



نيوم NEOM

NEOM COMMUNITY
VISITOR GUIDELINES



INTRODUCTION

The purpose of this document is to provide guidance for visitors to NEOM Community premises, as well as for employees sponsoring visitors. The following guidelines have been designed to help facilitate visitors to NEOM Community while maintaining the security and safety of NEOM Community.

- All visitors must be pre-approved to enter NEOM Community.
- All visitors are to abide by the NEOM Community Guidelines while inside NEOM Community premises.
- Visitor sponsors are responsible for the conduct, and wellbeing of their guest(s) for the duration of their visit.
- Visitors passes are only issued for a maximum of 3 days, either for a Business Visitor Pass or for a Personal Visitor Pass.

DEFINITIONS

Type	Description
NEOM Security	The department responsible for the security and safety of NEOM properties and employees.
NEOM Security Contractor	An assigned and approved security contractor managed and supervised by NEOM Security.
NEOM Employee	A full time and direct contracted NEOM Employee with a valid employment contract.
Business Visitor	A representative of a business or government entity visiting NEOM Community.
Personal Visitor	First-degree relatives (children, parents, siblings, spouse) who does not reside in NEOM Community on a permanent basis and friends of the same gender.
Human Resources (HR)	The department within NEOM responsible for all employees and employee-related operations.
NEOM Community Visitor Access	A form to be completed and signed by visitor sponsors and approved by NEOM Security.
Sponsor Department	A NEOM department that assumes responsibility for a business visitor and is represented by a Director or above.
Sponsor	A NEOM Employee that resides in NEOM Community who assumes responsibility for their sponsored guest.



GUIDELINES

01. Business Visitor Access

1. A Sponsoring Department can request a business visitor pass by completing the NEOM Community Visitor Access form and sending it to community.access@NEOM.com for approval.
2. All Business Visitors will receive a dated visitor's pass, with validity limited to a maximum of 3 days.
3. The NEOM Sponsor is responsible for the conduct, and wellbeing of their guest(s) for the duration of their visit to NEOM Community.
4. Business Visitors are not permitted to access the NEOM Community Residential Area and facilities unless pre-approved by NEOM Community Services, including but not limited to:
 - Dining facilities
 - Recreation facilities
 - All other non-business-related facilities within the NEOM Community Residential Area
5. Business Visitors must always be accompanied by their NEOM Sponsor and must not take photographs, videos, or gather data of any type during their visit to NEOM Community.

02. Business Visitor Access

1. 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 NEOM Community and friends of the same gender of the sponsor (requestor).
2. A NEOM Employee can request a Personal Visitor Pass by completing the NEOM Community Visitor Access form and sending to community.access@NEOM.com for approval.
3. All Personal Visitors will receive a dated visitor's pass, with validity limited to a maximum of 3 days.

03. Acquiring Visitor Access to NEOM Community

a. Prior to Arrival at NEOM Community

1. NEOM Sponsors complete a NEOM Community Visitor Access form for both Business and Personal Visitors.
2. To avoid any delay in request processing, NEOM Sponsors must complete all fields in the NEOM Community Visitor Access, including but not limited to:
 - Pass Category
 - Purpose of Entry
 - Visitor Details
 - Sponsor Details



3. Should any of the above information be missing, both the pass AND entry to NEOM Community premises, will not be approved.
4. It is the responsibility of the NEOM Sponsor to ensure that Visitor Pass Requests are submitted at least 24 hours before any intended visitor access to NEOM Community premises to avoid delays.
5. Once approved, a signed NEOM Community Visitor Access form will be emailed to the NEOM Sponsor.

b. Upon Arrival at NEOM Community:

1. On arrival at NEOM Community, visitors must have a soft or hard copy of their approved NEOM Community Visitor Access form, as well as a form of identification (Saudi National ID, Iqama, or passport), should it be requested by the NEOM Security Contractor or SFSP.
2. NEOM Security reserves the right to ask for identification to be presented.
3. Business Visitors are to access NEOM Community through the Offices Area Main Gates and Personal Visitors through the Community Main Gate.
4. All visitors, whether in their own vehicle or being driven by another party, will then proceed to the designated car parks outside NEOM Community.
5. NEOM Sponsors must meet their visitors at the appropriate entry gate to NEOM Community and accompany the visitor to their required destination within NEOM Community.

c. Upon Departure from NEOM Community

1. At the time of departure, it is the responsibility of the NEOM Sponsor to accompany their visitor to the NEOM Community or Office Gates.

04. Compliance

1. Failure to adhere to the NEOM Community Visitor Guidelines will constitute a breach in security protocol and will be reported to a NEOM Sponsor's Department Head and Human Resources.

05. Attachments

1. Attachment 1 NEOM Community Visitor Access
2. Attachment 2 NEOM Community Map



ATTACHMENT 1 NEOM COMMUNITY VISITOR ACCESS

Visitor Management Portal

<https://vmp.neom.com/>

The screenshot displays the Visitor Management Portal interface. At the top left is the NEOM logo. A yellow navigation bar contains the text "Home". Below this are two buttons: "New Business Visit" and "New Personal Visit".

The main content area is divided into two sections: "Business Visits" and "Personal Visits". Each section contains three cards representing different approval stages:

- Business Visits:**
 - Proponent Approvals:** 0 Pending. Below the card: Pending Proponent Approval.
 - Security Approvals:** 0 Pending. Below the card: Pending Security Approval.
 - Visitors:** 0 Checked In. Below the card: Checked In Visitors.
- Personal Visits:**
 - Community Approvals:** 0 Pending. Below the card: Pending Community Approvals.
 - Security Approvals:** 0 Pending. Below the card: Pending Security Approvals.
 - Visitors:** 0 Checked In. Below the card: Checked In Visitors.

A vertical sidebar on the left contains navigation icons: Home, Business Visits, Personal Visits, Approvals, and Logout.



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NEOM COMMUNITY MAP



RESIDENCE AREA

Section heads	C-218 to C-407	
Section heads	C-123 to C-201	
Field support	D-01A to D-09B	
Mixed amenities	-	
Market/SPA/SLN	-	
Female section head	C-97 to C-122	
Executive	A-01 to A-04	
Sector heads	B-01 to B-36	
Section heads	C-01 to C-96	
Automated external defibrillator	-	
Assembly area	01 to 23	
Two bedroom units	-	

WORK AREA

Office building	100 to 112	
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FACILITIES

Pharmacy	PHR	Soccer field	SOF
Tennis court	TC1	Mosque	MSQ
Recreation 3	RC3	Dinning hall	DH
Multipurpose room	MPR	Pool	POL
Tennis court	TC2	SPA	SPA
Salon	SLN	Barber shop	BRS
Laundry	LND	Female gym	FMG
Market	MRT	Gym	GYM
Female pool	FMP	Outdoor hub	OTH
Clinic	CLN	Basketball court	BSC
Admin	ADM	Bedouin tent	BDT
Mailing room	MLR	Dining hall tent	DHT
Multi use gaming area	MUGA	NEOM community school	NCS

