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CGC



# Saudi Arabia's Ruthless Fight Against Coronavirus

A REPORT ON THE KINGDOM'S GOVERNMENT EFFORTS IN  
**THE FACE OF THE NOVEL CORONAVIRUS**  
**(COVID-19)**





—❖— Custodian of the Two Holy Mosques —❖—

## **King Salman bin Abdulaziz Al Saud**



—❖— His Royal Highness Prince —❖—

## **Mohammad bin Salman bin Abdulaziz, Crown Prince,**

—❖— Deputy Prime Minister and Minister of Defense —❖—

## Introduction

The Kingdom of Saudi Arabia, under the leadership of the Custodian of the Two Holy Mosques and His Highness the Crown Prince, may God protect them, has made great efforts in the face of the emerging Novel Coronavirus (COVID-19), starting with proactive decisions and imposing strict precautionary measures since the announcement of the emergence of the Virus in the Chinese province of Wuhan.

Sensing the risks and the challenges posed by the virus at a very early stage, the Kingdom's wise leadership issued a Royal decree stipulating the creation of a specialized committee to follow up on the developments pertaining to the new Coronavirus, consisting of 24 government agencies and headed by His Excellency the Minister of Health. The committee was commissioned by the leadership to take all required steps and precautions necessary to confront the epidemic and reduce its Outbreak.

The leadership provided high level support to the efforts of the government agencies that worked with team spirit, in a framework of cooperation and coordination, resulting in integrated performance and professional work.

The cornerstone of achieving success was the level of harmony and coordination among all parts of the system and its components in crisis management, which was praised by the World Health Organization and many international specialists and experts. This report serves as a record documenting the most important and prominent decisions and actions taken by government agencies in their battle against the emerging Coronavirus.



# The Custodian of the Two Holy Mosques

Delivered a speech



The Custodian of the Two Holy Mosques Delivered a speech to Citizens and Residents in the Kingdom focusing on the following:

We live through a difficult phase of the world's history. However, we are completely certain that this phase will end and pass, despite its harsh and bitter difficulties, with belief in God's words: (Indeed, with hardship [will be] ease, Indeed, with hardship [will be] ease). This crisis will go down in history as a testimonial to man's defiance in the face of this planetary hardship.

Your nation, the Kingdom of Saudi Arabia, continues to take all precautionary measures to confront this pandemic and limit its effects.

The strength, steadfastness, determination that you have demonstrated during the honorable defiance of this difficult phase, and your full cooperation with relevant government agencies, are the most important contributing factors and pillars of the success of the state's efforts.

Rest assured that we are very keen on providing the necessary medication, food, and living necessities for citizens and residents of this blessed land.

We express our gratitude to all the government entities for their devotion and dedication, and in that context, we would like to express our distinct recognition to the efforts of our health sector professionals who are dedicating great efforts to preserve and protect the lives of our citizens and residents, devoting their lives to overcome this critical stage.



The Custodian of the Two Holy Mosques Delivered a speech to Citizens and Residents in the Kingdom focusing on the following:

You are well acquainted with my honesty in addressing public matters; I will tell you as well that the coming phase entails more difficulty, to confront the rapid spread of this pandemic.

I know that we will overcome hardships by believing in God, trusting His will, performing our duties, and exerting and devoting all our efforts to protect the health and safety of humans and provide all the necessities required to ensure they lead decent lives, relying on your determination, the strength of your resolve, and your heightened sense of collective responsibility.

### Royal Decree

The Custodian of the Two Holy Mosques, and in order to limit the spread of the Novel Coronavirus, issued and order enforcing a curfew from 7:00 in the evening until 6:00 in the morning for a period of (21) days starting March 22, 2020



وزارة الداخلية @MOISaudiArabia - Mar 23  
خادم الحرمين الشريفين يصدر أمره بمنع التجول للحد من انتشار فيروس كورونا الجديد ابتداءً من الساعة السابعة مساءً وحتى الساعة السادسة صباحاً لمدة 21 يوماً من مساء يوم الاثنين 28 رجب 1441 مارس.

انطلاقاً مما بولنيه خادم الحرمين الشريفين الملك سلمان بن عبدالعزيز آل سعود - أيداه الله - من حرص بالغ على صحة وسلامة المواطنين والمقيمين، للحد من انتشار فيروس كورونا الجديد؛ فقد صدر أمره - يحفظه الله - بالآتي:  
أولاً : منع التجول للحد من انتشار فيروس كورونا الجديد ابتداءً من الساعة مساءً وحتى الساعة السادسة صباحاً لمدة ( 21 ) يوماً من مساء الاثنين 28 رجب 1441هـ الموافق 23 مارس 2020م.  
ثانياً : تقوم وزارة الداخلية باتخاذ ما يلزم لتطبيق منع التجول، وعلى

1K 5.6K 5K





## Custodian of the Two Holy Mosques Calls for an exceptional G20 summit



Saudi Arabia took the initiative to hold an exceptional virtual summit for G20 leaders to coordinate global efforts against coronavirus

The impact of this pandemic has spread to reach the global economy, financial markets, trade, and global supply chains, hampering growth and development and reversing the gains accomplished in the previous years.

This human crisis requires a global response. The world counts on us to come together and cooperate in order to face this challenge.

Some of the summit's most prominent outcomes:



Tackling the pandemic and its intertwined health, social and economic impacts is absolute priority.

We are injecting over \$5 trillion into the global economy, as part of targeted fiscal policy, economic measures, and guarantee schemes to counteract the social, economic and financial impacts of the pandemic.



Saudi Arabia, G20 President for 2020, has pledged **\$500 million** to support global efforts to combat the coronavirus pandemic.





His Royal Highness the Crown Prince,  
Conducted high level discussions with world leaders

To Coordinate global efforts against Novel Coronavirus

15

March

Boris Johnson,  
Prime Minister  
of the United  
Kingdom

16

March

Pedro Sánchez,  
Prime Minister  
of Spain

17

March

Emmanuel  
Macron, President  
of the French  
Republic

17

March

Narendra Modi,  
Prime Minister  
of India

18

March

Angela Merkel,  
Chancellor of  
Germany

24

March

Moon Jae-in,  
President of the  
Republic of  
Korea

25

March

Michael Pompeo,  
United States  
secretary of state

13

March

Donald Trump,  
President of the  
United States of  
America

15

March

António Guterres,  
Secretary-General  
of the United  
Nations





## His Royal Highness the Crown Prince, on the Kingdom's determination in fighting the Novel Coronavirus epidemic.

1

Coordinating G20 members' efforts in developing policies aimed at combatting the epidemic.

2

Mitigating the economic fallout resulting from the Coronavirus epidemic.

3

Enabling medical prevention and treatment solutions.

- Led by his Royal Highness the Crown Prince, different government sectors have cooperated harmoniously to achieve the highest safety rates and assure general protection against this virus.
- His Royal Highness follows this crisis minutiously and is in constant contact with officials as to ensure the safety of both citizens and residents, which he has made his top priority.
- His Royal Highness the Crown Prince has sacrificed countless economic gains for the sake of facing up to the Coronavirus pandemic.

**Dr. Tawfiq Al-Rabiah**  
Minister of Health



# Advancing the battle against the threat of coron avirus.

A clear timeline for the most prominent decisions

Suspension of entry to the Kingdom for Umrah pilgrimage, suspension of entry for GCC citizens using national identity and cards to travel instead of their passports.

Suspension of public attendance of sports events.

Postponement of Saudi - African Summit and Arab - African Summit.

Suspension of all public events at Hotels, resorts and wedding halls.

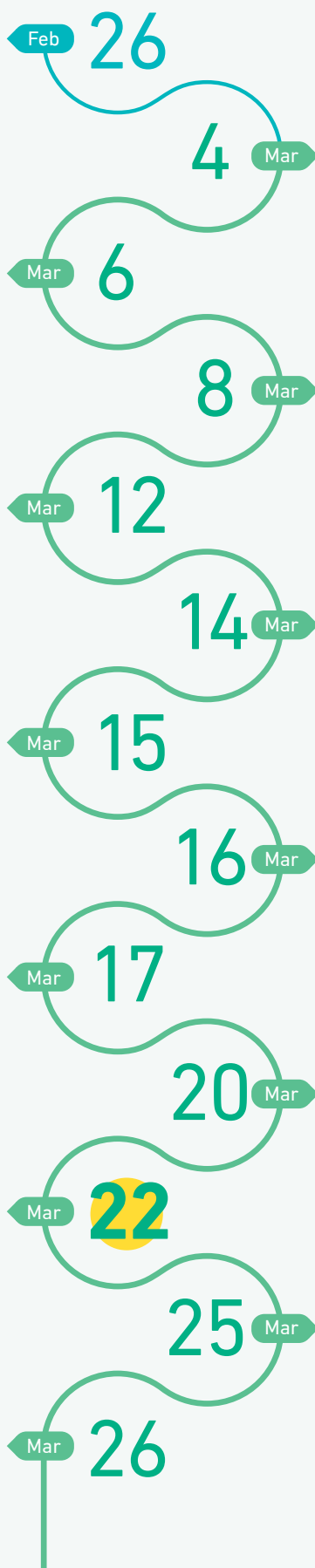
Suspension of cruise ship voyages with a number of countries with the exemption of cargo ships.

Postponement of judicial hearings except for urgent cases.

Suspension of congregational and weekly Friday prayers.

Royal Decree imposing curfew for 21 days between 7 p.m. and 6 a.m.

Holding an emergency G20 virtual summit, led by the Custodian of the Two Holy Mosques, to coordinate international efforts against Coronavirus.



Temporary suspension of Umrah pilgrimage for citizens and residents.

Suspension of all schools and universities and implementing e-learning programs.

Suspension of all international flights for two weeks.

Suspension of all sports activities and closure of all private gems and health clubs

Sideline SR50 billion to help the Kingdom's banking sector, financial institutions and SMEs.

Closure of all amusement centers in shopping malls and implementing full sterilization programs on stocks of food and beverages.

Suspension of workplace attendance for all government employees.

Closure of all Shopping malls.

Banning the serving of food in restaurants and cafes and limiting it to delivery services.

Banning all public space gatherings.

Companies urged to quarantine expat workers for 14 days following their return to Saudi Arabia from vacation.

Suspension of domestic flights, trains, buses and taxis for two weeks.

Restriction on movement between provinces.

Extension of daily curfew in Makkah and Madina to start from 3 p.m.



Custodian of the Two Holy Mosques orders treatment for all, including visa violators.

The Custodian of the Two Holy Mosques orders the government to pay 60 percent of the Saudi employees' salaries in all private sector companies impacted by the pandemic.

Following the directives of the Custodian of the Two Holy Mosques, residency permits are renewed for all expatriates for a period of three months free of charge.

Public Security launches Inter-region Movement Permits System.

Curfew brought forward to 3pm in Dammam, Taif and Al Qatif.

Round-the-clock lockdowns imposed in the cities of Riyadh, Tabuk, Dammam, Dhahran and Hofuf. The same measures were also imposed on the governorates of Jeddah, Taif, Qatif and Khobar.

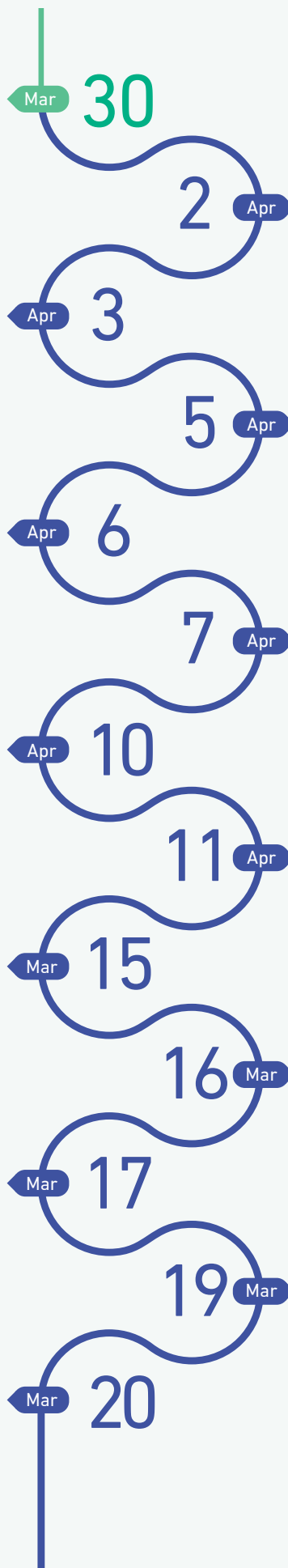
First flight repatriating Saudi citizens arrives.

The Custodian of the Two Holy Mosques approves an additional package of measures to help the private sector deal with the economic impact of the coronavirus outbreak.

Al-Atheer district in Dammam isolated and all entry and exit banned until further notice.

24-hour curfews imposed on Al-Dayer and Samta governorates, until further notice.

Employers and Enterprises invited to provide accommodation details for their foreign workers.



Curfew in Mecca, Medina extended to 24 hours, until further notice.

Following the directives of the Custodian of the Two Holy Mosques and the Crown Prince, e-service launched for the return of citizens abroad.

Finalizing procedures for Umrah pilgrims whose visas have expired and who have overstayed at King Abdul Aziz International Airport in Jeddah.

The full suspension of the implementation of final rulings and judicial orders related to the imprisonment of debtors in cases of private right as well as final judgements and orders related to enabling children to visit one of their separated parents.

The Custodian of the Two Holy Mosques orders nationwide curfew extension until further notice.

Finalizing procedures for Umrah pilgrims whose visas have expired and who have overstayed at King Abdul Aziz International Airport in Jeddah.

All students promoted to the following class with remote teaching proceeding normally.

National ID cards validity extended throughout the lockdown period.

Kingdom pledges \$500 million in support of international efforts to combat Coronavirus.

Kingdom chairs OIC extraordinary meeting at foreign ministers level to discuss COVID-19 effects.

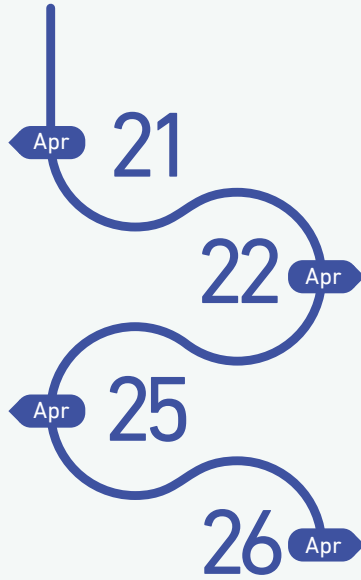
Criminal cases initiated against individuals who exploited generous state funding aimed at containing the spread of the Novel Coronavirus (COVID-19).



Curfew period amended for the holy month of Ramadan, in cities in which 24-hour curfew is not implemented.

Service launched to issue movement permits for sectors excluded from curfew instructions.

Custodian of the Two Holy Mosques orders curfew to be partially lifted in all regions of the Kingdom, except Makkah and other isolated districts.



The Custodian of the Two Holy Mosques approves the performance of Taraweeh prayer in the Two Holy Mosques while reducing them to just five Tasleemat in addition to completing the Holy Quran in Tahajjud prayer. Worshipper attendance to remain suspended.

Timing of Isha prayer to remain unchanged in similar fashion to previous months, in light of the current Coronavirus pandemic.

In implementation of the directives of Custodian of the Two Holy Mosques and His Royal Highness the Crown Prince, SR 995 million contract signed with China for 9 million Coronavirus test kits.



## Advancing in the battle against **the threat of corona virus**

The Kingdom took pivotal and unprecedented decisions to address and prevent the spread of the novel Coronavirus through government integration embodied in the work of the COVID-19 Monitoring Committee, which includes over 24 government agencies.

### A clear timeline for the most prominent decisions:

**February 26** **2020**

- Suspension of attendance at workplace in all government agencies and private sector extended until further notice.
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Suspension of international and domestic flights, bus and taxi and train activity extended until further notice.

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Curfew in the governorate of Jeddah to start from 3 P.M. in daily bases.

**March 4** **2020**

- Temporary suspension of Umrah pilgrimage for citizens and residents.

**March 6** **2020**

- Suspension of public attendance of sports events.

**March 8** **2020**

- Suspension of all schools and universities and implementing e-learning programs.

March 12 2020

- Postponement of Saudi

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- African Summit and Arab - African Summit.

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- Suspension of all public events at Hotels, resorts and wedding halls

March 14 2020

- Suspension of all international flights for two weeks.

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- Suspension of all sports activities and closure of all private gyms and health clubs.

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- Sidelining SR50 billion to help the Kingdom's banking sector, financial institutions and SMEs.

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- Closure of all amusement centers in shopping malls and implementing full sterilization programs on stocks of food and beverages.

March 15 2020

- Suspension of cruise ship voyages with a number of countries with the exemption of cargo ships.

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- Postponement of judicial hearings except for urgent cases.

March 16 2020

- Suspension of workplace attendance for all government employees.

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- Closure of all Shopping malls.

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- Banning the serving of food in restaurants and cafes and limiting it to delivery services.

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- Banning all public space gatherings.

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- Companies urged to quarantine expat workers for 14 days following their return to Saudi Arabia from vacation.



**March 17** **2020**

- Suspension of congregational and weekly Friday prayers.

**March 20** **2020**

- Suspension of domestic flights, trains, buses and taxis for two weeks.

**March 23** **2020**

- Royal Decree imposing curfew for 21 days between 7 p.m. and 6 a.m

**March 25** **2020**

- Restriction on movement between provinces.
- Extension of daily curfew in Makkah and Madina to start from 3 p.m.

**March 26** **2020**

- An exceptional virtual summit for G20 leaders was held and chaired by the Custodian of the Two Holy Mosques with the aim of coordinating global efforts against Covid-19.

**March 28** **2020**

- Imposing 24/7 curfew on some neighborhoods in the Holy city of Madina .



March 28 2020

- Suspension of attendance at workplace in all government agencies and private sector extended until further notice.

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- Suspension of international and domestic flights, bus and taxi and train activity extended until further notice.

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- Curfew in the governorate of Jeddah to start from 3 P.M. on daily basis.

March 30 2020

- Saudi Arabia's King Salman bin Abdulaziz has ordered coronavirus treatment to be available free of charge for anyone in need of medical care, including citizens, residents and those who overstayed their visa in the Kingdom.

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- Imposing 24/7 curfew on some neighborhoods in the Holy city of Makkah.

April 1 2020

- Enabling some residents and visitors to return to their home countries in light of the ongoing global health crisis.

April 2 2020

- Curfew in Mecca, Medina extended to 24 hours, until further notice.



April 3

2020

- The Custodian of the Two Holy Mosques orders the government to pay 60 percent of the Saudi employees' salaries in all private sector companies impacted by the pandemic.

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- Following the directives of the Custodian of the Two Holy Mosques, residency permits are renewed for all expatriates for a period of three months free of charge.

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- Public Security launches Inter-region Movement Permits System.

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- Curfew brought forward to 3pm in Dammam, Taif and Al Qatif.

April 4

2020

- Lockdown and full curfew imposed in several Jeddah neighborhoods and all movement therein restricted.

April 5

2020

- Following the directives of the Custodian of the Two Holy Mosques and the Crown Prince, e-service launched for the return of citizens abroad.

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- Finalizing procedures for Umrah pilgrims whose visas have expired and who have overstayed at King Abdul Aziz International Airport in Jeddah.

April 6

2020

- Round-the-clock lockdowns imposed in the cities of Riyadh, Tabuk, Dammam, Dhahran and Hofuf. The same measures were also imposed on the governorates of Jeddah, Taif, Qatif and Khobar.



April 7 2020

- The full suspension of the implementation of final rulings and judicial orders related to the imprisonment of debtors in cases of private right as well as final judgements and orders related to enabling children to visit one of their separated parents.

April 10 2020

- First flight repatriating Saudi citizens arrives.  
Total curfew imposed in six Madinah neighborhoods.

April 11 2020

- The Custodian of the Two Holy Mosques orders nationwide curfew extension until further notice.

April 12 2020

- Movement permit forms updated for curfew-exempted entities.

April 15 2020

- The Custodian of the Two Holy Mosques approves an additional package of measures to help the private sector deal with the economic impact of the coronavirus outbreak.
- 
- Al-Atheer district in Dammam isolated and all entry and exit banned until further notice.

April 16 2020

- All students promoted to the following class with remote teaching proceeding normally.

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- National ID cards validity extended throughout the lockdown period.

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- Kingdom pledges \$500 million in support of international efforts to combat Coronavirus.

April 17 2020

- 24-hour curfews imposed on Al-Dayer and Samta governorates, until further notice.

April 18 2020

- Curfew imposed in Al-Ahsa Governorate's Faisaliah, and Fadlya districts, with a ban on entry and exit from both regions, until further notice.  
Unified traffic form adopted and implemented throughout the Kingdom.  
Exceptional 40 hour-long flight repatriating Saudi nationals, arrives at King Khaled International Airport.

April 19 2020

- Kingdom chairs OIC extraordinary meeting at foreign ministers level to discuss COVID-19 effects.

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- Criminal cases initiated against individuals who exploited generous state funding aimed at containing the spread of the Novel Coronavirus (COVID-19).



April 20 2020

- Employers and Enterprises invited to provide accommodation details for their foreign workers.

April 21 2020

- Curfew period amended for the holy month of Ramadan, in cities in which 24-hour curfew is not implemented.
- 
- Service launched to issue movement permits for sectors excluded from curfew instructions.

April 22 2020

- The Custodian of the Two Holy Mosques approves the performance of Taraweeh prayer in the Two Holy Mosques while reducing them to just five Tasleemat in addition to completing the Holy Quran in Tahajjud prayer. Worshipper attendance to remain suspended.
- 
- Timing of Isha prayer to remain unchanged in similar fashion to previous months, in light of the current Coronavirus pandemic.
- 
- «Awdah» initiative launched to exceptionally enable expatriates holding a visa (exit and return, final exit) to travel back to their countries.
- 
- Three additional initiatives launched to support government efforts in mitigating financial and economic implications of the Coronavirus pandemic on the private sector.



April 23 2020

- Ramadan restaurants' timing set from 3pm to 3am.

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- Removal of protective barricades surrounding the Holy Kaaba within the precautionary measures to prevent the spread of the Novel Coronavirus.

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- Community fund's "Iftar Ramadan" initiative launched to provide iftar meals for those affected by the Coronavirus pandemic.

April 25 2020

- Custodian of the Two Holy Mosques orders curfew to be partially lifted in all regions of the Kingdom, except Makkah and other isolated districts.

April 26 2020

- In implementation of the directives of Custodian of the Two Holy Mosques and His Royal Highness the Crown Prince, SR 995 million contract signed with.



# Health care Sector

## 1 Health Volunteer Platform launched

to enable volunteers from different sectors to contribute in the fight against the Novel Coronavirus.

## 2 34 Hospitals

have been equipped throughout the Kingdom to deal with any coronavirus

<b>+80,000</b> Beds	<b>8,000</b> ICU beds	<b>+2000</b> Isolation room
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## 3 Supplying the health care facilities with infection prevention medical equipments:



### Medical gloves

Available	Ordered
<b>75.2</b> Million	<b>318.2</b> Million



### High Performance Medical Masks

Available	Ordered
<b>3.3</b> Million	<b>9.8</b> Million



### Standard medical mask

Available	Ordered
<b>16.1</b> Million	<b>46.8</b> Million

## 4 A national central laboratory, in addition to 19 regional laboratories conducting PCR

tests for the Coronavirus, with an operating capacity of **14,000** test per day.

## 5 Over 288,000 Coronavirus laboratory tests were conducted

## 6 Over 1.5 Million Corona calls to the 937 Health Center hotline

## 7 Over 414,000 Benefited from self evaluation services

## 8 60,000 Tests Were conducted during the rapid check-up campaign

## 9 Healthcare work force readiness:

<b>43,000</b> Doctors	<b>90,000</b> Nurses	<b>145,000</b> volunteers
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## Early media awareness campaigns: Examples

- 21 January 2020**
  - First travel alert on Coronavirus to passengers planning to visit China.
- 22 January 2020**
  - Announcing preventive measures that aim to limit any possible exposure to the virus on Saudi soil.
- 23 January 2020**
  - Infographic: What is Novel Coronavirus.
- 24 January 2020**
  - Infographic: FAQ on Novel Coronavirus.
- 25 January 2020**
  - Video: Preventive measures against Coronavirus, in collaboration with The General Authority of Civil Aviation.
- 26 January 2020**
  - Statement by HE Minister of Health on preventive measures against Coronavirus.
  - Video: What is CoronaVirus?
- 27 January 2020**
  - Can CoronaVirus be transmitted through shipments of goods imported from China?
- 28 January 2020**
  - Video: High level preventive measures at King Khaled international airport and all border crossings against Coronavirus.
  - Video: Is there a link between previous Corona virus and Covid-19
- 29 January 2020**
  - Arriving back from China with fever? Here is what you should do!
  - Full report: All what you need to know about COVID-19.
- 30 January 2020**
  - Performing medical checks on 2974 individuals upon their arrival from China. No Positive cases were recorded.
- 2 February 2020**
  - Receiving 10 students returning from China and placing them under quarantine
  - Infographic: How to protect yourself against Coronavirus

3 February

2020

- Initial results of medical tests for 10 Saudi students returning from Wuhan, China.

8 February

2020

- Infographic: High level preventive measures at border crossings against Coronavirus.

9 February

2020

- Normal results for two Indian sisters after their arrival to the Kingdom lately.

15 February

2020

- Video message from the Minister of Health.

16 February

2020

- Saudi students returning from Wuhan, China, to leave quarantine.

17 February

2020

- Video: What are the measures taken by the Ministry of Health once a suspected Coronavirus case reaches a hospital?

18 February

2020

- Can Covid-19 be transmitted through goods imported from China?

22 February

2020

- No new cases of Coronavirus were recorded in the Kingdom, and 3195 passengers arriving from China on direct flights, and 2,247 arriving from China on indirect, were examined.

24 February

2020

- Coordination is in progress with the Kuwaiti Ministry of Health to treat the Saudi citizen who is infected with the novel Coronavirus, who will remain in Kuwait until his recovery.
- Video: What are the measures taken by the Ministry of Health once a suspected Coronavirus case is recorded?

25 February

2020

- Coordination is in progress with the Bahraini Ministry of Health after admitting 4 Saudi women for treatment in Bahrain.

27 February

2020

- When should the face mask be worn?
- Learn how to get tested for COVID-19 virus infection.

28 February

- Video following the methods of prevention that can reduce COVID-19 infection.



29 February

2020

- The committee responsible for following up on Coronavirus called upon everyone to contact 937 for any inquiries.
- What you need to do if you are returning from a country infected with Coronavirus.

1 March

2020

- Video: Preventive measures at border crossings against Coronavirus.

2 March

2020

- HE Minister of Health: Passengers arriving from countries infected with COVID-19 are undergoing medical tests.
- HE Minister of Health: First case of Corona Virus recorded in the kingdom .

3 March

2020

- Medical examinations for all arrivals on land border crossings.
- Washing hands is the first line of defense against Coronavirus.

4 March

2020

- HE Minister of Health: The patient infected with Coronavirus is in stable conditions and we manage to identify 70 people who were in contact with him.

6 March

2020

- A call to the public to disclose any travel to Iran.

7 March

2020

- Announcement of the number of Saudi citizens who disclosed their travels to Iran.
- A call requesting everyone who visited Italy, Turkey, Lebanon and Egypt during the last 14 days to put themselves under home quarantine for two weeks.

8 March

2020

- Video: How to protect yourself and those around you from the new Coronavirus?
- Information on new Coronavirus infections registered in the Kingdom should be solely taken from the entitled authorities.

10 March

2020

- Video: Frequently asked questions on Coronavirus , after the suspension of school attendance.

11 March

2020

- Video: How can the new Corona virus be transmitted and what can be done to protect ourselves?
- Stressing the importance of avoiding gatherings and handshaking.

12 March

2020

- Video: beware of traveling in such circumstances.
- Video What are the procedures in hospitals and border crossings?
- Warning against holding crowded social events including funerals.

**March 13**

2020

- What are the procedures for those coming from outside the Kingdom?
- All those who arrived recently from countries where the new Coronavirus cases has been registered are asked to perform home quarantine.
- What to do in your home quarantine to keep you and others healthy.

**March 15**

2020

- Video: A message for HE the Minister of Health.

**March 16**

2020

- Video: See what Saleh had to say from his home during his home quarantine.
- Video: A press conference for HE Minister of Health on Novel Coronavirus.
- Video: what makes Covid-19 a unique virus?
- Video: An advice to all Saudis during the current pandemic.

**March 17**

2020

- Advices to those suffering chronical diseases.

**March 18**

2020

- Video: What are the preventive measures against Covid-19.
- Video: Can Coronavirus be spread through food?

**March 19**

2020

- Preventive measures against Coronavirus.. in all languages.
- What is clinical quarantine and home quarantine and what are the procedures?

**March 20**

2020

- Video: We need you to stay at home.

**March 22**

2020

- Video: For your safety.
- Video: Nawaf speaking from the National center for crises.

**March 23**

2020

- Have you been following the safety procedures?

**March 24**

2020

- Video: Important safety instructions in Sign Language.
- Video: The Prophet's Sunnah in dealing with pandemics.

**March 25**

2020

- Video: Our commitment is needed to protect our beloved ones.
- Video: You are responsible to protect yourself.
- What are the most important recommendations during shopping from stores?
- A family guide for Covid-19 prevention.

**26 March**

2020

- Staying home protects your nation.
- Video: What to do if I have Covid-10 symptoms?



27 March

2020

- Video: Disclosing your symptoms shows your patriotism.
- Video: Your visit can transmit infections. follow the procedures.
- Video: Are there any precautions capable of controlling Coronavirus?
- Valuable advises for pregnant women.
- Valuable advises to protect your new born baby.
- Video: Hatem speaks out after getting infected with Coronavirus.

28 March

2020

- Video: What are the best methods to deal with elderly people during Coronavirus crises?
- Video: How to deal with your kids who aren't able to leave the house?

29 March

2020

- The right thing to do once you have Covid-19 symptoms.
- Video: How a family can overcome stress during these days?

30 March

2020

- Video: How to overcome 14 days in quarantine?
- Video: What is the capacity at the Kingdom's hospitals?
- Factsheet on Novel Coronavirus.

31 March

2020

- Video: What are odds facing Coronavirus?
- Restrain from using illegal labor as they might transmit the virus to you or to your family.





## Saudi Food and Drug Authority



- Banning any exportation of medicines, medical devices and supplies.
- Decisions related to regulating the sale of masks and sterilizers and disclosing any transaction to the Saudi Food and Drug Authority.
- Decisions to facilitate and expedite the registration processes for medical devices.
- Taking measures to increase the supply and follow-up of inventory through field visits and digital linking to supervise the supply chains, developing an electronic platform to update the availability data for factories and suppliers.
- Rationing sales and monitoring market availability of goods and supplies in coordination with the Ministry of Commerce and the Ministry of Health.
- Accelerating technical assessment procedures for medical personal protection equipment and supplies such as medical masks, medical gloves, and hazmat suits. As a result, the issuance of trade permission certificates no longer exceeds 48 hours for global factories and accredited representatives registered with the authority.
- Visiting many local medical equipment and supplies factories and checking their production capacity, while ensuring the safety and security of manufacturing operations according to the regulations of the medical equipment quality management system. The number of disinfectant factories increased to 35 from only 12 before this crisis, and masks factories increased to 8 so far.

- Engaging with international organizations, following-up global developments related to pharmaceuticals and medical equipment, and communicating with international companies and manufacturers relevant to all of the authority's areas of specialization (food, drugs, and medical equipment).
- Monitoring the availability of medications that could be used as evidence-based treatments for the virus.
- Determining the quantities of available medications, and ensuring that these quantities are not affected by the closure of international factories.
- Classifying registered hand sanitizers and ensuring they comply with regulations.
- Continuous communication with the Ministry of Foreign Affairs and Saudi embassies in all countries to reach factories that provide necessary raw materials to boost the production capacity of local sanitizers and masks factories.
- Carrying out necessary analyzes and tests on samples of food, drugs, medical equipment and supplies, whether locally produced or imported, through five main laboratories across the Kingdom's regions.
- Providing a direct link on the website to offer easy referral to pharmacies which have available sanitizers and masks in the Kingdom's cities and regions.
- Providing animal food facilities with planning, preparation and response steps to reduce any potential outbreak or spread of the novel Coronavirus and forming a team of veterinarians to ensure hands-on follow-up of this matter (since the disease was first transmitted from animals to humans).
- Monitoring and studying the events, research and results issued by recognized authorities on the virus generally, and its association with food in particular; drawing appropriate conclusions relevant to the food sector and the authority's responsibilities and preparing periodic reports on this matter.
- Preparing requirements and regulations manuals for private sector facilities on dealing with supplies to ensure their safety and prevent the spread of the novel Coronavirus.



- Establishing a stock control system for some important supplies by inspectors and pharmacies.
- Conducting field visits to restaurants, coffeehouse, food factories and warehouses to guarantee the implementation of the health preventive measures.





The Center's laboratory tests all suspected cases of COVID-19 from all over the Kingdom

- Issued the COVID-19 prevention guide in mosques.
- **10 March** : Publishing a landing page dedicated for updates on the latest Covid-19 news.
- Launched the COVID-19 status updates page
- **18 March** : Launching social awareness survey on Covid-19 in collaboration with Saudi food and drug Authority.
- Issuing travel alerts based on the spread of Covid-19
- Saudi Center for Disease Prevention and Control succeeded in detects genetic sequencing for COVID-19





## Saudi Red Crescent

- Launching an initiative under the slogan «one body» to support the Saudi Red Crescent in the eastern region to fulfill its humanitarian mission in the face of the virus.
- The launch of a community partnership in collaboration with the Council of «Awqaf Al Shakerin» to equip initial screening check points for Coronavirus to be run by the Red Crescent ambulance teams, in the headquarters of government, security and private agencies.
- Launching «Asaafni» application to secure permissions for individuals seeking to reach health facilities during the curfew period.
- Carrying out a number of remote awareness sessions and lectures for over 7,500 trainees on how to deal with the new Coronavirus.
- Carrying out periodic visits to ensure readiness of the ambulance crews for transporting and dealing with infected individuals.
- Holding remote awareness courses and lectures with more than 7500 trainees on how to respond to the novel coronavirus.
- 485 round-the-clock medical facilities readied and made available.
- 1,100 teams, comprising doctors, specialists and ambulance professionals participating in the fight against the coronavirus.
- 1000 available ambulances, equipped with the latest in medical technology.
- 13 virtual training activities on how to deal with the Coronavirus held across the Kingdom.
- 13 operating rooms established across the Kingdom in the aim of assigning urgent medical tasks to medical teams.
- Remote awareness courses and lectures held with 230.000 beneficiaries on the best methods of dealing with the novel coronavirus.
- 2500 volunteers have participated in more than 180 volunteering opportunities spanning more than 11,000 hours of voluntary work.
- 2 million emergency calls received by the Red Crescent Operations Room.
- More than 226,000 emergency reports carried out during pandemic period.



## Council of Cooperative Health Insurance

- Claims payments for 2019 terminated to limit the impact of the Novel Coronavirus.
- Insurance policy to cover telemedicine services for a period of 90 days.
- Insurance companies asked to upload insured citizens' data to the updated document issuance system.
- Medical network opened for possible Coronavirus cases with approval for emergency treatment.
- Medicines dispensed for patients via special procedure, without the need for clinical visits.
- Healthcare costs fully covered, for medical cases requiring isolation.
- Health insurance policy to cover vaccination service for children through home medical care.





# The Security and Military Sector

## The Security and Military sectors



### Ministry of Interior



Feb 4th

2020

- All travelers coming into the Kingdom, via air, land and sea, asked to disclose whether they have visited China within 15 days of their arrival.

Feb 6th

2020

- Citizens and residents banned from traveling to China.

Mar 3th

2020

- Took additional precautionary measures at entry points, especially concerning people who have visited countries affected by the novel Coronavirus.

Mar 4th

2020

- Temporary suspension of Umrah for the Kingdom's citizens and residents. This decision will be reviewed continuously and annulled whenever the reasons justifying it are negated.



Mar 7th

2020

- The Kingdom's government set a number of preventive and precautionary measures to prevent, contain, and then eliminate the spread of the novel Coronavirus.

Mar 8th

2020

- Temporarily suspended movement from and to the Qatif Region.

Mar 9th

2020

- Temporarily suspended the travel of citizens and residents from and to a number of countries to contain and limit the spread of the novel Coronavirus, including: UAE - Kuwait - Bahrain - Lebanon - Syria - South Korea - Egypt - Italy - Iraq.
- Temporarily suspended the travel of citizens and residents to: Oman, France, Germany, Turkey, and Spain.

Mar 12th

2020

- Temporarily suspended flights and the travel of citizens and residents to a number of countries, including:
- EU nations - Switzerland - India - Pakistan - Sri Lanka - Philippines - Sudan - Ethiopia - South Sudan - Eritrea - Kenya - Djibouti - Somalia
- Suspended holding any events in wedding halls, lounges, event halls, and hotels.

Mar 14th

2020

- Suspended international flights for travelers – excluding exceptional cases - for two weeks.

Mar 15th

2020

- Visit visas extended for cases affected by preventive measures against COVID-19.

Mar 16th

2020

- Suspended attendance to all government agencies for 16 days, except for the healthcare, security, and military sectors, and the National Cyber Security Center.

Mar 20th

2020

- All domestic flights, buses, taxis and trains are suspended for 14 days.

Mar 23th

2020

- In accordance with the Royal Order enacting a partial curfew for 21 days to limit the spread of the novel Coronavirus, the Ministry clarified exceptions to the curfew.
- Announced that those who violate the curfew will be punished with fines and prison sentences.
- Residents called upon to cancel Final Exit, Exit and Return Visas in order to avoid fines.

Mar 25th

- Enacted the additional precautionary measures ordered by the Custodian of the Two Holy Mosques, starting from the next day - Thursday, March 26.

Mar 26th

2020

- Umrah pilgrims who have overstayed asked to register through Ministry's website, in order to avoid legal and financial implications of delayed departure.

Mar 27th

2020

- Allowed camel owners, stable owners, and cattle merchants to enter and exit the cities of Riyadh, Madinah, and Makkah only on the following day - Saturday, March 28 - from 6 am to 3 pm.

Mar 29th

2020

- Workplace attendance suspended for both government and private sectors, suspension of international and domestic flights, bus, taxi and train activity until further notice.
- Curfew time in Jeddah governorate to come into force starting 3 p.m. every day. All entry into and exit from the governorate suspended.

Mar 30th

2020

- Additional health precautions applied in a number of residential districts in the Holy city of Mecca with curfew coming into effect at noon.
- Allowing camel owners, stable keepers and ostrich traders to enter and exit the cities of Riyadh, Madinah and Holy Mekkah, between 6am to 3pm on Saturday.

Apr 2nd

2020

- Curfew in Mecca, Medina extended to 24 hours, until further notice.

Apr 3th

2020

- Public Security launches Inter-region Movement Permits System with the aim of facilitating matters for humanitarian and emergency cases that need to travel between the different regions of the Kingdom.
- Curfew brought forward to 3pm in Dammam, Taif and Al Qatif.
- Following the directives of the Custodian of the Two Holy Mosques to ease the effects of the Coronavirus pandemic, "Muqem" residency permits to be renewed, free of charge, for expatriates in and outside the kingdom.
- Collection of «Muqem» identity issuance fees postponed for three months, for private sector workers.

Apr 4th

2020

- Lockdown and full curfew imposed in several Jeddah neighborhoods and all movement therein restricted.



Apr 5th

2020

- In cooperation with the Ministry of Haj and Umrah, Ministry of Health, General Authority of Civil Aviation (GACA), the General Directorate of Passports at King Abdulaziz International Airport in Jeddah has started travel procedures for Umrah pilgrims whose visas have expired and are late in departing to their countries within the legal period.

Apr 6th

2020

- Round-the-clock lockdowns imposed in the cities of Riyadh, Tabuk, Dammam, Dhahran and Hofuf. The same measures to be implemented in Jeddah, Taif, Qatif and Khobar Governorates.
- Validity of Yemeni residents' "Za'er" identity card, to be extended remotely.

Apr 7th

2020

- Curfew to run from 3pm to 6am throughout the kingdom.

Apr 9th

2020

- Representatives of delivery applications, which are registered at the Communications and Information Technology Commission (CITC), allowed to work around the clock in all regions of the Kingdom.

Apr 10th

2020

- Total lockdown imposed in seven Madinah districts, until further notice.





More lines were added to the operation room numbers 911 and 999 to guarantee swift responds to all requests for services.

Awareness messages were shared through 498 Screens In 18 provenances and cities

Over 122,000 queries from Citizens and residents were answered and resolved.

Over 803 Million SMS awareness messages were shared with various service providers.

Providing access for media outlets to cover the efforts of various government entities.

**289**  
Info-graphics

**196**  
Motion-graphics

**453 Million**  
Reach over social media accounts.

**2451**  
Tweets to spread awareness over local governorates accounts.

**1012**  
Tweets to spread awareness over Ministry of Interior twitter accounts.

## Figures from the Online services provided through Absher App:

**Over 19.5 Million**

E-processes

**+3 Million**

Passport processes

**+389 Thousand**

Civil affairs processes

**+170 Thousand**

General Security Processes

**+190 Thousand**

Transport processes

**+25 Million**

Total processed operations



وزارة الدفاع  
MINISTRY OF DEFENSE

## Ministry of Defense

- Distributing all the medical supplies needed to combat COVID-19 by all entities in the ministry.
- Taking all necessary precautions at all entities of the Ministry to test suspected cases of COVID-19.
- The armed forces participated in implementing precautionary measures, represented by the Royal Saudi Land Forces' Military Police.
- Supporting the Ministry of Interior in implementing the partial curfews by allocating a number of officers and soldiers from the Royal Saudi Land Forces' Military Police to this task.
- Number of initiatives launched in military hospitals across the Kingdom, in the aim of raising and improving services for patients and their families.





## Ministry of National Guard



Ministry of National Guard Forces participating in curfew enforcement missions:

Total Personnel:

**13,145**

Total number of vehicles:

**1,443**

### Riyadh Area

**2,254**

Personnel

**264**

Number of vehicles

### Western sector

(Holy Mecca, Jeddah, Taif, Yanbu, Medina)

**4,046**

Personnel

**379**

Number of vehicles

### Eastern sector

(Dammam - Khobar - Dhahran)

**101**

Personnel

**18**

Number of vehicles

### Qusim Area

(Ha'il - Breida - Bakriya - Aniza)

**6,744**

Personnel

**782**

Number of vehicles

The Ministry of National Guard Health Affairs also carried out several tasks, including:

- Novel Coronavirus Inquiry Center established at the Command and Control Center to respond to residents' inquiries.
- Virtual pharmacy service activated to allow for remote communication with patients.
- Medication delivery service launched to cater for patients inside and outside major cities.
- Coronavirus medical response teams provided isolated accommodation in residential cities.
- Driving released hospital patients to their homes in case of curfew.
- Hiring a hotel to handle positive asymptomatic patients and providing that facility with round-the-clock dedicated medical doctor.





## Presidency of State Security

- The Presidency of State Security's Special Emergency forces are cooperating with Ministry of Interior forces to reduce the spread of the novel coronavirus, by covering 18 sites in 13 of the Kingdom's regions.



## General Commission for Survey

- Providing the Ministry of Health with geospatial information as to support the project of building geographic information and decision-making systems to combat the emerging coronavirus.
- This information can contribute to facilitating and implementing epidemiological investigations and active surveying.
- Providing government communication center with maps for use during press conferences.



# Financial and Economic Sector

## The Diplomatic sector

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### Ministry of Foreign Affairs

- Evacuated Saudi students from Wuhan, China.
- Issued a statement on the precautionary measures taken by the Kingdom to prevent the spread of COVID-19, which included: (suspending Umrah and visits to the Prophet's Mosque - suspending
- tourist visas - suspending the use of the national IDs to travel to and from GCC countries).
- Provided all foreign missions with travel alerts for Saudi citizens.
- Postponed the Saudi-African and Arab-African summits.
- Launched an online platform to receive requests from citizens wishing to return to KSA from foreign countries.
- Issued more than 100 statements and alerts to Saudi citizens abroad.
- Prepared a media plan aimed at residents and foreign countries. Communicated with 108 foreign embassies in the Kingdom to send them informative documents they could convey to their citizens
- residing in the Kingdom.
- Issued a complementary statement about suspending the entry of
- GCC citizens into Makkah and Madinah.
- Worked on international messages on the sidelines of the G20 virtual summit.
- Prepared media messages for the international track.
- Formed a team that works around the clock.
- Participated in COVID-19 Situation Room meetings.



Human  
Resources and  
Social  
Development  
Sector



وزارة المالية  
Ministry of Finance

### Ministry of Finance

#### Private sector

- Announcing a number of measures taken by the Kingdom's government to confront the effects of the global pandemic, with a total value of more than SR120 billion, to mitigate the financial and economic impact of COVID-19 on economic activities and the private sector, including:
  1. Exempting residents whose permits expired from residency fees until 30 June 2020 by extending their residencies for three months without charge.
  2. Enabling employers to recover the fees of issued work visas that were not used during the suspension of travel from and to the Kingdom, even if they were stamped on the passport, or extending them for three months without charge.
  3. Enabling employers to extend unused exit and return visas during the suspension of travel from and to the Kingdom for three months without charge.

#### Essential services

- Completing operations to support the financing of all strategic storage requests of drugs and medical supplies for the crisis committee and all healthcare facilities, as well as the requirements for evacuating citizens stranded outside the Kingdom, and providing accommodation and provisions for citizens and residents throughout the quarantine period.
- Taking several measures to ensure the continuity of business and financial services provided to government entities, the private sector and individuals through the following national platforms:



### Government Procurement Portal (Etimad):

More than <b>600,000</b> users logged in during the telecommuting period.	Launching more than <b>7,000</b> contracts	More than <b>28,000</b> payment orders	More than <b>32,000</b> expenditure orders
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### Government Procurement and Competition System:

More than <b>400,000</b> registered log-ins	Number of Offered Competitions <b>500,000</b> Competitions
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### Exchange system (financial rights system):

Receiving Payroll marches from more than <b>180</b> major entities	More than <b>240</b> sub-entities	Transfer remittances to more than <b>2,500,000</b> employees
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### Electronic cash collection program:

**200,000 invoices** recorded and executed during remote working period





## Saudi Arabian Monetary Authority (SAMA)

- Increasing E-wallet feeding limit to 20.000 Riyals.
- Increasing the Maximum purchase limit over a raised range of up to 300 Riyals without entering a password.
- In appreciation of the healthcare workers, Saudi banks initiate and postpone the payment of (3) months installments for workers in the health sector.
- Advance preparations for the Monetary Authority in remote banking transactions (opening E- accounts and E- wallets remotely to conduct most of the bank transactions without the need to attend bank branches and providing those services 24 hours a day and other electronic services in the banking, insurance and financing sectors) before the Corona pandemic.
- Ensuring the application of the highest prevention standards among its employees and customers.
- Raising community awareness to scammers exploiting the coronavirus pandemic for their own ends.
- conducting awareness campaigns concerning individual contact with surfaces including handling methods of local and foreign banknotes.
- Isolating currency notes transferred from abroad.
- Issuing instructions towards activating e-payment methods for personal services and activities.
- Program package aimed at supporting private sector financing, starting from its role in activating monetary policy tools and enhancing financial stability, including enabling the financial sector to support private sector growth through the preparation of a program whose value amounts to 50 billion.

- Program elements:
  - The 6-month payment postponement program, amounting to 30 billion riyals.
  - Funding for Lending Program (Up to 13.2 billion riyals).
  - Loan guarantee program (up to 6 billion riyals).
  - Suspension on freezing clients' bank accounts over a period of 30 days following three specific cases: the expiration of the customer's identity, the failure to meet the requirements of knowing your customer (KYC), and changing the account status to a dormant account if there are no banking transactions on the account.
  - Emphasizing the need for banks to take into consideration the facilitation of renewal procedures for "Mada" ATM cards and credit cards.
  - Following up with the insurance sector in providing electronic insurance services platforms in order to preserve public safety. These services include:
    - Insurance document renewal.
    - Purchasing and issuing a new document.
    - Receiving and handling customer complaints.
    - Insurance policy cancellation.
    - Vehicle claims submission.
  - The establishment keeps track of bank and financial sector initiatives, including the postponed repayment of loan installments including the three-month payment postponement for health sector employees.
  - Fee exemption for (POS) and e-commerce operations. SAMA to bear costs of fees for the operations of those services over a period of 3 months, starting March 14, in support of participants in the payments ecosystem in the Kingdom.
  - Awareness campaigns to pay and shop online with "Mada" cards without incurring any fees when used to shop locally.
  - Conducting English and Arabic language awareness campaigns detailing e-wallet applications as well as the services and benefits of using them.
  - Banks and financial sector institutions (banks, insurance and financing) urged to provide community initiatives to contribute through both private sector and individuals in combating the new Coronavirus pandemic, the latest of which is the Banks initiative to
    - support a \$160 million fund run by the Ministry of Health.





## Ministry of Investment

- Establishment of a Coronavirus crisis response center, and the development of an action plan and procedures:
  - The Center has received 2757 contacts from investors.
  - The Center has initiated contact with 12,577 investors.
  - 1073 e-services for investors.
  - 232 services related to investment licenses.
- Communicating with all investors (more than 7 thousand) via an email from the Minister.
- Bilingual (English and Arabic) workflow continuity manual issued and made available through the Ministry's website and social media platforms.
- FAQ list made available and continuously updated as to facilitate access to vital information.
- 24-hour direct hotline via email and WhatsApp.
- Coordination established with other government agencies via liaison officers ensuring streamlined communication among them.



## General Authority for Statistics Saudi Customs

- Resolution No. 4411467147-, dated 03202003-- which suspends field work for the Saudi 2020 census project.

## General Authority of Zakat and Tax

- Deferral of declarations and payment of zakat, value-added tax, income tax, excise tax and withholding tax.
- Deferral of payment of value-added tax in customs for registered taxpayers.
- Deferral of payment of excise tax at customs for registered taxpayers.
- Suspending fines for late installments and for declarations' amendments by taxpayers.
- Suspension fines against non-cooperative taxpayers as well as examination fines.
- Granting Zakat certificates without restrictions on 2019 declarations.
- Expanding acceptance of installment applications without requiring an advance payment.
- Expediting payments of refunds and postponing some the implementation of some punitive actions until June 30, 2020.
- Receiving 9344 calls during the first week of April through the Unified Call Center 19993. The calls were received after announcing several initiatives by the authority to mitigate the economic impacts of Coronavirus pandemic.
- Exempting registered and non-registered from penalties due to late submission of declarations, late installments and declarations' amendments.

## Public Pension Agency

- April pension disbursement advanced to the 23rd instead of the 26th for more than one million beneficiaries with a total value exceeding 7 billion riyals.
- Establishing a communication room in cooperation with the Saudi Monetary Agency, Saudi banks and Al Ra'idah Investment Company, to ensure payment of pensions on new date.
- Inaugurating interactive Twitter account, with the aim of better and easier client service.

- Extending pension share exchange for beneficiaries for a period of 3 months, starting in March 2020.
- Additional exchange files handled during remote work period, representing client dues exceeding SR 47 million.

#### Public Pension Agency in Numbers:

**28,185**

completed pension transactions.

**2,900**

services through electronic platform.

**67,000**

pension definitions through electronic service platforms.

**One day**

to complete pension transactions compared to 3 working days before remote working period.

**4 million**

educative sms text messages sent to clients on the dangers of the novel coronavirus.

**+12,000**

electronic retirement cards issued.



## Saudi Customs

- Barring exports of medical and laboratory products, supplies and equipment used in the detection and prevention of COVID-19. The export ban encompasses medicines, pharmaceuticals and medical devices.
- Working teams provided with all protective means to ensure seamless flow of goods to all cities in the Kingdom.
- Unified Customs Call Center equipped with cutting-edge telecommuting technology ensuring remote agent service.
- Precautionary measures and controls effected over cargo movement at land ports. Mechanism aimed at controlling cargo truck drivers' entry into and their transit through the Kingdom to other countries.
- Duty fees collection on importing clients postponed for a period of (30) days.





Human  
Resources and  
Social  
Development  
Sector



### Ministry of Human Resources and Social Development

- Suspending work in public and private day care centers and vocational rehabilitation centers until the resumption of studies by the Ministry of Education.
- Issuing provisional guide to remote work, as part of the Kingdom's relentless efforts to control the spread of the Novel Coronavirus.
- Launching 7 initiatives aimed at alleviating private sector downturn, protect employees and support growth during this harsh period.
- Launching the «Conscious Society» campaign to raise awareness to the new Coronavirus.
- Social Security beneficiaries retained for the current month, and the Rajab beneficiaries to be paid retroactively.
- Enabling some foreign visitors to return to their countries in light of the current Coronavirus situation.
- Ceasing Medical report updates for persons with disabilities starting from the date of workplace attendance suspension. All updates suspended until repercussions from the pandemic have abated and health facilities have returned to their regular work.
- Decision regulating employer and employee contractual relationship issued, in line with the directives of the Custodian of the Two Holy Mosques to combat the spread of the Coronavirus.
- Ensuring the continuity of work inside care centers in Riyadh, and running daily checks for workers and providing them with personal protection requirements.
- In partnership with the Human Resources Development Fund and the Communications and Information Technology Commission, new initiative launched to support Saudis men and women working in delivery application services, with a monthly support of 3,000 riyals.



- Launching the first initiative of the community fund under the name «Our Food is One», with the aim of helping all affected families and citizens across the Kingdom.
- Passenger transport through smart application vehicle guidance limited to Saudis.
- Work volunteering platform launched.
- Social Security beneficiaries, persons with disabilities and the elderly among citizens exempted from payments to Social Development Bank.
- Social Security beneficiaries, orphans and persons with disabilities exempted from development housing payments over a period of 3 months.



## Social Development Bank

- SR 12 billion initiative launched to assist small enterprises and citizens in the face of the economic impact of the Coronavirus pandemic.
- Among Social Development Bank's recent initiatives, "Healthcare Product" launched with a funding of SR 4 million and aiming to address the economic impact of the Novel Coronavirus, with the bank designing a funding portfolio to support health sector projects in the Kingdom and to reinforce working capital cycle for new and existing health projects.
- Grace period extended over 6 months for clients with facility loans rescheduled for all enterprises working in affected sectors. All payments deferred over a period of 6 months, starting April 2020.





# Commercial and Business Sector



وزارة التجارة  
Ministry of Commerce

### The Ministry of Commerce

- Participating in the formation of a ministerial committee to verify and ensure abundance of basic foodstuffs, supply chains, monitor prices and exempting regulatory authorities from working during the crisis.
- Following cabinet's approval; amending fine for market price manipulation up to a million Saudi riyals, and adding a penalty for tampering with prices to the table of penalties attached to the list of fines and penalties for municipal violations.
- Forming emergency teams composed of the Director of the Ministry of Commerce branch and all government agencies to monitor the continuous workflow of private sector and commercial establishments across the kingdom and keeping abreast of regional crises as they develop.
- Launching an initiative to stimulate and strengthen delivery applications and showcasing their role in serving both citizens and residents and working with the CITC to increase the application's reliability and increase the capacity of their transactions.
- Communicating with the private sector and issuing a circular through the Council of Saudi Chambers to take advantage of the state-provided stimulus packages, the continuity of business services and addressing any challenges or obstacles that may rise.
- Launching "Our Merchants are Righteous" initiative.
- Tightening control on markets and outlets to ensure an abundance of supply, price stability and zero negative practices.
- Coordination and joint monitoring work with the Ministry of Health and the General Food and Drug Authority to control the prices of masks and sterilizers and to monitor their availability at outlets and pharmacies.
- Following up with major commodity suppliers in order to keep abreast of the essential commodities stock levels, and resolving all problems they face in obtaining permits and customs surveys with the General Food and Drug Authority and the General Customs Authority.



- End-of-trade records extended for 3 months free of charge.
- Boosting CPI staffing to 1900.
- Regional assignment of employees to complete that need controlled departmental revision.
- Communicating with the private sector to overcome obstacles and raise any issues to the competent authorities.

## The Ministry of Commerce in numbers

**137,750**

Regulatory tours  
Between March 1 - April 26

**13,096**

Fines were given  
instantly

**111,043**

Electronic services  
provided to business  
sector clients.

**138,294**

Communication received  
(Consumer Communications  
Center)

**468**

Initiative by  
Businessmen to ease the  
effects of the crises.

**19 Million**

product of sensitizers and  
face masks. All qualified  
products were given access  
to the markets.

**210 Tons**

Of food products were confiscated and  
redirected towards the markets. The products  
were unlawfully stored to order to manipulate  
the prices.



## Small & Medium Enterprises General Authority

- “Finance Gateway” linking small and medium enterprises wishing to obtain financing with various financing entities.
- Exempting small and medium enterprises from sponsorship fees within the initiatives of the Saudi Arabian Monetary Authority from March 14, 2020 to December 2020.
- An initiative to recover financial relief from new and emerging facilities from January 1, 2018 to December 31, 2020.
- «Monsha’at Windows» App for remotely providing consultations and guidance in various fields.
- «Monsha’at Academy» Platform provides training courses in various fields offered remotely.
- «Adviser Tips»: Publishing a series of tweets for advice from a consultant for small and medium enterprises to face crises.
- Posts on social media on «Saudi applications» licensed by the Communications and Information Technology Commission useful during the period of home isolation.
- “Virtual Support Center” to provide remote courses and training workshops.
- Informative counseling sessions provided remotely from the Entrepreneur Complex and “Thakaa Center.»
- Launching “We Will be back soon” campaign on social media.
- The “E-mentoring”: A platform for providing guidance through the link between the mentor and the beneficiaries.
- A program for converting medium companies to e-commerce from April 19, 2020 to September 30, 2020.



## Saudi Standards, Metrology and Quality Organization

- Activation of the workflow continuity workgroup, which includes all vital sectors and departments of the Authority.
- All services provided to investors (entities and individuals), were limited and classified in terms of importance, performance requirements and potential cessation results. These services were
- performed electronically.
- Allocation and publicizing of public email address and phone number to receive and report requests from beneficiaries.
- Receiving requests from beneficiaries, monitoring the progress of work through the beneficiaries CRM relationship management system, and sending periodic reports to the first administrator for
- each sector and public administration.
- Communicating with relevant stakeholders to agree on an appropriate working mechanism to carry out joint action.
- Informing the Board's accepted conformity assessment bodies of the 3-month extension of the terms of reference of the registration certificates registered at the Saber platform and due to expire in March, April and May.
- Informing all concerned parties of the decision to accept commodity test reports issued by accredited laboratories in their countries of origin, to three years from date without the need for new testing procedures.
- Effecting plan to establish communication with employees in order to inform them of incumbent hazards and proper health and safety precautions to follow.
- Elaboration of simplified instruction manual to demonstrate secure entry and bringing online commission's electronic systems as to enable telecommuting among all employees.

- Elaboration of simplified instruction manual to demonstrate secure entry and bringing online commission's electronic systems as to enable telecommuting among all employees.
- Overseeing daily operations and enacting all supreme instructions and guidance issued by the strategic orientation committee and commission's committee for workflow continuity, in addition to
- dealing with challenges that might face the commission's different sectors.
- Certificate of conformity fee reduced by 30% (SR 350 instead of SR 500), to ease economic costs for private sector companies and offer new facilities to help them keep their business.
- Deferral of compulsory production line visits for products, prior to obtainment of certificates of conformity, and issuing said certificates regardless of that condition.
- Remote quality control of products that are required to obtain Saudi Quality Mark, as to enable industrial and commercial facilities to obtain said mark, without the need for in-house quality control checks.



## Saudi Organization for Certified Public Accountants

- Postponing collection of annual contributions for 2020 for all accounting offices and their affiliates.
- Postponing the submission of annual data until the end of 2020.
- Discontinuing all physical paperwork in exchange for digital means, like email.
- Conducting workshops for beneficiaries and members through visual communications media.
- Suspension of customer complaints procedure and providing all services electronically.



## Saudi Contractors Authority (SCA)

- Help Center established to answer contractors' inquiries and offer guidance on appropriate methods of dealing with the Coronavirus pandemic.
- Eight seminars and training sessions held – free of charge – for interested parties.
- Health and safety manual published for companies working in the contracting sector, as well as a guide detailing government initiatives linked with the contracting sector during the Coronavirus pandemic.
- Health and safety isolation guide published for enterprises operating in the contracting sector.
- Dedicated online portal launched to offer coverage and information on the novel coronavirus in relation to the contracting sector.
- Contracting sector companies directed to raise readiness in the face of any potential future crises; operation and business models to be amended in compliance with any future changes in market and customers.
- Solutions offered for overcrowding in contractor foreign worker housing areas.

## Saudi Exhibition & Convention Bureau

- Indefinite suspension of exhibitions and conferences in the Kingdom.
- 257 activities and events suspended until further notice.
- All accredited hosts required to refrain from organizing any events.



## Saudi Authority for Accredited Valuers

- All active authority memberships extended free of charge for a 3 months period.
- Active membership validity extended for accounts expiring on March 16, 2020, extended.
- Training course attendees allowed to cancel registrations and allocated full refunds.
- Minor damage e-recognition service launched across the Kingdom, in cooperation with Najm.



## The Saudi Authority for Intellectual Property

- Regular deadlines for customer services extended.
- Formulation of the “SALEM Covid-19 Tool” health-risk assessment mechanism for events and gatherings.
- Remote authority-approved training courses conducted.
- Information-based workshops provided through the Authority’s virtual platforms.



## Consumer Protection Association

- Launching the «We Prepare it for Your Safety» initiative with a number of major supermarkets with the aim of providing the safest consumer shopping choices, through:
  - Electronic shopping and home delivery.
  - Stores to prepare orders in-house and subsequent delivery to home address.
- Comparing pre-pandemic and current sanitizer prices and ensuring pharmacies’ commitment to deliveries at fair prices.
- List of sanitizer average prices published.



# Commercial and Business Sector



### Ministry of Industry and Mineral Resources

- 60 days extension to complete the requirements for issuing and renewing industrial licenses, For licenses that expire during the business suspension period.
- 60 days extension for the period of employment support that will expire during the period of business suspension.
- 60 days extension of customs exemption that will expire during the period of business suspension.
- 60 days extension of the period of chemical exemption, which will expire during the period of business suspension.
- Postponing the implementation of mining licenses programs for 180 days.
- 90 days extension of export licenses issued by the Ministry beyond its expiry date.



### Economic Cities and Special Zones Authorities

- Automatic renewal of investment licenses until the end of the first half of 2020.
- Postponement of payments due for investment license services until the end of the first half of 2020.
- Postponement of payments due for real estate services until the end of the first half From 2020.
- Postponement of payments due for municipal services until the end of the first half of 2020.
- Postponement of payments of violations until the end of the first half of 2020.





## The Saudi Authority for Industrial Cities and Technology Zones (MODON)

- Reducing the annual rent by 25% for factories operating under licenses from “Modon” until the end of 2020.
- 3 months postponement of financial fees for factories operating under licenses from “Modon”
- Exemption from approval fees for engineering plans until the end of the year 2020.
- Exemption from contract amendment fees until the end of 2020.
- Extension of the construction period for factories to be 36 months instead of 24 months until the end of 2020.
- Extending the period of operating licenses until the end of 2020.
- Providing temporary housing for workers inside the factories, according to the approved conditions and precautionary measures.
- Issuing more than 20,000 roaming permits from the second industrial city in Riyadh for excluded factories in the city of Riyadh.
- 816 inspection visits were carried out in 22 industrial cities, with 70 observers.
- More than 400 security men continue to implement decisions around the clock in all industrial cities.



## Saudi Industrial Development Fund

- Support for industrialists to structure loans for small enterprises and medical projects.
- Product development to support the operating expenses of small industrial enterprises.
- Restructuring and rescheduling the premiums for small enterprises and medical projects that settle their premiums during the year 2020.
- Beneficiaries of the initiative: 378 small projects and 12 medical projects.
- Postponement and restructuring of loan installments due during 2020 for medium and large factories.
- Beneficiaries of the initiative: 146 medium projects and 28 large projects.
- Credit facilities to support the operating expenses of the Fund's eligible SME clients.
- Beneficiaries of the initiative: More than 400 factories.
- A financial loan for companies operating in the manufacture of medical supplies and medicines to cover part of the costs of raw materials.
- Beneficiaries of the initiative: more than 40 factories.

## Royal Commission for Jubail and Yanbu

- Service termination for investors postponed until the end of the first half of 2020.
- Financial equivalent and investor fees defined by Royal Authority and approved by its board of directors suspended until the end of the first half of 2020.
- Monthly invoicing for services used by light industries deferred until end of first half of 2020.



# Education and Training Sector

## Education and Training Sector



### Ministry of Education

Feb 13th

2020

- Meeting organized regarding methods of dealing with the Novel Coronavirus in schools, in cooperation with the Ministry of Health.

Mar 5th

2020

- Cultural attaches take a number of precautionary procedures to protect international scholarship students and their companions from the novel coronavirus.

Mar 7th

2020

- Suspension of studies in schools, universities and technical institutes, in al Qatif governorate, for a period of 2 weeks.

Mar 7th

2020

- Suspension of studies in schools, universities and technical institutes, in al Qatif governorate, for a period of 2 weeks.
- The Ministry enables students to learn remotely through the Simultaneous virtual school platform as an alternative to completing educational processes, and through the asynchronous "Ain" channel.

Mar 8th

2020

- Suspension of schooling in all public, civil, university and technical education institutions in the Kingdom until further notice.

Mar 9th

2020

- Ministers of education and communications discussed technical preparations for distance learning.
- 15 "Ain" learning channels launched to enable students to follow their studies remotely on the first day of their suspension.
- Saudi Electronic University enables BLACKBOARD educational platform, and assigns round the clock technical support units for all Saudi universities.

Mar 10th

2020

- Number of "Ain" channels increased to 17.

2020



Mar 11th

2020

- Number of "Ain" channels increased to 19.

Mar 12th

2020

- Number of "Ain" channels increased to 20.

Mar 28th

2020

- The Minister of Education orders the continuation of fund disbursement, medical insurance, and treatment allowance for Saudi Scholarship students and their companions, including those whose funding has been discontinued or whose mission has been completed and remain abroad due to the Coronavirus pandemic.

Apr 4th

2020

- Final test for all types of university education (regular/distance/enrollment) to take place on the 3rd of Ramadan, 1441H and will not take place before that date.

Apr 10th

2020

- 167 school buses offer transport for repatriated citizens, to health hospitality houses in Riyadh, Jeddah and Dammam.

Apr 14th

2020

- Minister of Education orders the handover of 3,445 educational buildings in support of the efforts of the Ministry of Municipal Affairs to fight the spread of the Coronavirus.

Apr 16th

2020

- All students, of all classes of public education will be promoted to the next class of their studies without any examination. Teaching to continue normally through distance-education tools until the end of their academic year.







## Royal Commission for Jubail and Yanbu

Mar 9th

2020

- Minister of Education orders the handover of 3,445 educational buildings in support of the efforts of the Ministry of Municipal Affairs

Apr 8th

2020

- All students, of all classes of public education will be promoted to the next class of their studies without any examination. Teaching to.



## Technical and Vocational Training Corporation

- Providing technical services through more than 4,500 volunteers and 134 training establishments to be used as shelters when needed, in cooperation with the Ministry of Health.
- 555 establishments licensed for Remote Training duties.
- Coordinating with a number of institutes to offer free training courses.
- 52,000 divisions broadcasting 621 hours of daily remote lectures to more than 200,000 trainees.
- Final evaluation mechanism for the current training semester announced; it has been approved to increase the grades for the quarterly works for each course to 80 degrees, and 20 degrees for the final evaluation.



## Training in Numbers

**+1.6 Million**

Virtual class over several platforms.

**+3.6 Million**

Attended various courses.

**+52,000**

Daily training session

**+5 Million**

Live hours

**+2 Million**

Clicks to access the E-training platform via smart phones.



## Institute of Public Administration

- Provide training for citizens and residents to benefit from online courses provided by «Ethrai» platform.
- Implement a package of training programs remotely for government agencies in the administrative fields according to specific criteria.
- Implement a package of academic leadership development programs, and development activities
- For administrative leaders through practical workshops and advanced workshops.
- Holding virtual conferences that discuss scientific and administrative issues relation to the current situation.
- Provide the intellectual content produced by the institute to the community over E-channels.



# Media

## Sector

## Media Sector



### Ministry of Media

- Establishment of the Information Operations Chamber of the Ministry.
- The Information Operations Chamber works around the clock.
- More than 60 government agencies, led by the Ministry of Health, are participants.
- Supervising daily press conferences.



Preparing more than  
**40 visual materials**



Preparing more than  
**85 Visual materials**



Preparing more than  
**1300 press items**  
local and international



Working on several  
**documentaries**  
in multiple languages



Translating  
**740 media items**



Preparing more than  
**30 awareness information plans**



Coordinating more than  
**120 TV interviews**



Designing and launching  
**“We’re All Responsible”**  
wide-reaching campaign.



Preparing around  
**50 sms messages**  
precautionary



Preparing around  
**450 Info-graphics**

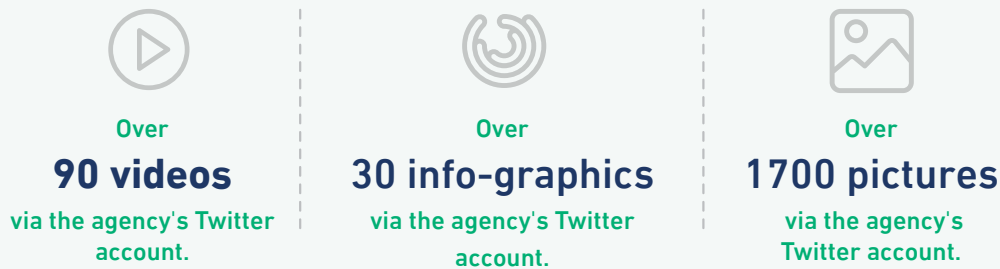


## Saudi News Agency

- Over 4000 local and international news items:



- Over 2500 pictures through the agency's website



## General Commission for Audiovisual Media

- Suspension of movie screenings in cinemas.
- Facilitating the issuance of media permits remotely.
- Various awareness initiatives.

### 1. Four programs allocated on “Al Saudiya” TV channel:

- «Sabah Al Saudiya» program: Hosting specialists, field reports on virus and prevention, direct transmission (DTL) from all regions, displaying educational videos from governmental authorities, reports on family recreational activities.
- “Fatawa”: hosting members of Council of Senior Scholars, to talk about what the citizen and resident should do, like following the instructions and precautionary procedures taken by the state, to be protected from the virus.
- “Tabiboukoum”: talking with specialists about the virus and ways of precaution, in addition to latest updates.
- “Moujamal Al Qawl”: hosting political and economic experts to discuss the pandemic’s effect on politics and economics worldwide.

### 2. News coverage:

- Continuous and full coverage of COVID-19-related developments.
- Live broadcast of all Coronavirus-related conferences.
- More than 40 Coronavirus precautionary segments produced.

### 3. New Channel Launched:

- Under the guidance of the Minister of Media, and sensing the seriousness of the situation, the channel «Memories» was launched to share the psychological burden of confinement with both citizens and residents, by replaying television programs that contributed to the making of a generation whose creativity is still remembered.

### “Al Ekhbariya” TV Channel

- 24-hour follow up on Coronavirus news and developments.
- 30 correspondents covered government sectors’ actions to counter the Coronavirus across the kingdom.
- More than 600 live broadcasts.

- More than 300 televised reports.
- Displaying all the guidance and awareness materials produced by government sectors to confront the virus.

#### "Al Sunna Al Nabawiya" TV Channel

- Recording and broadcasting an audio lesson on diseases, epidemics and ways to prevent them through the Sunnah of Prophet Muhammad (PBUH).
- Recording a number of holy Hadiths related to prayer for the eradication of diseases and self-protection.

#### Saudi Radio Stations

- Live coverage of daily Ministry of Health and other authorities' press conferences.
- The development of educational awareness programs on Radio Riyadh (Atheerouna Wahed, Khaleek fi el Beyt).
- Changing the name of "Mashaweer" program on Riyadh Radio to "Ma3kom bil Dar" (With you at home), and dedicating it to home activity ideas; listeners' contributions are taken.

A graphic representing a 5G network. It features a complex web of white and light green nodes connected by thin lines, set against a dark green background. The nodes vary in size, and the lines form a dense, interconnected pattern. The overall aesthetic is futuristic and technological.

5G

# Telecommunications

Sector





### Ministry of Communications and Information Technology

- Launching an initiative encouraging citizens to embrace technology.
- Instructing telecommunications companies not to charge any fees for health and education platforms usage.
- Ensuring local internet platforms' support for health and education platforms.
- “We Are All Giving» (“Koulouna 3ata2”) initiative to distribute devices for low-income students to complete their distance education in partnership with the private sector.
- Online training programs for 8,000 beneficiaries.
- Providing 100,000 free data slots to the beneficiaries of the «We Are All Giving» initiative.
- Enabling all government agencies to benefit freely from Microsoft Times and WebX meeting platforms.
- Providing more than 25 thousand laptops and tablets for students.
- Increase the frequency spectrum to more than 30% to accommodate
- extra network pressure.
- Sponsoring the “Corona Hackathon” initiative, which seeks to find digital solutions in times of crisis.





## The Communications and Information Technology Commission

- Free access to educational electronic platforms (Ain, Unified Education System) and health (Soha application).
- Operators temporarily authorized to use 50% additional frequencies through the ranges used by service providers in the Kingdom, with the aim of enhancing performance of current fourth generation networks.
- The communications commission carries out inspection tours for telecommunications and postal service providers; and emphasizes business continuity and following precautionary (preventive) measures.
- The Communications Commission calls for dealing with licensed postal service providers and delivery service providers through their registered electronic platforms.
- Broadcasting “Stayhome” as the name of the operating network on all mobiles.
- Percentage of Saudi drivers working with delivery applications increased by 434% since the start of the Coronavirus crisis.
- 5 billion awareness messages (SMS) sent to mobile subscribers in cooperation with telecom companies since the beginning of the Coronavirus crisis.
- Launching several campaigns to encourage the use of delivery applications:
  - “Hand it over intact”.
  - “Stay Home”.
  - “Thank you, delivery heroes”.
  - “It’s your turn”.
- “Today’s your Day” Campaign is partnering with Hadaf, a delivery heroes program that includes financial incentives.

- Quarantined customers exempted from April bill payment.
- Discounts offered on mobile and fixed internet packages.
- More than 100,000 free data chips offered to support the Digital giving Initiative.
- Deferment payments for subscribers beyond the due dates.
- Over 1 million motivational SMS messages were sent to young people to sign up for Delivery applications.
- Increasing the number of delivery applications registered with the authority to reach up to 26.



## Saudi Post

- In cooperation with the Communications Authority and the E-commerce Council, 3-month initiative launched to verify e-stores' national address and local customer address and ensure that his needs are delivered to his home.
- More than 3 thousand educational posters distributed to employees and clients in buildings, offices and vehicles.
- 18 thermometers distributed to operating offices across the Kingdom.
- More than 33,000 masks distributed to employees and clients.
- More than 260,000 gloves distributed to employees and customers.
- Branches reduced from 498 to 53 as to reduce customer crowding and apply social distancing measures.
- 57,000 parcels distributed through «For Your Safety, We Deliver» initiative as to avoid customer presence at post offices.
- More than 5,000 prescriptions delivered to beneficiaries at home in the Kingdom, according to Ministry of Health agreement encompassing 7 hospitals.



- More than 350 thousand postal items delivered.
- More than 500 bankcards delivered to the homes of technical students across the Kingdom.
- More than 220 thousand calls received at the call center, with 80% call fulfillment rate and an average wait time of 5 minutes.
- More than 20 thousand tweets answered via Customer Case Twitter account.



## E-Government Program (Yesser)

- Launching the remote work campaign for government agencies through partnerships with «Microsoft and Cisco» to provide their services free of charge to government agencies during the crisis.
- Preparing detailed content and a guidebook to work remotely in the CIO «Information Technology Leadership Portal», which benefited 223 managers of information technology from government agencies.
- More than half a million government employees are empowered do their jobs and conduct over 10 million minutes of meeting per day.
- Launching the “Helping citizens abroad and those wishing to return” campaign with the relevant authorities, as the unified national platform received more than half a million visits during the campaign period.
- Activating the Citizen Interaction Center “Aamer” to receive inquiries from citizens and workers in government agencies for all launched campaigns.
- Provide technical support for the G20 Virtual Extraordinary Summit on the emerging Coronavirus.
- Publication of a guidebook containing more than 84 ideas for health, cultural and entertainment Apps for community members that can be applied during the ban and quarantine period.



# Energy

Sector



## Ministry of Energy

### Media and indicative support:

- Issuing a guideline of preventative measure for dealing with the novel coronavirus (Coved 19), and applying it in 16 entities affiliated with the system.
- Convert the account (Energy Efficiency) to (To stay healthy) in solidarity with the campaign launched by. Ministry of Health with the participation of all major accounts.

### Financial and In-kind Support:

- Inviting major companies operating in the energy sector to support the extraordinary efforts of the government of the Custodian of the Two Holy Mosques - may God bless him - to confront novel Coronavirus epidemic through responding to the initiative of the Ministry of Health and the Endowment Health Fund. 78 companies supported this fund with more than half a billion riyals.
- Supporting and sponsoring the signing of an agreement to build a mobile hospital provided by "ACWA Power". The mobile hospital will be installed in the Holy city of Medina by the Ministry of Health with the possibility of moving it to other cities and places according to future needs.

### Supporting the electricity sector

- Supervising the emergency services for the Saudi Electricity Company and gas stations, within the activities excluded from the curfew decision to combat the novel Coronavirus.
- Participation in the additional initiatives taken by the Kingdom's government to mitigate the effects of the Coronavirus on economic activities and the private sector, by providing incentives to the private sector amounting to 900 million riyals.
- Apply the 30% reduction issued by the Royal Decree to participants in the commercial, industrial and agricultural sectors for April and May bills.

- **Oil Production Efficiency:**

- Aramco succeeded in operating at full capacity during the month of April without being affected by the Novel Coronavirus pandemic. The company managed to achieve exceptional production capacity.
- The Kingdom succeeded in mobilizing global support to reduce production in response to the decrease in demand due to Coronavirus during the OPEC + meetings and the extraordinary meeting of energy ministers of the G20, which ended with production cuts of approximately 12.5 million barrels per day starting in May 2020.

### Supporting Medical Industries :

- Manufacture and purify ethanol locally to meet the Kingdom's need for sterilizers.
- Defining and allocating distillation facilities in “Sadara, Sipchem, and Chemanol” companies that can be used to purify industrial ethanol and convert it into high-purity ethanol that can be used for medical production. The operational capacity of pure ethanol is estimated at 5,500 tons per week, which is enough to manufacture sterilizers and meet the needs of the Kingdom for about two months.
- Providing approximately 11,700 tons, sufficient for the domestic consumption of the Kingdom for a period of 45- months, through the concerted efforts of international offices of SABIC in China, India and Pakistan, of which 4 thousand tons have arrived in the Kingdom. The work is currently underway to distribute the quantity over to local factories in cooperation with SABIC, “Industrial Clusters”, “Saudi Food and Drug Authority” and the Ministry of Commerce.
- Coordinating between King Salman Humanitarian Aid and Relief Center (KSRelief), and the Aramco-John Hopkins Hospital, and setting priorities for the center’s requirements for medical devices and supplies. Suppliers were allocated to meet 80% of the requirements.
- Providing the Kingdom's need for medical supplies (masks, gloves, headgear, medical glasses, sterilizers), in addition to ethanol, to cover the demands of the health and public sectors alike.



## Saudi Electricity Company

- Termination of electrical service for cause of non-payment, postponed for one month.





# Transport

Sector





### Ministry of Transport

- Uninterrupted cargo movement by air, sea and land, with the application of all officially-recommended precautionary measures.
- Supervising the regularity of activities that are excluded from the curfew in the area of transport and logistics in order to ensure the
- uninterrupted flow of goods and services to citizens and residents.

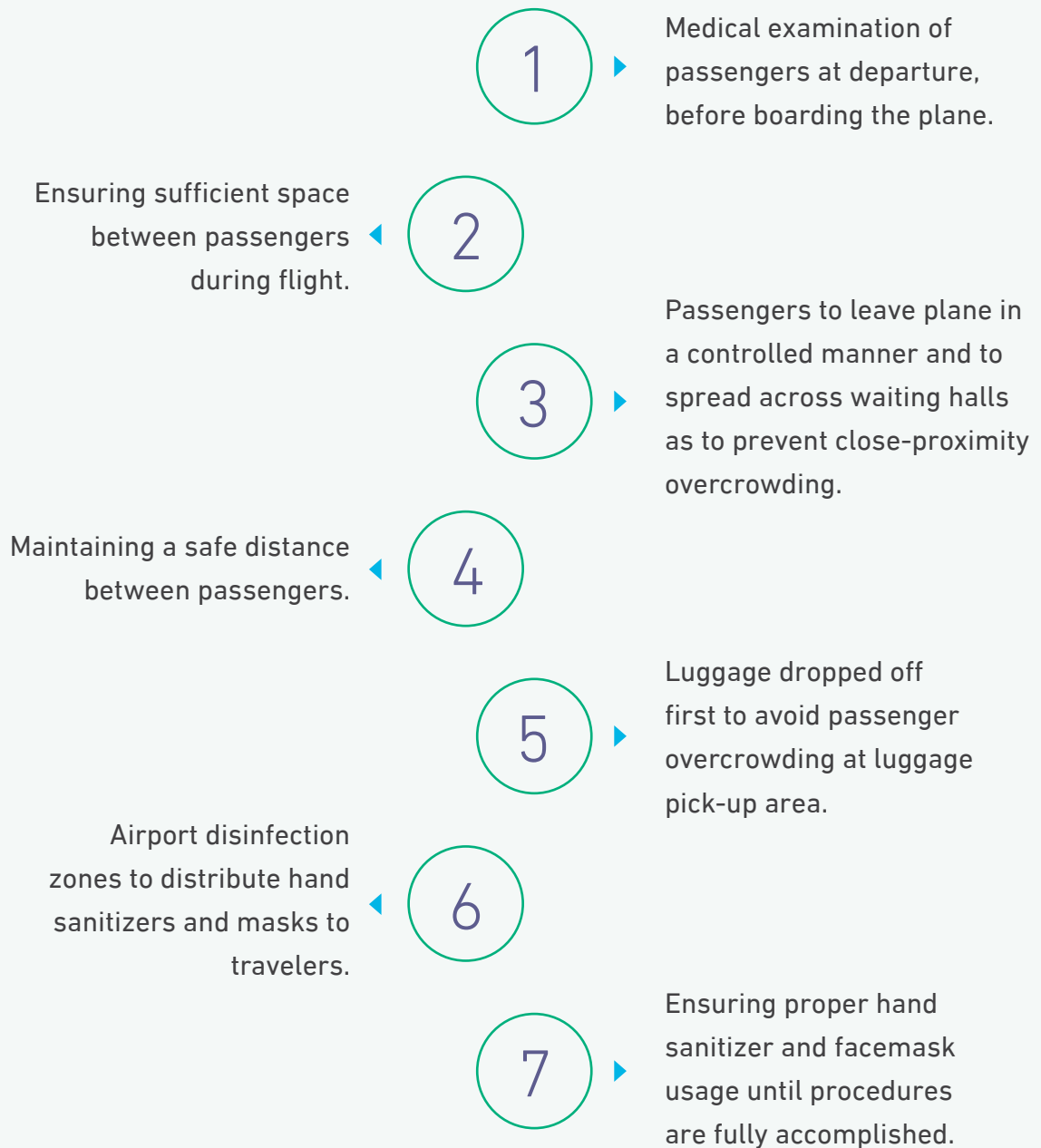


### General Authority of Civil Aviation GACA

- Preventive procedures and precautionary measures for passengers coming from China to the Kingdom's airports.
- All international flights suspended until further notice.
- Suspension of internal flights throughout Kingdom until further notice.
- Air freight companies were asked to comply with health safety requirements To prevent the spread of the virus.
- All passenger vehicles parked at The Kingdom's airports are exempt from internal and international parking fees.
- Sterilizing airport facilities and disinfecting aircraft.
- Pursuing the reception of goods through Air freight at all airports.
- Enabling screen reader support.
- Scheduling flights designated to allow the repatriation of citizens in line with directives of competent authorities.
- Preventive health measures taken to accompany different procedural stages governing inbound flights and returning passengers.
- A general exception that permits the extension of the validity periods of licenses, attestations and certificates for aircrew personnel, trainers, and examiners.
- Implementing various health and preventive measures during the procedures and stages that involves the citizens returning to the Kingdom.



## Stages applied to repatriated citizens



## Saudi Ports Authority

- Temporary suspension of Passenger cruises between the Kingdom and several countries, except for evacuation, cargo and trade trips.
- Suspension of travel permission for citizens and residents and preventing entry to direct arrivals or to whomever was there within (14) days prior to his arrival.
- Suspension of the procedure for changing the seafaring crews working on ships of all kinds that dock at Saudi ports and those coming from the countries directly referred to or whomever as in those countries for (14) days prior to his arrival.
- Preparing a comprehensive plan to prevent the spread of the new Coronavirus in the Kingdoms ports, which includes:
  - Compulsory preventive procedures on the coming ships and vessels.
  - Preventive procedures taken for health monitoring centers in the Kingdom's ports.
  - Obliging the seafarers to electronically inform the health control centers in the ports about the arrival of any ship coming from one of the affected countries.
- Implementing several preventive measures in collaboration with the Ministry of Health, including:
  - Conducting educational lectures on precautionary measures against the virus and explaining its symptoms.
  - Distribution of awareness boards and leaflets in port facilities and stations.
  - Providing medical and preventive supplies such as sterilizers, gloves, disinfectants, and masks.
  - Equipment of a shared operations' room for concerned parties in the Industrial Security Department.
  - Providing thermal cameras in the passenger lounges.
  - Facilitating the port's medical center station communication with the (control tower - ship - health center) in case of any suspected cases.
  - Measuring the temperatures of all employees and visitors to the port's administrative tower and providing them with sterilizers.

- Sterilizing and disinfecting all lounges and facilities around the clock.
- Uninterrupted regular work in all ports to receive container ships and other goods.
- Sterilization the port facilities and providing the staff with all preventive protection to facilitate the flow of goods and services to all cities and regions of the Kingdom.



## Transport General Authority

- Suspending the work of public transportation vehicles.
- Allow taxis to work with transportation applications.
- Suspension of transportation and truck traffic, as restrictions on truck entry to cities were lifted during the crisis to facilitate the movement of goods.
- Follow up on precautionary measures taken by operators and their contingency plans made to counter the novel Coronavirus pandemic
- Sending awareness messages to all taxi drivers in 3 languages.
- Extending the validity of special certificates and documents for Ships and sailors.
- Working to develop a procedures manual for exemptions granted to ships flying the Saudi flag.



## Al-Haramain High Speed Railway

- Sterilization and disinfection of the components of the Al-Haramain High Speed Railway project, «Stations and their internal public facilities, departure and arrival platforms, trains and vehicle equipment”.

## Saudi Railway Company SAR

- Assigning a staff hotline dedicated for inquiries about work and awareness procedures.
- Inspecting visitors and employees before entering SAR facilities.
- Sterilization of stations, train cars and workshops.
- Installing awareness boards in all the company's stations in Arabic and English.
- Broadcasting educational content on digital screens in the stations.
- Raising awareness through an internal announcement by the train commander about ways to combat the novel coronavirus.
- Providing sterilizers at stations and on trains.
- Reducing the number of weekly trips at the beginning of the outbreak before suspending all trips after the guidance issued by the higher authorities.
- Free cancellation and refund of tickets.
- Postponing all internal and external business trips until further notice.



# Municipal

Sector



### MINISTRY OF MUNICIPAL AND RURAL AFFAIRS

- Directing all secretariats and municipalities to immediately force all facilities that are authorized to sell tobacco products to abstain from selling or providing customers with Hookah and Mu'assel.
- Strengthening supervision and ensuring all food establishment and public health store workers comply with regulations, requirements and food health practices.
- Ensuring hand hygiene and sterilization before and during food preparation, processing and serving.
- Ensuring that the worker is suspended from work if symptoms appear.
- Intensive surface disinfection with alcohol throughout the day.
- Emphasizing foods are thoroughly cooked.
- Ensuring the facility is well-ventilated.
- Ensuring masks are worn during duty hours and refraining from hazardous behavior.
- Dedicating tools for cutting meat, poultry and fish and using other tools to cut vegetables only.
- Intensification of city cleaning works.
- Continuous removal and disinfection of waste containers.
- Refuse workers adhering to unified costume and strict personal hygiene. Obligatory use of gloves, facemasks and special protective masks.
- Intensifying environmental sanitation work.
- Daily disinfection and sterilization of all parks, markets, toilets and public places.
- Obliging all open and closed restaurants and cafes to prevent eating and drinking indoors.
- Encouraging electronic transactions and activating remote service platforms.



- Instructing that workers be subjected to temperature checks before entering the facility should it be exempted from the lockdown decision.
- All commercial centers, catering stores and the like, required to apply warning stickers (Stop Here) to ensure a sufficient distance between shoppers.
- Monitor and ensure tighter control over workers housing, and follow up on precautionary procedures.
- Directives issued to raise readiness levels and quick reaction times in receiving and dealing with complaints and reports through the municipal sector communications service 940.
- Launching electronic portal to facilitate registration of alternative residential properties for foreign employees as to reduce gatherings, and to reduce the spread of the Novel Coronavirus.
- Designating all available facilities which could be used to house workers during the emergency period.
- Inventory and data analysis of worker housing facilities and assessing their conformity to health standards and regulations, and designating facilities that lack health readiness.
- Secretariats directed to establish centralized temporary vegetable and fruit markets to reduce overcrowding.
- Access to vegetable and fruit markets limited to commercial establishments.
- List of temporary health requirements issued for home food deliveries.
- Memorandum of understanding signed with the Saudi Engineering Authority. In light of aforementioned memorandum, the Saudi Engineering Authority will take part in the evaluation process of existing worker facilities.

#### Committee to look into the conditions of foreign workers' housing:

- Analyzing labor site data using mobile networks and monitoring infringement housing.
- List the government buildings that are suitable as alternative housing, which amounted to nearly 1,000 buildings.
- Requiring establishments to check their workers at their housing facilities on daily bases.
- Obliging employers to clean and sterilize the workers' housing locations on a weekly basis.



- Allow the issuance of exit and return visas for the period of one year free of fees.
- Launching an online portal to support workers looking for alternative housing.
- Establishing an electronic portal to build a database of alternative housing buildings for employment that amounted to more than 1700 buildings.
- Activating the 940 service to receive citizens 'comments on any overcrowding at labor housing facilities.
- Coordination of more than 650 field visits through follow-up committees in various governates and regions.

### Municipal and Rural Affairs in numbers:

**+130,000**

Inspections  
performed

**+330,000**

Inspection  
performed on  
sanitation services

**+66,000**

locations  
sterilized

**15,000**

Cleaning  
vehicle

**21,939**

Sanitation  
service vehicle

**15,316**

inspector and  
sanitation service  
worker.

**86,467**

Cleaners





# The Housing Sector



### Ministry of Housing

- Reception of visitors at ministry headquarters suspended. Services carried out via digital solutions.
- Bolstering the role of call center and beneficiary care service (199090).
- Boosting the ministry's queries and requests Twitter accounts.
- Promoting the (Sakani) smartphone application for a better service.
- "Drone" technology to carry out thermal surveys and to check the employees of the "Sakani" program across the Kingdom as to ensure their safety.
- The continued delivery of a number of housing units to deserving families according to the pre-established schedule, in different cities and governorates of the Kingdom, amid complete commitment to recommended preventive measures aimed at curbing the Novel Coronavirus outbreak.
- Food baskets distributed to families benefiting from the development housing initiative.
- Poor families, orphans and people with disabilities exempted from the payment of development housing benefits for a period of 3 months.
- Houses to be delivered through video calls, with district princes and minister of housing in attendance.





# The Cultural Sector



### Ministry of Culture

- Postponing the Book Fair.
- Postponing Al A'sha Event.
- Postponing the Translation Forum.
- Postponing National Music Orchestra auditions.
- Launching the Isolation Literature initiative.
- Launching the theater authorship to invest in self-isolation time.
- Launching the «Reading Marathon» initiative during the preventive isolation period, with the participation of more than 857 readers.
- “Our Culinary Legacy” initiative launched and aimed at documenting cooking recipes from different regions of the Kingdom.
- Book sets, novels, and art tools distributed to quarantine facilities guests.
- Launching the “Tonight’s Movie” initiative, which celebrates the achievements of Saudi cinema, and highlights one Saudi movie every night.





## Ministry of Tourism

- 5 precautionary measures adopted within accommodation facilities to prevent the spread of the Coronavirus.
- All restaurants and cafes banned from in-house dining and service.
- Temporary suspension on the use of halls.
- Persistent and continuous sterilization of facilities.
- Special command center established for the committee in charge of housing returning citizens. Command center includes 8 advanced electronic services and 15 full-time participating bodies.
- 180 buses equipped and managed through command center in accordance with strictest hygiene requirements.
- 11,000 hotel rooms in 3 regions of the Kingdom readied to host citizens returning from abroad.
- Electronic platform launched to enable tourist accommodation facilities to obtain transportation licenses for workers in the tourist sector during the curfew period.
- 100,000 front-line key tourist sector employees provided with full training through special programs.
- Organizing a conference in cooperation with the World Tourism Organization and the World Health Organization to examine the effects of the Coronavirus pandemic and ways to mitigate them.
- Leading the G20 conference and discussing ways to revitalize the tourism sector, considering Health requirements and standards required.



## Quality of Life Program 2020

- Positive outlook campaigns and competitions launched through program's social media platform. «The Mandala Letter Competition» in partnership with the Ministry of Culture, and «Your Home Club», in partnership with the Ministry of Sports.
- Participation in Digital Immunity forum. To enhance community health, contribute to improving individual habits and behaviors and strengthen individual immunity, with the participation of a group of experts and specialists.





# The Sports Sector





### Ministry of Sport

- Suspension of public attendance of all sports events starting Saturday, March 7th.
- Sport clubs instructed to ban handshakes.
- Compulsory precautionary measures applied in all gymnasiums and sports centers.
- Full suspension of sporting activities throughout the Kingdom.
- All gymnasiums and private sporting centers closed down until further notice.
- All sports training, temporarily postponed.
- «Up to the Challenge» gaming challenge launched in cooperation with the Federation of Electronic and Intellectual Sports.
- «Legal Culture in the Electronic Media» organized and held through the Saudi Sports Media Union, with the participation of more than 280 media men and women.
- 13 sports meetings and development programs held remotely by Leadership Development Institute with the participation of 9,000 subscribers.
- Awareness Campaigns Launched:
  - Sports and Prevention: publishing the procedures of sports clubs and various unions and their role in raising awareness and prevention against the Novel Coronavirus.
  - Home Exercises: showcasing community interaction with the “Working out at Home” campaign and moving the exercises indoors.



- Share with your children : Sharing community interaction in highlighting the stay-at-home procedure and showing it in an interactive sporting or electronic light.
- “Walk the Walk”: an invitation to return to home exercise through the active use of treadmills.
- “Your Gym”: PDF guidebook published to help individuals and groups turn their houses into gyms by using simple home appliances to perform exercises.
- “Your Home, Your Gym”: In cooperation with the Sports Federation for All, to incite healthy competition among home exercise practitioners.
- My Sports Knowledge: includes posts from sports experts and aims to spread sports awareness and knowledge of various games through daily videos.



# Legal Sector



### Ministry of Justice

- Postponing all judicial hearings until further notice and granting them priority upon rescheduling sessions.
- Launching the following electronic services:
  - Electronic check.
  - Exchange of judicial notes.
  - Issuing agencies through the “Nages” portal.
  - Issuing agencies to the citizens of Qatif through the Unified Call Centre 1950.
  - TARADY Digital platform.
  - Distance training programmes.
  - Judicial licences.
  - Transfer of real estate ownership through activating the sale and purchase electronically through the «phase one» service.
  - Requesting a service which is not available on the list of services provided by law enforcement entities.
- Provision of enforcement court services as well as 120 electronic services.
- Introducing the ministry’s electronic services available to the beneficiaries.
- Issuing a telecommuting guide for Ministry of Justice employees.
- Contribution to the awareness campaign to limit the spread of coronavirus through various means of communication.

- Sending SMS text messages to introduce the Ministry's e-services and newly launched services to nearly two million beneficiaries.

## Numbers from the Ministry of Justice:



## Public Prosecution Office

- Directing the prison supervision departments towards the following:
  - To provide the utmost precautions in prisons and detention centers.
  - Isolating new detainees until a medical report is issued proving that they are free of Novel Coronavirus
  - limiting family visits in accordance with the instructions and instead utilizing virtual means.
- Implementing the suspension of work at the Public Prosecution headquarters.
- Directing the public not to attend to the offices of the Public Prosecution and instead receive their services via electronic channels.
- Using remote investigation technology.
- Spreading awareness against violating or inciting others to violate decisions or instructions issued by official authorities aimed at combating Coronavirus



- Warning against spreading rumors or circulating false information that can cause general panic.
- Warning travelers returning to the Kingdom against hiding information on their travel routes or intentionally transmitting Coronavirus and clarifying penalties and consequential.
- Easing the conditions to expand the release of persons-of-interest if they were not suspects in major crimes.
- 300 arrest warrants issued by the Public Prosecution office for cases related to spreading rumors or violating Royal Orders related to curfew regulations.
- 200 posts with the aim of spreading awareness against Coronavirus on the prosecution's official platforms.
- 5 official platforms of the Public Prosecution office dedicated to the campaign: (website, Twitter, YouTube, Instagram, Public Prosecution mobile service.)
- Warning against using preventive measures to combat Coronavirus in order to fraud Travel permits during the curfew period.



## Board of Grievances

- Digital warrant exchange platform launched.
- More than 8000 rulings within the legal codes, made available for online viewing.
- Judicial Precedents online portal containing the administrative rulings of the Board of Grievances launched.
- 31 distant training programs held online.

**91,560**

electronic services  
implemented through  
"Mo'een" platform.

**1,088**

incoming cases.

**1,545**

accomplished  
cases.



## National Anti-corruption Commission

- The commission continues exercising its tasks. 6 new corruption cases were exposed and handled.
- • 24 hours hotline for intimations
- • Around the clock interaction with the public through an online account dedicated for responding to queries.





# Environment

Sector





### Ministry of Environment, Water and Agriculture

- Each sector has adopted a plan to cope with the crisis, ensuring ongoing functionality and uninterrupted water and food supplies.
- Continued system-wide remote operation and ongoing user services using modern technology and electronic means.
- Shutting down all national parks to prevent gatherings.
- Postponing Saudi Water Forum and Environment week.
- Accurate daily observation of all central vegetable markets in coordination with the Ministry of Municipal and Rural Affairs and the Ministry of Commerce.
- Taking necessary steps to balance supply and demand.
- Intensive meetings with producers and farmers to learn about the challenges and obstacles facing them in providing food commodities to the local market during the crisis.
- Providing support and extensive technical assistance and research services and plant protection to farmers and agricultural projects in order to enable them to provide basic food commodities.
- Activating “Your Electronic Agricultural Guide” mobile application and providing all services to remote beneficiaries.
- Scheduling loans of investors borrowing from the Agricultural Development Fund.
- Meetings held with support and assistance specialists in e-agriculture marketing and launching the Electronic Agricultural Marketing Platform (B2B).
- Implementing all necessary measures to resume stalled agricultural production caused by financial difficulties.
- Organizing visits to some agricultural projects specialized in poultry, vegetables, fish and dates, and ensuring their preparedness.



- Preventing the export of veterinary medications and vaccines from the Kingdom, unless approved by the Ministry in accordance with the relevant Royal Order.
- Ensuring that produce remains available in local markets for no less than 4 months. Financial penalty and dues collection postponed on some animal production projects for a period of two months.
- Extending the validity of veterinary licenses for establishments whose license expiry date coincided with the emergency period without any legal consequences for the owners of those licenses.
- Private sector directed to import quantities of eggs.
- Livestock importation from Somalia, Djibouti and other countries facilitated to support the availability of red meat on the Saudi market.
- More than 42 million doses of vaccines produced at Ministry's veterinary vaccine production center, to protect the Kingdom's livestock from many viral and bacterial diseases.
- Temporary permission to issue health certificates through ministry's website.
- Permit service launched to allow livestock keepers, farmers, beekeepers, fishermen, and horse owners to perform weekly inspections of their animals.



## Saudi Grains Organization:

- Awarded a contract to procure 750,000 tons of wheat by June of this year to bolster strategic stockpiles.
- Awarded a contract to procure 1.2 million tons of barley until June to bolster strategic stockpiles.
- Specified the start date for buying locally produced wheat (700,000 tons) from April 2020 to bolster strategic stockpiles.
- Building a stockpile of 2 million bags of flour in the granaries of the Kingdom's mills, ready to be injected into the local market when needed.
- Wheat collected from local farmers for the second consecutive season, with a quantity of 700 thousand tons received from 3,120 farmers; a 13% increase in the number of farmers.
- Two bids awarded for importing 1.8 million tons of forage barley, bringing the total contracted quantities this year to 2.7 million tons; ships' arrival scheduled until the end of August 2020.
- Two bids awarded for importing 715 thousand tons of wheat, bringing the total contracted quantities this year to 1.4 million tons; ships' scheduled arrival until end of August 2020.



## Agricultural Development Fund:

- Postponing the due installments and regular loans of SMEs for 6 months.
- Providing direct or indirect operating loans through commercial banks with a total value of SR150 million.



- SR2 billion initiative launched to finance import of agricultural products targeted at food security.
- SR300 billion initiative launched to finance working capital.



## Saudi Irrigation Organization

- Raising the readiness of the (Irrigation Platform) that provides all the institution's services electronically.
- Continuation of work in the main centers and administrative offices, by no more than 5% of the employees.
- All electronic control systems continue to operate to support the delivery of water to farmers.
- Close all ponds designated for swimming.
- Suspending work at farmers' markets.
- Disinfection of public irrigation facilities, as well as agricultural waste containers.
- Intensification of tours by the field supervisory body.
- Delivering irrigation water to farmers according to specific irrigation programs.
- Intensifying irrigation water quality monitoring programs through water quality laboratories.
- Using more than 1.5 million liters of sterilizers and antiseptics to treat sites, enterprise facilities, farmers' markets, roads and internal sidewalks.



## National Water Company

- Inventory conducted for spare part and other necessary for production and related operations, to ensure business continuity.
- Increasing stockpiles of materials and spare parts required for maximum production levels; stocks to last for a minimum of 6 months.
- Reserve and rapid intervention teams formed at the following levels (water stations, treatment, control rooms, networks, laboratories, customer services).
- Filling stations to continue operating as per the precautionary measures.
- Suspension of water services for non-payment deferred.
- Water tanker services through “pay later” system enabled for customers.
- Branches closed, electronic channels activated with back office operations ongoing to support electronic requests.
- Manage the increasing demand for water during the emergency period.
- Water treatment system in Asir activated; work organized inside the “purified water” filling station for tanks.
- «WhatsApp Business» service in Najran activated to receive tank orders and standardize prices.



## Saudi Wildlife Authority

- The authority's licensing department continues to receive import and export licenses requests for wildlife and related supplies.



## Environment sector in numbers:

**9.7** Million Cubic Meters

daily water distribution quantities in the Kingdom

**270,000** Bag of Wheat (45Kg each)

Produced daily by the Grains Organization and other companies.

**3.3** Million Tons

Wheat storage capacity

**15,000** Tons per day

Daily wheat production capacity

**1.8** Million Bag (45Kg each)

45-kg flour bags current stockpiles in flour warehouses.

**180,000** Tons

Of vegetables monthly

**3.5** Million

Birds daily

**+15** Million

Eggs daily

**+7.5** Million

litres of Milk daily

**+437** tons

Of Sea food products daily

**+45** Million

Dosages of antiviral vaccines annually

**+75** Million

Dosage of antibacterial vaccines annually

**147,289**

electronic operations have been conducted since the implementation of telecommuting processes.





# Pilgrims' services and Islamic affairs

Sector



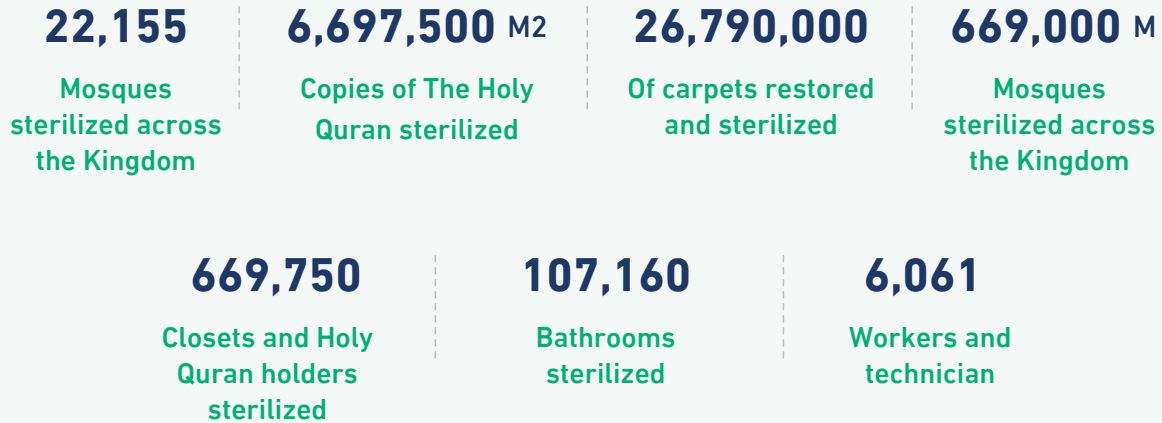
## Ministry of Islamic Affairs

- Directing mosque supervisors to ensure that instructions are followed, such as closing mosques and toilets immediately after the call to prayer, and communicating with regional municipalities to sanitize the mosques' ghusl facilities.
- Worshippers banned from bringing drinking waters to mosques.
- Time span separating call to prayer and the five daily prayers reduced to 10 minutes, Friday sermon and prayer not to exceed 15 minutes, i'tikaaf to be prevented, procedures for breaking the fast of worshippers to be stopped, and all food, dates and water cups to be removed.
- Places of ablution and toilets to be closed, and doors and windows to remain open at prayer times in all mosques.
- Friday and congregational prayers to cease in all mosques that are to close temporarily and only raise the call to prayer, in which it is said, «Pray in your homes,» in conformity with the decision of the Council of Senior Scholars.
- Suspending all lectures in ministry-overseen Islamic centers.
- Forming a committee to supervise the religious aspects during combating Coronavirus headed by H.E The Minister of Islamic affairs.
- Keeping ghusl (body bathing) facilities open while mosques are closed, with funeral prayers taking place in cemeteries.
- Assigning a number of scholars to participate in TV programs addressing the public to ease their concerns during the current outbreak.
- Issuing an online permit for muezzins enabling them to carry out their duties during the curfew.
- Postponing local competitions for the King Salman Award for Memorizing and Reciting the Holy Qur'an.
- Emphasizing the need to continue working remotely for all the Holy Quran Memorization Societies in the Kingdom via electronic applications.
- Organizing a number of forums and programs dedicated for women to spread awareness on the danger of the Coronavirus in various regions of the Kingdom through electronic applications.

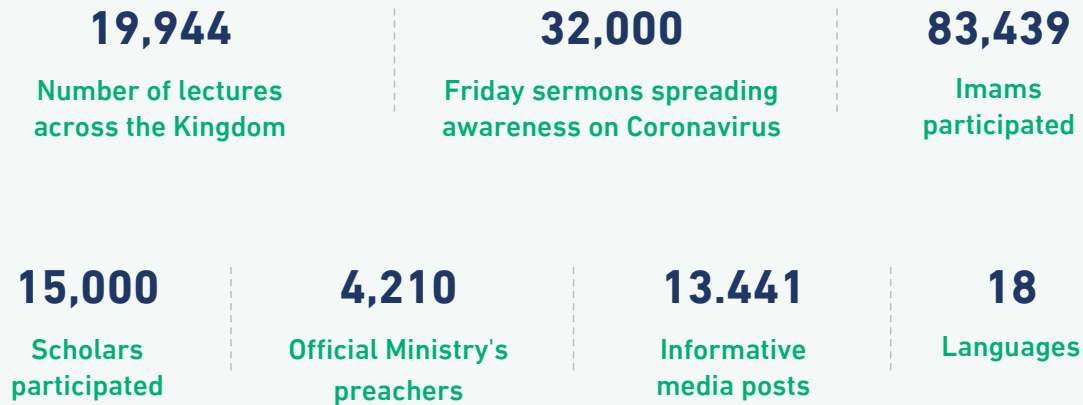


- Activating the role of more than 400 offices in the regions of the Kingdom; To educate foreign communities through videos in different languages.
- Publishing educational awareness messages inspired by the Prophet's guidance on the screens of public squares and hospitals.

## Mosques sterilisation and cleaning program across the Kingdom



## National awareness campaigns





## General Presidency for the Affairs of the Grand Mosque and the Prophet's Mosque

- Closing the Grand Mosque an hour after the evening prayer, and opening it an hour before the dawn prayer.
- Preparing visual reports to clarify the process of cleaning and sanitization performed when the Grand Mosque is closed and until it re-opens.
- Closed the third Saudi expansion of the Grand Mosque.
- Closed the roof and basement of the Grand Mosque.
- Closed all minor doors of the Two Holy Mosques.
- Removed carpets from the Two Holy Mosques.
- Shortening the period between the call to prayer and prayer to only ten minutes.
- Washing the Grand Mosque 7 times per day with the help of 3,500 workers, consuming approximately 90,000 liters of water per day, and using 89 machines.
- 450 workers assigned to sanitize the Grand Mosque, consuming 1,800 liters of sanitizers per day.
- Provided 300 sanitizing devices at the doors and inside the corridors.
- Launched three major initiatives aimed at strengthening precautions to prevent the spread of COVID-19.
- Closing Zamzam water fountains and bottle distribution for worshippers.
- Sanitizing ventilation and air conditioning systems.
- Distributing bottles of sanitizers at entrances and in corridors.
- Doubling the number of daily surface and floor cleanings, and the number of sanitizations and cleanings of the toilets.
- Examining staff before they enter the Grand Mosque.



## Ministry of Hajj and Umrah

- Publishing the decision to temporarily suspend Umrah and visits in the Kingdom.
- Suspension of requests for Umrah visas.
- Keeping clear track of the number of Umrah visitors currently in the Kingdom.
- Umrah travel agents asked to ensure all pilgrims have accomplished their duties and left the holy sites.
- Launching multilingual electronic platform enabling pilgrims whose visas have been suspended to retrieve the amounts they had spent.
- International pilgrimage offices asked to refrain from finalizing obligations and contracts until there is more clarity about the coronavirus pandemic.
- Cooperating with Saudi passports directorate to give Umrah pilgrims who exceed their visa opportunity to apply for exemption.
- Coordinating with the General Authority of Civil Aviation to ensure Umrah pilgrims' return to their countries.
- The appointment of hotels in Holy Mecca, Medina and Jeddah to host Umrah pilgrims that are late to return to their countries, while providing accommodation at the Ministry's expense.
- Launching 9 Umrah private sector incentive initiatives worth half a billion Riyals.
- Overseeing the process of returning Umrah visitors back to their countries due to the suspension of International flights. The process was performed in cooperation with the General Directorate of Passports, The General Authority of Civil Aviation and the Ministry of Health.





## General Authority for Awqaf

- Community fund with a SR 500 million capital launched to activate the contribution of endowments and non-profit sector in mitigating the effects of the Coronavirus pandemic.



## General Presidency of the Commission for Promotion of Virtue and Prevention of Vice

- Launching the “Keep to your House” initiative aiming at:
  - Explaining the legal duty of applying the preventive measures taken by the competent health authorities to maintain one of the five most important necessities, which is self.
  - Investing the Presidency’s financial and human capabilities in presenting an initiative contributing to the fight against the Coronavirus.
  - Collaborating with the authorities in protecting citizens and residents from the Coronavirus pandemic.



塔成聚沙 特别的爱

مساهمة المملكة العربية السعودية لدعم جمهورية الصين الشعبية  
لمكافحة فيروس كورونا - كوفيد 19

The contribution from the Kingdom of Saudi Arabia  
To support the People's Republic of China for combating Corona virus (COVID-19)

超声助力英雄城市再度翱翔!

# Humanitarian

## Sector



### Efforts of King Salman Relief Center

#### World Health Organization:

- \$10 million in financial support to the World Health Organization (WHO) in implementation of the instructions of the Custodian of the two Holy Mosques to fight the virus and in response to the Organization's urgent appeal to all countries to intensify efforts to take global action to combat the spread of the Coronavirus.

#### Peoples Republic of China:

- In compliance with the instructions of the Custodian of the two Holy Mosques, the Center has provided an assistance package of health supplies to the People's Republic of China. This package comprised artificial respiration systems, solution pump equipment, infusion pumps, defibrillators, patient monitors, covers, protective clothing and valves.

#### Republic of Yemen:

- The King Salman Relief Center continuously plans and enacts support plans aimed at providing Yemen with special anti-Coronavirus devices as well as medicines, medical supplies, protective clothing and \$3 million worth of hand sanitizers.
- The Center is mulling the idea of setting up a project in cooperation with the World Health Organization (WHO) for \$10 million as to ensure permanent preparedness, case diagnosis and isolation room equipment.
- Implementing awareness campaigns for orphans and their families against Coronavirus.

#### State of Palestine

- The Center, following the guidance of Custodian of the Two Holy Mosques, coordinated with the Palestinian Ministry of Health, to identify the necessary supplies that need to be secured in order to cope with the Coronavirus epidemic.
- These supplies include: medical devices, surgical tables, anesthetics, transport stretchers and Coronavirus test kits.
- Coordination to provide these essential needs to the Palestinian Ministry of Health.



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