



نيوم NEOM

**COMMUNITY SERVICES MANUAL  
DRIVER'S SAFETY MANUAL**

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# Contents

- 1. PURPOSE AND OBJECTIVES ..... 4**
- 2. SCOPE ..... 4**
- 3. DEFINITIONS AND ABBREVIATIONS ..... 4**
- 4. SAFETY DRIVING PILLARS ..... 4**
- 5. ROLES AND RESPONSIBILITIES ..... 5**
- 6. NEOM DRIVER SAFETY MANAGEMENT STATEMENT..... 5**
- 7. GUIDELINES..... 6**
  - 7.1 Driver Safety Guidelines ..... 6
  - 7.2 Lease Vehicle Guidelines..... 12
- 8. PROCEDURES ..... 12**
  - 8.1 Vehicle Checks and Weekly Vehicle Check ..... 12
  - 8.2 Lease Vehicle Request Procedure ..... 12
- 9. GENERAL GUIDANCE AND SUPPORTING DOCUMENTS..... 12**
  - 9.1 Driving Safety Manual (DSM)..... 12
  - 9.2 Vehicle Request Form (VRF) ..... 12
  - 9.3 Vehicle Induction Video (VIV) ..... 12
  - 9.4 Journey Management Program (JMP)..... 12
- 10. IMPLEMENTATION..... 13**
  - 10.1 Communication ..... 13
  - 10.2 Training and Acknowledgements ..... 13
  - 10.3 Evaluation and review ..... 13
  - 10.4 Improvement plan..... 13
- RECOMMENDATIONS (PHASED)..... 14**
- APPENDICES ..... 14**
  - APPENDIX A – KSA TRANSPORT AND LABOR LAW ..... 15
  - APPENDIX B – DRIVING SAFETY PILLARS ..... 17
  - APPENDIX C –DRIVER SAFETY GUIDELINES ..... 19
  - APPENDIX D –LEASE VEHICLE GUIDELINES ..... 25
  - APPENDIX E –LEASE VEHICLE PROCEDURE ..... 29
  - APPENDIX F –VEHICLE REQUEST FORM (VRF) ..... 35
  - APPENDIX G –POOL VEHICLE REQUEST FORM ..... 37
  - APPENDIX H –JOURNEY MANAGEMENT PROGRAM (JMP) ..... 39
  - APPENDIX I – VEHICLE CHECKLIST ..... 41
  - APPENDIX J – VEHICLE INDUCTION VIDEO (VIV)..... 43
  - APPENDIX K – IMPLEMENTATION PLAN ..... 45

## List of Tables

- Table 1: Table of Abbreviations ..... 4
- Table 2: Table of Definitions ..... 4
- Table 3: Table of Safety Driving Pillars ..... 4
- Table 4: Table of Roles and Responsibilities ..... 5



## 1. Purpose and Objectives

The overall aim is to provide an effective framework for managing driver risk. To be achieved through cultural and behavioural change allied to a guideline of continuous improvement that contributes to a well-trained and competent workforce, driving vehicles safely and responsibly.

The objectives are:

- The DSM shall be incorporated as part of the organisation’s approach to staff wellbeing, safety, and security.
- NEOM shall routinely undertake, record and act on the findings of risk assessments dealing with all aspects of safe driver, safe vehicle, safe journey, and safe community. These will be known as our four pillars of driver safety.
- That every incident and accident involving any vehicle driven on behalf of the organisation is recorded, and that the data is regularly analysed and actioned to reduce the likelihood of recurrence.

## 2. Scope

DSM applies to any person who controls, operates, or uses NEOM vehicles or vehicles permitted to be used on NEOM sites. Personnel are expected to make themselves aware of, and to adhere to these requirements. The terms and conditions of vehicle hire/use are detailed in the Vehicle request form (VRF) as shown in. [Appendix F –Vehicle Request Form \(VRF\)](#)

## 3. Definitions and Abbreviations

Table 1: Table of Abbreviations

ABBREVIATION	TERM
DSM	Driver Safety manual
VRF	Vehicle Request Form
VIV	Vehicle Induction video
JMP	Journey Management Program

Table 2: Table of Definitions

TERM	DEFINITIONS
NEOM vehicle	A NEOM vehicle is any vehicle owned or controlled by NEOM directly or a third-party provider. This includes all vehicles that are leased, loaned, sponsored, hired without a driver, and/or provided by any third-party vehicle providers

## 4. Safety Driving Pillars

Table 3: Table of Safety Driving Pillars

PILLARS	DESCRIPTION
Safe Driver	Being a safe driver means being alert, always driving to the conditions, obeying the legal restrictions and being ready to act at any time.
Safe Journey	Planning a safe journey is using the available information on what routes will afford you the best and safest route to your destination.
Safe Vehicle	Safe vehicle has been checked for its condition, one that fits the purpose to which it is going to be used.
Safe Community	Always consider the safety of others across all NEOM communities in which we live, pass through and work.



## 5. Roles and Responsibilities

Table 4: Table of Roles and Responsibilities

STAKEHOLDER	TASK DESCRIPTION
NEOM Fleet Risk Manager is responsible for:	<ul style="list-style-type: none"> <li>• Interpretation of legislation and engagement with external regulators, as necessary.</li> <li>• The development of road transportation standards, and codes of practice.</li> <li>• Conducting audits, reviews, and inspections to determine implementation and compliance</li> <li>• Review changes to KSA legislation and subsequently amend the DSM where applicable to reflect such changes.</li> <li>• Ensure changes and amendments to the DSM are communicated throughout NEOM and relevant parties.</li> <li>• Facilitate a working forum at Sector level to ensure effective implementation, management, and review of the DSM.</li> <li>• Keep the NEOM community informed of the current DSM, its guidelines, procedures, and processes.</li> </ul>
Sector Representatives must ensure:	<ul style="list-style-type: none"> <li>• Implementation of this DSM within their Sector.</li> <li>• Regularly review to ensure compliance within their Sector.</li> <li>• Accurate reporting and communication with the NEOM Fleet Risk Manger on any necessary amendments required.</li> </ul>
All Vehicle Users	<ul style="list-style-type: none"> <li>• Ensure understanding of the requirements of this DSM applicable to themselves.</li> <li>• Fully comply with this DSM its guidelines, procedures, and processes.</li> <li>• Follow security guidelines regarding Journey Management Plan.</li> </ul>

## 6. NEOM Driver Safety Management Statement

In NEOM, we are committed to:

- Safeguarding people
- Protecting our movable and immovable property
- Managing fleet safety as any other critical business activity

We will strive to achieve this through:

- Compliance with the law relating to road safety
- The implementation of the NEOM Driver Safety Manual
- Continuous improvement in our road safety performance
- A systematic approach to road safety management by establishing minimum standards and guidelines for the four pillars of driver safety reference to [Appendix B – Driving Safety Pillars](#)
  - ✓ SAFE DRIVER
  - ✓ SAFE VEHICLE
  - ✓ SAFE JOURNEY
  - ✓ SAFE COMMUNITY



- Conducting planned inspections and audits on a regular basis to identify and eliminate substandard working conditions and practices.
- Reporting and conducting thorough investigations of all road incidents and accidents.
- Reporting and learning from near misses and potential incidents.
  - Communicating this guideline to all employees and other relevant stakeholders. This may be through written documentation or informative presentations such as 30@3 sessions.

## 7. Guidelines

### 7.1 Driver Safety Guidelines

#### 7.1.1 SAFE DRIVER

- **Speed**

As part of our overall Health and Safety guidelines, NEOM is committed to reducing the risks our employees face and create when driving for work. We ask all our employees to play their part, whether they use a company vehicle, their own or a hire vehicle.

Employees driving at any time must never drive faster than conditions safely allow and must always obey posted speed limits. Exceeding the speed limit is against the law.

Persistent failure to comply with the law will be regarded as a serious matter, and gross speeding whilst driving will be regarded as a serious disciplinary matter.

Employees who gain penalty points on their licence may be required to take further driver training. Any vehicle may be withdrawn from employees who persistently breach road traffic laws.

NEOM's reputation and corporate responsibility is always considered, and we will cooperate with police enquiries resulting from an alleged speeding offence or incident and shall supply details of the employee (or driver if different) to whom the vehicle was allocated.

- **Seat Belt Use**

NEOM recognises that seat belts are extremely effective in preventing injuries and loss of life. We care about our employees and want to ensure that no one is injured or killed in a collision that could have been prevented by using seat belts.

It is NEOM guidelines that seat belts shall always be used by both drivers and passengers whilst travelling in any vehicle. The purpose of these guidelines is to establish mandatory belt use as an organisational priority and designate responsibility for implementation and enforcement.

The seat belt use guidelines apply to all employees and occupants of any vehicle driven by employees, including rentals and personal vehicles or third-party driven vehicles.



- **Distracted Driving**

Distracted driving is a serious safety risk, not only to the driver, but also to other occupants in the vehicle, other vehicles on the road and pedestrians.

All employees must refrain from using cell phones, other electronic devices or participating in any activity that may distract them from safely operating a motor vehicle.

To reduce the risks associated with distracted driving, certain conduct is prohibited whilst driving any vehicle at any time, including:

- Using cell phones (including hands-free)
- Operating laptops, tablets, portable media, and GPS devices
- Reading maps or any type of document (printed or electronic)

Drivers must pull over safely to the side of the road or another safe location before checking messages, returning calls, text messaging, emailing, reading maps for directions, or programming/ resetting GPS devices etc.

- **Enforcement**

These guidelines apply to all employees when driving any vehicle at any time.

The National Police enforce the traffic laws. Drivers who have been stopped by the Police for enforcement issues must report to their Sector Head and the NEOM Fleet Risk Manager at the end of their journey unless they are unable to continue the journey and report the reason of this Police enforcement action.

All incidents that are subject to enforcement will be investigated by the NEOM Fleet Risk Manager. Drivers who have received a speeding conviction or been involved in a crash shall be interviewed to establish the details and identify what lessons can be learned.

In the first instance, the approach should be positive and helpful, rather than punitive, although it should be made clear that repeat offending may lead to disciplinary procedures.

Enforced interventions and remedial driver training shall be considered, especially for drivers who persistently breach road safety laws.

- **Training and Induction**

All NEOM vehicle users are required to follow the lease vehicle guidelines [Appendix D – Lease Vehicle guidelines](#). Safety at NEOM is EVERYBODY's responsibility.

This includes:

- Lease vehicle request procedure
- Vehicle Induction Video (VIV)
- Vehicle request form (VRF)
- Driver Safety Manual (DSM) acknowledgement
- Webinars will be conducted and uploaded regularly



- **Licences**

Drivers are only permitted to drive a NEOM leased vehicle with a valid Saudi Arabian driving licence and a valid Saudi Arabian Residents ID.

NEOM transportation department will retain a list of all driving licences and resident's ID associated with NEOM lease vehicles.

Any drivers found to have driving licences expired or invalid are no longer permitted to drive NEOM lease vehicles.

- **Fit to drive**

Some medical conditions may affect an entitlement to hold a driving licence for certain categories of vehicle and advice should be sought from the NEOM Fleet Risk Manager.

Any restrictions on driving shall be recorded on the individual's record.

An individual diagnosed as suffering from an injury, illness, disease or any other physical or mental condition, which is considered likely to affect their ability to drive, is forbidden to drive until a medical officer/practitioner has confirmed that it is safe for them to drive.

If a driver becomes ill whilst on a journey, they must stop the vehicle as soon as it is safe to do so, secure the vehicle and contact the appropriate emergency services and if possible NEOM Community Services Transportation department.

Drivers must not be under the influence of substances or drugs when reporting for duty or when driving any NEOM vehicle. Drivers are prohibited from driving if taking medication that is likely to affect their ability to drive. Each driver is responsible for finding out the/any side effects of medication, getting a medical certificate stating the limitations and reporting this to their Sector Head.

Drivers shall ensure they have adequate sleep so they will be fit to drive a vehicle when at work.

Drivers, who need to wear spectacles or contact lenses whilst driving, are to do so. They must also carry a second pair, to provide a replacement, should these be broken. Users of contact lenses are to carry a spare pair of lenses or spectacles.

#### 7.1.2 SAFE VEHICLE

- **Vehicle Induction / Familiarisation**

All NEOM employees and contractors who use NEOM owned, or leased vehicles are required to follow Vehicle Lease Guidelines which includes them to acknowledge they have viewed the Vehicle Induction Video (VIV).

As part of the Vehicle Lease Guidelines, drivers are required to read and receipt of the Driver Safety Manual (DSM)





- **Vehicle Equipment checklist**

All NEOM vehicles shall be fitted with the following equipment as standard:

- ✓ Vehicle Equipment List
- ✓ Tools (Wrenches, Screwdrivers, Pliers, Socket Spanners, Vehicle Jack)
- ✓ Fire Extinguisher
- ✓ Warning Light or Emergency Triangle
- ✓ First Aid Kit
- ✓ First Aid Accident Book
- ✓ Driver Handbook/Emergency Procedures/Contact List
- ✓ Flashlight
- ✓ Whistle (to help attract attention)
- ✓ Roadmaps
- ✓ Booster Cables (to jump-start battery)
- ✓ Windshield Washer Fluid/Water
- ✓ Tow Rope
- ✓ Hi-Vis Jacket/s
- ✓ Extra Fuses
- ✓ Cell Phone and Charger
- ✓ Drinking Water
- ✓ Vehicle Tracking/Telematics Device
- ✓ Shovel
- ✓ In addition, the following may also be required:
- ✓ Fuel/Sand Boards/Additional Spare Wheel - if travelling remote
- ✓ Satellite Phone (if journey is out of area/GSM range)

- **Communications Equipment**

All communications equipment fitted or provided as part of NEOM's Journey management plan (JMP) to NEOM vehicles such as radios, telephones, GPS trackers and telematics must be checked for serviceability as part of the pre-journey vehicle check. Damage or loss of functionality is to be reported to the NEOM Transportation department.

When fitted, Telematics equipment must be switched on whilst the vehicle is in use.

- **Vehicle Allocation**

The NEOM Fleet Risk Manager will liaise directly with the contracted company supplying vehicles to NEOM. A register of the vehicles leased shall be maintained and the NEOM Fleet Risk Manager shall manage the servicing and maintenance in coordination with the supplying company to ensure an adequate number and type of vehicles are always available. All requested vehicles are allocated upon necessary approvals in line with Lease Vehicle Guidelines ([Appendix D –Lease Vehicle guidelines](#))

All vehicles used on behalf of the organisation shall be regularly inspected and maintained in accordance with the manufacturer's recommended service schedules (and if applicable with specific licensing or operational requirements).

All vehicles shall be allocated within the terms and conditions listed in the VRF.

When selecting the most appropriate mode of travel, the following is to be considered:

- ✓ Number of people travelling
- ✓ Type of journey (distance, terrain, weather)
- ✓ Other travel options (coach/taxi/ car share)
- ✓ Requirement of task



- ✓ Equipment to be carried
- ✓ Security implications

- **Control of Vehicle Keys**

Keys of vehicles are the sole responsibility of the designated driver, whose details are held on the Transportation department data base. Only drivers who have completed the necessary procedures and guidelines as detailed in the DSM are permitted to drive any NEOM associated vehicles

- **Private Use of NEOM Vehicles**

All vehicle users are subject to terms and conditions as listed in VRF. This is irrespective of whether the vehicle is used for business or otherwise.

- **Servicing and Maintenance**

If a vehicle is found to be unsafe to operate or not fit to travel on public roads, the NEOM Fleet Risk Manager will order the vehicle out of service until the necessary repairs are performed.

All mechanical repairs and periodic maintenance shall be arranged via the vehicle lease provider and validated by the NEOM Fleet Risk Manager. NEOM vehicle users are not permitted to perform any mechanical repairs or maintenance on vehicles without prior consent from the vehicle lease provider or in an emergency situation where no recovery is possible or available. Vehicle equipment must not be removed by any vehicle user without prior consent from the vehicle lease provider.

The lease vehicle provider will maintain a servicing and maintenance schedule for all NEOM vehicles which will be validated by the NEOM Fleet Risk Manager. They will arrange with each vehicle user and give adequate notice when a vehicle is to be inspected, serviced, or replaced. If a NEOM vehicle user suspects a vehicle has a defect which may impact on its safety, it should be reported to the lease vehicle provider at the earliest opportunity.

- **Vehicle Breakdown and Recovery**

Vehicle Breakdown and Recovery details what to do should a vehicle breakdown. Each lease vehicle has a sticker on its windshield detailing contact details should a vehicle breakdown and/or require recovery. In addition, drivers should also contact NEOM Transportation department directly. It is the responsibility of the lease vehicle provider to inform NEOM Fleet Risk Manager.

- **Vehicle Accident & Incident Reporting**

An accident is defined as a crash or collision involving a vehicle. This applies regardless of whether it occurs on, or off of NEOM property, whether it happens whilst the driver is working or not and if the journey was authorised or not.

A Road Traffic Collision (RTC) has occurred when a NEOM vehicle, whether moving or stationary, is involved in a crash or collision with another object thus causing injury to any person, animal, or damage to any vehicle, property, goods, or any other object belonging to a third party.

An incident is deemed to have taken place when, or wherever a NEOM vehicle has been damaged or is inspected for damage, but there is no third-party involvement, claim arising, or personnel injured.



If any NEOM driver is involved in an accident or incident they must follow the procedure as listed in the JMP section of the Lease Vehicle Guidelines Accident/Incident Report Form which must be submitted to the NEOM Fleet Risk Manger as soon as possible (within 24hours of the incident).

- **Refuelling NEOM Vehicles**

Due to the remote locations of NEOM communities and the variable operation hours of localized service stations, no vehicle is to be left without fuel, when a driver is no longer using a vehicle, they must ensure it is refuelled.

### 7.1.3 SAFE JOURNEY

NEOM vehicle users are required to adhere to the instructions detailed in the JMP section of the Lease vehicle guidelines. [Appendix H –Journey Management Program \(JMP\)](#)

- **Pre-Journey Safety**

Drivers shall ensure the vehicle being used is in a roadworthy condition and any load is safe and secure. As part of the Vehicle Lease Guidelines, drivers are to conduct a pre-journey vehicle check before the start of their journey. This includes the items listed in the safety checklist

Any fault that cannot be corrected at the time of the check is to be recorded on the check sheet and reported to the NEOM transportation department as soon as possible. If the fault prevents the driver from continuing, they shall seek advice from NEOM transportation department.

Any faults or damage that occur during the journey, should be recorded, and reported as an incident immediately to NEOM transportation department.

The vehicle shall be returned ensuring it is clean, serviceable, fuelled and all safety equipment remains in the vehicle.

NEOM Fleet Risk Manager will conduct regular audits to ensure Lease Vehicle Guideline and implementation compliance.

### 7.1.4 SAFE COMMUNITY

Any vehicle and its user are subject to the following regulations in the NEOM Communities as detailed within section #7 of the Driver Safety Guidelines and Public Safety Road and Traffic Violation Policy.

Only sponsor and security approved vehicles are permitted into NEOM Communities.

- **Road Design & Traffic Management**

It is the responsibility of the driver to comply with road layout designs, signage and any permanent or temporary restrictions within the NEOM Communities.

The NEOM Fleet Risk Manger shall review with other stakeholders, and where necessary implement new or amended road designs and traffic management plans for NEOM Communities. The details of new or changes to the designs or plans must be communicated by the NEOM Fleet Risk Manager or relevant stakeholders throughout the business in advance of their implementation.



## 7.2 Lease Vehicle Guidelines

### 7.2.1 Vehicle Request Form (VRF)

As stated in the Lease Vehicle Procedure, all lease vehicle requests are subject to completion and receipt of a VRF. The VRF includes key mandatory information including:

- sector approvals
- vehicle allocations
- cost allocations
- full terms and conditions

Only vehicle request with completed and approved VRF's will be processed by the lease vehicle provider.

### 7.2.2 Vehicle training (VIV)

As stated in the Lease Vehicle Procedure, all new VRF submissions include the requirement that the vehicle requester views and acknowledges that they have watched the VIV as part of the vehicle training. This can be access via the transportation section of the Community Services website and is mandatory before the vehicle is released. [Appendix J – Vehicle Induction Video \(VIV\)](#)

## 8. Procedures

### 8.1 [Vehicle Checks and Weekly Vehicle Check](#)

### 8.2 [Lease Vehicle Request Procedure](#)

## 9. General Guidance and Supporting Documents

### 9.1 Driving Safety Manual (DSM)

The overall aim is to provide an effective framework for managing driver risk. To be achieved through cultural and behavioural change allied to a guideline of continuous improvement that contributes to a well-trained and competent workforce, driving vehicles safely and responsibly

### 9.2 Vehicle Request Form (VRF)

The mandatory request form that requires to be completed in advance of any vehicle allocations. This form also includes cost center requirements, other key terms and conditions and requester acknowledgements.

### 9.3 Vehicle Induction Video (VIV)

A visual support tool designed to inform all vehicle requesters the basic items to be checked on a specific vehicle they are leasing before use. This is in the format of a short video which can be accessed on the transportation section on the Community Services website.

### 9.4 Journey Management Program (JMP)

Specifically designed for all business and personal travel which takes you off-road or to remote locations, your Public Safety team is now providing potentially life-saving equipment and satellite communication devices, on a loan basis. These safety kits will



be invaluable in supporting NEOM colleagues and residents who travel long distances or to “off-grid” locations by vehicle.

## 10. Implementation

### 10.1 Communication

To notify all lease vehicle users and requesters of the updated safety guidelines and procedures required to drive a NEOM lease vehicle.

- NEOM wide announcements
- Community Service website
- Sector head engagement
- 30@3 sessions

### 10.2 Training and Acknowledgements

To educate and inform all lease vehicle users and requesters of the mandatory training and acknowledgements required to drive a NEOM lease vehicle

- Webinars
- VIV acknowledgement
- DSM acknowledgement
- JMP acknowledgement

### 10.3 Evaluation and review

The ongoing self-assessment by the Transportation department to ensure its processes and procedures are effectively managing the improved safety of NEOM drivers and vehicles

- Customer service feedback
- Internal KPI's
- QR code surveys
- Transportation management inspections

### 10.4 Improvement plan

A step-by-step developmental action plan which targets overall service provision improvement. This will include a strategic approach to assess points highlighted in the evaluation and review to deliver both short-term and long-term safety improvements.

- Ongoing improvements shown by the lease vehicle provider
- Ongoing improvements of the vehicle types used in the NEOM Transportation department
- Ongoing improvements of the training requirements
- Continual update of DSM and all supporting driver and vehicle safety documentation
- Implementation of phased recommendations



## Recommendations (phased)

Recommendations	
1 <sup>st</sup> Phase (NOW)	<ul style="list-style-type: none"> <li>• All transportation information and supporting documents are uploaded and clearly accessible on the community services website</li> <li>• Announcement NEOM-wide to communicate procedural and process changes</li> <li>• All drivers to acknowledge that they have viewed the VIV relevant to their vehicles</li> <li>• All drivers to acknowledge that they have read and understood the DSM</li> <li>• Review Community Road Structures and signages</li> <li>• Fit all vehicles with additional Safety Equipment/Tools</li> </ul>
2 <sup>nd</sup> Phase	<ul style="list-style-type: none"> <li>• Review Vehicle Types and Vehicle Controls to work toward minimizing CO2 emissions and carbon footprint</li> <li>• Introduce Vehicle Telematics/ Tracking into all lease vehicles</li> <li>• To work with Security and other stakeholders on the development of JMP</li> <li>• Ongoing evaluations and reviews as per section 10.3</li> <li>• Ongoing improvement plan as per section 10.4</li> </ul>
3 <sup>rd</sup> Phase	<ul style="list-style-type: none"> <li>• Set up a Traffic Control Centre to coordinate and manage all NEOM transportation vehicles</li> <li>• Ongoing evaluations and reviews as per section 10.3</li> <li>• Ongoing improvement plan as per section 10.4</li> </ul>

## Appendices

Appendix A: [KSA Transport Labour Laws](#)

Appendix B: [Driver Safety Pillars](#)

Appendix C: [Driver Safety Guidelines](#)

Appendix D: [Lease Vehicle guidelines](#)

Appendix E: [Lease Vehicle Procedure](#)

Appendix F: [Vehicle Request Form \(VRF\)](#)

Appendix G: [Pool vehicle Request Form \(PVR\)](#)

Appendix H: [Journey Management Program \(JMP\)](#)

Appendix I: [Vehicle checklist](#)

Appendix J: [Vehicle Induction Video \(VIV\)](#)

Appendix K: [Implementation Plan](#)



## Appendix A – KSA Transport and Labor Law



KSA Article #	Interpretation
Chapter IX: Working Hours - Weekly Rest Vacations	
<b><u>Article 147:</u></b>	A workman shall not be employed for more than eight actual working hours in any one day, or forty-eight hours a week, in all months of the year, apart from the month of Ramadan when actual working hours shall not exceed six hours a day or thirty-six hours a week, exclusive of the intervals reserved for prayer, rest and meals. The number of working hours may be raised to nine hours a day in respect of certain categories of workmen or in certain industries and operations where the workmen does not work continuously, such as seasonal establishments, hotels, snack bars, restaurants, and the like. The number of daily working hours may be reduced for certain categories of workmen or in certain industries or operations of a hazardous or harmful nature. The categories of workmen, industries and operations referred to in this article shall be determined by decision of the Minister of Labor.
<b><u>Article 148:</u></b>	Working hours shall be scheduled that no workman shall work more than five consecutive hours without an interval of rest, prayer and meals which shall not be less than half an hour each time, or one and a half hours during the total working hours, and that the workman shall not remain in the place of work more than eleven hours in any one day. In the case of factories where work is performed in successive shifts day and night, the Minister shall by decision, regulate the manner for granting workmen time intervals for rest, prayer, and meals.
<b><u>Article 149:</u></b>	Friday, which the day observed as an official holiday, shall be a day of rest with full pay. The employer may, however, with the approval of the appropriate Labor Office, replace this day for some of his workmen by any other day of the week, provided that the number of working days per week shall not exceed six, and that the workmen shall in all cases be enabled to perform their religious duties.
<b><u>KSA Ministry of Interior Traffic Safety</u></b>	<a href="#">KSA Ministry of Interior Traffic Safety (Rules and Regulations)</a>

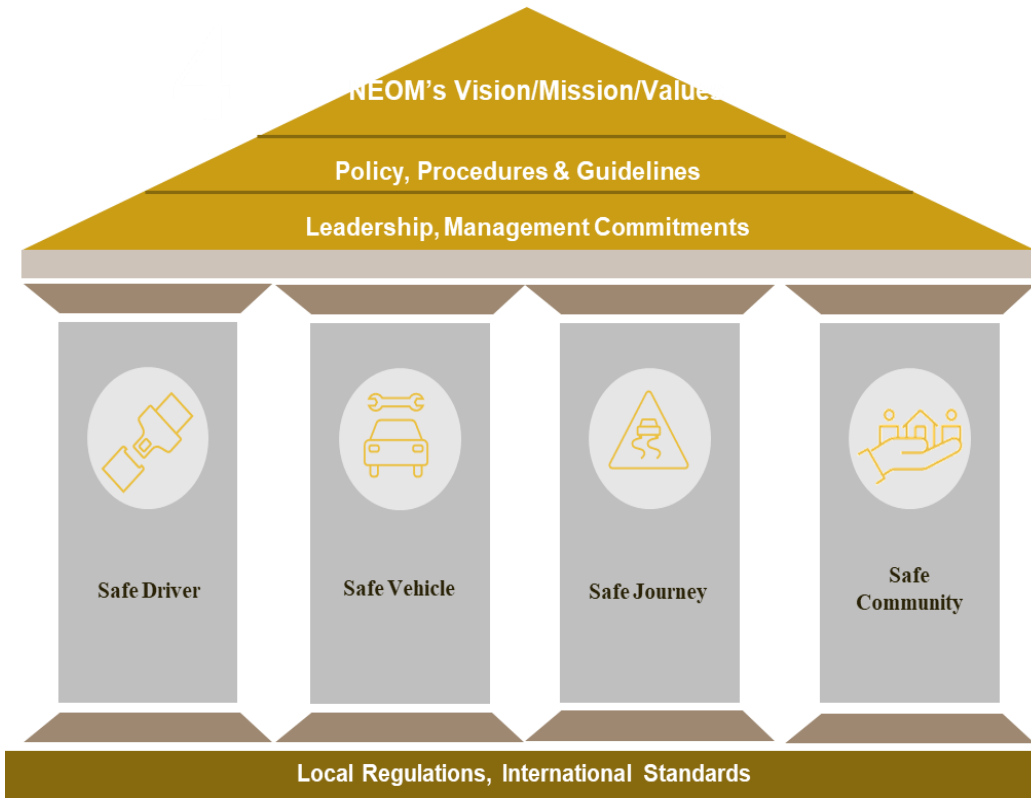




## Appendix B – Driving Safety Pillars



# NEOM's Safety Driving Pillars



## Safe Driver

Being a safe driver means being alert, always driving to the conditions, obeying the legal restrictions and being ready to act at any time.

## Safe Vehicle

Safe vehicle has been checked for its condition, one that fits the purpose to which it is going to be used

## Safe Journey

Planning a safe journey is using the available information on what routes will afford you the best and safest route to your destination.

## Safe Community

Always consider the safety of others across all NEOM communities in which we live, pass through and work.



- Safeguarding our people



- Managing fleet safety as any other critical business activity





## Appendix C –Driver Safety Guidelines



## Purpose

The purpose of this document is to serve as a guidance tool for the NEOM residents, associated project vehicle users, and Transportation Service Providers, to help them understand and manage the risk that may occur when driving. In addition, it deals with emergency situations and gives practical advice.

It outlines NEOM's Four key Safety Pillars that consist of:

- Driver
- Journey
- Vehicle
- Community

## Scope

This guideline is applicable to all NEOM employees, who are provided with company or leased vehicles, associated project vehicle users, and Transportation Service providers who provide contracted services to NEOM.

## Safety Driving Pillars

Table 5: Table of Safety Driving Pillars

PILLARS	DESCRIPTION
Safe Driver	Being a safe driver means being alert, always driving to the conditions, obeying the legal restrictions and being ready to act at any time.
Safe Journey	Planning a safe journey is using the available information on what routes will afford you the best and safest route to your destination.
Safe Vehicle	Safe vehicle has been checked for its condition, one that fits the purpose to which it is going to be used.
Safe Community	Always consider the safety of others across all NEOM communities in which we live, pass through and work.

## Safe Driver

- Driver Training
- All Drivers provided by the Transportation service provider shall receive ongoing Health and Safety, Environment (HSE) toolbox talks provided by the Transportation service provider's HSE representative. This includes appropriate issuing of guidelines in relation to conduct, personal presentation and driving standards.
- Minimum of one training topic per month to focus on areas of driving requiring enhancement or enforcement for Transportation service provider's drivers. The topics will be agreed between the service provider's HSE and NEOM's Fleet Risk Manager.
- Advanced/Defensive/appropriate driver training should be administered by the Transportation service provider through accredited driver training courses/suppliers. These will include theoretical and practical inputs on at least one occasion per calendar year and will be approved by NEOM's Fleet Risk Manager.
- Regulatory requirements
- Drivers must hold one of the following to drive a vehicle in NEOM:
  - a valid Kingdom of Saudi Arabia driving licence
  - a valid international driving license (subject to the current legal terms and conditions)



- Drivers shall have their licence checked by the Transportation Service Provider for validity prior to employment.
- All employed drivers are subject to a mandatory assessment to be conducted or verified by NEOM's Fleet Risk Management.
- Drivers must adhere to all Kingdom of Saudi Arabia traffic laws and regulations.
- Knowledge of rules of the road
  - Drivers shall have a satisfactory knowledge of the rules of the road as verified by Transportation service provider and NEOM's fleet management.
  - Transportation Service provider must inform **ALL** drivers of any updates or changes to traffic regulations and legislation promptly with recommended and documented proof of implementation.
- Fitness to Drive
  - Drivers shall inform their immediate line manager if they are suffering from any issue that the driver feels might impact their ability to drive safely; this includes driver fatigue.
  - The line manager shall assess the driver's ability to drive before the driver is permitted to commence his duty. If there is any doubt that the driver can perform his driving duties safely, he will not be permitted to drive.
  - All reported cases of a driver being potentially unfit to drive must be documented by the Transportation Service Provider and reported to NEOM's Fleet Risk Manager.

Table 6: Table of Measures to tackle driver fatigue

Measures to tackle driver fatigue	
Reduce road journeys	<ul style="list-style-type: none"> <li>• Car-sharing (where possible) to reduce number of journeys driven by a single driver</li> <li>• Use provided public service vehicles (if available)</li> <li>• Journey planning to minimize driving activity</li> </ul>
Avoid the most dangerous times	<ul style="list-style-type: none"> <li>• At night (especially after a long shift)</li> <li>• After taking any medicine that makes you drowsy, or details having drowsy side effects</li> <li>• In poor weather conditions</li> <li>• Where possible avoid driving at peak hours</li> </ul>
Reduce your driving time	<ul style="list-style-type: none"> <li>• Take a break at regular intervals or after every two hours of driving</li> <li>• Mandatory compliance with drivers' hours and duty schedule rules, in adherence with Kingdom of Saudi Arabia Traffic laws</li> </ul>
Make sure you are well rested	<ul style="list-style-type: none"> <li>• Avoid driving when you feel tired</li> <li>• Make sure you get plenty of sleep before a long drive</li> <li>• Keep meals light during or immediately before you drive.</li> </ul>
Discuss concerns with your manager	<ul style="list-style-type: none"> <li>• If you are concerned about your driving hours, journeys, or schedules or if you find yourself driving when too tired, discuss this with your line manager</li> </ul>

Table 7: Table of Rules of safe driving



Rules of safe driving	
4 Driver's duties before commencing your journey	<ul style="list-style-type: none"> <li>Undertake a visual safety check of your vehicle's fluid levels, tyres, lights, seat belts, spare tyre/s.</li> <li>Make sure that doors are closed.</li> <li>Adjust the driver's seat and the steering wheel.</li> <li>Always fasten your seatbelt and make sure that all passengers' seatbelts are fastened.</li> <li>Adjust all internal and external mirrors to provide the best available views.</li> <li>Ensure that you have sufficient fuel for your journey before commencing and set dashboard heat/A/C controls before moving.</li> <li>Complete the Vehicle checklist and submit the completed form to the Transportation service provider's representative.</li> </ul>
5 Starting the engine	<ul style="list-style-type: none"> <li>Ensure that all warning lights on the dashboard go out after start-up of the vehicle, should any remain illuminated other than the parking brake light which will extinguish upon release of the brake. Should any warning lights remain illuminated please check with manufacturer or your supervisor.</li> </ul>
6 Moving the vehicle	<ul style="list-style-type: none"> <li>Always adhere to all Kingdom of Saudi Arabia traffic laws and obey all instructions from Law Enforcement officials</li> </ul>
7 Stopping the vehicle	<ul style="list-style-type: none"> <li>Check that you are aware of what is in front and to the rear of you.</li> <li>Locate a suitable and safe place to stop.</li> <li>Provide an appropriate indication to other vehicles of your intention.</li> <li>Brake gently to a smooth halt.</li> <li>Apply the parking brake/hand brake when stopped.</li> </ul>
8 Traffic signs and lights	<ul style="list-style-type: none"> <li>Obey all appropriate traffic signage, lights, and flag carriers always.</li> </ul>

### Safe Journey

- Pre-Journey Checklist

Table 8: Table of Pre-Journey Checklist

Driver	Vehicle	Journey
<ul style="list-style-type: none"> <li>Make sure that you have a current valid driving license for the vehicle that you intend to drive</li> <li>Do not drive if you feel fatigued, unwell or if you are under the influence of drugs or alcohol</li> <li>Try to be in a calm, good mood before driving</li> <li>Be tolerant towards others. Shouting at another driver after their poor driving will not change anything, but anger will affect your judgment for some time after</li> </ul>	<ul style="list-style-type: none"> <li>Make sure that vehicle pre-use check is completed, and any defects dealt with or reported prior to departure</li> <li>The vehicle has valid insurance and any other required certification.</li> </ul>	<ul style="list-style-type: none"> <li>Plan and note your route before setting out</li> <li>Plan for the safest route</li> <li>Check travel and weather information before travel and during your journey</li> <li>Always drive in a safe and legal manner</li> </ul>

- Emergency Guidelines



- In the event of a vehicle breakdown, drivers are requested to contact appropriate breakdown services as detailed by the vehicle providers.
- In the event of a road traffic accident, all drivers are instructed to contact local law enforcement to obtain the appropriate assistance and accident report number.
- If at any time during your driving journey you feel tired or drowsy, it is advised that all drivers stop at the first safe opportunity and either go for a short walk, a caffeine or water drink, or even consider a short nap. You should only resume your journey when you feel fit to do so.

### Safe Vehicle

Ensure that your vehicle has been regularly serviced and maintained as per manufacturers guidelines should your vehicle require any additional Kingdom of Saudi Arabia government certification ensure that this is valid. Kingdom of Saudi Arabia government have put legislation in place to reduce traffic accidents, please be aware of any appropriate legislation.

A regularly serviced and maintained vehicle will:

- Improve fuel efficiency.
- Reduce Co2 emissions
- Help reduce traffic accidents.
- Maximize vehicle's service life.
- Reduce wear and tear on components.
- Vehicle safety requirements
  - Manufacturer's guideline accessories
  - Spare tires and the tools used to remove and install them.
  - Fire extinguisher.
  - First aid kit
  - Warning triangle/sign.
  - Hi-Visibility vest/jacket.
- General vehicle safety.
  - Ensure manufacturer advised correct tyre size/type is fitted.
  - Ensure all lights are clear, with non-cracked lenses and are of a good lighting level.
  - Indicators and hazard lights are clear and operational.
  - Mirrors: ensure all mirrors are not cracked and operational to allow clear views around the vehicle.
  - Windshield and wipers: Ensure the windshield is not cracked and that the wipers do not smear and clear the screen.
  - Ensure that all braking systems are operating correctly.
  - Ensure that gearboxes/auto/manual are operating correctly.
  - Ensure all warning lights on the dashboard are operational (i.e., fuel, oil, temperature, speed brake and battery indicators).
  - Safety belts are operational and functional on all vehicle seats.
  - Headrests are present and correctly adjusted.
  - Children seats (if appropriate are correctly fitted and adjusted).

### Safe Community

- NEOM Community Speed Limit



- The maximum permitted speed limit within NEOM communities for all vehicles is **20kmph**
- Speeding will not be tolerated within communities and drivers could be banned from driving within NEOM communities if found to be exceeding the limits set.
  
- **Seat belts**
  - Seat belts must be used by **ALL** occupants of motorized vehicles.
  - Children and infants must be seated in an appropriate child restraint. Any child restraint utilised must have been installed as per manufacturer guidelines.
  - The driver of the vehicle is accountable for ensuring all passengers are wearing a seat belt.
  
- **Cell phones**
  - It is illegal to use any cell phone whether handheld or via Bluetooth device whilst driving a vehicle within the Kingdom of Saudi Arabia.
  - Any driver found using a cell phone whilst driving within any NEOM community will have their right to drive within NEOM communities removed.
  
- **Community Shuttle services**
  - Users of the service must adhere to all instructions given by the driver/s of the vehicles and all guidelines indicated on any signage within the shuttle vehicles
  - Users of this service must only be seated on the fitted seating areas and must use the provided seatbelts whilst travelling on/in these vehicles.
  - Users must not utilise any storage area on these vehicles to sit during transportation.
  - Users of this service requiring child safety seats must use the fitted safety seats and be accompanied by a parent or guardian.
  - Children under the age of 8 must not use this service unless accompanied by a parent or guardian (aged 16 or over)
  - Pets are not permitted to be carried/transported on the shuttle service at any time.
  
- **Transportation Service Provider's Driver's Rules**
  - NEOM recognizes and adheres to all KSA laws and regulations.
  - NEOM additionally require that all Transportation service providers drivers receive a minimum of **1 Rest Day** per week working no more than 54 hours over 6 days in any **1 calendar week**. (Subject to [appendix A](#))
  - All transportation service providers drivers must be at their place of work for no more than 9 hours per day to a maximum of 54 hours per calendar week.
  - Transportation Service providers drivers should either switch the mobile off or place their mobiles in "silent" mode whilst driving
  - Under no circumstances are drivers allowed to exceed the speed limits set by Kingdom of Saudi Arabia traffic laws. This includes if requested or instructed to do so by a passenger or third party.





## Appendix D –Lease Vehicle guidelines



## Purpose

The purpose of this document is to establish the operational guidelines to outline the process, eligibility, and type of vehicles to be allocated to NEOM employees and NEOM's non-direct employees who operationally request/require a leased vehicle.

## Scope

This guideline is applicable to all NEOM employees, NEOM's non-direct employees who require a leased vehicle.

## Vehicle allocation

As stated in the authorization and justification [section 5](#), allocation of vehicles will be dependent on the requester's job function as determined and approved by Sector Head / Department Head.

Table 9: Table of Types of vehicles (Guide)

Types of Vehicle (Guide)	
SUV	For those that require to travel to sites, ungraded or minor graded desert roads, ungraded or minor graded mountain roads to access contract workings.
Sedan	For those that will only be utilizing the standard KSA road network for travelling.
Specialist vehicle	(Toyota Hilux double crew cab, manual gearbox, or similar vehicle) for specialist/off-road driving

**NOTE:** Users are mandated to watch the Vehicle Induction Video (VIV) in the Transportation section of the Community Services website.

## Eligibility Criteria

- Neom provided lease vehicles are eligible to use by the following criteria:
  - NEOM direct employees – With a fully approved Vehicle request form
  - NEOM non-direct employees – With justification and approval from their sector/department head aligning with their contractual requirements.
- Vehicle requests submitted are subject to appropriate lease vehicle provider checks, will the requester be authorized to drive NEOM provided lease vehicles.
- Pool vehicle users do not need a completed Vehicle Request Form in their name; however, they do need to be registered and approved as Pool vehicle users by their Department/Sector Head.

## Authorization and Justification

Each Sector Head / Department Head is responsible to determine the vehicles required for their operational use, and the registered drivers who can use their vehicles. This requirement will be approved using the Vehicle Request Form (VRF) ([Appendix A – Vehicle Request Form](#))



and the Pool vehicle request form (PVR) ([Appendix B – Pool Vehicle Request Form](#)). It is also the responsibility of Sector/Department head to justify the requirement of the vehicle in the appropriate section in the Vehicle Request Form (VRF).

Any vehicle request is subject to the completion of the Vehicle request form (VRF) with the approvals of the following mandatory authorizers:

- Sector Head / Department Head
- Finance Accounting Director
- NEOM Operations - Senior Executive Director

## Terms and Conditions

### • Lease Vehicles

- Any lease vehicle requester must possess a valid Saudi Arabian driver's license **and** a valid Saudi Resident's ID in line with the Kingdom of Saudi Arabia government legislation.
- NEOM accepts no responsibility for anyone who uses a vehicle without having a valid Saudi Arabian driving license, or anyone who uses a pool lease vehicle without first registering their use on the TAMM system as stated in the Pool vehicle user procedure.
- Vehicle lease requests require a minimum of **28 days** notice.
- Any request received less than 28 days before the required lease start date is subject to availability.
- An acknowledgment reply will be emailed within **24 hours** of the original request.
- It is mandatory for drivers of a NEOM lease vehicle to carry a recognized national residents' ID and their Saudi Arabian driving licence, whilst driving a vehicle.
- The budget code/cost center provided will be selected and verified as approved by Sector Head / Department Head.
- The budget code/cost center provided will be charged for any leased vehicle hiring costs and any associated TAMM system related costs.
- Before the vehicle key is handed over to the user, they are required to acknowledge they have read the Driving Safety Manual (DSM) and viewed the Vehicle Induction Video (VIV) on the Community Services Web site.

### • Pool Vehicles

- Pool vehicles are leased vehicles allocated to specific departments with the intention of being used by a registered group of employees within that department.
- Each Sector/Department that has pool vehicles is responsible to ensure they have a designated pool vehicle administrator to obtain proper monitoring and control of their departmental pool vehicles. This includes:
  - Vehicle Key Control (who has access to the vehicles)
  - Reporting (vehicle utilization, damage control, Fine violations, etc.)
  - Monitoring database (update and collate all required documentation)
- Pool car users must go to the lease vehicle provider's office and register as the current user on the TAMM system before using the vehicle. The registration onto the TAMM system will take approx. 30 mins, and it is the responsibility of all pool car users each time they use the vehicle, and the department's management to enforce. (Refer to Lease Vehicle procedure NEOM-NOP-PRC-011)



- It is the user's Sector/departments responsibility to manage all their departments vehicles and their utilization including times when assigned users are on annual vacation or long business leave.

### User/Department Responsibility

- The vehicles are to be utilized strictly for the purposes stated on the Vehicle Request Form (VRF). The respective user of the NEOM leased vehicle should sign the VRF which acknowledges that the issued vehicle is for Business and approved use only.
- All passengers driving or travelling in NEOM leased vehicles must adhere to all current Traffic Rules and Regulations inside and outside NEOM as detailed in the DSM.
- All passengers driving or travelling in NEOM leased vehicles must adhere to all governmental COVID-19/medical/emergency regulations.
- Fines for Traffic Violations (Saher/TAMM System) shall be paid directly by the registered user within 48 hours from the receipt of the notification. Repeated traffic violations will be reported to the Department/Sector Head and may lead to the withdrawal of the driver's eligibility to drive a NEOM leased vehicle.
- All NEOM lease vehicles are "SMOKING FREE"

### Insurance and Accidents

- In the event of an accident, the NEOM lease vehicle users must obtain a police report for insurance purposes. Failure to obtain a police report will render the user personally liable for all damages incurred.
- The NEOM lease vehicle user will be responsible for covering the cost of the repair and maintenance expenses if an accident occurs due to negligence or misuse of the vehicle.
- In the event of an accident and for any reason, the NEOM lease vehicle user is non-compliant with insurance requirements, (i.e., driving without Saudi Arabian driving license, No Saudi Arabian residents ID, etc), the liability will be with the user/department to cover the associated costs.

### Safety Checklist

- Vehicle equipment checklist
  - The purpose of the vehicle equipment check list is to ensure that a NEOM leased vehicle is equipped with the essential equipment detailed in the checklist.
  - The vehicle equipment check list will provide all NEOM lease vehicle users with an inventory of the essential items to be found within the vehicle. ([Appendix C – Vehicle Equipment list](#))
- Pre-Journey checklist
  - The Pre-Journey checklist ([Appendix E –Pre-Journey Checklist](#)) is designed to provide the NEOM lease vehicle user with a basic vehicle inspection checklist.
  - To ensure that the vehicle is in a road worthy condition prior to departure.
- Vehicle accident/Incident report form
  - The purpose of the vehicle accident/incident form ([Appendix D –Accident/Incident form](#)) is to record the required information surrounding an accident/incident.
  - This will serve as an auditable document necessary for investigation purposes.



## Appendix E –Lease Vehicle Procedure



## Purpose

This document outlines the process of acquiring, eligibility criteria, approval authority, registration and transfer, and departmental management of any NEOM's leased vehicle.

## Scope

This procedure is applicable to all NEOM employees and non-direct employees who require a leased vehicle.

## Definitions And Abbreviations

Table 10: Table of Definitions

TERM	DESCRIPTION
Pool Vehicles	Vehicle allocated to used/share by group of employees
Pool Vehicle user	Registered, eligible user of an approved departmental vehicle
Pool Vehicle Administrator	Responsible in supervising allocated pool vehicles for each department. <ul style="list-style-type: none"> <li>• Vehicle Key Control (who has access to the vehicles)</li> <li>• Reporting (vehicle utilization, damage control, Fine violations, etc.)</li> <li>• Monitoring database (update and collate all required)</li> </ul>
TAMM System	Tamm service is a government portal holding all driver and vehicle information. Registration is required for all vehicle users in Saudi Arabia.

Table 11: Table of Abbreviations

ABBREVIATIONS	DESCRIPTION
VRF	Vehicle Request Form
PVR	Pool Vehicle Registration Form
DSM	Driving Safety Manual

## Eligibility Criteria

- Neom provided lease vehicles are eligible to use by the following criteria:
  - NEOM direct employees – With a fully approved Vehicle request form
  - NEOM non-direct employees – With justification and approval from their sector/department head aligning with their contractual requirements.
- Vehicle requests submitted are subject to appropriate lease vehicle provider checks, will the requester be authorized to drive NEOM provided lease vehicles.
- Pool vehicle users do not need a completed Vehicle Request Form in their name; however, they do need to be registered and approved as Pool vehicle users by their Department/Sector Head.

## Roles and Responsibility



Table 12: Table of Roles and Responsibilities

Task/Activity	Responsibility	Authority	Consulted	Informed
Vehicle Request (VRF)	Sector Head / Department Head	Senior Executive Director	Finance Accounting Director	Lease Vehicle Provider
Registration of user	Lease vehicle provider	Sector Head / Department Head		Department fleet administrator
Pool vehicle management	Department fleet administrator	Sector Head / Department Head		CS Transportation services dept.
Cost-center billing	Finance department	Sector Head / Department Head		CS Transportation services dept.

## Process Steps

- Vehicle request (VRF) process

**Pre-requisite:** All requesters must have a valid Saudi Arabian driving license and valid Saudi Arabian resident ID.

S.R.	Process Steps (Activity)	Responsibility
6.1.1	Vehicle requests require a minimum 28 days' notice. Any request received less than 28 days before the required lease start date is subject to availability.	Requester
6.1.2	Submit signed/approved VRF to Lease vehicle provider	Requester
6.1.3	An acknowledgment reply will be emailed within 24 hours of the original request.	Lease vehicle provider
6.1.4	Before the vehicle key is handed over to the user, they are required to acknowledge they have read the Driving Safety Manual (DSM) and viewed the Vehicle Induction Video (VIV) on the Community Services Web site.	Requester
6.1.5	Mandatory registration via the lease vehicle provider to the TAMM system to identify the new user before vehicle use.	Lease vehicle provider
6.1.6	All Cost- center charges will be billed to departmental budget code monthly	Finance department

- Pool Vehicle Request (PVR) process

**Pre-requisite:** All requester must have a valid Saudi Arabian driving license, valid Saudi Arabian resident ID, and attached approved Pool Vehicle request form (PVF).

S.R.	Process Steps (Activity)	Responsibility
6.2.1	Submit signed/approved Vehicle request form (VRF) and Pool Vehicle request form (PVF) to Lease vehicle provider	Requester
6.2.2	Registration to TAMM system as the new user. The registration onto the TAMM system will take approx. 30 mins.	Lease vehicle provider
6.2.3	All Cost- center charges will be billed to departmental budget code monthly	Finance department
6.2.4	Notification SMS will be received by the new user from the TAMM system.	TAMM System



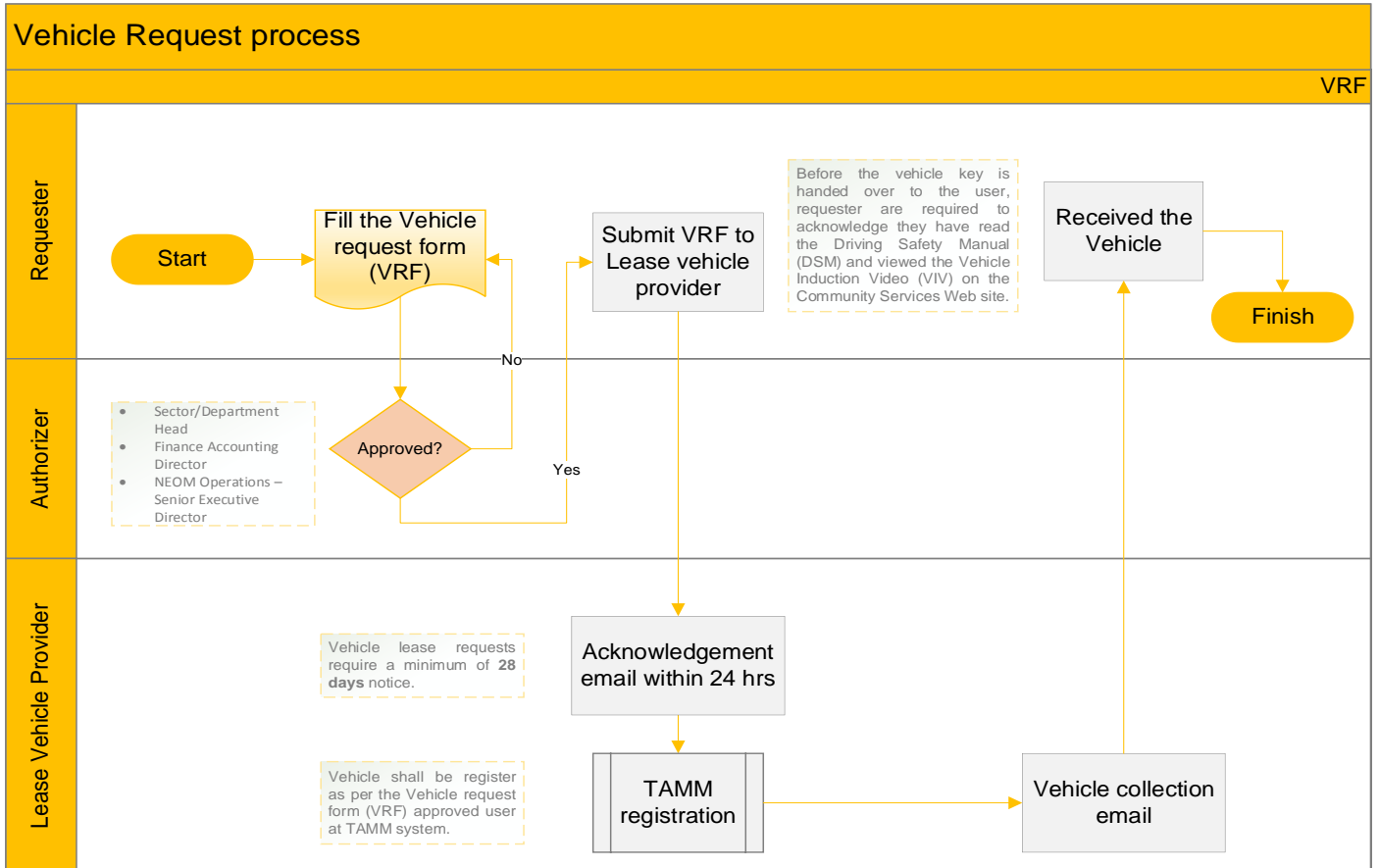
• Pool Vehicle Key Transfer process

**Pre-requisite:** All requester must have a valid Saudi Arabian driving license, valid Saudi Arabian resident ID, and approved Pool Vehicle request form (PVF).

S.R.	Process Steps (Activity)	Responsibility
6.3.1	It is the responsibility of the existing user and the new user of the Pool vehicle to ensure the key is properly handed over and documented by the designated departmental pool vehicle administrator.	User/s
6.3.2	Register as the current user on the TAMM system before using the vehicle. The registration onto the TAMM system will take approx. 30 mins.	Lease vehicle provider/new user
6.2.3	Notification SMS will be received by the new user from the TAMM system.	TAMM System

**Process Map**

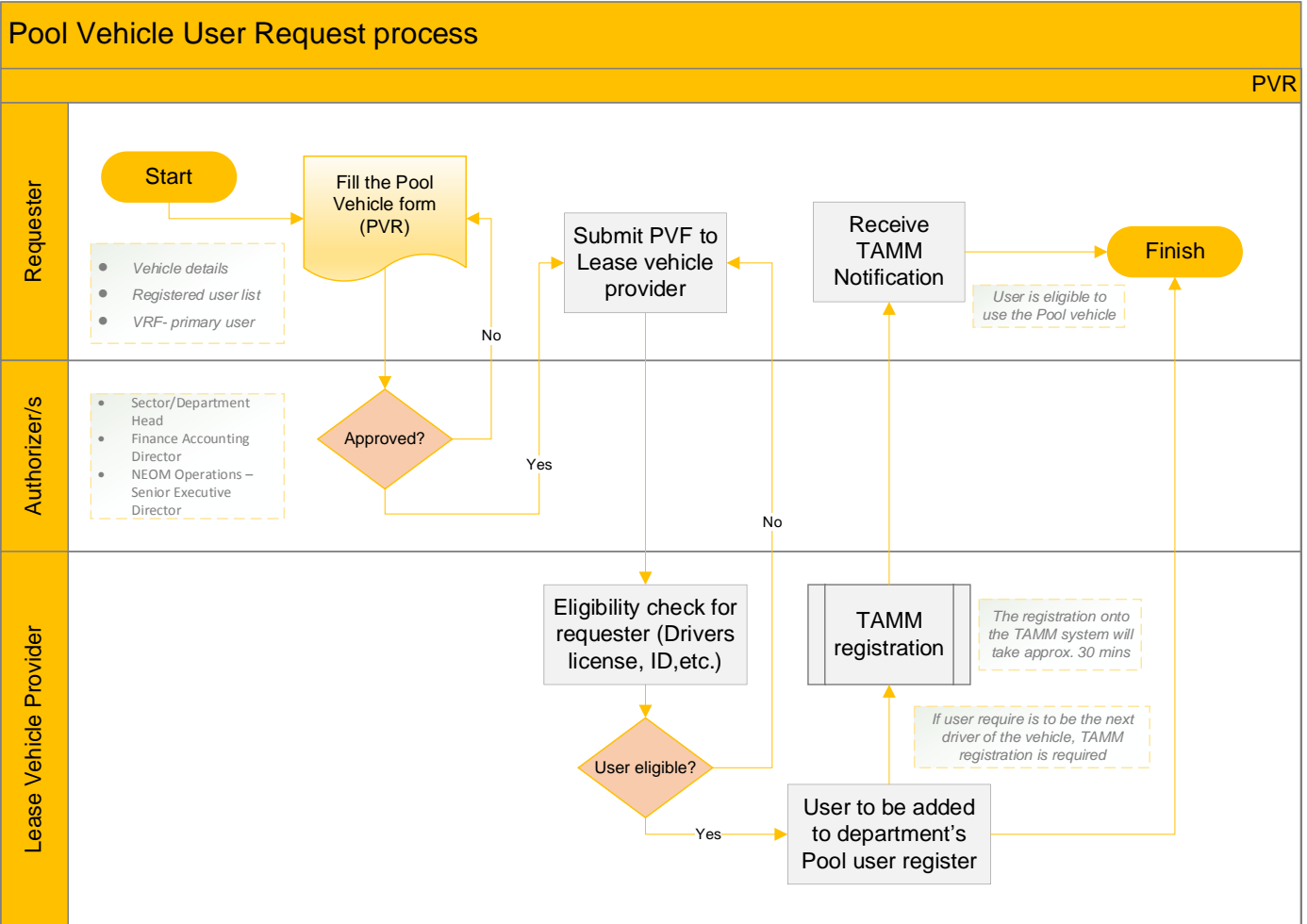
• Vehicle Request process diagram







• Pool Vehicle Request process diagram



**Process Risk**

Task/Activity	Risk Impact	Risk Trigger	Mitigation
Unregistered User	Off control for the following: <ul style="list-style-type: none"> <li>• Vehicle damage</li> <li>• Traffic fine/ Violation</li> </ul>	Failure to register in TAMM system	Lease vehicle provider shall control the release of any vehicle until unless the user will be registered to TAMM.
Expired Driver's License/Iqama	<ul style="list-style-type: none"> <li>• Registration failure</li> <li>• Legal impact</li> </ul>	Failure to submit and notify the lease vehicle provider for the User's valid driver's license and Iqama.	Each department having a minimum of 3 Pool vehicles must have a designated Pool administrator to manage the databased of the Pool vehicle and the users (eg; Driving licence, Iqama, Vehicle insurance, TAMM registration, etc)



## Process Measurement

Table 13: Table of Process Measurement

Parameters	Measure	Target	Frequency of reporting
Submission of Vehicle Request Form (VRF)	No. of days	28 days' notice period	Realtime data - Monthly
Confirmation email of Vehicle request	No of hours	24 hours	Realtime data - Monthly
Cycle time for TAMM registration	No of hours	1 hour	Realtime data - Monthly
User Registration to TAMM system	No of unregistered user	0 missed	Realtime data - Monthly



## Appendix F –Vehicle Request Form (VRF)



NEOM, نيوم

## Vehicle Request Form

NEOM-NOP-PRC-011-FRM-002

## User/Department

Requesting Department \*

Budget Code/Cost center \*

Emp Group \*

Vehicle user \*

NEOM ID \*

Vehicle delivery location \*

Vehicle Type \*

Duration \*

From Date \*

To Date \*

Mobile Number \*

NEOM Email \*

## Justification \*

## Approvals \*

I hereby authorize charging of the cost of requested service to the indicated Cost Center for the actual use.

Job Position	Name	Signature
Sector Head / Department Head		
Finance Accounting Director		
NEOM Operations - Senior Executive Director		

## Terms and Conditions:

- Any lease vehicle requester must possess a valid Saudi Arabian driver's license and a valid Saudi Resident's ID in line with the Kingdom of Saudi Arabia government legislation.
- NEOM accepts no responsibility for anyone who uses a vehicle without having a valid Saudi Arabian driving license, or anyone who uses a pool lease vehicle without first registering their use on the TAMM system as stated in the Pool vehicle user procedure.
- Vehicle lease requests require a minimum of 28 days' notice.
- Any request received less than 28 days before the required lease start date is subject to availability.
- An acknowledgment reply will be emailed within 24 hours of the original request.
- It is mandatory for drivers of a NEOM lease vehicle to carry a recognized national residents' ID and their Saudi Arabian driving license, whilst driving a NEOM leased vehicle.
- The budget code/cost center provided will be selected and verified as approved by Sector Head / Department Head.
- The budget code/cost center provided will be charged for any leased vehicle hiring costs and any associated TAMM system related costs.
- Before the vehicle key is handed over to the user, they are required to acknowledge they have read the Driving Safety Manual (DSM) and viewed the Vehicle Induction Video (VIV) on the Community Services Web site.

## Acknowledgement:

I hereby acknowledge the above terms and conditions and the below pre-requisites have been read, understood, and adhered to as part of this lease request.

Before using the vehicle, I will do the following:

- Read the Driver Safety Manual (DSM)
- Watch the relevant Vehicle Induction Video (VIV)

It is the user's responsibility to notify the transport team immediately of any changes to circumstances such as, change of name, work department or license validity by emailing [lumi.rental@neom.com](mailto:lumi.rental@neom.com). All car users will be fully responsible to report any accidents that occurs while in possession of the vehicle to the local KSA police, or if occurring within NEOM communities to NEOM Security.

**Vehicle Users Responsibility:** For full guidelines, refer to (NEOM-NOP-PRC-011-GUI-002 Lease Vehicle Guidelines)

- The vehicles are to be utilized strictly for the purposes stated on this Vehicle Request Form (VRF).
- By signing this VRF the user acknowledges that the issued vehicle is for Business and approved use only.
- All passengers driving or travelling in NEOM vehicles must adhere to all current Traffic Rules and Regulations inside and outside NEOM as detailed in the DSM.
- Pool car users must go to the lease vehicle provider's office and register as the current user on the TAMM system before using the vehicle. The registration onto the TAMM system will take approx. 30 mins, and it is the responsibility of all pool car users each time they use the vehicle, and the department's management to enforce. (Refer to Pool Vehicle user procedure NEOM-NOP-PRO-012)
- Fines for Traffic Violations (Saher/TAMM System) shall be paid directly by the registered user within 48 hours from the receipt of the notification. Repeated traffic violations will be reported to the Department/Sector Head and may lead to the withdrawal of the driver's eligibility to drive a NEOM leased vehicle.

## User Acceptance \*

I hereby acknowledge and agree to abide by the guidelines set out within the NEOM Driver Safety Manual.

Full Name	Signature	Date



## Appendix G –Pool Vehicle request Form



NEOM نيوم

## Pool Vehicle Request Form

NEOM-NOP-PRC-011-FRM-003

User/Department		
Requesting Department *	Budget Code/Cost center *	Emp Group *
Primary User *	NEOM ID *	
Mobile no. *	Vehicle Type *	
Vehicle delivery location *	From Date *	To Date *
Driving license Details *	NEOM Email *	
(Additional User# 1)		
New User *	Vehicle plate no *	
Mobile no. *	Driving License no *	Driving License Expiry *
NEOM Email *	Iqama no. *	Iqama Expiry *
(Additional User# 2)		
New User *	Vehicle plate no *	
Mobile no. *	Driving License no *	Driving License Expiry *
NEOM Email *	Iqama no. *	Iqama Expiry *
(Additional User# 3)		
New User *	Vehicle plate no *	
Mobile no. *	Driving License no *	Driving License Expiry *
NEOM Email *	Iqama no. *	Iqama Expiry *
Justification *		
Approvals *		
I hereby authorize charging of the cost of requested service to the indicated Cost Center for the actual use.		
Job Position	Name	Signature
Sector Head / Department Head		
Finance Accounting Director		
NEOM Operations – Senior Executive Director		
Terms and Conditions:		
<ul style="list-style-type: none"> <li>Pool vehicles are leased vehicles allocated to specific departments with the intention of being used by a registered group of employees within that department.</li> <li>Each Sector/Department that has pool vehicles is responsible to ensure they have a designated pool vehicle administrator to obtain proper monitoring and control of their departmental pool vehicles. This includes: <ul style="list-style-type: none"> <li>Vehicle Key Control (who has access to the vehicles)</li> <li>Reporting (vehicle utilization, damage control, Fine violations, etc.)</li> <li>Monitoring database (update and collate all required documentation)</li> </ul> </li> <li>Pool car users must go to the lease vehicle provider's office and register as the current user on the TAIMM system before using the vehicle. The registration onto the TAIMM system will take approx. 30 mins, and it is the responsibility of all pool car users each time they use the vehicle, and the department's management to enforce. (Refer to Lease Vehicle procedure NEOM-NOP-PRC-011)</li> <li>It is the user's Sector/department's responsibility to manage all their departments vehicles and their utilization including times when assigned users are on annual vacation or long business leave.</li> </ul>		
Acknowledgement:		
<p>I hereby acknowledge the above terms and conditions and the below pre-requisites have been read, understood, and adhered to as part of this lease request.</p> <p>Before using the vehicle, I will do the following:</p> <ol style="list-style-type: none"> <li>Read the Driver Safety Manual (DSM)</li> <li>Watch the relevant Vehicle Induction Video (VIV)</li> </ol> <p>It is the user's responsibility to notify the transport team immediately of any changes to circumstances such as, change of name, work department or license validity by emailing <a href="mailto:lumi.rental@neom.com">lumi.rental@neom.com</a>. All car users will be fully responsible to report any accidents that occur while in possession of the vehicle to the local KSA police, or if occurring within NEOM communities to NEOM Security.</p> <p><b>Vehicle Users Responsibility:</b> For full guidelines, refer to (NEOM-NOP-PRC-011-GUI-002 Lease Vehicle Guidelines)</p> <ul style="list-style-type: none"> <li>The vehicles are to be utilized strictly for the purposes stated on the Vehicle Request Form (VRF). The respective user of the NEOM leased vehicle should sign the VRF which acknowledges that the leased vehicle is for Business and approved use only.</li> <li>All passengers driving or travelling in NEOM leased vehicles must adhere to all current Traffic Rules and Regulations inside and outside NEOM as detailed in the DSM.</li> <li>Fines for Traffic Violations (Saher/TAIMM System) shall be paid directly by the registered user within 48 hours from the receipt of the notification. Repeated traffic violators will be reported to the Department/Sector Head and may lead to the withdrawal of the driver's eligibility to drive a NEOM leased vehicle.</li> <li>All NEOM lease vehicles are "SMOKING FREE"</li> </ul>		
User Acceptance *		
I hereby acknowledge and agree to abide by the guidelines set out within the NEOM Driver Safety Manual.		
Full Name	Signature	Date



## Appendix H –Journey Management Program (JMP)



## PROMOTING SAFER ROAD TRAVEL WITH NEOM'S JOURNEY MANAGEMENT PROGRAM

NEOM's Public Safety team is pleased to introduce the Journey Management Program (JMP) to employees and residents of NEOM.

Specifically designed for all business and personal travel which takes you off-road or to remote locations, your Public Safety team is now providing potentially life-saving equipment and satellite communication devices, on a loan basis. These safety kits will be invaluable in supporting NEOM colleagues and residents who travel long distances or to "off-grid" locations by vehicle.

### How to use the Journey Management Program (JMP)

- Begin by logging in to [Your Security Services Portal](#).
- Click on "Journey Requests" and select either "Business" or "Personal" request, depending on your needs.
- Fill in your details to request your safety kit, then collect it from the Visitor Center at NEOM Community 1.
- Upon safe return to the NEOM Community, check-in back at the Visitor Center and return the safety kit.

Satellite phones and Automatic Vehicle Location (AVL) devices are also available depending on the remoteness of your planned travel location.

For all journeys, please make sure you follow [the Safe Travel Behavior Guide](#). It's also important that you familiarize yourself with the Kingdom's road traffic regulations before you hit the road.

Safe travels!

Kind regards,  
Public Safety Team





## Appendix I – Vehicle checklist





## Appendix J – Vehicle Induction Video (VIV)



📅 28 Nov 21

### Sedan Safety Video

[CLICK TO PLAY](#)



📅 28 Nov 21

### 4 X 4 Safety Video

[CLICK TO PLAY](#)



## Appendix K – Implementation Plan

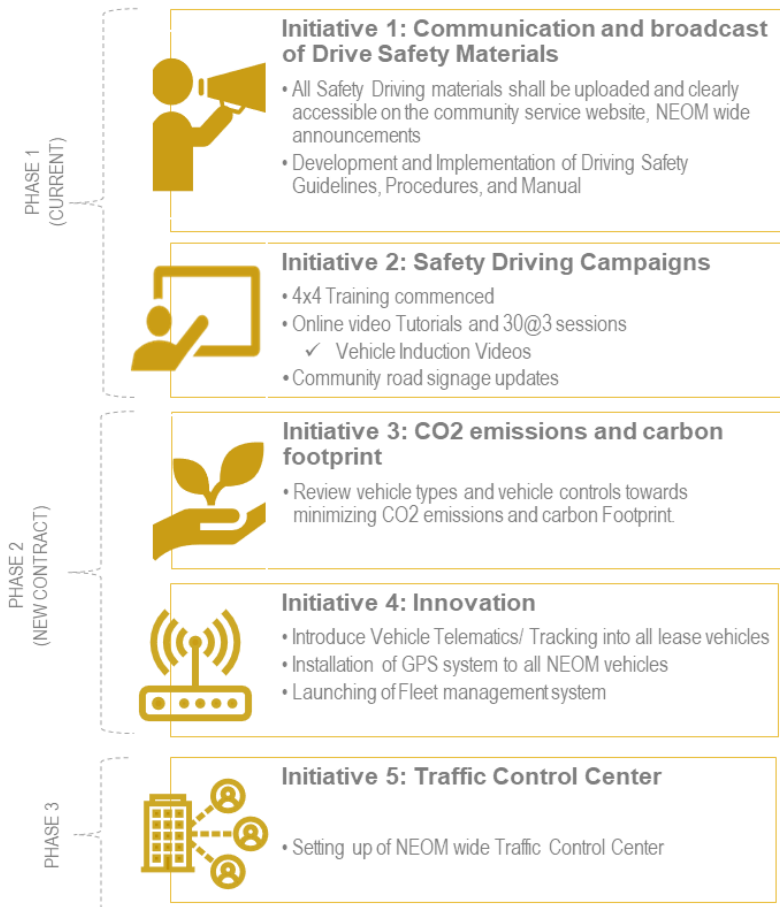


# ROADMAP TO SUCCESS





# IMPLEMENTATION



## GLIDE PATH and RISK TRAJECTORY

- Presently, the NEOM vehicle fleet presents a high-risk factor due to the lack of information, training and compliance.
- If we were to implement the following recommendations, we will see that by the introduction of **Safe Driver campaigns**, the renewing of the fleet to newer and greener vehicles together with the implementation of Technology we will witness a dramatic reduction in the risk associated with NEOM vehicle fleet.

