4.4 million Saudi Riyals were donated this year during the Employee Donation Campaign, which was matched 100% by the company. The funds will go to 18 charities throughout the Kingdom.

Ithra summer camp helping future generations dream big

see page 7
the art of selecting and prioritizing initiatives
tool for initiatives drives financial value for company

One of the biggest challenges decision makers face is how to prioritize their large number of programs and strategic initiatives. This is why the Initiative Selection and Prioritization tool has emerged as a remarkable method to address these challenges.

"There are several key lessons to be learned from the implementation of the initiative selection process, including:
• The initiative selection and prioritization processes must remain high-level and light processes. They should not become heavy or tedious.
• The process should get buy-in from management before being deployed, and should encourage participation of employees in the workshop to ensure a successful outcome.
• The initiatives selection and prioritization processes are about involving all parties from the very beginning. Experience shows that important parts in the back-end processes were forgotten or heavily underestimated, as the impact was not looked at by the requesting entity. This led to delays, budget overruns, and many frustrations. The goal is to work together from Day 1 of an idea that is worth considering.
• The process to quantify the financial benefit of the initiatives allows for better comparison and selection of the best initiatives in the company.
• If the process is properly deployed, it could facilitate the realization of the initiatives submitted and contribute toward total cost savings, thereby resulting in the bottom-line improvement.

By Pierre Nader
These days, organizations are shifting toward initiative-based management strategies to implement more flexible structures, thereby allowing them to respond and compete in complex business environments.

In today’s turbulent and competitive business environments, corporations are turning toward initiative-based management as a strategy to adopt a flexible structure that can effectively respond to changing contexts. And one of the biggest challenges senior executives and decision makers face is how to prioritize their large number of programs and strategic initiatives.

This is why the Initiative Selection and Prioritization tool has emerged as a remarkable method to address these challenges. And since it is now the time of the year when business plans are being developed by Saudi Aramco organizations, this tool was deployed this time last year in a workshop as a “pilot” attended by Controller and Treasury employees in Finance, Strategy and Development to ensure strategic alignment between initiatives and corporate goals, as well as the creation of a pipeline of clear initiatives with actual financial value.

Your Voice reflects the thoughts and opinions of the writer, and not necessarily those of the publication.

In a world where most people are so connected with cyberspace, cybersecurity awareness has become a matter of increasing importance.

People these days are keeping the most sensitive information within the digital world. Our smart phones and computers contain a huge amount of private and sensitive data, such as pictures, chats, and web surfing history, which we don’t want anyone to know about — let alone have access to, or worse, have it leaked.

Being good with new technology and smart phones is not enough on its own. One also must be familiar with at least the basic aspects of how they work, and how data is stored or transferred using these technologies.

This simple knowledge can protect the user’s data and “cyber privacy” from being abused by malicious actors (or hackers, as they are commonly known). For instance, with the trend of banks making their services available online, a lot of customers are using these services to perform highly sensitive transactions that involve their financial assets being moved across the bank’s systems.

But how many people have thought carefully about how secure the bank’s online systems are before they made the decision to use them? Users should be able to assess how safe it is to use these systems. This can be obtained only through cybersecurity awareness.

What is the most terrifying is that some website owners and software providers do not feel that same responsibility toward their users. It might be ignorance or mere recklessness. The reason does not really matter here, since the end result is the same in both cases — users’ data is left unprotected and waiting for someone to exploit the system’s vulnerability.

Because this is the reality now, it can be said that the responsibility is distributed to both the user and the service provider (although I believe the latter has the heavier share of the responsibility, since that is who can protect the data and strengthen the security mechanisms). But users are responsible for their own security too.

The establishment of the National Cybersecurity Agency (NCA) in Saudi Arabia is a manifestation of how important cybersecurity has become — not only at the government and enterprises levels, but also on an individual level.

However, the main question remains. How can an ordinary user gain this kind of cybersecurity knowledge? I look at it this way: Raising public awareness in cybersecurity is not any different than raising their safety or health awareness.

This is all necessary information and knowledge that a person needs to stay safe from the hidden threats we live among.
Citizenship efforts hit new heights
employees, Saudi Aramco conduct a record setting donation campaign

in comparison to previous campaigns you may find

<table>
<thead>
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<th>Engagement</th>
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By Scott Baldauf

Dhahran — During the Holy Month of Ramadan, Saudi Aramco employees demonstrated their generosity and commitment to citizenship by contributing at a record level to the Employee Donations campaign.

The campaign, which ran from May 9 to June 20, gathered more than SR4.4 million from nearly 15,000 employees. There was 21.8% engagement by our employees, which resulted in the highest-ever monetary contribution in an employee-driven donation campaign. This year, employees made contributions through an internal web application on the MyHome portal. The app eases the process by deducting the donation from the employee’s payroll at the end of the month.

As in previous years, Saudi Aramco has matched the donations of employees 100%, doubling the benefits for members of our community who are in need.

Saudi Aramco president and CEO Amin Nasser expressed his gratitude to employees for their generosity during the 2019 Ramadan season.

“This year, Saudi Aramco employees once again have proven themselves to be generous to those in need. Your donations toward social, medical, and educational causes will be matched 100% by Saudi Aramco, and we expect your generosity to have a meaningful and welcome impact on those in our community who benefit from these donations.”

This year, Saudi Aramco employees once again have proven themselves to be generous to those in need. Your donations toward social, medical, and educational causes will be matched 100% by Saudi Aramco, and we expect your generosity to have a meaningful and welcome impact on those in our community who benefit from these donations.

— Amin Nasser

Citizenship efforts bring tangible benefits to our neighbors and communities.

The company’s Citizenship efforts bring tangible benefits to our neighbors and our communities. In the three years of the “I want to hear” donation campaign, employees donated more than SR10 million, and provided advanced hearing aids to more than 1,850 children throughout the Kingdom. In 2019, employee donations will reach more than 5,000 beneficiaries in 25 cities through 18 charities.

This year, Saudi Aramco’s Corporate Citizenship Division (CCD) gave employees an option to choose where they would prefer to send their donations. Employees were allowed to choose from three categories (Educational, Medical, and Social). Under each category there are three target groups:

- **Social Fund:**
  - Orphans
  - Widows
  - Prisoners’ families

- **Medical Fund:**
  - Diabetic patients
  - Hemodialysis patients
  - Cancer patients

- **Educational Fund:**
  - Educational programs
  - Educational supplies
  - Summer programs

“We wanted to give employees the choice to select where their donations go, and how they could make the most impact,” said Naiwa S. Al-Azaimi, acting CCD director. “These categories were identified based on the most prominent charitable societies’ focus areas. We felt that employees might feel a greater sense of fulfillment and engagement by seeing their contribution going to a cause that is close to their hearts.”

**Teamwork in delivering to charities**

CCD worked closely with Government Affairs to identify charitable organizations in each of these target categories that are accredited and have a proven track record. All of the collected money from the 2019 Employee Donations campaign will be distributed to charitable programs accordingly.

In a short time, CCD will share success stories of how employee donations have made profound impacts in the lives of beneficiaries. We all look forward to hearing these stories.

by Scott Baldauf
Dhahran — A new parking area is helping to significantly lighten the burden of employees parking their vehicles at Dhahran Area during daily rush hours.

An initiative of Saudi Aramco’s Office Services Department (OSD), the Valet Parking service is now fully up and running, and employees are embracing it at North Admin Gate (Gate 32) in the Core Area. Affordable and professional, the service is vendor operated and offers both a pay-per-day option and monthly subscriptions at a discount. Initially, the service operated temporally at a reserved parking area just outside the North Admin Gate, where there is a vendor booth.

how it all works

Employees can drop their vehicle off with the service in the Core Area. Customers are issued a ticket with a number. They can retrieve their vehicle through quoting their personal number to the vendor.

Also, users can contact the vendor through a designated number, by email, and through the official website of the vendor company, or through WhatsApp.

The designated valet parking spaces are at West Park and can accommodate over 200 vehicles, a figure that will rise to 500 when the initiative is fully rolled out. As the service matures, there are plans to expand it to Al-Midra.

The service is operated under fully comprehensive insurance, and Industrial Security places responsibility for incidents or accidents for customers who have used the service.

The designated valet parking spaces are at West Park and can accommodate over 200 vehicles, a figure that will rise to 500 when the initiative is fully rolled out. As the service matures, there are plans to expand it to Al-Midra.

A road map to providing better services

The service was officially launched in the presence of company management, including OSD manager Ahmed A. Al-Zahid, Abdullah Ghamdi, general manager, Industrial Security; and Yasir A. Shehri, manager, Dhahran Area Industrial Security Operations.

“Office Services has a parking road map whereby we try to provide better services to our office users in the Dhahran area, and in particular, in the Core Area. It will cover all core areas, whether it be North Park or the Northern Area or Southern Area,” Al-Zahid said, noting the service will be particularly attractive in the summer months.

“We are saving drivers’ time and reducing the distance they need to travel between parking and their office. There is already a high demand from users requesting the service,” Al-Zahid said.

reducing congestion, increasing customer satisfaction

Tower Building supervisor Mansour M. Al-Khuailfi noted the purpose of the service primarily is to reduce the congestion in the Core Area’s parking areas and gain additional parking space — between 200 and 300 spaces. “And in the future, we are planning to expand,” Al-Khuailfi said. “We are also exploring other initiatives to increase the space further for our users.”

“We will add that all interactions will be between the vendor and the users, but the company will monitor the program’s progress to systematize it,” Core Area section head Bander S. Surayhi said the initiative also looks to increase customer satisfaction, noting that it is part of a wider palette of initiatives.

“We will no longer have to waste their valuable time looking for parking,” Surayhi said, adding they can hand their cars to the vendor employees in the designated area near the North Admin Gate and go to their offices directly while the service provider takes care of parking their cars. “The users also don’t have to worry about getting their cars back, as the service employees will bring their cars to them after prior instructions from the users.”

‘My Health, My Numbers’: Pipelines campaign emphasizes health as a journey

Abqaiq — Saudi Aramco’s Southern Area Pipelines Department (SAPD) and the Johns Hopkins Aramco Healthcare (JHAH) Population Health Unit recently celebrated the successful completion of a workplace wellness program called “My Health, My Numbers.”

The journey began back in December 2017, when JHAH Health Promotion specialists worked closely with SAPD management in designing a program to help make a sustainable improvement to the health and well-being of employees.

JHAH’s Health Promotion team subsequently assigned health champions to assist SAPD employees to initially complete a Health Risk Assessment Survey and coordinate on-site biometric screening. The biometric screening included the measurement of baseline blood pressure, blood sugar, body mass index, body fat composition, and lung capacity.

The biometric screening was also supplemented with questions that touched on the lifestyles of each employee, which helped to contextualize the numbers obtained from the screening. Each participant received a detailed health report with tips and recommendations for maintaining and improving both physical and mental health.

workshops target attainable and sustainable health changes

Employees were then followed up with a series of targeted, work-based workshops designed for them to make attainable and sustainable healthy changes. The workshop series took place during the first and second quarter of 2018 with topics focusing on healthy eating, weight loss basics, physical activity, and chronic disease management. The workshops were designed to empower the participants to make sustainable changes to their lifestyles.

In addition, a special workshop was offered to modify specific behaviors to ensure employee health and fitness during the Holy Month of Ramadan. Each workshop included brief individual counseling, and weight tracking for the participants to learn about:

• Their healthy weight ranges
• Their body mass index
• Their caloric needs
• Food components and balanced meal guidelines
• Eating for energy and focus
• How to build personal fitness plans
• Shopping for healthy ingredients and reading food labels
• Managing social gatherings
• Choosing lighter options when eating out

a healthy program with healthy results

Among the SAPD workforce, 200 employees completed the health risk assessment survey and on-site screening, while 100 employees participated in the series of workshops conducted over a six-month period. Collectively, participants lost a total of 62 kilograms during the second half of the program with participants losing an average of 2.4 kilograms. Three employees were recognized by SAPD manager Usamah A. Musabbeh for attaining the most significant weight loss and reduction in body fat.

In a ceremony marking the end of the program, Musabbeh also recognized Ashwaq S. Matroud, Feda H. Sananah, and Fawaz H. Alsharif from JHAH for being instrumental to the success of the program.

SAPD and JHAH representatives then revealed future plans for a renewed and extended partnership to help employees lead healthier lifestyles, recognize those at risk of developing chronic conditions, and support the workforce with mental and physical wellness resources.

“In SAPD, we put our people at the heart of everything that we do and we recognize that maintaining the health and well-being of our employees has a direct connection to maintaining a safe and productive workplace for all,” said Musabbeh. “We also thank the people from JHAH for their proactive approach to this and look forward to further collaboration in the future.”

More information about JHAH wellness programs can be found at www.JHAH.com.
redesigned, revamped, and ready to serve
an improved experience at Dhahran ID office

by Janet Pinheiro

Dhahran — Step into the main entrance of Dhahran’s Building 325, and the friendly fragrance of complimentary Arabic coffee wafts up to welcome you, as well as the helpful smile of a “greeter” — a person assisting customers to feel delighted during and after their visit.

One of the most important roles shared by team members of the Dhahran ID Office is warmly greeting customers, and advising the visitors how their Building 325 colleagues can best take care of the reason for their visit.

Having everyone take a turn at the front-line customer role is one of the tactics being used by the recently redesigned Dhahran ID and Sticker Office and the Security Customer Support Center (SCSC) to deliver a marked change in the perceived customer service approach of the Industrial Security Support Department (ISSD).

one-stop shop approach

Instead of ID and Sticker Office visitors needing to figure out what service they require, each team member takes one shift per week to help customers walking through the front door understand how the office can best attend to their personal needs, and start the procedure for them.

The one-stop shop approach catches the customer before they initiate a process, explained Adel F. Al-Wuhaib, acting manager of ISSD.

“Greeting customers as they arrive helps to prevent incorrect service delivery, and streamline the process with a single point of service interaction,” said Al-Wuhaib.

“Our team members work in a customer delight zone, and instead of security being seen as the area enforcing the rules, we are here to delight people with our customer service.”

Alanoood A. Rabiah, acting administrator with the Security Systems Support and Identification Division, said: “We are all about giving our customers the best experience possible. We want our customers to come away delighted with our personalized and caring service.

“We want them to think of us as their friend,” she added.

lively accommodating ambiance

Late last year, ISSD set about re-designing its 250-square-meter Dhahran shop front to optimize a customer-focused delivery for the 19 services it provides.

Located in Dhahran beside the Material Supply Building, and open Sunday to Thursday between 6:30 a.m. and 4:30 p.m., the refurbished office has been transformed into a sophisticated spacious area that buzzes with a light and airy atmosphere of obliging energy and happy enthusiasm.

Against innovatively arranged modern seating are calming and cool shades of green, gray, and white alongside sleek clean lines, with coffee and dates served from an elegant modern white corner kiosk.

10-minute ID cards

A key performance indicator for the ID office is to issue an ID card in less than 10 minutes for anyone who has an appointment. While you wait for your ID, you can enjoy reading books on loan from the Dhahran library.

An average of 300 customers visit the ID office on a daily basis. Those customers using the rating device after their ID office visit have given the team a 99% satisfaction rating.

vehicle stickers

Around Building 325’s corner, the drive-through vehicle sticker area displays a “Customer’s Voice” poster requesting feedback.

Human Resources generalist Matthew P. Willden experienced excellent customer service experience from Matar S. Al-Shammari and his sticker team colleagues, prompting him to email feedback: “Matar provided excellent service — he was efficient and friendly, and helped me solve an issue I’d been having related to transitioning from a temporary to a permanent sticker.”

diaf 989 non-emergency security assistance

Meanwhile, upstairs on Building 325’s second floor, a security center’s walls flicker with massive mounted screens displaying real-time data on the situation with the company’s security services.

The lab is the home base of the Security Customer Support Center, where teams of around six people shift work 24 hours a day, seven days a week to solve non-emergency security requests.

Launched in 2018, the center’s team handle an average of 533 companywide requests per day, and customer service here includes answering phones within three seconds.

Sitting at a front row desk, Bandar Y.

We are all about giving our customers the best experience possible. We want our customers to come away delighted with our personalized and caring service.

— Alanoood A. Rabiah

Al-Subaiti, one of the newest recruits, says the team works to solve problems as distressing as misplaced wallets or as serious as a security system malfunction.

“I receive calls and emails from customers seeking assistance, and helping them to solve their issues is rewarding for me,” said Al-Subaiti. “I particularly like helping workers who cannot access the plant, as getting people to work on time helps to maintain the efficiency of the company’s operations.”

Supervisor Feras A. Aldossary says the center provides real-time support for users of all security systems and services, such as the access management system, and is familiar with security general instructions and policies, and can help with matters such as identity cards, car stickers, visitors, and gate passes.

“We are committed to provide 24/7 assistance and support to all security customers and beyond,” said Aldossary.

digital transformation enhancing customer service

The department is also using digitization to assist its customers.

An Intelligence Gate (iGate) system at the Dhahran entrance gates reads a vehicle’s identification, making it easier for security guards to grant access to the community, giving them more time to greet, rather than scrutinize.
EXPEC ARC leverages company tech leadership position in annual forum

iQuest zeroes in on IR 4.0

**Beijing** — The Saudi Aramco Advanced Research Center (EXPEC ARC), through its Beijing Research Center, recently hosted the annual iQuest technology forum under the theme “The Fourth Industrial Revolution (IR 4.0) in Upstream Petroleum Industry” in Beijing.

The event sought to highlight major research challenges faced by the company and to collaborate with entrepreneurs from academia and industry on the use of artificial intelligence (AI), machine learning, data analytics, robotics, and Internet of Things (IoT) technologies in the upstream petroleum sector.

**writing the next chapter in sustainability**

Over the past few years, EXPEC ARC has conducted several iQuest forums, going to tech hot spots around the world to identify breakthrough technologies to enhance oil and gas exploration and production.

This initiative supports the company’s efforts to not only solve today’s operational challenges, but also helps to write the next chapter on energy sustainability. The 2019 event was special as it was the first time that iQuest was organized in Asia.

The event was driven by more than 30 well-selected challenges across all upstream business domains and attracted more than 140 attendees from 36 entities, including top universities such as Peking University, Tsinghua University, National University of Singapore, leading technology companies such as DJI, and Huawei, and key regional oil and gas industry players such as PetroChina, BGP, and more.

**what are the challenges, opportunities of IR 4.0?**

The first day opened with two talks from EXPEC ARC delegates underlining the challenges and opportunities that Saudi Aramco face in the IR 4.0 domain.

Following those opening discussions, 22 talks were presented, including two keynote speeches highlighting emerging AI and robotic technologies and their potential implementation and added value in the upstream sector.

Invited speakers also spoke about their new inventions and processes in AI, machine learning and IoT that are setting new standards in big data management, interpretation, and modeling, where computers are capable of producing results that go beyond human capability.

**maintaining our technology leadership position**

During the second part of the meeting, private sessions were conducted with the same parties, allowing for more in-depth discussions and space for exploring opportunities to collaborate in the future.

Events such as the Beijing iQuest help contribute to Saudi Aramco maintaining a leadership position in utilizing innovative IR 4.0 technologies that can be used for upstream applications.

Saudi Aramco’s transition is of significant strategic importance to Saudi Arabia as the oil and gas industry serves as the cornerstone of the country’s economy.

**Ithra, communities plan wide variety of activities over the ‘Id**

In celebration of ‘Id al-Adha, the King Abdullah Foundation for World Culture (Ithra) is hosting a series of live performances, films, entertainment, and artistic activities from Aug. 12 to 14 (see adjacent calendar).

In addition to activities at Ithra, Community Services will be sponsoring activities in Ras Tanura, Dhahran, Abqaiq, and ‘Udhailiyah.

The Dhahran community celebration will feature a tropical island theme, and will include a wide variety of activities in King’s Park and the surrounding area from Aug. 12 to 14.

Among the activities are children’s inflatable games, water slides, challenging inflatable slides, virtual games, bigger than life mascots, face painting and henna, live sand art, street musicians, stage plays and activities, a photo booth, a traditional band, and a children’s playhouse, as well as tropical inspired refreshment corners for beverages and foods.

Some of the more than 140 attendees from 36 entities, including top universities such as Peking University, Tsinghua University, National University of Singapore, leading technology companies such as DJI, and Huawei, and key regional oil and gas industry players such as PetroChina, BGP, and more, pose for a photo following the recent iQuest event in Beijing. Sponsored by Saudi Aramco’s EXPEC Advanced Research Center, the annual event focused on more than 30 well-selected challenges across all upstream business domains.

All Al-Mumin, a Fourth Industrial Revolution champion for Saudi Aramco’s EXPEC Advanced Research Center, speaks at the annual iQuest technology forum recently held in Beijing.
Ithra summer camp
helping future generations dream big

Jubail — Kids dream big, and that has certainly been the case at the summer camp organized by the King Abdulaziz Center for World Culture (Ithra) as the participants have proven that they have the determination to move forward with clarity and excitement.

The camp, designed to help prepare future leaders for tomorrow, takes place as Ithra continues on its mission to provide the space, tools, and support for budding talent as they transform their ambitions and dreams into reality.

The camp provides an opportunity for children of various age groups to explore their hidden talents and express themselves through their projects under the supervision of Ithra instructors who encourage them to ask the many questions that arise from their curious minds.

indulging in creativity and innovation

It also unleashes children’s imaginations and allows them to fully indulge in creativity and innovation, while also helping them to focus on their passions and identify areas of interest they want to pursue.

In speaking to the campers, it becomes clear that many of the children see themselves taking on several roles in their future.

To most of the kids, the camp is not merely a recreational exercise, but much beyond that in a dynamic environment where learning and fun go hand-in-hand.

One of the campers, Abdul Karim Al-Yahya, 11, discussed how the camp was an extremely positive experience that delivered practical learning in a collective and inclusive setting.

Abdul Karim had completed two other programs before joining the Engineering group, where he assembled a FM radio and a complete desktop module, following in his father’s engineering footsteps.

When asked why he pursued two other programs, he aptly replied: “The whole idea is to search and explore my own talents. I want to explore all my skills and then decide my future course.”

Abdul Karim had previously completed the Game Maker and Junior CEO tracks within the camp. In Game Maker, he created a board game, while he found playing a CEO was an inspiring and motivating experience. Emphasizing the importance of hard work, Abdul Karim said, “I intend to be patient and go through the full process.”

seven programs

Ithra’s summer camp offers seven programs for children and youth ages 4-15 years.

The seven programs include: Little Inventors and Under the Sea available for small children in the 4 to 6 years age group. In this track, children learn about the items around them and the story behind those inventions, and they explore and experience the process of making them. In “Under the Sea,” participants learn about the wonders beneath the waters.

Junior CEO, structured for ages 7 to 15, introduces some prominent businessmen and businesswomen to participants as they learn about real-world experiences as future business leaders.

Engineering (for ages 7-12) is among the most sought after programs and consists of two batches to accommodate all aspirants. The program, which utilizes problem-solving tactics, offers future engineers and scientists the ability to tackle continuous improvement and reinventions in the modern world. The program covers almost all branches of engineering.

Super Canvas (for ages 7-15) provides an opportunity for participants to unleash their inner artist and to explore the history of art and study some key figures such as Picasso and Edvard Munch.

Game Maker, another popular program, offers children the opportunity not only to learn about the different types of games, but to also develop their own. Children of this genre could opt for a career of a game developer or designer. Several of the children have already developed their own games, including board games.

Sound and Action, on offer for youth 13 to 15 years old, gives campers a chance to explore components of film, as well as sound engineering and its role in film and video production. The program motivates youth to explore their inner filmmaker and consider a career in the fast-growing film industry.

Fares Al-Adel, 7, participated in the Super Canvas program and-aspires to become an actor in the future. “Life itself is an actual canvas filled with so many colors. I want to be an actor and experience those real shades of life and share it with my audience,” he said.

Abdul Malik, who loves action and wants to be a policeman, enthusiastically shared:

“I want to fight bad men and arrest them. I want to make life safe for all.”

Abdul Aziz was also in Super Canvas and proudly displayed his “Star Fish,” but in the future would like to be a businessman or entrepreneur. “Art is my passion. This is what I will do during my leisure time, and business will be my profession, which I will conduct with equal passion,” he said.

Jawan Al-Zahrani has a one-point plan for the future and that is to be an architect. Jawan was a member of the Engineering group and created a beach house. “One day I will design my own house,” he said with determination in his tone.

Leen Al-Marzoq, 8, believes that she belongs to fine art. A member of Super Canvas, Leen loves artifacts, artwork of renowned artists, and colors. “My future career will revolve around art,” she said.

The comments from the campers clearly show that the camp delivers on its promise to give children and youth a solid foundation for their future career in a collaborative and encouraging expertise-driven environment, offering an enjoyable multifaceted experience that allows them to explore their passions.

It may be a small step toward their future, but will contribute immensely in their evolution as responsible and committed citizens driving the future of the Kingdom.

Art is my passion. This is what I will do during my leisure time, and business will be my profession, which I will conduct with equal passion.

— Abdul Aziz
Dhahran — From expanded culinary options to refurbished facilities, members of the Dhahran community are starting to see a number of upgrades and new additions throughout the community.

restaurants and cafés

Among the new offerings are several new restaurants and cafés. Chili’s, the U.S.-based dining chain, is now in its final stage of preparation and is expected to open soon, according to the Central Community Services Department. But several more are on the way or already here.

Starbucks coffee will soon be featured at a location near King’s Park, while Under 500, a U.K.-based “healthy food” restaurant chain featuring main course items under 500 calories, is prepared to open later this year. Next year, Subway, the deli sandwich chain, is expected to open in Dhahran.

Meanwhile, a number of amenities are already arriving. Barn Café, a Saudi Arabia-based café franchise, and Italy-based chain Caffé Vergnano1882 began to enter office buildings and facilities, offering fresh coffee and snacks.

Barn Café will open at Dhahran Suites and Steineke Hall. Caffé Vergnano operates at the Industrial Security Building, the Industrial Training Center, and the Security Academy, among other locations.

An overhaul and upgrade of 65 small coffee stations and snack bars operating in the Dhahran community is underway, and a new Burger King outlet is planned for the Duck Pond area. Also, part of the Dhahran Dining Hall has been refurbished in Salat Al-Khalji for corporate functions such as business lunches, farewell parties, and special holiday ceremonies. The facility is adjacent to the Dining Hall but has its own entrance.

And for those who don’t have time to go grocery shopping, Lulu Hypermarket last month started an online shopping for home delivery service. Items purchased online are sourced from its store in Dammam, and its delivery truck is equipped with a refrigerator and freezer for perishable produce.

The goal of bringing new eateries, cafés, and services to the community was to meet growing demand, said Hala T. Albetairi, acting head of the Dhahran Recreation Services Division.

“We want to let people know that we heard you,” said Albetairi. “We care about the feedback we gathered, and we are bringing new options to better serve the community.”

recreation facilities upgraded

New recreation facilities and upgrades of existing ones have also been completed for people to enjoy.

A nine-hole disc golf loop has been set up between Chili’s restaurant and the Duck Pond. All of the nine baskets are in place for enthusiasts of the sport.

At the former BMX Park in Dhahran Hills, an outdoor gym with exercise stations for children, teenagers, and adults has replaced the former extreme sports area. The outdoor gym features a variety of equipment that offers cardio, core balance, muscular development, and flexibility workouts.

And for dog lovers, a new dog park on the corner of Rolling Hills Boulevard and Lemon Circle is scheduled to open soon, providing exercise equipment for fun and training. (Note: The park will not allow dog food or treats, glass containers, or puppies younger than 4 months.)

Even some of the more venerable exercise areas have received a facelift. Various renovation projects at the Dhahran Hills Recreation Complex have been completed, or are currently in progress. The tennis club-house and the locker rooms for the swimming pool have seen a total makeover, with the clubhouse featuring a new floor, lighting, toilets, showers, furniture, and viewing deck.

Also, a new soft pavement is planned to be applied on the surface of the walkways between the tennis courts, while the King’s Road Park landscape was enhanced with a new fountain recently added. At the Rolling Hills Golf Course, a new glass viewing area and rest areas have been added, with a diamond shaped room offering a panoramic view of the course.

Further into the future, a proposal has been approved and a design team assigned to work on an expansion of the men’s gym on Third Street, while the Dhahran movie theater at King’s Park has been closed for renovation as its technology is being upgraded to be on par with commercial cinemas outside of Saudi Aramco.

For those who don’t have time to go grocery shopping, Lulu Hypermarket last month started an online shopping for home delivery service.

upgrades being made at living facilities

The Dhahran Residential Services Division has embarked on a plan to upgrade Steineke Hall and other accommodations in Dhahran that offer temporary housing for employees who come to Dhahran on short-term assignments.

The Community Maintenance Division has nearly completed refurbishment of the studio apartments in Buildings 2400, 2401, and 2402 on Canyon Road near the gas station. A total of 35 bachelor housing units on 19th, 20th, and 21st streets have also been renovated.

The new units will be of the same quality and standard as the rooms at Dhahran Suites, an upscale nonbusiness temporary accommodation option for Saudi Aramco employees and their families, said Abdullah Al-Zahrani, a supervisor with the Maintenance Division.

“We like to let the quality of our work speak for itself,” said Al-Zahrani. “Our job is to make employees happy. If the employees are happy, their performance and productivity for the company will go up.”
well-being
caring for your health and wellness

the art of feeding
toddlers
and why you should never punish them for refusing to eat their peas and carrots

Food provides the energy and nutrients that young children need to be healthy. And as they learn to feed themselves and eat new foods, it is important to start healthy eating habits to avoid problems later.

Before age 1, most of toddlers’ nutrition comes from breast milk or formula. Those aged 1 to 3 years need less breast milk and can drink cow’s milk, as more of their nutrition comes from solid foods. But too much milk can be harmful as it can result in weight gain, and large amounts of milk may decrease the ability of a toddler to absorb enough iron.

To get your toddler to eat new foods, try introducing new foods one at a time. If they resist, do not force them to eat the new food or punish them for refusing to eat them. Instead, try again later. Sometimes, toddlers refuse one food for awhile but later accept it.

Also, toddlers are more likely to try smaller amounts of new foods. This also allows you to watch for signs of food allergies.

portion sizes

Though toddlers are active, they aren’t as active as they were when they were infants, so they don’t need as much food. Toddlers need about 1,000 calories daily for energy and growth. They also eat smaller and more frequent meals, so divide these calories among three meals and two or three snacks daily.

Remember, your toddler may not get 1,000 calories every day. Sometimes, they might eat a big breakfast and little else for the rest of the day. This is normal, as a toddler’s needs depend on activity level and growth rate.

give them choices

Your toddler may want one food for a few days and then refuse to eat it the next day. This is also normal. It is hard to predict what your toddler will want to eat from one day to the next. Offer a selection of healthy food options to your child, and let them choose. If they reject all options, you can save the food to try again later. Don’t force your child to eat foods they don’t want, as it may cause your child to continually refuse that food.

look for variety

Toddlers may choose one type of food over others, but you should try to provide a variety of choices in their diets. When feeding your toddler, offer options, including:

1. Meat, poultry, eggs, and fish
2. Milk and other dairy products
3. Fruits and vegetables
4. Cereal, bread, rice, potatoes, and pasta

As long as you provide options, your toddler’s diet will balance out. You do not need to force your toddler to eat a wide variety of foods every single day. Some days will have less variety than others. If your toddler refuses what you offer, don’t let them eat unhealthy foods (high in calories and lacking nutrients) such as cookies or sweets. Letting your toddler eat sweets instead of healthy foods will make your toddler want sweets more often. You should also avoid spicy, or foods that are salty or buttered. These additives may be harmful to your toddler’s health over time.

keep safety in mind

Safety is important to consider when your toddler eats. Toddlers have a lot of energy and may want to eat while talking or running. Teaching your toddler how to eat properly can help prevent choking.

Before giving your toddler any food, make sure it is not too hot. Toddlers may not be able to judge the temperature of a food before eating it. Also, keep food portions small. Children are learning how to chew their food until they are 4 years old. Mashing or cutting large foods into smaller pieces helps prevent choking.

Foods that adults consider small may be too large for a toddler. Hot dogs, raw carrots, cheese sticks, and grapes should be avoided or cut into small pieces. Also, don’t feed toddlers nuts, peanut butter, hard candies, gum, raw celery, or marshmallows, as they can get stuck in the windpipe and cause choking.

supplements

Toddlers rarely need supplements, but some may need an iron or vitamin D supplement. Talk to your toddler’s health care provider if you are concerned that they are not getting enough iron or vitamin D.

This content is for informational purposes and is not intended to be a substitute for the advice of a health care professional. It is important that you rely on the advice of a health care professional for your specific condition. If you think you have a medical emergency, call 911 immediately.

tips on protecting your child from food allergies

If your child suffers from food allergies, follow these tips provided by JHAH’s Clinical Nutrition and Food Services:

• Inform the school (and company providing bus transportation, if applicable) about any food allergy that your child has, and what to do should your child have an allergic reaction. The child’s food allergy card should be on file at the school.
• Teach your child to read food labels once they can comprehend ingredients.
• Teach your child to not accept and consume any food given by other students or parents.
• The school nurse or the child’s teacher should keep an epinephrine injection pen (epi-pen) on hand. Teachers should document any food consumed that has caused an allergic reaction.

Although your toddler may be able to identify and consume most healthy foods, there are foods they might avoid or reject if given to them. There are also foods that your toddler may like to eat very often. As long as your toddler is eating a variety of foods daily, you may not need to worry about your toddler getting enough nutrition.

If you think your toddler may have an allergy, please talk to your child’s health care provider about your concerns. Your child’s health care provider can use tests to confirm whether your child has an allergy and recommend appropriate treatment.

For more information about foods that are harmful to your child, please consult the Advice for Parents and Caregivers brochure. This brochure is available from the Wellness Center, the School Health Services, or JHAH’s Clinical Nutrition and Food Services.

LEGAL DISCLAIMER: All health and health related information contained in this Johns Hopkins Aramco Healthcare Company material is intended to be general in nature and should not be used as a substitute for a visit with a health care professional. The advice is intended to offer only a general basis for individuals to discuss their health and medical conditions with their health care provider. Your health care provider should be consulted regarding matters concerning the medical condition, treatment, and needs of you and your family.
Ithra movies

**Ithra Heroes Adventure**
Aug. 7, 8, 10, 19, 20, 21 10:30 a.m.

**Ponyo**
Aug. 7, 8, 9, 10 5:30 p.m.
Aug. 8 5:30 p.m.

**Wasati**
Aug. 7, 8, 9, 10 3:30 p.m.
Aug. 8, 9 8:15 p.m.

**Hatched**
Aug. 19, 20, 21 7 p.m.

**Village at the end of the world**
Aug. 19, 20, 21 4:30 p.m.

**Energy Exhibit Theater**

**Mysteries of the Unseen World**
Aug. 8 5 p.m., 7 p.m.
Aug. 15 11 a.m.

**Village at the End of the World**
“Village at the End of the World” is a witty, surprising and feel good portrait of an isolated village of 59 people and 100 sled dogs, surviving against the odds.

**Wasati**
Based on true events that happened during a play in Riyadh 10 years ago. The play was called “Wasati bela Wastah,,” which roughly translates to “A Moderate Without a Middle Ground,” where a group of extremists attacked the theater and the play was shut down.

**Hatched**
Even the smallest creatures can make a big difference in this exceptionally funny adventure! Young chicks Cluck Norris, Chickpea, and Tiny SchwarzHenegger are determined to show everyone that chickens really can fly, but when their tiny alien pal, Magic, is in danger, this young feathered trio will join efforts of their animal neighbors to save their home and friend from the “fowllest” of villains.
Israa Garatli used her Nikon D500 to capture this image of the abandoned flying boat wreck in the middle of the desert east of Seham Bay. “I am fortunate to be a tourist in my own country through the Saudi Aramco Employees Association’s in-Kingdom trips,” said Garatli, who took the photograph on an organized trip to the Tabuk region in the Kingdom’s northwest. “I was fascinated with nature, and this abandoned wreck that you can look up and find on Google Maps,” she added. The seaplane, which was purchased from the U.S. Navy before being converted into a luxurious flying yacht, was abandoned in the 1960s near the Gulf of Aqaba.

Garatli, who is an organization performance adviser in the Organization Consulting Department’s Consultant Management Group, has been with the company 18 years.

Kingdom provided professional, personal rewards

George Williamson bids farewell after almost 20 years of service

Dhahran — George Williamson recently bid farewell to Saudi Aramco after almost 20 years of service. Williamson, who began working for the company in August 2000, served in a number of roles for both Saudi Aramco and Johns Hopkins Aramco Health-care (JHAH) over the years.

Among his many jobs, George worked as a Quality Improvement adviser for the Dhahran and Jiddah areas, a Remote Area Clinics Group leader in Dhahran, a disaster response coordinator in Dhahran, and the emergency preparedness coordinator of JHAH’s Office of Emergency Management — a role in which he provided Kingdom-wide disaster response capabilities for all of Saudi Aramco’s Industrial Operations.

While working for Saudi Aramco, the most rewarding aspect of Williamson’s career was working with field experts from the company’s emergency services and support organizations to ensure all employees have a safe working environment.

His efforts were carried on through to many disaster drills, extra safety training for employees, and other safety activities in which he was fully engaged. Williamson’s work was core to the Saudi Aramco value of Safety, and through his active participation in his duties and inclusion of others, he truly felt he was a valued member of the Saudi Aramco family.

“We in Medical Services had the opportunity of making a significant difference to Saudi Aramco disaster and emergency response delivery as part of a world-class team,” said Williamson.

Williamson, along with his wife, Hanna, his daughter (Hania, who is an art lecturer), and his two sons (Alan, an engineer, and Martin, a pharmacist), now enjoys more time with his family back in Scotland. The couple has also been blessed with five grandchildren, Eva, Olek, Zuzia, Oscar, and Anya.

There are several hobbies Williamson plans to carry over from Saudi Arabia to his home country, including visiting with friends, swimming, walking, cycling, and playing bridge. When he lived in the Kingdom, Williamson also enjoyed participating in the Dhahran Theater Group’s activities.

Throughout retirement, he now plans to attend a number of family celebrations in the short-term — both in Scotland, his home country, and Poland, his wife’s motherland.

For the future, the couple intends to travel around visiting home countries of many of their friends and colleagues with whom they have built solid friendships to learn more about different cultures and customs, as well as experience the many national dishes and food they have heard so much about.

Throughout his career, Williamson enjoyed touching the professional and personal lives of many, and always approached every day with a smile on his face and professional collaboration and teamwork in his heart.

Those wishing to contact George and his family can email hania5@hotmail.com, or call +44 (0)759-613-8778.

We in Medical Services had the opportunity of making a significant difference to Saudi Aramco disaster and emergency response delivery as part of a world-class team.

— George Williamson

what a site to see in the desert

Ihraa Garatli used her Nikon D500 to capture this image of the abandoned flying boat wreck in the middle of the desert east of Seham Bay. “I am fortunate to be a tourist in my own country through the Saudi Aramco Employees Association’s in-Kingdom trips,” said Garatli, who took the photograph on an organized trip to the Tabuk region in the Kingdom’s northwest. “I was fascinated with nature, and this abandoned wreck that you can look up and find on Google Maps,” she added. The seaplane, which was purchased from the U.S. Navy before being converted into a luxurious flying yacht, was abandoned in the 1960s near the Gulf of Aqaba.

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