

GENERAL INSTRUCTION MANUAL

887.001

ISSUING ORG. SAUDI ARAMCO AFFAIRS SERVICES DEPARTMENT

ISSUE DATE

REPLACES

07/13/2011

New

SUBJECT: COMMUNICATION WITH NON-SAUDI ARAMCO AGENCIES
(EXTERNAL COMMUNICATION)

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CONTENT:

This General Instruction (GI) outlines the Company policies, responsibilities and proper procedures to be followed in communicating with non-Saudi Aramco entities, including the Saudi Government, its agencies and any other public or private entities.

The GI covers the following:

1. Glossary;
2. Applicability;
3. Purpose;
4. Policy;
5. Communication;
6. Responsibilities;
7. Authorized Signatories;
8. Correspondence on Projects, Land Issues, and Import of Communication Equipment;
9. Procedure for Delegating Authority; and
10. Supplements.

1.0 GLOSSARY:**1.1 Abbreviation and Acronyms:**

SAA: Saudi Aramco Affairs

SAA-EP: Saudi Aramco Affairs - Eastern Province

SAA-CP: Saudi Aramco Affairs in Central Province

SAA-WP: Saudi Aramco Affairs - Western Province

SAASD: Saudi Aramco Affairs Services Department

PROD: Public Relations Operations Department

GA: Government Affairs

LUP: Land Use Permit

LA: Land Affairs

1.2 Definitions:

Customer: Saudi Aramco organizations or employees willing to contact/meet with a representative from Government Official Entities.

e-Zajil: Saudi Aramco Correspondence Management System

2.0 APPLICABILITY

All Company Organizations

3.0 PURPOSE:

The purpose of this GI is to ensure that all Company contacts and correspondences exchanged with non-Saudi Aramco entities (external communication) are appropriately channeled to all concerned Company Departments in a controlled and efficient manner. It is also meant to ensure that all information (written or verbal) exchanged is per the Company Policy(s), consistent with and representative of the Company's overall position and delivered according to a specific form and format, while maintaining business confidentiality, as per GI 0710.002 (Classification of Sensitive Documentation).

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4.0 POLICY:

SAA is the sole Company organization responsible for handling all external communication (written or verbal). In order to facilitate certain Company operation(s), SAA may delegate a limited authority to other Company organization(s) as per written agreement(s) on the procedure and controls, which should be signed at the appropriate department or admin area level, provided that SAA shall be copied and/or notified as appropriate in all such communications and correspondences.

5.0 COMMUNICATION**5.1 Verbal Communication:**

All Saudi Aramco organizations that need to contact external entities on business-related issues shall, through e-mail, Fax, telephone or correspondence (depending on the merits of the case, its importance and urgency) contact one of Government Affairs department(s) (EP, CP, WP) as appropriate according to the geographic area of responsibility table provided in the Supplement.

Once the request is received, the following course of action will be taken, as deemed fit for the nature of the situation:

- Manager of Government Affairs department or his designated Deputy Manager in the respective area will assign a Relations Representative to handle the request.
- The SAA- Relations Representative will set up a meeting with the Customer to review the case. The Relations Representative will advise on the type and course of action to be followed, and the party that may make the contacts and meet with the representative(s) of Government Official Entities.
- If appropriate, the Relations Representative will set up for the Customer a meeting with relevant Government Official Entities and follow-up on the case as needed.

5.2 Written Communication:

All requests for Company correspondence should be submitted to SAASD via the Correspondence Management System (e-Zajil); enclosing the proposed draft at least one week (five work days) prior to the date it is needed to be delivered to Government Official Entities. This is required in order to allow for proper handling and timely completion of the request. Guidelines on the formatting of Company's written communication with the Government should be observed (see details in attached Supplement).

6.0 RESPONSIBILITIES:

This section defines the responsibilities of the Customer and SAASD (as represented by SAASD Government Affairs Staff Advisor) in terms of drafting the letters and ensuring accuracy of their contents and compliance with the Company policy and positions.

6.1 GA Staff Advisor at Government Affairs Departments:

- Ensures that all incoming correspondence is timely screened, uploaded in eZajil along with all attachments, and forwarded to SAASD.
- Provides the available background information on the subject of communication through the remarks in e-Zajil.
- Attends meetings with external agencies on issues covered in incoming correspondence.
- Ensures that signed outgoing correspondence is timely delivered to the concerned Non-Saudi Aramco agency, and that proper verbal clarifications are given/obtained when needed.
- Ensures that signed outgoing correspondence is timely scanned and distributed via e-Zajil.
- Follows up with Non-Saudi Aramco agencies to obtain the required responses to the Company correspondence.

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6.2 SAASD - GA Staff Advisor:

- Ensures that all incoming correspondence is timely distributed for action by Saudi Aramco organizations via eZajil after completing the necessary coordination for proper assignment of action.
- Follows up with Saudi Aramco organization(s) to obtain the required responses to incoming correspondence in a timely manner.
- Serves as an advisor for the Customer on matters related to proper written communication.
- Drafts/reviews the received response to ensure accuracy, consistency, conformity with Company's position, policy and proper formatting, and sends document/attachment(s) for translation if needed.
- In case a major modification is needed, GA Staff Advisor will discuss the changes with the Customer as appropriate, and in certain cases obtains the Customer's Admin Area/Business Line head concurrence as appropriate.
- Once the content is approved at the appropriate level, SAASD GA Staff Advisor will forward the letter for signature by the appropriate Manager of Government Affairs department or his delegated Area Deputy Manager according to the geographic area of responsibility/signatory level.

6.3 Customer:

- Ensures that the draft submitted for final processing by SAASD has already been approved by the Customer's department head/delegated division head.
- Ensures that the draft submitted for final processing by SAASD contains the accurate information that properly communicates the Company request and/or addresses the inquiry received in the incoming correspondence.
- Assigns a contact person to provide further information/clarifications on the content of the letter, if needed.

7.0 AUTHORIZED SIGNATORIES:

Company officials authorized for signature of outgoing letters are the managers of the respective Government Affairs departments and their authorized deputy managers, General Manager of Government Affairs, Admin Area Head of Saudi Aramco Affairs and the President and Chief Executive Officer according to the nature of the letter content and level of addressee.

8.0 CORRESPONDENCE ON PROJECTS, LAND ISSUES, AND IMPORT OF COMMUNICATION EQUIPMENT:**8.1 Correspondence on projects:**

All correspondence on Land Use Permits (LUPs) as well as coordination/review of projects interfacing with the Saudi Aramco facilities shall be handled by Projects Review and Coordination Division of SAASD in compliance with GI No. 887.000 (Coordination of Saudi Aramco Projects with Non-Saudi Aramco Agencies).

8.2 Correspondence on land issues:

All correspondence on land issues (encroachments, reservations, etc.) should be directed to Land Affairs Department, which will handle them in coordination with Government Affairs departments.

8.3 Correspondence on import of communication equipment:

All requests concerning import of communication equipment shall be processed through Government Coordination Group, Communications Engineering & Technical Support (as per G. I. No. 1603.000).

9.0 PROCEDURE FOR DELEGATING AUTHORITY

If deemed necessary and in order to facilitate smooth day-to-day (routine type) operation for the various Company Organization, SAA may delegate part(s) of its representation authority to another organization (Customer) provided that:

- The Customer demonstrates to SAA Admin Area Head that the Company interest is best served through the Customer direct contact with the Government Official Entities;

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- The Customer submits, for review and approval by SAA, a proposed written procedure for communication with the concerned Government Official Entities;
- Upon agreeing on a specific procedure, SAA will delegate to the customer a limited authority to handle communication activities with a certain Government Official Entities.

10.0 SUPPLEMENTS**10.1 Format of Saudi Aramco Correspondence Addressed to External Agencies****10.2 Geographic Area of Responsibility of Saudi Aramco Affairs Operation Offices****RECOMMENDED BY:****Manager, Saudi Aramco Affairs Services Department****CONCURRED:****General Manager, Government Affairs****General Attorney, Law Department****APPROVED:****Executive Director, Saudi Aramco Affairs**

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10.0 SUPPLEMENTS**10.1 “Format of Saudi Aramco Correspondence Addressed to External Agencies”**

- The standard Arabic font is *Akhbar MT*, size (16) and English font is *Arial*, size (12).
- Margin: header 2.5 inch, footer 1 inch, and both margins 1.25 inch.
- Information on the official to whom correspondence is addressed should contain full job title, department or Ministry, and location.
- Signatory line should be provided on the left side below the text, with the full name and title of signatory if the length of correspondence is more than one page.
- Unless specifically directed, it is preferable that a correspondence comprises no more than two or three pages at most. Correspondences exceeding this number of pages shall be in the form of a covering letter along with an attachment.
- Copies to recipients are indicated beneath the signatory line.
- Level of confidentiality and urgency should be written on top of the first page, followed by the letter number.
- When date is mentioned, the full name of the month should be used.
- The correspondence number should be typed on top of the attachment, and serial numbers of attachment should also be indicated.

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10.2 Geographic Area of Responsibility of Saudi Aramco Affairs Operation Offices

Saudi Aramco Affairs Operation Office	Geographic Area of Responsibility
Saudi Aramco Affairs in the Eastern Province – Dhahran Area	<ul style="list-style-type: none"> Government officials in the areas of Dhahran, Dammam, al-Khobar, and Thqabah; and officials in foreign companies/agencies
Saudi Aramco Affairs in the Eastern Province – Ras Tanura Area	<ul style="list-style-type: none"> Government officials in Ras Tanura, Hafr al-Batin, Ju'aymah, Jubail, al-Khafji, Na'iriyah, Qatif Area, Safaniyah, Turaif, and Northern Frontiers Area
Saudi Aramco Affairs in the Eastern Province – Abqaiq Area	<ul style="list-style-type: none"> Government officials in Abqaiq, 'Ain Dar, and surroundings
Saudi Aramco Affairs in the Eastern Province – Udhailiyah Area	<ul style="list-style-type: none"> Government officials in Haradh, al-Hasa, Khurais, Salwah, 'Udhailiyah, Batha, Shaybah and surroundings
Saudi Aramco Affairs – Central Province Riyadh Area	<ul style="list-style-type: none"> Government officials in the areas of Riyadh, Qasim, Hayil, al-Jawf, and Najran
Saudi Aramco Affairs – Jeddah Area	<ul style="list-style-type: none"> Government officials in the areas of Makkah al-Mukarramah, Jazan, Tayif, Asir, and Tabuk
Saudi Aramco Affairs – Yanbu' Area	Government officials in Yanbu', and Medina Al-Munawarah Area