

GENERAL INSTRUCTION MANUAL

ISSUING ORG. INDUSTRIAL SECURITY OPERATIONS (ISO)

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SUBJECT SAUDI ARAMCO IDENTIFICATION CARDS

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1 OF 18**CONTENT**

This General Instruction (G.I.) outlines administrative procedures and requirements for Saudi Aramco ID cards. It identifies responsibilities, business strategies and applicable transactions to be executed through e-Security application via SAP corporate portal at the Intranet home page (<http://myhome.aramco.com.sa>) and extranet page (<http://portal.aramco.com>). All references in the instruction are meant for Saudi Aramco organizations and employees with the following information:

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- 03.0 Glossary.
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- 05.0 ID privileges and access denied.
- 06.0 Additional ID regulations.
- 07.0 Responsibilities of stakeholders and cardholders.
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- 09.0 Community-facility IDs for employees, retirees, consultants and others.
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1.0 G.I. PROPONENT

Industrial Security Planning & Support Services Department (ISP&SSD) is the proponent of this instruction. The ISP&SSD and Area Industrial Security Operations Departments shall consistently ensure the procedures and requirements are implemented in their area of responsibility. All changes, comments or suggestions relating to the procedures and associated requirements stated in this GI shall be directed to ISP&SSD.

2.0 PURPOSE

This is to ensure efficient and streamlined operations for protection of company's installations, restricted or non-restricted facilities, including communities and to grant physical access to employees, contractors and all others with their identification through appropriate IDs within the facilities or premises (**Note:** Any organization is not permitted to develop or use ID(s) or passes showing corporate identity without prior approval from Industrial Security).

3.0 GLOSSARY

The following abbreviations/acronyms of the names or titles are used in this instruction:

AIO : Area ID Office
AISOD : Area Industrial Security Operations Department

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AAC	:	Aramco Affiliated Company
AOC	:	Aramco Overseas Company
ASC	:	Aramco Services Company
APNE	:	Apprenticeship Program for Non-Employees
BKP	:	Bulk Plants
CDPNE	:	College Degree Program for Non-Employees
CMC	:	Chronic Medical Condition
CSL	:	Computer Security Liaison
EAP	:	Education Assistance Program
FrPD	:	Fire Protection Department
FRA	:	Final Release Agreement
GCC	:	Gulf Council Countries
ISO	:	Industrial Security Operations
ISP&SSD	:	Industrial Security Planning and Support Services Department
NCF	:	Non Community Facility
NIC	:	National Identity Card
OOK	:	Out-of-Kingdom
PIN	:	Personal Identification Number
PNG	:	Persona Non-Grata
PTD	:	Permanent Total Disability
HRSCO	:	Human Resources Service Center Office
SAA	:	Saudi Aramco Affairs
SAP	:	Systems, Applications, and Programs
SCC	:	Security Control Center
SCIS	:	Supreme Commission for Industrial Security
SEC	:	Saudi Electric Company
SI&RA	:	Social Insurance & Retirement Affairs
STS	:	Security Technical Services
SSSP	:	Saudi Strategic Storage Program
SAS	:	Saudi Aramco Services
TS&C	:	Technical Support & Coordination

4.0 GENERAL RULES

Saudi Aramco IDs are distinguished by combination of colors, shapes, company hologram, strips, expiration date, bar codes, etc., and issued on approved service requests. The following conditions and requirements must be met before issuing IDs or granting access to individuals:

4.1 CRITERIA

Individuals (male/female) must be employed, dependent, associated with organization in any position and/or sponsored by the contracting firm or agency to work for Saudi Aramco under approved contract, service order, work order, etc. The following criteria shall be used:

- 4.1.1 Plant, non-plant, community-facility or other types of IDs affixed by letters, suffixes, logos, or code numbers shall be issued commensurate with the eligibility and requirements established through SAP HR/SAP Core systems. For example; IDs issued to employees, contractors and others assigned to hospitals/clinics shall show letter "H". A letter "S" shall be placed on IDs issued to 11+ female employees. IDs issued to SC9&10 employees shall mark "M". Also, letter "R" and "H" shall be placed on IDs issued to returning students and domestic helpers respectively.
- 4.1.2 Personal biographic information shall clearly be used on IDs in Arabic and English as expressed in Government directive that requires full name (last, first/middle initial), badge number, current

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photo, date of birth, nationality, government number, company name, commercial registration or license number for contracting firm/agency, access rights showing facility or site codes, serial number, expiry date, blood type and applicant's signature.

4.1.3 Applicants shall present to AIO valid documents such as NIC or Family card (Saudi), resident permission (certain national), NIC or passport (gulf country citizen) and residence permit/passport (expatriate) while requesting IDs- **Note:** If these documents have expired, IDs shall not be issued.

4.1.4 Persons working for overseas subsidiary companies (ASC/AOC/AAC) shall be issued plant IDs to facilitate their entry in restricted facilities when they are on assignment to Saudi Aramco. The IDs issued at overseas subsidiary company offices shall be accepted for admittance to administration offices, main camps and recreational areas (**Note:** Persons working for domestic subsidiary/joint venture companies shall be issued designated IDs on approved service requests).

4.1.5 Non-employed guests or visitors who are visiting camp or Ar'Rabiyah compound residents for their short-term visits (less than 14 days) shall not be issued IDs (**Note:** Camp residents may submit their requests through Visitor Management System).

4.1.6 Persons who were issued IDs earlier and meanwhile they have changed association or job through any firm, agency or sponsor, must surrender IDs to Industrial Security and re-apply for designated IDs against the approved service requests.

4.1.7 E-Security completed service requests for IDs shall stay valid for 30-days from the last approval date. If needed, appointment can be rescheduled with a new date without cancelling the service request within the validity of 30-days.

4.2 BADGE NUMBER ASSIGNMENT AND FINGERPRINT TAKING

4.2.1 Only one badge number is to be assigned to each applicant throughout his/her career or association with the company. This excludes employee's dependents and personal visitors who are not issued badge numbers (**Note:** Applicants must indicate previously assigned badge number(s) while requesting ID).

4.2.2 Applicants needing new IDs shall be fingerprinted or if fingerprints taken earlier are not clear. The ASC/AOC/AAC employees on assignment to Saudi Aramco shall be fingerprinted when they need plant IDs (**Note:** VIPs, dignitaries, diplomats, Board of Directors and government employees are exempt from fingerprint taking).

4.3 ID PHOTO SESSION

4.3.1 Applicants shall be photographed in civil dress with a full-face view directly to the camera installed in AIO and without wearing hat, sunglass or head/face covering. A male applicant who needs a plant ID shall be photographed bare-headed.

4.3.2 AISOD and FrPD employees who are assigned to operational activities shall be photographed for plant IDs in their approved uniform excluding cap.

4.3.3 Contractor personnel and distribution customers are allowed to renew a maximum of two (02) IDs without their physical presence in ID office for a photo by using previous pictures provided their earlier photos are quite clear or if there are no changes to the face impression or access privileges.

4.3.4 In the cases of change information or replacement of damaged IDs, individuals may be re-issued IDs by using old pictures provided there are no changes to the face impression or access privileges.

4.4 TWO IDS OR COMBINED PRIVILEGES THROUGH ONE ID

4.4.1 All regular executives, general managers, SC15+/SC11-14/SC3-10 employees, consultants and others who require access to vital installations, restricted facilities and communities shall be issued two IDs (community-facility & plant) with prescribed privileges and validity of IDs.

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Those who do not require access to restricted facilities shall receive one type of ID commensurate with privileges prescribed through SAP HR system.

- 4.4.2 Non-employed spouses of SC11+ Saudi female employees and retirees, dependent wife and unmarried daughters of SC11+ Saudi employees who are working as contractor employees shall be issued two IDs (community-facility & contractor). This includes issuing two IDs (community-facility & contractor) to Saudi dependent parents of SC11+ regular employees and SC11+ Saudi retirees who are hired as company consultants or working as contractor employees.
- 4.4.3 SC3-10 Saudi retirees (not working as contractor employees) who are dependents (parents) of SC11+ regular employees shall be issued Retirement ID (one ID) providing an indication of a dependent with 11+ privileges and the ID validity shall be the same as per retirement ID.
- 4.4.4 SC3-10 male employees married to SC11+ female employees (Saudis or expatriate casuals) shall be issued employee SC3-10 ID with 11+ privileges. The 3-10 ID showing validity as per the employee ID shall provide an indication that the employee is also a dependent with 11+ privileges.
- 4.4.5 Contractor employees who are approved to staying in main camps shall be issued two IDs (consultant & contractor). This includes contractor employees who are personal visitors to employees residing in main family camps and they shall be issued two IDs (**Note:** Personal visitors of 3-10 employees and others residing in bachelor camps do not qualify for IDs to be issued).
- 4.4.6 Trainees (dependents of 11+ employees) shall be issued a combined community-facility ID (one ID) bearing trainee's and the employee's ID number. A summer student - dependent of an 11+ employee shall be issued two IDs (student and dependent).

4.5 RETENTION OF ID PRIVILEGES FOR RETIREES

All Saudi retiring executives/general managers, SC15+/SC11-14 and SC3-10 employees shall be allowed to retain the same ID privileges that were granted to them during their regular service with the company. They shall be issued Retiree IDs after the retirement action is established through SAP HR system on the retiring employee's last working day with the company. Dependents of SC11+ retirees (Saudi) are eligible for access to 11+ camp facilities on the re-issuance of community-facility IDs after the medical eligibility requirements are established through SAP HR system.

4.6 SELECTING PIN CODE

On receiving processed plant IDs from AIO, cardholders shall select PIN codes to use through turnstile or card-reading devices installed at the gates while entering vital installations and restricted facilities. (**Note:** Community-facility, NCF and non-plant IDs are not assigned PIN codes).

4.7 DISPLAY OF IDS AT WORKSITES

Individuals must display their ID(s) at all times while present at any worksite in vital installations, restricted facilities, non-restricted areas and residential compounds. Pedestrians, drivers or passengers must show their IDs to security guards while passing through the gates. Also, individuals shall show their IDs to security patrol while present or staying in community areas.

5.0 ID PRIVILEGES AND ACCESS DENIED

Cardholders must always carry valid IDs to enter company facilities and ensure the expired IDs are replaced with the new ones to avoid confiscation and denial access to the facilities. In the case of misbehavior or violation of company regulations, Industrial Security has the right to withdraw IDs from individuals. The following rules shall apply:

- 5.1 Individuals shall enter facilities matching with the codes, groups or site location indicated through their IDs. The individuals holding community-facility, non community-facility or photographer IDs shall not enter restricted facilities (**Note:** Plant IDs showing green/blue colors in header may be accepted to enter designated facilities).

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- 5.2 NCF IDs, official photographer IDs, contractor IDs, customer IDs and Government IDs do not grant access to community facilities or recreational areas. NCF IDs issued to drivers, domestic helpers and contractors shall provide limited access to administration offices and camps during permitted hours as stated in this instruction.
- 5.3 Individuals using expired IDs, illegally loaned, borrowed from original owner, reproduced, altered, duplicated, forged and PNGs shall be denied access to any facility. These IDs shall be confiscated and the acts of cardholder (except expired IDs) shall be subject to appropriate action.
- 5.4 Community-facility IDs issued to SC11+ female employees showing letter "S" and SC11+ male employees shall permit their accompanying children below the age of 12-years to enter recreational facilities during permitted hours. Dependents of 11+ employees, 12 years & older, shall receive IDs to enter 11+ facilities without accompanying parents.
- 5.5. SC9&10 IDs showing letter "M" shall provide limited access to employees and their accompanying wife/children to watch movie in the 11+ camp during permitted hours. The 11+ privileged IDs issued to SC3-10 female employees without "S" shall allow only employees to access recreational areas without accompanying their children and husband. The spouse and children of 3-10 employees may obtain IDs similar to a bus pass on the information and eligibility available through SAP HR system (**Note:** Spouse and children of 3-10 employees holding IDs similar to a bus pass are not eligible to use recreational facilities).
- 5.6 Contractor personnel shall strictly observe company working hours (0700-1600 hrs) or rotating shift schedule, if any. If contractor personnel are required to work beyond working hours, during weekends or holidays, the proponent or contracting establishment shall notify Security Shift Superintendent or Area Security Supervisor accordingly.
- 5.7 The 11+ and 3-10 dependent sons who are employed for a wage through government, contracting firm, agency or domestic subsidiary/joint venture company shall not be issued dependent IDs. These dependents intending to stay with parents in family camps may request visitor IDs on approval from Personnel Department.
- 5.8 Distribution customers (owner, drivers or representatives) shall be denied access to distribution facilities if they are not holding sales order and valid customer IDs.

6.0 ADDITIONAL ID REGULATIONS

Consistent with the SAP Human Resources and SAP core systems, e-Security application shall enable the streamlining of the following changes through IDs for employees, dependents, consultants and others:

- 6.1 Regular/retired executives, regular/retired general managers, members of the Board of Directors, VIP guests, dignitaries and diplomats shall be issued in-camp community-facility IDs irrespective of their residence status. This includes issuing in-camp community-facility IDs to regular and retired non-executives residing in Ar'Rabiyah compound. The dependents of regular/retired executives/general managers shall also be issued in-camp facility IDs according to the eligibility defined through SAP HR system (**Note:** Issuance of IDs for dependents of the VIP guests, dignitaries, diplomats and Board of Directors shall require approval from ISO General Manager).
- 6.2 Regular SC15+/SC11-14 and SC3-10 employees shall be issued in or out-camp community-facility IDs according to their residence status available through SAP HR system. Dependents of SC15+/SC11-14 and SC3-10 employees shall be issued IDs based on residence of their parents, personal data and medical eligibility defined through SAP HR system. The trainees, students and consultants staying in 3-10 bachelor camps or living in local communities shall be issued in or out-camp community-facility IDs as stated in this instruction manual.
- 6.3 SC3-10 US/Canadian employees and their eligible dependents, SC3-10 female employees, SC3-10 casual employees married to Aramcon and SC3-10 IKLH female expatriates shall receive 11+ privileged IDs (**Note:** Dependents of 3-10 regular employees shall receive IDs similar to a bus pass to ride on a company bus for travel from residence to hospitals/clinics and back as per medical eligibility defined through SAP HR system).

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- 6.4 Drivers and domestic helpers assigned to regular and retired executives, sponsored by general managers, regular SC15+ employees and SC14 division heads living in or off-camp and Ar'Rabiyah compound shall be issued 3–10 community-facility IDs. Drivers of regular SC11–14 employees, retirees (retired general managers and retired SC15+/SC11-14 employees), regular SC3-10 female employees and contractor female employees (Saudi) working for company shall receive NCF IDs (**Note:** Female may designate a husband, a father, a brother, a guardian or a driver while requesting NCF ID).
- 6.5 Issuance of IDs shall be limited to three (03) personnel (driver/domestic helper) sponsored by regular and retired executives, regular/retired general managers, regular SC15+ employees and SC14 division heads. For personnel sponsored by regular SC11-14 employees and 11+ retirees, IDs shall be limited to one (01) driver and one (01) domestic helper (**Note:** Drivers sponsored by SC3-10 employees, and male/female trainees or students are not eligible for IDs to be issued).
- 6.6 Recreation Consultants sponsored by Community Services shall be issued in-camp community-facility IDs for a period not exceeding 1-year irrespective of visa endorsement on their passports if they are staying in camp. The consultants sponsored by other organizations shall be issued in or out-camp IDs valid for a period of visitor visa endorsement on the passports based on their residence.
- 6.7 Expatriate retirees leaving or staying in the Kingdom shall be issued Courtesy IDs providing no access privileges to the main camps or utilizing the recreational facilities after the retirement action is reflected through SAP HR system. However, at the request of 11+ expatriate retiree, who has a valid Saudi residence or conversely lives in the Kingdom of Bahrain, a community-facility ID may be issued to allow him access the main camp and utilize the recreational facilities on the discretion and approval from Director of Personnel Department (**Note:** Expatriate retiree dependents (wife/children) are not eligible for IDs to be issued).
- 6.8 ASC/AOC/AAC employees shall not be issued community-facility IDs while they are on assignment to Saudi Aramco. They may be issued plant IDs on approvals if they are required to enter vital installations or restricted facilities (**Note:** IDs issued at Houston and Netherland shall be accepted at community gates and recreational facilities).
- 6.9 Plant, community-facility, NCF, official photographer, contractor and distribution customer IDs shall be renewed for a further period as needed. This includes information change, replacement or additional accesses to be processed on services requests and approvals as needed.

7.0 RESPONSIBILITIES OF STAKEHOLDERS AND CARDHOLDERS

The following stakeholders and cardholders are obligated to assist Industrial Security in the execution of policies, procedures and associated requirements while issuing IDs as follows:

- 7.1 **HUMAN RESOURCES POLICY & PLANNING DEPARTMENT:** The department shall ensure the changes or relaxations to the corporate policies, privileges or benefits that need to be reflected through community-facility or non community-facility IDs for regular employees, dependents, casuals and non-employees are timely relayed to ISP&SSD Manager for inclusion in applicable procedures, modification to the e-Security and implementation in all areas.
- 7.2 **PERSONNEL DEPARTMENT:** The department shall ensure the following:
- 7.2.1 Personnel biographic data is clearly maintained in SAP HR systems for regular executives/general managers, SC15+/SC11-14 and SC3-10 employees (including loanees to domestic or overseas subsidiary/joint venture companies), casuals and IKLH expatriate female employees. This includes maintaining biographic information and updating eligibility requirements in SAP HR systems for regular employee's family members (e.g., wife, sons, daughters & dependent parents), and those dependent sons/daughters who are on EAP/non-EAP status in order to issue IDs to them.
- 7.2.2 Service requests are approved to issue IDs for domestic helpers assigned to regular executives/general managers, SC15+, SC14 division heads and SC11-14 employees, including SC10 US/Canadian employees who are residing in family residential areas or local communities

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and for non-employee spouses (resident) of expatriate female employees to temporarily stay in main family camps. This includes approving service requests to issue IDs for expatriate employee's unmarried dependent daughters who are staying with parents beyond the age of 26-years (Gregorian).

7.2.3 Service requests are approved to issue IDs for SC11+ expatriate employee's family members who are arriving from OOK on visitor visa and staying with employees in camp or local community area. This includes approving service requests to issue IDs for personal visitors (relatives) of Saudi/expatriate employees from In-Kingdom to stay with employees in family camps for a limited period of time not exceeding three months.

7.2.4 SAP HR systems are updated with applicable information (e.g. medical eligibility) for early/normal retirees, PTD/CMC annuitants, old ex-SAMAREC retirees, 11+ retiree's eligible dependents (wife/son/daughter) and domestic helpers/drivers who are assigned to executive retirees.

7.2.5 Once declared, a relationship link is provided in SAP HR systems between regular and retired employees and their working non-employee dependents (wife/son/daughter/parents) and also between regular and retired employees and their working spouses. This relationship link is essential to prevent issuing multiple privileged IDs to individuals.

7.2.6 All Saudi retirees and their eligible dependents are directed to call Industrial Security Help Desk Support (Tel: 03-876-6000) to initiate service requests and facilitate appointments for obtaining IDs from Industrial Security. The Human Resources Service Center shall remind retirees that they should not show up at Area ID offices without prior appointment. This includes retrieving IDs from active retirees, deceased retirees, their dependents, and domestic helpers assigned to executives when ID privileges are revoked or when IDs are no longer needed and the retrieved IDs are then returned to Industrial Security.

7.2.7 Changes that have occurred to the corporate policies in the issuance of IDs for regular employees, retirees, PTD/CMC annuitants, their dependents, old ex-SAMAREC retirees including retiree's SAP codes (61-70, 86, 88 & 89), domestic helpers/drivers assigned to executive retirees and other personnel are timely communicated to ISP&SSD Manager. This includes approving letters to issue IDs for expatriate retirees who have a valid Saudi residence or conversely live in the Kingdom of Bahrain by allowing them access the main camps and utilizing the recreation facilities (**Note:** Validity of IDs for expatriate retirees shall not exceed two years).

7.2.8 IDs are retrieved from retiring, terminated and those employees who left the company or died during service career without complying with the departure clearance as well as their dependents who are departing Saudi Arabia on exit visa. The retrieved IDs shall be turned-in to Industrial Security.

7.3 **STAFFING SERVICES DEPARTMENT:** The department shall ensure the following:

7.3.1 SAP HR system is updated with biographic information for all new candidates, rehires, casuals, IKLH expatriate female employees, summer students, faculty members and trainees (APNE/CDPNE) commensurate with their facility or salary codes as applicable. (**Note:** Do not initiate requests of plant IDs for new candidates as it is the responsibility of proponents where individuals are assigned to work).

7.3.2 Old badge numbers are clearly indicated for all candidates, summer students, trainees and college degree programs-non employees, if they were previously assigned regardless they were working for company or associated with the contracting firm in any position.

7.3.3 ID service requests shall not be initiated for supplemental contractor manpower that is hired to work for various departments within the company. It is the responsibility of contracting firm to submit service requests to proponent for approval.

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7.3.4 All summer students, coop students, faculty members, internship candidates, apprentices or college degree program non-employees must return their IDs to Industrial Security when they are terminated, transferred, or when they did not report to work.

7.3.5 All policy relaxations that need to be reflected in the ID issuance and associated procedures for new hires/rehires, students, faculty members, apprentices and college degree program non-employees, including supplemental contractor manpower are timely relayed to ISP&SSD Manager for inclusion in applicable procedures, modification to the e-Security system and implementation in all areas.

7.4 **COMMUNITY SERVICES:** The Community Services, in all areas, shall ensure the following:

7.4.1 Service requests are concurred and forwarded to Personnel Department for NCF IDs to be issued to expatriate female's non Aramco-employed husbands (resident - sponsored by other agency in the Kingdom) who are visiting their wife in camps. This includes concurring service requests for OOK families of 11+ employees arriving (on visitor visa) to stay with employees in camps. They shall be issued temporary visitor IDs according to the validity of visitor visa endorsement on their passports.

7.4.2 Camp residents are directed to exchange their in-camp community-facility IDs to out-camp privileged IDs for themselves and for their dependents while they are moving to local communities or going on assignment.

7.4.3 SAP HR system is updated with information on returning students who are staying with their parents in family camps to determine which IDs shall be marked with suffix "R" they should receive to utilize recreational facilities in the camps.

7.4.4 Changes that have occurred to the rules governing communities, recreational and beach facilities which can be used by employees, dependents, consultants, trainees, students, contractors and others who are holding 11+ or 3-10 privileged IDs are timely communicated to ISP&SSD or AISOD Manager for inclusion in applicable procedures, modification to the e-Security system and implementation in all areas.

7.5 **PROPONENT ORGANIZATIONS**

Department managers or higher are primarily responsible for persons who need IDs to enter company facilities and they shall not submit or approve ID service requests for individuals who are not assigned, not working and/or not sponsored by their departments (**Note:** Plant ID service requests shall be maintained to a minimum for security and efficiency reasons. Also, persons who have meetings, seminars or conferences shall not be issued IDs). In addition to the procedures and requirements stated in this instruction manual, proponents shall ensure the following rules are implemented:

7.5.1 Service request initiators and validators (their role can be requested through User Access Management Tool-UAMT via SAP portal) are assigned to initiate and validate service requests for plant, non-plant or community-facility IDs to be issued to employees, consultants, visitors, trainees, students, faculty members, members of Board of Directors, government employees, contractors, haulers, distribution customers, SEC, Bank, SAS drivers and others that are servicing their departments. All service requests shall include a selection of plant codes/groups from the listings placed in e-Security application or Security Web page (<http://security.aramco.com.sa>) and estimated working hours for contractor employees.

7.5.2 Restricted area access privileges granted to employees, consultants, contractors and others shall be periodically reviewed and assessed to meet operational needs. If necessary, access rights shall be minimized or eliminated when no longer needed, especially when employee is transferred to other organization or when mothballing of a facility has been executed. Also, the changes occurred to the plant codes or groups due to closure of a facility or if new facilities are streamlined shall be timely rectified through IDs.

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- 7.5.3 Access privileges to “ALL” plants/sites shall not be approved for contractor personnel. The multiple accesses can be selected for employees, consultants, contractors and others by submitting new service requests in order to meet operational requirements.
- 7.5.4 Service request validators shall verify requisite information used for employees, consultants, contractors, customers and others such as name, badge number, plant access codes, groups, site location, contract number, contractor name and contract validity before the service requests are released to the approvers within specified time limit.
- 7.5.5 Violations shall be reviewed for employees and consultants who did not surrender plant IDs before going on vacation, assignment, training or other leave exceeding 10 consecutive days and appropriate action shall be taken as required by the Company’s General Internal Rules for the Organization of Work and Workmen. The General Internal rules stipulate warning notices to be issued to employees for the first and second offense, dismissal warning notice for third offense and termination for the fourth offense. The disciplinary and corrective guidance reports shall be reviewed in accordance with the procedures outlined in IR Manual (**Note:** Notices shall be copied to HR Service Center office and ISP&SSD Manager).
- 7.5.6 All contracting firms, including subcontractors, SEC and domestic subsidiary/joint venture companies while doing business or providing services to the company must acquire vendor code or registration number to be assigned through Contracting Department or Material Supply by using Web page (<http://esr.aramco.sa>).
- 7.5.7 Contracting firms shall select plant codes, groups or site locations while initiating requests for their employees according to the contract or job requirement from proponent organization. The non-restricted work site locations shall include abbreviated letters, e.g. DHA, ABQ, RTR, RIY, JED, NPC, SPC, etc. (**Note:** Access to pipeline corridors shall require approval from Area Pipelines Department).
- 7.5.8 Main contracting firms, SEC and domestic subsidiary/joint venture companies shall nominate up to five (05) Saudis to accompany their employees (including subcontractor personnel) to Industrial Security offices for ID photos, fingerprint taking on scheduled appointment dates and collecting IDs and then returning IDs to AIO. This condition exempts accompanying of representatives for SEC and domestic subsidiary/joint venture company employees who can directly go to AIO for the needful.
- 7.5.9 Department CSL(s) shall post authorizations in SAP systems for contractor representatives (up to five persons) who need access to e-Security application. The request(s) of additional persons shall be reviewed and sent to AISOD Manager (**Note:** CSL shall disable access to e-Security for representatives who left the firm and he/she shall update information when there are changes to the representatives).
- 7.5.10 SAP core systems shall be updated on the start and end dates of contracts, work orders, service orders, subcontracts, commercial registration numbers, vendor’s registration number, contracting establishment names, and other information as needed (**Note:** Endorsement shall be obtained from Contracting Department to issue IDs for contractor personnel in the case of closed contract, or there is no approved contract).
- 7.5.11 Saudi Aramco employees and consultants (plant cardholders) shall be reminded to return plant IDs to Industrial Security when they are intending to be away from their job on any leave of absence exceeding 10 consecutive days. Employee’s supervisor shall notify Industrial Security Helpdesk Support (Tel: 876-6000) if an employee holding plant ID is away from his job for unexplained reason exceeding 10 consecutive days.
- 7.5.12 Contracting firms, SEC and domestic subsidiary/joint venture companies associated with the department shall be directed to submit a letter to Industrial Security stating that they understand ID regulations and associated requirements (sample letter is available through AIO). Also, e-form SA-5715-3 shall be prepared or processed for Industrial Security clearance against each

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specific closed long or short form contract and service or work order in order to release the payments to the firm.

- 7.5.13 Up to three (03) Saudi Arab employees shall be appointed to handle plant IDs when employees in remote areas cannot deposit or collect plant IDs while going on vacation, assignment or other leave exceeding 10-consecutive days. A letter containing name, ID number, location, organization code and sample signature of the employee(s) responsible for retrieving plant IDs shall be sent to AISOD Manager.
- 7.5.14 Contracting firms shall be communicated that contractor employees and representatives must not take Saudi Aramco plant IDs out of Kingdom while going on vacation, holidays, assignment, training, medical leave, etc., exceeding 10 days inclusive of weekends and holidays. They should deposit plant IDs with their firm for safekeeping.
- 7.5.15 If operationally needed, a single point with backup of contact may be established within the department to maintain follow-ups with the plant managers and Industrial Security offices concerning service requests, coordination with plant managers and ID-related matters.
- 7.5.16 Plant IDs shall immediately be retrieved from employees and contractor personnel who are terminated on cause and then returned to Industrial Security. At the same time, consultants, visitors, government employees, trainees and students shall be directed to return IDs to Industrial Security when their assignment or jobs are completed.

7.6 PLANT MANAGERS

In addition to the guidelines and requirements set for proponents, the plant managers (owner/share responsibility) shall ensure the following rules are appropriately implemented:

- 7.6.1 Plant ID service requests received from proponent(s), including the requests initiated for employees, consultants, contractors or others working for their department shall be reviewed and approved (**Note:** Rejection of service requests shall directly be communicated to the department).
- 7.6.2 All individuals working inside or visiting plant facilities shall be reminded through general announcement or notices placed outside the plant gates to visibly display and safeguard their plant IDs at all times while present at worksite in vital installations or restricted facilities.
- 7.6.3 Newly streamlined installations and restricted facilities shall be assigned security codes through ISP&SSD. The changes that have occurred in the status of a plant facility due to reorganization, closure, or if share responsibility is added or changed shall be communicated to ISP&SSD or AISOD Manager.
- 7.6.4 Plant manager (owner) may limit the share responsibility set to other departments for vital installations or restricted facilities and specify special procedure or requirements for individuals needing access to their facilities with a notification sent to all organizations, company-wide (**Note:** This includes providing agreement to the requests if other departments are involved while sharing access privileges for vital installations and restricted facilities).
- 7.6.5 Access privileges that were granted to the employees, contractors and others for restricted facilities shall be periodically reviewed and that any changes are communicated to AISOD or ISP&SSD Manager.

7.7 CARDHOLDERS

All cardholders, contractor representatives and/or sponsors shall acknowledge receiving IDs from Industrial Security offices. They shall not carry expired or damaged IDs while entering any facilities. In addition to the procedures and requirements described in this instruction, the cardholders, representatives and/or sponsors shall comply with the following:

- 7.7.1 In any case, IDs must not be loaned, borrowed, misused, reproduced, duplicated or forged. These acts are subject to investigation and severe disciplinary action to be taken against the defaulter.

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- 7.7.2 Employees, dependents, consultants, trainees, students, contractors and others shall return their IDs to Industrial Security or to their sponsors when they are terminated, resigned, separated, retired, or leaving the company, including US loanee's transfer to USA or when trainees and students have completed their training program.
- 7.7.3 While moving to local community areas, employees (camp residents) shall exchange own and their dependent IDs to out-camp privileged IDs by using change information through e-Security.
- 7.7.4 Employees, consultants, contractors and others who are issued plant IDs must never take it out-of-Kingdom even for one day. Employees and consultants shall turn-in to Industrial Security's offices which are operated around the clock, 7-days a week or department representatives in remote areas when cardholders are going to be away for more than 10 consecutive days.
- 7.7.5 Employees on 14/7 work schedules may not surrender plant IDs during scheduled days-off if the leave is lasting less than 10 days and staying in the Kingdom. If an employee is admitted in a hospital for a period exceeding 10 days, he may not surrender plant ID provided he submits a medical-off leave slip to his supervisor for update through applicable systems.
- 7.7.6 Plant IDs issued to regular executives and general managers shall be safeguarded by Executive Secretaries when they are going to be away from their offices. Secretaries shall communicate to AIO while updating departure and return dates for executives and general managers.
- 7.7.7 Cardholders and/or sponsors shall report to the nearest SCC or Industrial Security Helpdesk Support (Tel: 03-876-6000) when plant or community-facility ID is lost irrespective of cardholder is on the job or off-job. At the same time, cardholder or sponsor shall lodge a report with the local Police Department or other recognized agency during vacation, assignment or training, obtain a report and then submit a copy to STS/TS&C group as evidence to the incident.

8.0 PLANT IDs FOR EMPLOYEES, CONSULTANTS AND OTHERS

All male/female regular executives/general managers, SC15+/SC11-14 and SC3-10 employees, ASC/AOC/AAC employees, consultants, visitors, trainees, summer students, faculty members and government employees shall be issued plant IDs to enable them perform their assigned duties in vital installations and restricted facilities. The service request initiators and/or validators shall consult approved plant codes/groups placed at Security Web page (<http://security.aramco.sa>) while submitting service requests. The rules for multiple codes, groups and **ALL** accesses are defined as follows:

- 8.1 Service requests for a single plant facility, multiple plants or **ALL** accesses shall require approval from concerned plant manager(s) or their delegated division heads (**Note:** **ALL** accesses that include SSSP, ship boarding, Duba Bulk Plant, Fixed Berth, Jizan Bulk Plant and Marine Terminal shall not provide automatic admittance to the restricted facilities and it requires a logo to be affixed on plant ID on prior approval from concerned Plant Manager or AISOD Manager).
- 8.2 No approval is necessary if plant ID with multiple access or **ALL** plants is requested by the Admin Area Head or Business Line Head. The administrative area head's approval (one signature) is sufficient if multiple accesses or **ALL** plants/sites are required for general manager or department manager.
- 8.3 Approval of Business Line Head (respective Sr Vice President) is sufficient for access to **ALL** plants needed by Saudi Aramco-sponsored consultants and the employees below department manager (**Note:** This approval requirement does not include loanees who are assigned to subsidiary/joint venture companies and contractor personnel).
- 8.4 A special group "BKP" comprising distribution bulk plants and fueling units shall be issued to haulers only on the selection and approval from Regional Distribution Department (**Note:** This group shall not be granted to contractor personnel and distribution customers).
- 8.5 Plant IDs shall be re-issued on new service requests when changes to the codes, groups, or all accesses have occurred to vital installations or restricted facilities due to reorganization process or other circumstances are announced by the ISP&SSD Manager.

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- 8.6 Plant ID service requests initiated for President & CEO, his staff and that of consultants or contractor personnel working for ISO/S&IS and they require multiple accesses or “ALL” plants shall be approved by the S&IS Executive Director, ISO General Manager, or AISOD Manager.

9.0 **COMMUNITY-FACILITY IDs FOR EMPLOYEES, RETIREES, CONSULTANTS AND OTHERS**

Community-facility IDs (new/renew/replace) shall be issued to regular/retired executives & general managers, regular SC15+/SC11-14 and SC3-10 employees (including loanees to subsidiary companies/joint venture companies), casuals, SC11+/SC3-10 retirees, In-Kingdom local hire expatriate females, VIP guests, dignitaries, diplomats, members of Board of Directors, trainees, summer students, coop students, faculty members, consultants, visitors, government employees and others who are directly employed or associated with the organizations. The following guidelines shall apply while issuing community-facility IDs:

- 9.1 Initiator(s) shall complete service requests for concerned persons and submit to validator(s) for verification as needed. The initiator(s) shall release service requests direct to the approver(s) if no validators are assigned to the department (**Note:** Employees (except new) and retirees may directly initiate and submit service requests for their IDs).
- 9.2 Validator(s) shall release service requests to approvers in three (03) working days. If a request is not validated in three (03) day's time, it shall automatically be released to approver who, in turn, has limited time to approve the request in five (05) working days. If request(s) are not approved in specified time, it shall automatically be escalated to next higher level of authority.
- 9.3 Changes involving name, date of birth, government number, salary code, unclear photo, cardholder's signature, residence status & organization code due to transfer and returning student's status shall be processed without approval provided information is up-to-date in SAP HR systems (**Note:** Replacement of lost IDs for individuals listed above shall require approval as stated in this instruction manual).

10.0 **COMMUNITY-FACILITY OR NON COMMUNITY-FACILITY IDs FOR NON-EMPLOYED SPOUSE/DEPENDENTS, PERSONAL VISITORS, DOMESTIC HELPERS AND DRIVERS**

Community-facility or NCF IDs shall be issued to non-Aramco employed dependents (spouse, unmarried and unemployed son and unmarried daughter under education, or parents), personal visitors, domestic helpers and drivers assigned to regular or retired executives, sponsored by regular general managers, regular SC15+/SC11-14 employees and retirees on SAP update or required approvals with the following regulations (**Note:** Relationship between regular employees, retirees, spouses and non-employed dependents shall strictly be observed while issuing designated IDs. Employees shall be responsible for misbehavior or violations of recreational and ID regulations by their dependents, domestic helpers and drivers):

- 10.1 Employees and retirees shall provide applicable information to Personnel Department for update in SAP HR systems for eligible dependents and to Industrial Security for their domestic helpers, drivers and personal visitors as needed. (**Note:** New, renew, change or replacement of lost IDs for individuals listed above shall be processed without approval from any organization).
- 10.2 Dependents (son/daughter) enrolled in EAP or regular education shall be issued IDs in two stages, e.g., in the age group of 12-19 and 19-26 years in Gregorian calendar. Sons of employees must be non-employed in order to be issued dependent IDs and when employed, with the company, government or contracting firms, dependent sons shall surrender their dependent IDs (**Note:** Non-employed husband and retirees, including dependent son/daughter of SC11+ Saudi female employees shall receive 11+ privileged IDs. SC3-10 husband and dependent son/daughter of SC11+ expatriate casual shall receive 11+ privileged IDs. For a husband of SC11+ expatriate casual employee, the 3-10 employee ID shall provide an indication that he is also a dependent with 11+ privileges. Husbands of SC3-10 employees/retirees (Saudi) are not eligible for IDs to be issued).
- 10.3 At the request of a SC11+ expatriate female employee (IKLH), her non-company employed husband and children shall be issued 11+ privileged dependent IDs on SAP update or approval from Personnel Department. Dependents (spouse, son, daughter or parents) of deceased employees and their sponsored

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personnel (domestic helper/housemaids) living in Ar'rabiyah compound or in the local community do not qualify for IDs to be issued.

- 10.4 Domestic helpers and drivers defined as personal staff and assigned to regular or retired executives, properly sponsored by general managers, regular SC15+/SC11-14 employees and non-executive retirees staying in Ar'Rabiyah compound and retirees (SC15+/SC11-14) staying in the local community shall receive community-facility or NCF IDs as stated in this instruction (**Note:** IDs are not issued to domestic helpers or drivers sponsored by 3-10 employees and CMC/PTD annuitants).
- 10.5 Personal visitors (family members) of SC11+ expatriate employees arriving from foreign countries to stay in family camps or in the local communities for a limited period shall be issued community-facility IDs according to the visitor visa endorsement on the passports on approval from Community Services and Personnel Department. Personal visitors other than family members of employees (main camp resident) shall be issued temporary visitor IDs on approval from Personnel Department.
- 10.6 Saudi Arab dependent daughters of regular employees (11+) shall continue receiving IDs beyond 26 years of age (until they got married) on presentation of a family booklet provided eligibility is available through SAP HR system. The dependents (wife/son/daughter) of 11+ Saudi Arab retirees shall receive IDs based on the SAP HR codes (61-70) while retirees falling under SAP HR code 86, 88 & 89 are eligible for wife ID only and under code 85, retirees are NOT eligible for dependent IDs to be issued.
- 10.7 Regular female expatriate employee's In-Kingdom spouses (resident-non-Aramcon) who are frequently visiting their wife living in a family camp at Dhahran, Ras Tanura, Udhailiyah and Abqaiq shall receive non community-facility IDs on approval from Community Services and Personnel Department.
- 10.8 Dependents (wife/children) of company-sponsored consultants living in a family camp shall be issued 11+ privileged IDs on approval from department head or higher. The contractor employees and their dependents that are approved to staying in community areas shall be issued 11+ privileged IDs on approval from Admin Area Head and Community Services Admin Area Head.
- 10.9 NCF IDs shall be issued for drivers sponsored by SC11-14/SC3-10 female employees and contractor female employees (Saudi Arab) residing in local communities. Female employee may select one individual only to be issued this ID to allow him to drive her to and from work. The individual can be a husband, father, son, brother, guardian or family driver. The service request for a driver of a contractor female employee shall be subject to employee's Department Manager (**Note:** NCF IDs issued to drivers shall not allow using recreational facilities).
- 10.10 Retirees and regular male/female employees shall be responsible for safeguarding IDs issued to their drivers who must abide by the company regulations that include traffic rules and fees resulting from losing the IDs.
- 10.11 IDs shall be revoked or cancelled if a dependent son has become an employee for a wage with the company, government or contracting firm, a daughter got married, a domestic helper/driver violates company regulations or when an individual is declared PNG.
- 10.12 Official photographer IDs shall be issued to Saudi Aramco employees and contractor personnel in accordance with the procedures and requirements stated in GI 710.011 - Photography and filming of Saudi Aramco restricted facilities and operating areas.

11.0 CONTRACTOR AND CUSTOMER IDs

The "contractors" are defined as personnel associated or sponsored by the main/subcontracting firms (including supplemental manpower), distribution haulers, customers, shipping agents, travel agents, vendors, suppliers, SEC, Banks, domestic subsidiary/joint venture companies, airlines, telecommunication companies, SAS drivers and servicing agencies that are doing business with Saudi Aramco under certain obligations. These personnel (male/female) who require admittance to company facilities or areas shall be issued designated IDs (new/renew/replace) on compliance with the following rules, in addition to the conditions and requirements stated in this instruction:

- 11.1 Technical, professional, skilled/non-skilled personnel and representatives (Saudi/expatriate) must hold NIC (Saudi), Government ID/passport (other gulf country citizen), "resident" document for unspecified

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- category and residence permit/passport (expatriate) containing valid work or visitor visa to be eligible for issuing contractor or distribution customer IDs.
- 11.2 While initiating ID service requests through e-Security via SAP portal, the contractor representatives who must select plant codes/groups for restricted facilities or location codes/names for non-restricted areas, including codes for pipeline corridors according to the contract requirements shall submit to proponent organization for approval.
 - 11.3 Service requests are timely submitted, at least 2-3 weeks before the contract starts, or before the expiry of existing IDs to avoid late penalties and to allow time for verification of required information, approvals and processing of IDs. The requests for plant IDs shall be routed to concerned plant managers (**Note:** Old badge number(s) issued to personnel working for the same firm or associated with different firm must be indicated. If old badge numbers cannot be evidenced, the contractor representatives shall contact AIO Supervisor for assistance).
 - 11.4 Contracting firm or agency shall select and authorize up to five (05) Saudis to represent the main and subcontractor(s) to handle IDs-related activities that include accompanying employees to AIOs for photo session and fingerprint taking on scheduled appointment dates, collecting and returning IDs to AIO. The main firm or agency shall, however, send an official letter to AIO for representatives who are responsible for ID business providing each representative's name, NIC number, Aramco badge number and ID expiration date. While considering the volume of manpower for projects, the firm or agency may also nominate up to five (05) additional persons to initiate and submit ID requests.
 - 11.5 Authorized representatives shall collect and distribute IDs to their employees with a statement that they must safeguard and properly use IDs for a facility it was issued and return to the firm when IDs are no longer needed, on completion of a project and/or before leaving the Kingdom on assignment or termination (**Note:** It is the responsibility of contracting firm or agency to transport their employees to the work location and back while performing duties on the approved projects).
 - 11.6 All main contracting firms and agencies shall submit a signed letter to AIO certifying that they understand the ID rules and regulations by providing expiry dates of contract(s). This letter shall remain valid for three (03) years from the date of issue. In cases where contract(s) are still valid and the firms or agencies are still executing the business with the company, they shall just send a letter to AIO by conforming to the ID rules and regulations.
 - 11.7 Contractor and customer IDs shall be retrieved from Saudi/expatriate employees before their expiration dates and returned to AIO during normal working hours (**Note:** Expired and non-returned IDs shall remain responsibility of the firm or agency and it may result in the payment of late return fees).
 - 11.8 The loss, fire or theft cases of IDs shall be reported to the nearest SCC or Industrial Security helpdesk (Tel: 03-876-600). Also, the incident shall be reported to the Saudi Police Department for employees who escaped from the job by taking Saudi Aramco IDs and submit a report to STS/TS&C group for assessment purposes.
 - 11.9 In cases where contractor personnel are transferred or re-assigned to different projects or facilities and access privileges are not matching, the IDs shall be returned to AIO and new service requests shall be submitted as needed. In the event a contractor employee is holding a plant ID and he is still required to perform duties in non-restricted areas under the same contract's requirements, the contracting firm or agency shall notify proponent and Industrial Security (Security Shift Superintendent or Area Security Supervisor) in order to allow the employees enter specified location.
 - 11.10 Contractor employees and customers shall not take plant IDs out-of-Kingdom even for one day. Persons going on vacation, holidays, assignment, training, medical leave, etc., exceeding 10-days inclusive of weekends and holidays shall deposit plant IDs with their firm for safe custody.
 - 11.11 All contracting firms, agencies, haulers, customers and SAS drivers that have acquired IDs must obtain Industrial Security clearance against the specific closed contract when contract or association with the company has ceased. The firms or agencies that are providing services to Saudi Aramco without contract obligation are exempt from the requirement of Industrial Security clearance but they shall make sure the IDs issued to their personnel are returned to AIO.

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- 12.1 All officials from government ministries or departments assigned to company's vital installations, restricted and non-restricted facilities shall be issued IDs upon receiving written request letters from the concerned ministry or department. The letters received through SAA or other organizations requesting Saudi Aramco IDs shall be forwarded to ISO General Manager, ISP&SSD or AISOD Manager. Issuance of a community facility ID for government employees shall require ISO General Manager's approval (**Note:** Govt. truck driver shall not be issued customer ID while loading petroleum product from distribution facility located inside military base where a military ID is to be accepted at the gate).
- 12.2 Government employees (ID recipient) shall be made aware through SAA or AISOD that Aramco lost IDs must be reported immediately to Saudi Aramco Industrial Security and to the concerned government security agencies as followed in the case of losing their NIC, so the missing IDs are flagged from computer system.

13.0 RETRIEVAL OF SAUDI ARAMCO IDs (ALL TYPES)

All cardholders and/or sponsors shall be aware that all types of IDs must be returned to Industrial Security in the following situation:

- 13.1 When a male/female employee resigns, terminates, retires (normal/early), becomes PTD/CMC annuitant, leaves the company, transfer to ASC/AOC/AAC and US loanee's transfer to USA, the previously issued IDs shall be turned-in to AIO. At the same time, employee shall return all IDs issued to dependents, personal visitors, domestic helpers or drivers against his/her badge number (**Note:** Retiring Saudi Arab employee's dependents shall be re-issued IDs on the medical eligibility established through SAP HR system on the employee's last working day with the company).
- 13.2 Temporary IDs issued to retiring employees (expatriates) for a period up to the last working day must be returned to Security Operations at the gate or Personnel Department while leaving the company (**Note:** Expatriate retirees who received community-facility IDs may exchange with Courtesy IDs while leaving the Kingdom permanently).
- 13.3 Electronic departure clearance shall be completed through Customer Relationship Management (CRM) system, at least 14-days prior to the employee's scheduled separation, termination, resignation, retirement, assignment, transfer to ASC/AOC/AAC and US loanee's transfer.
- 13.4 Plant IDs shall be returned to Industrial Security for cancellation when an employee is going on in or OOK business or training assignment, including loanee assignment to subsidiary/joint venture company that is lasting six (06) months.
- 13.5 Community-facility and/or plant IDs shall be returned when VIP guests, dignitaries, diplomats, Board of Directors, consultants, company visitors, faculty members, government employees, trainees and students have completed their assignment or training program.
- 13.6 A casual employee who resigns, terminates, or retires must relinquish her employee ID even if her spouse continues to work at Saudi Aramco. She may apply for a dependent ID to be issued on a new service request.
- 13.7 Community-facility IDs shall be returned by dependents or relatives when an employee has died during the service and left the company for medical or other reason without completing departure clearance.
- 13.8 The IDs that are issued against the employee's badge number and are not returned shall be considered lost and prescribed penalties shall be deducted from employee's salary, paid through SPAN card or paid at the Bank.

14.0 PENALTIES ON LATE RETURN OF CONTRACTOR AND CUSTOMER IDS

All individuals who are issued contractor and customer IDs shall return before or following the expiration date. For example; if an ID that expires on Wednesday is returned on the same expiry date or the following working day (Saturday), no late return penalty shall incur. If expired ID is not returned on the same expiry date or not returned on the next working day and returned later, penalty shall be calculated and charged from the expiry date starting as one week late: SR 50, two weeks late: SR 100, three weeks late: SR 150, four weeks late: SR 200 and

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beyond four weeks late: SR 300. Expired IDs not returned shall be considered lost and prescribed penalty shall be assessed for payment through SPAN card system or paid at the Bank.

15.0 RETURNING PLANT ID ON VACATION OR OTHER LEAVE OF ABSENCE

Employees and consultants must surrender plant IDs to Security Operations (Security Shift Superintendent or Area Security Supervisor) in exchange for a receipt while going on vacation, business assignment, training or other leave exceeding 10 consecutive days. Non-compliance with the rule is considered a security cause and it is subject to disciplinary action taken by the department, as follows:

- 15.1 A report of the disciplinary action taken against the offending employee shall be sent to Human Resources Center office in the area and ISP&SSD Manager with a copy placed in employee's departmental file within 14-days on the employee's return from vacation or other leave. If an employee commits two similar offenses during the same calendar year, a plant ID stands cancelled and it shall be returned to Industrial Security.
- 15.2 Appropriate action shall be taken by the department if plant ID is not surrendered by the consultant during vacation, assignment or other leave exceeding 10 consecutive days. If consultant commits two similar offenses during the same calendar year, a plant ID stands cancelled and it shall be returned to Industrial Security.

16.0 COLLECTING PLANT ID ON RETURN FROM VACATION OR OTHER LEAVE OF ABSENCE

Employees and consultants must collect plant IDs within 30-days of their stated return date to work. If employee or consultant has reported to work 1-3 days before the stated return date, immediate supervisor shall contact Security Shift Superintendent or Area Security Supervisor to release plant ID (**Note:** Plant ID shall stand cancelled if it is not collected after 30-days or if it is expired during leave of absence).

17.0 LOSS OF IDs, INVESTIGATION AND REPLACEMENT PROCESS WITH PENALTIES

All cases such as loss, theft, fire, forgery, reproduction, duplicating, borrowing of IDs or when contractor personnel escaped with IDs and the reports, if any, shall be investigated and evaluated to determine negligence or non-negligence. The following guidelines shall apply:

- 17.1 Reports issued through local Police Department or other recognized agency (in or OOK) stating that ID was lost, destroyed by fire, theft due to unavoidable circumstances or when contractor employees escaped with IDs shall be accepted to consider the case as non-negligence and the penalty shall automatically be waived on the assessment by the STS/TS&C group. Cases on forgery, reproduction, duplicating or borrowing of IDs shall be investigated for action on approval from ISP&SSD or AISOD Manager.
- 17.2 If a loss is determined as negligence, deduction of prescribed penalty shall be processed from the employee's salary, paid through SPAN card or paid at the Bank. At the same time, when loss is determined as negligence on the part of employee, a completed warning notice (SA-3247) shall be submitted to STS/TS&C group in order to replace the lost ID(s).
- 17.3 The following accountability rules shall prescribe penalties for deduction or payment on the lost IDs by Saudi Aramco employees based on three-year's cycle. If no more than one ID is lost in three (03) calendar years, the cycle starts anew without any count. If more than one ID is lost in three (03) years, the penalties shall be cumulative:
 - 17.3.1 Two (02) days wages are deducted for the first loss of any type of ID.
 - 17.3.2 Four (04) days wages are deducted for the second loss of any type of ID. (**Note:** Four (04) day's wages are deducted for two IDs (plant & community) lost in the same incident and it shall be treated as a one-time loss.
 - 17.3.3 Eight (08) days wages are deducted for the third loss of any type of ID regardless of a single or two IDs lost.
 - 17.3.4 If two (02) IDs are lost on different dates, two losses or two counts shall be treated.

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17.4 In addition to the requirements stated above, the following procedure shall be used in the investigation, replacement and refund of penalties on the lost IDs (**Note:** Lost IDs shall be replaced with the new ones on service requests after the resolution has been determined by STS/TS&C group):

17.4.1 Replacement of community-facility, no-community-facility, official photographer or contractor's non-plant lost IDs (all times) shall be processed without referral to government administrative intelligence authority.

17.4.2 Losses of plant IDs issued to employees, consultants, customers and contractor personnel shall first be evaluated with the corresponding circumstances and that incident is referred to local government administrative intelligence authority if the circumstances are found suspicious (**Note:** Investigation process through government administrative intelligence authority shall be joined by STS/TS&C, SAA and contractor representatives).

17.4.3 First and second time lost plant IDs by the employees, consultants, customers and contractor personnel without suspicious circumstances shall be replaced with the new ones on approval from ISP&SSD, AISOD Manager or delegated division head. The third time lost plant IDs by employees, consultants, SEC, subsidiary/joint venture company employees, contractor personnel and customers irrespective of the circumstances shall be referred to government administrative intelligence authority.

17.4.4 SEC & subsidiary/joint venture company employees, contractor personnel and distribution customers who lost their plant or non-plant IDs third time shall not be issued further IDs (**Note:** Replacement or no replacement of lost IDs does not exempt deduction of prescribed penalties).

17.4.5 Replacement or no replacement of lost plant IDs on suspicious circumstances shall be processed on a report received from the Govt. administrative intelligence authority. The report and dismissal warnings issued to employees shall be reviewed by ISO General Manager or AISOD Manager in conjunction with the employee's department manager in order to consider further replacement of lost plant ID. (**Note:** Replacement or no replacement of lost plant IDs for employees and consultants does not exempt deduction of prescribed penalties).

17.4.6 Losses of community-facility IDs more than three (03) times in a three year's period for consultants, visitors, trainees, students, faculty members, dependents, personal visitors, retirees, domestic helpers and drivers shall be counseled by AISOD Manager or his delegate (**Note:** VIPs, dignitaries, diplomats, members of Board of Directors and government employees are exempt from the penalty and warning requirement).

17.4.7 Refund on the lost and found IDs (all types) shall be 75% of assessed fine for an ID returned within the first 30-days, 50% for an ID returned within 31-60 days and 25% within 61-90 days. After 91-days, no claim for refund shall be accepted (**Note:** Return of lost and found IDs after 91-days shall be dropped with no count to the losses. At the same a warning notice issued on the lost Plant ID shall be resolved by the department after the employee has returned his/her lost and found Plant ID).

18.0 APPROVAL AUTHORITY FOR SERVICE REQUESTS

Department Head or higher, including plant managers, are default approvers for service requests of IDs to be issued to employees, consultants, visitors, contractors, haulers, customers and others who are directly employed or associated with their department or organization. They may delegate approval authority to selected division heads and executive assistants with realistic begin and end dates through SAP portal which includes new assign, modify, update or delete delegation for one or multiple services. The following guidelines shall also be used:

18.1 Division Heads and Executive Assistants delegated by Admin Area Head to sign manager-level documents shall not re-delegate the authority to their subordinates.

18.2 Plant managers can restrict delegation to division heads for vital installations and restricted facilities, including pipeline corridors that are obviously under their administration.

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- 18.3 Heads of domestic subsidiary/joint venture companies and SEC Industrial Security department manager shall continue submitting service requests of IDs to be issued to Saudi Aramco loanees or their employees who are on assignment to Saudi Aramco.
- 18.4 Department Managers or higher shall continue delegating the following positions to approve ID service requests:
- 18.4.1 HR SCO Supervisor - to approve community-facility ID requests for personal visitors, non-Aramco spouse of expatriate female employee and domestic helpers sponsored by regular employees. This includes approving ID service requests for expatriate employee's dependent unmarried daughters (beyond 26 years of age) who are staying with parents in Kingdom.
- 18.4.2 HR SCO Administrator - to approve ID service requests for domestic helpers assigned to retired executives.
- 18.4.3 Employment Unit Supervisor - to approve community-facility ID service requests for new candidates, rehired employees, casuals, IKLH expatriate females, trainees, students and faculty members.
- 18.5 All cases that are not listed in this instruction or exceptions from GI procedures shall require out-of-policy recommendations from Director of Personnel Department and approval from the ISO General Manager or delegated AISOD Manager before the designated IDs are processed for any applicant.

CONCURRENCES AND APPROVAL SIGNATURES:

CONCUR:

Director, Human Resources Policy & Planning Department_____
Date

CONCUR:

Director, Personnel Department_____
Date

CONCUR:

Director, Staffing Services Department_____
Date

CONCUR:

Manager, Central Community Services Department_____
Date

APPROVED:

General Manager, Industrial Security Operations_____
Date

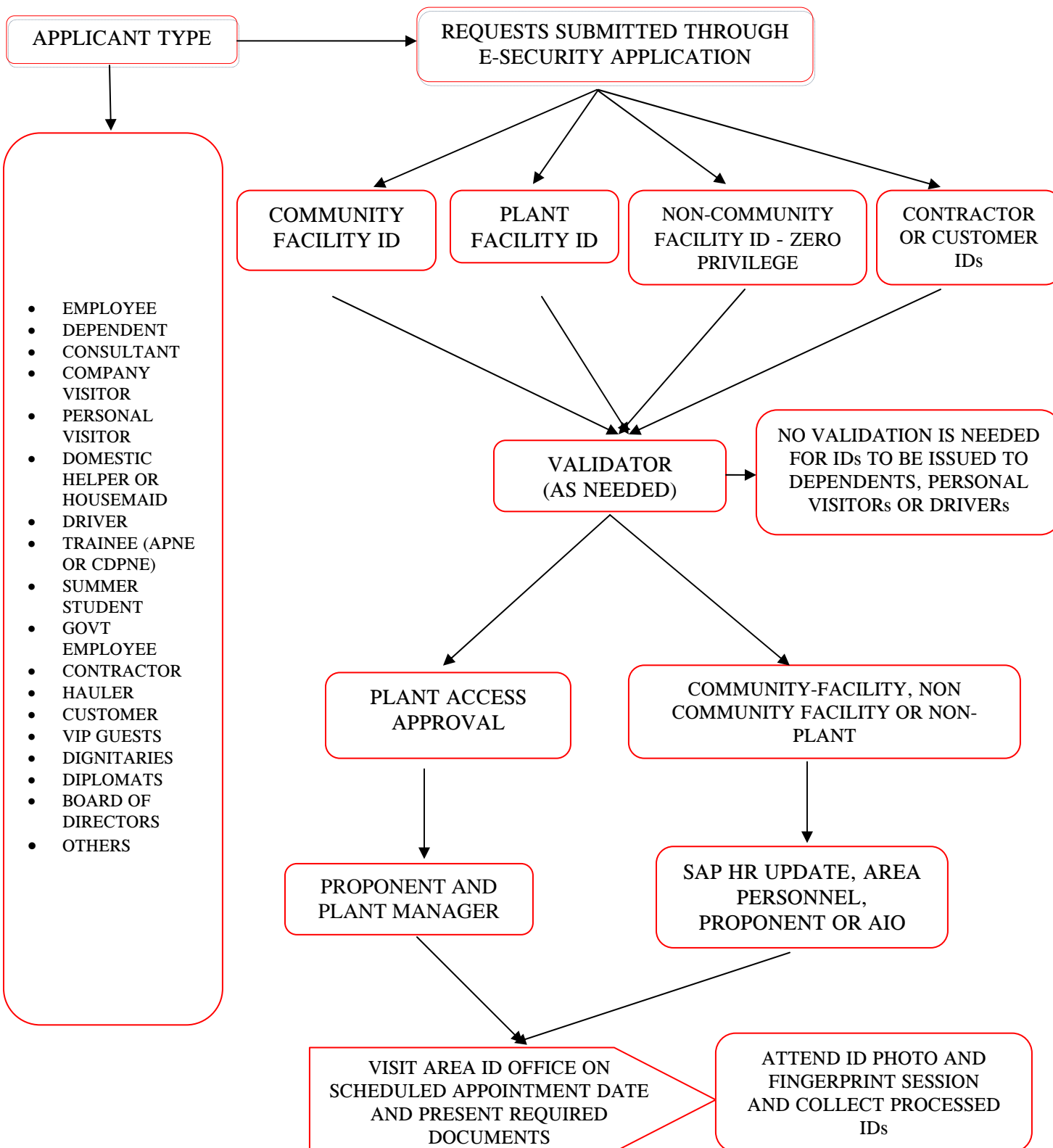
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G. I. Number
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1 OF 1**EXHIBIT-1 WORKFLOW FOR REQUESTING IDs**

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1 OF 1**EXHIBIT-2: ID TYPES AND APPROVAL REQUIREMENT**

No	Employee Category	Community-facility or non-Facility ID		Plant ID (New/Renewal)
		New	Renewal	
1	Regular executives/general managers, SC15+, SC11-14, SC3-10 employees, IKLH females and loanees to subsidiary/joint venture companies.	Staffing Services Dept.	SAP HR update.	Proponent and Plant Manager
2	VIP guests, dignitaries, diplomats and dependents of Board of Directors.	ISO General Manager	ISO General Manager	X
3	Consultants and contractor employees, including female inspectors who work for ISO and Aramco employees assigned to ISO/S&IS and President & CEO staff.	S&IS Exec. Dir., ISO Gen. Mgr or AISOD Manager	S&IS Exec. Dir., ISO Gen. Mgr or AISOD Manager	S&IS Exec. Dir., ISO Gen. Mgr or AISOD Mgr
4	ASC/AOC/AAC employees on assignment to S.Arabia	X	X	Prop. & Plant Mgr
5	Members of the Board of Directors.	Law Department	Law Department	AISOD Manager
6	Trainees (APNE/CDPNE), summer students, co-op students and faculty members.	Staffing Services Dept.	Staffing Services Dept.	Proponent and Plant Manager
7	Domestic helpers assigned to regular/retired executives, general managers, SC15+ and SC14 div. heads	HR SCO Supervisor	HR SCO Supervisor	X
8	Company consultants and visitors.	Department Head	Department Head	Prop. & Plant Mgr
9	SC11+/SC3-10 retirees and PTD/CMC annuitants (Saudi/expatriate).	SAP HR update	SAP HR update	X
10	SC3-10 Dependents and 3-10 retirees who are dependents of SC11+ employees.	SAP HR update	SAP HR update	X
11	Personal visitors of SC11+ expatriate employees (in/out camp) and non-employed spouse (resident) of SC11+/SC3-10 expatriate female employees.	Community Services and Personnel Dept.	Community Services and Personnel Dept.	X
12	Dependents of regular executives/gen. managers, SC15+/11-14 employees, 11+ IKLH & Saudi 11+ retirees, spouse of Saudi female employee and dependent parents of 11+ employees.	SAP HR update	SAP HR update	X
13	Government employees working for ministries/depts., and security agencies and port authority employees.	ISO General Manager	AISOD Manager	AISOD Manager
14	Contractors, including those holding special identification as resident, SAS drivers, shipping/travel agents, airlines, telecom companies and Bank emps.	Proponent	Proponent	Proponent and Plant Manager.
15	Contractor employees and their dependents approved to staying in 11+ residential camps	Admin Area Head and Community Svcs Exec. Director	Same as New ID	X
16	Loanees and subsidiary/joint venture company's direct hired employees.	Head of the company	Head of the company	Proponent and Plant Manager
17	Drivers sponsored by contractor females working for company organizations.	Dept. Head	Dept. Head	X
18	Drivers sponsored by regular SC11-14 and SC3-10 female employees (NCF ID).	X	X	X
19	Drivers sponsored by SC15+/11-14 retirees (NCF ID).	HR SCO Supvr	HR SCO Supvr	X
20	SEC employees and SEC contractors.	PDD Manager	PDD Manager	Prop. & Plant Mgr
21	Dist. customers, including government truck driver.	X	X	Dist. Dept. Mgr
22	Dependents of SC3-10 regular employees (ID similar to a bus pass).	SAP HR update	SAP HR update	X
23	Official Photographers	Prop./ISO Gen. Mgr	Prop./ISO Gen. Mgr	Prop. & Plant Mgr

* CHANGE

** ADDITION

NEW INSTRUCTION ☐COMPLETE REVISION ☒

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1 OF 1**EXHIBIT-3: PENALTIES AND WARNING NOTICES FOR LOST IDs**

No.	Employee Category	Type of ID	Penalty and Warning Notice		
			1 st loss	2 nd loss	3 rd & subsequent loss
1	Regular executives, general managers, SC15+, SC11-14, SC3-10 employees and loanees to subsidiary/joint-venture companies.	Community ID	2 days wages, No warning notice	4 days wages, 1 st warning notice (SA-3247)	8 days wages, 2 nd warning & dismissal warning (SA-3247) for subsequent losses.
2	Regular executives, general managers, SC15+, SC11-14, SC3-10 employees and loanees to subsidiary/joint venture companies.	Plant ID	2 days wages, 1 st warning	4 days wages, 2 nd warning notice (SA-3247)	8 days wages & dismissal warning (SA-3247).
3	Saudi Aramco employees (SC11+ or SC3-10)	Photographer ID	SR300, No warning	SR500 No warning	SR600 No warning
4	Trainees (APNE/CDPNE), faculty members, summer students and coop students	Community or Plant ID	SR100, No warning	SR150, 1st warning notice (SA-3247)	SR200, 2nd warning (SA-3247)
5	Company consultants, visitors and ASC/AOC/AAC employees	Community or Plant ID	SR100, No warning	SR150, No warning	SR200, No warning
6	Personal visitors, spouse, domestic helpers and drivers sponsored by employees.	Community or NCF ID	SR100, No warning	SR150, No warning	SR200 No warning
7	Dependents of regular executives/general managers, SC15+/SC11+ & SC3-10 employees, retirees and that of contractors who live on or off camp.	Community ID	SR100, No warning	SR150, No warning	SR200 No warning
8	All retired executives/general managers, SC15+/SC11-14/SC3-10 retirees, PTD/CMC annuitants and expatriate retirees.	Retirement ID	SR100, No warning	SR150, No warning	SR200, No warning
9	Contractor personnel as defined in GI and drivers sponsored by contractor female employees.	Plant, Non-Plant, community or NCF ID.	SR300, No warning	SR400, No warning	SR500, No warning
10	Official photographers assigned to Public Affairs	Photographer ID	SR300, No warning	SR500, No warning	SR600, No warning

Note:

1. For employees, dependents, domestic helpers, drivers and personal visitors, penalties shall be deducted from employee's salary. For all others, deduction of penalties on the lost IDs shall be paid through ATM card system or paid at the Bank.

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1 OF 1**EXHIBIT-4: SUPPORTING DOCUMENTS REQUIRED FOR VERIFICATION (ALL ID TYPES)**

Applicants	Type of documents required
Regular executives, general managers, SC15+, SC11-14 and SC3-10 employees, their dependents, personal visitors, trainees, students, domestic helpers and drivers.	<ul style="list-style-type: none"> E-Security completed request. Family Booklet for Saudi unmarried daughters beyond the 19-years of age. NIC (Saudi), original passport (other gulf country citizen) or residence permit-Iqama (expatriate) for unmarried daughter beyond the 19-years of age. NIC to allow a Saudi personal visitor. Passport for non-resident family member of an expatriate employee arriving from out-of-Kingdom on visitor visa. Passport or Iqama for non-employed husband/children of In-Kingdom SC11+ local-hire expatriate female employee. Resident permit (Iqama) for domestic helper, housemaid and driver sponsored by employees or assigned to executives. Bank receipt for payment of penalties on lost IDs if not deducted online.
Contractors, haulers, customers, shipping agents, vendors, suppliers, SAS drivers and others as defined in GI.	<ul style="list-style-type: none"> E-Security completed request. NIC (Saudi); NIC/passport (other gulf country citizen), residence permit-Iqama (expatriate) and document "resident" for certain nationality. Proof of blood type shown on a Saudi driver's license, a residence permit, or a certified letter of a blood test from an authorized clinic. Certified passport pages for SEC expatriate employees. Receipt for IDs when contracting firms are seeking to renew IDs for their employees. Bank receipt showing payment of penalties for lost or late returned IDs. Police report and a letter from contracting firm stating a contractor employee has left or escaped by taking Saudi Aramco ID.
Retiring or retired employees, CMC/PTD annuitants, terminated or resigned.	<ul style="list-style-type: none"> Completed departure clearance. Approval letter from Director of Personnel Department to issue community privileged ID for expatriate retiree. Residence permit (Iqama) for SC11+ expatriate retiree who is approved to staying in Saudi Arabia or Bahrain.
Consultants, visitors, and faculty members.	<ul style="list-style-type: none"> E-Security completed request. NIC (Saudi), NIC/passport (other gulf country citizen) and passport (expatriate). Approval for contractor employees and their dependents who are allowed to staying in a camp while issuing community-facility ID.
VIP guests, dignitaries, diplomats and government employees, including truck drivers.	<ul style="list-style-type: none"> Letter from a concerned government ministry/dept., or agency. Completed e-Security request. NIC (Saudi) to allow a government employee to process ID and passport to allow an expatriate to process ID. Letter from government ministry/department to issue or renew ID for government employees.
Replacement of lost/stolen IDs or destroyed through fire.	<ul style="list-style-type: none"> E-Security completed request and receipt showing payment paid through ATM card system or paid at the Bank. SA-3247 if STS/TS&C group investigation found the ID was lost due to negligence. Police report or other document in cases of ID theft or loss. Accident report or fire incident report from recognized agency confirming the ID was destroyed. Letter from government agency when an ID issued to a government employee is lost.

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No.	Type of ID	Access Privileges
1	SC11+ community facility ID (11+ privilege)	<ul style="list-style-type: none"> Cardholder is allowed to enter 11+ camps, recreational areas, administration offices, warehouses, hospitals and to ride a company bus. Includes SC3-10 male employees married to SC11+ female employees (Saudis or expatriate casuals). Female employees without letter "S" on their IDs shall restrict accompanying children and family members in recreational and beach areas. Letter "R" allows cardholder to enter 11+ recreational areas during permitted hrs. Letter "H" identifies employees who are working for SAMSO hospitals/clinics.
2	SC3-10 community facility ID (3-10 privilege)	<ul style="list-style-type: none"> Cardholder is allowed to enter 3-10 camps & recreational areas, admin offices, warehouses, hospitals and to ride a company bus (Note: 3-10 dependents can ride on a company bus only). Cardholder shall not enter 11+ camps. Also, SC3-10 facilities are meant for SC3-10 male employees only; no 3-10 dependents or SC11+ are allowed to participate in 3-10 facilities. Letter "M" placed on 9&10 ID allows cardholder and family (wife/children) to watch movie in the 11+ camp during permitted hours. Letter "H" identifies employees who are working for SAMSO hospitals/clinics.
3	Plant ID (access privilege)	Cardholder is allowed to enter vital installations and restricted facilities according to the codes/groups printed on the reverse of plant ID and to ride on a company bus (Note: In the event a plant ID shows a code for a specific restricted facility and no logo is placed, cardholder shall not be allowed to enter the facility).
4	Non Community Facility-NCF ID (zero privilege)	<ul style="list-style-type: none"> Cardholder is not allowed to enter any camps, recreational areas or to ride on a company bus. Driver is allowed to drop and pick up female employees to and from specified point in community areas. Driver is allowed to enter beach area if accompanied by the employee provided vehicle is affixed by the 11+ community sticker.
5	Official Photographer ID	<ul style="list-style-type: none"> Cardholder is allowed to enter vital installations or restricted facilities while taking photographs or video films during permitted hours. Not allowed to ride on a company bus and not allowed to enter recreational areas.
7	Contractor Plant ID (access privilege)	Cardholder is allowed to enter restricted facilities as indicated by codes/groups on the reverse of ID and not allowed to ride on a company bus or enter community facilities (Note: In the event a plant ID shows a code for a specific restricted facility and no logo is placed, cardholder shall not be allowed to enter the facility)..
8	Contractor Non-Plant ID (zero privilege)	<ul style="list-style-type: none"> Cardholder is allowed to enter locations as specified on the reverse of ID during permitted hours. Not allowed to ride on a company bus or enter any of community facilities.
9	SC11+ Retiree ID- Saudi/ expat. (11+ privilege)	<ul style="list-style-type: none"> Cardholder is allowed to enter 11+ camps, administration offices, hospitals, 11+ recreational/beach areas during permitted hours and to ride on company bus. Not allowed to sponsor guests while entering recreational/beach areas.
10	SC3-10 Retiree ID- Saudi (3-10 privilege)	Cardholder is allowed to enter 3-10 camps, administration offices, hospitals and 3-10 recreational areas during permitted hours.
11	Expat. Courtesy ID (no privilege)	<ul style="list-style-type: none"> ID is accepted as identification at Banks and for rental discounts. Retiree is allowed to enter hospitals and administration offices.
12	Customer ID (zero privilege)	Cardholder is allowed to enter distribution bulk plant facilities and distribution offices as indicated by the code or group on the reverse of ID.
13	Govt. Employee ID (11+ or plant access privilege)	<ul style="list-style-type: none"> Cardholder is allowed to enter vital installations or restricted facilities where he is assigned in the area. NCF ID allows access to non-restricted sites only. Cardholder is allowed to enter 11+ camp or recreational areas if ID is affixed by letter "C".
14	Domestic Helper ID (3-10 privilege)	Cardholder is allowed to enter 3-10 community facilities. Housemaid may enter 11+ recreational areas if she accompanies family members.

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1 OF 2**EXHIBIT-6: ID TYPES AND VALIDITY DATES**

No	ID Type	Issued To:	Validity
1	SC11+ community IDs	<ul style="list-style-type: none"> Regular executives/general managers, SC15+/SC11-14 employees, SC11+/SC3-10 casuals, IKLH expatriate females, SC3-10 US/Canadian employees, including 3-10 females and loanees to subsidiary/joint-venture companies. Members of Board of Directors. SC11+ male employee's dependent wife and SC11+ Saudi female employee's dependent husband. SC11+/SC3-10 US/Canadian employee's dependent son/daughter in the age group of 12-19 yrs. Dependent wife of Member of Board of Directors. SC11+ Saudi retirees and dependent spouse (wife/husband). 	4-Years
		<ul style="list-style-type: none"> VIPs, dignitaries, diplomats and dependent son/daughter of Member of Board of Directors. SC11+ employee's and SC11+ Saudi retiree's dependent son/daughter in the age group of 19-26 years and dependent parents of regular 11+ employees. SC11+ expatriate retirees allowed to staying in Kingdom or Bahrain. 	2-Years
		<ul style="list-style-type: none"> Contractor employees and dependents (wife/children) who are allowed to residing in main camp. Govt. officials who are granted community and recreational facilities. Consultants, including Community Services recreation consultants. Dependents (wife/son/daughter) of a consultant residing in camp. Faculty members. 	1-Year
		<ul style="list-style-type: none"> Non-company employee husband and children of 11+ IKLH expatriate female employee. 	2-Years
		<ul style="list-style-type: none"> Personal visitors (wife/son/daughter/parent) of SC11+ expatriate employees arriving from foreign country on a visitor visa to stay with the employee in or out camp. ID will be reissued if visitor visa is extended. Company visitors and summer students. 	90-days
2	SC3-10 community IDs	<ul style="list-style-type: none"> Regular SC3-10 employees, including those married to SC11+ female employees (Saudi/expatriate casuals) and loanees to subsidiary/joint venture companies. SC3-10 Saudi retirees, including dependent father (retiree, not employed as a contractor employee) of an 11+ regular employee. 	4-Years
		<ul style="list-style-type: none"> Trainees (APNE) and coop students College Degree Program Non-Employee (CDPNE). Domestic helpers, including maids assigned to regular/retired executives, or sponsored by general managers, SC15+ employees and SC14-division heads. 	2-Years
		<ul style="list-style-type: none"> Company consultants, including Community Services consultants. 	1-Year
		<ul style="list-style-type: none"> Company visitors Summer students 	90-days
3	NCF ID	<ul style="list-style-type: none"> Non-Aramco resident husbands of regular female expatriate employees who frequently visit their wives in the camp. 	2-Years
		<ul style="list-style-type: none"> Driver sponsored by SC11-14 employee and SC3-10 female employee, including driver of a contractor female working for Saudi Aramco. 	1-Year

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2 OF 2**EXHIBIT-6: ID TYPES AND VALIDITY DATES**

No	ID Type	Issued To:	Validity
4	Courtesy ID	Expatriate retiree (excludes dependent wife and children).	4-Years
5	Plant ID	Regular executives, general managers, SC15+, SC11-14 and SC3-10 employees.	4-Years
		<ul style="list-style-type: none"> Company Consultants ASC/AOC/AAC employees Trainees (APNE) 	1-Year
		<ul style="list-style-type: none"> Company visitors Summer students 	90-days
6	Official Photographer ID	<ul style="list-style-type: none"> Saudi Aramco employees Contractor employees working for Public Affairs. 	1-Year
7	Contractor Plant, or Non-Plant ID	<ul style="list-style-type: none"> Contractor-sponsored personnel and consultants who have acquired resident work visa. Shipping agents. Travel agents. Saudi Aramco Services (SAS) drivers. Bank employees. SEC employees. Distribution haulers. Subsidiary/joint-venture company employees. Government-sponsored contractor employees. Insurance company employees. Airline employees. Telecommunication company employees. 	1-Year
		<ul style="list-style-type: none"> If contract has expired or there is no contract on endorsement from Contracting Department. Contractor consultants on visitor visa. 	90-days
8	Distribution Customer ID	<ul style="list-style-type: none"> Distribution customers (owner, representative or employees). Government truck drivers for loading distribution products (This excludes government employees who are holding military IDs). 	1-Year
9	Govt. Plant or non-Plant ID	<ul style="list-style-type: none"> Employees assigned to the government ministries, departments and security agencies. Port authority employees. 	1-Year
10	3-10 Dependent ID (similar to a Bus Pass)	SC3-10 employee's eligible dependents (wife/son/daughter) to ride a company bus provided personal data and medical eligibility are available through SAP HR system (This excludes dependent parents of 3-10 employees): <ul style="list-style-type: none"> Wife Son/daughter (12-19 yrs of age) Son/daughter (19-26 yrs of age) 	4-Years 4-Years 2-years