



Electric Vehicle Charging Policy

Commercial Building EV Charging Station Policy & Procedure

Policy Number :

Effective Date: October 26, 2023

Policy Owner: Al Khozama Investment Company

1.0 Purpose and Scope

1.1 Purpose: The purpose of this policy is to establish clear guidelines for the fair, safe, and efficient use of the complimentary Electric Vehicle (EV) charging stations provided at Al Faisaliyah Center. This amenity is offered to enhance the value and convenience for our tenants, their employees, and visitors, while promoting sustainable practices.

1.2 Scope: This policy applies to all users of the EV charging stations, including tenants, their employees, guests, and visitors of Al Faisaliah Center. The charging stations are located at Al Faisaliah Tower Parking Basement level 01 & 02, Al Faisaliah Mall Parking Basement level 01, KFF Building Parking Level-Ground and Basement -01.

2.0 General Policy

2.1 Complimentary Service: Use of the EV charging stations is currently provided free of charge as a courtesy by Al Khozama Investment Company.

2.2 Eligibility: Charging stations are primarily for the use of:

Tenants: Employees and authorized personnel of companies leasing space within the building.





Visitors: Individuals with legitimate business in the building (e.g., clients, customers, service providers.)

2.3 Vehicle Eligibility: Stations are for plug-in electric vehicles (PEVs) and plug-in hybrid electric vehicles (PHEVs) only. They are not for use by internal combustion engine vehicles, electric scooters, e-bikes, or any other non-qualifying devices.

2.4 Charging Sessions:

Session Limit: To allow fair access for all users, charging sessions are limited to a maximum of 4 hours per vehicle, per day.

"Charging Only" Parking: The designated EV parking spots are for ACTIVE CHARGING ONLY. Once a vehicle's charging session is complete, or the 4-hour limit is reached, the vehicle must be moved immediately to a regular parking space to free up the charger for others.

Idle Fees: Vehicles left connected to the charger after the charging session is complete will be subject to an idle fee of 10 SAR per minute. This is strictly enforced to ensure charger availability. Users will receive a notification via the booking system when their charge is nearing completion.

3.0 Booking and Usage Procedure

Step 1: Access the Booking Portal

Charging sessions must be reserved through the official online booking system.

Web Portal: [Insert URL to your booking system, e.g.,

BuildingNameEV.scheduler.com]

Step 2: User Registration (First-Time Users Only)





Click "Register" or "Sign Up".

Enter your required details: Full Name, Email Address, Mobile Phone Number, and Company Name (if a tenant.).

You will be required to register your vehicle: Make, Model, Model Year, and License Plate Number.

Step 3: Booking a Charging Session

Select the desired date from the calendar view.

Available time slots for the charging stations will be displayed.

Select an available 4-hour time block that suits your needs.

Review your booking details (Date, Time, Station Number) and confirm your reservation.

You will receive an email and/or push notification confirming you're booking with a unique booking code or QR code.

Step 4: At the Charging Station

Arrive within your scheduled time block. Your reservation holds the spot for a 15-minute grace period.

Park only in the EV spot corresponding to the charger number you booked.

Initiate Charging:

Option A (QR Code): Open your booking confirmation and use the QR code. Scan it at the charger's reader.





Option B (App/Code): Open the mobile app and tap "Start Charging," or enter the unique booking code provided in your confirmation directly on the charger's touchscreen.

Once authenticated, connect the charging connector to your vehicle securely.

The charging session will begin automatically .

Step 5 Ending Your Session

You will receive a notification (app push and/or SMS) when your charging session is nearing completion (e.g., 15 minutes remaining.)

Upon completion of your session or the 4-hour limit, return to your vehicle promptly.

Safely disconnect the charging connector from your vehicle and return it to the holster.

You must vacate the EV parking spot immediately to avoid idle fees and allow the next user to park.

4.0 Safety and Etiquette

Safety First: Do not use charging equipment that appears damaged, faulty, or vandalized. Report it to Management immediately.

Trip Hazard: Be mindful of the charging cable to prevent creating a trip hazard for pedestrians.

Proper Use: Only use the charging connector for its intended purpose. Do not force the connector into your vehicle's port.





Be Considerate: The charging stations are a shared resource. Adherence to time limits and prompt relocation of your vehicle is mandatory for the system to function fairly for everyone.

5.0Violations and Enforcement

Parking Violation (ICE-ing): A non-electric vehicle parked in an EV charging spot will be subject to immediate towing at the owner's expense. 200SR

Overstaying / Idling: Failure to move a vehicle after the charging session is complete will result in idle fees. Repeated violations (3 or more) may lead to the suspension of booking privileges for 30 days.

Falsifying Information: Providing false vehicle or user information may result in permanent revocation of charging privileges.

Damage to Equipment: Users are financially responsible for any damage they cause to the charging equipment through misuse or negligence.

6.0Liability

Building Management and the property owner are not liable for any loss, damage, or theft of the user's vehicle or its contents, or for any personal injury arising from the use of the charging stations.

Management is not responsible for any issues related to a vehicle's ability to charge, charging speed, or performance of the user's vehicle.

Charging stations may be taken out of service for maintenance, repairs, or due to power outages without prior notice. Management will endeavor to restore service as quickly as possible.





7.0 Contact Information

For technical support with the booking system or a charging station, please contact:

EV Support Hotline: [Insert Phone Number]

EV Support Email: [Insert Email Address]

For general policy questions or to report non-emergency issues (e.g., damaged equipment), please contact Building Management:

Management Office Phone: [Insert Phone Number]

Management Office Email: [Insert Email Address]

For emergencies, such as smoke, fire, or a personal safety issue, call 911 first, then notify Building Security at [Insert Security Phone Number].

Acknowledgment of Policy

By registering for an account and/or booking a charging session, the user acknowledges that they have read, understood, and agree to comply with this EV Charging Station Policy and Procedure.

Operational Hours

- Tower and KFF Buildings: Sunday to Thursday – 08:00 AM to 05:00 PM
- Mall Area: All day from 09:00 AM to 12:00 AM (midnight)
- Charging outside these hours is not permitted unless authorized by facility





Users are not permitted to open, repair, or tamper with the EV charging unit
Misuse, unpaid usage, or unauthorized access may result in suspension of privileges or penalty.

Users are responsible for any damage caused to the EV charger, cables, or property due to negligence or misuse.

Smoking or open flames are strictly prohibited near charging areas.

