

CONTENTS	Νο
Chairman's Foreword	6
CEO's Foreword	7
About the Report	9
Vision & Mission	9
WOQOD's Brand Values	9
Corporate Profile	10
- Introduction	11
- WOQOD Fuel Storage Facilities	11
- WOQOD Marine	18
WOQOD Subsidiaries	20
- WOQOD Vehicle Inspection (FAHES)	21
- Qjet	22
- Sustainability Reporting	24
- Identifying Material Aspects And Boundaries	24
- Stakeholder Mapping	27
- Materiality Matrix	28
Governance	29
- Governance Structure	30
Business Ethics	31
Pillar 1: Operational Excellence And Economic Performance	32
- Economic Performance	34
- Material Issues	34
Pillar 2: Social Development & Community Investment	40
- Social Development & Community Investment	42
- Material Issues	42
- Qatarization	42
- Recruitment Initiatives	43
- Employment By Gender	44
- Training	44
- Training Breakdown	45
- Annual Employee Turnover	48
- Supplier Screening & Procurement	49
- Local Procurement	49
- Oracle R12 – Implementation	50
- WOQOD CSR Activities 2018	50
- Social Contribution	51



	No
Pillar 3: Safeguarding the Environment	52
- Safeguarding The Environment	54
- WOQOD Environmental Sustainability	54
- Material Issues	54
- Environmental Compliance	54
- Energy Management	55
- Emission Management	56
- Water Management	58
Pillar 4: Health & Safety	60
- Health & Safety	62
- Material Issues:	62
- Management Approach: Integrated Management System	62
- Policy	62
- Objectives	62
- Mission	62
- Monitor	63
- HSE Performance Improvement Programs	63
- HSE Life-Saving Rules	64
- Emergency Response Preparedness	65
- Process Safety	66
- WOQOD Road Safety Forum	68
- WOQOD Road Safety Campaign	68
- HSE Awareness Statistics	71
- Lost Time Incidents and Total Recordable Cases	72
- Product Stewardship	72
Appendix 1: Main Strategic Areas	74
Appendix 2: Stakeholder Groups	75
Appendix 3: Topic Specific Disclosure	81

CHAIRMAN'S FOREWORD

I am delighted to present our sixth sustainability report for the year 2018, as a leading national downstream Oil & Gas storage, distribution and marketing company we are committed to provide sustainable growth and economic development for the state and stakeholders.

We continue on our journey with a focus on the priorities and goals we have set for protecting and preserving our triple bottom line – Economic, Environment and social.

2018 has witnessed significant milestone for WOQOD, maintaining our top position with an Increase of 20% profit from the preceding year and another high contributing factor has been significant expansions in the downstream and marketing network, our key drivers of future growth.

WOQOD has an ambitious plan to ensure sustainable increase of its stake of the market for distribution and transportation of petroleum products, gas, bitumen and bunker fuel. This would be achieved through the implementation and operation of various projects, and concluding the necessary contracts and agreements relevant to these activities with the support of quality control systems, modern technology systems, as well as the introduction of the highest health, safety and security systems together with environmental maintenance/ preservation measures.

WOQOD remarkable steps in the field of Qatarization, company has a strategic plan for recruiting and retaining capable and qualified Qatari employees and prepare them for joining the leadership team. A number of students are now pursuing their studies on scholarships funded by the company in specializations consonant with WOQOD business requirements. All Qatari fresh graduates undergoing Training according to different target positions requirements. Qatarization amounted to 29% within the senior staff category, and the vast majority of the senior management team are from Qatari competencies.



WOQOD has modeled its sustainability initiatives to be in tandem with Qatar National Vision 2030 "policy of reducing the country's carbon footprint". QP and WOQOD leading CNG program to meet fuel demand in the state of Qatar. The concept to cater for the CNG fuel requirement of public and private sector vehicles in future. WOQOD make sincere efforts to achieve the same by upholding high standards of ethics. I am confident that by doing so, we will not only ensure sustainability of our business but a brighter and sustainable tomorrow.

MR. AHMAD SAIF AL SULAITI CHAIRMAN OF THE BOARD OF DIRECTORS

CEO'S FOREWORD

We are pleased to present our 6th Sustainability Report 2018 to our stakeholders. This report serves to outline how WOQOD's sustainability efforts are in line with growth strategy and mission.

Being a responsible corporate citizen, we believe that establishing good corporate governance and a risk management process that includes the assessment of environmental, social and governance (ESG) issues are essential for the Company. This approach helps us to identify areas for further improvement and mitigate risks, and to identify opportunities for sustainable growth in relation to our growth strategy. As a leading national Fuel Distribution and Marketing company, we are aware of the impacts we cause on the environment and society through our day-to-day business and interactions with our customers and the wider community. We are committed to managing these impacts and running our business in a responsible, sustainable way.

In 2018, our company was on a significant journey to integrate sustainability into all our business areas. This report presents the significant progress made during the year to embed the aspects of employee health & Safety, employee trainings, environmental protection and ethical business practices into the heart of our core operations. We continued to fund social programs and help to improve the health and education of the nationals. Our key social investment strategy is to increase training to boost the local skills, recruit fresh talents and support social organizations. We recently collaborate with "SHAFALLAH" the organization for differently disabled, as part of our social responsibility.

Our operation during the year 2018 has increased significantly in comparison with the year 2017, where sales of various types of fuels increased by 4.2%. Bunker fuel sales increased by 185.7%, whereas butane gas realized an increase of 12.7%. Quantities of fuel retail sales volume increased by 14%, whereas non fuel retail sales have shown a 3.6% increase of revenues. This increase resulted from the opening 32 new fuel stations to



reach a total of 84 permanent and mobile stations. WOQODs' stake of retail market has accordingly increased to 70% in comparison with 58% in 2017. WOQOD is endeavoring to increase its stake in retail market to reach 85% by the end of the year 2020 after the opening of more new stations. WOQOD Vehicle Inspection Company "FAHES" realized a 27% revenue increase in comparison with the year 2017. Sales of bitumen and bituminous product have seen a slight decline of 5.9% in comparison with the year 2017, the decline has been driven by supply and demand factors.

We understand that by virtue of our sector, we must align ourselves with Nature and implement sustainability rules. We have defined targets and performance indicators. Our priority is therefore to enhance our operational efficiency, improve processes and technologies; thereby allowing us to minimize our impact on the environment and Creating a healthy, safe and secure workplace has always been at the top of our list and we are constantly improving and exploring systems towards achieving sustainability goals. I would like to thank our Directors, Executive members, employees and stakeholders for their valuable contribution to our ongoing success.

SAAD RASHID AL-MUHANNADI MANAGING DIRECTOR AND CEO

GRI Disclosure: 102-14



ABOUT THE REPORT

The content of this report has been defined in accordance with Global Reporting Initiative (GRI) principle of materiality to cover topics that reflect organization's significant economic, environment and social impact and the Materiality Disclosure Service Badge can be found on page 67.

WOQOD believes that we should increase our long-term value through contributions to the sustainability of global society with sincerity, harmony, and enthusiasm.

If you have questions, suggestions, comments, or criticisms of this report, or of our sustainability approach and performance in general, please contact us: sustainability@woqod.com.qa

OUR VISION

"To be the leading petroleum products and related services marketing company in the region"

WOQOD'S MISSION

- Provide all customers with reliable, professional and innovative solutions through friendly, excellent and convenient services.
- To demonstrate accountability for all our activities.
- To achieve our vision and mission, we train and develop competencies across the organization to enable us to demonstrate that we are the best in what we do in the region.
- Qatarization aimed at transformation from sponsorship to leadership.

- To minimize our impact on the environment will be achieved through the introduction of best practices and new technologies.
- To be the best downstream energy company in the region, in terms of not only the customer and employee satisfaction but also maintaining its stakeholder earnings.

WOQOD'S BRAND VALUES

PROFESSIONAL

Everything WOQOD does, internally and externally, is by way of using a truly professional approach.

INNOVATIVE

WOQOD leads the market in innovative products, service and process.

• SOLID

WOQOD as a company is built on a solid foundation financially by its shareholders.

• FRIENDLY

WOQOD is a friendly company to deal with and always approaches its customer in a friendly manner.

ACCOUNTABLE

WOQOD is truly accountable for all its business activities and their impact.

CORPORATE PROFILE

Defining Material Aspects & Boundaries: THE PROCESS

INTRODUCTION

Qatar Fuel (WOQOD) is a Petroleum products storage, distribution, and marketing company, formed in 2002 as a joint stock listed in the Qatar Exchange. The company was created from the fuel storage and distribution assets owned at the time by Qatar Petroleum under the name of NODCO (National Oil Distribution Company). Qatar's fuel distribution depot situated in Abu Hamour supplies diesel, gasoline and to the entire state of Qatar by a fleet of dedicated road tankers. This depot has since come under the stewardship of Qatar Fuel (WOQOD). All fuels are supplied through a multiproduct pipeline to the Doha depot from Qatar Petroleum's refinery at Messaid. Qatar Fuel (WOQOD) has been mandated exclusively regarding the distribution of fuel needs within Qatar. This also comprises the distribution of diesel, gasoline for vehicles, boats and industry as well as aviation fuel, for Hamad International Airport. The company also trades in bunkering fuels, ship to ship bunkering within Qatari waters, Bitumen importation and distribution for building new roads, LPG for cooking and other uses and brand owned lubricants. Additionally Qatar Fuel (WOQOD) builds, operates and maintains modern branded petrol stations across the State of Qatar.

WOQOD FUEL STORAGE FACILITIES

BITUMEN

Qatar's fuel distribution depots are located in Mesaimeer and Ras Laffan. WOQOD has invested in a variety of enabling network through a fleet of dedicated road tankers and its extensive network of Petrol Stations. WOQOD owns vessels for supplying marine fuel on high seas.





WOQOD entered into the bitumen business in 2004 and currently utilizes three import vessels to import bitumen to Qatar. Our bitumen operations are run from the Mesaieed Industrial City (MIC) port area in southeast Qatar, and include onshore storage tanks and state-of-the-art plants for the production of quality bituminous products, including Polymer Modified Bitumen (PMB) and Cutbacks.

SUSTAINABILITY REPORTING AT WOGOD







GAS OPERATIONS

LIQUEFIED PETROLEUM GAS (LPG)

WOQOD manufactures a wide range of LPG distribution products, including our new lightweight SHAFAF cylinders, for domestic use and for bulk distribution of LPG for commercial and industrial needs.

WOQOD's LPG filling plant occupies 310 x 130 meters in the New Industrial area of Doha. The plant is supplied by a pipeline linking Qatar Petroleum's refinery to the filling plant. The pipeline significantly reduces the traffic on the road from Messaid to Doha, which positively contributes to lower CO2 emissions by reducing road congestion and fuel consumption. LPG as a product is a growing source of low emissions energy that is easy to use as an alternative to diesel and gasoline, with the advantage of having lower pollutant particles and a much cleaner flame.

NATURAL GAS

WOQOD works to extend its commitments, expertise, and technology for the betterment of Qatar and its community by providing a choice of clean, convenient, eco-friendly natural gas to its customers. This project was envisioned in association with the Department of Industrial Estate (DIE) and Qatar Petroleum (QP) to cater to the energy demands of approximately 500 industrial customers in the "Small Industrial Area-Doha", and to build a compressed natural gas (CNG) station to supply fuel to buses in the KARWA network (Qatar's official public transportation system).



WOQOD Petrol Station Network



PETROL STATIONS & RETAIL STORES

COMMERCIAL FUELS

WOQOD is exclusively responsible for the distribution of fuel within Qatar. This includes Diesel and Gasoline for land vehicles, boats, aviation, and industries. WOQOD has significantly increased its petrol stations including 12 mobile petrol stations. The total number of stations currently in operation reached 84 petrol stations with international standards.

WOQOD petrol stations are equipped with modern forecourts, high-speed dedicated diesel lanes, large convenience stores, manual and automatic car washes, quick lube functionality, tire shops, and vehicle workshops.

Mobile petrol station experience has proven to be very successful in providing essential petroleum products to areas that suffer from a shortage of these products, either because of non-availability of stations or due to the closure of some private stations which had previously supplied these areas. The advantage of these stations is that they are a quick and easy facility that offers all types of fuel needed by customers in those areas.

RETAIL STORES

WOQOD has diversified into retail marketing under the brand "SIDRA". This business aims at providing convenience by offering a wide range of its consumer products and food and beverage services. Lately, WOQOD has partnered with international brands to provide a one stop shop solution through these multi-purpose fuel stations.

WOQOD MARINE

Established in 2009, WOQOD Marine controls a fleet of five (5) highly specialized bitumen tanker vessels, two (2) Oil/Chem product tankers and one (1) multi-purpose tanker, totaling 63,000 DWT with a current average age of 5.4 years. WOQOD Marine will continue to focus on creating a platform to support Qatar fuel (WOQOD) continuous expansion, not only of our fleet but also of our global presence in the bitumen tanker market and oil product market, through the development of partnership with oil traders and refineries.

WOQOD Marine anticipates to grow from a bitumen/oil marine transportation company, providing seaborne storage of bitumen to an efficient bitumen storage, logistics and transportation platform in an effort to support infrastructure growth throughout the countries.

WOQOD Marine plans to expand its fleet by two more vessels this year and add another 3 vessels till 2022 and our bunkering business of HFO, MGO and Fresh Water in Qatar has seen exponential growth.

The bunkers supply volumes by WOQOD has grown up from 5000 MT in June 2017 to 95,000 MT in June 2019 and have been successfully executed without any Oil spill incidents or LTI. Bunkering has played a crucial part in supporting the country's LNG fleet operations and expansion projects.



WOQOD SUBSIDIARIES

WOQOD VEHICLE INSPECTION (FAHES)

WOQOD Vehicles Inspection (FAHES) is the only company licensed to conduct inspection of light vehicles, heavy vehicles and heavy equipment in Qatar.

FAHES is offering a highly technical inspection of vehicles in conformity with the approved standards of road traffic safety and pollution control. The company carries out technical inspection of the vehicles in compliance with standards mutually agreed upon with the Traffic Department under the Ministry of Interior, and the General Committee of Standardization and Metrology.

FAHES with the aim of increasing efficiency, maximizing shareholders wealth and high quality service to the customers, the company was renamed as WOQOD Vehicles Inspection (FAHES). Under the ministerial Decree No. (2) of 2003 the rights to carry out the mandatory annual inspection of vehicles required for renewing registration certificate was entrusted with the company. The responsibility to administer the Technical Inspection and issue certificate to vehicles for renewal.





G6

QJet for Aviation fuels was founded in 1990 and is 60% owned by WOQOD and 40% by QIMC. QJet is the only company entrusted with the task of delivering fuel for airplanes using Hamad & Doha International Airports. In addition to maintaining the fuel facilities. Its fuel is of commercial Jet-A1 meeting all relevant standards of quality and safety in a timely manner.

1

418

(Unit say put

QATAR AVIATION SERVICES

FLAMMABLE

100

OJet -



SUSTAINABILITY REPORTING

This is WOQOD's Sixth Sustainability Report with all our commitments, governance, policies, performance and targets in respect of managing the environmental and social impacts of the Group during the financial year ended 31 December 2018.

It has been prepared in line with Global Reporting Initiative (GRI) – G4 Guidelines along with Oil & Gas supplements. In determining the scope of this Report, we considered the level of business activities and specific sustainability concerns for the entities under WOQOD. Considering the views of the stakeholders, WOQOD's overall business risks, relevant sustainability trends together with industry best practices, we identified the material factors that are of most concern to our business and stakeholders.

IDENTIFYING MATERIAL ASPECTS AND BOUNDRIES

STEP 1 IDENTIFICATION

The process of defining the specific content for the report is undertaken by discerning the level of impact our operations have on aspects outlined by the Global Reporting Initiative (GRI). The aspects deemed as material to WOQOD's activities are then cross referenced against the G4 guidelines outlined by GRI. Applying these standards ensures accurate reporting and transparency.

Initially WOQOD, through its Quality Health Safety Security Environment (QHSSE) department, shall consider a broad list of topics to report on and thusly narrow down the topics to the most relevant in relation to our operations impacts. "Relevant" topics are those that may reasonably be considered important for reflecting the organization's relevant economic, environmental and social impacts; or influencing the assessments and decisions of stakeholders.

STEP 2 PRIORITIZATION

After considering a list of relevant topics covered in the report which is likely to be a list containing a selection of GRI Aspects and GRI sector disclosures that are complemented, if needed, by other topics, the organization should prioritize them. This involves considering the significance of their economic, environmental and social impacts for their substantive influence on the assessments and decisions through stakeholder consultations.

STEP 3 VALIDATION

The validation process analyses all identified material aspects against the principle of completeness prior to gathering the information needed for the report. Moreover, this step of validation entails assessing the material aspects against:



The aim of this process is to ensure that the report provides a reasonable and balanced representation of the organization's sustainability performance. This step is carried out by QHSSE Department in consultation with the Strategy Department.

STEP 4 REVIEW

This final process is undertaken once the report has been published, and the organization is preparing for the next cycle. This step focuses on the aspects that were material in the previous reporting period and also consider stakeholder feedback. The principals of Sustainability inclusiveness and Sustainability context and their associated tests in the guidelines, inform the review process of the report. They serve as checks with regards to the presentation and evaluation of the report as well as the reporting process.

$ \longrightarrow $	Step 1: Identification	Step 2: Prioritization	Step 3: Validation	\rightarrow	
	Sustainability Context	Completeness	Materiality		Repor
	S	Stakeholder Inclusiveness			
<	100 100 100 C	Step 4: Review	<		_ ↓
	Sustainability		Stakeholder		

4 STEP APPROACH

The process of defining the report content is based on principals that are designed to be used in combination. These principals are the following:

- Stakeholder inclusiveness
- Sustainability context
- Materiality
- Completeness

GRI Disclosure: 102 - 46,102-47,102-50 & 102-52

STAKEHOLDER MAPPING



Stakeholder engagement is not only integral to any CSR activity, it also forms the basis of good corporate governance. Thus, it is important to determine who an organization's stakeholders are as well as their level of interest. Stakeholder mapping can be visualized as a web of connections between all various components and as such enables the organization to mark out all the important connections between the various stakeholders both upstream and downstream. Essentially the purpose of stakeholder engagement is to build trust between the organization and parties of interest by taking into account their viewpoints and incorporating them into the organization's policies. This allows for more transparency from the organization. For more details on stakeholder groups & channels of engagement (see Appendix 2).

MATERIALITY MATRIX



In order to ensure that WOQOD prioritizes the issues that are of most interest to our stakeholders as well as of highest importance to the business. A materiality analysis was conducted to identify which issues have the highest impact regarding WOQOD's brand equity, revenue and costs. The issues placed on WOQOD's materiality matrix display their position in relation to stakeholder interest as well as potential business impact. These issues should not be viewed in isolation as they are usually interconnected.

IDENTIFYING ISSUE:

WOQOD's QHSSE department has undergone a process of assessing the materiality aspect list and benchmarking against past performance. Additionally an assessment of global trends was conducted such as the UN Sustainable Development Goals in tandem with National Initiatives such as the National Vision 2030 in order to develop objectives geared towards addressing these issues.

ASSESSING BUSINESS IMPACT:

This phase of the process focused on determining which issues have a direct impact on the bottom line. As a result it was identified that issues concerned with operations was highly correlated to profitability of the organization such as employee health & safety, Qatarization, and revenue from retail and improvements in one can have a knock on effect on the others. Moreover, in order to implement objectives and set targets geared towards positively influencing these materiality issues the following process was undergone:

ASSESSING STAKEHOLDER INTEREST

Once stakeholders have been identified, the goal is to then determine which stakeholders have the highest interest in relation to the outlined materiality issues and consequently any objectives related to those issues. This can then lead to the effective stakeholder engagement.

REVIEW

The final phase of this process relates to management's review of the objectives as well as the methodology used to derive these objectives.

GRI Disclosure: 102 - 46,102-47,102-50 & 102-52

GOVERNANCE

MATERIAL ISSUES

- Anti-corruption
- Corporate Governance

GOVERNANCE

WOQOD have a clear and effective governance structure that extends from our Board of Directors (BoD) and Executive Leadership to our operations. The Board of Directors (BoD) is the highest governance body and responsible for all high-level decision making regarding economic, financial, operational, social and environmental issues.

The Boards' duties are carried out independently and impartially in accordance with Qatar Stock Market Governance requirements.

GOVERNANCE STRUCTURE



GRI Disclosure: 102-18

BUSINESS ETHICS

WOQOD ensures the integrity of its business activities through its internal policy, viz. "Statement of conflict of Interest policy and code of ethics" and management systems. All employees of WOQOD expected to abide by the codes of conduct outlined in its strict Statement of Conflict of Interest and Codes of Ethics. This policy is applicable to all employees of WOQOD as well as all subsidiaries. An employee who fails to adhere to these policies is subject to reprimanded up to termination. This policy designed to address the following aspects:

- Code of Conduct
- Duty of Fidelity
- Conflict of Interest
- Disclosure of Potential Conflicts
- Harm to Business reputation
- Gifts or 'Kick backs'
- Company Funds and Property
- Confidential Information
- Outside Employment and Business Activity

BOARD AUDIT COMMITTEE

Internal Audit Committee shall be appointed by WOQOD Board, all members of the Committee shall have a sufficient expertise that enable them to perform the committee function elaborated in Article 18 of the Corporate Governance Codes No.5 for 2016. Authorized Third party carrying out WOQOD Internal audit and audit function has always been to improve its process within the organization that will result in improved revenue and reduced risk.

The majority of Board Audit Committee members shall be independent Board members and should not have served as part of the company audit team for the last two subsequent years. Non-governmental committee members are not prohibited from serving simultaneously as Board members and/or audit committees members of more than two other public companies. The Board must determine that such simultaneous service would not impair the ability of such member to serve effectively on the Company's Audit Committee.

WOQOD Internal auditing prioritized by the level of risk associated with each identified area. Areas of interest are determined by leadership with recommendations from all departmental areas within the company including finance, accounting, operations, and sales and marketing.

GRI Disclosure: 102-1

PILLAR 1 OPERATIONAL EXCELLENCE AND ECONOMIC PERFORMANCE



ECONOMIC PERFORMANCE

MATERIAL ISSUES

- Economic Performance
- Anti-corruption

DIRECT VALUE GENERATED & DISTRIBUTED (QAR)						
	2014	2015	2016	2017	2018	
REVENUE	14,489,082,138	13,187,501,587	13,843,943,202	17,218,531,000	23,149,150,398	
OPERATING	818,530,523	1,048,635,122	1,089,223,495	378,556,000	371,577,357	
NET PROFIT	1,132,829,907	1,050,060,646	883,110,228	964,117,000	1,160,112,605	

GRI Disclosure: 201-1

WOQOD's net profit increased by 20% as compared to 2017, driven by better savings from cost optimization. Cash expenses lower by 13% driven by cost optimization initiatives and efficiency improvements.

RETAIL DEPARTMENT - NET PROFIT FY 2018 "FIGURES IN MM"					
	2017	2018			
REVENUE	3,551	4,789			
CASH OPERATING EXPENSES	261	197			
NET PROFIT/ (LOSS)	16	59			

"

WOQOD Retail net profit at the end of year 2018 amounted to QAR 58 million as compared to QAR 16 million in the year 2017, with an increase of QAR 42 million i.e. 271% increase rate. Significant growth in profit is driven by better saving from cost optimization and cash expenses lower by QAR 65 million i.e. 25% as compared to year 2017 by implementing cost optimization initiatives and efficiency improvement.

Fuel sales in Quantity increased by 14% and Non Fuel revenue (Sidra, Auto Care and Shafaf) by 4% as compared to year 2017.

WOQOD Retail fuel market share increased by 8% from 58% by end of year 2017 to 66% market share by end of year 2018, mainly driven by opening of 31 petrol stations including 12 Mobile petrol stations in various locations in the year 2018.

The new petrol stations are with more number of fuel dispensers compared to existing stations.



SHARFRAZ KADHER NOORUDHEEN RETAIL HEAD

BUTANE GAS SALES PER SECTOR (TONNES)						
	2014	2015	2016	2017	2018	
COMMERCIAL SECTOR	25,207	27,592	29,422	31,598	36,549	
INDUSTRIAL SECTOR	7,538	6,832	8,368	12,725	16,944	
RESIDENTIAL	N/A	1,007	1,258	1,345	1,373	
CONTRACTOR	N/A	1,360	4,748	8,205	12,293	
TOTAL	33,537	36,790	43,796	53,873	67,159	

WOQOD increased their Butane Gas Sales by 24.66% from last Year (2017) by selling around 15,000 Tonnes. Our excellent service and competent team satisfying all WOQOD Customers made this possible.

BUTANE GAS IN CYLINDER SALES (CYLINDERS)						
	2014	2015	2016	2017	2018	
12KG METAL CYLINDER SALES	5,134,000	5,150,000	4,750,000	2,142,000	94,255	
6KG SHAFAF CYLINDER SALES	39,000	45,000	56,900	40,000	46,194	
12KG SHAFAF CYLINDER SALES	1,394,000	1,992,000	2,656,000	5,610,000	8,134,030	
TOTAL	6,567,000	7,187,000	7,462,900	7,792,000	8,274,479	

WOQOD has contributed in making Gas Cylinders safer for it's customers by providing Shafaf gas cylinders and the sales of the Shafaf cylinders has increased since it started replacing the metal gas cylinders, Which in the contemporary has decreased since the release of Shafaf.

Shafaf sales has increased by 45% compared to last year's sales while metal cylinder has decreased by 96% compared to last year. Total sales of Butane Gas Cylinders increased by 6%.

NATURAL GAS PER MILLION BRITISH THERMAL UNITS (MMBTU)							
	2014	2015	2016	2017	2018		
INDUSTRIAL	253,056	482,612	743,228	738,748	819,282		
CNG	64,684	51,789	31,970	38,942	55,083		
TOTAL	317,740	534,401	775,158	777,690	874,365		

The sales of the Natural Gas have experienced gradual growth over the year, which is increased by 41% and sales growth of 12% in the year 2018.

WOQOD is expanding Compressed Gas sales volume by establishing of new stations in the coming year.

BITUMEN SALES (METRIC TONNES)						
	2014	2015	2016	2017	2018	
BITUMEN 60/70	67,628	59,916	76,497	292,727	272,445	
POLYMER PMB	9,117	8,543	10,282	13,920	8,780	
TOTAL	76,745	68,459	86,689	306,647	281,225	

Bitumen sales reduced by 8% because WOQOD is currently building new Storage tank and filling technologies, aims to make the bitumen selling faster and safer than before. The project is planned to be finished by the early 2019.

"

Our "Bitumen Import Terminal Upgrade Project" will increase bitumen import capacity to meet this growing demand necessary to achieve the country's 2030 Qatar National Vision and 2022 World Cup goals and objectives.

We have taken major efforts to improve our Bitumen import and storage efficiency with less environmental impact.

We reduced associated environmental risks with accidental spills and releases, by providing process safeguards and secondary containment around bitumen storage tanks. The storage capacity enhanced i.e., increased to 13,000 m3 "operation storage" by that three (3) WOQOD marine vessels can be offloaded and GHG emissions due to ship idling will be reduced. We replaced old storage tanks, which are at the end of life with new storage tanks, equipped with vapor recovery by installing a vapor-balancing manifold and route tank vents to the Thermic Oil Heater.

I believe that our committed sustainability plan would bring remarkable growth not only for WOQOD, but also for our stakeholders. We believe that each section of society must work together to create the balance in equal harmony among economic, environmental and social factors our country and the world requires for a sustainable future.



MUBARAK ALI ALBRIKI PROJECT DIRECTOR, BITUMEN IMPORT TERMINAL UPGRADE
NATURAL GAS PER MILLION BRITISH THERMAL UNITS (MMBTU)					
	2014	2015	2016	2017	2018
LAUNDRY	132,737	116,141	87,759	44,675	4,603
LUBE SERVICES CHANGES	4,843,176	5,824,475	1,595,629	5,475,791	5,045,075
WOQOD LUBRICANT	24,164,889	27,213,042	28,453,534	31,562,936	31,228,453
MANUAL CARWASH	22,210,309	26,259,358	35,675,941	41,724,502	43,431,887
AUTOMATIC CARWASH	11,871,795	12,807,555	12,929,640	11,401,800	10,213,020
CARWASH	488,766	810,340	810,315	605,437	585,130
TIRE BAY	23,608,857	28,605,872	31,784,588	36,405,078	37,468,282
REPAIR BAY	16,918,867	19,604,591	21,245,192	23,823,990	26,997,242
VACUUM SERVICES	218,940	220,460	221,315	245,360	251,735
CAR DETAILS BAY	66,475	91,594	162,864	441,312	572,870
SPARE PARTS	18,946,304	22,820,749	25,669,494	29,273,457	31,948,631
SIDRA STORE PRODUCTS	160,430,235	152,636,229	159,816,281	177,900,344	185,299,085
TOTAL	284,669,350	297,020,406	318,452,552	358,904,682	373,046,013

In 2018 WOQOD experienced growth in the retail sales service offered at WOQOD petrol stations and SIDRA centers, i.e., 3.8 % profit in the year 2018 compared to 2017. WOQOD Petrol stations and SIDRA stores inside them across Qatar provide these products and services.

PAY LOAD OPTIMIZATION

WOQOD plan to have new aluminum tankers in fuel distribution and 80% of the total fleet will be leased by the end of 2019, it is estimated that payload will increase from 14,000 liters to 28,000 liters with increase in carrying capacity.

PAYLOAD IMPROVEMENT PLAN (Vol. In Thousand)



We, the entire team at LDO, continuously monitor the operations on land & sea, in a safe and sustainable manner with emphasis on storing & distributing clean fuels & products including GTL that are produced in Qatar & imported, utilizing techniques to reduce Hydrocarbon emissions while achieving highest cost efficiency by being the pioneer company in Qatar to use tablets (PDA) & aluminum tankers to improve the performance, optimize fleet and fuel consumption.



ANNAS IBRAHIM EID LOGISTICS, DISTRIBUTION, OPR. & MARINE MANAGER

WOQOD MARINE AND QJET REVENUE FY 2018				
	WOQOD MARINE QJET - AVIATION FUEL			
REVENUE TOTAL	75 MILLION	9.9 BILLION		

"

QJet is always looking for opportunities to reduce greenhouse gas emissions. We are introducing fuel conservation initiatives such as Aviation Fueling Management System in our fleet to enhance our ability to track fleet and manage distribution routes, decreasing the number of trips and reducing distances resulting in lowering fuel consumption and carbon emissions in addition to the reduction in consumables related to fleet maintenance.



SHK. HAMAD BIN SAUD AL THANI **GENERAL MANAGER-COMMISSIONED, QJET**

WOQOD Marine and QJet Revenue showed significant growth in the financial year 2018.

WOQOD Marine Service revenue amounted to QAR 75 Million and QJet revenue amounted to QAR 9.9 Billion as compared to QAR 6.8 Billion in 2017.

PILLAR 2 SOCIAL DEVELOPMENT & COMMUNITY INVESTMENT



SOCIAL DEVELOPMENT & COMMUNITY INVESTMENT

MATERIAL ISSUES:

- Qatarization
- Training Education
- Equal Opportunity Labour Practice
- Corporate And Social Responsibility
- Fair Wages

QATARIZATION				
YEAR	QATARIZATION %	NO. OF QATAR EMPLOYEES		
2015	13.19	168		
2016	16.10	222		
2017	17.81	223		
2018	12.70	220		

We are committed to achieve the targets set by the Qatarization Strategic Plan. Learning and Development section (L&D) is well organized and structured to develop Nationals and raise the youth leaders. Our plan for 2019 is to Increase Qatarization percentage by qualified Nationals and overcome the previous year's setback.

GRI Disclosure: 413-1



WAJDAN AHMAD AL-SADA **L&D HEAD**



WOQOD's total workforce in 2018 was 1,918. Approximately 11% of the workforce are Qatari nationals. Qatarization is among WOQOD's top priorities in conjunction with the National vision 2030. This is reflected in WOQOD's hiring processes and human resource programs designed to attract Qatari nationals. These initiatives have resulted in an approximately 50% of midlevel positions being occupied by Qatari nationals, when not taking in account field positions that still rely heavily on expat workers such as petrol stations worker, drivers and other areas.

RECRUITMENT INITIATIVES			
YEAR	NUMBER OF NEW RECRUITS		
2015	81		
2016	98		
2017	97		
2018	178		

GRI Disclosure: 401-1

WOQOD is involved in a number of professional exhibitions organized by academic institutions such as Qatar University and participating in the Energy and Industry Employment Exhibition every year. WOQOD also participates in school exhibitions to encourage students to think about a career path in WOQOD and add to our regular improvement and expansion. In 2018, 456 employees were hired to achieve targets and deliver quality service to customers.



As detailed in the organization's human resource policy, hiring procedures and performance management, it is WOQOD's focus is to provide equal and fair opportunities to all employees and job applicants. Applicants are strictly considered solely on the basis of merit, competence and qualification. All other characteristics such as age, gender, and religion are deemed irrelevant. This allows for WOQOD to tap into a greater pool of talent, which would otherwise be untapped.

GRI Disclosure: 405-1

TRAINING				
YEAR	TRAINING MAN- HOURS	TRAINING MAN- HOURS BY EMPLOYEE		
2015	24,495	19.23		
2016	35,968	26.25		
2017	68,762	34.72		
2018	78,120	40.73		



WOQOD sees its human capital as an invaluable resource, thus it is crucial to invest highly in the development of this resource, and this is reflected in the number of ongoing training and development initiatives in both technical fields as well as general skills tailored to benefit employees in all areas of the organization. This is underpinned by the increase observed over the years specially in 2018 in training man hours per employee, which has seen an steady rise since 2015 until now reaching to approx. 40 hours per employee. WOQOD sets an annual minimum requirement of four (4) training hours per employee, which it regularly surpasses.

TRAINING BREAKDOWN

CORPORATE

TRAINING BREAKDOWN			
YEAR	TOTAL GROUP HOURS (WOQOD CORPORATE)		
JANUARY	266		
FEBRUARY	462		
MARCH	2016		
APRIL	2352		
MAY	2401		
JUNE	0		
JULY	5100		
AUGUST	20160		
SEPTEMBER	17125		
OCTOBER	7568		
NOVEMBER	7350		
DECEMBER	13320		
TOTAL	78120		

TECHNICAL	16
SOFT SKILLS	5
HSE	10
QUALITY	3

WOQOD corporate staff are mostly based at WOQOD tower. In the year of 2018 corporate staff have received a total of 78120 hours. The majority of which were in the field of health, safety and environment. Training sessions included; basic life support, confined spaces workshop, fire warden and heat stress workshops.

MONTH	TOTAL GROUP HOURS (RETAIL)	
JANUARY	190836	
FEBRUARY	57723	
MARCH	91326	
APRIL	28416	
MAY	420	
JUNE	724	
JULY	19720	
AUGUST	37440	
SEPTEMBER	142332	
OCTOBER	247050	
NOVEMBER	206955	
DECEMBER	74898	

RETAIL

TECHNICAL	3
SOFT SKILLS	3
HSE	4
QUALITY	0

The majority of retail staff underwent soft skills training as a majority. The second category of training given to staff that received the most man-hours was in the field of health, safety and environment. Training sessions included; Retail Foundation course, Practical Training on merchandising, Refresher Course on Customer Service Procedures, Basic Firefighting, Basic First Aid and on job training for newly joined WOQOD Retail Outsource staff.

GRI Disclosure: 404-1,404-2 & 404-3



At WOQOD, we believe that we can achieve sustainable growth by integrating our business approach with the expectations of our stakeholders, conducting our business with integrity and providing our workforce with a safe environment and opportunity for growth.

Our employees take pride in their association with an organization. We believe that continued investments in 'Development of People' which is also one of our core values to development of a responsible organization.

As part of WOQOD's Mission, we will train and develop competencies across the organization to enable us to demonstrate that we are the best in what we do in the region.

We are committed to participate in developing the Qatari Human Capital with well skilled and qualified Qatari men and women to have the best opportunities to join WOQOD workforce with different backgrounds: Permanent jobs for the Qataris who are qualified and ready to join the market

Scholarship/sponsorship program in the best universities internationally and locally

Internship programs with WOQOD employees who will help you know more about the practice of your major The Human Capital facilitate rich discussion around each management staff to discuss their Strengths, Areas of Development, their Aspirations and Engagement, which culminates in the development of an Individual. We improvise our strategies every year to enhance the employee experience enabling them to meet their desired goals.



YOUSEF KHALID AL-JABER HUMAN CAPITAL – MANAGER

ANNUAL EMPLOYEE TURNOVER

YEAR	AVERAGE EMPLOYEE LENGTH OF STAY
2014	4 YEARS
2015	4 YEARS 6 MONTHS
2016	4 YEARS 4 MONTHS
2017	4 YEARS 6 MONTHS
2018	4 YEARS 3 MONTHS

Annual turnover is used as proxy measure for employee satisfaction; therefore, it suggests that the longer the employee stays the company the higher the satisfaction. At WOQOD, the average stay of an employee is four years and three months for the year 2018.

GRI Disclosure: 405-1

SUPPLIER SCREENING & PROCUREMENT

WOQOD maintains consistent efforts to ensure that all suppliers adhere to the applicable local and international standards.

WOQOD has a high regard for ethical conduct. Thus, every supplier is to sign an agreement that, all parties must comply with laws, policies and regulations in Qatar as well as adherence to the rules of business ethics ,conflicts of interest. The methodology of evaluating contractor's acceptability employs environmental, health and safety indicators.



LOCAL PROCUREMENT

WOQOD is committed to prioritize the local procurement as it is considered a mutual benefit. A local source gives better guarantees and is always ready for any requirement or any emergency.

WOQOD realizes that engaging local suppliers to work has a central role in stimulating growth in the local economy, especially since the organization's major expense is attributed to the construction of petrol stations. Therefore, in the interest of capitalizing on self-sufficiency, WOQOD aims to purchase a large amount of inputs through local companies. This also allows easy payments as local suppliers providing credit facilities, but international suppliers require advance payments. With this in mind WOQOD has developed a domestic incentive-oriented policy Economy by giving priority to the local supplier when the value or final result of their offer does not exceed 10% of a successful bid.

We acknowledge that our procurement practices in line with Qatar Petroleum (QP) TAWTEEN Initiative.

We support and prioritize local contractors and suppliers in order to retain economic value within the State of Qatar. In 2018, we continued our supplier screening & procurement strategy, witnessed 10% increase in the local procurement compared to 2017.



MAJID ABDULLA AL-MALKI P&C MANAGER

ORACLE ERP-RE-IMPLEMENTATION

WOQOD's IT Application Team completed a full upgrade and re-implementation of the Oracle ERP Application. A complete change in the Solution architecture to capture the current and future growth of WOQOD and its subsidiaries in addition to full automation in business processes covering Procure to Pay, Order to Cash, Acquire to Retire and hire to retire in addition to maintenance and employee self-services.

"

Oracle e-Business Suite ERP stands for Enterprise Resource Planning, a suite of software that manages day to day business activities in a structured manner with full controls enablement as per the international and audit requirements. A complete solution architecture that draws the flow of data between systems. Oracle ERP is the electricity that keeps the lights on.



FAYEZ AL KHATIB APPLICATION AND DEVELOPMENT HEAD - IT

WOQOD CSR ACTIVITIES 2018

WOQOD is committed to corporate social responsibility and support environment and local community.

In the year 2018, WOQOD took part in various events and activities as follows:

Sports Authority fund	WOQOD contributes 2.5% of its annual net profit to Sports Authority Fund
Career Event	WOQOD conducted carrier event for fresh Engineering Graduates
Traffic Week	WOQOD's Vehicle Inspection (FAHES) participated in the 34th General Traffic Directorate within MOI initiative
Blood Donation Campaign	WOQOD participated in a blood donation campaign for its employees, in cooperation with HMC and Oryx GTL
Cancer society	WOQOD donates to the Cancer Society to help the people with this notorious disease
AGRITEQ - 2018	WOQOD participated in the "AGRITEQ" event to know latest technologies that help us go green
National day celebration organization committee	WOQOD sponsored and participated in the National Day celebrations coordinated by the State National Day celebrations organizing committee
Qatar Red Crescent	WOQOD donates to the QRC to help people that need help inside or outside the country
48th Gymnastic world Champion	WOQOD sponsored and was an official partner for 48th Gymnastic World Championship
Mental Health Friends Association	WOQOD donates to the Mental Health Friends Association



In addition to that, WOQOD provides in-kind support and training to non-profit organizations and Qatar education institutions.

SOCIAL CONTRIBUTION

As a public company, WOQOD donates 2.5% of its annual net profit to the Sports Authority fund as mandated by the Law No. (13) in 2008.

YEAR	2014	2015	2016	2017	2018
SOCIAL & SPORT ACTIVITIES	28,320,748	31,327,973	22,077,756	24,102,941	29,002,815
DONATIONS	2,300,000	800,1 <i>5</i> 7	1,440,300	200,000	2,050,000
TOTAL	30,620,748	32,128,130	23,518,056	24,302,941	31,052,815

GRI Disclosure: 201-3 & 404-3

PILLAR 3 SAFEGUARDING THE ENVIRONMENT



SAFEGUARDING THE ENVIRONMENT

WOQOD Environmental Sustainability

"Our main approach to reducing our operations' impact on the environment is constructed around the adoption of a prudent and proactive environmental management system, one that emphasizes efficiency, sustainability of operations, and implementation of best practices and technologies in our sector" WOQOD and subsidiaries are currently certified as below

- International Organization for Standardization (ISO) 9001:2015 Quality Management System;
- ISO 14001:2015 Environmental Management System

• Occupational Health and Safety Assessment Specification (OHSAS) 18001:2007– Occupational Health and Safety Management System.

WOQOD has been making continuous progress towards reducing environmental impact from its business activities and constantly looking for opportunities to innovate and reduce its dependence on resources, which would result in minimal emissions and waste.

MATERIAL ISSUES:

- Compliance
- Emission
- Transportation
- Energy Consumption
- Water Management

ENVIRONMENTAL COMPLIANCE

WOQOD and its subsidiaries adhere to all the regulations and guidelines related to the business and are compliant to all relevant environmental regulations implemented by Ministry of Municipality & Environment (MME) and compliant with applicable International regulations and requirements.

WOQOD Implementing Environmental policies, Management systems and continuous tracking and maintaining key performance indicators enabled to continually integrate and drive environmental sustainability throughout the organization

2017-18, no form of non-monetary sanction or penalty was levied against the WOQOD and its subsidiaries for any non-compliance with laws and regulations regarding the environmental matters.

ENERGY MANAGEMENT

WOQOD recognize that an industry-wide reduction of carbon emissions is crucial to global environmental sustainability. WOQOD accepts with full gravity and responsibility to identify ways in which our business can contribute to this reduction.

In 2018, continued to track energy use derived from electricity purchased from the Qatar General Electricity and Water Corporation (KAHRAMAA) and also from the transportation fleet used for delivery of our products to customers.

"

The ship energy efficiency management plan (SEEMP) is an operational measure that establishes a mechanism to improve the energy efficiency of a ship in a cost-effective manner. SEEMP 2 came into force on 1st January 2019, WOQOD marine has implemented the below ship energy efficiency measures to reduce its carbon footprint.

We have studied the reduction of speed by 1 knot and the corresponding fuel saving as well as reduction in Co2. For oil tankers, reducing speed by 1 knot reduces fuel consumption by 17 to 22 percent. WOQOD marine plans to implement wherever possible a 1 knot reduction in speed.



ANNAS IBRAHIM EID LOGISTICS, DISTRIBUTION, OPR & MARINE MANAGER

GRI Disclosure: 102-1,102-2,102-3,102-4,102-5 & 102-6



WOQOD total direct energy consumption declined 12% in the year 2018 due to initiatives taken in the distribution fleet sector.

WOQOD's has replaced old trucks with new aluminum tanker trucks.

- Advantages of this Initiative are
- Truck Engine efficiency increased
- Fuel consumption reduced
- GHG emission reduced

Objective of this Initiative is to minimize our energy consumption and reduce GHG emission



GRI Disclosure: 302-1,302-2 & 302-4

EMISSION MANAGEMENT

WOQOD and its subsidiaries GHG emissions is in the form of electricity purchased from third parties and use of transportation fuels such as gasoline and diesel.

WOQOD taking continuous efforts in this capacity include tracking and reporting greenhouse gas (GHG) emissions that result from our internal operations and developing methods to reduce those emissions.

At WOQOD, we believe that economic growth and the wellbeing of society are inextricably linked to the health of the environment. We embrace our responsibility for environmental stewardship and we are committed to integrating environmental practices and sustainability principles into our core business strategy.

As sole distributor of LPG cylinders, keeping customer safety in mind, we phased-out metallic cylinders from the market and introduced safe, weightless composite cylinders "SHAFAF".

We followed safe disposal procedure for steel cylinders and ensured compliance with all environmental regulations and standards.

Aiming to reduce GHG Emission by proving environmentally friendly gas fuel (CNG) in Qatar. We plan to set up more compressed natural gas (CNG) stations within two years.



NAJA MAHDI ALAHBABI GAS OPERATIONS & MANAGER



EMISSION FROM DISTRIBUTION (CO2E)

CARBON INTENSITY OF FUELS (GRAMS CO2-EQ) / MJ



WOQOD and subsidiaries in line with Qatar National Vision 2030 policy of reducing the country's carbon footprint. WOQOD joins hands with Qatar Petroleum (QP), leading CNG program to meet fuel demand in the state of Qatar. The concept to cater for the CNG fuel requirement of public and private sector vehicles in future.

"

We at FAHES, a WOQOD subsidiary understand that vehicle pollutants cause immediate and long-term effects on the environment and is one of the major causes of global warming. At FAHES, we inspect all vehicles on an annual basis to ensure that the vehicles are road worthy and their emission levels are in compliance with Qatar, GCC, and international standards, helping to manage the environmental impact of these vehicles and reducing our carbon footprint. FAHES is too keen in spreading customer awareness and takes part in all traffic events to educate the customers on how they can maintain their vehicles and aid in improving Qatar's ambient air quality. Regular joint patrols with the traffic department and impounding vehicles that fail to maintain the emission levels further aids in reducing the environmental impact caused by such vehicles.



MR. EID AL KUBAISI FAHES MANAGER

Compressed Natural Gas (CNG) Facts:

- CNG is the cleanest burning fuel in the market today
- CNG fueled vehicles produce the least emissions than any other motor fuel
- CNG can be used even without the availability of pipeline
- CNG produce 28-30 percent less greenhouse gases than gasoline- or diesel-powered vehicles
- CNG can reduce nitrogen oxide (NOx) emissions and reactive hydrocarbons which form ground-level ozone

Energy conservation initiatives

Our efforts to reduce energy consumption last year included implementation of various initiatives to improve internal efficiency.

- Introduced new fleets with aluminum tank to increase engine efficiency and reduce fuel consumption.
- Auto Aviation Locator system (AALC): Implemented in our QJET fleets, to enhance our ability to track fleet and manage distribution routes, decreasing the number of unnecessary trips and therefore lowering our fleet's overall fuel consumption.
- WOQOD corporate office with LED bulbs with auto sensors. LED with sensor light technology is very efficient because automated lighting control system that turns lights on and off. This is an environment friendly solution which reduce unnecessary power consumption.

GRI Disclosure: 302-1,302-2 & 302-4

EMISSION INITIATIVES

Vapor Recovery System:

WOQOD installed vapor recovery system in the truck loading bays

- Gasoline vapors are collected over an absorption/adsorption system. Collected vapors are trapped in liquid form and mixed with fresh gasoline product.
- The system will provide cleaner and safe work environment.

WATER MANAGEMENT

Reduce of water consumption and increase water recycle rate are key elements of WOQOD. As a result, to actively manage and work towards reducing WOQOD water footprint. WOQOD and subsidiaries operation to manage water resources by understanding water consumption, comply with regulatory requirements, implement systematic conservation and reuse and report water usage.

PROCESS WASTEWATER



■2017 ■2018 YEAR

FRESH WATER CONSUMPTION



WOQOD recognizes the value of natural capital and the impact of its operations on the environment. Water is the most essential resource for any Oil and Gas Company, since WOQOD is a downstream distributor of petroleum products, thus does not use water at an industrial capacity for daily operations.

WOQOD has taken initiatives to optimize water consumption at petrol stations, i.e., for reusing/recycling of water wherever possible.

The total water consumed by WOQOD in 2018 is 425,628 cubic meters, which is 14.5 % less than the year 2017 and Process wastewater generation is reduced by 14.67 % in the year 2018, it is achieved through water conservation efforts and recycling/reusing and adopting technological improvements in the identified locations such as car wash areas.

Wastewater generated in the auto, manual car wash area is being treated, and treatment system is designed to use 90% of the water used for car wash.

GRI Disclosure: 303-1,303-2,306-1 & 306-2

PILLAR 4 HEALTH & SAFETY



HEALTH & SAFETY

MATERIAL ISSUES:

- Occupational Heath & Safety
- Process Safety

Health & Safety is on our priority since we understand that keeping our people and environment safe will ensure long-term viability of our operations and sustainability.

At WOQOD, we ensure that all our employees and contractor's staff have all the resources and training required to work safely. WOQOD strive to create a safe operating culture and our actions depend upon the safety of our people and communities around us.

Our aim has been to achieve minimum or zero incidents and accidents from our operations.

WOQOD make an effort to be proactive to review and analyze hazards and formulating risk and mitigation approach to prevent accidents from our operations.

MANAGEMENT APPROACH: INTEGRATED MANAGEMENT SYSTEM

WOQOD has established an Integrated Management System (IMS) to align and manage its business through the establishment of policies, procedures, and supporting documentation.

Policy

The IMS policies establish a direction for activities involving:

- Quality
- Occupational health and safety
- Environmental and sustainable development
- Asset integrity and process safety and Security

Objectives

WOQOD establish clear objectives and targets to:

- Improve continuously for prevent on of accidents & occupational illnesses and minimizing any impact of our activities on the environment.
- Promote learning through training and sharing of experiences and best practices; including with contractors, customers and the public, wherever required.
- Inculcate values and attitudes conducive to achieve excellence in Health, Safety and Environmental Performance.

Mission

- To provide all customers with reliable, professional and innovative solutions through friendly, excellent and convenient
- To demonstrate accountability for all our activities
- Qatarization aimed at transformation from Sponsorship to Leadership

To be the best downstream energy company in the region, in terms of not only the customers and employee satisfaction but also maintaining its shareholder earnings

- Train and develop competencies across the organization to enable us to demonstrate that we are the best in what we do in the region
- To minimize our impact on the environment through the introduction of new technologies

Monitor

Monitor performance by:

- Periodically auditing work processes, systems & practices and promptly correcting deficiencies.
- Incorporating HSE performance as a parameter for assessing the overall performance of Employees, Business Units, Contractors and Business Associates.

HSE Performance Improvement Programs

WOQOD is committed to the continual improvement of its Health, Safety and Environment performance (HSE). To demonstrate this commitment WOQOD has a structured guidance in place for the annual monitoring of HSE progress for the purpose of improvement. The aim of this program is to:

- Reduce injuries
- Reduce financial burden from losses to people, assets and the environment
- Enhanced customer profile and stakeholder acceptance
- Improved insurance premiums

This program is applied to the all WOQOD facilities, services, employees and contractors working for or on behalf of WOQOD to its operated sites. This program is best summarized as a three-step approach. Any identified HSE improvement categories can be aligned to elements of the IMS

> identify improvement area based on previous annual HSE performance

identify what needs to be done to further improve HSE performnace

identify the timeline for improvement action

"

WOQOD, and Subsidiaries has shown consistent year-on-year reduction in lost-time and total recordable case records. Our successful deployment of targeted HSE initiatives enabled us to reduce the Total Recordable Injuries by 35% percent compared to the previous year. It was also in 2018 that the mandate of QHSSE department was successfully expanded to support Qjet and Fahes.

Safety is a Core Value in WOQOD, and the Leadership Commitment is demonstrated in periodic management safety tours, quarterly operational HSE meetings and sponsorship of Safety campaigns and recognition rewards.

Road Safety maintains a high priority as the largest hydrocarbon fleet operator, whether directly or via contractors. We have initiated a Road Safety Strategy that governs all the elements of road transport including driver and vehicles fitness, stakeholder engagement, competency, journey management, live monitoring and a reward and disciplinary scheme. The above has led to major reduction in road incidents by around a third, and has provided many leading indicators to address issues proactively.

LIFE-SAVING RULES



KHALID AHMED AL-HETMI QHSSE MANAGER

WOQOD has "Life-Saving Rules" in place for reinforcing WOQOD's existing Health & Safety procedures. "WOQOD's Eleven (11) Life Saving Rules" set out in a simple way and clear "dos" and "don'ts" covering activities with the potential safety risk. These signs displayed throughout all WOQOD's operational facilities and offices. The Life-Saving rules were modeled on those developed by International Association of Oil & Gas Producers and are widely implemented to reduce risk and fatalities.

Implementation of these rules is WOQOD's commitment for continuous improvement in QHSSE and has a tangible contribution to strengthening our safety culture.



EMERGENCY RESPONSE PREPAREDNESS

The emergency response is process involves a systematic and structured approach for preparing, managing and recovering to normal operations.

WOQOD has two (2) levels of support for any emergency

- Site based Emergency Management Team (EMT) who deal with emergencies and may require support from the Civil Defense or location emergency response teams e.g. Ras Laffan with RLIC
- Head Office Emergency Support Team (EST) who provide support to the site EMT during an incident.

WOQOD has periodic training sessions in the form of desktop exercises, mock drills and combined exercises for relevant personnel at each location. WOQOD extent of the training is based upon the size and complexity of the site operation.

In coordination with LDO and QHSSE, WOQOD conducted an unannounced Tier 2 fire drill at WOQOD Bitumen Plant in Mesaieed Industrial City (MIC) on 19th November, 2018 to ensure WOQOD and Contractor employees' preparedness on any emergency and test the rapid response of MIC Fire and Rescue Team.



WOQOD conducted an unannounced fire evacuation drill at WOQOD Tower in West Bay on 8th November, 2018 to ensure employee preparedness and test the adequacy of its emergency systems.

The drill was conducted by all WOQOD Tower tenants including WOQOD, Oryx GTL and contractors' personnel. The entire drill was supervised by the WOQOD QHSSE Department and building management system team, it involved active participation of more than 573 employees and contractors and the entire 30 floors of WOQOD Tower.

WOQOD's management demonstrated leadership and commitment to employee welfare and safety by extending their continuous support through provision of resources and trainings that significantly contributed to a well-organized, safe and successful evacuation drill.

The exercise exhibited complete cooperation between all occupants of the tower including WOQOD's employees and management, staff of ORYX GTL and the Civil Defense for proper planning and execution of the safety program and the accurate functioning of the fire alarm and detection systems for emergency facilities installed within the tower





Process Safety

Process safety deals with the prevention and control of incidents that have the potential to release energy or hazardous materials. Such incidents can cause toxic effects, fire or explosion and could ultimately result in serious injuries, property damage, lost production and environmental impacts.

"Process safety is a disciplined framework for managing the integrity of operating systems and processes that handle hazardous substances. It relies on good design principles, engineering, operating and maintaining practices" – International Oil and Gas Producers Association (OGP).

WOQOD continue to work to improve process safety culture in the organization, learning from our own operations and other oil and gas industry process safety events.

WOQOD understands that HSE inspections are crucial in ensuring a smooth flow of process including process safety and it is required to ensure employees and work site supervisors to assess risk and to find problems before any accidents and losses occur.





WOQOD's QHSSE Manager participated and shared his views in QP Industrial Cities Process Safety Management Conference 2018

WOQOD ROAD SAFETY FORUM

Fuel distribution is WOQOD's core business and operations therefore it is imperative to for the organization to ensure that any potential risks are mitigated. In response to this WOQOD has developed a Road safety forum, where it consults with representatives from all sectors for serving as a reference body on road safety. As a result of this forum WOQOD has developed a list of comprehensive guidelines for Road Tanker Operators (RTO), to enhance awareness of safety.

QHSSE and Gas Operation departments under the support and guidance of Gas Operation Manager have conducted a safety and technical awareness campaign for LPG Road Tanker Operators (RTOs) and attendants in order to enhance their technical and safety knowledge on LPG tankers' mechanical systems, safety requirement for WOQOD vehicles, safe loading and evacuation, and ERP protocol.

WOQOD ROAD SAFETY CAMPAIGN

In line with WOQOD's commitment to strive for zero harm to its personnel and neighbors, and aim to promote "WOQOD's Life Saving Rules", QHSSE department launched new safety campaign "#WoqodSafeDriving" on 28th October 2018.

The #WoqodSafeDriving campaign covers seven (7) identified safety areas related to:

- Seat Belt
- Safe Distance
- Speeding
- Mobile Phone
- Reporting
- Smoking
- Safety Instructions

WOQOD staff engaged in WOQOD's social media platforms for the duration of the campaign (28th October – 29th November 2018), and participated in the competitions for a chance to win valuable rewards using the hashtag #WoqodSafeDriving.

Awarding of employees with the best entries for the Social Media Competition was held at the Woqod Tower Auditorium by Mr. Hamad Salem Al-Qamra Al-Marri (CCO - A/CEO),

Mr. Ahmed Ali Merza (CSSO), Mr. Soud Al-Dosari (Public Relations Manager) and Mr. Khalid Al-Hetmi (A/QHSSE Manager).

The Winning Employees were Olawale Yussuf - Best Video Category, and Venkatadri Karnam - Best Photo Category.



We launched safety campaign to increase road safety awareness and influence the behavior in groups of people who are statistically most at risk of being injured.

We used social media platforms because it is the most powerful tool to reach the people.

As the largest fuel distribution company, we understand the importance of Road safety. We pledged to work closely with stakeholders and authorities to make safer roads, safer road users and safer vehicles.



AHMAD ABDELREHIM BAKRY A/HSE HEAD



INITIATIVES

SMS NOTIFICATION SYSTEM:



The QHSSE department has introduced an initiative to enhance road safety, in coordination with LDO and the I.T. department. This initiative is an SMS-notification system. This system will be used to send critically or timely text alerts and notifications to WOQOD employees including:

- Weather alerts
- Emergencies
- Industrial cities notification
- Time sensitive and critical notice

HSE AWARENESS STATISTICS



Awareness Sessions

In 2018, there was a significant percent decrease in the incident rates due to increased awareness, WOQOD aspires to continue to boost HSSE awareness; not only within the company, but also to our external stakeholders and the industry at large.

WOQOD knows that sharing information and lessons learned coupled with driving industry-wide best practices will help drive another step in the journey and also focused on leading indicators and progressive tactics that positively impact HSSE results.

Lost time incidents and total recordable cases						
YEAR	MAN-HOURS (WOQOD + CONTRACTOR)	III	TRC	FAR	LTIF	TRCF
2017	10,817,392	19	19	0.00	1.50	2.48
2018	10,608,085	13	24	0.00	1.217	2.246

PRODUCT STEWARDSHIP

Shafaf

In the State of Qatar, Liquid Petroleum gas has been traditionally used for industrial and domestic cooking as well as heating. Conventional cylinders have always been manufactured from steel. This poses many dangers as steel is a highly volatile material and can be hazardous in certain conditions. WOQOD has mitigated this risk by developing the Shafaf cylinder. The Shafaf cylinder is manufactured using a fiberglass and plastic composite. The cylinder weighs only 5kg when empty, this makes it significantly lighter than steel. Counterpart is currently available in the market.

This allows for easy handling of the cylinder by the user. The product has also been developed using the latest technology in its design for the purpose of significantly increasing safety to customers as well as the environment due to its handling benefits. Furthermore, Shafaf has been designed to with stand immense temperatures and will not combust as steel cylinders do. To increase product safety even further Shafaf cylinders are equipped with compact valves, which are designed to eliminate gas leaks. The goal is to eventually phase out all steel cylinders and replace them with Shafaf.

GRI Disclosure: 403-1,403-2,403-3,403-4 & 403-5



Appendix 1: Main Strategic Areas

MAIN STRATEGIC AREAS	MATERIAL ASPECTS	BOUNDARIES
 DELIVERING RELIABLE & SAFE PRODUCTS & SERVICES TO FUEL QATAR SAFETY OF OUR CUSTOMERS IS OUR MAIN PRIORITY 	 QUALITY & PERFORMANCE CUSTOMER HEALTH & SAFETY 	OUR COMPANY, OUR SUBSIDIARIES, OUR CUSTOMERS
 SUPPORTING A SOUND ECONOMIC SYSTEM CONTRIBUTING SOCIALLY 	 PROCUREMENT PRACTICES & LOCAL PROCUREMENT CONTRIBUTION TO COMMUNITY (FINANCIAL & IN-KIND) 	OUR COMPANY, OUR SUBSIDIARIES, OUR CONTRACTORS OUR COMPANY, OUR SUBSIDIARIES, OUR COMMUNITY
 MAXIMIZING VALUE AND FINANCIAL RETURN GOVERNANCE EXCELLENCE 	ECONOMIC PERFORMANCEANTI-CORRUPTION	OUR COMPANY, OUR SUBSIDIARIES
 ENVIRONMENTAL MANAGEMENT APPROACH & EXPENDITURES ENERGY & CLIMATE CHANGE RESOURCE MANAGEMENT WASTE MANAGEMENT 	 ENVIRONMENT SPENDING, COMPLIANCE ENERGY, EMISSIONS, TRANSPORT IMPACTS MATERIALS, WATER WASTE MANAGEMENT 	OUR COMPANY, OUR SUBSIDIARIES, THE ENVIRONMENT
 QATARIZATION DIVERSE & ENGAGED WORKFORCE INVESTING IN EVERY EMPLOYEE SAFE & HEALTHY WORKING ENVIRONMENT 	 NATIONALIZATION EMPLOYMENT, DIVERSITY & EQUAL OPPORTUNITY FAIR WAGES, TRAINING & EDUCATION OCCUPATIONAL HEALTH & SAFETY 	OUR COMPANY, OUR SUBSIDIARIES, OUR PEOPLE

Appendix 2: Stakeholder Groups

STAKEHOLDER GROUP(S)	CHANNEL OF ENGAGEMENT	STAKEHOLDER PRIORITIES
CUSTOMERS INDIVIDUAL COMMERCIAL INDUSTRIAL	 DIRECT ENGAGEMENT THROUGH SELLING POINTS CUSTOMER SATISFACTION SURVEY CUSTOMER CARE CENTER ONLINE ORDERING SYSTEM ANNUAL REPORTS MEDIA CENTER RELATIONSHIP MANGERS 	 RELIABLE SUPPLY OF PRODUCTS SAFE PRODUCTS & SERVICES HIGH-END QUALITY PRODUCTS AND SERVICES CONTINUAL INNOVATION OF PRODUCTS & SERVICES EASY & SEAMLESS PROCESSES
EMPLOYEES	 PERFORMANCE REVIEWS DIRECT INDIVIDUAL MANAGERS ANNUAL EMPLOYEE SATISFACTION SURVEY TRAINING & SEMINARS 	 EQUAL OPPORTUNITY ENGAGEMENT COMPETITIVE SALARY & BENEFITS PACKAGES CLEAR AND CONTINUOUS CAREER DEVELOPMENT PATH & PLANNING HEALTHY & SAFE WORKING ENVIRONMENT PERFORMANCE BASED -EVALUATION
SUPPLIERS & CONTRACTORS	 CONTRACTORS CONTRACTORS' & SUPPLIERS EVALUATION NORMAL BUSINESS INTERACTIONS REQUEST FOR PROPOSAL MEETINGS, WHEN NEEDED VISITS TO SUPPLIERS 	 ON TIME PAYMENTS FAIR EVALUATION SUPPORT FOR LOCAL SUPPLIERS BUILDING LONG TERM BUSINESS RELATIONSHIPS
SHAREHOLDERS	 ANNUAL GENERAL MEETINGS QUARTERLY EARNINGS RELEASES, ANNUAL REPORTS, INVESTORS PRESENTATIONS, GOVERNANCE ANNUAL REPORTS BOARD OF DIRECTORS MEETINGS 	 HIGH & EFFICIENT PERFORMANCE HIGHER DIVIDENDS AS A RESULT OF INCREASED PROFITS & CONTINUOUS GROWTH REDUCED BUSINESS RISKS BUILDING AND SAFEGUARDING WOQOD'S REPUTATION

Appendix 2: Stakeholder Groups

STAKEHOLDER GROUP(S)	CHANNEL OF ENGAGEMENT	STAKEHOLDER PRIORITIES
REGULATORS & GOVERNMENT	 REGULAR REPORTING REQUIREMENTS OFFICIAL VISITS AUDITS FORUMS, TRAININGS AND WORKSHOPS 	 QATARIZATION PROVIDING THE FUEL FOR ECONOMIC GROWTH PRESERVING ECONOMIC & NATURAL ENVIRONMENT COMPLIANCE WITH LAWS & REGULATIONS ALIGNMENT WITH QATAR NATIONAL VISION 2030
COMMUNITY	 COMMUNITY INVESTMENTS & CONTRIBUTIONS CONTRIBUTION TO PUBLIC COMPANIES FUND COLLABORATION WITH CIVIL SOCIETY ORGANIZATIONS DIRECT INTERACTION WITH COMMUNITY THROUGH EVENTS 	 CREATION OF MORE JOBS QATARIZATION STRONG CULTURE & HERITAGE POSITIVE IMPACT OF OPERATIONS LOCAL SOURCING COMMUNITY INVESTMENTS
ENVIRONMENT	 ENVIRONMENT MANAGEMENT ENVIRONMENTAL LAWS & REGULATIONS 	 MINIMIZATION OF OPERATIONS' IMPACTS A HEALTHY & SUSTAINABLE ENVIRONMENT INVESTING IN NEW ENVIRONMENTALLY FRIENDLY PRODUCTS & SERVICES

GRI Content 'In Accordance' – Core

The table below provides the disclosure of GRI content for "In Accordance" – Core for our report. Further explanation for each indicator can be found online at:

https://www.globalreporting.org/Pages/default.aspx

INDICATOR	PAGE REFERENCE (OR DIRECT RESPONSE IN CASE OF OMISSION)	EXTERNAL ASSURANCE
GENERAL STANDARD DISCLOSU	RES	
ORGANIZATION & ANALYSIS G4	1-9	NOT ASSURED
ORGANIZATIONAL PROFILE G4-3 G4-4 G4-5 G4-6 G4-7 G4-8 G4-9 G4-10 G4-10 G4-11 G4-12 G4-13 G4-13 G4-14 G4-15 G4-16	10-14	NOT ASSURED
IDENTIFIED MATERIAL ASPECTS & BOUNDARIES G4-17 G4-18 G4-19 G4-20 G4-20 G4-21 G4-22 G4-23	7,10,41,44,	NOT ASSURED
STAKEHOLDER ENGAGEMENT G4-24	42,45	NOT ASSURED

INDICATOR	PAGE REFERENCE (OR DIRECT RESPONSE IN CASE OF OMISSION)	EXTERNAL ASSURANCE
G4-25 G4-26 G4-27		
REPORT PROFILE G4-28 G4-29 G4-30 G4-31 G4-32 G4-33	3,46 THIS REPORT WAS NOT CHECKED BY A THIRD PARTY	NOT ASSURED
GOVERNANCE G4-34	27,29	NOT ASSURED
ETHICS & INTEGRITY G4-56	17-21,37	NOT ASSURED
S	PECIFIC STANDARD DISCLOSUR CATEGORY: ECONOMIC	ES
MATERIAL ASPECT: ECONOMIC PERFORMANCE G4-DMA G4-EC1 G4-EC4	22-30	NOT ASSURED E&Y ASSURED E&Y ASSURED
MATERIAL ASPECT: MARKET PRESENCE G4-DMA G4-EC6	7, 22-30	NOT ASSURED
MATERIAL ASPECT: PROCUREMENT PRACTICES	17,19	NOT ASSURED
	CATEGORY: ENVIRONMENT	
MATERIAL ASPECT: MATERIALS G4-DMA G4-EN1	17,19	NOT ASSURED
MATERIAL ASPECT: ENERGY G4-DMA G4-EN3	32,34	NOT ASSURED
MATERIAL ASPECT: WATER G4-DMA G4-EN8 G4-EN9 G4-EN10	32,34	NOT ASSURED

INDICATOR	PAGE REFERENCE (OR DIRECT RESPONSE IN CASE OF OMISSION)	EXTERNAL ASSURANCE
MATERIAL ASPECT: EFFLUENT & WASTE G4-DMA G4-EN22 G4-EN23 G4-EN24	34,35	NOT ASSURED
MATERIAL ASPECT: COMPLIANCE G4-DMA G4-EN29	7	NOT ASSURED
MATERIAL ASPECT: OVERALL G4-DMA G4-EN31	7,43	NOT ASSURED
MATERIAL ASPECT: EMPLOYMENT G4-DMA G4-LA1	17	NOT ASSURED
MATERIAL ASPECT: LABOR MANAGEMENT RELATIONS G4-DMA G4-LA4	17,37	NOT ASSURED
MATERIAL ASPECT: OCCUPATIONAL HEALTH & SAFETY G4-DMA G4-LA5 G4-LA6	40	NOT ASSURED
MATERIAL ASPECT: TRAINING & DEVELOPMENT G4-DMA G4-LA9 G4-LA10	14,37-39	NOT ASSURED
MATERIAL ASPECT: DIVERSITY & EQUAL OPPORTUNITY G4-DMA G4-LA12	37-39	NOT ASSURED
MATERIAL ASPECT: LABOR PRACTICES & GRIEVANCES MECHANISM G4-DMA G4-LA16	37-40	NOT ASSURED

INDICATOR	PAGE REFERENCE (OR DIRECT RESPONSE IN CASE OF OMISSION)	EXTERNAL ASSURANCE
MATERIAL ASPECT: NON- DISCRIMINATION G4-DMA G4-HR3	36-40	NOT ASSURED
MATERIAL ASPECT: FORCED OF COMPULSORY LABOR G4-DMA G4-HR6	36-40	NOT ASSURED
MATERIAL ASPECT: ANTI- CORRUPTION G4-DMA G4-SO4	27-29	NOT ASSURED
MATERIAL ASPECT: CUSTOMER HEALTH & SAFETY G4-DMA G4-PR1	40	NOT ASSURED
MATERIAL ASPECT: MARKETING COMMUNICATION G4-DMA G4-PR7	20,37	NOT ASSURED

Appendix 3: Topic Specific Disclosure

GRI DISCLOSURE CODE	TOPIC SPECIFIC DISCLOSURE	REFERENCE PAGE
	ORGANIZATION PROFILE	
102-14	STATEMENT FROM SENIOR MANAGEMENT	6 & 7
102-1	NAME OF THE ORGANIZATION	8
102-2	ACTIVITIES, BRANDS, PRODUCTS, AND SERVICES	
102-3	LOCATION OF HEADQUARTERS	
102-4	LOCATION OF OPERATIONS	
102-5	OWNERSHIP AND LEGAL FORM	
102-6	MARKETS SERVED	
	SUSTAINABILITY REPORT	
102-46	DEFINING REPORT CONTENT AND TOPIC BOUNDARIES	9
102-47	LIST OF MATERIAL TOPICS	10
102-50	REPORTING PERIOD	11
102-52	REPORTING CYCLE	12
	STAKEHOLDERS	
102 – 40	LIST OF STAKEHOLDER GROUPS	
102-42	IDENTIFYING AND SELECTING STAKEHOLDERS	12,13 & 14
	GOVERNANCE	
102-18	DELEGATING AUTHORITY	15
102-16	VALUES, PRINCIPLES, STANDARDS, AND NORMS OF BEHAVIOR	16
102-18	GOVERNANCE STRUCTURE	17
102-22	COMPOSITION OF THE HIGHEST GOVERNANCE BODY AND ITS COMMITTEES	19,20,21 & 22
	ECONOMIC PERFORMANCE	
201-1:	DIRECT ECONOMIC VALUE GENERATED AND DISTRIBUTE	24

Appendix 3: Topic Specific Disclosure

GRI DISCLOSURE CODE	TOPIC SPECIFIC DISCLOSURE	REFERENCE PAGE
	EMPLOYMENT	
413-1:	OPERATIONS WITH LOCAL COMMUNITY ENGAGEMENT, IMPACT ASSESSMENTS, AND DEVELOPMENT PROGRAMS	29 & 30
401-1:	NEW EMPLOYEE HIRES AND EMPLOYEE TURNOVER	30 & 31
405-1:	DIVERSITY OF GOVERNANCE BODIES AND EMPLOYEES	32
404-1:	AVERAGE HOURS OF TRAINING PER YEAR PER EMPLOYEE	34,35 & 36
405-1:	DIVERSITY OF GOVERNANCE BODIES AND EMPLOYEES	37
	PROCUREMENT	
308-1:	NEW SUPPLIERS THAT WERE SCREENED USING ENVIRONMENTAL CRITERIA	38
	EMPLOYEE BENEFITS	
404-3:	PERCENTAGE OF EMPLOYEES RECEIVING REGULAR PERFORMANCE AND CAREER DEVELOPMENT REVIEWS	40
201-3:	DEFINED BENEFIT PLAN OBLIGATIONS AND OTHER RETIREMENT PLANS	40
	ENVIRONMENT	
307-1:	NON-COMPLIANCE WITH ENVIRONMENTAL LAWS AND REGULATIONS	43
302-1:	ENERGY CONSUMPTION WITHIN THE ORGANIZATION	44
302-3:	ENERGY INTENSITY	44
302-4:	REDUCTION OF ENERGY CONSUMPTION	46
305-1:	DIRECT (SCOPE 1) GHG EMISSIONS	45
305-2:	ENERGY INDIRECT (SCOPE 2) GHG EMISSION	45
305-4:	GHG EMISSIONS INTENSITY	46
306-2:	WASTE BY TYPE AND DISPOSAL METHOD	47
303-1:	INTERACTIONS WITH WATER AS A SHARED RESOURCE	48 & 49
303-3:	WATER WITHDRAWAL	48

Appendix 3: Topic Specific Disclosure

GRI DISCLOSURE CODE	TOPIC SPECIFIC DISCLOSURE	REFERENCE PAGE	
303-4:	WATER DISCHARGE	47	
303-5:	WATER CONSUMPTION	48	
306-2:	WASTE BY TYPE AND DISPOSAL METHOD	47	
	HEALTH & SAFETY		
403-1:	OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEM		
403-2:	HAZARD IDENTIFICATION, RISK ASSESSMENT, AND INCIDENT INVESTIGATION	53	
403-3:	OCCUPATIONAL HEALTH SERVICES		
403-4:	WORKER PARTICIPATION, CONSULTATION, AND COMMUNICATION ON OCCUPATIONAL HEALTH AND SAFETY	57 & 59	
403-5:	WORKER TRAINING ON OCCUPATIONAL HEALTH AND SAFETY	59	

QATAR FUEL (WOQOD)

Contact

4021 7777 | ٤·٢\ ΥΥΥΥ
 sustainability@woqod.com.qa
 qatarfuelwoqod
 QatarFuel_Woqod
 QatarFuel_Woqod