

GENERAL INSTRUCTION MANUAL

ISSUING ORG. Staffing Services Department

ISSUE DATE
01/04/2010REPLACES
NEW

SUBJECT Special Needs Hiring Program

APPROVAL

Ex Dir ER&T

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This GI is driven by Saudi Aramco's value of citizenship as well as the requirement dictated by Article 28 of the Saudi Labor Law which states that *"Each employer employing twenty- five workers or more where the nature of his work allows recruitment of the professionally disabled shall employ a number of disabled that represents at least 4% of the total number of his workers whether through nomination by the employment units or otherwise, and he shall send to the competent labor office a list of the jobs and posts occupied by the professionally rehabilitated disabled persons and their wages"*. This General Instruction is intended to outline the administrative procedures necessary to process all employees and new hire candidates with Special Needs (SN) and the respective roles and responsibilities of the various Saudi Aramco proponent organizations.

This GI is organized into the following areas:

1. Glossary
2. Definition of SN
3. Reasonable Accommodation
4. Undue Hardship
5. Outreach Strategy
6. Determination of SN Status
7. Responsibility for Coordinating On Boarding Formalities
8. Review and Reporting
9. Recruitment Process
10. Supervisor's Role
11. Special Accommodations

1.0 GLOSSARY (Abbreviations and Acronyms)**APAD:** Academic Programs Administration Division**AHRSC:** Area HR Service Center**CDPNE:** College Degree Program for Non-Employees**CS:** Community Services**ERS:** E-Recruiting System**G.I.:** General Instruction**HRSD:** Human Resources Services Department**IR:** Industrial Relations**ISO:** Industrial Security Operations**ITD:** Industrial Training Department**MOL:** Ministry of Labor**OM:** Occupational Medicine**OS:** Office Services**PD:** Personnel Services Department**RA:** Reasonable Accommodation**SAMSO:** Saudi Aramco Medical Services Organization**SAPNE:** Special Apprenticeship Program for Non-Employees**SED:** Saudi Employment Division**SN:** Special Needs**SSD:** Staffing Services Department

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T&D: Training and Development**UH:** Undue Hardship**1.1. Reference to other Manuals:**

- Industrial Relations Manuals, Chapters 1 & 16
- Labor Law, Chapter 2, Article 28 entitled "Employment of the Disabled"
- Saudi Aramco Internal Work Rules
- Special Needs Bylaws in the KSA

2.0 Definition of Special Needs:

"Special Needs" refers to an individual with a physical impairment that substantially limits performance of one or more of the major life activities that may be determined to be permanent and not curable.

Permanent physical impairment includes one or more of the following conditions:

- Speech impediment
- Hearing impediment
- Visual impediment
- Missing extremities (lack of one or both appendages)
- Complete paralysis (in either one or both appendages or one side or both sides of the body)
- Severe distortion of the limbs and/or spine
- Disfigurement of the face, hands, or feet

3.0 Reasonable Accommodation (RA):

A Reasonable Accommodation is an adjustment or modification which may range from making the work environment physically accessible, modifying the job requirement, providing additional equipment, transferring an employee to a SN viable job/location, or allowing flexible work schedules.

Reasonable accommodation is a set of tools and solutions provided to enable the SN employees to perform their jobs. For example, an employee who is blind or who has a visual impediment might need a computer that operates by voice command or has a screen that enlarges print.

4.0 Undue Hardship (UH):

The term "undue hardship" is defined as requiring significant difficulty or expense for the Company, considering the following factors:

- The nature and cost of the proposed accommodation and its overall impact on the facilities or operation
- Any action which may compromise the safety, security and well being of the candidate and any other employees

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Saudi Aramco reserves the right to exercise this provision of undue hardship when it is mitigated by the above.

5.0 Outreach Strategy:

The Staffing Services Department (SSD), in cooperation with Business Lines management, manages Saudi Aramco's obligations towards maintaining its population of SN requirements through a proactive and systematic recruitment process and administration of various recruitment programs. In achieving its mission, SSD:

- Develops key relationships with and maintains a list of local staffing sources and community organizations to identify special needs candidates with viable potential.
- Maintains a data base list of positions suitable for candidates with SN approved by the Administrative Area Head of ER&T, work locations, and sponsoring organizations (by disability and vacancy status if possible.)
- Ensures that Saudi Aramco worksites and facilities are duly suitable for the new hired SNs prior to releasing SNs to the proponent organization or to SAPNE program through coordination of on-boarding formalities with PD and T&D.
- Conducts systematic visits to institutions and rehabilitation agencies to meet, interview, and extend job offers to fill the vacant positions.

In support of its activities, SSD will:

1. Ensure employment information and recruitment materials are accessible for candidates/employees with special needs. Information should be made available in alternate formats, such as large print, CD, and audiocassette.
2. Coordinate with T&D to provide training to managers and supervisors on how to deal with and manage SNs.

6.0 Determination of Special Needs Status:

Action to declare an employee or New Hire candidate as SN may be initiated by one of the following:

6.1 The examining or treating Specialist Physician of SAMSO confirms an employee or new hire candidate has any of the following disabilities included under item 2 of this G.I. The examining or treating physician shall issue a medical report explaining:

- a. Type of disability
- b. Job performance limitations caused by the disability
- c. Needed special amenities
- d. Suitable job/job family from a matrix of jobs in SSD database

6.2 In the case of active employee, the examining or treating Specialist Physician shall inform PD and the proponent department manager in writing once the SN employee is reclassified as no longer SN. In such a case, PD shall remove the disability identifier from the system. Consequently, notifications shall be sent through the system to respective organizations to restore the situation as it was prior to declaring the employee as an SN. Furthermore, PD shall write to HRSD for onward communication to MOL of the SN's medical condition.

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4 OF 6**7.0 Responsibility for Coordinating On-boarding Formalities:****SAPNE &** SSD informs ITD & proponents of newly hired candidate.**CDPNE:** ITD coordinates on-boarding formalities with CS & OS, ISO and other responsible departments if RA is required.

ITD informs SSD when RA is provided to release candidate for training.

ITD informs SSD upon SN graduation to commence hiring formalities.

OTHER: SSD informs AHRSC Administrator of the new hire candidates.

AHRSC coordinates on-boarding formalities with CS, OS and proponents to ensure readiness to accommodate SN.

AHRSC Administrator informs SSD to release newly hired SNs or converted SAPNE & CDPNE to work.

8.0 Review and Reporting:

Upon receiving a notification and/or report from the treating Specialist Physician, SED for New Hire candidates or Area HR Service Center for existing employees, shall arrange to:

8.1 Action item 7 above.

8.2 Process employee or new hire candidate SN classification into SAP-HR and send system notifications to department heads in CS, OS, ISO, T&D and the SN's receiving department alerting them of the new addition to the SN list to prepare for providing the essential amenities. SN's Identification Card issued by ISO shall reflect SN's classification.

8.3 Ensure that recruitment processing/formalities of SN should not exceed 90 days from start to finish, and unreasonable delays must be reported to ER&T management including delays for RAs.

9.0 Recruitment Process:**9.1 General guidelines:**

9.1.1 **The Approval Authority to hire SNs** is the normal authority to hire regular employees with the exception that the recruitment work flow for SNs shall include concurrence of SSD, T&D, PD, CS, OS, ISO, and OM.

9.1.2 **Filling SN vacant jobs in each department** is accomplished through referral to open job requisition as provided in 6.1 (d) above or for any other open requisition for which the candidate may be qualified.

9.1.3 **Job-Qualified SNs** including PDPs will be administered in accordance with the normal recruitment process.

9.1.4 **Non-job qualified SNs** will be hired as SAPNE or CDPNE for jobs applicable to their disability.

9.2 SNs Hiring Functional Responsibilities:

SED is responsible for employing SN candidates who apply for jobs at Saudi Aramco. SED will identify the number of positions that are suitable for SN candidates within each Business Line (BL). The respective BL is required to create the Manpower Requisitions (MPRs) in accordance with the identified positions to allow

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SED to proceed with recruitment activities. Any exception to the creation of MPRs will require an approved justification from the BL Head.

10.0 SN Employee Supervisor's Role:

- 10.1 Coordinates and ensures that the Reasonable Accommodation (RA) is provided.
- 10.2 Informs SSD & PD of RA status.
- 10.3 Reports any Undue Hardship (UH) to respective AHRSC Administrator.

11.0 Special Accommodations:

- 11.1 Based on the disability, arrangements shall be made to meet the SN's needs. For example, special examination or testing procedures for applicants who are physically handicapped to assure that their abilities are properly and fairly assessed. Special testing arrangements shall be determined on an individual basis depending on the applicant's disability (Readers, examination in Braille, tape, or large print for the visually impaired, and interpreters for test instructions and modifications of parts of tests for the hearing impaired).
- 11.2 On the job, efforts shall be made by respective organizations, especially the Special Needs employee's department, to remove or modify barriers. For example, provide interpreter service for the hearing impaired, use readers for the visually impaired, and/or obtain special equipment and furniture.

SNs will receive the applicable daily commuter local transportation allowance to defray expenses of hiring driver, car rental, or other means of transportation to and from work, regardless of work days or days off residence.

Recommended by:

Director
Staffing Services Department

Director
Personnel Department

Concurred by:

Director
Human Resources Services Department

Director
Human Resources Policy & Planning

Manager
Central Community Services

Manager
Office Services Department

General Manager
Training & Development

Director
Medical Department

General Manager
Industrial Security

Approved:

Executive Director
Employee Relations & Training