

SAUDI ARABIAN OIL COMPANY (Saudi Aramco) GENERAL INSTRUCTION MANUAL

G. I. NUMBER **APPROVED**

710.012

ISSUING ORG. INDUSTRIAL SECURITY OPERATIONS

ISSUE DATE
06/01/2008

REPLACES
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SUBJECT DEALING WITH COMMUNICATED THREATS
(BOMB AND OTHER THREATS) AND SUSPECT ITEMS

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This General Instruction (GI) outlines information and guidelines for dealing with bomb and other threats communicated verbally, through written messages, telephones, cell phones, recording devices, computers, or through the mail. It also provides procedures for dealing with suspect items that possibly contain explosives or other hazardous substances. Inquiries about the procedures and associated requirements shall be addressed to the Manager, ISP&SSD, Box 90, Dhahran.

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1. SCOPE

This GI is applicable to all departments/organizations and persons responsible for reporting, directing and performing required activities for response to communicated threats (bomb & other threats) and suspect items in all company installations and facilities, including community areas.

2. OBJECTIVES

- 2.1 Establish requirements to be followed by all company employees, their dependents, contractor personnel, and all concerned organizations upon receipt of communicated threats of any kind or the identification of an item that is suspected of containing an explosive or other hazardous substance, e.g., chemical, biological or radiological.

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- 2.2 Provide guidelines and requirements for departments/organizations to develop comprehensive emergency response plans and individual building response plans for every facility and significant operation by addressing procedures, safe evacuation routes and assembly points for personnel accounting, logistics for delivery of resources, emergency treatment of injured persons, preventing secondary losses, recovery of operations or business systems, etc.
- 2.3 Identify responsibilities of persons and organizations that need to take specific actions during bomb and other threat emergencies.

3. DEFINITIONS AND ACRONYMS

3.1 Definitions

Assembly Area: This is a pre-arranged and designated area, located a safe distance away from an affected incident area, where evacuated personnel are to safely gather and be identified in the event of an evacuation for bomb or other threat or other emergencies.

Bomb Threat: A bomb threat is generally made to the premise, department/organization or authority directly. Such threats can be delivered in a variety of ways such as threat made in person, verbally over the telephone, by letter through the mail, delivered through a third party or through a recorded device, and even sent via e-mail.

Building Response Plan: This plan identifies responsibilities for department/organization and building management, building response personnel, and occupants before, during, and after an emergency, including events at the building or within the local area. It provides instructions for initial response to and notification of an emergency or threat, evacuation of personnel from the building, shelter-in-place, building lockdown, post-incident actions, and the incident command system. It also contains a list of required emergency response and communications equipment and training requirements.

Disaster: This is the most serious form of emergency, where the resources, personnel, and/or materials at the site are insufficient to control the situation.

Drill and Exercise Program: This formal program includes periodic instructions (exercises) and tests (drills) of all levels of emergency plans, including drills against realistic objectives and scenarios to learn and improve response capabilities. The primary function of drills and exercises is to provide a means of testing the emergency plan's adequacy, resources, equipment, and readiness level of responders and building/facility occupants.

Emergency: An occurrence that threatens life or property and where the resources, personnel, and materials for control are available within the emergency response capabilities of the site.

Emergency Control Center: This is where designated personnel assist the emergency response by coordinating information, developing strategies for addressing the media and government agencies, handling logistical support for the response team, and performing other management functions. This centralized facility allows an Incident Manager and staff to contend with incident issues more effectively.

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Emergency Response Plan: A comprehensive emergency response plan includes requirements to be performed before, during, and after an emergency. It consolidates all responsibilities, procedures, and equipment requirements for prevention, preparedness, response, and recovery. It describes the emergency response organization, identifies emergency operations facilities and systems, addresses corporate and government requirements, establishes training programs, contains specific response procedures, identifies notification requirements, etc.

Hazardous material: This is a substance or combination of substances which poses a potential danger to humans or the environment.

Incident Command Post: This is the field location for tactical management of the incident, led by the Incident Commander. It is located near the emergency, but in a safe, upwind location. It should have controlled access, a good view of the incident, if possible, and enough room for the emergency response team to operate. At some facilities the core of the Incident Command Post may be a specially equipped vehicle outfitted with facility maps, communications equipment, and support information.

Incident Command System: This is an organized system of roles, responsibilities, and standard operating procedures used to manage and direct emergency operations. It creates a clear chain of command so responders report to one supervisor.

Incident Commander (IC): The IC has the overall responsibility for management of the incident at the emergency site. This position provides direction to all personnel at the scene and will call for additional resources when the need is anticipated. For bomb or other threats and suspect items, this position shall be filled by the ISO General Manager or his delegates (AISOD Managers, Security Shift Superintendents, or Area Security Supervisors).

Incident Manager: The Incident Manager, at the ECC, is responsible for organization, direction, and coordination of logistics for all response activities. For bomb or other threats and suspect items, this position shall be filled by the ISO General Manager or his delegates (AISOD Managers, Security Shift Superintendents, or Area Security Supervisors).

Pre-Incident Plan: This plan addresses personnel, equipment, response actions, and shutdown procedures to effectively control a specific, pre-identified emergency.

Shelter-in-place: This is a location that provides relative safety to its occupants while potential emergencies are assessed, decisions are made, and mitigating activities are used when an evacuation could cause or threaten greater harm.

Staging Area: This is a location designed for collecting available resources near the incident area before committing them to a task.

Suspect Item: This is an item or material in which the appearance, performance, or other characteristics may have been knowingly misrepresented, or having sufficient physical attributes to raise questions as to its acceptability.

Wardens: These are chief wardens, assistant wardens, and other key persons who perform actions according to the emergency plans. These persons are also known as building directors and floor directors.

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3.2 Acronyms

AISOD	Area Industrial Security Operations Department
ASSC	Alternate Security Control Center
COD	Communications Operations Department
CSS	Corporate Security Services
DAISOD	Dhahran Area Industrial Security Operations Department
ECC	Emergency Control Center
EMS	Emergency Medical Services
ERP	Emergency Response Plan
FrPD	Fire Protection Department
GI	General Instruction
HAZMAT	Hazardous Material
IC	Incident Commander
ICP	Incident Command Post
ICS	Incident Command System
ISO	Industrial Security Operations
ISP&SSD	Industrial Security Planning & Support Services Department
LPD	Loss Prevention Department
PAS	Public Address System
PDD	Power Distribution Department
PRD	Public Relations Department
SACCP	Saudi Aramco Corporate Contingency Plan
SAMSO	Saudi Aramco Medical Services Organization
SCC	Security Control Center
SMS	Short Message Service
TSG	Technical Services Group
T&CD	Training & Career Development

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4. RELATED DOCUMENTS

- GI 6.003, Guide for Committees Investigating Major Incidents and Engineering Reviews of other Incidents (Including Fires)
- SAMSO APP 62-7-1, Bomb Threat Response Procedure
- LPD Safety Management System Manual (Emergency Preparedness and Incident Reporting and Analysis - Element #8 and Element #9)
- OSHA Regulation 29 CFR 1910.120, Hazardous Waste Operations and Emergency Response
- GI 1420.001, Saudi Aramco Hostility Reaction Plan

5. EMERGENCY RESPONSE PLANS

5.1 All departments/organizations shall develop a comprehensive emergency response plan, as well as individual building response plans and pre-incident plans, for communicated threats, e.g., bomb or other threats (e.g., chemical, biological, hazardous substance) and suspect items. See Supplements 4 and 5 for sample information to be included in the emergency response plan and building response plans. The plans shall be coordinated with and concurred by all concerned parties and shall address, at a minimum, the following:

- 5.1.1 Personnel roles, lines of authority, and emergency communications
- 5.1.2 Emergency recognition and prevention
- 5.1.3 Emergency reporting, alarm initiation and specific response procedures
- 5.1.4 Provision for orderly and efficient transition from normal to emergency operations and for integration with higher levels of disaster and crisis management (e.g., SACCP)
- 5.1.5 Safe evacuation distances and places of refuge (shelter-in-place)
- 5.1.6 Safe evacuation routes and procedures
- 5.1.7 Resources mobilization, emergency shutdown, and emergency lockdown
- 5.1.8 Emergency medical treatment and first aid
- 5.1.9 Personal protective equipment, emergency response equipment, and other resources needed to minimize the impact of the emergency
- 5.1.10 Recovery and cleanup requirements
- 5.1.11 Training requirements

5.2 Draft emergency plans shall be forwarded to the AISOD Manager and FrPD, at a minimum, for review.

5.3 Emergency response plans, building response plans, and pre-incident plans shall be tested through scheduled drills and the results documented with appropriate observations.

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6. EMERGENCY NOTIFICATION PROCEDURES

6.1 General

- 6.1.1 A person receiving a phone call or a written or oral message containing a bomb or other threat or notices a suspect item that may contain an explosive or other hazardous material shall act immediately according to the guidelines in this GI and shall notify the Security Control Center (use 110). See Supplement 1 (Emergency Reporting Instructions), Supplement 2 (Checklist for Bomb and Other Threats), and Supplement 3 (Checklist for Identifying Suspicious Letters/Items That May Contain Explosives or Other Hazardous Material).
- 6.1.2 An employee who receives a bomb or other threat or notices a suspicious item must also immediately inform his/her immediate supervisor.
- 6.1.3 The supervisor shall immediately notify the department manager or organization head. The emergency response plan, building response plan, and applicable pre-incident plan shall be activated, as appropriate based on the evaluation of the incident. Further instructions will be provided by Industrial Security personnel when they arrive at the scene. A bomb threat or other condition/situation that poses an imminent threat to life and property requires immediate evacuation of the threatened building or area.
- 6.1.4 All employees, dependents, consultants, and others associated with departments/organizations or residing in company residential areas must be aware of the reporting and checklist information in Supplements 1, 2, and 3. Copies of these supplements shall be kept readily available for their use at work and residence. This will help in gathering general information, questioning the caller, and actions to be taken immediately after the threat call is completed or a suspect item is noticed. The information collected from callers and passed to SCC shall be given to an immediate supervisor, if at work, for their further handling and kept on file for reference.
- 6.1.5 The 110 calling system is available in all main areas to quickly alert emergency responders who are required to assist in the control of a particular situation, including bomb or other threat and suspect items. This is specifically intended to help protect personnel and assets. The following emergency numbers can also be used with mobile phone calls through the Saudi Aramco phone network in case there is no landline telephone service available in the area:
- | | | | |
|------------------|-------------|-------------------|-------------|
| • Central Area: | 03-872-0110 | • Central Region: | 01-285-0110 |
| • Southern Area: | 03-572-0110 | • Western Region: | 02-427-0110 |
| • Northern Area: | 03-673-0110 | | |
- 6.1.6 See Supplement 7 for additional emergency notifications required.

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6.2 Threat Made in Person

- 6.2.1 Remain calm, show respect, listen carefully, and concentrate on the exact wording of the person making the threat.
- 6.2.2 Deal with the person in a confident manner and get as much information as possible about the threat and the motive behind it.
- 6.2.3 If the threatening individual is excited, try to calm the person down. Note the person's physical appearance and make note of any distinguishing characteristics.
- 6.2.4 After the threatening individual leaves, note the person's type of transportation, the direction of the person's departure, and the physical description of the transportation being used (license plate, make and model of car, etc.).
- 6.2.5 Document significant information and questions as indicated in Supplements 2 and 3, and pass on the information to the nearest SCC immediately by using 110 (if available) or landline telephone service or mobile cellular phone. Answer any questions and follow their instructions. If the employee is at work he/she shall also immediately notify his/her supervisor.

6.3 Threat by Phone, Recording Device, or Computer-Based Technology

- 6.3.1 Remain calm, listen carefully, and concentrate on the exact wording of the caller. Attract a nearby colleague's attention by using hand gestures, a handwritten note, or other means to communicate the presence of an ongoing threatening call and to call SCC (110) to have the call traced if a caller identification option is not available.
- 6.3.2 If the caller is actually on the line, do not put the caller onto a speaker phone setting unless that is the setting on the telephone when it was answered. Also, do not change the mode of the phone while the threat is being communicated.
- 6.3.3 Deal with the caller in a confident manner and get as much information as possible about the threat and motive. See Supplement 2.
- 6.3.4 Watch for signs that the caller is watching the building or is aware of your actions while receiving the threatening call. Look also for signs that the caller was aware of your activities immediately before you received the call.
- 6.3.5 Begin documenting significant information and questions as quickly as possible as indicated in Supplement 2:

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- (a) For verbal threats, be attentive and write down the dialogue of the messenger as carefully as possible. Take extensive notes of everything that the caller says and use the caller identification option to identify the telephone number being used if that feature is available on your telephone.
- (b) Special attention should be given to the location and timing of any threat as well as to reasons why, the voice (male or female), voice quality, accents and speech impediments of the caller, race, possible age, language used (well spoken, foreign, irrational, etc.), and the exact wording of the threat.
- (c) Pay particular attention to background noises, such as motors running, music playing, and any other noise, which may give a clue as to the location of the caller.

- 6.3.6 Do not attempt to transfer the call or hang up the phone until information concerning the caller is ascertained by the person who received the threat or until the call has been traced if caller identification is not available on the telephone where the call is received.
- 6.3.7 If the caller does not indicate the location or the time of possible detonation, ask him/her for this information.
- 6.3.8 Inform the caller that the building is occupied and the detonation of a bomb or release of a hazardous material could result in death or serious injury to many innocent people.
- 6.3.9 If the threat is received from a recording device, do not erase the message until directed. If the threat is received on a computer or any other electronic device (such as a Short Message Service (SMS)), do not turn the equipment off and leave the message on the device exactly as it was received.
- 6.3.10 Inform the nearest SCC immediately by using 110 (if available), or landline telephone service, or mobile cellular phone. Answer any questions and follow their instructions. If the employee is at work, he/she shall also notify his/her immediate supervisor.
- 6.3.11 When realizing that a co-worker is receiving an ongoing threatening call, a person sitting near him/her shall notify the SCC by use of another telephone and then notify the immediate supervisor.

6.4 Threat Through Suspect Letters or Items

- 6.4.1 A person receiving a suspect letter or noticing an item possibly containing a bomb or other hazardous substance (it could be a letter, package, box, suitcase, or anything) shall act immediately as needed (see Supplement 3).
- 6.4.2 Avoid handling the item and its wrapper. Also, do not move or open it and treat it as suspect until Industrial Security personnel or K-9 search unit arrives. It is absolutely necessary to preserve fingerprints, handwriting and typewriting, and postmarks, if any. If the letter or item is in an X-ray machine, leave it in place.

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- 6.4.3 Inform the nearest SCC immediately by using 110 (if available) or landline telephone service or mobile cellular phone. Answer any questions and follow their instructions. If the employee is at work, he/she shall also notify his/her immediate supervisor.
- 6.4.4 Do not use a radio, cellular phone or other electronic device. Turn them off; they might detonate the suspect object.
- 6.4.5 Recall and document significant information such as the time, by what means the suspect item or package was delivered, and who delivered it. Use Supplement 3 and pass on the information to SCC and ISO personnel when they arrive at the scene.

7. RESPONSIBILITIES

7.1 All Departments/Organizations

Department managers/organization heads are responsible for ensuring the following:

- 7.1.1 Identify credible incidents of threats/suspect items that may occur in buildings, offices or facilities under their administration, assess their risk (consequences plus probability), prioritize their importance, and select incident scenarios for emergency planning purposes with assistance from other organizations as necessary (see Section 5).
- 7.1.2 Mobile communications equipment shall be provided through service organizations in the building, office or facility for their operations to contain any emergency situation.
- 7.1.3 Implement the emergency response plan, building response plan, and/or pre-incident plan as needed. In the event of a bomb or other similar threat, an immediate evacuation of the threatened building, office or facility shall be ordered and facilities shall be shut down or locked down as specified in the emergency plan.
- 7.1.4 SCC shall be immediately notified; area evacuated to appropriate assembly areas; head counts performed; and all personnel, including visitors, accounted for. Designated key personnel (in accordance with emergency plans) shall inform the Incident Commander or his delegates of persons missing.
- 7.1.5 Wardens, building directors, and other key response personnel shall be designated, in writing, with their specified roles and responsibilities to implement the applicable emergency response procedures upon receiving notice of threats or identification of suspect items. The number of wardens, building directors, and key response personnel shall be commensurate with the size and nature of the buildings/offices or facilities.

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- 7.1.6 Chief wardens, assistant wardens, building directors, floor directors, and other key personnel shall have the authority to direct persons throughout the buildings/offices or facilities to comply with emergency control procedures following an alert signal, alarm, or announcement of an emergency situation requiring evacuation or shelter-in-place.
- 7.1.7 Maintain an up-to-date list of key response personnel and alternates, including names, badge numbers, contact phones, locations, and department/organization names. Update and distribute the list monthly and whenever required due to changes in personnel, phone numbers, etc. Distribution of the list shall include, at a minimum, the department/ organization head; division heads; the Manager, AISOD; and the Manager, FrPD.
- 7.1.8 Designate responsible employees to activate alarms for an emergency situation. The employees shall properly document the activation and coordinate with their supervisors, Industrial Security personnel, and FrPD responders. Coordinate with the building proponent to ensure the evacuation alarm is activated when a bomb threat is received. If a fire alarm is used for evacuation purposes, it must be immediately communicated to FrPD responders and other concerned organizations.
- 7.1.9 Information in Supplements 1, 2, and 3 shall be distributed to all employees, as well as to contractors, visitors, etc. during their orientations. The Supplements shall be readily available in offices and homes for their use in case of emergency.
- 7.1.10 Emergency response, building response & evacuation plans shall be developed for buildings/facilities in accordance with Supplement 4, 5 & 6 of this instruction. It contains details and precautions to be taken when receiving a bomb or other threat or finding a suspect item. Such plans shall be reviewed in coordination with LPD and FrPD.
- 7.1.11 Appropriate training shall be provided to all employees and visitors on the proper response to a bomb or other threat and how to identify suspect items.
- 7.1.12 Appropriate training shall be provided to all wardens, floor directors, building directors, and key response personnel who will respond to bomb or other threats and suspect items. The training program shall be coordinated through T&CD and/or the Industrial Security Training Division of ISP&SSD.
- 7.1.13 Drills and exercises shall be periodically conducted to familiarize employees, wardens, building/floor directors, and key personnel on actions to be taken during emergencies, in particular for bomb and other threats and suspect items. These drills and exercises shall be coordinated with the Area Industrial Security Operations Department and other concerned organizations.

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7.2 Building/Facility Response Personnel

Wardens, building/floor directors, and key building/facility response personnel shall ensure that an immediate evacuation of threatened offices, buildings or areas is performed without delay. They shall seek further instructions from their department managers/organization heads, AISOD, or appropriate authority as required. Responsibilities include:

- 7.2.1 Respond to an emergency situation on their immediate floor (in a building) or unit (in a plant/facility) and initiate evacuation of personnel and visitors. Use PAS announcements or activate fire alarm as authorized by the department/organization head and notify occupants of the situation.
- 7.2.2 Inform occupants to turn off radios, cell phones, and other electronic devices in the affected area after receipt of a bomb or other threat or identification of a suspicious item.
- 7.2.3 Alert occupants to check their work area for any unusual or unexplained objects, not to touch them, and then to immediately evacuate. Do not open closed doors, and do not close opened doors. If possible, mark doors to rooms that contain suspicious items.
- 7.2.4 Direct occupants to use stairways, not elevators, and, if informed, particular stairways and exit doors. Issue instructions to occupants: "This is an emergency; you are required to leave the area immediately; do not collect personal items; and do not use the elevators."
- 7.2.5 Ensure employees and visitors with disabilities and requiring special assistance are assisted and accounted for. Contact the concerned service organizations if elevators need to be used to evacuate some persons with disabilities.
- 7.2.6 If possible, conduct an immediate visual survey of the outside assembly areas and report any findings to the appropriate authority or Industrial Security personnel for appropriate action to be taken. Direct occupants to gather outside at the designated assembly area and, if time permits, brief them on the reason for the evacuation.
- 7.2.7 Inform the appropriate authority or Industrial Security personnel (Incident Commander or his delegates) when evacuation of the area for which they are responsible for has been completed, and inform about persons with disabilities that may need assistance, indicating the floor and room number. Also provide the names of employees or visitors who are missing.

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7.3 Fire Protection Department

Requirements in this section are in addition to those in Sections 7.1 and 7.2. In all company areas, FrPD (equipped with all necessary communications equipment and emergency response apparatus) shall deploy fire fighting, search and rescue, and/or hazardous materials response personnel at the incident scene. In coordination with Industrial Security personnel and other departments/organizations, FrPD shall ensure the following:

- 7.3.1 Hazardous situations and materials are identified in a timely manner and will combine this with recommended actions and equipment necessary to protect personnel.
- 7.3.2 Perform fire fighting, hazmat mitigation, and search and rescue as required.
- 7.3.3 Provide all mobile field level communications equipment required by FrPD responders at an incident scene.
- 7.3.4 Provide assistance to all departments/organizations in identifying credible scenarios and developing and updating appropriate emergency response plans, building response plans, and pre-incident plans, based on identified credible scenarios.
- 7.3.5 Develop, and maintain up to date, internal standard operating procedures to effectively and safely respond to bomb threats and suspect items.
- 7.3.6 Provide assistance to all departments/organizations in pre-identifying assembly areas and areas for shelter-in-place in the case of a bomb or other threat.
- 7.3.7 Participate in the identification and use of staging areas at incident scenes.
- 7.3.8 Verify there is no secondary emergency involving fire or suspect item at the scene.

7.4 Saudi Aramco Medical Services Organization

Requirements in this section are in addition to those in Sections 7.1 and 7.2. SAMSO shall provide medical teams comprised of doctors, nurses, and ambulances with drivers to handle casualties associated with explosions and release of hazardous substances during emergencies in all company areas.

7.5 Loss Prevention Department

Requirements in this section are in addition to those in Sections 7.1 and 7.2. LPD shall assist departments/organizations in identifying credible scenarios; developing/reviewing emergency plans; identifying shelter-in-place locations, assembly areas, triage areas, and staging areas; and design and coordination of drills and exercises.

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7.6 Communications Operations Department

Requirements in this section are in addition to those in Sections 7.1 and 7.2. COD shall be responsible for the following:

- 7.6.1 Respond to notifications and trace calls when requested by SCC. Inform the affected organization representatives and SCC immediately when the call has been traced.
- 7.6.2 Record all threatening calls and provide any information when requested by SCC.
- 7.6.3 Develop internal standard operating procedures to effectively perform the required actions in response to a bomb or other threat.

7.7 Public Relations Department

Requirements in this section are in addition to those in Sections 7.1 and 7.2. PRD shall be responsible for the following:

- 7.7.1 Deal with and inform the public and the media on incident facts as approved by corporate/executive management.
- 7.7.2 Designate official photographers to the scene for video filming or still photography and document incident activities as requested by corporate/executive management. (Note: wireless synchronization or radio frequency (RF) transmission during photography shall not be used when photographing suspect packages or bombs or within the RF transmission range where suspect packages are located.)
- 7.7.3 Develop internal standard operating procedures to effectively and safely respond to incidents related to bomb or other threats or suspect items which require photography or filming in accordance with the procedure stated in GI 710.011, Photography of Saudi Aramco Facilities and Operating Areas.

7.8 Service Organizations

Requirements in this section are in addition to those in Sections 7.1 and 7.2. All service organizations (Community Services, Utilities, Office Services, Power Distribution, Aviation, Roads & Heavy Equipment, Transportation, etc.) shall provide support services (e.g., manpower, equipment, maintenance, and transport) as the situation requires. Community Services, Office Services, PDD, etc., may be required to shut down water, electricity, elevators, or other equipment and coordinate with AISOD personnel and FrPD responders as needed.

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7.9 Area Industrial Security Operations Departments

Requirements in this section are in addition to those in Sections 7.1 and 7.2. AISOD Managers and their delegates (Security Shift Superintendents or Area Security Supervisors) shall, on behalf of the ISO General Manager, act as Incident Commander at the incident scene and/or Incident Manager at the ECC. They shall ensure implementation of emergency response procedures in coordination with the building/facility proponent, FrPD, SAMSO, and other organizations. They shall have authority for emergency response actions to be taken as needed. AISOD Managers and their delegates shall be responsible to ensure the following in their areas:

- 7.9.1 Man the SCC 24 hours per day/7 days a week, including holidays, by on-duty security console operators in the main operational areas. Include appropriate coverage for operations in remote areas.
- 7.9.2 Develop appropriate guidelines for use by SCC and Industrial Security personnel on how to process information received via 110 and non-110 communications regarding bomb or other threats and suspect items.
- 7.9.3 Coordinate with department managers/organization heads and others in the execution of emergency response activities and direct security personnel to act as fast as possible immediately after the information is received by the SCC in the case of a bomb or other threat and depending on the information received.
- 7.9.4 Notify immediately all appropriate government agencies through SCC about the emergency situation and security representatives who shall accompany government officials to the incident scene if it is a restricted area, and ensure proper personal protective equipment is worn.
- 7.9.5 Provide necessary staffing to control personnel and vehicle entry through designated emergency gates and to prevent entry of unauthorized personnel to the incident area.
- 7.9.6 Set up a suitable perimeter around suspect devices or scene of an explosion to isolate the affected area. Security personnel shall keep unauthorized persons out of the scene until the situation is taken over by government authorities.
- 7.9.7 Direct the flow of traffic away from the emergency scene to other locations; provide escorts for emergency vehicles when requested by concerned organizations or government agencies; direct emergency resources to the appropriate staging areas; and conduct searches in association with government agencies as needed.
- 7.9.8 Designated assembly areas shall be searched by the responding Industrial Security personnel concurrent with evacuation of the building, office, or facility threatened.
- 7.9.9 Identify assembly areas and/or safe shelter-in-place areas and staging areas prior to FrPD personnel arrival. The staging areas also require an immediate survey (visual) by Industrial Security personnel prior to deployment of FrPD and SAMSO personnel and

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equipment. Report any findings to department manager/organization head or delegated persons and the Incident Commander.

- 7.9.10 Conduct an immediate survey (electronic detection) prior to K-9 search being deployed in an attempt to locate and identify explosive devices.
- 7.9.11 Assist wardens, floor/building directors, and other key personnel in evacuations of buildings, offices, and facilities as appropriate.
- 7.9.12 Assist in transporting victims to safe areas if requested by medical staff.
- 7.9.13 Assist in fire fighting and other emergency mitigation activities at remote areas as needed.
- 7.9.14 If possible, inspect all stairwells and the elevator system after evacuation is completed and before occupants return.
- 7.9.15 Coordinate with applicable response personnel to announce an all clear message and ensure occupants do not re-enter until the call is announced.
- 7.9.16 Assist in obtaining permission for photography during an emergency or during the incident investigation in accordance with requirements in GI 710.011, Photography of Saudi Aramco Facilities and Operating Areas.
- 7.9.17 Act as liaison between government agencies and the Incident Commander, and advise designated personnel on security matters as needed.
- 7.9.18 Designate TSG to handle digital photography at the scene if not being done by PRD photographers, and ensure wireless synchronization or RF transmission during photography is not used during the photography process for suspect packages or bombs.
- 7.9.19 Perform or assist in investigations for incidents involving bomb or other threats and suspect items.
- 7.9.20 Develop internal standard operating procedures to effectively and safely respond to bomb and other threats and suspect items. This shall include notifications to the IC or his designate and other departments/organizations and agencies during business hours, after-hours, weekends, or holidays.
- 7.9.21 Security personnel shall be sufficiently trained with skills and knowledge to implement applicable emergency response plans, building response plans, pre-incident plans, and associated activities in coordination with facility managers and support organizations.
- 7.9.22 Conduct bomb and other threat exercises and drills in the area of responsibility in order to familiarize security personnel with such incidents.

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7.10 Security Control Center

SCC shall be responsible for the following activities:

- 7.10.1 Keep Supplements 1, 2, and 3 readily available at the SCC at all times for obtaining required information from a person who received a threat or observed a suspect item.
- 7.10.2 When notified of the existence of a bomb or other threat or suspect item, the on-duty security console operator shall identify the location and ask a series of questions per Supplement 2 and/or 3.
- 7.10.3 Immediately notify all applicable response and support organizations as identified in Supplement 7 for their immediate response to the situation. This includes requesting COD to trace a call if required.
- 7.10.4 Notify applicable response and service organizations during working hours or their on-call personnel after working hours, weekends and holidays, and perform other notifications as directed by the Incident Commander or Incident Manager.
- 7.10.5 Record necessary information clearly and accurately for the 113 telephone line.
- 7.10.6 Inform other area SCCs by phone or email/SMS as necessary to inform them of any needed precautions in their areas.
- 7.10.7 Provide all information required to effectively coordinate with FrPD, medical response, and other organizations as necessary.
- 7.10.8 Activate the alternate SCC (ASSC), as necessary, to support incident response when instructed by the Incident Commander or Incident Manager.

7.11 Corporate Security Services

CSS shall be responsible for the following:

- 7.11.1 Supervise and direct the TSG in Dhahran area to respond to bomb or other threats in coordination with the DAISOD Manager.
- 7.11.2 Trace the source of a computer message information channel if possible.
- 7.11.3 Conduct computer security investigations (e.g., trace source of the information channel) and identify fingerprints.
- 7.11.4 Provide information on investigation techniques when requested by corporate/executive management or department manager/organization head.

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7.12 Industrial Security Planning & Support Services Department

ISP&SSD shall ensure the following:

- 7.12.1 Specialized K-9 search teams are available on 24-hours/day on-call basis and are deployed to respond to emergency situations in all areas, including remote locations.
- 7.12.2 All rules and procedures for K-9 deployment are predetermined and documented in internal standard operating procedures to allow K-9 search unit(s) to effectively and safely respond to bomb or other threats and suspect items.
- 7.12.3 Employees, wardens, building directors, and key response personnel (including Industrial Security response team members) shall be provided appropriate training on bomb or other threats and suspect item-related procedures. This shall be done in conjunction with T&CD. This also includes orientations for employees and visitors and conducting periodic evacuation drills and exercises.
- 7.12.4 Develop and maintain up-to-date standardized courses and present to wardens and key personnel in the proper response to a bomb or other threat and how to identify suspect items and to familiarize them on the actions to be taken during specific emergencies.
- 7.12.5 All bomb threat-related emergency response, building response, and pre-incident plans prepared by building proponents, facility managers/organization heads, and response, support and service organizations shall be reviewed in coordination with LPD and FrPD. Also, appropriate coordination shall be maintained with LPD, FrPD, Area Industrial Security Operations Departments, and CSS in the exchange of information as needed.

7.13 K-9 Special Search Unit

The K-9 Special Search Unit shall be responsible for deployment and use of search dogs as follows:

- 7.13.1 Ensure a suitable number of dogs are used on the operation (at the dictate of K-9 management).
- 7.13.2 Ensure a realistic back-up of security personnel is requested from AISOD for securing the incident areas and also ensure every possible precaution is taken to ensure safety of handlers and dogs.
- 7.13.3 Ensure suspect items, including hazardous materials, are left to explosive experts from government agencies. It is not the job of the search dog team to determine or confirm whether or not a suspect device contains explosives.

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7.13.4 On finding explosives or hazardous materials, the handler and dogs shall be withdrawn and explosives experts shall be employed. The handler shall prepare a sketch of the area leading to and surrounding the device, and note any relevant facts. Such information shall be passed to the explosive experts, including approach paths through the cordon.

7.14 Communications to Government Agencies

Saudi Aramco Affairs, in all areas, is the only company organization authorized to coordinate and interface with concerned government agencies regarding incidents as follows:

7.14.1 The SAA representative who receives notification of a threat or suspect package shall inform his management (manager or deputy manager) and immediately inform the following government agencies:

- The Director of Explosives Defusing Section or his Assistant.
- The Director of Area Police, his Assistant or the Duty Officer.
- The Director of General Investigation and the Officer-in-Charge of the area.
- The concerned Government Security Agencies in the area.

7.14.2 The Manager or Deputy Manager of SAA shall brief the Amirate in the area.

7.14.3 The SAA representative shall coordinate with local government management to provide them with updated information. The SAA representative shall accompany government agencies to the incident location and if it is a restricted area, ensure that proper safety equipment is worn. The SAA representative shall remain at this location and keep the Manager and Deputy Manager informed on the incident until the case is closed.

7.14.4 After the incident is closed, SAA representative shall coordinate closure of the matter with the government as required.

8. EVALUATING THREAT MESSAGES

8.1 The response to a bomb or other threat, written/oral messages, or suspect items shall require specific steps to be followed by an individual, department manager/organization head, supervisors, wardens, building/floor directors, and other key personnel of the organization and Industrial Security personnel for immediate evacuation of the threatened building, office, facility or area.

8.2 A systematic evaluation procedure is important and shall be included in the emergency response plan and/or building response plans of the organizations. Executive management, ISO General Manager, department managers/organization heads, Corporate Security Services, and AISOD Managers or their delegates shall conduct an evaluation of the threat messages and suspect items as applicable and recommend appropriate actions to be taken during the announced emergency or for implementation in future emergency situations.

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9. PRECAUTIONS AFTER A BOMB DETONATES

- 9.1 No matter where the blast occurs, whether in a community area, administration building or plant facility, Industrial Security shall take control of the entire scene and coordinate with FrPD, SAMSO, support organizations, and other responding emergency officials. The designated Industrial Security personnel shall also take charge before the anticipated blast, if there is a warning, try to prevent casualties, and ensure the scene is preserved for government agencies that shall investigate the explosion.
- 9.2 As soon as Industrial Security personnel and other responding emergency officials arrive at the bomb scene, they must be aware that they are entering into a dangerous environment and they should be alert and handle the situation carefully. Persons present at the scene must be fully aware of the potential dangers of structures and walls collapsing. All possible precautionary measures must be carried out immediately by all attending representatives from the responding organizations and agencies to prevent further losses.
- 9.3 There is always a possibility that a second device may have been placed at or near the scene with the express intention of killing person(s) or responding authorities. By taking a few simple precautions, the chances of becoming a victim can be reduced with the use of the following:
- 9.3.1 Be aware of surroundings, stay alert and don't get distracted.
- 9.3.2 Trust your own instincts and leave if you feel uncomfortable in a setting.
- 9.3.3 Remain calm and don't show signs of panic, anger, or confusion.
- 9.3.4 To escape danger, move to the nearest safe open facility or assembly area as soon as possible after the alert has been issued.
- 9.3.5 Instruct occupants not to use radios or mobile phones during the evacuation. The assembly area evacuees should also be instructed to not use mobile phones and shut them off until the situation is cleared.
- 9.3.6 Refer to Supplements 2 and 3 for more details related to precautions to be taken when receiving a threat or noticing suspect items and Supplement 6 for evacuation.

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10. CONTACT INFORMATION

DH Area Industrial Security Operations Department
Box 70, Dhahran
Telephone: 03-872-6680, Fax: 03-876-3558

AB Area Industrial Security Operations Department
Box 5632, Abqaiq
Telephone: 03-572-3196; Fax: 03-572-1622

RT Area Industrial Security Operations Department
Box 6070, Ras Tanura
Telephone: 03-673-7588; Fax: 03-673-6489

RIY Area Industrial Security Operations Department
Box 50, Rm-2A-1, Bldg 340, Riyadh Refinery
Telephone: 01-285-1181; Fax: 01-285-9200

Jiddah Area Industrial Security Operations Department
M-2053, Musadia Bldg., Jeddah
Telephone: 02-427-1304; Fax: 02-427-1246

Corporate Security Services
T-800, Dhahran
Telephone: 03-874-5401; Fax: 03-873-3900

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Date: _____

CONCUR: _____

Manager - Loss Prevention Department

Date: _____

CONCUR: _____

Manager - Fire Protection Department

Date: _____

CONCUR: _____

Administrator - Corporate Security Services

Date: _____

CONCUR: _____

Manager - Communications Operations Dept.

Date: _____

CONCUR: _____

Director - Medical Support Services Dept.

Date: _____

CONCUR: _____

Manager – Public Relations Department

Date: _____

CONCUR: _____

General Manager – Government Affairs

Date: _____

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General Manager – Industrial Sec. Operations

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SUBJECT EMERGENCY REPORTING INSTRUCTIONS

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EMERGENCY REPORTING INSTRUCTIONS

TELEPHONE: 110 (from a Saudi Aramco telephone)

Note: If outside Saudi Aramco or using a mobile phone, see below.

REPORT AS FOLLOWS

Say: This is an emergency!

I am calling from: Provide LOCATION
(e.g., Plant, Building No., House No.)

I see a: Provide NATURE OF EMERGENCY
(e.g., fire, explosion, gas release, hostile act, bomb threat*)

There are: Provide QUANTITY of people hurt
and requiring medical assistance

The phone no. here is: Provide PHONE NUMBER

My name is: Provide YOUR NAME

My badge number is: Provide YOUR BADGE NO.

* **Note:** In the event of a threat (e.g., bomb), relate the actual threat to Security if possible.

REPEAT THE ABOVE INFORMATION AND ANSWER QUESTIONS

Do not hang up the phone until told to do so.

FROM AN OUTSIDE PHONE OR MOBILE PHONE, CALL:

- Central Area: 03-872-0110
- Southern Area: 03-572-0110
- Northern Area: 03-673-0110
- Central Region: 01-285-0110
- Western Region: 02-427-0110

After the message has been given successfully, the reporting individual should immediately do whatever he can to safely control the emergency situation.

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SUBJECT CHECKLIST FOR BOMB AND OTHER THREATS

(To be placed and readily available at work location and residence and used when incident occurs)

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1. Remain calm, courteous and attentive. If possible, attract a nearby person's attention (use hand gestures, a note, etc.) to indicate a threat and to call '110' and have the call traced. Write down the number if caller identification is available. Do not interrupt the caller, listen carefully, ask the following questions and immediately write down the answers.

Note: If caller does not answer the first question, proceed to the next:

- 1.1 When is the bomb going to explode? _____
- 1.2 Where exactly is the bomb located? _____
- 1.3 What does it look like? _____
- 1.4 What kind of bomb is it? _____
- 1.5 What will cause it to explode? _____
- 1.6 Did you place the bomb? _____
- 1.7 Why (reason)? _____
- 1.8 What is your name? _____
- 1.9 What is your address? _____
- 1.10 What is your location (building/room no.)? _____
- 1.11 Does it appear the caller is watching or is aware of your actions during or immediately preceding the call? _____

2. Inform caller that building is occupied and detonation of a bomb or release of a hazardous material could result in death or serious injury to many innocent people.

3. Try to qualify the caller's voice. Place a check (✓) mark next to those which best fit the caller:

Calm		Angry		Slurred		Lisp	
Slow		Rapid		Yelling		Familiar	
Loud		Distinct		Disguised		Laughter	
Normal		Stutter		Ragged		Broken	
Nasal		Low or high		Deep		Sincere	
Raspy		Excited		Stressed		Clearing throat	
Crying		Clear		Squeaky		Whispered	
Soft		Cracking		Accent		Deep breathing	

4. Background sounds and threat language. Place a check (✓) mark next to those which best fit:

Background sounds				Threat language			
Street noises		Office noises		Taped		Foul	
Motor noises		Factory noises		Voices		Irrational	
House noises		Public address		Clear		Incoherent	
Animal noises		Long distance		Other (specify)		Well spoken	
Static noises		Music				Other (specify)	

If voice is familiar, whom did it sound like? (specify) _____

5. If threat is received on a recording device, do not erase the message or turn off the device.

6. Complete the following:

- 6.1 Did the caller have an accent - if so, what type? _____
- 6.2 What nationality do you think the caller is? _____
- 6.3 Other information/comments. _____
- 6.4 Fill in the table below:

Sex & age of caller	Receive time	Exact wording of the threat	End time	Phone no. (received)

7. Immediately notify supervisor, dept. mgr./org. head, and Industrial Security in the area and follow their instructions.

Name—person receiving call	Badge number	Organization name	Telephone	Date of call

* CHANGE

** ADDITION

NEW INSTRUCTION ☐

COMPLETE REVISION ☒

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SUBJECT IDENTIFYING SUSPICIOUS LETTERS/ITEMS
(To be placed and readily available at work location and residence and used when incident occurs)

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Identifying Suspicious Letters/Items That May Contain Explosives or Other Hazardous Material

Note:

Bombs can be constructed to look like almost anything and can be placed or delivered in any number of ways. The probability of finding a bomb that looks like the stereotypical bomb is almost nonexistent. The only common denominator that exists among bombs is that they are designed or intended to explode.

Most bombs are homemade and are limited in their design only by the imagination of, and resources available to, the bomber. Remember, when searching for a bomb, suspect anything that looks unusual. Let the trained bomb technician determine what is or is not a bomb.

Precautions:

- Treat unexpected packages as suspicious.
- If you normally do not receive packages or letters at your home address or business address, treat such deliveries suspiciously.
- Make sure each member of your department and family treats suspicious packages with care.
- Move away from the letter/package. Move everyone from the area and go to a safe location.

Notify your supervisor and call Security immediately.

	Description of Letter or Item	Comments
1.	If delivered by carrier, inspect for lumps, bulges, or protrusions without applying pressure.	
2.	If delivered by carrier, check if lopsided or heavy on one side.	
3.	Handwritten addresses/labels from companies are improper. Before opening, check if the company exists and if they sent a package or letter.	
4.	Packages wrapped in string are automatically suspicious, as modern packaging materials have eliminated the need for twine or string.	
5.	Excess postage on small packages or letters indicates that the object was not weighed by the Post Office.	
6.	No postage or non-canceled postage.	
7.	Handwritten notes, such as "To be Opened in the Privacy of," "Confidential," "Your Lucky Day is Here," or "Prize Enclosed."	
8.	Generic or incorrect titles.	
9.	Leaks, stains, or protruding wires, string, tape, etc.	
10.	Packages or letters hand delivered or dropped off for a friend.	
11.	No return address or nonsensical return address.	
12.	Any letters or packages arriving before or after a phone call from an unknown person asking if the item was received.	

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SUBJECT INFORMATION FOR EMERGENCY RESPONSE PLAN

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A comprehensive emergency response plan (ERP) shall describe all activities necessary to ensure a high degree of readiness for swift and effective response to an incident. See Section 5 and the information below.

No.	Content	Sample Information
1.	Planning and Coordination	An Emergency Preparedness Coordinator shall oversee development of the ERP in coordination with key response personnel, line management, and support groups.
2.	Credible Scenarios	ERP shall include requirements for identifying credible scenarios including bomb, and other, threats and suspect items, and requirements/guidelines for pre-incident plans/response checklists.
3.	Emergency Organization	ERP shall include: <ul style="list-style-type: none"> Emergency Response Organization Chart showing reporting relationships using an Incident Command System (ICS) structure Description of emergency response and support roles and responsibilities A physical method to identify each individual in the organization chart by position
4.	Emergency Preparedness Procedures	ERP shall include detailed preparedness procedures for the following at a minimum: <ul style="list-style-type: none"> Training, including drills and exercises Emergency response equipment and supplies Medical surveillance of response personnel
5.	General Response Procedures	ERP shall include detailed response/support activities common to any emergency, e.g.: <ul style="list-style-type: none"> Emergency reporting Alarm initiation Communications Management response Situation response Resource mobilization Evacuation/shelter-in-place/accountability Emergency shutdown Prevention/control Security Special notifications Situation reporting Escalation Termination and demobilization
6.	Hazard-Specific Response Procedures	ERP shall include detailed response/support activities common to specific emergencies, e.g.: <ul style="list-style-type: none"> Fire response Hazardous material response Search and rescue Emergency medical Hostile acts Bomb, and other, threats
7.	Post-incident Procedures	ERP shall include detailed post-incident procedures common to any emergency, e.g.: <ul style="list-style-type: none"> Stand down and fire watch Scene security and safety Preservation/collection of evidence Notification and reporting Investigation Restoration of operations Critique of the ERP
8.	Appendices	ERP appendices shall include the following at a minimum: <ul style="list-style-type: none"> Response facilities and systems Response equipment inventories Hazardous materials lists/locations Facility maps/drawings Mutual aid plans/agreements Emergency personnel roster
9.	Pre-Incident Plans and Emergency Response Checklists	Pre-incident plans and emergency response checklists shall be developed to address identified credible scenarios. <ul style="list-style-type: none"> Pre-incident plans address personnel, equipment, response actions, and shutdown procedures to effectively control the specific emergency. They should include sketches of critical areas. Emergency response checklists are concise reminders of key actions needed.

* CHANGE

** ADDITION

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COMPLETE REVISION ☒

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A building response plan shall describe all activities necessary to ensure a swift and effective response to an incident specific to that building. Note: This can also be for a facility's individual Unit Response Plans. The plan shall include the following at a minimum:

1. Scope; when to implement; plan reviews, updates, and distribution

2. Emergency Response Organization

2.1 Plan shall include:

- Emergency Response Organization Chart showing reporting relationships using an Incident Command System (ICS) structure
- Description of emergency response and support roles and responsibilities
- A physical method to identify each individual in the organization chart by position

2.2 The Building (or Unit) Response Team will be activated in the event of an emergency in the building/unit. Each assigned position shall have an alternate designated in the event some members are not available. Emergency response roles and responsibilities shall be included in the plan. Members include (the following is for buildings; units in a facility may be similar):

- Building Director and staff
- Building Maintenance Agencies (e.g., Utilities and Power Distribution)
- Wardens or Floor Directors (minimum of one) for each wing on each floor
- Assistant Wardens/Assistant Floor Directors (minimum of one) each wing on each floor
- The "appropriate authority" for a facility/unit/building shall be pre-identified and described in the plan. This individual will be responsible for receiving information from Industrial Security on stairs and doors to use or avoid depending on the information they receive.

3. General Response Procedures

3.1 Procedures shall include, at a minimum, those for:

- Emergency reporting
- Emergency Shutdown/Lockdown
- Alarm initiation
- Evacuation, shelter-in-place, personnel accountability
- Communications

4. Specific Response Procedures

4.1 Procedures shall include, at a minimum, those for:

- Fire/explosion
- Bomb threats and suspect items
- Hazmat release
- Medical emergency
- Hostile act

5. Training Requirements

3.1 Training and orientation shall be provided for all personnel. This includes building proponent department management, facility management, building/facility response personnel, and building/facility occupants.

3.2 Building/facility occupants shall be given periodic orientations on their responsibilities.

3.3 Response Team personnel shall be trained on the organization's emergency response plan, building response plan and pre-incident plans, and how to communicate during an emergency. Training members who handle any crisis related to bomb threats or suspect items shall be coordinated with ISP&SSD or the AISOD Manager as applicable.

6. Appendices shall include, at a minimum, an emergency response personnel roster, list of emergency response and communications equipment, and assembly area drawings.

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1. Assembly Areas and Evacuation Routes

- 1.1 Assembly areas are locations where personnel not involved in the response gather to be in a safe location and be accounted for. Assembly areas shall be pre-designated and clearly marked with conspicuous signs. Assembly area drawings shall be included, or referenced, in the emergency response plan and/or individual building response plans.
- 1.2 Escape routes shall be identified on evacuation plan drawings, which shall be posted throughout the building/facility.
- 1.3 Evacuation from a building through specific doors may be necessary depending on information received concerning a threat. Industrial Security shall notify the appropriate authority on stairs, doors, and routes to use or avoid depending on the information they receive and have available. The appropriate authority shall inform wardens, floor directors, and key response personnel. (Note: The "appropriate authority" for a facility/unit/building shall be pre-identified and described in the emergency response plan and individual building response plans.)

2. Assembly Areas and Evacuation Distances

Assembly areas shall be out of the line of site of the building to avoid injury if an explosion were to occur. Suggested designated areas are as follows:

- Four areas at 100 meters from the outside of the building/unit/plant
- Four areas at 300 meters from the outside of the building/unit/plant
- Two areas at 600 meters from the outside of the building/unit/plant

3. Evacuation Procedure

- 3.1 If evacuation is ordered, persons shall proceed to their designated assembly area (or a different area if instructed). They shall be assisted and then followed by wardens or floor directors.
- 3.2 Industrial Security shall notify the appropriate authority on the distance/area to evacuate to depending on the information they receive. The appropriate authority shall inform wardens, floor directors, and key response personnel.
- 3.3 Transportation of employees from the assembly areas to a safe location (possibly outside the community) may be required, in which case GI 1420.001 will be activated.

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