

# COVID 19

## Response

# update

We are consolidating official Company information on COVID-19 to ensure our workforce has the latest and most accurate information.

## our people

Stay informed of the latest updates and quickly evolving information

- **COVID-19 website:** On March 19, Saudi Aramco launched a COVID-19 website for all Company-related communications about the virus. With an emphasis on People, Communities, and Operations, visit [saudiaramco.com/en/covid](https://saudiaramco.com/en/covid) for important information.
- **87-COVID:** A dedicated COVID-19 helpdesk launched on March 22. By calling 87-COVID (013 873 6846), you will be directed to the appropriate department to answer your medical, HR, or government related questions.
- **Aramco Insights video:** A special edition of Insights was published on March 22, with an emphasis on preventing the spread of COVID-19, including important advice on physical distancing and home isolation. Visit [saudiaramco.com/en/covid](https://saudiaramco.com/en/covid) for more details.

## our operations

Continued efforts to minimize the spread of the virus and limit exposure

- **Temperature Screening:** Non-contact infrared thermometers have been deployed across high population sites, including key offices, community facilities, buses, and at construction sites. This practice is being extended throughout additional facilities and communities to quickly identify the presence of a fever, which is one of the symptoms of COVID-19.
- **Aviation Updates:** On March 21, the Aviation Department announced schedule changes and additional flights. "For more information, check the online flight reservation system (FOS) or contact the Aviation Customer Service Group at 800-125-0001 (toll free), or 011-290-8999, or by email [aviacustomersvcs@aramco.com](mailto:aviacustomersvcs@aramco.com). **Remember: If you have a fever, cough, or have trouble breathing, call your medical provider or 973, and do not go to the airport.**
- **Remote Working:** Yesterday, over 5,000 employees connected from home, and over 7,000 video calls and conferences were conducted through Skype Business, with a total of 16,586 attendees. This is in line with several Business Lines and Admin Areas that have begun to implement remote working for certain employees to implement physical distancing to keep our workforce safe.
- **In-Person Training Programs:** A reminder that in-person training courses have been cancelled to observe proper physical distancing. This includes General Safety Training courses delivered by the Fire Protection Department.
- **Facility Disinfections:** Last week, over 5000 locations across offices, facilities, and community buildings were disinfected in our Eastern, Northern, Southern, Central, and Western operations."

## our communities

Virtual JHAH resources to support physical distancing

- **JHAH Video Visits:** To respond to patients' needs, JHAH accelerated the launch of **Video Visits**. JHAH patients can now book face-to-face appointments with JHAH Primary Care physicians on the secure patient portal MyChart.
- **Electronic Medical Letter:** Additionally, JHAH patients can receive sick leave following a phone consultation on the Nurse Care Line and physicians can generate both sick leave and electronic clearance letters during phone consultations. On March 25, the JHAH 800-305-4444 (Option 3) will be expanded to include the COVID-19 Care line for Saudi Aramco employees and dependents to speak to a clinician about their medical questions related to COVID-19.

As we continue to focus on the safety of our people, operations, and communities, visit [saudiaramco.com/en/covid](https://saudiaramco.com/en/covid) to stay informed of the latest updates.

