

WOQOD SUSTAINABILITY REPORT 2016



وَقُود
WOQOD



FUELLING BRIGHTER FUTURES

SUSTAINABILITY REPORT 2016

HIS HIGHNESS

SHEIKH TAMIM BIN HAMAD AL THANI

EMIR OF THE STATE OF QATAR



HIS HIGHNESS

SHEIKH HAMAD BIN KHALIFA AL THANI

FATHER EMIR



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MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

IT'S MY PLEASURE TO PRESENT TO YOU THE WOQOD 2016 SUSTAINABILITY REPORT. THIS REPORT ADVOCATES WOQOD'S SUSTAINABILITY APPROACH AND REFLECTS CHALLENGES, ACHIEVEMENTS, AND OPPORTUNITIES AS WE TRANSITION TO OUR NEXT PHASE OF SUSTAINABLE GROWTH.

WOQOD increasingly views sustainability as a crucial component of our company's competitiveness. WOQOD has modelled its sustainability initiatives to be in tandem with the Qatar National Vision 2030, to ensure alignment with the national mandate, at both micro and macro levels. Accordingly this report will focus on development in the following four areas: Economic Progress, Social Development/Community Contribution, Safeguarding the Environment, Health & Safety.

Our commitment to health and safety has culminated in the implementation of WOQOD's own integrated management system, which has enabled and ensured continuous engagement between management and HSE issues on site. This has contributed significantly to early identification and elimination of near misses, resulting in an 18% improvement in our lost time injury (LTI) record over the previous year. Furthermore our efforts in maintaining a safe workplace are reflected in WOQOD maintaining a zero-fatality count amongst our employees and contractors over the past five years of reporting.

A testament to our efforts in promoting social causes is our Qatarization program, which has seen a 3% increase on the previous year (now making up 16% of the total work force). Additionally, in order to ensure a diverse and inclusive WOQOD has increased the number of female staff by 75% from the previous year. This has resulted in WOQOD acquiring highly talented individuals from historically

under-tapped talent pools.

Supported by management, employees are always at the forefront in social activities enhancing our corporate social responsibility and increasing company engagement with stakeholders. Our modest contribution covered wide philanthropy activities to extend a helping hand to local communities, enhance the Qatarization drive, optimize local procurement, support health awareness programs, increase environmental projects, collaborate with academic institutions, and encourage sports activities.

The underlying objectives of our approach to sustainability is formed on creating value for our stakeholders. This report brings closer toward this goal and provides essential information on our ongoing efforts and enhances the notion of transparency and responsibility.

In the end, I would like to thank our Board of Directors and stakeholders for their contribution to our ongoing success. I would also like to recognize our senior management and staff's commitment to helping our company excel in meeting the expectations of our stakeholders.

SAAD RASHID AL MOHANNADI
CHIEF EXECUTIVE OFFICER

A handwritten signature in black ink, likely belonging to Saad Rashid Al Mohannadi, the Chief Executive Officer.



ABOUT THIS REPORT

This report has been developed in accordance with Global Reporting Initiative (GRI) standards. This is WOQOD's fourth annual sustainability report and covers the economic, environmental, and social performance over an annualized period.

WOQOD invites all stakeholders to share their comments, questions or concerns regarding the content of this report or the company's sustainability performance through: galkawari@Woqod.com.qa

ABOUT US

Established in 2002, WOQOD's function is the sale and distribution of a range of petroleum products produced & refined by Qatar Petroleum. WOQOD also has a chain of convenience stores attached to all petrol stations. WOQOD is a publicly traded company listed on the Qatar Stock Exchange.

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
- Minimization of our impact on the environment will be achieved through the introduction of new technologies not yet seen in the region

WOQOD’S BRAND VALUES

PROFESSIONAL	SOLID
Everything WOQOD does internally and externally will be seen as a truly professional approach. We aspire to be the most professionally managed company in Qatar.	WOQOD as a company is built on a solid foundation financially through its shareholders.
FRIENDLY	ACCOUNTABLE
WOQOD is a friendly company to deal with and always approaches its customers in a friendly manner.	WOQOD is truly accountable for all its business activities and their impact.

WOQOD SUBSIDIARIES



FAHES

WOQOD's wholly owned subsidiary, Fahes is a vehicles inspection company, which has been granted an exclusive mandate to conduct vehicle inspection in Qatar. Fahes is innovative in its technological prowess, being the first company of its kind in its development of its one window system that allows for clientele to complete inspection procedures, vehicle insurance and fine payments when necessary at a single location with minimal delay.



WOQOD MARINE

Established in 2009, WOQOD Marine services operate a maritime fleet of seven vessels with six being currently operational. WOQOD Marine services have been awarded the document of compliance as a company transporting petroleum derivatives.



QJET

QJet for Aviation Fuels was founded in 1990 and is a 60% owned subsidiary of WOQOD. QJet is the only company entrusted with the task of providing fuel for airplanes using Hamad International Airport. Its fuel is of commercial Jet-A1 grade, meeting all international standards of quality and safety. QJet works with over 60 airline companies.

AL KHALEEJ ESTATE

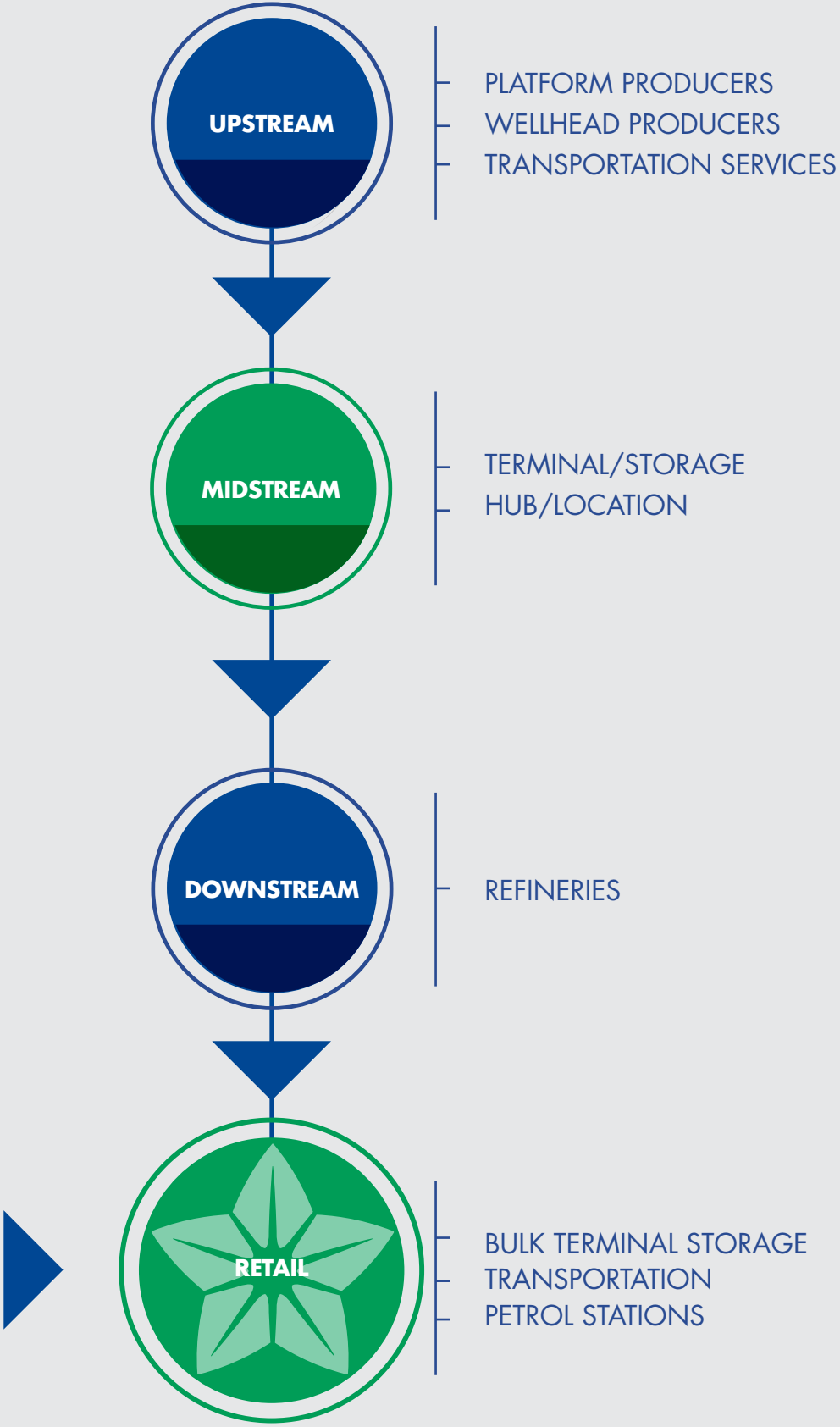
Established in 2012 and wholly owned by WOQOD, Al Khaleej acts as WOQOD's real estate management and investment arm.

WOQOD LOCATIONS



WOQOD SUPPLY CHAIN

WOQOD
OPERATES
HERE



SUSTAINABILITY DRIVERS

Being a leading distribution and retailing company for refined petroleum products, WOQOD has a large footprint across the State of Qatar. The organization's facilities operate in the midst of the local community, thus sustainability not only depends on efficiency and quality of business performance but also on how safety facilities are operated and how operations are carried out. The key drivers for WOQOD to embed sustainability into the cultural norm of the organization are:

- Wellbeing of our personnel and contractors working for us
- Wellbeing of communities affected by our activities
- Wellbeing of the environment in which we operate
- Wellbeing of our assets and those of our neighbors



QATAR 2030 VISION ALIGNMENT

The sustainability drivers at WOQOD are aligned with the National Vision 2030. Having common objectives aids in synchronicity with various stakeholders at different levels of interest.



QATAR NATIONAL VISION PILLARS

SUSTAINABILITY REPORTING

ASPECT MATERIALITY & REPORTING PROCESS

The QHSSE department currently conducts the Sustainability reporting initiative at WOQOD. This report is the fourth annual report and the first to be conducted in-house. This is a crucial component to our overall Sustainability policy, as we believe that stakeholder engagement is paramount in mitigating the impact externalities have on the organization as well as for the purpose of gauging the impact of our organization, both negative and positive.

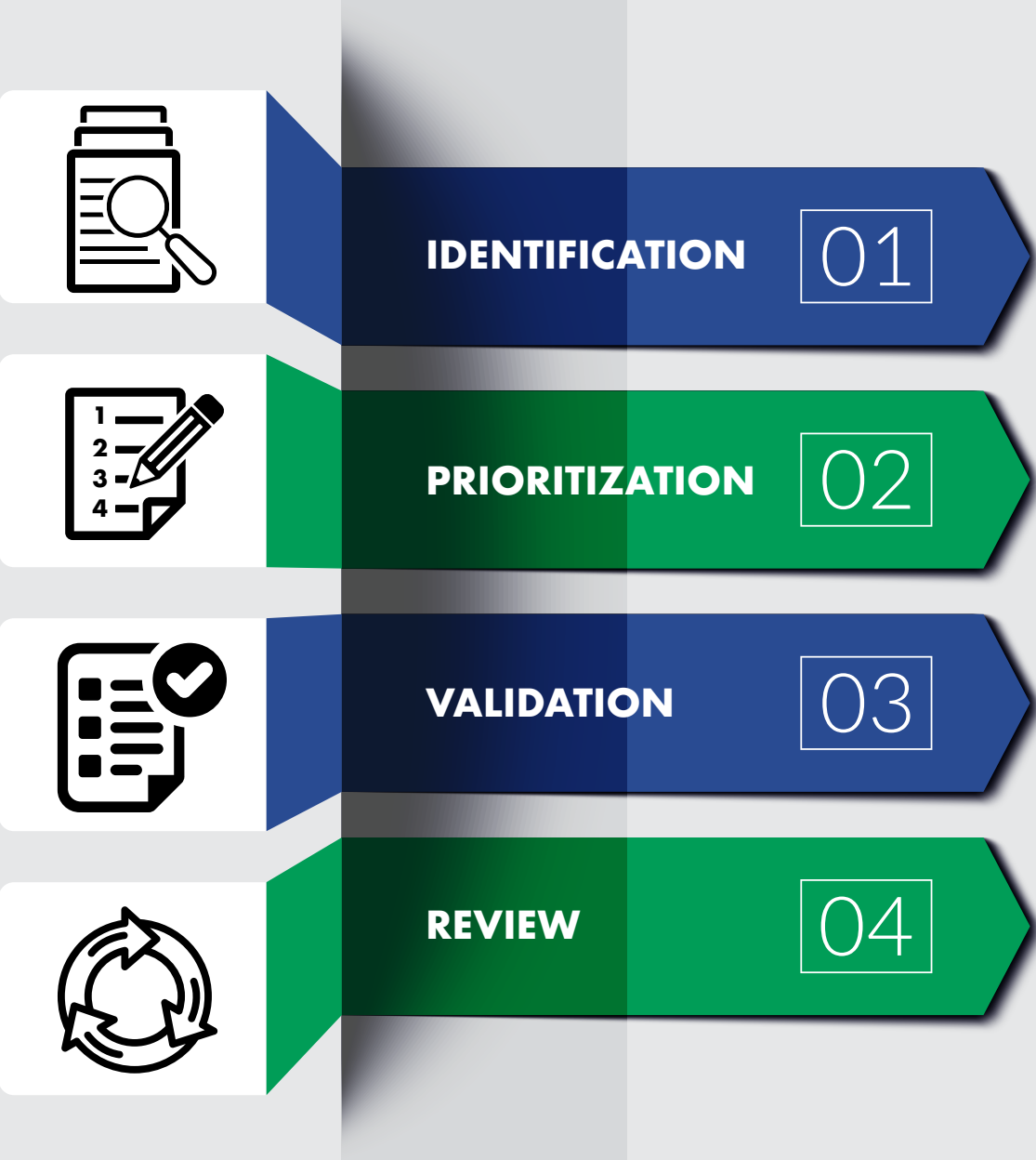
IDENTIFYING MATERIAL ISSUES AND PRIORITIZING AREAS OF FOCUS

Through stakeholder engagement as well as trend analysis WOQOD has identified the five focus areas to be deemed as Material to the Sustainability policy. Additionally WOQOD has taken into consideration the priorities of the Qatar National Vision (2030), the Qatar National Development Strategy as well as the Qatar Energy and Industry Sector Sustainability Programme (QEISS) headed by Qatar Petroleum. Using this as the foundation of our framework we believe that we will continually improve WOQOD’s sustainability in all facets of the organization.

In the year 2016 the sustainability report includes two new indicators previously not included, which are greenhouse gas emissions and environmental expenditure.



IDENTIFYING MATERIAL ASPECTS AND BOUNDARIES



DEFINING MATERIAL ASPECTS & BOUNDARIES: THE PROCESS

STEP 1: IDENTIFICATION

The process of defining the specific content for the report is undergone 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 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 which will be covered in the report which are 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:

1. Scope - The breadth of aspects covered in the report
2. Aspect Boundaries - The description of the impacts of each aspect
3. Time - The completeness of the information with respect to the reporting period

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 THE QHSSE Department in consultation with Strategy Department.

STEP 4: REVIEW

This final process is undergone 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 regard to the presentation and evaluation of the report as well as the reporting process as a whole.

SUSTAINABLE MANAGEMENT APPROACH

IMS POLICY

WOQOD employs an integrated management system in achieving and maintaining operational excellence. Specifically WOQOD demonstrates this through commitment to the following:

- Strive for zero harm to our personnel and neighbors
- Safeguard the environment in which we OPERATE AND MAINTAIN operational integrity and security of our assets
- Deliver high quality services and products to our customers
- Full compliance with Qatari laws, applicable regulations and regional/international protocols and agreements
- Contribute socially to the development of Qataris as a Corporate citizen

In order to fulfill the above commitments and achieve continual improvement in our QHSSE performance, we have developed an integrated management system based on international management system standards and guidelines relating to the following:

- Quality
- Occupational health and safety
- Environment and sustainable development
- Asset integrity and process safety and security

In consultation with our stakeholders of all interest levels, both internal and external, WOQOD's management shall set our QHSSE targets and objectives, provide the required resources effectively, control the operations, promote a safe work culture, monitor our performance and periodically improve the management system for the purpose of gauging its continued suitability, adequacy, and effectiveness. This policy applies to all facets of WOQOD including business units, employees, operations and facilities.



WOQOD BOARD OF DIRECTORS



Mr. Mohammed Nasser Al-Hajri
Vice Chairman



Mr. Ahmad Saif Al-Sulaiti
Chairman



Shk. Saoud Khalid Hamad Al-Thani
Board Member



Mr. Mohammed Khalid Gh. Al-Ghanem
Board Member



Mr. Nasser Sultan N. Al-Hemaidi
Board Member



Mr. Mohammed Abdulaziz
Saad Rashed Al-Saad
Board Member



Mr. Abdulrahman Saad Zaid Al-Shathri
Board Member



Mr. Ali Hassan Al-Khalaf
Board Member



Mr. Faisal A-Wahid Al-Hamadi
Board Member

GOVERNANCE

MATERIAL ISSUES: ANTI-CORRUPTION

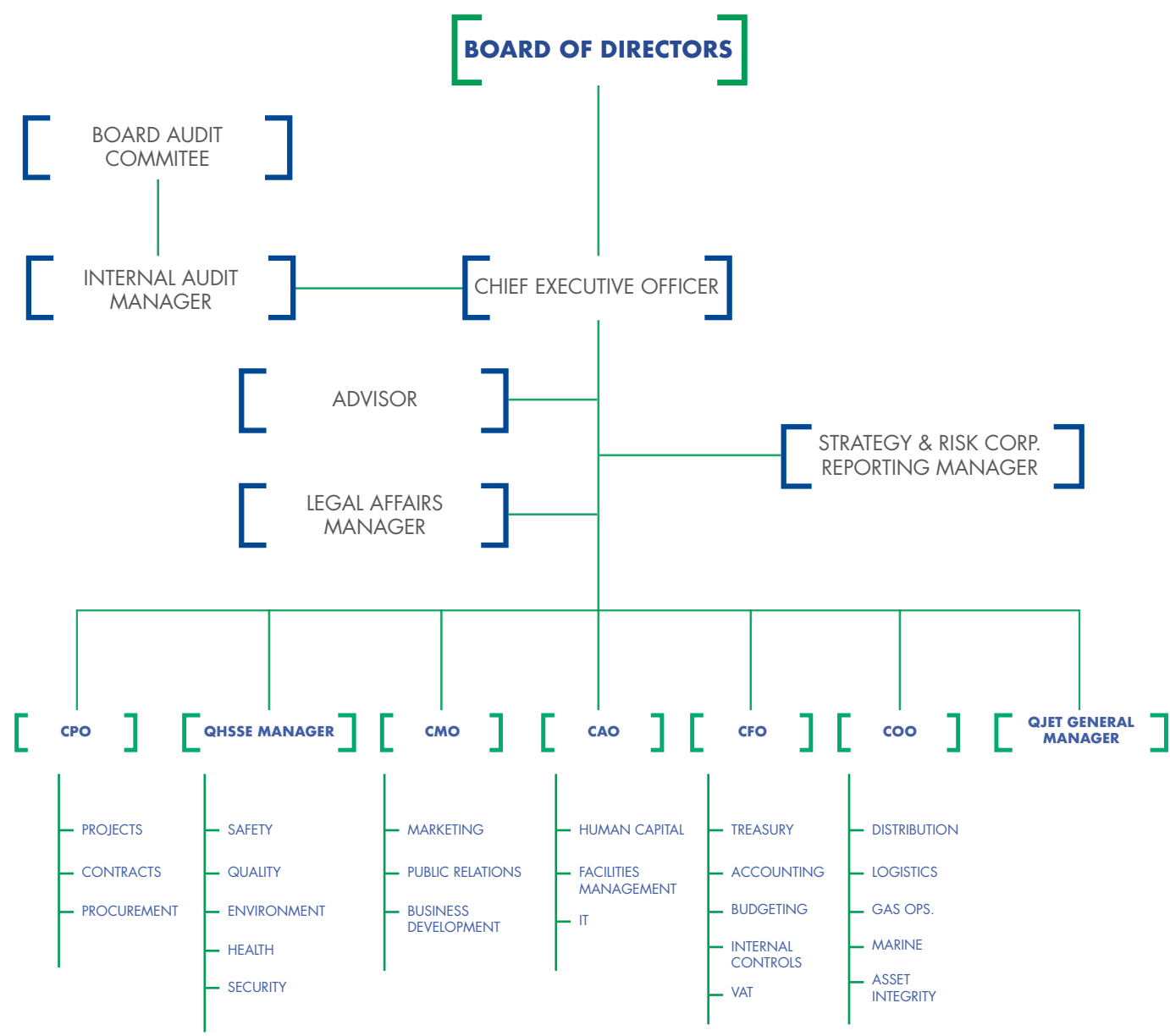
WOQOD’s structure of governance is led by the Board of directors (BoD), which is the highest governing body. Responsible for organizational oversight as well as corporate hierarchy, the BoD consists of seven highly qualified individuals, five of whom are elected by way of shareholders in a general assembly, which is held every three years. The BoD chairman and vice-chairman are appointed by Qatar Petroleum, WOQOD’s golden shareholder.

The BoD is responsible for all high level decision making regarding economic, financial, operational, social and environmental issues the company is faced with. These decisions are communicated to WOQOD’s CEO, who is responsible for the overall executive management of the company. The Boards’ duties are conducted independently and impartially in accordance with Qatar Stock Market Governance requirements. Furthermore the BoD must meet six times per year which WOQOD has upheld.

BOARD MEMBERS REMUNERATION (QAR)	
2013	24,750,000
2014	7,750,000
2015	7,750,000
2016	7,750,000

WOQOD adheres to a strict code of business ethics to ensure both transparency and that there are no conflicts of interest with regards to the Board’s decision making. This code of ethics requires all members to divulge all relevant information concerning such matters before joining.

GOVERNANCE STRUCTURE



MANAGEMENT
APPROACH: IMS

At WOQOD each member of staff has a defined role in relation to QHSSE management. This is why a distinction must be made between the terms leadership and management. The term leadership at WOQOD is not limited to managers. Every individual employee at WOQOD from the CEO down to the level of line supervisor is a leader, as such every individual leader is expected to motivate everyone within their team towards achieving WOQOD QHSSE objectives and performance targets. However, the expectations and responsibilities of each leader varies based on their hierarchy within WOQOD. This methodology consists of six sub elements as seen below:

1. Leadership & Visibility
2. Policy & Objectives
3. Corporate Social Responsibility
4. Stakeholder Engagement
5. Workforce involvement
6. IMS Governance

By applying a single unified system for managing Quality, Health, Safety, Security, Environment (QHSSE) across the whole of WOQOD, there is no need for standalone management systems i.e. (Environmental management system) for each facet of the organization. The key benefits of this are:

- Improvement of business focus & higher understanding of inter-relations among the varied business functions
- Multi-faceted approach to managing all business risks inclusive of the QHSSE risks
- Minimize conflict between individual management systems e.g. EMS
- Reduction of duplicated documents and less bureaucracy
- More efficient internal & external auditing
- Optimization of human resources
- Better understanding of roles & responsibilities amongst mid-level management & staff

PILLAR 1

ECONOMIC PROGRESS

MATERIAL ISSUES:

- ECONOMIC PERFORMANCE
- MARKET PRESENCE
- PROCUREMENT PRACTICES



STRATEGIC EXPANSION

WOQOD’s expansion is testament to the economic growth of the organization. During the year 2016 WOQOD had several expansion projects in all areas of the business. Below is a summary of these projects.

WOQOD PETROL STATIONS

In 2016 WOQOD saw the opening and operation of 19 new stations in different parts of the country. Furthermore, there are four projects in the tender stage and three others under design. WOQOD also completed the expansion of five existing stations in the following areas: Al Hilal, Industrial City, Manaseer, Al Thaein, and Bu Fuseliah.

FAHES PROJECTS

Fahes, WOQOD’s vehicle inspection arm, has seen significant expansion in the year 2016. In addition to currently operating centers, there was the construction of three new centers, all of which will have teams of technicians specialized in manufacturing and installing number plates. Completion of this project is expected in the first half of 2017. Additionally, four other centers are expected to be completed by the second half of 2017.

SIDRA STORES

In regard to the expansion of Sidra Store branches, there has been one major expansion project of a standalone Sidra store in Aamal tower. The project is awaiting the issuance of the necessary licensing before launching operations after construction and roll out of equipment.

DIRECT VALUE GENERATED & DISTRIBUTED (QAR)			
	2014	2015	2016
REVENUE	14,489,082,138	13,187,501,587	13,843,943,202
OPERATING COST (G&A EXPENSES)	818,530,523	1,048,635,122	1,089,223,495
NET PROFIT	1,132,829,907	1,050,060,646	883,110,228

WOQOD has recorded positive growth in sales of its various fuel and petroleum products, surpassing 11.5% in 2016 with a total sales volume of 9,331 million liters. For the year 2016, the product that saw the most growth in sales was aviation fuel, which rose by approximately 24.7%, reaching 4,010 million liters, followed by premium gasoline, which rose by 16.6% and diesel which increased by 2.8%. Conversely, the sale of super gasoline fell by 5.8%.

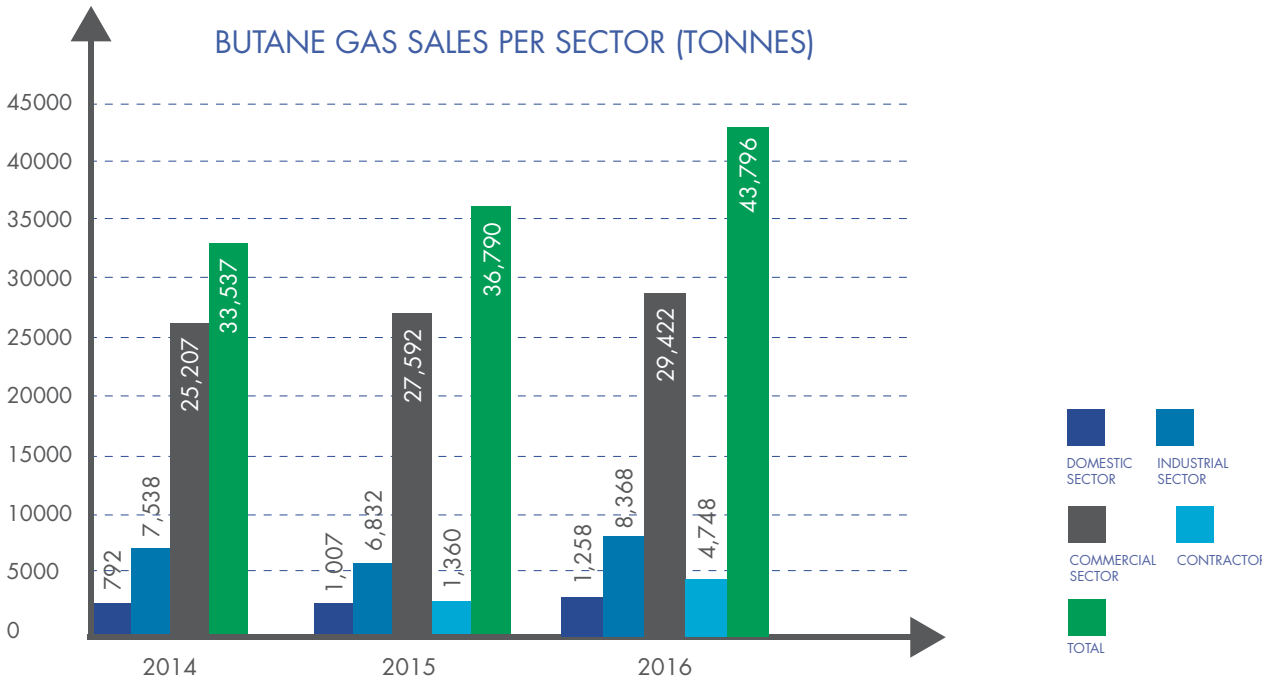
The decline is accounted for by Qatar Petroleum's 2016 application of GCC specification to two types of gasoline. Due to the matching of the two types of gasoline to international and Gulf standards, consumptions shifted to the new spec, all at the expense of the old spec.



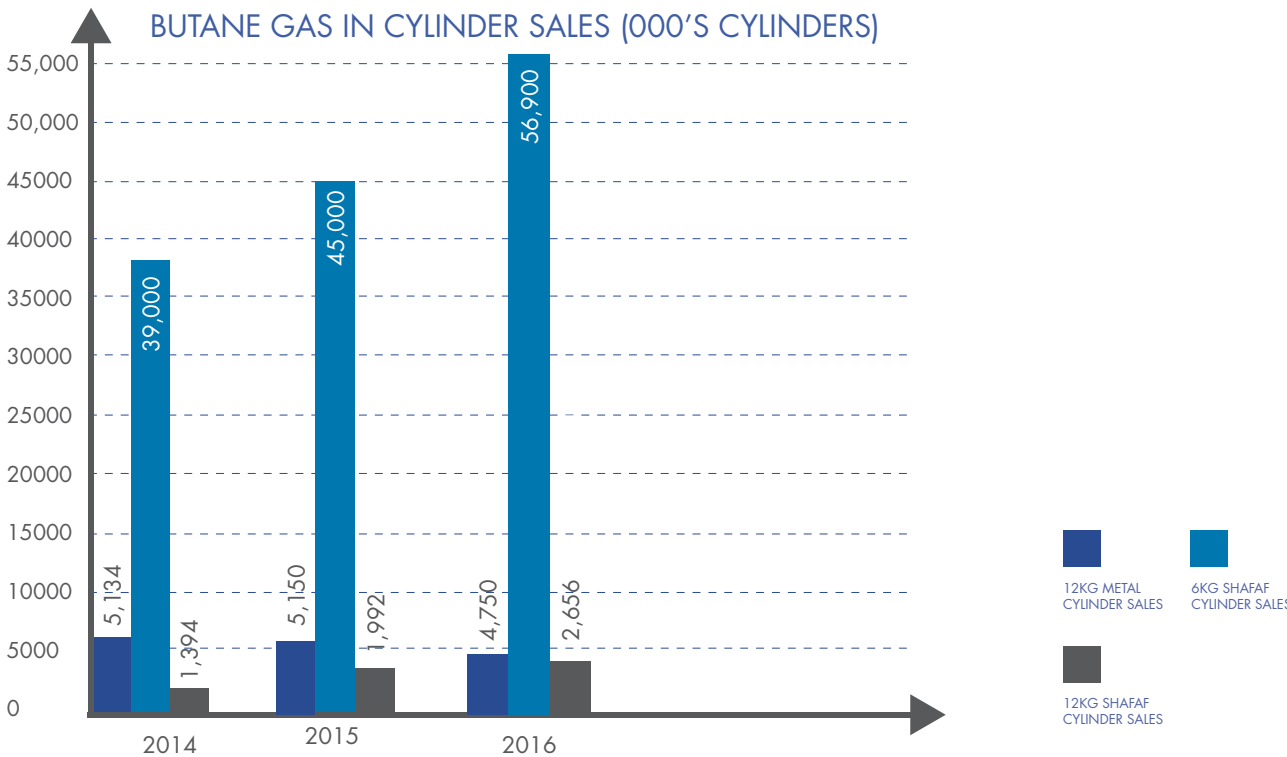
REVENUE FROM
RETAIL ACTIVITIES

RETAIL SALES OF NON-FUEL PRODUCTS (QAR)			
	2014	2015	2016
LAUNDRY	132,737	116,141	87,759
LUBE SERVICES CHANGES	4,843,176	5,824,475	1,595,629
CASTROL LUBRICANT	768,000	10,000	N/A
WOQOD LUBRICANT	24,164,889	27,213,042	28,453,534
MANUAL CAR WASH	22,210,309	26,259,358	35,675,941
AUTOMATIC CAR WASH	11,871,795	12,807,555	12,929,640
CAR WASH	488,766	810,340	810,315
TIRE BAY	23,608,857	28,605,872	31,784,588
REPAIR BAY	16,918,867	19,604,591	21,245,192
VACUUM SERVICES	218,940	220,460	221,315
CAR DETAILS BAY	66,475	91,594	162,864
SPARE PARTS	18,946,304	22,820,749	25,669,494
SIDRA STORE PRODUCTS	160,430,235	152,636,229	159,816,281
TOTAL	293,707,391	308,932,446	356,060,328

WOQOD’s non-fuel products from its retail section of the business has seen an increase in overall revenues, which rose by 10% in the year 2016. These services are offered by WOQOD at its stations and Sidra stores. These services include car wash, tire bay, oil change etc. which accounted for a total of QR 356 million of revenue. Moreover the highest performing service/product in this section was the manual car wash, which reported a growth of 33%, followed by the vehicle repair shops by 17%.



WOQOD has experienced a growth of 14% in total sales of its LPG in comparison to the previous year, 2015. The domestic sector rose to 1,258 Tonnes from 1007 in the same period of the previous year. Total sales have reached 43,796 Tonnes.



WOQOD’s sales of 12kg Shafaf cylinders rose by 40% to approximately 2.6 million units for the year 2016. The sales of the 6kg Shafaf increased by 25% to reach 56.9 thousand, when compared to the previous year of 2015. WOQOD is aiming to phase out these metal cylinders with the new transparent Shafaf type.

The company continued to offer consumers a QR100 incentive when metal gas cylinders are replaced with the Shafaf type. However, there is an increase in the sales of the metal cylinders but this rate is decreasing. This is evident when compared to the year 2015. The metal cylinder is expected to be completely phased out by the year 2017.

NATURAL GAS PER MILLION BRITISH THERMAL UNITS (MMBTU)			
	2014	2015	2016
INDUSTRIAL	253,056	482,612	743,228
CNG	64,684	51,789	31,970
TOTAL	317,740	534,401	775,158

WOQOD’s sales of natural gas have risen by 45% during the year 2016 due to the increased sales of Industrial natural gas tankers, which is due to WOQOD supplying an increasing number of industries in the domestic economy. However Compressed National Gas (CNG) experienced negative sales in 2016. Despite this CNG is poised to be a strong contender in the energy market due to its eco-friendliness and cost effectiveness. As a result CNG is a suitable substitute for other vehicle fuels such as diesel and petrol as well as for commercial establishments.

In light of this, WOQOD has decided to focus the development of this product in the transportation sector by fueling a segment of Mowasalat’s transportation fleets for public companies and ministries. Currently there is only one CNG fueling station for CNG-fueled buses in the industrial area, which accounts for the decline in CNG sales. There are currently plans underway to expand the use of CNG in this sector.

BITUMEN SALES (METRIC TONNES)			
	2014	2015	2016
BITUMEN 70/60	67,628	59,916	76,497
POLYMER PMB	9,117	8,543	10,282
TOTAL	76,745	68,459	86,689
CONTRACTOR	N/A	1,360	4,748
TOTAL	33,537	36,790	43,796

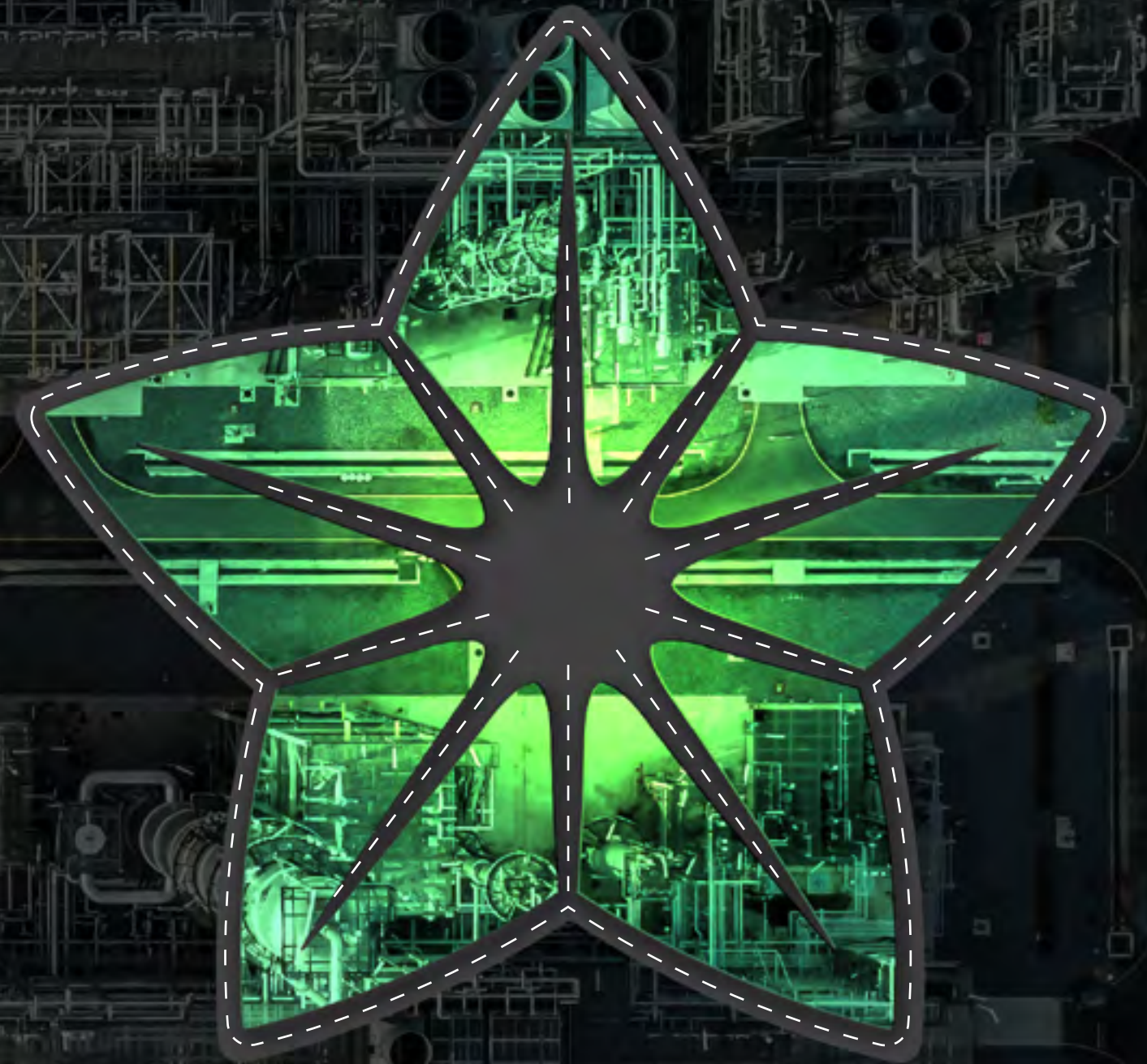
WOQOD imports world-class quality bitumen with international specifications that are deemed suitable for government projects and contractors. Due to this method of procurement WOQOD faces intense competition in the local bitumen market as there are many international players. WOQOD is planning to construct additional reservoirs for bitumen in the Mesaieed area. This will allow for increased storage.



PILLAR 2 SOCIAL DEVELOPMENT & COMMUNITY CONTRIBUTION

MATERIAL ISSUES:

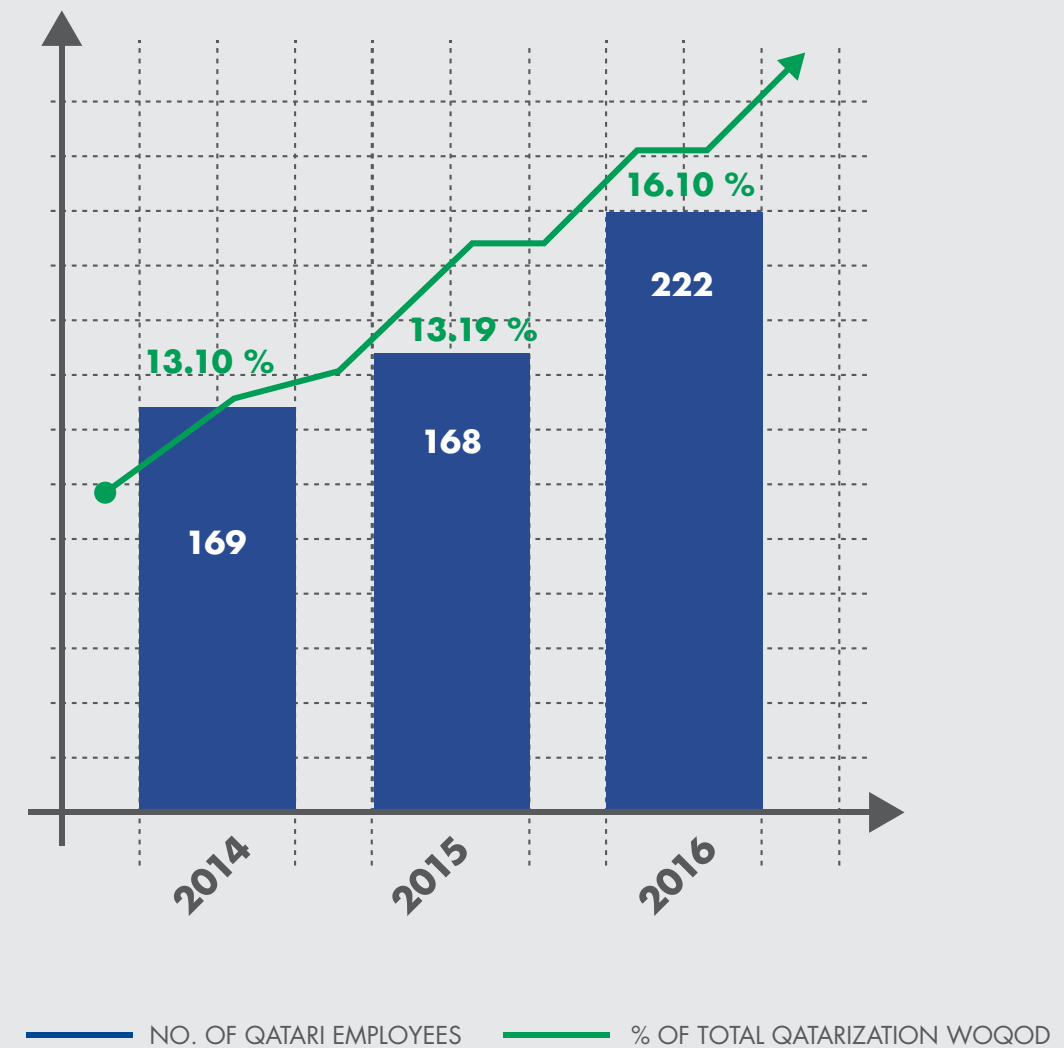
- QATARIZATION
- EQUAL OPPORTUNITY LABOR PRACTICES
- FAIR WAGES
- TRAINING EDUCATION
- CORPORATE SOCIAL RESPONSIBILITY





**WOQOD HAS
ACHIEVED 16%
QATARIZATION
IN 2016**

QATARIZATION



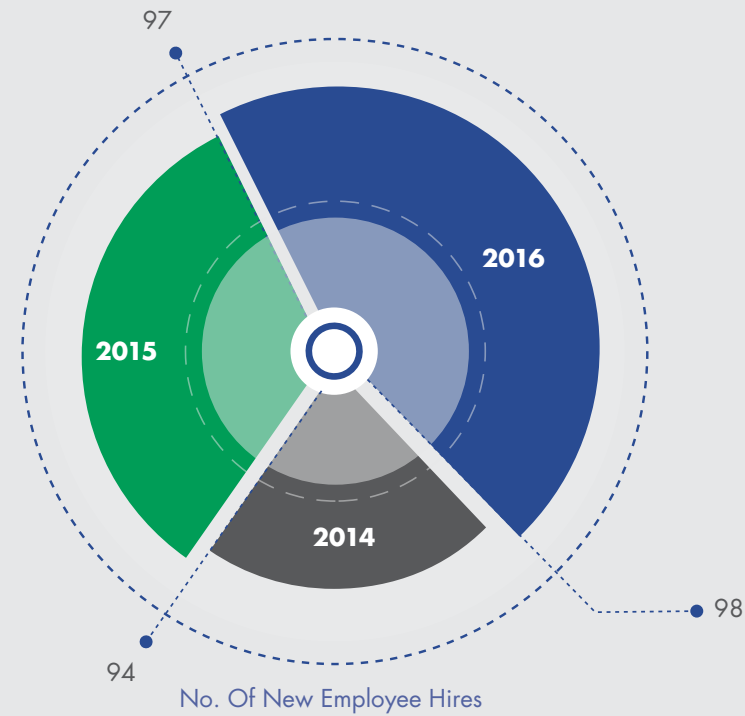
Qatarization is amongst WOQOD's top priorities. This is reflected in WOQOD's hiring process and human resource initiatives designed to attract Qatari nationals. This has resulted in approximately 40% Qatarization in mid-level positions when excluding field positions such as petrol station workers, drivers and other areas that still heavily rely on foreign workers.

A testament to the success of such initiatives is the awarding of a certificate of appreciation by the Ministry of Energy and Industry for WOQOD's efforts in increasing Qatarization. WOQOD has a total of 1379 employees for the whole organization.

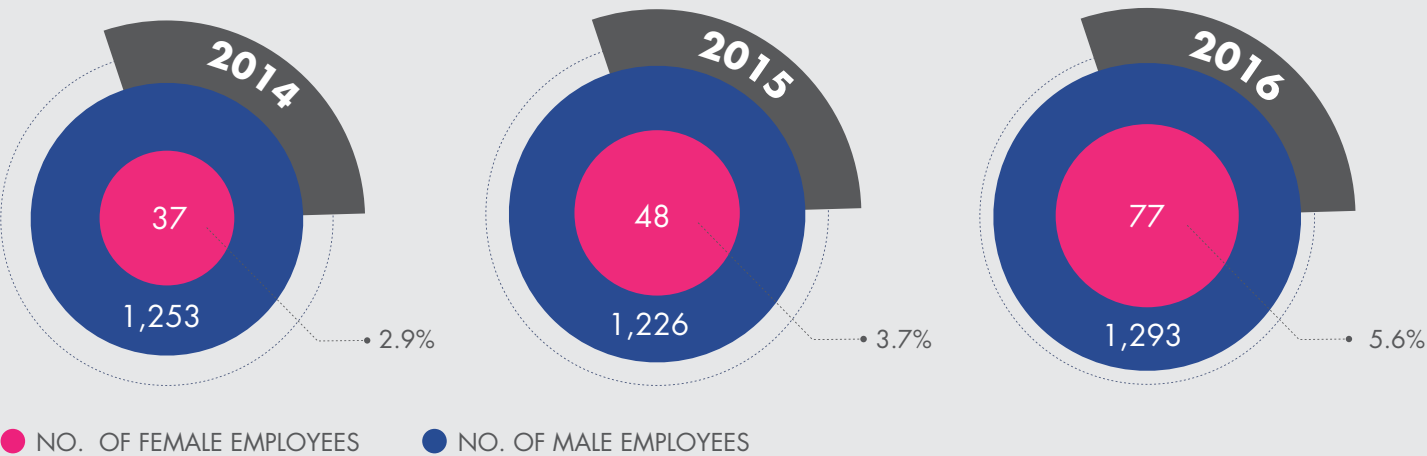
NUMBER OF NEW HIRES

WOQOD is always taking part in a number of career fairs organized by various vocational organizations and academic institutions. An example of a career fair that WOQOD takes part in annually is the Energy & Industry Career Fair.

WOQOD also participates in school exhibitions to encourage students to consider a career path at WOQOD.



EMPLOYMENT BY GENDER



WOQOD's focus is to provide equal opportunities for all employees and applicants. This is detailed in our human resource policies, hiring procedures and performance management.

Applicants are considered strictly on the basis of merit, qualification and competence. Characteristics such as age, gender, religious belief are irrelevant.

TRAINING

WOQOD understands the value of developing its human capital. Therefore WOQOD has a number of ongoing training & development initiatives, in both technical and general skills designed to benefit employees in all facets of the organization.



2016 RETAIL STAFF MAN-HOURS TRAINING (STATIONS)			
NO.	COURSES	NO. OF STAFF	HOURS
1	BASIC FIRE FIGHTING	1250	8
2	BASIC LIFE SUPPORT / FIRST AID	242	8
3	PERMIT TO WORK LOG OUT & TUG OUT	52	8
5	BASIC FOOD HYGIENE	99	8
6	HEAT STRESS MANAGEMENT	71	8
7	TOOL BOX TRAINING IN COORDINATION WITH QHSSE	120	8
8	FUEL RECEIVING TRAINING	347	8
TOTAL		2,181	56

WOQOD is considered a midsize organization by global standards (1000 to 9999 employees) and as such has surpassed industry averages for organizations of its size with regards to the training of its staff. The global average for total hours of training for retail staff is 43.5 for the year 2016. WOQOD has completed a total of 56 hours for its retail staff training.

2016 (LDO) (GO) OPERATIONS STAFF TRAINING (SITES)			
NO.	COURSES	NO. STAFF	HOURS
1	PERMIT TO WORK LOG OUT & TUG OUT	7	8
2	INCIDENT INVESTIGATION TEAM	9	8
3	ACCIDENT/INCIDENTS INVESTIGATION	6	8
4	ROOT CAUSE ANALYSIS/CORRECTIVE & PREVENTIVE ACTIONS	7	8
5	OHSAS LEAD AUDITOR COURSE	3	8
6	BASIC FIRE EXTINGUISHER	4	8
6	AUTHORIZED GAS TESTING	69	8
7	ACCIDENT/INCIDENTS INVESTIGATION	92	8
8	SAFE TELEHANDLER FORKLIFT OPERATIONS & OPERATOR CERTIFICATION	8	8
TOTAL		205	72

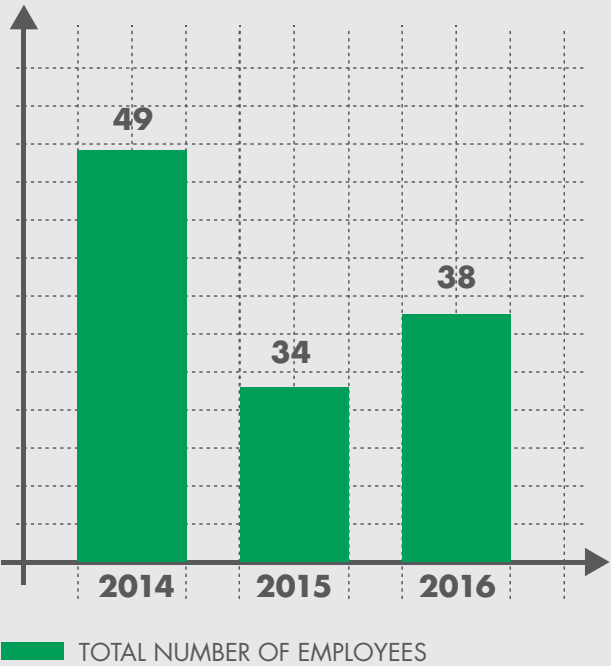
The main facets of the organization are its operational sites, namely LDO operations where the products being handled are highly volatile. For this reason there is a strong emphasis on safety training for the staff working on these sites.

A total of 72 hours, the highest amount of training received by staff at WOQOD.

2016 WOQOD HEAD OFFICE TRAINING STAFF			
NO.	COURSES	NO. STAFF	HOURS
1	BASIC LIFE SUPPORT/FIRST AID	48	8
2	QMS & EMS AWARENESS	20	8
3	HUET & SEA SURVIVAL	7	8
4	OHSAS 18001 LEAD AUDITOR COURSE	13	8
5	ROOT CAUSE ANALYSIS & CORRECTIVE / PREVENTIVE ACTIONS	21	8
6	BASIC FIRE EXTINGUISHER	4	
TOTAL		113	40

Every employee at WOQOD, regardless of business unit, receives mandatory HSE training. This is done to ensure that our practices are conducted in a fashion that surpasses compliance.

ANNUAL EMPLOYEE TURNOVER



WOQOD’s annual turnover rate has seen a steady decline on average. This would imply that overall employee happiness is at a high level. Annual turnover rates are often used as a proxy measure for employee satisfaction, thus a low turnover rate is beneficial to workforce stability, higher productivity and lower hiring costs.

COMMUNITY INVESTMENTS (QAR)			
YEAR	SPORTS & SOCIAL ACTIVITIES	DONATIONS	TOTAL
2014	28,320,748	2,300,000	30,620,748
2015	31,327,973	800,157	32,128,130
2016	22,077,756	1,440,300	23,518,056

Being a publicly traded company, WOQOD donates 2.5% of its annual net profit to the Public Companies Fund established through the Emiree decree (8) in 2011. WOQOD is also committed to making voluntary contributions to other organizations. Such contributions are focused on the following areas:

- Healthcare initiatives, such as mental health & care for special needs workers
- Environmental initiatives & projects
- Sports events



WOQOD CORPORATE SOCIAL RESPONSIBILITY ACTIVITIES 2016	
Leadership in Social Responsibility	WOQOD received the leadership Award in CSR at the launch of the annual report for Social Responsibility. The ceremony was held at Qatar University in mid2016-.
Traffic safety - A Priority	Vehicles Inspection (Fahes), a subsidiary of WOQOD, took part in the Gulf Traffic Week, which was held under the patronage of Qatar’s Ministry of Interior. Fahes aims to raise awareness about the need for traffic safety through technical inspections of all vehicles.
Signing of a Memorandum of Understanding with the Qatar Volunteer Center	WOQOD signed the memorandum of understanding with the Qatar Volunteer Center in January of 2016
WOQOD’s Participation in National Sports Year	Every year WOQOD is considered to be among the leading participants in the events and activities of Sports Day every year with its employees and their families, which increases activity and encourages healthy living
Honoring WOQOD Volunteers at Darb Assai	In January 2016, WOQOD honored its volunteers, who played a key role in the popularity and success of the festival.
Blood Donation Campaign at WOQOD Tower	WOQOD’s ambition to support health initiatives is evident in their collaboration with Hamad Medical Corporation and Oryx to take part in a blood donation campaign held in May 2016
The Best in Us Campaign	WOQOD sponsored a campaign “The Best in Us”, which aims to instill the value of volunteer work as an integral part of good character.
Ramadan Charity Events	Every year WOQOD participates in charity events during the Holy month of Ramadan, providing material support to the Qatar Cultural and Social Center for the deaf and care for the elderly. It also provided Ifthar meals at all stations as well as a bus service for those fasting. WOQOD also contributed to the RAF charity, where it was a sponsor of the program “Promise of Mercy”.
WOQOD: A key partner in the school program “A Green Environment”	WOQOD participated in a program in May 2016 held under the patronage of the Supreme Education Council (SEC). Visits are organized to participating schools to educate children on the importance of environmental preservation by providing with the necessary tools and knowledge.
Lecture in First Aid and CPR - Pulmonary Resuscitation	In April 2016, WOQOD collaborated with Hamad Medical Corporation to take part in an awareness lecture for employees about pulmonary resuscitation.
The signing of a Memorandum of Understanding with the Qatar Cancer Society	WOQOD cooperates to raise awareness in the community. This is done by facilitating the work of the society in holding lectures and workshops for employees.

PROCUREMENT
PRACTICES

LOCALLY BASED SUPPLIERS			
	2014	2015	2016
% OF SUPPLIERS BASED LOCALLY	79%	89%	85%
NO. OF LOCALLY BASED SUPPLIERS	460	3,431	3,475
SPENDING ON LOCAL SUPPLIERS (000'S QAR)	110,587	97,761	117,106,617

WOQOD acknowledges the fact that engaging local suppliers for business has a crucial impact on the growth of the domestic economy, especially since the organization’s major expense is attributed to the construction of petrol stations.

Thus in the interest of maximizing self-sufficiency WOQOD aims to procure a high amount of its inputs through local firms. This also facilitates the ease of payments as local suppliers provide a credit facility whereas international suppliers require upfront payments. With this in mind, WOQOD has devised a policy geared towards stimulating the domestic economy by giving priority to a local supplier when the value or the final score of their bid does not exceed 10% of the successful bid. A significant portion of WOQOD’s suppliers are based locally. Having said that WOQOD does not have any restrictions concerning the procurement of products from any specific geographic location, all suppliers are invited to partake in the tendering process provided that they have met WOQOD’s stated pre-requisites and requirements.

“AS OF 2016 85% OF
WOQODS SUPPLIERS
ARE BASED LOCALLY”

SUPPLIER
SCREENING

Regarding WOQOD’s third party agreements, it is stipulated that all parties must abide by laws, policies and regulations in Qatar as well as adherence to our code of business ethics and conflict of interest. The methodology of evaluating contractor’s acceptability employs environmental, health and safety indicators.

EMPLOYEES
END OF SERVICE
BENEFITS

WOQOD provides end of service benefits to all its employees both local and expatriate. With regards to the expatriate workforce end of service benefits are in accordance with Qatar’s Labour Law.

The entitlement to these benefits is based upon the employees' final salary and length of service, and is subject to the completion of the minimum service period outlined in the employment contract. The expected cost of said benefits are accrued over the period of employment. Regarding national employees, WOQOD makes contributions to the General Pension fund authority calculated as a percentage of the employees’ salaries. WOQOD has taken into account amendments made by the new Qatari Human Resources Law enacted law No. 15 for 2016.

PILLAR 3 SAFEGUARDING THE ENVIRONMENT

MATERIAL ISSUES:

- COMPLIANCE
- WASTE MANAGEMENT
- ENERGY CONSUMPTION
- EMISSIONS
- TRANSPORTATION
- WATER



WOQOD’s IMS provides an integrated and consistent approach to define, plan for, and achieve business performance targets whilst effectively managing an extensive range of risks including those associated with quality, occupational safety and health, process safety, security, environmental and social responsibility.

WOQOD’s IMS is fully aligned with the requirements of the following international standards:

- ISO 9001:2008 on quality management systems requirements and ISO/TS 29001:2010 on quality management systems requirements specific to petroleum, petrochemical, and natural gas product and service supply organizations.
- ISO 14001:2004 on environmental management systems requirements.
- OHSAS 18001:2007 on occupational health and safety management systems requirements.

ENVIRONMENTAL MONITORING/ ASPECT REGISTER

WOQOD periodically conducts environmental monitoring for the purpose of improving processes. WOQOD is certified for the ISO 14001, which requires organizations to report on such aspects prior to certification.

**WOQOD RECYCLES
90% OF THE WATER
USED IN THE AUTOMATIC
CAR WASH AT ALL
PETROL STATIONS**

WATER RECYCLING SYSTEM

The automatic car wash at all WOQOD Stations have had water recycling systems installed that allows for the reuse of 90% of the water used in the cleaning process.

This system is designed to treat water that is generated by the process of vehicle washing with roll overs, tunnels and jet washers so that it can be reused. The system refreshes the water on a continuous basis and has the capacity of supplying between 2,500 litres/hour (1 bottle) and 15,000 liters/hour (6 bottles).

PROCESS WASTE WATER

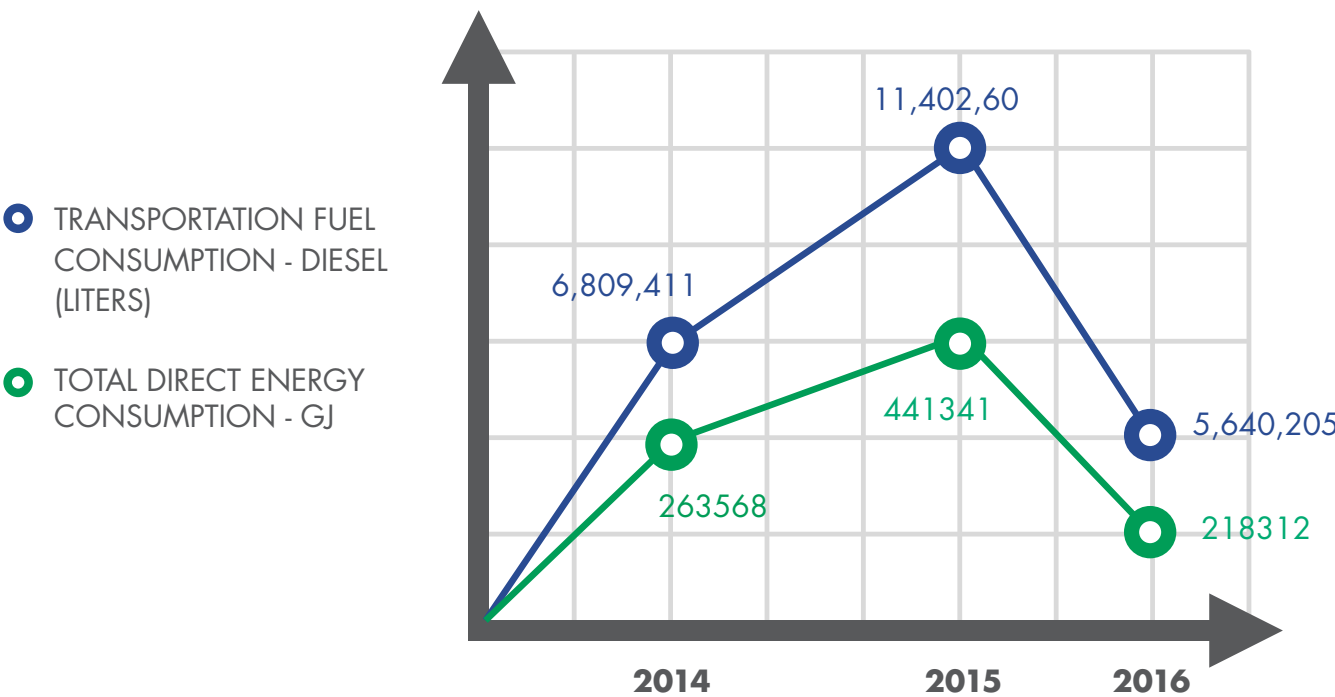
The waste water from WOQOD facilities such as Doha Depot and Ras Laffan is collected by accredited contractors selected by the Ministry of Environment and Municipality. This waste water is then treated and used for watering of public landscaping.

FRESH WATER USE (M3)			
	2014	2015	2016
TOTAL FRESH WATER USE	820365	1004220	59888
PROCESS WASTE WATER	N/A	N/A	4579
TOTAL WATER RECYCLED	N/A	N/A	N/A

WOQOD’s products are procured from upstream suppliers (Qatar Petroleum). Therefore it does not use water to industrial capacity for its operations, aside from the lagoons for the processing waste water in the Doha depot and Ras Laffan. WOQOD’s most significant water use is for domestic consumption on its sites and headquarters.

ENERGY CONSUMPTION

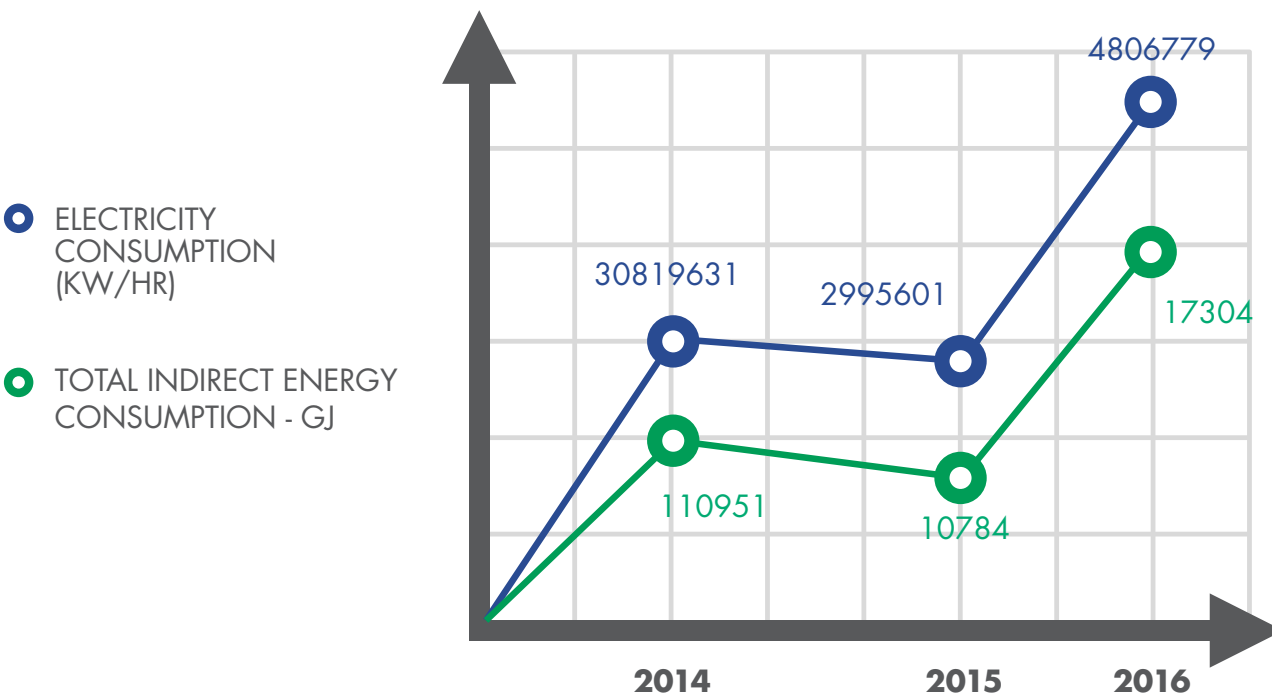
DIRECT ENERGY CONSUMPTION



WOQOD's direct energy usage is attributed to its distribution fleet. This fleet consists of diesel tankers transporting petroleum/gas products to their respective points of sale.

The decline in energy consumption is accounted for by the increase in logistical efficiencies as well as through reducing the number of the distribution fleet.

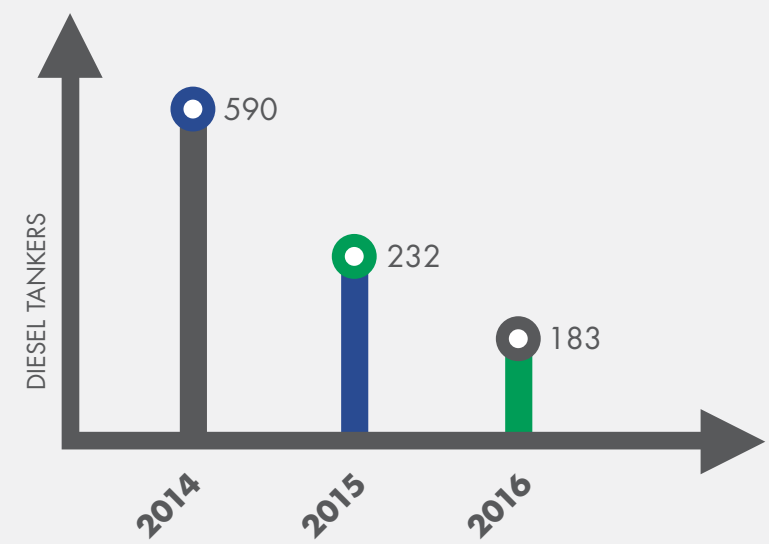
INDIRECT ENERGY CONSUMPTION



As WOQOD is a storage, distribution and retail company, it does not emit gases from flaring or any other industrial process. The bulk of its energy consumption consists of energy purchased from the national utility company (Kahraama). This allows for easy data tracking of energy consumption for the purpose of identifying areas of improvement.

WOQOD has been gradually decreasing its energy consumption through increasing its efficiencies. Examples of activities that have decreased energy usage are timers on switches for electrical appliances, efficient light bulbs etc. However in 2016, there has been a slight spike in the energy usage, mainly attributed to the company's expansion of its operations during that period.

DISTRIBUTION FLEET



WOQOD's distribution fleet consists of 183 diesel tankers. Furthermore for WOQOD marine's ship to ship bunkering activities, the company has 7 vessels.

WASTE MANAGEMENT

WASTE GENERATED BY WOQOD			
	2014	2015	2016
LUBRICANTS USED BY WOQOD VEHICLES (LITERS)	32,740	864,000	75,005
CONTAMINATED DIESEL (LITERS)	708,448	2035	N/A
NO. OF TIRES - CUSTOMERS & WOQOD VEHICLES	350,664	404,482	3790
NO. OF BATTERIES	29,052	73,860	691
DOMESTIC (KG)	20,475	N/A	960
METAL (KG)	N/A	N/A	46,710
PLASTIC (KG)	N/A	N/A	185
E-WASTE (KG)	N/A	N/A	72

The waste derived from WOQOD's activities can be categorized as such, non-hazardous domestic waste from administrative activities e.g. office waste and hazardous/non-hazardous waste from WOQOD operation sites. All waste from operations is collected by accredited contractors approved by the Ministry of Environment & Municipality, who are tasked with the collection and disposal of said waste.

BIODEGRADABLE PLASTICS

At all of the Sidra Stores the disposable carrier bags are biodegradable and transform to water once exposed to heat and other environmental factors. This helps reduce the amount of micro-plastics contaminating the environment.

GREENHOUSE GAS EMISSIONS

GHG EMISSIONS CARBON DIOXIDE EQUIVALENT (MT OF CO2)			
	2014	2015	2016
DIRECT (MT)	18,385.41T	3,078.70T	14777.34T
INDIRECT (MT)	3,975.73T	386.43T	620.07T

For the purpose of reducing air pollution and other environmental impacts brought on by CO2 emissions, WOQOD has begun measuring its carbon emissions. The two main carbon emitters are WOQOD's distribution fleet and its electricity use, which are labelled as direct and indirect respectively.

VAPOR RECOVERY SYSTEM

As WOQOD is in the distribution business, it has many road tankers. These tankers are designed to take gasoline vapors from storage tanks whilst filling these same tanks. These vapors are returned to the fuelling depot where there is a recycling system designed to reprocess them into liquid gasoline to avoid the emission of vapors in the air. The method of this system is as follows:

- Gasoline vapors from truck loading area collected over an absorption/adsorption system
- These vapors are transformed to liquid form
- The finished product is then mixed with a new gasoline product

The goal of this system is:

- To minimize gasoline vapor emission in the atmosphere during truck loading
- To reduce the impact on the environment
- To provide safer/cleaner working environment

WOQOD
HAS
REDUCED
ITS GHG
BY 3,608
MT FROM
2014-2016

DEWATERED OIL

With regards to the dewatered oil collected from WOQOD Marine, the dewatered oil is sold to accredited buyers. A ready market exists for such by-products and is used for wood preservatives and as biomass fuel for industrial machines like steam boilers. In order to ensure that this material is handled properly downstream, the buyers must be accredited by the Port Authority as well as the Environmental Protection Agency.

LEAK DETECTION SYSTEM

At all WOQOD stations all the underground storage tanks have double layered facades and are fitted with advanced leak detection systems. These systems automatically activate an alarm if there is any leakage through the inner wall of the tanks in order to avoid any chance of soil pollution.

PRODUCT STEWARDSHIP (SHAFAF)

In Qatar Liquid Petroleum Gas (LPG) has traditionally been used for domestic and industrial cooking as well as water heating. Conventionally LPG cylinders have been manufactured from steel. This material is highly volatile and can be hazardous in certain conditions.

In order to mitigate this risk, WOQOD has developed the Shafaf cylinder. Shafaf is a fiberglass and plastic composite LPG cylinder that weighs just 5kg when empty, lighter than the steel counterparts in the market currently. This product has incorporated the latest technology in its design with the aim of significantly increasing safety to customers and the environment as well due to handling benefits e.g. Shafaf is designed to withstand immense temperatures and will not explode as opposed to the steel cylinders. Furthermore to promote safer environments by eliminating gas leaks, WOQOD has improved the safety of the cylinders by switching from F-type valves to compact valves in all cylinders. The goal is to eventually replace all steel cylinders with Shafaf.

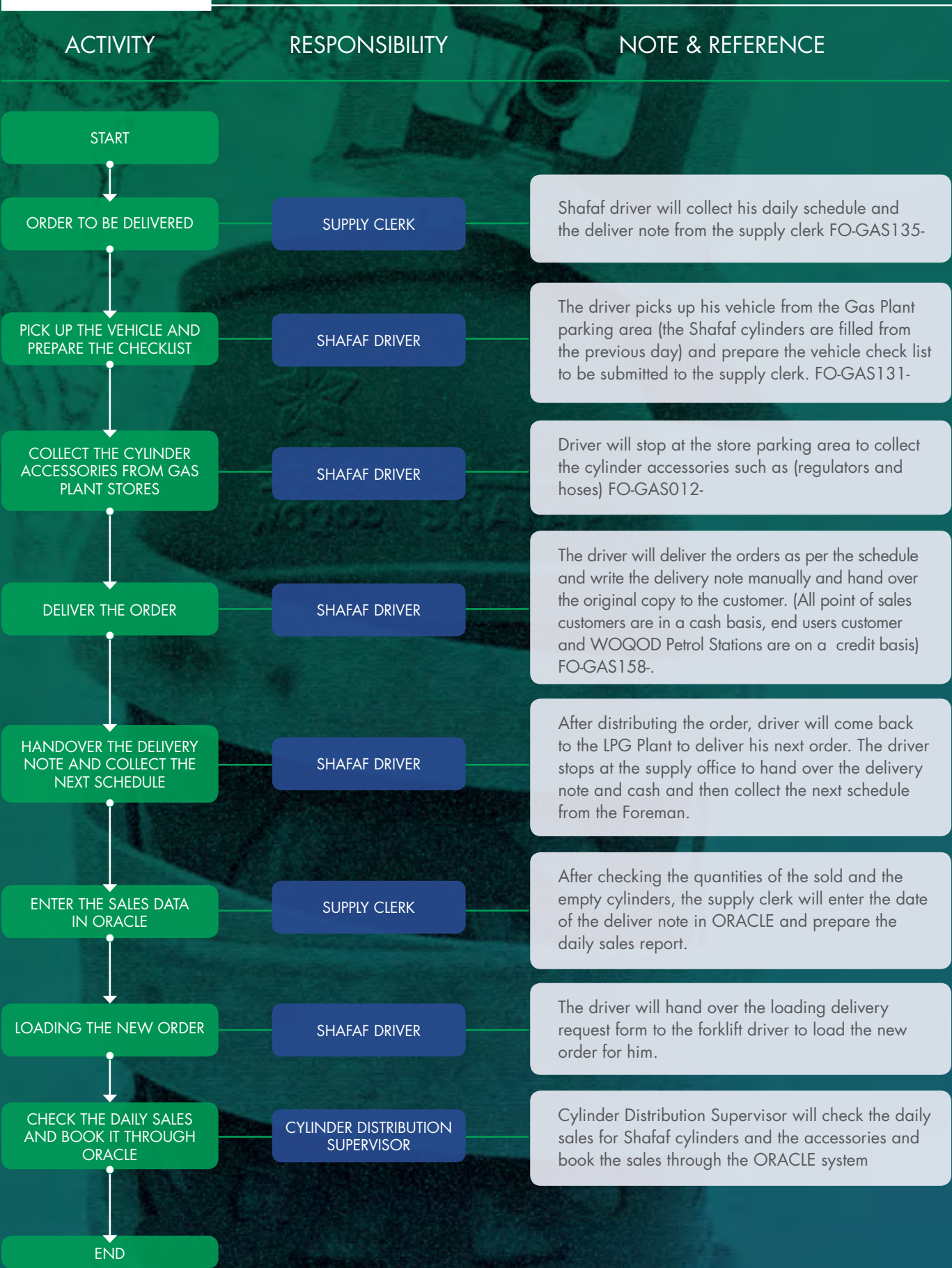
The main benefits of adopting Shafaf cylinders in place of steel are as follows:

- Visibility of gas level: This feature allows for the level of gas to be visible for the user, reducing the risk of unforeseeably running out of gas during use
- Lightweight: due to this Shafaf is significantly easier to handle than its steel counterpart
- Non-corrosive: The material composite of the cylinder does not rust, thus no corrosion
- UV-Protection: Additives contained within the chemicals prevent weathering caused over time, eliminating degradation

With regards to customer safety WOQOD has developed stringent policies for the management of LPG customers' needs, including the establishment of a detailed procedure for the site inspection prior to the LPG tank installation as per the NFPA 58 and LP codes of practice.



SHAFAF CYLINDER AND ACCESSORIES DELIVERY PROCESS



DISPOSAL OF LUBRICANT WASTES (API SEPARATOR)

When handling wastes derived from lubricants, WOQOD uses an API separator at all of its petrol stations. The separator consists of two main parts: one for clear water and the other for oily water, in addition to the separator area. The clean water part is designed to handle all the clean water inflow from the storm water channels inside the depot. Moreover the separator has a set of baffle plates, TPI (Tilted plate interface) and skimmer pipes for the efficient separation in the oil retention pits and subsequent transfer to the slop tank. After proper settling and water drainage, the oil is sent by trucks to refinery for further treatment.



PILLAR 4

HEALTH & SAFETY

MATERIAL ISSUES:

- OCCUPATIONAL HEALTH AND SAFETY
- PROCESS SAFETY



To continually improve the quality of products and services, Woqod's management system (IMS) is designed to:

- Seek to know, understand and always meet the requirements of our partners through effective feedback mechanism
- Comply with applicable laws, regulations and requirements of the industry in which Woqod operates
- Establish strategic objectives, targets aimed at improving efficiencies
- Empower our employees in resolving problems and in maintaining customer focus

SAFETY INDICATORS			
	2014	2015	2016
FATALITIES - EMPLOYEES	0	0	0
FATALITIES - CONTRACTORS	0	0	0
EMPLOYEE LOST TIME INJURIES	19	2	15
CONTRACTOR LOST TIME INJURIES	0	0	5
EMPLOYEE TOTAL REPORTABLE INJURIES	29	7	19
CONTRACTOR TOTAL REPORTABLE INJURIES	1	4	8
RWC (RESTRICTED WORK CASES)	1	2	2
HEAT STRESS EVENTS	0	0	0
LOSS OF CONTAINMENT (LOC)/PROCESS SAFETY	1	1	2
EMERGENCY RESPONSE DRILLS	26	304	488

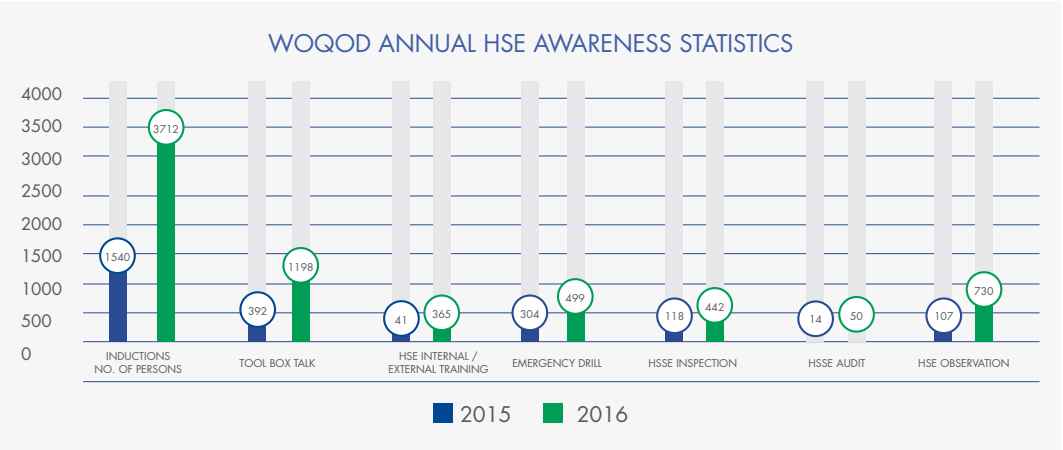
WOQOD is always striving to improve its health & safety processes in both the technical aspect as well the operational integrity aspect. This has been done through identifying risk areas coupled with building capacity in a health & safety & environment.

The process safety procedures in place at WOQOD enabled it to maintain a zero-fatality count amongst our employees and contractors over the past five years of reporting. Safety measures are paramount to the industry in which WOQOD operates, thus WOQOD acknowledges the importance of constantly investing greater funds in building capacity for employees as well as awareness of the safety measures in place. Only two significant spills were reported in 2016, 400 litres each.

“
**WOQOD
HAS
BEEN
ABLE TO
REDUCE
ITS LOST
TIME
INJURY
(LTI) BY
18% IN
2016**
”

QHSSE ACCOMPLISHMENTS 2016

- A review and monitoring of the quality management system was successfully conducted in 2016, covering most of WOQOD and its subsidiaries' areas of operation.
- Awareness programs conducted in 2016 related to public safety whilst driving in dangerous weather, especially in times of rain and fog.
- A number of training courses were held related to public safety and the protection of the environment and health, conforming with international standards in order to strengthen staff awareness as well as staff competence.
- A review of security plans developed for WOQOD and its subsidiaries
- Development and activation of alarm systems & firefighting procedures in different work areas.
- Periodically held audits & inspections of all company locations & affiliates in all matters relating to safety, the environment & efficient quality management.
- A familiarization video has been installed in the lobby of WOQOD Tower, which informs visitors on safety procedures in the event of disaster.



YEAR	MAN-HOURS (WOQOD + CONTRACTOR)	LTI	TRC	LOST WORK DAYS	FAR	LTIF
2016	9,875,557	21	28	45.25	0.00	2.13

WOQOD has been able to improve its Lost Time Injuries (LTI) by 18%. Although the Lost Time Injury Frequency (LTIF) rates are above average for the oil and gas industry, it is on par with the retail average as WOQOD does not operate in the upstream segment.

MANAGEMENT APPROACH FOR MATERIAL TOPICS

MAIN STRATEGIC AREAS
<ul style="list-style-type: none">• DELIVERING RELIABLE & SAFE PRODUCTS & SERVICES TO FUEL QATAR• SAFETY OF OUR CUSTOMERS IS OUR MAIN PRIORITY
<ul style="list-style-type: none">• SUPPORTING A SOUND ECONOMIC SYSTEM• CONTRIBUTING SOCIALLY
<ul style="list-style-type: none">• MAXIMIZING VALUE AND FINANCIAL RETURN• GOVERNANCE EXCELLENCE
<ul style="list-style-type: none">• ENVIRONMENTAL MANAGEMENT APPROACH & EXPENDITURES• ENERGY & CLIMATE CHANGE• RESOURCE MANAGEMENT• WASTE MANAGEMENT
<ul style="list-style-type: none">• QATARIZATION• DIVERSE & ENGAGED WORKFORCE• INVESTING IN EVERY EMPLOYEE• SAFE & HEALTHY WORKING ENVIRONMENT

G-19, G4-20 and G4-21

MATERIAL ASPECTS	BOUNDARIES
<ul style="list-style-type: none">• QUALITY & PERFORMANCE• CUSTOMER HEALTH & SAFETY	OUR COMPANY, OUR SUBSIDIARIES, OUR CUSTOMERS
<ul style="list-style-type: none">• PROCUREMENT PRACTICES & LOCAL PROCUREMENT• CONTRIBUTION TO COMMUNITY (FINANCIAL & IN-KIND)	OUR COMPANY, OUR SUBSIDIARIES, OUR CONTRACTORS
<ul style="list-style-type: none">• ECONOMIC PERFORMANCE• ANTI-CORRUPTION	OUR COMPANY, OUR SUBSIDIARIES
<ul style="list-style-type: none">• ENVIRONMENT SPENDING• COMPLIANCE• ENERGY, EMISSIONS, TRANSPORT IMPACTS• MATERIALS, WATER• WASTE MANAGEMENT	OUR COMPANY, OUR SUBSIDIARIES, THE ENVIRONMENT
<ul style="list-style-type: none">• NATIONALIZATION• EMPLOYMENT, DIVERSITY & EQUAL OPPORTUNITY• FAIR WAGES, TRAINING & EDUCATION• OCCUPATIONAL HEALTH & SAFETY	OUR COMPANY, OUR SUBSIDIARIES, OUR PEOPLE

STAKEHOLDERS
MAPPING

STAKEHOLDER GROUP(S)	CHANNEL OF ENGAGEMENT	STAKEHOLDER PRIORITIES
CUSTOMERS <ul style="list-style-type: none">• INDIVIDUAL• COMMERCIAL• INDUSTRIAL	<ul style="list-style-type: none">• DIRECT ENGAGEMENT THROUGH SELLING POINTS• CUSTOMER SATISFACTION SURVEY• CUSTOMER CARE CENTER• ONLINE ORDERING SYSTEM• ANNUAL REPORTS• MEDIA CENTER• RELATIONSHIP MANAGERS	<ul style="list-style-type: none">• RELIABLE SUPPLY OF PRODUCTS• SAFE PRODUCTS & SERVICES• HIGH-END QUALITY PRODUCTS AND SERVICES• CONTINUAL INNOVATION OF PRODUCTS & SERVICES• EASY & SEAMLESS PROCESSES
EMPLOYEES	<ul style="list-style-type: none">• PERFORMANCE REVIEWS• DIRECT INDIVIDUAL MANAGERS• ANNUAL EMPLOYEE SATISFACTION SURVEY• TRAINING & SEMINARS	<ul style="list-style-type: none">• EQUAL OPPORTUNITY• ENGAGEMENT• COMPETITIVE SALARY & BENEFITS PACKAGES• CLEAR AND CONTINUOUS CAREER DEVELOPMENT PATH & PLANNING• HEALTHY & SAFE WORKING ENVIRONMENT• PERFORMANCE BASED EVALUATION
SUPPLIERS & CONTRACTORS	<ul style="list-style-type: none">• CONTRACTORS• CONTRACTORS' & SUPPLIERS EVALUATION• NORMAL BUSINESS INTERACTIONS• REQUEST FOR PROPOSAL• MEETINGS, WHEN NEEDED• VISITS TO SUPPLIERS	<ul style="list-style-type: none">• ON-TIME PAYMENTS• FAIR EVALUATION• SUPPORT FOR LOCAL SUPPLIERS• BUILDING LONG-TERM BUSINESS RELATIONSHIPS
SHAREHOLDERS	<ul style="list-style-type: none">• ANNUAL GENERAL MEETINGS• QUARTERLY EARNINGS RELEASES, ANNUAL REPORTS, INVESTORS PRESENTATIONS, GOVERNANCE ANNUAL REPORTS• BOARD OF DIRECTORS MEETINGS	<ul style="list-style-type: none">• HIGH & EFFICIENT PERFORMANCE• HIGHER DIVIDENDS AS A RESULT OF INCREASED PROFITS & CONTINUOUS GROWTH• REDUCED BUSINESS RISKS• BUILDING AND SAFEGUARDING WOQOD'S REPUTATION
REGULATORS & GOVERNMENT	<ul style="list-style-type: none">• REGULAR REPORTING REQUIREMENTS• OFFICIAL VISITS AUDITS• FORUMS, TRAININGS AND WORKSHOPS	<ul style="list-style-type: none">• QATARIZATION• PROVIDING THE FUEL FOR ECONOMIC GROWTH• PRESERVING ECONOMIC & NATURAL ENVIRONMENT• COMPLIANCE WITH LAWS & REGULATIONS• ALIGNMENT WITH QATAR NATIONAL VISION 2030

STAKEHOLDER GROUP(S)	CHANNEL OF ENGAGEMENT	STAKEHOLDER PRIORITIES
COMMUNITY	<ul style="list-style-type: none">• COMMUNITY INVESTMENTS & CONTRIBUTIONS• CONTRIBUTION TO PUBLIC COMPANIES FUND• COLLABORATION WITH CIVIL SOCIETY ORGANIZATIONS• DIRECT INTERACTION WITH COMMUNITY THROUGH EVENTS	<ul style="list-style-type: none">• CREATION OF MORE JOBS• QATARIZATION• STRONG CULTURE & HERITAGE• POSITIVE IMPACT OF OPERATIONS• LOCAL SOURCING• COMMUNITY INVESTMENTS
ENVIRONMENT	<ul style="list-style-type: none">• ENVIRONMENT MANAGEMENT• ENVIRONMENTAL LAWS & REGULATIONS	<ul style="list-style-type: none">• MINIMIZATION OF OPERATIONS' IMPACTS• A HEALTHY & SUSTAINABLE ENVIRONMENT• INVESTING IN NEW ENVIRONMENTALLY FRIENDLY• PRODUCTS & SERVICES

G4-24, G4-25, G4-26, G4-27



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/standards/g4/Pages/default.aspx>

INDICATOR	PAGE REFERENCE (OR DIRECT RESPONSE IN CASE OF OMISSION)	EXTERNAL ASSURANCE
GENERAL STANDARD DISCLOSURES		
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 G4-11 G4-12 G4-13 G4-14 G4-15 G4-16	1-11	NOT ASSURED
IDENTIFIED MATERIAL ASPECTS & BOUNDARIES G4-17 G4-18 G4-19 G4-20 G4-21 G4-22 G4-23	7-11	NOT ASSURED

INDICATOR	PAGE REFERENCE (OR DIRECT RESPONSE IN CASE OF OMISSION)	EXTERNAL ASSURANCE
STAKEHOLDER ENGAGEMENT G4-24 G4-25 G4-26	42-43	NOT ASSURED
REPORT PROFILE G4-28 G4-29 G4-30 G4-31 G4-32 G4-33	THIS REPORT WAS NOT ASSURED BY A THIRD PARTY 3-46	NOT ASSURED
GOVERNANCE G4-34	11-13	NOT ASSURED
ETHICS & INTEGRITY G4-56	20-27	NOT ASSURED
SPECIFIC STANDARD DISCLOSURES CATEGORY: ECONOMIC		
MATERIAL ASPECT: ECONOMIC PERFORMANCE G4-DMA G4-EC1 G4-EC4	14-19	NOT ASSURED E&Y ASSURED E&Y ASSURED
MATERIAL ASPECT: MARKET PRESENCE G4-DMA G4-EC6	14-19	NOT ASSURED
MATERIAL ASPECT: PROCUREMENT PRACTICES	26-27	NOT ASSURED

INDICATOR	PAGE REFERENCE (OR DIRECT RESPONSE IN CASE OF OMISSION)	EXTERNAL ASSURANCE
CATEGORY: ENVIRONMENT		
MATERIAL ASPECT: MATERIALS G4-DMA G4-EN1	28-36	NOT ASSURED
MATERIAL ASPECT: ENERGY G4-DMA G4-EN3	28-36	NOT ASSURED
MATERIAL ASPECT: WATER G4-DMA G4-EN8 G4-EN9 G4-EN10	28-36	NOT ASSURED
MATERIAL ASPECT: EFFLUENT & WASTE G4-DMA G4-EN22 G4-EN23 G4-EN24	28-36	NOT ASSURED
MATERIAL ASPECT: COMPLIANCE G4-DMA G4-EN29	28-36, 37-40	NOT ASSURED
MATERIAL ASPECT: OVERALL G4-DMA G4-EN31	28-36	NOT ASSURED
MATERIAL ASPECT: EMPLOYMENT G4-DMA G4-LA1	20-21	NOT ASSURED

INDICATOR	PAGE REFERENCE (OR DIRECT RESPONSE IN CASE OF OMISSION)	EXTERNAL ASSURANCE
CATEGORY: ENVIRONMENT		
MATERIAL ASPECT: LABOR MANAGEMENT RELATIONS G4-DMA G4-LA4	9-10, 20-21	NOT ASSURED
MATERIAL ASPECT: OCCUPATIONAL HEALTH & SAFETY G4-DMA G4-LA5 G4-LA6	37-40	NOT ASSURED
MATERIAL ASPECT: TRAINING & DEVELOPMENT G4-DMA G4-LA9 G4-LA10	22-23	NOT ASSURED
MATERIAL ASPECT: DIVERSITY & EQUAL OPPORTUNITY G4-DMA G4-LA12	20-21	NOT ASSURED
MATERIAL ASPECT: LABOR PRACTICES & GRIEVANCES MECHANISM G4-DMA G4-LA16	20-27	NOT ASSURED
MATERIAL ASPECT: NON- DISCRIMINATION G4-DMA G4-HR3	20-27	NOT ASSURED

INDICATOR	PAGE REFERENCE (OR DIRECT RESPONSE IN CASE OF OMISSION)	EXTERNAL ASSURANCE
CATEGORY: ENVIRONMENT		
MATERIAL ASPECT: FORCED OR COMPULSORY LABOR G4-DMA G4-HR6	20-27	NOT ASSURED
MATERIAL ASPECT: ANTI- CORRUPTION G4-DMA G4-SO4	11-13	NOT ASSURED
MATERIAL ASPECT: CUSTOMER HEALTH & SAFETY G4-DMA G4-PR1	33-36	NOT ASSURED
MATERIAL ASPECT: TRAINING & DEVELOPMENT G4-DMA G4-LA9 G4-LA10	23-22	NOT ASSURED
MATERIAL ASPECT: MARKETING COMMUNICATION G4-DMA	33	NOT ASSURED



