

**GENERAL INSTRUCTION MANUAL**ISSUING ORG. **COMMUNITY SERVICES**ISSUE DATE  
3/31/2011REPLACES  
11/14/2006SUBJECT **BUILDING TYPES AND OFFICE SERVICES**APPROVAL  
NAJPAGE NO.  
1 OF 3**1.0 SCOPE**

This General Instruction (GI) defines characteristics of different types of buildings and facilities owned or leased by Saudi Aramco, and lists services provided to users or occupants by Office Services Department (OSD) in the Eastern Region and SA/CR Community Services Department (SA/CRCSD) in the Central Region and NA/WR Community Services Department (NA/WRCSD) in the Western Region. It also lists the responsibilities of other Community Services (CS) Departments in providing office related services.

**2.0 BUILDING TYPE DEFINITIONS****2.1 Type 'A' Buildings**

Office buildings built and managed by OSD in the Eastern Region SA/CR Community Services Department (SA/CRCSD) in the Central Region and NA/WR Community Services Department (NA/WRCSD) in the Western Region generally intended for shared use by different Departments and situated in an office population center. Buildings may include non-office functions such as auditoriums or snack bars, but the predominant use is office space. It may be currently occupied by a single department but, subject to availability and operational needs, space may be assigned to other departments as well.

**2.2 Type 'B' Buildings**

Office buildings generally intended for dedicated use of particular organizations, built and managed by such organizations other than OSD in the Eastern Region, SA/CR Community Services Department (SA/CRCSD) in the Central Region and NA/WR Community Services department (NA/WRCSD) in the Western Region. Buildings may include non-office functions such as auditoriums or snack bars, but the predominant use is office space. At the discretion of the managing organization, space in the building may be assigned to other departments as well.

**2.3 Type "F" Buildings/Facilities**

Buildings intended primarily for non-office functions, but may also include some office functions.

**3.0 RESPONSIBILITIES OF CS DEPARTMENTS**

Following are the responsibilities of CS Departments in support of operation in the office buildings and other facilities where aforementioned office services are provided by Office Services Department (OSD) in the Eastern Region and SA/CR Community Services Department (SA/CRCSD) in the Central Region and NA/WR Community Services Department (NA/WRCSD) in the Western Region. Central Community Services Department (CCSD): Provides and operates snack bars, coffee stations, catering, landscaping, sanitation and pest control services in the Central Area of the Eastern Region

**3.1** Utilities Department (UD): Provides maintenance services, including fire protection systems (water, sprinklers and alarm) for facilities in the Central Area of the Eastern Region. Operate and maintain life support systems and related utilities (including raw and drinking water, air-conditioning, sewer operations, sewage treatment and underground piping systems, as well as elevators, emergency power generators and 480-volt electrical distribution system) for facilities

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in the Central Area of the Eastern Region, as well as provide planning and technical support for all utilities kingdom-wide.

- 3.2** Northern Area/Western Region Community Services Department (NA/WRCSD): Provides and operates snack bars, coffee stations, and catering, landscaping, sanitation and pest control services; provides maintenance services, including fire protection systems; operates and maintains life support and related utilities for facilities in the Northern Area of the Eastern Region and Western Region.
- 3.3** Southern Area/Central Region Community Services Department (SA/CRCSD): Provides and operates snack bars, coffee stations, catering, landscaping, sanitation and pest control services; provides maintenance services, including fire protection systems; operates and maintains life support and related utilities for facilities in the Southern Area of the Eastern Region and Central Region.

**4.0 OFFICE SERVICES PROVIDED**

Following services are provided by OSD in the Eastern Region and SA/CRCSD and NA/WRCSD in the Central and Western regions respectively to types 'A', 'B' and 'F' building users or occupants as indicated:

Office Services Provided (✓)	Building Type		
	'A'	'B'	'F'
Office space planning, design and furniture selection for executive and corporate management.	✓	✓	✓
Supply and maintenance of art items, photo frames and indoor plants in the offices of department heads level and above as well as in the main lobbies, corridors and common areas of type 'A' buildings.	✓	✓	✓
Provide secretarial relief services for general managers level and above, as well as orientation, typing and shorthand tests for secretarial new hires in the Eastern Region.	✓	✓	✓
Office space supply, planning, design, reconfiguration, refurbishment, user relocation and move coordination.	✓	-	-
Procure and install standard office furniture and carpet	✓	-	-
Supply and install surplus standard office furniture in user-managed buildings as directed by CS Management.	-	✓	✓
Dismantle pickup and deliver all surplus office furniture to reclamation/surplus yard.	✓	✓	✓
Repair, recondition, key-duplicate and lockout services for standard office furniture supplied by CS.	✓	✓	✓
Review and endorse user procurement requests for standard office furniture and carpet.	✓	✓	✓
Receive and deliver user-procured materials from Materials Storehouse.	✓	-	-

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Office Services Provided (✓)	Building Type		
	'A'	'B'	'F'
Deliver business mail to designated points for different buildings; further delivery to offices is done only in type 'A' buildings.	✓	✓	✓
Provide custodial and cleaning services; services to type 'B' and 'F' buildings provided on request and cost charged to requesting organizations.	✓	✓	✓
Schedule and coordinate emergency evacuation drills and office facilities disaster recovery management.	✓	-	-
Collect and shred waste paper for recycling; collect printer, photocopier and fax machine toner cartridges in the Eastern Region for recycling. Services to type "B" and "F" facilities are provided only on request from the user organizations.	✓	✓	✓
Procure and install building signs.	✓	-	-
Provide lockout and key-duplicating services for offices.	✓	-	-
Coordinate with other company organizations for building maintenance, renovation and compliance with fire, safety and building codes.	✓	-	-
Provide parking facilities, and "Reserved Parking" spaces in accordance with CS Parking Space Reservation Policy.	✓	-	-
Provide, control and manage public conference room bookings.	✓	-	-
Provide graphic design services	✓	✓	✓
Provide printing and reproduction services for only confidential/rush requests	✓	✓	✓
Provide document imaging and scanning, bar-coding and CD/AV duplication and labeling services.	✓	✓	✓
Provide record storage services.	✓	✓	✓
Provide and maintain standard office and audio visual systems devices such as: photocopiers, typewriters, paper shredders, audio systems devices, audio visual systems, large plasma/LCD screens (fixed & mobile), etc.	✓	✓	✓
Loan standard office equipment and audio-visual systems/devices on "as available" basis. Maximum loan duration will be 90 days (3 months) for photocopiers, shredders and typewriters and 21 days (3 weeks) for audio-visual systems and devices.	✓	✓	✓

**5.0 APPROVAL:**\_\_\_\_\_  
DateApproved by: \_\_\_\_\_  
**NABEEL A. AL-JAMA'**, Exec. Director  
Community Services

\* CHANGE

\*\* ADDITION

NEW INSTRUCTION ☐COMPLETE REVISION ☒