

**GENERAL INSTRUCTION MANUAL**

ISSUING ORG. INDUSTRIAL SECURITY OPERATIONS

ISSUE DATE  
3/01/2009REPLACES  
NEW

SUBJECT TEMPORARY ACCESS FOR RESTRICTED AND NON-RESTRICTED FACILITIES

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This general instruction outlines administrative procedure and requirements for 1-3 day's temporary access to company's restricted and non-restricted facilities. It differs from the access of individuals who are seeking personal visits to camp residents. The required service requests shall be initiated online or coordinated through Area Industrial Security Operations Department.

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1.1 This is to grant temporary access to individuals (visitors) who have business activities inside Saudi Aramco restricted plants and non-restricted facilities, including Dhahran core area and administration offices located inside communities when Saudi Aramco IDs were not previously issued or existing IDs would not otherwise allow access to the specific facility.

1.2 Industrial Security Planning & Support Services Department (ISP&SSD) is the proponent of this instruction. ISP&SSD and Area Industrial Security Operations Departments (AISOD) shall concurrently ensure implementation of applicable procedures in their area of responsibility. Any exceptions over the requirements shall require prior approval from General Manager - Industrial Security Operations.

**2.0 ELIGIBILITY AND CONDITIONS**

The following are defined as visitors who shall be granted temporary access to enter restricted or non-restricted facilities on the fulfillment of specified requirements as stated in this instruction:

2.1 When Saudi Aramco employees, consultants, ASC/AOC employees, VIP guests, dignitaries, diplomats, delegations from government ministries and agencies, group of visitors from local or foreign institutions, contractor personnel, distribution haulers/customers and others are intending their short-term visits to the specific facilities or areas. **Female visitors shall be allowed to enter plant facilities on final approval by the AISOD Manager or his delegates.** (Note: The visits of VIP guests, dignitaries, diplomats, government delegations and group of visitors from institutions shall be coordinated ahead through Area Industrial Security Operations Department.)

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- 2.2 When employees, contractor personnel or other business visitors are participating in meetings, seminars, conferences, presentations, or when they are intending to attend urgent maintenance calls inside the facilities.
- 2.3 When local vendors or international firms are submitting their bids, invoices, or printed technical brochures to the proponent organizations.
- 2.4 When warehouses, contractors or local suppliers have material deliveries inside restricted facilities, administration offices, Dhahran core areas and residential camps. For material deliveries inside restricted facilities or warehouses, refer to GI 710.009, Material Movement Gate Passes, for more details.
- 2.5 When local or international manufacturer's representatives want to visit the construction projects operated under the administration of Project Management.
- 2.6 When Saudi Aramco employees, consultants, trainees, students and ASC/AOC employees have forgotten or lost their IDs, or when they are in the process of applying for replacement IDs. This shall not include those who were holding contractor and distribution customer IDs and they have lost or forgotten their IDs.
- 2.7 When contractors, including distribution haulers and customers need to accomplish their assigned jobs in specified facilities or areas against approved or non-approved contracts, work orders, etc.
- 2.8 When Saudi Electric Company, Banks, Travel Agents, Shipping Agents, Insurance Companies, Airlines, Telecommunication Companies, Service Agencies and Express Mailing Agents such as AL-FIFA, DHL, FEDEX, UPS, etc., want to provide services to the company and employees.
- 2.9 The company and contractor vehicles entering into restricted or non-restricted facilities must carry company logo, door number and Industrial Security valid sticker. A waiver to the requirement of company logo on the contractor vehicle is subject to approval from AISOD Manager. All vehicles to be taken inside the restricted facilities must bear valid inspection certificates issued by the Transportation Department.
- 2.10 VIP guests, dignitaries, diplomats, government delegations or group of visitors shall be driven inside the restricted facility in a company assigned vehicle affixed by a restricted area vehicle access sticker. The non-stickered company or contractor vehicles and privately-owned vehicles shall be parked in a designated parking area outside the restricted facility.
- 2.11 A visitor must hold official identification documents such as Saudi driving license, passport/iqama or national identity card that shall identify him at the security gate to enter the intended facility.
- 2.12 Sponsoring organizations shall ensure the visitors are aware of the safety and driving regulations while inside Saudi Aramco facilities in compliance with GI 6.030 (Traffic & Vehicle Safety) and other applicable policies.

**(Note:** Proponent organizations shall ensure that if Saudi Aramco employees, consultants and contractor personnel want to visit restricted facilities frequently, they should request regular Plant IDs for specific facilities with approvals from concerned plant managers.)

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3 OF 9**3.0 ACCESS TO RESTRICTED FACILITIES**

The proponents (department managers or delegated persons) shall initiate service requests ahead (not less than 24-hours) and obtain approvals from concerned plant managers prior to the planned visit to a restricted facility. (**Note:** Proponents shall make a follow-up with plant managers or delegated division heads for approvals over the plant access requests). The following guidelines are used:

- 3.1 Provide information in the service requests required for all guests or visitor(s) with a selection of plant facility code(s) to be visited. The service request shall clearly indicate the purpose of the visit, duration of the access with date and days (e.g., 1-day, 2-days, or 3-days) and host's name and his contact telephone number.
- 3.2 For employee, company consultant/visitor, trainee, student or ASC/AOC employee who has forgotten or lost his Plant ID, plant shift superintendent or plant facility supervisor on duty can initiate and approve a service request for one day access to a restricted facility operated under his administration.
- 3.3 Generally, a single security code of a restricted plant facility is to be selected in the area. If a guest or visitor intends to enter more than one plant facility in the same or other area, multiple access codes can be selected in a service request for approvals from concerned plant managers.
- 3.4 The service request shall include information of the company or contractor vehicle affixed with a restricted area sticker if it is taken inside the plant facility. This may include more than one contractor vehicles affixed with valid stickers if driven inside the plant facility by authorized drivers provided the service requests are already approved for themselves and vehicles being taken inside the facility.
- 3.5 The completed service requests shall be sent to concerned plant manager(s) for approval. If a plant manager has disapproved access privileges, the service request shall not be processed. If the access is partly approved, the service request shall be processed for only approved access code(s).
- 3.6 If a service request for access to restricted facility cannot be initiated for VIP guests, dignitaries, government delegations, or group of visitors due to time constraint, the sponsoring department head or higher shall send a letter addressed to Area Industrial Security Operations Department Manager providing the following information:
  - 3.6.1 Name of the guest or visitor.
  - 3.6.2 Nationality.
  - 3.6.3 National identity card number (Saudi) and passport or iqama number (expatriate). Do not use passport number for those who are holding resident permits (iqama) issued by the Saudi government agencies.
  - 3.6.4 Date of issue of national identify card, passport or iqama number.
  - 3.6.5 Plant facility code(s) to be visited.
  - 3.6.6 Purpose of the visit.
  - 3.6.7 Duration of the visit.
  - 3.6.8 Vehicle door and license plate number affixed by a valid sticker. Vehicle shall also provide valid inspection certificate issued by the Transportation Department.
  - 3.6.9 Name and telephone number of contact person in the department or division.

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3.7 After the service requests are approved by plant manager(s), the guests/visitors or department representatives shall contact security visitor center, security shift superintendent or area supervisor for access to a requested plant facility. To enter a plant facility, a guest or visitor shall be issued an encoded business visitor card and/or a temporary pass which shall be displayed during entire visit to the facility.

3.8 Proponent representatives shall collect mails at the outer gate of the plant facility when it is received from Express Mailing Agents. All the received packages shall be checked by security personnel at the gate and then allowed to be taken inside the facility.

(Note: All online service requests initiated for visitors shall be concurred by the concerned Security Shift Superintendents or Area Supervisors for access to restricted facilities in their area during business hours, after-hours, weekends and holidays.)

**4.0 ACCESS TO NON-RESTRICTED SITES AND DHAHRAN CORE AREA**

The proponents (department managers or higher and delegated persons) shall be responsible for approving service requests for their guests or visitors, at least 24 hours before the planned visit to a specified building, office, facility or Dhahran core area. The following guidelines are used:

4.1 Provide information in the service requests required for all guests or visitor(s) with a selection of a location, facility, building or office to be visited. The service request shall clearly indicate the purpose of the visit, duration of the visit with date and days (e.g., 1-day, 2-days, or 3-days) and host's name & contact telephone number.

4.2 In the event a service request was not initiated online for VIP guests, dignitaries, government delegations or group of visitors, the division head or higher shall inform security control center or security shift superintendent/area security supervisor in the area and a list signed by division head or higher shall be presented for guests or visitors before they arrive at the security gate. The list shall include the following information:

4.2.1 Name of the guest or visitor.

4.2.2 Nationality.

4.2.3 National identity card number (Saudi).

4.2.4 Passport or iqama number (expatriate). Do not use passport number for those who are holding resident permits (iqama) issued by the Saudi government agencies.

4.2.5 Vehicle license plate number if it is driven to the specific location.

4.2.6 Location of the intended visit (facility, building and room number).

4.2.7 Duration of the visit to the location.

4.2.8 Name and telephone number of contact person in the department or division.

4.3 For Saudi Aramco employees, consultants, visitors, trainees, students or ASC/AOC employees who have forgotten or lost their community-facility IDs, the immediate supervisor shall coordinate with Area Industrial Security Operations Department to get the individual entered into specific building or office without a service request. At the same time, a service request shall immediately be initiated for replacement of lost ID through e-Security application. If needed, individual can be allowed to enter his/her office the following day in coordination with Area Industrial Security Operations Department.

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- 4.4 After the service requests are submitted by the proponent, the guests/visitors or department representatives shall contact security visitor center, security shift superintendent or area supervisor for access to administration office, building, Dhahran core area or other non-restricted site.
- 4.5 In the event a service request was not initiated online, a guest or visitor who arrived at the security visitor center or security gate shall call the host (delegated division head or alternate position) and inform him of his/her intended visit to the building, office or facility.
- 4.6 Upon receiving a call from a guest or visitor waiting at the security gate, the host (delegated division head or alternate position) shall contact security visitor center or security shift superintendent/area supervisor, or send an e-mail message to concerned security persons by identifying himself with name, badge number, position, contact telephone, building & room number where he is located and provide the following:
- 4.6.1 Name of the guest or visitor.
- 4.6.2 Nationality.
- 4.6.3 National identity card number (Saudi).
- 4.6.4 Passport or iqama number (expatriate).
- 4.6.5 Location of the intended visit (facility, building and room number).
- 4.6.6 Vehicle license plate number if it is driven to a specific location.
- 4.6.7 Duration of the visit to the location.
- 4.6.8 Host name and contact telephone number.
- 4.7 Except VIP guests, dignitaries, diplomats or government delegations, the visitors shall not be allowed to drive their vehicles inside Dhahran core area. The visitor's vehicles must be parked in a designated parking area surrounding Dhahran core area.
- 4.8 To enter administration offices, buildings, Dhahran core area or other non-restricted sites, a guest or visitor shall be issued a temporary business visitor card or visitor pass, which shall be displayed during entire visit to the site.

**5.0 NUMBER OF REQUESTS ACCEPTED FOR ACCESS TO RESTRICTED FACILITIES AND NON-RESTRICTED AREAS**

The proponents (department heads or higher and delegated persons) shall be responsible for keeping service requests to a minimum, especially for access to restricted facilities. The temporary requests should not be repeated for contractors and others while contracts are valid and if needed, regular IDs should be requested for access to facilities/projects where contractor personnel are required to perform their assigned jobs. The following guidelines shall apply:

- 5.1 A maximum of five (5) requests are generally accepted for the same guest or visitor in a month for temporary access to restricted facilities in the same or other area with approval from delegated division head or alternate delegated position. More than five (05) requests initiated for the same person by the same or different department in a month shall be processed with justification and approval from delegated division head or higher. There is no restriction for department manager or higher while approving service requests for their guests or visitors.



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- 5.2 A maximum of nine (9) requests are generally accepted for the same guest or visitor in a month for temporary access to non-restricted facilities (e.g., administration office, building, warehouse, hospital or Dhahran core area) with approval from delegated division head or alternate delegated position. More than nine (09) requests initiated for the same person in a month by the same or different department shall be processed with approval from concerned division head or higher.
- 5.3 VIP guests, dignitaries, diplomats and government delegations are exempt from limitation over the numbers of service requests for their access to restricted or non-restricted facilities.
- 5.4 Proponents may cancel or recall any service request if a guest or visitor's data or access codes were wrongly entered. A request for no-show on the stated date shall automatically be cancelled, but partially utilized service request shall be counted. If needed, a new request shall be initiated by the proponent. In addition, service requests initiated online or presented at the gate shall be rejected and the guest or visitor shall be denied access to a request facility in the following cases:
- 5.4.1 Name is not matching with the request or a visitor is PNG.
  - 5.4.2 Information of the passport/iqama (expatriate) and national identity card (Saudi) is not matching with the request.
  - 5.4.3 Previously assigned ID number is not matching with the request or if ID is expired.
  - 5.4.4 Driving license or a driver is expired.
  - 5.4.5 Vehicle registration booklet is expired.
  - 5.4.6 Sticker or inspection certificate on the vehicle is expired while entering restricted facility.
  - 5.4.7 Nationality ban.
  - 5.4.8 Justification is not provided in the service request exceeding the quota allocation of the requests.
  - 5.4.9 If loaded material is of suspicious nature and driver is not holding a list of loaded items which are to be taken inside the administration office or other locations.
- 5.5 No count shall be made for unused, rejected or cancelled service requests. Also, no count shall be linked to the service requests for contractor vehicles if taken inside the restricted facilities by authorized drivers provided they are holding approved access requests.

**6.0 DELIVERY OF NEWSPAPERS, FOOD, GASOLINE AND PERSONAL ITEMS INSIDE THE RESTRICTED AND NON-RESTRICTED FACILITIES**

- 6.1 For delivery of newspapers, food items, or contractor materials inside restricted facilities **frequently**, the proponent shall initiate a service request for a regular or temporary plant ID to be issued to the driver(s) and accompanying person(s) in addition to the temporary stickers for the vehicles.
- 6.2 For delivery of newspapers, food items, or gasoline inside non-restricted facilities **frequently**, the driver(s) and accompanying person(s) must be in the possession of valid IDs. For delivery of materials inside Dhahran core area **frequently or infrequently**, driver(s) and accompanying person(s) must display their IDs in addition to the stickers issued for the vehicles. At the same time, proponent department manager or higher shall send a letter addressed to the Manager of

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Dhahran Area Industrial Security Operations Department in the first month of each operational Calendar year requesting access of the persons and vehicles inside the specific offices of Dhahran core area with the following information:

- 6.2.1 Name of the person who is driving assigned company or contractor vehicle for delivery of loaded items inside the facility.
- 6.2.2 ID number.
- 6.2.3 Name(s) and badge number(s) of the person(s) accompanying driver of the vehicle to enter into a location or Dhahran core area.
- 6.2.4 Purpose of the access.
- 6.2.5 Date and time of the access (during business hours, after-hours, during weekends or holidays).
- 6.2.6 Vehicle door and license plate number.
- 6.2.7 Sticker number affixed on the vehicle and its validity.
- 6.2.8 Names and ID numbers of person(s) receiving the materials, contact telephone number, and office location (bldg & room number).
- 6.3 For food items, gasoline and company or contractor materials to be delivered to commissaries or offices inside community areas, the Community Services Department or other concerned organization shall maintain a liaison-man procedure in coordination with Area Industrial Security Operations Department where the liaison man shall identify himself, confirm materials, drivers and vehicles and shall request allowing them entered into community area. In this context, the Community Services Department or other concerned organization shall write a letter addressed to Area Industrial Security Operations Department Manager with the following information:
  - 6.3.1 Name of the person who shall liaise with Security Operations offices on the loaded items.
  - 6.3.2 ID number, if any.
  - 6.3.3 Position of the liaison man.
  - 6.3.4 Contact telephone number of the liaison man in the department or division.
  - 6.3.5 Office location with building and room number.
- 6.4 When a driver with loaded food items, gasoline or other materials arrives at designated gate, he shall contact liaison man requesting loaded materials entered into the community area. In turn, the liaison man shall check with the caller and contact visitor control center or security shift superintendent or area supervisor to identify himself and confirm on the loaded materials to be delivered inside community area. In this context, the driver and the loaded materials shall be briefly logged at designated security gate.
- 6.5 For personal items to be delivered inside residential camps or taken out to local community, a driver having a valid driving license shall call concerned camp resident(s) and shall comply with log-in procedure at the designated security gate after the camp resident has confirmed on the loaded items. For items being taken to local community, a gate pass shall be presented at the gate.
- 6.6 All items loaded in vehicles are subject to security check at outer and inner gates before it is allowed to enter into administration office, Dhahran core area, community area or other

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residential camps. Any vehicle loaded with suspicious items shall not be allowed inside community area and any observations shall immediately be reported to K-9 special search team or referred to Security Technical Services for further handling.

- 6.7 A driver holding a valid Saudi driving license and a regular or temporary Saudi Aramco ID (if any) shall keep a list of the items with brief description which are loaded on the vehicle and present its copy to security gate controller who shall allow loaded materials to enter into administration, Dhahran core area or community area. The unacceptable items shall be taken out from the facility in coordination with Security Operations.

(Note: Vehicles shall not be logged when the guests, visitors or drivers are exiting administration offices, Dhahran core area and other non-restricted areas.)

**7.0 APPOINTMENT OF ESCORT OFFICIALS**

Department managers or higher, including plant managers, shall designate responsible persons of their departments to receive VIP guests, dignitaries, diplomats, group of visitors and government delegations at the security visitor center, security shift superintendent/area security supervisor, or security gates and escort them inside the facilities until scheduled visits are completed. Escorts for visits to all non-restricted areas and Dhahran core area shall be performed at the host's discretion. The escorts shall ensure the following:

- 7.1 The copies of approved service requests or lists prepared for VIP guests, dignitaries, diplomats, group of visitors, or government delegations are presented to the security visitor center, or to the security shift superintendent/area supervisor for issuing temporary business cards or temporary passes. They shall be requested to display temporary business visitor cards or passes during their entire visit to the facilities. The copies of the requests or lists shall be carried and presented to security visitor center or security shift superintendent/area supervisor if the visit is intended on the following day for the previously visited or new facility in the same or different area.
- 7.2 Except VIP guests, dignitaries, diplomats, group of visitors, or government delegations, those holding Saudi Aramco valid IDs shall not be escorted to any restricted or non-restricted facility.
- 7.3 VIP guests, dignitaries, diplomats, group of visitors, or government delegation are escorted back to a security gate of the facility and/or to a security visitor center when they are ready to leave company premises.
- 7.4 VIP guests, dignitaries, diplomats, group of visitors and government delegations are made aware of safety and security requirements in company facilities.
- 7.5 Contractor employees, including their consultants/visitors and customers assigned to work at a restricted facility or other non-restricted location on temporary access are escorted in/out by their establishment representatives (Saudi).

(Note: The contracting establishments (authorized Saudi representatives) shall coordinate with the proponent organizations and Area Industrial Security Operations Department to secure temporary passes and to accompany their employees who are intending to work inside the facilities. The misuse of IDs or access privileges shall be reported to Technical Services.)

**8.0 RETURNING OF TEMPORARY VISITOR CARDS OR PASSES**

- 8.1 Those who are issued encoded business visitor cards or non-encoded temporary passes must return to the same office which issued it (e.g., security visitor center, security shift superintendent or area security supervisor), or alternatively drop it at the final exit gate immediately on completion of the assigned jobs or when scheduled visits to the facilities are completed. If scheduled access for visitors is no more required on the same day or other days, proponent shall immediately cancel the request.



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- 8.2 Escorts shall take temporary business cards or passes from VIP guests, dignitaries, diplomats, group of visitors and government delegations and return to security men at the facility gate, security visitor center or final security exit gate as needed. The contractor representatives shall also retrieve temporary passes from their employees and return to security men at the gate or security visitor center on completion of assigned jobs.
- 8.3 Employees, VIP guests, dignitaries, diplomats, group of visitors, government delegations and other visitors shall report to security personnel at the gate, security visitor center or escorts if business visitor cards or passes are lost inside the facilities.

**9.0 APPROVAL AUTHORITY FOR TEMPORARY ACCESS REQUESTS**

The department managers or higher are default approvers for service requests initiated for their guests or business visitors providing 1-3 day's temporary access to restricted facilities and non-restricted areas. They may delegate authority to selected division heads (including plant division heads) and alternate positions to approve the service requests as needed. The corporate/executive management may also delegate authority to Secretaries to sponsor VIP guests, dignitaries, diplomats, government delegations or other business visitors for access to only administration offices, hospitals and Dhahran core area (Note: Department Manager or higher may review delegation(s) of existing alternate positions and update their delegations as needed). The following guidelines are used:

- 9.1 The division heads and alternate positions shall approve service requests for temporary access to restricted facilities on prior delegation from department manager or higher. The plant managers shall delegate their authority to selected division heads for approving service requests, which are received from the organizations for access to restricted facilities operated under their administration. The division heads and executive assistants shall be default approvers for sponsoring business visitors for access to administration offices, ware houses, hospitals and Dhahran core area.
- 9.2 The delegation to division heads and other alternate positions should provide start and end dates - higher date as of 12/31/9999 not accepted. The delegated person(s) shall lose approval privileges if department manager or higher has cancelled the delegation, default approver's privileges or when the delegation period has expired.
- 9.3 For delegation to the positions other than division heads, a letter signed by department manager shall be sent to General Manager, Industrial Security Operations for approval. This letter shall include employee's name, badge number, position, job code and justified circumstances for approving temporary access requests for the specific facility. After approval, the delegated persons shall be included in delegation table through applicable system.
- 9.4 The delegation to alternate positions shall be limited to a maximum of five (05) persons per department. The department manager can choose approvers matched with the same alternate position if it is within the limit of five (05) persons. The delegated persons shall not approve service requests or sponsor visitors of other departments/organizations or when they are on vacation, business assignment, training, etc.
- 9.5 If not delegated, the division heads, executive assistants, alternate position and Secretaries shall not attempt to sponsor guests, vendors, suppliers or other visitors for access to restricted facilities or non-restricted sites.

**APPROVED:**\_\_\_\_\_  
General Manager - Industrial Security Operations

Date: \_\_\_\_\_