



نيوم NEOM

NEOM COMMUNITY GUIDELINES



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### INTRODUCTION

These Community Services' general guidelines are intended to provide NEOM community members with safe and livable environment where all employees and their respective backgrounds are considered. The guidelines are also put in place to govern and provide for everyone's required living and working standards in NEOM Communities. The instructions are not exhaustive and are a framework for creating a harmonious community lifestyle.

The Community guidelines comply with NEOM's Code of Conduct, NEOM's People's Policy and Procedures (PPP), and International norms. These guidelines apply to both NEOM Communities and any other locations managed by NEOM Community Services.

By announcing the community guidelines to NEOM community residents, it considered that they are acknowledged by all community members.

- NEOM Communities are for the exclusive use of Community Members who must follow these guidelines living and working at a NEOM Community.
- Community Services reserves the right to establish and enforce additional guidelines or make changes to the guidelines as deemed necessary from time to time – notice of said changes will be communicated to all residents.
- Full compliance with the NEOM Community Guidelines is expected by all residents, following the Kingdom of Saudi Arabia's customs, laws, and traditions.

We extended you a warm welcome to NEOM Community.



The following definitions are used throughout this document:

**a. NEOM Community**

Any of NEOM's residential or office sites managed by NEOM Community Services, accessible by staff or pre-approved visitors and Service Partners only.

**b. Community Member**

Community member is one of the following:

- Resident: Staff or approved Service Partner living at (or assigned a cabin at) a NEOM Community, including dependents/approved visitors.
- Staff: NEOM employees with a valid contract and ID. Visitor: A pre-approved individual visiting staff.

**c. Service Partners**

NEOM approved third-party Service Partners with valid ID.

**d. Cabin**

Staff individual residential accommodation.

**GENERAL INSTRUCTIONS**

These general instructions apply to each area as a regulation of a NEOM Community: Facilities and public areas, housing, food and drink, littering, banned substances/materials, offensive and violent behavior, visitors' regulations, health and safety, valuables, laundry, maintenance, property damage, parking, road safety, and penalties.

**FACILITIES AND PUBLIC AREAS REGULATIONS**

- Best behavior is expected within NEOM whereby Community Members shall follow proper behavior by not, for example, taking other resident's property, walking on lawns or landscaped areas, dropping of your trash and cigarette butts, etc.
- A Community Member must respect all signs and not enter service areas unless authorized, e.g., laundry, kitchens, or storage areas.
- All pets must have a valid permit in line with NEOM Pet Guidelines. No wild animals, reptiles, or the like are allowed in the cabins. No pets are permitted in the office buildings.
- Opening times – e.g., mess hall – are posted and thoroughly communicated; however, Community members could call NEOM Helpdesk at 8888 for any help.
- Suggestions and complaints should be communicated to [Communityservices@NEOM.com](mailto:Communityservices@NEOM.com).



## HOUSING CABINS REGULATIONS

- Only married couples registered through NEOM Human Resources, first-degree family members and same gender visitors / guests can stay / sleep in the assigned unit.
- The resident can only receive same gender visitors / guests in the Community and assigned unit.
- The resident will comply with the NEOM Policies (as defined below).
- Visitor and family service fees will apply and may be updated from time to time with prior written notice to the resident.
- The maximum capacity of a cabin is 4 persons. One child under the age of 6 can be in addition to this and does not count towards the total.
- A resident shall refrain from disturbing fellow residents between silent hours (2200–0600).
- The common areas within the Community are always to be kept clean and tidy.
- Community Services teams will be entering cabins periodically to carry out cleaning, essential preventive maintenance, and other routine operational requirements.
- The resident shall receive a notification email before carrying out any maintenance work.
- No storage sheds or improvements are allowed outside of the cabin. Community Services must approve modifications to cabin interiors or exteriors.
- Only authorized residents are permitted to live at a NEOM Community. Residing in a NEOM Community is exclusive only for direct family members (spouse, siblings, children, and parents) who can stay or live in a Community.
- The assigned cabin is for employees exclusively. Employees are not permitted to loan or lease a cabin without the approval of Community Services.
- Unauthorized entry to another employee's cabin, facility, or restricted area is a serious offense and will be subject to HR disciplinary action.
- Weapons of any kind – e.g., knives, air guns, or swords are prohibited and those breaching this rule will be subject to HR disciplinary action.
- Large gatherings, events, or parties are not to be held in cabins – residents must speak with Community Services to book the mess hall, multipurpose room, or recreation rooms for such activities.
- The resident is always expected to lock the cabin door and secure the room key. Asking a Service Partner to leave the door open is not permitted. This is only to protect the resident and the Service Partner personnel from any responsibility.
- If a cabin key is lost, the resident must contact the NEOM Helpdesk immediately on '8888' and let them know.
- The resident is expected to ensure all windows and doors are locked and secured when leaving the cabin.
- Before leaving your room, always check that valuable items are stored securely or placed into a drawer, bag, or other areas out of sight. A security safe is provided to residents to store important documents and valuables properly upon request.
- The Service Partner cannot open a cabin for a resident without written consent by the cabin occupant. This is to protect the resident, the occupant, and the Service Partner personnel.
- It is the responsibility of the resident to report any damage or faults to their cabin to NEOM Helpdesk at 8888.



## **LITTERING REGULATIONS**

- Keep all areas clean and tidy, including corridors, offices, cabins, and common areas.
- Personal items that pose an obstacle to cleaning work or impede members of the Community should be removed and stored in designated areas.
- Place trash into the bins provided.
- Dispose of all cigarette butts in a proper disposal container.

## **SMOKING REGULATIONS**

- All buildings are fitted with smoke detectors - tampering with these devices or any similar fire prevention/detection device is considered a breach of company and community policy / guidelines.
- Only use the smoking areas located throughout a Community and always discard cigarettes in the ashtrays/bins provided.
- Smoking is prohibited in all NEOM Community public buildings.

## **OFFENSIVE AND VIOLENCE BEHAVIOR**

- Acts of violence towards fellow community members will not be tolerated.
- Any form of bullying or harassment, including the use of foul and abusive language towards fellow community members, will not be tolerated.
- Offenses will be investigated by NEOM Human Resources, and confirmed offenses will initiate Community Services to request disciplinary action from HR and the relevant department head (see clause Penalties).

## **PERSONAL VISITORS IN ACCORDANCE TO NEOM COMMUNITY GUIDELINES**

- The Personal Visitor Pass is only issued for first-degree relatives such as children, parents, siblings, or spouse of NEOM Employees who permanently reside at a NEOM Community.
- The resident can only receive same gender visitors / guests in a Community and assigned unit.
- A NEOM Employee can request a Personal Visitor Pass by completing the NEOM Community Visitor Access form and sending to [community.access@NEOM.com](mailto:community.access@NEOM.com) for approval.
- All Personal Visitors will receive a dated visitor's pass, with validity limited to a maximum of 3 days.
- It is prohibited to accommodate unauthorized visitors.
- Visitors found behaving inappropriately, breaching safety rules, or causing a disturbance will be barred from entering the Community, and their host resident may face disciplinary action.
- Residents are always responsible for the visitor's actions.



## **HEALTH AND SAFETY**

- Residents are expected to participate in any health and safety campaigns and emergency training exercises actively.
- Residents are expected to be familiar with fire safety and emergency procedures and comply with fire drills, alarms, and instructions.
- Do not disable or tamper with smoke detectors, fire alarms, or fire extinguishers, including covering detection systems or removing alarms; and If a smoke detector or fire extinguisher is faulty, call Helpdesk 8888 immediately.

## **VALUABLES**

- Always lock cabins on exiting.
- Community Services is not responsible in the event of any theft, loss, or damage due to negligence.
- Do not keep large amounts of unsecured cash, jewelry, or other valuables in cabins. Room safe boxes are available upon request through Helpdesk 8888.

## **LAUNDRY**

- A scheduled laundry service is provided to all residents and visitors.
- Airing of laundry is to be limited. Any laundry hanging in an area that may represent safety hazard will be removed and returned to the owner or stored in the laundry for collection.
- No express laundry is provided; only scheduled pickups and deliveries are provided as per the dates communicated by Community Services.

## **MAINTENANCE**

- The resident is responsible for reporting cabin issues to the helpdesk 8888.
- Any item listed as unauthorized or illegal found in the cabin during routine maintenance or a safety inspection will be confiscated, and notice will be provided to the resident.
- Depending on the requirement, Community Services reserves the right to enter any cabin or office for routine maintenance or a safety inspection without prior notification.

## **PROPERTY DAMAGE**

- Any deliberate damage or misuse of the property and facilities due to negligence or carelessness will be responsibility of the resident to repair at their cost.
- Community facilities are for all residents' use – property or assets are not to be moved or altered without permission from Community Services.
- Damage to community property will be charged to the individual(s) responsible. If the damage is proven to have been intentional or due to the individual(s), the offender could face further disciplinary action.
- Report lost property to Helpdesk 8888.
- The Executive Director, Community Services, will be the final authority to assess the damage and administer the relevant policy / guidelines.



## **PARKING**

- All vehicles must be parked outside the main gates.
- Vehicles are only allowed to enter a NEOM Community, displaying either a valid permanent or temporary vehicle pass.
- Vehicle engines should be turned off when parked.

## **ROAD SAFETY**

- Follow proper safe driving regulations and rules of the road within NEOM Community when driving a golf-cart or any vehicle.
- Drive no more than 10 KMH within the community as children and other pedestrians, bicycles and scooters are in circulation.
- Wearing helmets is mandatory when using scooters and bicycles.
- Hold a valid international or Kingdom of Saudi Arabia driving license.
- Alloccupants of the vehicle must wear seat belts.
- Stop fully at road junctions and stop signs.

## **PENALTIES**

- Breaches of NEOM Community Guidelines will be reviewed, and offenders may face disciplinary action up to and including termination of their contract. HR will apply the relevant rules set out in the NEOM company policies and relevant Kingdom of Saudi Arabia laws pertaining to drugs, alcohol, or pornography.