

SAUDI ARABIAN OIL COMPANY (Saudi Aramco)		G. I. Number		Approved
<b>GENERAL INSTRUCTION MANUAL</b>		298.008		
ISSUING ORG.	COMMUNITY SERVICES	ISSUE DATE	REPLACES	
SUBJECT	OFFICE SPACE MANAGEMENT	04/15/2009	04/04/2008	
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## CONTENTS:

This General Instruction outlines responsibilities, policies, standards and procedures for the administration and management of office space in type “A” office facilities managed by Community Services (CS). Please refer to G.I. 298.009 for the definition of Type “A” Buildings

This instruction includes:

1. Scope
2. General Information
3. CS Responsibilities
4. User’s Responsibilities
5. Office Space Management Policies
6. General Policies for Support Areas
7. Open Space Plan Management Standards
8. CS Disaster Recovery Plan

### 1.0 SCOPE

This instruction covers the responsibilities, policies and procedures for the administration and management of office space for General Manager and below positions in facilities managed by Community Services.

### 2.0 GENERAL INFORMATION

- \* 2.1 CS provides temporary office space in designated back-up Disaster Recovery Facilities in the Eastern, Central and Western Regions for all critical Saudi Aramco organizations displaced from type “A” facilities in the event of a disaster. (Refer to CS Disaster Recovery Plans)
- 2.2 CS will conduct an annual office space survey to identify and quantify office space requirements for forecasting purposes. CS, through Office Services in the respective areas of operation, will verify with user organizations, as necessary, the completeness and authenticity of data gathered from the survey.

### 3.0 CS RESPONSIBILITIES

- 3.1 Develop policies, standards and procedures for office space in CS managed office buildings.

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- 3.2 Provide office space planning and design and coordinate the relocation of office user organizations in CS managed office facilities.
- 3.3 Develop Office Facilities Zoning Plans, Office Space Assignments and Office Redesign/Relocation Master Plan.
- 3.4 Initiate plans and projects for construction of new office buildings and renovation of existing office facilities to meet professional standards and eliminate deteriorated office facilities.
- 3.5 Evaluate requests, propose solutions and coordinate implementation for additional office space requirements and layout redesigns.
- 3.6 Evaluate office space utilization and initiate consolidation plans to recover office space for reassignment to other office users.
- 3.7 Maintain office space occupancy database and update master office design layouts.

#### **4.0 USER RESPONSIBILITIES**

- 4.1 Complete an annual Office Space Survey online at Division level then consolidate and approve the Survey at the Business Line level.
- 4.2 Submit all Office Space Requests online through the Service Request System (SRS) at <http://mycs.aramco.com.sa/srs/osrs>. SRS requests for new or additional office space including migration of Type “B” office users to Type “A” office space facilities and unplanned additional manpower that increases the demand for Type “A” office space should be downloaded and signed by the user organization’s Business Line Head (Refer to 5.1.3). Requests for restricted office areas will require the approval of the respective Office Services Management (Refer to 5.1.7). SRS requests for office space redesign and other requirements, excluding additional space, should be approved online by the user organization Department Head.
- 4.3 Respond to requests from IT Services Request Processing Group in Dhahran, IT Service Request Management Groups in the outlying areas and Area IT in the Central and Western Regions for computer and telephone relocation details related to scheduled office relocation/redesign jobs.
- 4.4 Coordinate building stacking and area zoning plans implementation with Office Services as it affects organizations’ office space assignments.

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- 4.5 Cooperate with Office Services to return excess office space within user assigned area for reassignment to other users.
- \* 4.6 Periodically, review filing requirements, invoke the appropriate document retention periods and coordinate with Records Management Unit to reduce filing areas.
- 4.7 Obtain Area Office Services approval for any change in space functions or rearrangement of furniture and/or partitions.

## 5.0 OFFICE SPACE MANAGEMENT POLICIES

### 5.1 OFFICE SPACE

- 5.1.1 CS will maintain eight percent 8% of total office space supply as an Office Space Management Requirement (OSMR) in Type "A" office buildings.
- 5.1.2 Office space will be assigned to different organizations according to their existing actual manpower requirements and additional projected immediate growth documented to the satisfaction of CS.
- 5.1.3 Requests for new or additional office space will require the approval of the user organization's Business Line head.
- 5.1.4 Office space assigned to organizations and task forces that remain under-utilized for more than 90 days will be recovered. However, the user organization may submit a new Office Space Request online at <http://mycs.aramco.com.sa/srs/osrs>, approved by its Business Line Head to confirm that the space will be fully utilized within the next 90 days. Otherwise, a deadline will be set by CS after which the space will be recovered. User organizations will cooperate to consolidate the scattered vacant office space for better recovery and utilization by other organizations.
- 5.1.5 CS may propose/recommend consolidation of user organizations for more effective space utilization and recover excess space for reassignment to other users.
- 5.1.6 CS will provide lockable desks, filing and storage cabinets to assist in securing documents. Security and confidentiality of documents will be the responsibility of users and user organizations. As a rule, "security and

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5.1.7 confidentiality” will not be acceptable as a justification for providing enclosed offices (Refer to 7.2.3 for exception).

5.1.8 Provision of restricted office areas will require the approval of the respective Area Office Services Management.

5.1.9 Employees, regardless of their positions, will only be assigned permanent offices in their permanent work locations as per the current Saudi Aramco employee information data base.

## **6.0 GENERAL POLICIES FOR SUPPORT AREAS**

### **6.1 FOOD PREPARATION/STORAGE AREAS**

6.1.1 No dedicated offices or cubicles will be assigned for food preparation.

6.1.2 Microwaves, cooking equipment and large refrigerators are not allowed in office areas.

### **6.2 CONFERENCE ROOMS**

6.2.1 Conference rooms larger than fifteen (15) square meters in size will be under the jurisdiction and management of respective Area Office Services. These conference rooms are available for booking through the Office Services Online Conference Room Reservation System. Smaller Tasking/Huddle and meeting rooms will be provided to organizations as part of their Open Space design (Refer to 7.3.5 and 7.3.6).

### **6.3 WAITING AREAS**

6.3.1 CS will provide Waiting Areas in public areas such as common lobbies or floors of major buildings.

6.3.2 Waiting Areas will not be assigned to specific supervisory positions (Refer to 7.3.3)

## **7.0 OPEN SPACE PLAN MANAGEMENT STANDARDS**

The “Open Space Concept” is being implemented to stimulate rapid communication, informal networks, mobile workers and an emphasis on team collaboration. Highlights of the Open Space Concept include: smaller workstations without cubicle partitions that nurture a free flow of ideas and communication, Teaming areas where people can

collaborate/share information on projects, small Tasking/Huddle rooms where supervisors, employees and/or small groups can have private conversations or work on private tasks, small conference rooms assigned to organizations for meetings, informal meeting areas near coffee areas/lounges and strategically placed Reception/Welcoming areas.

The Open Space Concept will reduce the overall cost of furniture purchase and redesign/renovation of office space areas and will increase office building capacity. Instead of redesigning cubicles, only individuals with their computers will move. The Open Space Concept also fosters “Hoteling” where today’s mobile worker does not require assigned space but can book a workstation when traveling between different work locations.

The policies regulating Open Plan Office Space are as follows:

#### 7.1 OPEN SPACE PLAN ALLOCATIONS

User Category	Maximum Space Allocation (Sq.M)	Office Type
General Manager	25	Enclosed
General Manager Secretary	15	Enclosed
Department Head	20	Enclosed
Department Head Secretary	15	Enclosed
Division Head	15	Enclosed
Division Head Secretary		Open Plan
Confidential Office	10	Enclosed
** GC 19 Professional	20	Enclosed
** GC 17 & 18 Professionals	15	Enclosed
Supervisors		Open Plan
Professionals and Others		Open Plan

Actual space allocation and enclosure policies will depend on availability of space, architectural and structural design of the building.

#### 7.2 PRIVATE OFFICES

7.2.1 Private offices will be provided to employees holding positions of Division Head and above. Unplaced Department Heads will be provided with a Department Head size office without a secretary space.

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\*\* 7.2.2 Private offices will also be provided to Grade Code 17 and above professionals. GC 19 professionals will be provided a Department Head size office with managerial furniture and GC 17 and 18 professionals will be entitled to a Division Head size office and Division Head furniture.

7.2.3 As an exception, one private office will be provided at the Department level and two each at the Admin and Business Line levels for people whose function involves handling confidential material, e.g. promotions, succession planning, PMPs, etc.

7.2.4 Private offices and other enclosed rooms, except for Manager and General Manager, will be designed to floor interior space in order to provide for maximum natural light exposure to office space areas (Refer to 7.3.7).

### 7.3 OPEN PLAN OFFICE SPACE

7.3.1 Division Head Secretaries, Supervisors, Professionals and others will be provided open space workstations within an open plan to include interior circulation.

7.3.2 Open plan office space will utilize low partitions that will allow full view and enhance collaboration with adjacent office users.

7.3.3 There will be no reception/waiting areas assigned to Managers and/or General Managers.

7.3.4 Teaming areas comprised of small tables will be designed within groups of office users based on functional requirements that require frequent exchange of ideas and collaboration. This is subject to space availability.

7.3.5 Private Tasking/Huddle room(s), 10 square meters each, will be provided for every 20 employees., space permitting. These can be used by supervisors and employees intermittently for private conversations, for tasks that require more privacy and will also provide a private meeting place for small groups of 4 to 6 people.

7.3.6 Small meeting rooms, less than 15 square meters in size will be designed and assigned to organizations based on functional requirements.

7.3.7 Informal Open Meeting areas comprising a few chairs or sofas near coffee areas may be planned/considered, space permitting, at the discretion of Office Services. All private offices, enclosed tasking or small conference rooms, when feasible, will be constructed of glass panels to allow light to

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7.3.8 pass through to interior office areas. Manager and above offices walls will have the option to be fitted with Venetian blinds.

## **\*8.0 CS DISASTER RECOVERY PLAN**

In the event of a disaster, CS provides temporary office space in designated back-up Disaster Recovery Facilities for all critical Saudi Aramco organizations located and displaced from their office space in CS managed buildings in central locations including Dhahran, Ras Tanura, Abqaiq and Udhailiyah in the Eastern Region and Riyadh, Jeddah and Yanbu in the Central and Western Regions.

- 8.1 CS will ensure designated Disaster Recovery Facilities meet communications and data requirements provided through IT organizations.
- 8.2 CS will update and re-issue the Disaster Recovery Plan bi-annually
- 8.3 In the event of a disaster, recovery procedures will be implemented and observed by the Disaster Recovery Team and Members. The Team Leader will be the respective Area Office Services General Supervisor.
- 8.4 For specific information regarding the Disaster Recovery Plan implementation, refer to CS Disaster Recovery Plan Manual.

Approved by:

**M. I. SNOBAR**, Executive Director  
Community Services