

# SAUDI ARABIAN OIL COMPANY (Saudi Aramco) GENERAL INSTRUCTION MANUAL

GI NUMBER **Approved**

1310.003

ISSUING ORG. AVIATION DEPARTMENT

ISSUE DATE  
\*05/01/2011REPLACES  
12/01/2008SUBJECT POLICY AND PROCEDURES FOR PASSENGERS TRAVELING  
ON SAUDI ARAMCO AIRCRAFTAPPROVALL  
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## CONTENT:

This General Instruction sets the policies and procedures for passengers traveling on Saudi Aramco aircraft. It contains the following information:

- 1.0 Purpose
- 2.0 Authorization
- 3.0 Documentation
- 4.0 Reporting Procedure
- 5.0 Distribution of the Passenger Registration Manifest
- 6.0 Minimum Passengers – Drop-Off/Pick-Up

### 1.0 PURPOSE:

The purpose of this General Instruction is to provide information and requirements to passengers traveling on Saudi Aramco Aircraft which are mandatory in nature. Failure to comply with this General Instruction could result in travel delays to the prospective passenger, or even refusal of boarding on Saudi Aramco aircraft.

### 2.0 AUTHORIZATION:

- 2.1 Only authorized passengers are allowed to travel on Saudi Aramco aircraft.
- 2.2 Passengers being transported on Saudi Aramco helicopters to **ONSHORE** installations must have attended within the preceding three (3) years, an Aviation Department approved Helicopter Passenger Safety Course (HPSC).
- 2.3 Routine Passengers being transported on Saudi Aramco helicopters to **OFFSHORE** installations must have a valid HUET (Helicopter Underwater Escape Training) certificate issued by a certified and internationally recognized marine training institute. Effective January 1<sup>st</sup> 2010, passengers will be denied boarding on Saudi Aramco helicopters flying to offshore if they have not attended HUET within the preceding three (3) years. Routine passengers are defined as workers scheduled on a rotational basis for offshore shifts.
- 2.4 Non-Routine passengers being transported on Saudi Aramco helicopters to offshore installations are exempt from paragraph 2.3 (HUET Training) provided:
  - 2.4.1 They have attended an approved Helicopter Passenger Safety Course within the preceding three (3) years and provide proof (certification of course completion to dispatch at check-in).
  - 2.4.2 They have not exceeded two (2) offshore trips per month and/or six (6) trips per year.
- 2.5 An on-site Aviation Helicopter Passenger Safety Briefing (HPSB) can temporarily substitute the Helicopter Passenger Safety Course (HPSC) for passengers traveling on urgent basis on Saudi Aramco Helicopters. An official request from the passenger's management, division head level or above, is required to temporarily waive the requirement for HPSC. HPSB is not a replacement for HPSC. It is designed to expedite transportation of personnel for offshore emergency repairs, critical consultation, and/or other unplanned situations where the operational benefit to the Company is critical. The Helicopter Chief Pilot May deny HPSB to individuals who had ample time to attend the Helicopter Passenger Safety Course. If operations permit, HPSB can be scheduled with the respective Dispatch Office (Tanajib or Ras Tanura) for that area.
- 2.6 Special flight passengers are exempt from paragraphs 2.2, 2.3, 2.4 and 2.8 provided the Helicopter's Passenger Briefing Tape is viewed and they are briefed in the proper use of the life vests and emergency exit operations by flight crew or dispatch personnel.

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- 2.7 Tanajib and Ras Tanura Dispatch Offices are responsible for providing HPSB. This includes providing an adequate area for viewing the Helicopter Safety Video, instruction in the proper use of life vests and aircraft exits. A letter will be issued to each individual upon successful completion of HPSB that will expire 90 days from date of issue. Individuals will not be authorized for HPSB retake.
- 2.8 Passengers being transported on Saudi Aramco helicopters to offshore are required to wear suitable work attire. Work attire will consist of industrial type coverall or pants with shirt and proper shoes. Wearing of ANY headgear is prohibited during loading, disembarking or on-board Saudi Aramco helicopters. Furthermore, all passengers' personal belongings must be placed into the luggage at check-in.
- 2.9 Transportation of any personnel who do not meet the above requirements requires approval of Aviation Helicopter Chief Pilot.
- 2.10\*\* Effective May 1<sup>st</sup> 2011; the Aviation Department will deny services to any offshore manned facilities or vessels that do not have an HLO. It is a mandatory requirement for the HLO to meet the helicopter and manage the loading/off loading in accordance with HLO guidelines.

## 3.0 DOCUMENTATION:

- 3.1 User Departments will make flight reservations on-line via the Passengers Reservation System (PRS). The User Department will ensure that the following information and details are entered into the Passenger Reservation System (PRS):
  - 3.1.1. Passenger name/or identification number.
  - 3.1.2. Airfield or Heliport at which passenger will board the aircraft.
  - 3.1.3. Destination Airfield or Heliport where the passenger will disembark the aircraft.
  - 3.1.4. Passenger's departmental organization code number.

## 4.0 REPORTING PROCEDURE:

- 4.1 Passengers shall check in for flights in accordance with the following:
  - 4.1.1 Flight counters will be open one hour prior to the published aircraft departure time.
  - 4.1.2\* Passengers with confirmed reservations must check-in at least 30 minutes before the scheduled departure time. This will allow time to take the wait-listed (standby) passengers, allow for aircrafts proper fuel and performance planning, give time to helicopter passengers to watch the safety briefing tape and ensure on-time departures. Confirmed Passengers who fail to check-in at least 30 minutes before the scheduled departure time might lose their seats and will be denied boarding.
  - 4.1.3 Wait-listed (standby) passengers check-in will start 30 minutes before the scheduled departure time.
- 4.2\* At the airfield, helipad or helideck of departure, the passenger must present to the Saudi Aramco Aviation Department representative upon request his identification card to positively identify the passenger. A valid HUET certificate is also a mandatory requirement for all offshore routine passengers as per section 2.3 of this GI.
- 4.3 Airplane passenger hand luggage is limited to 20lbs or 9kgs. Cabin baggage will be limited to one piece and must easily fit underneath a passenger seat for airplanes. All baggage will be tagged with the destination airfield details.

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- 4.4 Helicopter passenger personal luggage is limited to 20lbs or 9kgs excluding required job tools. All baggage must be stowed in the baggage compartment. Helicopter passenger personal luggage is limited to one piece and must easily fit in the baggage compartment. Every attempt will be made for delivery of personal luggage with each person on arrival at the helipad. Due to loading space or maximum helicopter weight limits, on occasion, personal bags may not arrive until later in the day or possibly the next day.
- 4.5 Boarding passes will be issued to passengers at check-in. Immediately prior to boarding the aircraft, these boarding passes will be collected from the passenger by a Saudi Aramco Aviation Department representative. Care should be taken not to misplace or lose this boarding pass.
- 4.6 Passengers should be advised that in accordance with International Regulations, the use of personal electronic devices is restricted. During take-off and landing, personal electronic devices must be turned off and properly stowed. The flight crew will inform passengers when these devices may be used safely. The use of any cellular telephone or other transmitting device constitutes a safety hazard to navigational equipment and is not permitted at any time while on board the aircraft.
- 4.7 Dangerous goods (Hazardous Materials) shall be declared at check-in with the Aviation representative. Dangerous goods are described as articles or substances capable of posing significant risks to health, safety or property when transported by air, and include items such as chemicals, compressed gases, flammable liquids, etc. If any doubt exists regarding any item that you are transporting, please declare it at check-in. All dangerous items such as pocket knives, screwdrivers, or sharp tools shall be removed from the person and placed in their luggage for stowage in the helicopter baggage compartment until arrival at their destination.
- 4.8\*\* Passengers shall watch the helicopter safety briefing tape before every departure from Aviation facilities.
- 4.9 Transportation of passengers to and from Airport/Heliport departure and arrival points is the sole responsibility of the employees' proponent department.

## 5.0 MINIMUM PASSENGERS – DROP OFF / PICK UP:

- 5.1\* In order to remain cost effective, the Aviation Department Traffic Supervisor in coordination with the Aviation Manager or Chief Pilot Airplanes will not allow passengers to be manifested on any sector where there are less than three (3) passengers on both the Embraer-170 and the Boeing 737-700, unless one of the passengers is authorized to request a special flight (i.e. VIP flight, medical transportation etc.) or the transportation is deemed by aviation to be for the operational benefit of Saudi Aramco
- 5.2 If, by the time the flight manifest is to be closed, there are fewer than the required numbers of passengers for the flight leg, the passengers will be notified that the stop at their destination will not be made. These passengers will be given the option to travel to their destination by bus, taxi, or by aircraft to some alternate destination. The traffic Supervisor will ensure that Aviation Dispatch is notified by telephone, and that the passengers for the flight are notified prior to boarding that the requested destination will be over-flown.

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