



Dear Aramco Americas team,

We are facing unprecedented challenges globally and in the U.S. with COVID-19. As Aramcons, we are managing new ways of protecting our staff members, and on a personal level, we are also working hard to protect and care for our families, friends and colleagues. While this is uncharted territory for us all, we are committed to continuing to take actions that are best for our personnel, company and the communities where we live and work.

I want to stress that safety is our number-one priority. Management, HR and the crisis management teams are continuing to monitor and address the situation as it evolves—and share the most up-to-date information on safety, HR policies, and procedures through emails and on Aramco Americas [Connect](#), which is accessible via your company laptop and cell phone. It is important to stay informed on latest policies and guidance received from HR and to practice good habits in social distancing and hygiene. Additionally, please stay tuned to all directions and guidance received from appropriate authorities.

As you know, we have established procedures for working remotely with good connectivity, many thanks to IT's excellent work. We asked everyone to work from home today for the purpose of stress testing our IT systems and connectivity. I am pleased to report there were 500+ successful log-ins on company laptops and the Help Desk was able to resolve virtually all reported issues. This is another example of Aramco's resilience and reliability during challenging times.

We are also interested in hearing your questions and ideas that we as a company can implement to support you, and have set up an [email box](#) to gather your feedback.

Let me conclude by thanking you for all that you are doing to maintain our services to the enterprise. It is an excellent reflection on the professionalism of every member of the Aramco Americas team and is what sets us apart as Aramcons. In the coming days and weeks, as we navigate what comes next together, please know you have the full support of the Aramco management team.

Sincerely,  
Mohammad S. Alshammari  
President & CEO, Aramco Americas