

ALJ Motors SA

**ACCESS CONTROL at NGFC Standard Operating Procedure (SOP) 3**

25 June 2020

(Return to Work at Reduced Manning Rate – COVID-19

**Temporary Amendment** Version 7)

*This document is the property of the Abdul Latif Jameel Motors - Security Department.*



**REVIEW AND APPROVAL**

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| Amended by | Melt Esterhuizen |  | 27 June 2020 |
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DOCUMENT CHANGE RECORD

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| **Rev No.** | **Effective Date** | **Nature of Change** | **Document Change Request No:** |
| 1 | 01 January 2017 | Addition of 3 clauses in section 9 and section 4 |  |
| 2 | 22 March 2018 | Update due to changes in security structure and to ensure effective security measures. |  |
| 3 | 25 June 2020 | Changes due to COVID 19 Pandemic – Return to Work – Reduced Manning Level | **Version 6** |

1. **PURPOSE**
   1. The purpose of this Standard Operating Procedure (SOP) is to inform all Associates of the Security Procedures to be applied at the National Guest First Centre (NGFC) in Jeddah, following the instructions for Associates to ‘Return to Work’ at reduced manning level due to COVID-19.

1. **THIS SOP CONSISTS OF THE FOLLOWING:**
   1. Introduction
   2. Responsibilities
   3. Procedure for access to the NGFC facility
   4. Procedure for access to the NGFC building
   5. Access to departmental offices
   6. Display of appropriate ID cards & Wearing of PPE
   7. Incident prevention
   8. Emergency procedure
   9. Documents on the ALJ Portal
2. **INTRODUCTION**
   1. During this unprecedented period caused by COVID-19, in order to ensure the security of our information, data, assets and personnel, updated stringent security measures have been implemented at key sites across the Kingdom.During this temporary but unlimited timeframe, this document details the requirements for access to NGFC and all Associates should familiarise themselves with the content and adhere to the specific requirements.
3. **RESPONSIBILITIES**
   1. The responsibility for the implementation of these procedures rest with the staff listed below at para 4.5.2. However, these instructions are implemented on the understanding and cooperation of all ALJ Associates in order to assist with the compliance with Governmental directives, the maintaining of ALJ standards for safety and security, alongside personal responsibility to ones’ colleagues, our guests and contractual personnel.
   2. ALJ Motors ESSR
      1. Overall development of the COVID-19 response plan, security standards, strategy, formulation and amendments of security policies and procedures as well as the monitoring of these policies and procedures to ensure their continued effectiveness.
   3. ALJ Land (Asset Protection)
      1. Day-to-day management and monitoring of the Security Function as per SLA with ALJ Motors ESSR Department.
   4. Private Security Company (or Companies)
      1. Security duties as defined in the Site Procedure, ALJ Security Contract, Minimum Standards, Operational Instructions and minutes from monthly security meetings.
   5. ALJ Motors Associates
      1. Comply with ALJ Motors SOPs, Policies and Procedures and the Facility Emergency Plan. These documents are available on the ALJ Motors Portal. Further responsibilities include complying with user policy for security hardware (keys, locks, safes and the use of Personal Protective Equipment (PPE, etc.).

4.5.2 Listed below are the relevant contact persons for security related issues:

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| --- | --- | --- | --- | --- |
| **NAME** | **RESPONSIBILITY** | **APPOINTMENT** | **LOCATION** | **CONTACT DETAILS** |
| Melt Esterhuizen | ALJ Motors SGM ESSR | SGM  ESSR | NGFC | (M) 0551121237  (O) Ext 3017  (e) Esterhuizenm@ALJ.COM |
| Sherif Rashed | ALJ Land SGM Asset Protection | SGM  Asset Protection | NGFC | (M) 0550316444  (O) Ext 3010  (e) Rashedsab@ALJ.COM |
| Youssef Mohammed Ali | ALJ Land Manager Asset Protection | Manager  Asset Protection | NGFC | (M) 0593112119  (O) Ext 3009  (e) Aliym@ALJ.COM |
| Adel Shoukry | ALJL Workplace /Facility Management & OSOOL Administration | Deputy Director | NGFC | (M) 0505847348  (O) 6817  (e) Shoukryam@ALJ.COM |

1. **PROCEDURE FOR ACCESS TO THE NGFC FACILITY**
   1. **Entrance and exit to and from the premises** 
      1. During this temporary but unlimited timescale change – **access and exit** to and from the premises may be obtained via one entrance gate (Associate Gate - Gate No 1 off Salih Al Shurtani Street – see attached site layout map at Annex A).
   2. **ASSOCIATES GATE (GATE 1)**
      1. **ALJ Associate & Permanent Authorised Contractor (PAC)**
         1. Associates and PACs will use the Associates Gate - Gate 1 for entry and exit (following the displayed lane designations accordingly, under the direction of the guards on duty – For entry - Lane 1 – Associates Only/ Lane 2 – Associates, PACs and Authorised Guests (AG) – marked accordingly).
         2. Associates & PACs working at NGFC who need to enter by means of a vehicle should present a valid ALJ ID Card or valid PAC ID Card to be worn around the neck via a lanyard and easily displayed to Guards and Security Staff for checks (**no exceptions**).
         3. Associates and PACs working at ALJ facilities other than NGFC will obtain access in exactly the same manner as detailed at para 5.2.1.1.
         4. Associates and PACs **will** have their temperature checked (via non touchable hand held temperature monitoring devices) by the security guards at Gate 1 and these may be recorded for audit purposes – the driver/ walk in Associate or PAC is to follow the exact instructions of the guard on duty, whilst maintaining social distancing throughout.
         5. Any individual wishing to enter NGFC, who is found to have a temperature on or above 37.8 degrees on their temperature being taken, will be moved to an isolated car parking space close to the entry gate. A second temperature check will be taken and if the individual’s temperature remains on or above 37.8 degrees, that individual will **not** be permitted entry to NGFC, will be advised to seek medical assistance, is to follow the instructions of the guards on duty and will be advised and assisted as necessary. The individual or individuals’ details will be recorded and passed to the Medical Stream for further follow up. If travelling with other occupants and one individual fails the temperature tests from the vehicle, all occupants may be denied entry to NGFC.
         6. Vehicle owners are strongly discouraged from travelling to NGFC with other vehicle occupants, however if more than one occupant is present in a vehicle, the vehicle occupants must follow the guidelines issued by the Ministry of Heath as follows:

* No-one is to occupy the passenger seat next to the driver
* Sanitise all touchable surfaces after completing each journey
* Open the windows for fresh air movement after completing the journey
* Ensure clean tissues in the vehicles
* Do not store sanitisers/sanitising sprays inside the vehicle as their flammable and explosive
* Wear protective mask during the journey
* Ensure all passengers have taken all their belongings once reached to final destination
* Clean touchable surfaces in case of coughing or sneezing
* Avoid the carriage of passengers showing symptoms of sickness
  + - 1. All Associates and PACs are to wear PPE equipment as detailed under the direction of ALJ Motors ESSR (minimum of a mask) and follow the guidelines directed by ALJ Motors Management and ALJ Motors ESSR announcements accordingly. Security staff are authorised to prevent access until the correct adherence to the wearing of PPE has been complied with.
      2. Associates and PACs will be issued PPE through their department – those Associates or PACs who arrive without PPE will be issued the necessary equipment at Gate 1 by the guards on duty – there is not an unlimited supply, therefore frequent non-compliance (3 x STRIKE System) will result in Associates or PACs not being permitted entry to NGFC unless wearing the appropriate PPE.
      3. Associates and PACs will park their vehicles in marked vehicle bays before proceeding to the NGFC office block. (Vehicles found to be parked in an area other than the marked parking bays will be identified and the owner will be subjected to disciplinary action which may include having his parking permit revoked).
    1. **Authorised Guest (AG) & Temporary Contractor (TC) = VISITORS**
       1. AGs and TCs will be limited to those who have been provided authority in accordance to ALJ Motors Management directives. There will be no access provided to any non-authorised personnel, unless in extreme circumstances which will be taken on a case by case basis and dealt with by ESSR management as per para 6.2.2 of this SOP.
       2. On arrival at the Gate 1 AGs and TCs will show a valid ID, Iqama or Driver’s License to the security guards on duty who will temporarily **not** issue a Visitors Badge in return, although they will record all the visitor’s particulars in the ‘Visitors Book’. Security guards will **not** retain the visitor’s ID – where possible AGs and TCs will be escorted to NGFC by a guide from the Security/ Asset Protection Department.
       3. Under no circumstances will any individual enter Gate 1 without being identified by the security officers.
       4. All AGs and TCs will be subject to the same checks as detailed in para 5.2. and advised accordingly by Security staff.
       5. All AGs and TCs will, after parking their vehicle in the visitors parking area, proceed to the NGFC main entrance reception. (The parking will be located on the Southeastern end of NGFC).
    2. **Governmental Official (GO)**
       1. Any GO arriving at Gate 1 will be guided to the Main Entrance to NGFC, having been briefed on procedures by the security guards, checked for compliance to PPE and having his ID verified.
       2. It is the duty of the Security Guard to immediately inform the Reception Desk that a GO visitor or visitors have arrived.
       3. All GOs will be subject to the same checks as detailed in para 5.2 and advised accordingly by Security staff.
    3. **Inspectors – General Authority for Competition Law (GAC)**

5.2.4.1 Any GAC official arriving at Gate 1 will be handled in accordance with guidelines of the Internal Competition Division (ICD) which can be found on the ALJ Motors Portal, and following the procedures of the ESSR SOP posted in their Guard location (SOP Ref No 04HS-06/2020 dated 22 Jun 20).

* + 1. **Non Authorised Personnel**
       1. Non-authorised personnel are not permitted to enter the premises – should there be an issue, the security staff will immediately refer the matter to ESSR management for further action.
  1. **SOUTH GATE (GATE 2) & GUEST GATE (GATE 3)**
     1. For the period of time this instruction remains in place, both the South Gate (Gate 2) and the Guest Gate (Gate 3) will remain closed at all times, pending review and changes as instructed by the ESSR Department.

1. **PROCEDURE FOR ACCESS TO THE NGFC BUILDING**
   1. **ALJ Associates & PACs**
      1. Associates and PACs will enter and exit through the speed gates leading from the ALJ NGFC Main Reception only.
      2. No other speed gates or entry points will be authorised.
      3. Associates and PACs will enter through the speed gate by placing his ALJ ID Card or PAC equivalent close to the ID reader of the speed gate, without touching it. Entrance is permitted when the light turns green. The reader employs a proximity system that does not need the physical touching of the card to the reader.
      4. Should an Associate’s card or PAC’s card touch the reader the card should be cleaned with sanitizer placed close to the speed gate. Cleaning staff will disinfect the reader on a frequent base.
      5. Tailgating or misuse of the system to obtain entry is strictly prohibited and Associates or PACs who enter by unauthorised means or methods may be subject to disciplinary action.
      6. If an Associate or PAC is not in possession of a valid ALJ ID card or PAC equivalent, the individual will move to Reception in the Main Lobby to obtain permission to enter. It is the responsibility of his direct manager to escort him to his place of work.
      7. NGFC Associates or PACs who do not have valid ALJ ID cards or PAC equivalents, should apply to the Administration Managers listed below to be issued with a card for the NGFC building as follows:

* Mr Adel Shoukry – Deputy Director Workplace/ Facilities Management & OSOOL Administration, Corporate Building & HJAH

Email: [shoukryam@alj.com](mailto:shoukryam@alj.com)

Tel: Ext 6817 (HO2)

Mobile: +966 (0) 505 847 348

* Mr Nazrul Islam Shamsul – Abdul Latif Jameel Land Holding – Workplace

Management

Email: [Shamsulni@ALJ.COM](mailto:Shamsulni@ALJ.COM)

Tel: Ext 3555 (NGFC)

Mobile: +966 (0) 504 607 476

* + 1. New personal temperature and social distancing monitoring equipment may be in place and in use to aid in the identification of individuals who may pose a threat to safety or lack of adherence to ALJ Management Directives.
    2. In the event of an emergency, the internal alarm systems will open all speed gates and fire exits automatically.
  1. **Non ALJ Associate (NA) working outside NGFC**
     1. No person other than an ALJ Associate or PAC is allowed to enter the NGFC secured area behind the speed gate, unless pre-authorised by ALJ Motors Management.
     2. Security staff will not allow any person other than ALJ Associates or PACs with a valid ALJ ID card or PAC equivalent entrance through the speed gate. (Exceptions will only be allowed as authorised by the Deputy President & Vice Chairman or the Vice President ALJ Motors, or their delegated associates). Permission should be obtained prior to any visit by forwarding a written request by email to Youssef Mohamed Youssef Ali at email: [Aliym@ALJ.COM](mailto:Aliym@ALJ.COM) at ALJL Asset Protection.
  2. **Government Official (GO)**
     1. The PSGs or receptionist will immediately inform one of the designated Associates of the imminent arrival of a GO.
     2. One of the designated Managers will meet the GO at the Reception desk and attend to or escort him to wherever he needs to go, taking into consideration social distancing measures, correct use of PPE and all other ALJ Management Guidelines accordingly.

1. **ACCESS TO DEPARTMENTAL OFFICES**
   1. Departmental offices are equipped with a swipe card reader.
   2. It is the prerogative of the Head of Department to allow Associates not working at NGFC entrance to his office area. Associates names should be forwarded to the ALJL Asset Protection who will arrange access to the offices. Permission should by forwarding a written request by email to Youssef Mohamed Youssef Ali at email: [Aliym@ALJ.COM](mailto:Aliym@ALJ.COM) at ALJL Asset Protection.
   3. All PAC’s will obtain permission via ALJL Workplace Department to access offices. The department will be responsible for the control over these PACs. Should a PAC be found in an unauthorised area it should be reported to Youssef Mohammed Youssef Ali of ALJL Assets Protection by phone Ext 3009 or Mobile No: 0593112119.
2. **DISPLAY OF ALJ COMPANY ID AND PAC EQUIVALENTS CARDS & WEARING OF PPE**
   1. ALJ Associates and PACs working in the NGFC building must be in possession of an ALJ ID badge or equivalent PAC ID Badge for access the secure area and be wearing their PPE in accordance with ALJ Management Guidelines.
   2. Associates and PACs should display the ALJ ID card or their PAC equivalent at **ALL TIMES** via a lanyard from the neck when on ALJ premises **(no exceptions)**.
   3. Associates and PACs who do not display their approved ID cards and/or wear their PPE accordingly, should be reported to Security staff who will take any necessary required action and where necessary refer the incident to the individual’s HR/ Administrative Department for subsequent disciplinary action.
   4. Should Associates and PACs require an ALJ ID, PAC equivalent or PPE, these should be requested through their respective administration department or as stated at para 6.1.7.
3. **GENERAL CODE OF CONDUCT**
   1. The reception area should be kept tidy and a clean desk principle applied at all times, social distancing and the use of ALJ Management Guidelines on the wearing of PPE be adhered too at all times.
   2. Associates and PACs, AGs and TCs shall refrain from eating or drinking in the reception area.
   3. Associates and PACs, AGs and TCs shall refrain from loitering in and around the reception area.
   4. On the activation of the fire alarm ALL Associates, PACs, AGs and TCs shall and without hesitation evacuate the NGFC building immediately. Associates, PACs, AGs and TCs should continue on to the closest Assembly Point and once there adhere to social distancing directives, maintaining the use of PPE. By not following this instruction, Associates, PACs, AGs and TCs endanger their and others lives’ therefore disciplinary action may be taken against anyone who fails to comply with this instruction. The NGFC floor layouts can be found at Annexes B & C, which shows fire exits, medical points, assembly areas and other evacuation relevant information.
   5. Smoking is only allowed in the designated smoking areas where social distancing and PPE directives are to be adhered too - disciplinary action will be taken against any offenders.
4. **INCIDENT PREVENTION**
   1. **Security Awareness**
      1. Proactive incident prevention and security awareness will help to ensure a safe, secure environment, enabling work to continue with the minimum amount of disruption. Associates, PACs, AGs and TCs at NGFC should make every effort to help counter this threat by challenging those not adhering to these instructions and reporting offenders to the Security staff who will inform the relevant HR/ Administrative Department.
      2. Suspicious activity should be reported to a security representative as soon as possible for onward communication to the ESSR Team when an emergency response is required.
      3. Personal valuables should be placed out of sight, or kept on the person, and should never be left unattended – personal valuables are the responsibility of the owner.
      4. Offices should be locked upon leaving.
      5. Incidents, real or suspected (such as intruders), should be reported to SGM Asset Protection as soon as possible after the event (as per the security address list at para 4.5.2).
      6. Incident Prevention and Security Awareness presentations will be organised throughout the year – as per Security Awareness Training directives.
   2. **Incident Reporting**
      1. Incident reporting is crucial to the identification of patterns of inappropriate activity. The reporting of incidents supports the investigation and provides for recommendations to be made to prevent a recurrence. Comprehensive reporting of incidents provides an accurate picture of the level of incidents throughout ALJ and ensures that adequate resources are provided to combat those incidents.
      2. Success in the maintenance of safety and security at the NGFC is greatly enhanced by fast, efficient and detailed reporting. Incidents should be reported to any of the persons listed in the security address list at para 4.5.2, or to the nearest security representative if the individual is unsure of what to do.
   3. **Incident Investigation** 
      1. The focus point for any minor incidents is ALJL Asset Protection.
      2. All incidences should be dealt with in accordance to ALJM Security Policy which can be found on the ALJM Portal.
5. **EMERGENCY PROCEDURE** 
   1. For all emergencies at the NGFC facility, please refer to the NGFC Emergency Evacuation Plan for more information, a copy of which is located on the ALJ Portal.
6. **DOCUMENTS ON ALJ PORTAL** 
   1. <https://aljportal.alj.com/English/Services/ESSR/Documents/Forms/AllItems.aspx>
   2. https://aljportal.alj.com/English/Services/ESSR/Documents/Forms/AllItems
   3. Documents available:
      1. Health and Safety Procedures including directives relevant to COVID-19
      2. Emergency Procedure NGFC
      3. Security Manual 2016
      4. Security Policies and Procedure Arabic
      5. Security Policies and Procedure English.