## 1.    OBJECTIVE

This procedure defines the methods used in QAPCO for issuing gate passes for visitors, contractors, and employees in QAPCO premises.

## 2.    SCOPE

This procedure applies to all Visitors, Contractors and QAPCO employees accessing QAPCO premises within the Mesaieed Industrial Area and Doha Office.
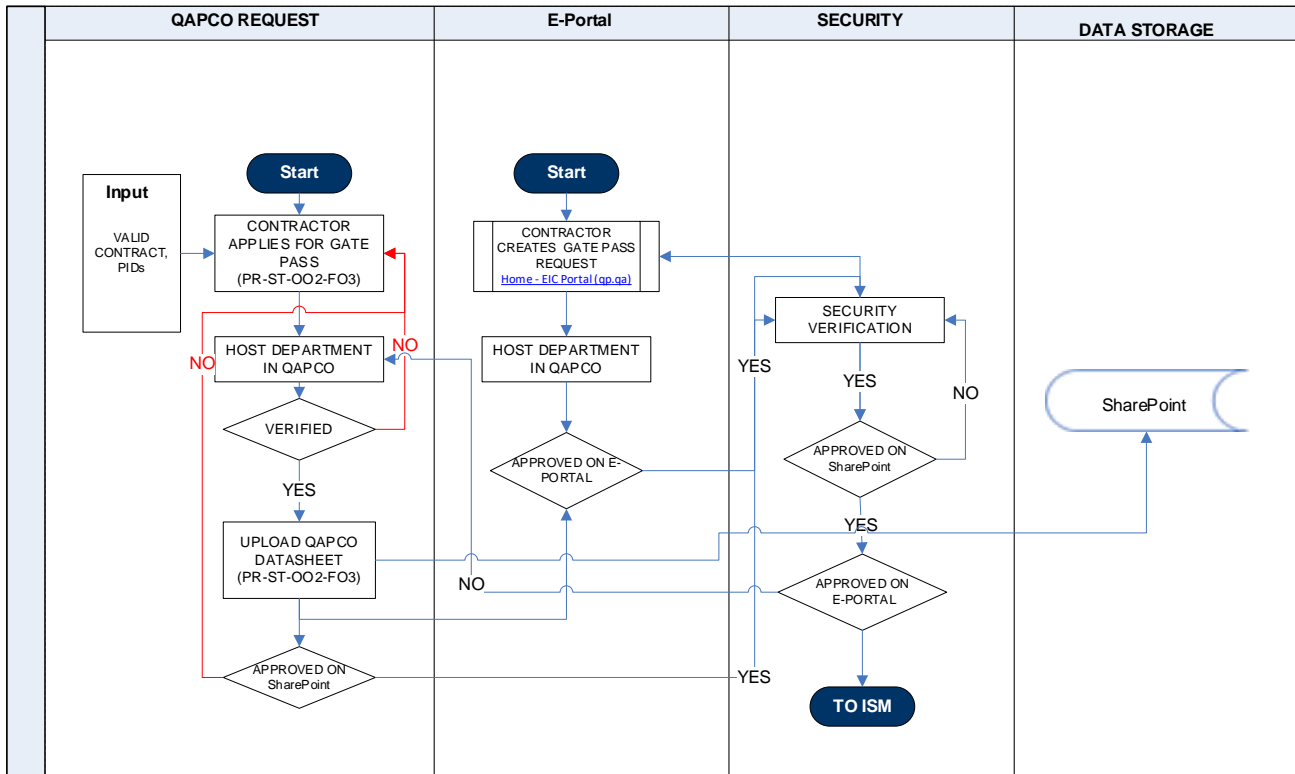
## 3.    PROCEDURE SUMMARY

This procedure describes the process for issuing gate passes for QAPCO employees, visitors and contractors for entering QAPCO premises followed by the ISM approval. This procedure explains the steps of approval, issuance, receipt and acknowledgement of gate pass to QAPCO Employees, Organized visits and VIP Visitors process.

**Table of Contents**

## 4.    GATE PASS FOR CONTRACTOR AND VISITOR PROCESS FLOW



## 4.1  PROCEDURE CLARIFICATIONS

| Ref. | Clarifications details |
|---|---|
| **4.1.1** | **GATE PASS FOR CONTRACTOR AND VISITOR** |
| | Entry to QAPCO is restricted to holders of gate passes issued by General Directorate of Industrial Security upon consent of QAPCO Security Section. |
| | Gate passes are arranged for those persons only, whose visit to QAPCO site shall be in the interest and benefit of QAPCO. Permanent Gate passes shall be issued only for those who need to visit QAPCO frequently for job requirements. |
| | The following procedure to be followed to apply for a gate pass. |
| | • Contractor / visitor shall apply for a gate pass through the Host Department Secretary / representative in QAPCO. |
| | • Parallelly, Contractor / visitor shall apply a gate pass request for the same period and same persons mentioned Point:3, on e-portal of Industrial Securities QE. Home - EIC Portal (QE.qa). |
| | • Each Department in QAPCO shall delegate 1 or 2 of their employees to create the gate pass requests through QAPCO Security Services Application. The initial delegation shall |

authorize QAPCO Security Department to accept entire gate pass requests created by the designee; even the hierarchical approval is not done on each request separately.

- Host Department Secretary / representative uploads the duly filled-in Data Sheet for Gate Pass PR-ST-OO2-FO3 under QAPCO Security Services Application on SharePoint.

- System will process the request and initiate an email notification to the user demanding to Submit the request.

- Host Department Secretary / representative shall submit the request on SharePoint and approve the corresponding request on e-portal

- QAPCO Security shall approve the request on e-Portal, after verification of both the requests and then forward for the approval of authorized approvers in QAPCO.

- Contractor PRO may follow up the remaining procedures with Industrial Security Gate Pass Office to obtain the Gate Pass Card.

- A Declaration of Valid Contract (DVC) is required for passes valid for more than a day. Contractor needs to forward the duly filled and signed form to QAPCO Security through Host Department Secretary. The approved DVC forms shall be forwarded daily to Al-Reem Club after 14:30.

- Gate pass fee shall be paid directly at ISM gate pass section by the contractor / visitor.

- Gate pass requirement for emergency cases during off hours & weekends, shall be reported to Security Manager or his substitute through the Host Department Manager.

- An emergency gate pass shall attract an additional fee of QAR 250/- per person.

**BADGE ACTIVATION**

Once a Gate Pass is received from MIC, Contractor may forward details of the badge along with a photograph of the card owner in the Badge Assign Request Template on SharePoint.
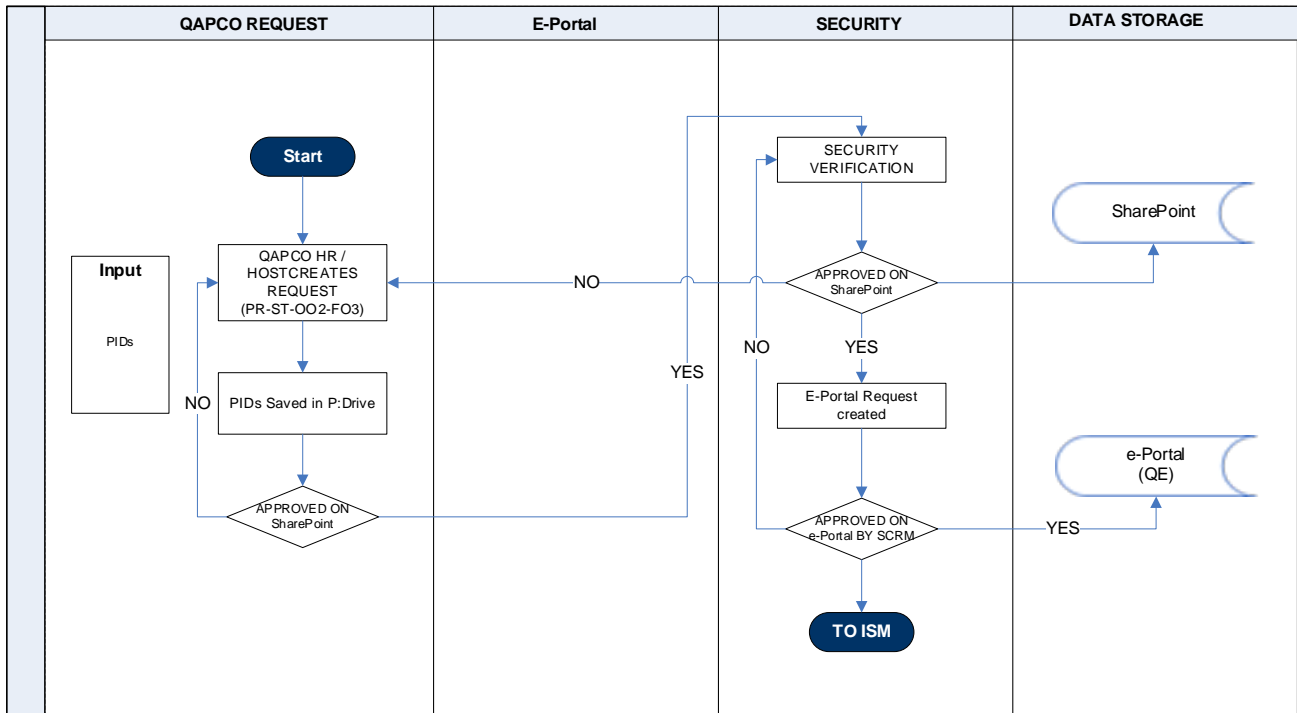
[QAPCO Security Service - Home (corp.local)](QAPCO Security Service - Home (corp.local))

Host Department Secretary / Representative may upload the data in SharePoint. This process is necessary to activate electronic access to QAPCO Premises.

**REMARKS:**
- Issuance of gate pass is subject to the rules and regulations of ISM gate pass section. Therefore, QAPCO Security Department assumes no responsibility if ISM rejects a gate pass or reduces its period.

- Gate passes to access the neighboring firms or Mesaieed Industrial Area will not authorize a person to access QAPCO premises. Such persons also are required to obtain a valid gate pass to QAPCO specifically through ISM Gate pass Section unless otherwise mentioned.

## 5. GATE PASS FOR QAPCO STAFF PROCESS FLOW

## 5.1   PROCEDURE CLARIFICATIONS

| | |
|---|---|
| 5.1.1 | 1. All employees holding valid Residence Permit (R.P.) under QAPCO sponsorship and having a valid employment contract with QAPCO are entitled for Permanent Gate Pass.<br><br>2. QATARI Citizens and locally recruited female staff are exempted from the provision of QAPCO sponsorship.<br><br>3. All female staff are required to produce a No Objection Letter from their local sponsor / guardian.<br><br>4. Permanent Gate Passes for expatriate QAPCO employees are issued for a maximum period of 1 year or expiry of Qatar ID / Passport, whichever comes first, and for Qatari Staff for 3 years or validity of Qatar Identity Card, whichever comes first.<br><br>5. Pass request for new employees is requested by HR and renewal by Host Department Secretary / Representative.<br><br>6. The following Documents must be submitted to HR or Host Department Secretary, whichever applicable, who shall save them under the folder P:\Common\ GatePpass-PIDs\<Dept.Name>\<File_No>.<br><br>    a. <passport-Number>_PASSPORT.pdf<br>    b. <QatarID-Number>_QatarID.pdf<br>    c. < QatarID-Number >_photo.jpg (Photo size should be 130 X 170 pixel)<br>    d. Data Sheet PR-ST-OO2-FO3<br><br>7. Department Secretary shall create a gate pass request in QAPCO Security Service on SharePoint.<br><br>8. Duration to prepare a permanent gate pass is normally 2 weeks from the date of application.<br><br>9. QAPCO PRO shall collect the gate pass from ISM and deliver to the concerned employee after completing the necessary procedures. |
| 5.1.2 | **BADGE ACTIVATION**<br><br>After receiving a gate pass card from ISM, QAPCO Security shall activate it and link with Employee's File Number, to enable electronic time attendance punching. |
| 5.1.3 | **GATE PASS RECEIPT ACKNOWLEDGMENT**<br><br>While receiving the gate pass employee shall duly fill and sign the Gate Pass Receipt Acknowledgement Form (PR-ST-002-F05). Employee shall fully comply with the requirements stated in this form.<br><br>Any individual violating the commitment mentioned in the said form will be subject to disciplinary action as per Disciplinary Procedure PR-310-HR-11 |

| 5.1.4 | **GATE PASS FEES.** |
|---|---|

Gate Pass fee is imposed by ISM and subject to change. The below chart is shown for clarification purpose only.

| Type or Pass | Amount | Remarks |
|---|---|---|
| New employees Temporary pass for 1 day | QAR 16/- | Paid by QAPCO |
| New employees Temporary pass for 1 week | QAR 40/- | Paid by QAPCO |
| Permanent Card (New employee) | QAR 200/- | Paid by QAPCO |
| Card replacement due to damage or color fade | QAR 250/- | Paid by QAPCO |
| Duplicate card (Against a lost card) | QAR 250/- | Paid by the employee |
| Temporary gate pass for 1 day against lost or forgotten card | QAR 16/- | Paid by the employee |
| Temporary gate pass for 1 week against lost or forgotten card | Qrs.40/- | Paid by the employee |
| Urgent Gate Pass Fees | QAR 250/- | Paid by the employee |

| 5.1.5 | **REPLACEMENT OF GATE PASS CARDS FOR QAPCO STAFF** |
|---|---|

Gate pass card of an employee shall be replaced with new one under the following circumstances:
Serious damage to the existing card.
- Employee may approach the concerned Department Secretary and follow the procedures mentioned in Clause 5.1.1 above

Change in particulars of the holder, like name, nationality etc.
- Official notification from Administration Department.
- Any further documents proving the change as may be required by ISM.
- Follow the procedures mentioned in Clause 5.1.1 above.

Employee shall submit copy of both sides of the existing gate pass card which shall be saved along with other PIDs on P: drive with the File Name:
<QatarID-Number>_Others.pdf

| 5.1.6 | **DUPLICATE GATE PASS (LOST GATE PASSES)** |
|---|---|

- In the event of an employee loses his/her gate pass, a duplicate gate pass will be issued after completing the following procedures:

- Employee shall contact QAPCO gate pass office to inform the incident.

- Employee shall approach QAPCO HR to obtain a letter addressed to ISM, mentioning the incident.

- Employee shall forward his PIDs and the original QAPCO Letter to his Department Secretary to prepare a Gate pass request.

- Department Secretary shall follow the steps mentioned in Clause 5.1.1

- QAPCO Security shall arrange a Permanent Gate pass (Duplicate).

- Any charges and fees incurred for duplicate gate pass will be deducted from employee's salary through HR.

- In the event of an employee finds his lost gate pass after receiving a duplicate, the original gate pass must be returned to QAPCO Security Department.

| 5.1.7 | **END OF SERVICE CLEARANCE** |
|---|---|

- All employees are required to surrender the original gate pass card to QAPCO Security before leaving the company for good. If the employee wishes to leave immediately after the last working day in QAPCO, she/he may approach the department Secretary to obtain a temporary gate pass, so that the clearance is done in well advance. Maximum period of temporary pass will be 1 week. If the travel date is after one week from the last working day, s/he may surrender the permanent card on last working day only, as the clearance will be completed within the remaining days.

- Security shall approve the End of Service Clearance after receiving the original card from employee.

- QAPCO Security shall return the valid passes to ISM for annulment.

## 6.    GATE PASS FOR ORGANIZED VISITS

- Organized visit is arranged through QAPCO's Communication and Public Affairs Department. Study tour, Visits arranged by Educational Institutions, visits of Government delegates etc. are usually considered as organized visits. This does not include job related visits. Organized visits may need prior approval of Director of Industrial Cities and thereafter Regional Security Manager, before approaching ISM gate pass office.

- For School students' visit an official letter in Arabic addressed to ISM Gate pass office is required from the school and letter of No Objection from the guardian of each student.

## 7.    GATE PASS FOR TRAINEES

Employees' Gate pass procedures shall be followed for summer trainees. The following documents are needed for this category.

- A letter from the educational institution where the person is a studying, addressed to ISM, in Arabic, proving that the person is a student in their institution.

- No objection letter from the guardian along with copy of the guardian's Qatar ID (Both Sides)
- PIDs as mentioned in 4.1.1

Minimum age limit for trainees to obtain a gate pass is 16 years or completion of first year in Secondary School level.

## 8. INTERNAL GATE PASS

Employees of QE and its subsidiaries, who hold a permanent gate pass of QE or the respective company to Mesaieed Industrial Area shall be granted access to QAPCO for short visits, provided the Host Department Secretary / representative shall submit an Internal Gate Pass Request through QAPCO Security Services Application at least one day in advance.

A copy of the permanent gate pass card of the visitor shall be attached to the form. This procedure is exclusively for employees of QE and its subsidiaries located in Mesaieed Industrial Area and it does not include their visitors and contractors.

## 9. RECORDS

The owner / executor shall maintain the following records / documents for reference:

| # | Document / Record name | Retention period | Retention policy | Retention method | Classification |
|---|---|---|---|---|---|
| 1 | Gate Pass requests | 2 Years | SharePoint by IT | Soft Copy | Internal |
| 2 | Internal Gate Pass | 2 Years | SharePoint by IT | Soft Copy | Internal |
| 3 | PIDs for QAPCO Staff | Continues | Validity of the document, by Host Department on Shared Drive | Soft Copy | Internal |
| 4 | Gate Pass Annulment | 2 Years | Kept in file S&G: 13 | Hard Copy | Internal |

## 10. DOCUMENT REFERENCES / ATTACHMENTS

| # | Document ID | Document name | Summary of dependency or use |
|---|---|---|---|
| **10.1** | **Document References** | | |
| 1 | PR-ST-001 | Mesaieed Facilities Access Control Procedure | Buddy Punching |
| | PR-310-HR-11 | PR-310-HR-11 Disciplinary Procedure | Guidelines for employees' duties and prohibited deeds of Employees |

| # | Document ID | Document name | Summary of dependency or use |
|---|---|---|---|
| **10.2** | **Attachments** | | |
| 1. | PR-ST-002-AP01 | Gate Pass Cards of Employees and Contractors | For illustrative purpose only |
| 2. | PR-ST-002-F01 | QAPCO Gate Pass Data Sheet | Gate Pass Application Template |
| 3. | PR-ST-002-F02 | Internal Access Permit | For Employees of QP & Subsidiaries |

| 4. | PR-ST-002-F03 | e-Portal Gate Pass Datasheet | Gate Pass Application Template for e-Portal |
|---|---|---|---|
| 5. | PR-ST-002-F04 | Badge Assign Request Form | Badge Activation Request Template on SharePoint |

## 11.  IT SYSTEM REQUIREMENTS

| # | IT system module name | Summary of IT system module use |
|---|---|---|
| 1 | SharePoint | QAPCO Security Services Application |
| 2 | Shared Drive (P:\ Drive) | For sharing the PIDs of staff |
| 3 | Lenel Onguard System | Access Control System Application |

## 12.  ABBREVIATIONS / DEFINITIONS

| # | Abbreviation / Key word | Definition summary |
|---|---|---|
| 1. | HSEQ | Health, Safety, Environment & Quality Division |
| 2. | QAPCO Host Department | QAPCO Department who hosts the visitor(s) or supervises the works of the concerned contractor(s) on site. |
| 3. | DC | Director, Industrial Cities |
| 4. | MIC | Mesaieed Industrial City |
| 5. | ISM | Industrial Security, Mesaieed. |
| 6. | GDIS | General Directorate of Industrial Security |
| 7. | PID | Personal Identification Document. (Passport, Qatari ID Card and Photograph) |
| 8. | Gate pass | A document or card issued by QAPCO Security Section followed by the approval of Security Division of Mesaieed Industrial City Management entitling the holder to access QAPCO premises in Mesaieed Industrial Area. |
| 9. | QAPCO Security Services Application | A workflow application on SharePoint for requesting and processing the gate pass consents. This application involves hierarchical approval system, and it helps users send request by mentioning the person's details, attaching the list of personnel in a prescribed excel sheet and scanned copies of personal identification documents. |
| 10. | Access Control System (ACS) | • A system to facilitate issuing access badges and assigning access levels to certain locations for designated personnel. It keeps track of access time of persons to specific locations and allows monitoring the access log.<br>• 24 Hours manned security points at Gate-1 covering QAPCO premise including Administration Area and Gate-2 that covers the plant area, Gate-3 at Jetty area for loading operations and Gate-4 covering access from employees' parking area. |
| 11. | Access Control | The practice of restricting entrance to QAPCO complex to authorized persons and vehicles |
| 12. | Employee | QAPCO staff |
| 13. | Permanent Contractors | Staff of QAPCO contractors who hold a contract valid for minimum 1 year, such as civil maintenance, A/C Maintenance, stuffing contract etc. |

| | | |
|---|---|---|
| 14. | Contractor | A person other than QAPCO employee, hired by QAPCO to perform a specific work for a limited period of time. |
| 15. | Visitor | A person visiting QAPCO for a limited period and the visit is not intended to perform any work. |
| 16. | Organized visits | Visits of official delegates and students arranged through QAPCO Public Relations Department |
| 17. | QVC | Qatar Vinyl Company |
| 18. | QAPCO | QAPCO means QAPCO, QATOFIN & QVC (PSS) |

## 13.  REVISION HISTORY

| Rev # | Date | Section No. | Reason for revision / modification |
|---|---|---|---|
| 00 | 29/09/2016 | All | Aligned and revised as per new organization & BT-4 documents. Procedure Number change from PR-254-SC-02 to PR-QSS-130 |
| 01 | 01-03-2022 | All | • Complete procedure changed as per new template requirement. Procedure number changed from PR-QSS-130 to PR-ST-002. <br> • Gate Pass Receipt Acknowledgement added |