

SAUDI ARABIAN OIL COMPANY (Saudi Aramco) <b>GENERAL INSTRUCTION MANUAL</b>		G. I. Number <span style="float: right;">Approved</span> 298.004	
ISSUING ORG.	COMMUNITY SERVICES	ISSUE DATE 04/15/2009	REPLACES 02/28/2006
SUBJECT	OFFICE FURNITURE SERVICES	APPROVAL MIS	PAGE NO. 1 OF 4

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### \*1.0 SCOPE

This General Instruction covers office furniture and related services provided to office buildings administrated by Office Services Department (OSD) in the Eastern Region, SA/CR Community Services Department (SA/CR CSD) in the Central Region and NA/WR Community Services Department (NA/WR CSD) in the Western Region, as well as, office facilities managed by other company organizations kingdom-wide

### 2.0 COMMUNITY SERVICES RESPONSIBILITIES

\*2.1 Provide standard office furniture and related services to office buildings administered by OSD, SA/CR CSD and NA/WR CSD as follows:

2.1.1 Delivery and pick-up

2.1.2 Installation and disassembly

2.1.3 Repair and reconditioning

2.1.4 Furniture key duplication

2.1.5 Minor carpet patching

2.2 Provide managerial and executive office furniture to Department Heads and above through Executive Office Services Group.

\*2.3 Establish office furniture standards through Office Planning, Design & Projects Division (OPD&PD) and the Executive Office Services Group (EOSG).

2.4 Evaluate new technology related to office furniture and update existing office furniture standards.

2.5 Determine requirement and develop procurement plan for office furniture.



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<p>*2.6 Provide surplus, standard furniture and provide related services to facilities managed by other company organizations, subject to availability, budget constraints and approval by concerned Office Services, SA/CR CSD and NA/WR CSD Managers as follows:</p> <p>2.6.1 Delivery and installation</p> <p>2.6.2 Repair</p> <p>2.6.3 Furniture key duplication</p> <p>2.6.4 Pick-up, storage and/or redistribution of all surplus or unwanted furniture.</p> <p>2.7 Donate surplus office furniture to local government agencies at the request of Government Affairs Donation Committee.</p> <p>2.8 Dispose of obsolete office furniture through Reclamation.</p> <p>2.9 Review and endorse furniture purchase requisitions through the SAP (B2B) System, as well as administer Purchase Agreements for procurement of office furniture by other company organizations including Project Management.</p> <p>2.10 Conduct annual physical inventory of office furniture stored in the furniture warehouses.</p> <p>2.11 Maintain records of office furniture inventory, as well as furniture issued from the warehouse and installed in different buildings, through the automated Warehouse Control and Asset Tracking system</p> <p><b>3.0 USER RESPONSIBILITIES</b></p> <p>3.1 Use office furniture properly and protect them from loss or damage.</p> <p>3.2 Return any excess or unwanted furniture to the Office Furniture Warehouse through Online Service Request.</p> <p>3.3 Report any damaged or missing assigned office furniture to Office Services representative.</p> <p>3.4 Submit an appropriate Online Service Request for any movement of office furniture.</p>			



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#### 4.0 SERVICE GUIDELINES

User will submit request for service electronically through Office Services Online in the intranet, selecting Office Furniture Request in the menu for the following services:

- 4.1 **Providing Additional Furniture** – not involving office redesign. If additional furniture involves modification of an existing office layout, the user should select Office Space Request. The request will be evaluated on the basis of office furniture entitlement.
- 4.2 **Returning Excess Furniture** – not involving reduction in the number of existing offices. If removal of furniture involves modification of an existing office layout, the user should select Office Space Request.
- 4.3 **Repairing/Replacing Defective Furniture** – Office Services representative will either repair the defective furniture on site, or have it replaced in accordance with office furniture standards.
- 4.4 **Providing Furniture Keys**
- 4.5 **Replace Damaged Carpet** – Building Services will evaluate the condition of the carpet and as necessary shampoo or clean the dirty carpet. Carpet will be replaced if the condition of the carpet does not improve even after cleaning/shampooing. If carpet replacement is major and involves movement of office furniture and equipment, the user should select Office Space Request.

#### \*5.0 AREA SERVICE REPRESENTATIVES

The following are Office Services representatives in different areas of operation:

- Supervisor, Dhahran Office Furniture Operations Unit, in Dammam for the Eastern Region.
- Supervisor, Riyadh Office Furniture Unit for the Central Region.
- Supervisor, Jeddah Office Furniture Unit and Supervisor, Yanbu Office Furniture Unit for the Western Region.



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- Respective telephone numbers are found in Community Services Telephone Directory.

Approved by:

M. I. SNOBAR, Executive Director  
Community Services

