company.

SAUDI ARABIAN OIL COMPANY (Saudi Aramco) GENERAL INSTRUCTION MANUAL

GI NUMBER Approved

0150.011

ISSUING ORG. Preventive Medicine Services Division/Medical Department/SAMSO

ISSUE DATE
01/03/2010REPLACES
NEW

SUBJECT Saudi Aramco Wellness Program (SAWP)

APPROVAL
AFKPAGE NO.
5 OF 12

G. Department Heads:

Department Heads requesting Saudi Aramco Wellness Program to be launched in their work sites shall:

1. Submit a formal written request to the Chief, PMSD.
2. Nominate candidates to be trained as wellness champions by PMSD (one champion/200 employees).
3. Nominate a departmental wellness promotional team.
4. Allocate budget to cover the requirements for launching a SA Wellness Program in their facilities in terms of expenditure and physical space.
5. Communicate SA Wellness program information to their employees via weekly communications, highlights and staff safety meetings.

H. Vice Presidents and Sr. Vice Presidents shall:

1. Support the Saudi Aramco Wellness Program across all Admin Areas/Business Lines.
2. Encourage their Department Heads to request the launch of the SA Wellness Program in their facilities.
3. Be kept informed by the SA Wellness Program Coordinator about the progress of the SA Wellness Program within their business line through a progress report, as requested.

V. ATTACHMENTS

1. Attachment "A": Saudi Aramco Wellness Program Profile
2. Attachment "B": Components of the Saudi Aramco Wellness Program
3. Attachment "C": Saudi Aramco Wellness Program Launch: Roll-out Plan
4. Attachment "D": Wellness Champion Letter of Agreement
5. Attachment "E": Waiver, Assumption of Risk and Indemnity Agreement

VI. REFERENCES

1. Hettler, B (1979). The Six Dimensional Wellness Model. <http://nationalwellnessinsititute.org>
2. NH&FF (1997) The Optimal Wellness Model <http://nationalhealthfitnessfoundation.org>
3. Centers for Disease Control and Prevention <http://www.cdc.gov>
4. World Health Organization <http://www.who.org>
5. World Economic Forum WHO's Global Plan of action on Workers Health 2008 – 2017 (60th World Assembly).
6. Preventing Non-communicable Diseases in the Workplace through Diet and Physical Activity. WHO/World Economic Forum Report (Joint Event).
7. Saudi Aramco Wellness Program website: <http://samso/wellness>

SAUDI ARABIAN OIL COMPANY (Saudi Aramco)
GENERAL INSTRUCTION MANUAL

GI NUMBER Approved

0150.011

ISSUING ORG. Preventive Medicine Services Division/Medical Department/SAMSO

ISSUE DATE
01/03/2010

REPLACES
NEW

SUBJECT Saudi Aramco Wellness Program (SAWP)

APPROVAL
AFK

PAGE NO.
6 OF 12

Recommended:

Chief, Preventive Medicine Services Division

Date

Concurred:

Director, Medical Department

Date

Executive Director, SAMSO

Date

Approved:

Senior Vice President, Industrial Relations

Date

* CHANGE

** ADDITION

NEW INSTRUCTION ■

COMPLETE REVISION □

SAUDI ARABIAN OIL COMPANY (Saudi Aramco) GENERAL INSTRUCTION MANUAL

ISSUING ORG. Preventive Medicine Services Division/Medical Department/SAMSO

SUBJECT Saudi Aramco Wellness Program (SAWP)

GI NUMBER Approved

0150.011

ISSUE DATE
01/03/2010

REPLACES
NEW

APPROVAL
AFK

PAGE NO.
7 OF 12

Attachment "A"

The Saudi Aramco Wellness Program Profile

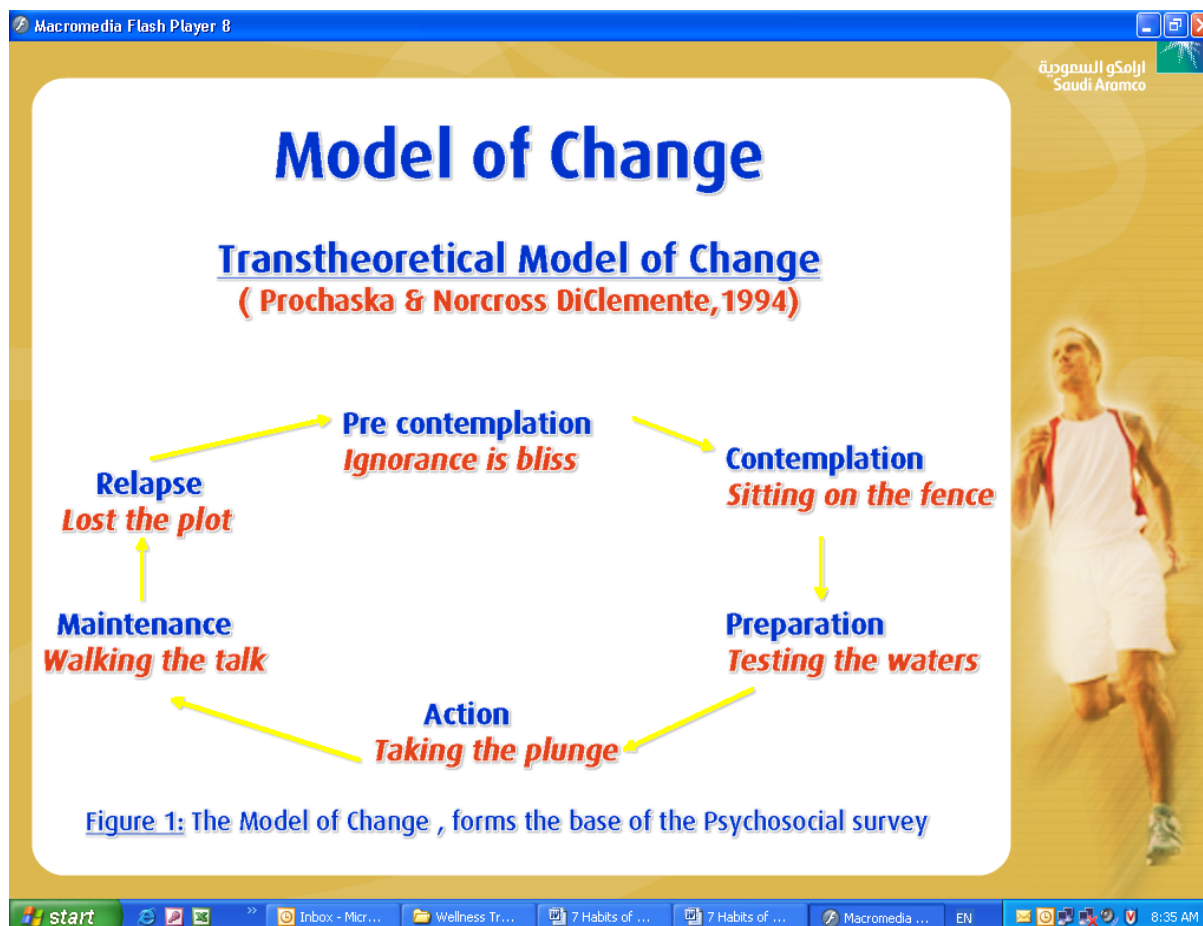
The Saudi Aramco Wellness Program (SAWP) is targeted and based on the stages of change and the employee health screening survey (EHSS). Each activity is grounded in the various stages of human health behavior change.

The model which SAWP profile is based upon is the Transtheoretical Model of Change (Prochaska, Norcross & DiClemente, 1994) and each activity aligns to the health behavior.

Health behavior is made of the following stages:

Pre-contemplation – Ignorance is bliss, **Contemplation** – Sitting on the fence, **Preparation** – Testing the waters, **Action** – Taking the plunge, **Maintenance** – Walking the talk, and **Relapse** – Lost the Plot.

It is a cycle so it is important to recognize where a population is in regards to the percentage that are in action, relapse, etc. This ensures that the program maintains a targeted approach to effective health population management.



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GENERAL INSTRUCTION MANUAL

GI NUMBER **Approved**

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ISSUING ORG. Preventive Medicine Services Division/Medical Department/SAMSO

ISSUE DATE
01/03/2010

REPLACES
NEW

SUBJECT Saudi Aramco Wellness Program (SAWP)

APPROVAL
AFK

PAGE NO.
8 OF 12

Targeted SAWP Profile	Description of Classes, Clinics, Workshops
Physical Activities Stages : Action, Maintenance	Lunchtime walking program (10,000 steps), Circuit classes, Stair climbing program, Stress reliever classes, Yoga & Pilates, Relaxation classes NIA, Tai Chi, Back Care Classes, Aqua FIT.
Lunch & Learn Workshops Stages : Relapse, Pre-contemplation	Multi Disciplinary Team: Neuro Linguistic Program (NLP), Self development & Effective Communication, Stress & Humor, Self Mastery, Body & Mind Connection, Waist Watchers Group, Holistic Pain Management, Effective Back Care, Ergonomics, Injury Prevention and Self Improvement. Healthy Lunch Program – menu options.
Daily Wellness Practices Stages : Preparation/Action	Walk & talk meetings, wellness breaks & stretches – developing a wellness culture, taking the stairs instead of the elevator, injury prevention, safety & wellness meetings = awareness.
Wellness Clinic Stages : Relapse, Contemplation, Pre-contemplation	Multidisciplinary Team: lunchtime sessions on an appointment schedule. Initial five sessions and one follow-up session per year. Onsite clinic. Weekly wellness bulletins via e-mail/mobile. Methodology: Motivational Interviewing.
Wellness Lifestyle Coaching Clinic & Online Program Stages : Preparation	Motivational interviewing and 360 degrees wellness mapping/vision boards/action plan. Monthly online coaching – available companywide. Methodology: Motivational Interviewing & 360 Degrees Wellness Lifestyle Coaching. Both face to face and online.

* CHANGE

** ADDITION

NEW INSTRUCTION ■

COMPLETE REVISION □

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GENERAL INSTRUCTION MANUAL

ISSUING ORG. Preventive Medicine Services Division/Medical Department/SAMSO

SUBJECT Saudi Aramco Wellness Program (SAWP)

GI NUMBER Approved

0150.011

ISSUE DATE
01/03/2010

REPLACES
NEW

APPROVAL
AFK

PAGE NO.
9 OF 12

Attachment "B"

Components of the Saudi Aramco Wellness Program

The Saudi Aramco Wellness Program (SAWP) consists of three key components: development, implementation and evaluation strategy:

- 1- The development strategy:** A SAWP within a department or organization is based upon the findings of the Employee Health Screening Survey (EHSS) based on an organization code as well as employee needs/interest survey. The development of the program is based upon the "Transtheoretical Model of Change". This model allows development of a program aligned to what stage of healthy behavior change stage they are in. These stages include: relapse, pre-contemplation, contemplation, preparation, action, and maintenance stage. A typical program profile can be seen in Attachment A: The Saudi Aramco Wellness Program Profile.
- 2- The implementation strategy:** A SAWP in a new location involves a specific time line to be successful. To insure a successful and sustainable program the implementation phase is six months in duration, and can be more depending upon the target population group (See Attachment C: Saudi Armco Wellness Program Launch: Roll-out Plan)
- 3- The evaluation strategy:** The continual evaluation of the program is both at a micro system and macro system level and occurs weekly, monthly, and every two years.

Weekly: At a micro-system level, in various locations throughout the company weekly wellness clinics (in the workplace) are offered to all employees for regular physiological health screening of:

- Blood Pressure
- Heart Rate Monitoring
- Body Mass Index
- Body Composition Analysis
- Peak Expiratory Flow Rate (PEFR)
- Biological Lung Age & Carbon Monoxide (CO) Testing
- Absolute Contraindications to Physical Activity = SAFETY

These physiological indicators are then entered into a companywide database so as to continually evaluate improvements based on measuring the effectiveness and efficiency of the program. The SAWP website: <http://samso/wellness> also offers employees the opportunity to provide feedback about the program.

Monthly: At a macro-system level, the Wellness Team collects and collates data from all the active wellness programs companywide to report three key performance indicators (KPI) contributing to the PMSD dashboard, these indicators include:

- Number of programs implemented throughout the company
- Amount of participants registered for the program
- Amount of Wellness Champions that have been trained throughout the Company.

This contributes to the strategic imperatives and the organization's balance scorecard.

Every Two Years: In alliance with Epidemiology Services Unit/PMSD, the Wellness Team conducts a physiological and psychosocial as a retrospective study to assess the impact that the SAWP has on: health risks, quality of life, energy levels, etc. Other long-term indicators that will be tested in the future include: M-time, on the job injury occurrence, presenteeism values in order to improve employee productivity, and healthcare service utilization.

SAUDI ARABIAN OIL COMPANY (Saudi Aramco) GENERAL INSTRUCTION MANUAL

ISSUING ORG. Preventive Medicine Services Division/Medical Department/SAMSO

SUBJECT Saudi Aramco Wellness Program (SAWP)

GI NUMBER Approved

0150.011

ISSUE DATE
01/03/2010

REPLACES
NEW

APPROVAL
AFK

PAGE NO.
10 OF 12

Attachment "C"

Saudi Aramco Wellness Program Launch: Roll-out Plan

Objective:

- To outline the phases of the Saudi Aramco Wellness Program Launch.
- To ensure a high quality, successful and sustainable program.



Roll- out Plan: The roll out action plan consists of five phases over a six month period.

Phase 1: Generic marketing message (duration: one month)

- Action item 1: Get onsite WWP Champions to send out to their Departments as promotional network
- Action item 2: Promotional banners onsite and wellness poster promotional kit for the onsite Champion

Phase 2: Promotional onsite: "Seven Habits of Highly Healthy People" – WWP Signature Presentation (duration: one month)

- Action item 3: Confirm date with onsite WWP Champion
- Action item 4: Book Auditorium online
- Action item 5: Prepare resources: CDs, standard promotional flyer, health screening forms

Phase 3a: Onsite Health Screening & Wellness Clinic (Duration: two months, Registration with Champions: Health Screening Forms)

- Action item 6: Prepare manpower & wellness clinic (standard equipment)
- Action item 7: Prepare storage onsite for wellness kit: balls, mats, etc.
- Action item 8: Send out promotional materials to employees about the registration and wellness clinic/or retest (see attached sample).
- Action item 9: Transport wellness kit to location & Wellness Clinic set up one day in advance
- Action item 10: Develop a program offered as a weekly schedule and send to Wellness Coordinator to add to website.

Phase 3b: Online Registration into the classes and programs (Duration two to three months develop database)

- Action item 11: Encourage participants who have completed the health screening to register online for the classes and send confirmation email.
- Action item 12: Enter the completed health screening data into the database.
- Action item 13: Create distribution lists with the onsite Wellness champion so as to send reminders to the participants to attend the classes.

Phase 4: Wellness Program rollout (one month of orientation classes)

Action item 14: Oversee the first few classes – and assist onsite Champions

Phase 5: Onsite Health Screening & Wellness Clinic – after six /twelve months

Repeat action items 6, 8, and 9

SAUDI ARABIAN OIL COMPANY (Saudi Aramco)
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ISSUING ORG. Preventive Medicine Services Division/Medical Department/SAMSO

SUBJECT Saudi Aramco Wellness Program (SAWP)

GI NUMBER **Approved**

0150.011

ISSUE DATE
01/03/2010

REPLACES
NEW

APPROVAL
AFK

PAGE NO.
11 OF 12

Attachment "D"

PREVENTIVE MEDICINE SERVICES DIVISION

PO Box 76

Bldg 553

Dhahran Health Center

Tel: 877-8527

Fax: 877-3974

SAUDI ARAMCO WELLNESS PROGRAM
WELLNESS CHAMPION CERTIFICATION COURSE

Dear Prospective Wellness Champion,

Welcome to the Saudi Aramco Wellness Program Training Course. After completing this course you will become a certified Wellness Instructor / Champion. As part of the investment that Preventive Medicine Services has in your development and on going training we request that you are committed to participating in the Saudi Aramco Wellness Program and instruct a class, provide a lecture of choice, promote wellness at communications & safety meetings, and encourage wellness practices with your colleagues as outlined in the Saudi Aramco Wellness Policy: **0150.011**. After successfully completing both the theoretical and practical training, Preventive Medicine Services Division requests that you dedicate at least one hour a week to either:

- Promote the Saudi Aramco Wellness Program (SAWP) in your work area, or community groups, through empowering employees, or giving a presentation about the SAWP in your safety or communication meetings, etc.
- Provide one hour a week to teach an activity or class you feel proficient in
- Promote wellness lifestyle practices within the work day with your colleagues

Often helping others is the best way to develop and help yourself!

Thank you for your ongoing support and commitment to the Saudi Aramco Wellness Program.

I _____ (please print full name) agree with the above statement and to the best of my ability will commit at least one hour per week to the Saudi Aramco Wellness Activities.

Signed: _____

Date: _____

Saudi Aramco Wellness Program
Health Promotion Unit
Preventive Medicine Svcs Divn

Chief
Preventive Med Svcs Divn

SAUDI ARABIAN OIL COMPANY (Saudi Aramco) GENERAL INSTRUCTION MANUAL

GI NUMBER **Approved**

0150.011

ISSUING ORG. Preventive Medicine Services Division/Medical Department/SAMSO

ISSUE DATE
01/03/2010REPLACES
NEW

SUBJECT Saudi Aramco Wellness Program (SAWP)

APPROVAL
AFKPAGE NO.
12 OF 12

Saudi Aramco Wellness Program

Attachment "E"

WAIVER, ASSUMPTION OF RISK AND INDEMNITY AGREEMENT

This form is an important legal document. It explains the risks you are assuming by voluntarily participating in activities and programs related to Saudi Aramco's health promotion and recreation programs, including the use of facilities, equipment and exercise machinery ("Saudi Aramco Wellness Program"). It is critical that you read and understand it completely. If you accept these terms and conditions, please sign in the spaces provided.

WAIVER

In consideration for being allowed to participate in the Saudi Aramco Wellness Program, I, for myself, heirs and assigns, do hereby waive, release, and forever discharge Saudi Aramco, and its officers, agents, employees, representatives, executors, and all others from all responsibilities or liabilities from injuries or damages from my participation in the Saudi Aramco Wellness Program. I do also hereby release all of those mentioned and any others acting upon their behalf from any responsibility or liability for any injury, accident, illness, or property loss, including those caused by the negligent act or omission or connected with my participation in the Saudi Aramco Wellness Program.

Signature of Participant_____
Date_____
Signature of Parent/Guardian of Minor_____
Date

ASSUMPTION OF RISK

I understand and am aware that the use of equipment and exercise machinery and strength, flexibility, and aerobic exercise are potentially hazardous activities. I understand these activities involve a risk of injury, even death, and that I am voluntarily participating in Saudi Aramco Wellness Program with knowledge of the dangers involved. I hereby agree to expressly assume and accept all risks of injury or death.

I hereby declare myself physically sound and suffering from no condition, impairment, disease, infirmity or other illness that would prevent my participating in Saudi Aramco Wellness Program. I do hereby acknowledge that I have been informed of the need for a physician's approval for my participation in an exercise or fitness activity or in the use of exercise equipment and machinery. I acknowledge that it has been recommended that I have a yearly or more frequent physical examination and consultation with my physician as to physical activity, exercise, and use of exercise and training equipment so that I might have his/her recommendations concerning my participation in the Saudi Aramco Wellness Program. I acknowledge that I have either had a physical examination and been given my physician's permission to participate, or that I have decided to participate in Saudi Aramco Wellness Program without the approval of my physician and do hereby assume all responsibility for my participation and activities, and utilization of equipment and machinery in my activities.

INDEMNITY

I hereby agree to indemnify and hold harmless Saudi Aramco from all claims, actions, suits, procedures, costs, expenses, damages and liabilities, including attorney's fees, brought because of my involvement in the Saudi Aramco Wellness Program. This Agreement includes any claims, disputes or interpretations hereof shall be heard and adjudged in the courts having jurisdiction within the Kingdom of Saudi Arabia. I have read this waiver of liability, assumption of risk, and indemnification agreement. I fully understand its terms and conditions, and understand that I am freely foregoing substantial rights, including my right to sue. I acknowledge that I am signing this agreement freely and voluntarily, and intend by my signature to be a complete and unconditional release of all liability. I further acknowledge that this agreement was executed in the Kingdom of Saudi Arabia. I agree that any interpretation, claims or disputes shall be governed by laws of the Saudi Arabia and adjudged in the courts having jurisdiction within Saudi Arabia.

Signature of Participant_____
Date_____
Signature of Parent/Guardian of Minor_____
Date

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** ADDITION

NEW INSTRUCTION ■

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