



**MOBILIZING
QATAR
RESPONSIBLY**



WOQOD SUSTAINABILITY REPORT 2014

ABOUT THIS REPORT

Welcome to Qatar Fuel (WOQOD)'s second annual Sustainability Report, illustrating our sustainability performance for the calendar year 2014. By describing our approach and commitment to sustainability and making transparent our performance, this report will allow stakeholders to share important insights with us and will enable shareholders to assess the extent of our management of risks and opportunities. In line with our commitment to increasing our operations' transparency, this report improves upon our 2013 offering by expanding sustainability reporting to include our subsidiary Q-Jet.

This report contains Standard Disclosures from the Global Reporting Initiative (GRI)'s Sustainability Reporting Guidelines (G4 Reporting Guidelines), and we have prepared the report to meet "Core" reporting requirements. The GRI G4 Content Index and the Materiality Disclosure Service Badge can be found on page 87.

We believe that directly engaging all of our stakeholders in dialogue is essential to ensuring that our activities best meet their needs and expectations. If you have questions, suggestions, comments, or criticisms of this report, or of our sustainability approach and performance in general, please contact us at:

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His Highness

Sheikh Tamim Bin Hamad Al Thani

Emir of the State of Qatar



His Highness

Sheikh Hamad Bin Khalifa Al Thani

Father Emir



WHO WE ARE

Qatar Fuel, or “WOQOD”, is a downstream oil storage, distribution, and marketing company, formed in 2002 as a joint stock company listed on the Qatar Exchange.

WOQOD was formed from the fuel storage and distribution assets owned at the time by Qatar Petroleum under the name of NODCO (National Oil Distribution Company).

[WOQOD’s Strategy is to be the best downstream energy company in the region as measured by customer and employee satisfaction, shareholder value, and stakeholder recognition.]

Ownership (as of December 31 st , 2014)	
Private Shareholders	60%
Public Sector	40%

Our Vision

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

Our 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.

We will achieve 50% Qatarization by the end of 2018.

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

Our Brand Values

- Professional

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.

- Solid

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

- Friendly

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

- Innovative

WOQOD leads the market in innovative products, services and processes.

- Accountable

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

OUR BUSINESS AT A GLANCE

WOQOD Business Lines

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 also owns 25 service stations built to the best international standards and 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. In addition, WOQOD operated two government stations, two mobile stations, and four marine stations.

WOQOD Lubricants

WOQOD Lubricants offers a complete range of automotive and industrial lubricants, developed to suit all types of vehicles and industrial requirements and designed to deliver superior performance and protection for extended periods of time.

WOQOD Lubricants products are currently distributed in Qatar, Iraq, the UAE, Kuwait, Jordan, Bahrain, and Oman, and will soon be distributed across the remaining GCC and Levant areas as well as in African markets. Our goal is to become a prominent lubricant provider to the region and to key markets across the world via development of superior products and services.

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. In 2009 WOQOD commissioned a new LPG bottling and distribution plant, located in the Industrial Area of Doha.

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).

Bitumen

Having entered into the bitumen business in 2004, WOQOD 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), Cutbacks, and Emulsions used mainly for pavement construction.

WOQOD Subsidiaries

WOQOD owns several subsidiary companies. This section provides a summary of each company; further details of each company's achievements can be found throughout the relevant sections of this report.



WOQOD Vehicles Inspection (FAHES)

A wholly owned subsidiary of WOQOD, FAHES has been granted an exclusive mandate to conduct vehicle inspection in Qatar, and is also unique in its professional specialization and expertise concerning vehicle inspection and maintenance.

In its technological prowess, FAHES is the first company of its kind. It utilizes a one-window system that enables the client to complete inspection procedures, vehicle insurance, and fine payments (if any) at a single location and with minimal delay. This new system is highly accurate; instead of relying on paper reports, it incorporates computerization of data in all inspection phases.

In 2014, WOQOD continued its efforts to achieve further modernization of the technical inspection process by simplifying unnecessary procedures and technology. This led to a significant reduction in the time required for each inspection. As expected, long queues disappeared and crowded waiting halls cleared as a result of the opening of FAHES in Wadi Al-Banat in December 2014 and Musaimeer in 2015.



WOQOD Marine Services

Established in 2009, WOQOD Marine Services operates a maritime fleet of six tanker vessels with a total load capacity of 55,000 metric tons, and provides vessel chartering services covering areas as far as Southeast Asia and the Indian Ocean in addition to the Arabian Gulf area. WOQOD Marine Services has been awarded the Document of Compliance as a company transporting petroleum derivatives.



WOQOD International

WOQOD International is a Limited Liability Company (LLC) established with the task of exploring and undertaking potential investment opportunities for the parent company at regional and international levels.

WOQOD Kingdom, a part of WOQOD International, has operated in Saudi Arabia since 2012. Its operations consist of running a full petrol station similar to those in Qatar. A new station, to be located in Al-Khobar, will comprise services such as car wash, oil change, grocery store, and managerial offices for rental purposes, in addition to providing other diverse services.



Q-Jet

Q-Jet for Aviation Fuels was established in 1990 and is a 60%-owned subsidiary of WOQOD. Q-Jet is the only company entrusted with the task of providing fuel for airplanes using Hamad International Airport. Its fuel is of commercial type Jet-A1, meeting all international standards of quality and safety. Q-Jet deals with more than 60 airline companies using Hamad International Airport, in addition to other service companies operating in the airport.

2014 witnessed a leap in Q-Jet activities after successful relocation to the new Hamad International Airport.

Al-Khaleej Estate

Al-Khaleej Estate was established in 2012 with full ownership by WOQOD. Its main activities include real estate investment and management.

WOQOD LOCATIONS



Sidra Stores



WOQOD Station



FAHES



TABLE OF CONTENTS



INTRO

WHO WE ARE
8

OUR BUSINESS
AT A GLANCE
10

MESSAGE FROM THE
CHAIRMAN
18

MESSAGE FROM
THE CHIEF EXECUTIVE
OFFICER
20

SUSTAINABILITY
AT WOQOD
24

1

DELIVERING RELIABLE AND SAFE PRODUCTS AND SERVICES [30]

HIGH-QUALITY AND
RELIABLE PRODUCTS
AND SERVICES
33

CUSTOMER'S SAFETY
38

2

CONTRIBUTING TO OUR COMMUNITY [40]

SUPPORTING QATAR'S
ECONOMY
43

CONTRIBUTING
SOCIALLY
45



3

ACHIEVING SUSTAINABLE GROWTH [48]

MAXIMIZING VALUE
AND FINANCIAL
RETURN
50

GOVERNANCE
EXCELLENCE
54

4

MAINTAINING ENVIRONMENTAL RESPONSIBILITY [60]

ENVIRONMENTALLY
RESPONSIBLE
OPERATIONS
63

PROVIDING
ENVIRONMENTALLY
SOUND PRODUCTS
71

5

CARING FOR OUR PEOPLE [72]

QATARIZATION
75

A DIVERSE AND
ENGAGED
WORKFORCE
77

INVESTING IN EVERY
EMPLOYEE
79

A SAFE AND HEALTHY
WORK ENVIRONMENT
82

APPENDICES

[85]

APPENDIX A:
STAKEHOLDER MAP
85

APPENDIX B:
MATERIALITY ISSUES
86

APPENDIX C:
GRI G4 CONTENT INDEX
87

APPENDIX D:
ACRONYMS
92

APPENDIX E: GLOSSARY
93



MESSAGE FROM HIS EXCELLENCY THE CHAIRMAN

On behalf of my fellow Board members, I am pleased to present WOQOD's second annual Sustainability Report. This report outlines our performance across key economic, environmental, and social indicators, and details our 2014 successes achieved and improvements made in those areas. As part of our vision of becoming the best downstream energy company in the region, we are committed to the responsible use of resources and to delivering our services in a safe, high-quality, and environmentally sound manner.

This past year saw unexpected and dramatic developments in economic and financial areas, especially in the last quarter, during which oil prices dropped to almost half their previous levels. This sharp fall has had a negative impact on the general revenues of all oil-exporting countries, including those in the Gulf Cooperation Council. Due to its occurrence in the last quarter of 2014, the direct impact of the oil price decline will not be immediately reflected in general budgets or in the main productive sectors of these countries. It will therefore be difficult to draw definite conclusions and predict the period of these dramatic developments, as they are subject to geopolitical considerations at both regional and international levels.

Despite this development, due to the strength of our local economy and its solid foundations, we can confidently state that we were able to continue to achieve positive growth rates in 2014.

Moreover, most evidence suggests that Qatar's gross domestic product (GDP) recorded positive growth rates in comparison to past years. This is mainly due to Qatar's adoption of prudent economic and financial policies based on the diversification of its sources of national income, reinforcing the great contributions made by non-petroleum sectors to gross domestic products over the past years. These policies have helped the country to weather the recent world economic situation and deal with potential oil price crashes, and have helped ensure that Qatar has taken all needed precautions to safeguard its economy.

At WOQOD, we see ourselves as a vital part of Qatar's strong economic and social fabrics. Our strategic priorities in both the short-term and long-term continue to be providing reliable and safe products to our customers, managing our environmental impact, contributing to our community, and investing in our people, all while focusing on supporting Qatarization. We believe that focusing on these priorities will enable us to achieve sustainable value – by mobilizing Qatar responsibly.

We embrace our future with confidence, and we intend to continue focusing our efforts toward sustainability and enhancing our overall sustainability performance. We hope this report will serve as a point of engagement for all our stakeholders, and we invite you to be part of our success.

**His Excellency Sheikh
Saoud Bin Abdulrahman Al Thani**
Chairman of the Board of Directors
Qatar Fuel (WOQOD)



MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

It is with great pleasure that I welcome you to our second annual Sustainability Report. This report demonstrates WOQOD's continued commitment to integrating sustainability management into our company practices to better align ourselves with Qatar's national development goals and the Qatar Energy and Industry Sector Sustainability Program. Our annual sustainability reporting process allows us to share our performance, maintain transparency, and engage with our stakeholders on their most material issues.

At WOQOD, we approached the year 2014 as a year for change, to better align our efforts with our sustainability commitment to "Mobilize Qatar Responsibly". In this regard, WOQOD undertook significant organizational restructuring. This started in 2013 in collaboration with a specialized international company; its modifications included upgrading the company's organizational structure by merging departments in an attempt to lower costs and improve capabilities.

In 2014, we also established WOQOD's Sustainability Committee as a tool to streamline our management performance on economic, environmental, and social issues. Through the work of our Sustainability Committee, we have made steady progress toward better aligning the function of each department with our sustainability commitment and integrating sustainability management into all departments' day-to-day activities and planning. 2014 has also witnessed the inclusion of the figures of our subsidiary company Q-Jet in our performance totals.


2014 was marked by continued significant improvements in the quality and delivery of our products and services. This has been accomplished through our tireless efforts to expand station outreach, with the construction of 13 new stations and the enhancement of our existing stations' facilities. Our 2014 social contributions include expanding our local procurement practices and increasing our percentage of locally sourced procurements to 79%. In addition, we have contributed a total of more than QAR 30.3 million to local community activities and social investments.

WOQOD also achieved notable financial success in 2014, accumulating QAR 1,132 million as net profit, a 1% increase over 2013's numbers. Moreover, our earnings per share exceeded QAR 13.44 despite the increase in share capital in 2013, through the distribution of 30% bonus shares.

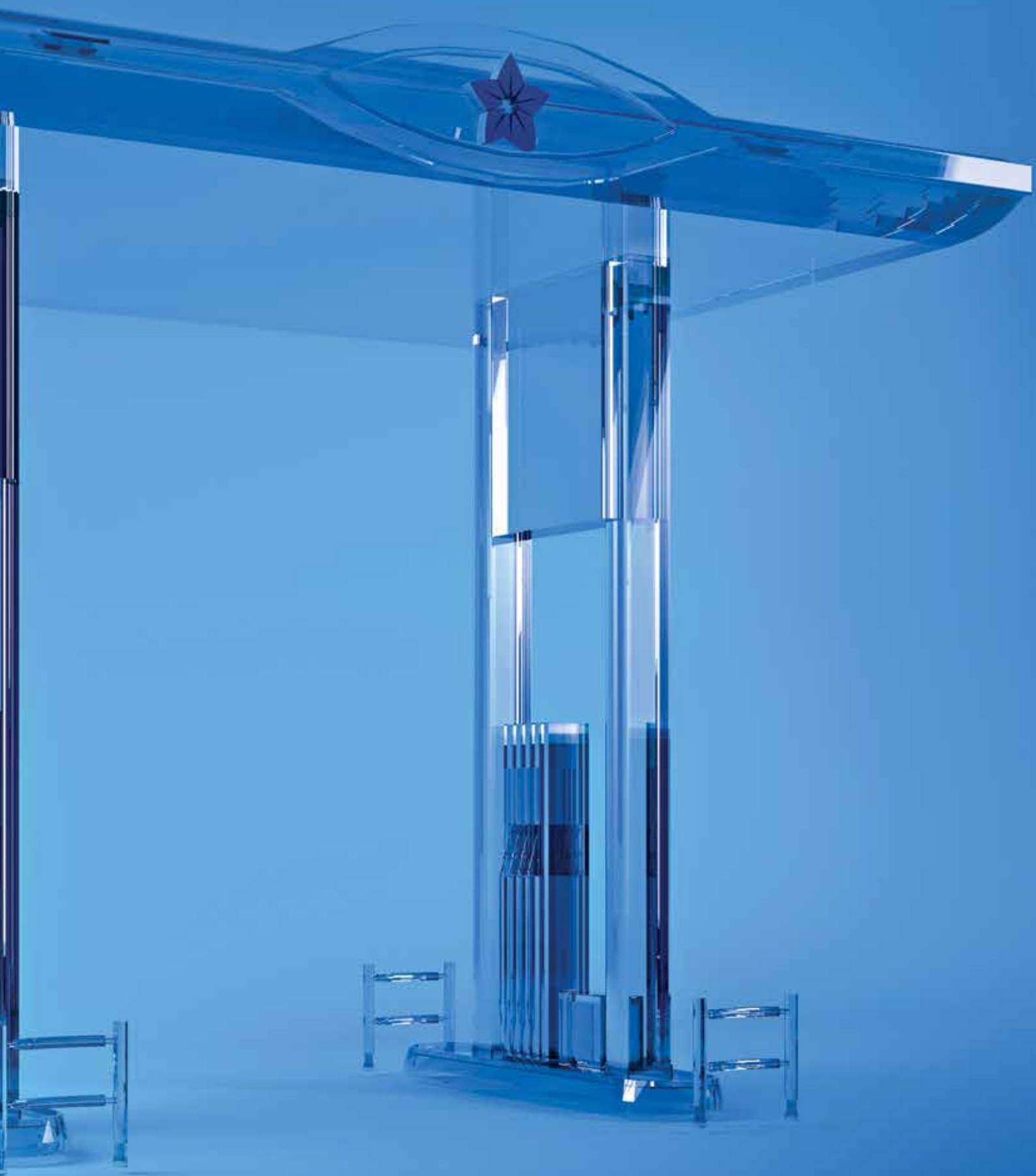
These achievements are indicative of the rapid progress being made by WOQOD. We realize, however, that positioning ourselves as a leader in sustainability demands continuous work on our part. We are committed to undertaking this work as we make progress toward our future sustainability goals.

I would like to take this opportunity to thank our Board of Directors and stakeholders for their contributions 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.

Eng. Ibrahim Al-Kuwari
Chief Executive Officer



QATAR FUEL (WOQOD) IS A DOWNSTREAM
OIL STORAGE, DISTRIBUTION AND MARKETING
COMPANY, FORMED IN 2002 AS A JOINT STOCK
COMPANY LISTED ON THE QATAR EXCHANGE.



SUSTAINABILITY AT WOQOD

2013 saw the publication of our first annual Sustainability Report, entitled **"Fueling the Needs of Qatar"**. This year we are proud to issue our second Sustainability Report to help us to continue our journey toward and contribute to **"Mobilizing Qatar Responsibly"**.

As the sole company working in the downstream oil and gas distribution in Qatar, we acknowledge the responsibility entrusted in us by our stakeholders to provide them with reliable products and services in order to mobilize Qatar's economic growth and social development. At WOQOD, we see our sustainability approach as not only helping to mobilize Qatar's economy, but mobilizing it responsibly. This forms the theme around which our main 2014 sustainability contribution is organized.

COMMITMENT TO OUR STAKEHOLDERS

At WOQOD, we define our key stakeholders as our Customers, Employees, Suppliers and Contractors, Shareholders, Regulators and Government, and Community, as well as the Environment.

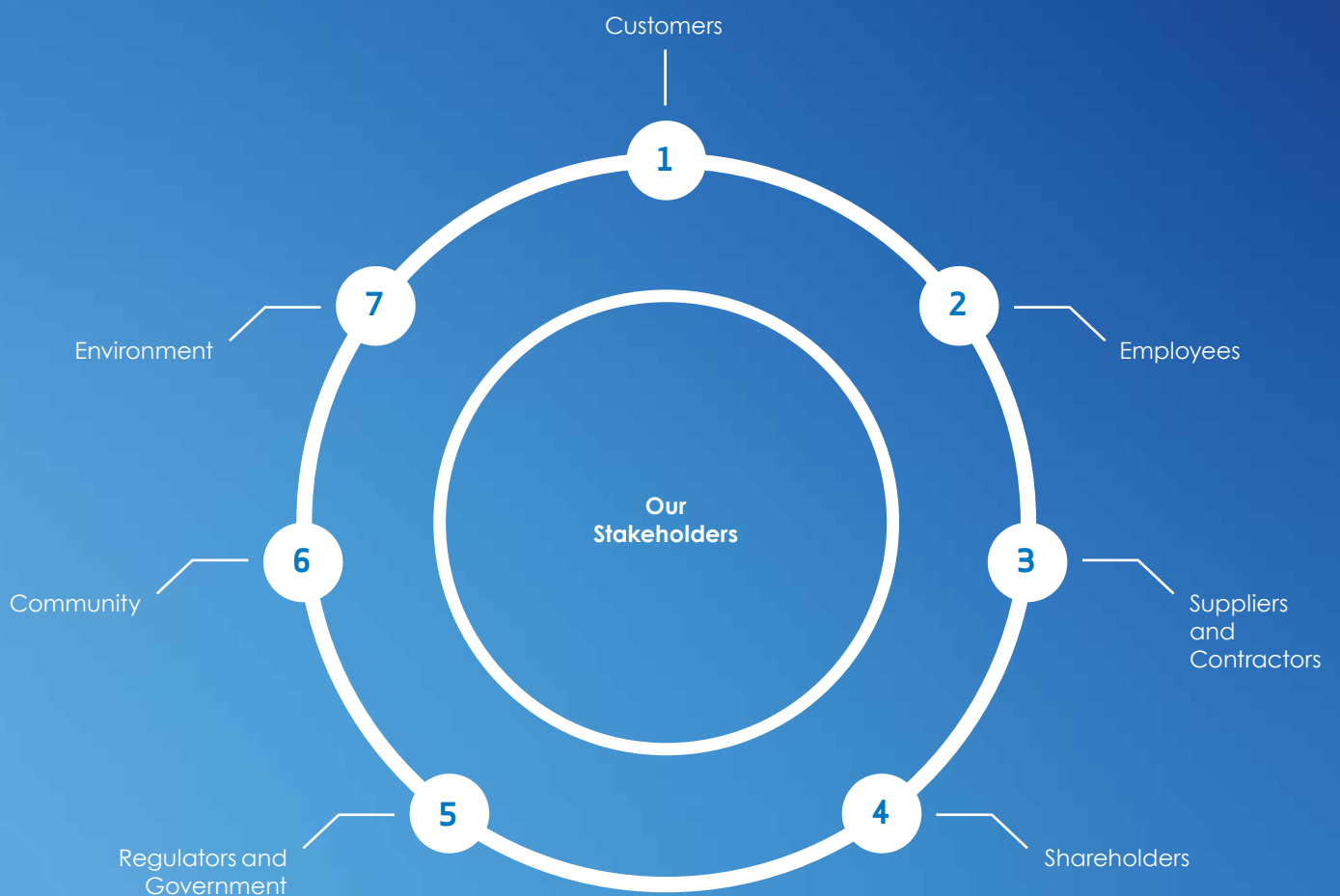
Mr. Mark Vidler
Marketing Manager

Sustainability for WOQOD revolves around creating a link between our stakeholders' expectations and our business conduct. Simultaneously, we aim for better stakeholder inclusiveness and cooperation in order to preserve and enhance our reliability and competitive edge. Our full stakeholder map is presented in appendix A.

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G4-25

G4-26



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G4-25

G4-26

MATERIAL ISSUES AND OUR FOCUS AREAS

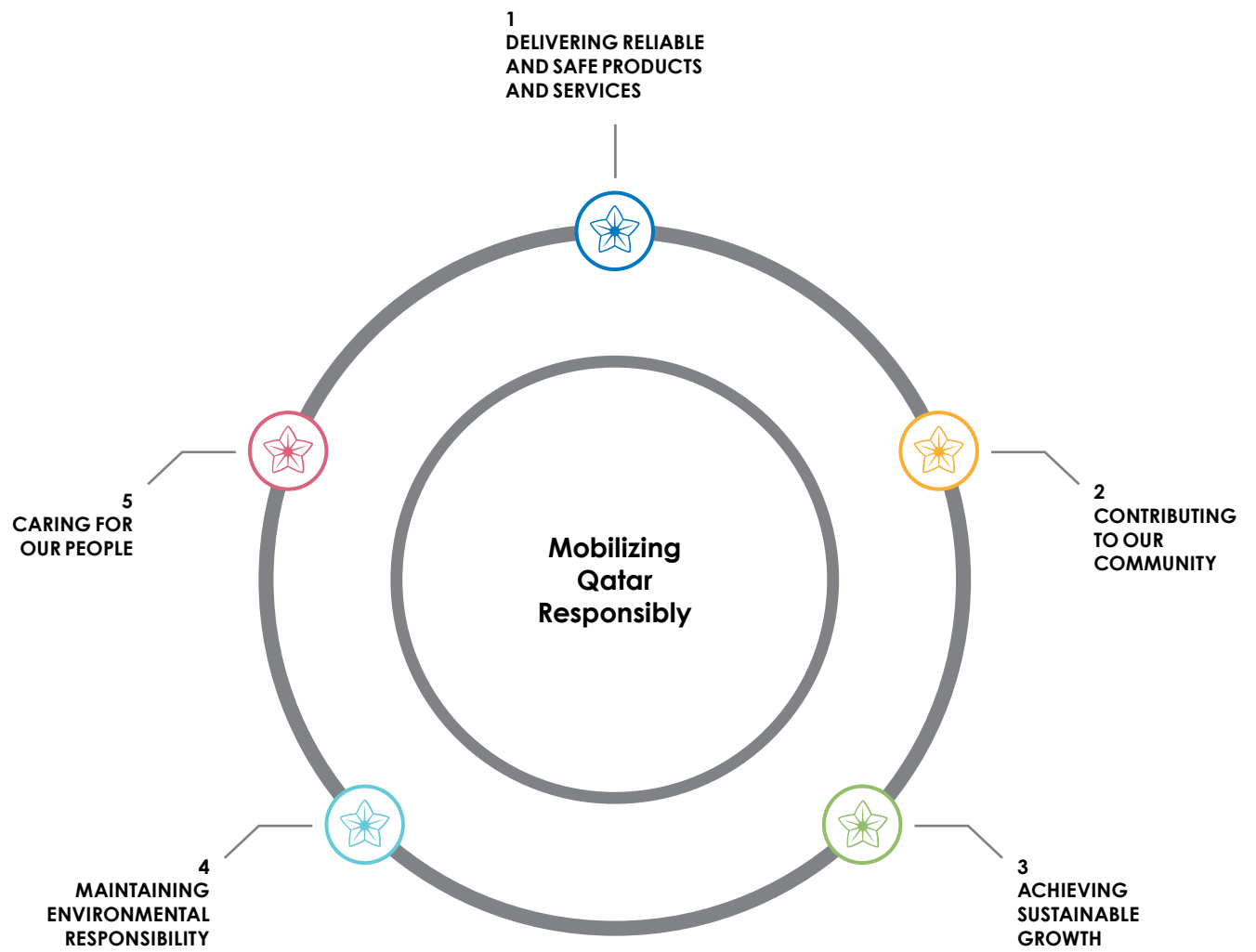
Effective establishment of priorities both enriches our understanding of stakeholder expectations and helps us to focus our strategic priorities.

In 2014, we continued to refine our process of identifying the most material issues for our business and our stakeholders. To this end, WOQOD engaged an external consultant to identify those business activities that are of greatest interest to both our business and our stakeholders: WOQOD's Material Issues. In addition to trend analysis and internal stakeholder input, this material issues analysis also took into consideration the priorities highlighted in the Qatar National Vision 2030 (QNV 2030), the Qatar National Development Strategy, and priorities of the Qatar Energy and Industry Sector Sustainability Programme (QEISS). These issues are addressed throughout this report, as we believe that their sound management will guarantee a successful and more sustainable business.

A full list of WOQOD's material issues and their boundaries is presented in Appendix B.

In response to our stakeholders' expectations and to further explore our most material issues, WOQOD has identified **five focus areas** in special need of careful management in order to fuel the needs of Qatar and deliver on our promise of **Mobilizing Qatar Responsibly**.

WOQOD's sustainability framework envisions and presents these five focus areas using a symbol that evokes our brand and history, one inspired by classic Qatari imagery: the Sidra tree, the environment, and energy from the Sun. The Sidra tree is particularly appropriate to WOQOD's mission: tough, long-enduring, and indigenous to Qatar, it is capable of both thriving in and contributing to Qatar's desert environment, just as our sustainability approach complements and helps to promote Qatar's community and environment.





OUR NEWLY ESTABLISHED SUSTAINABILITY COMMITTEE

In 2014, we established a new entity, "WOQOD's Sustainability Committee", to further enhance our sustainability efforts in a more systematic and strategic manner. Consisting of five members from WOQOD's top management, the Committee's mission is to promote and ensure the implementation of sustainability management and social responsibility initiatives across all WOQOD operations.

WOQOD's Sustainability Committee



Dr. Fawzi Al-Khatib



Mr. Yousef Khalid Aljaber



Dr. Mathan Ganapathi



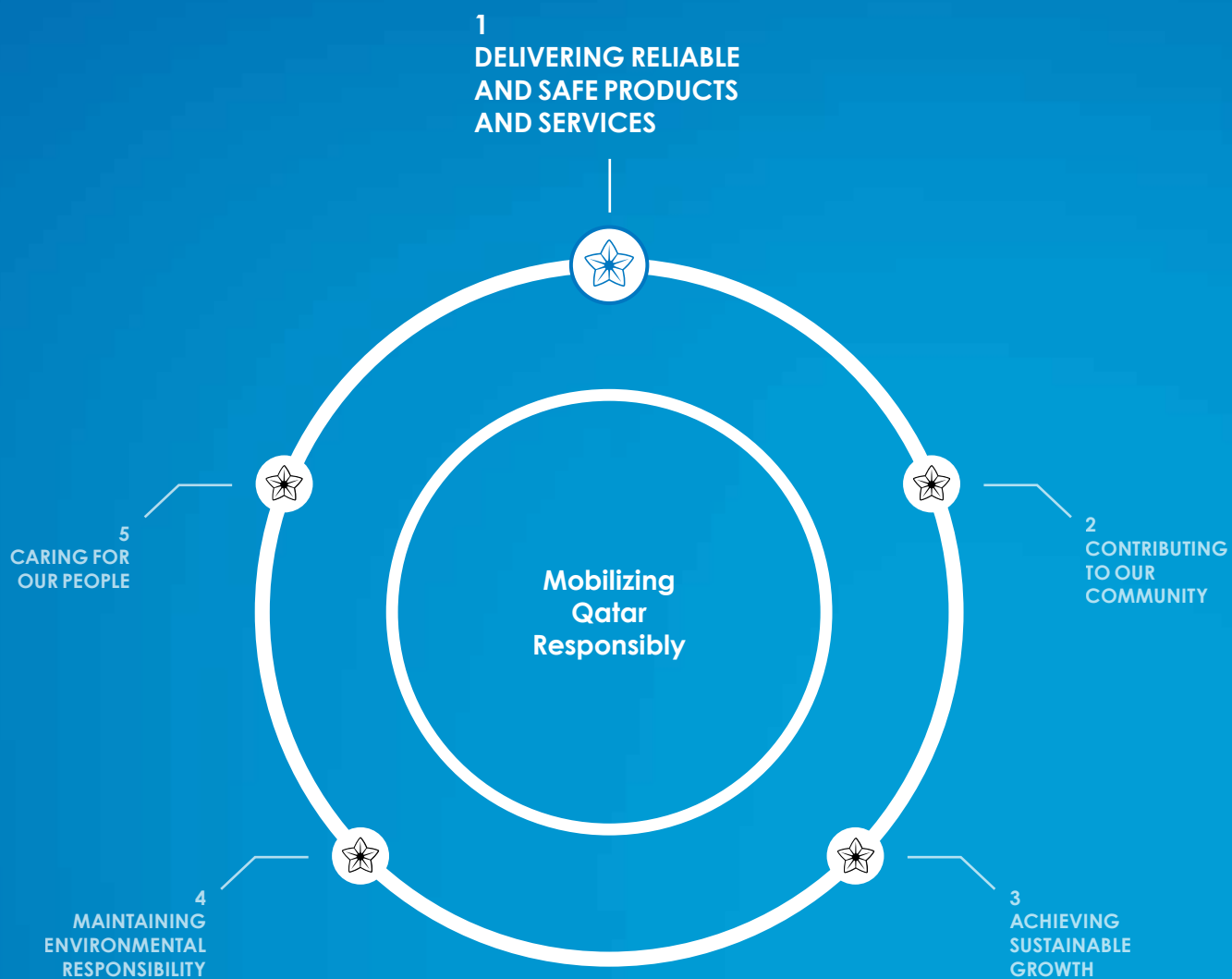
Mrs. Caroline Calvelo



Sheikha Sarah Nasser
Al Thani

"In 2013, WOQOD started its journey toward sustainability with the release of our first Sustainability Report. This year, we are continuing this journey and are committed to integrating sustainability within all areas of our operations. In pursuit of this commitment, we have established WOQOD's Sustainability Committee, which includes members of the highest management of WOQOD, to drive this integration."

Dr. Fawzi Al-Khatib
Head of WOQOD's Sustainability Committee



1

**DELIVERING RELIABLE
AND SAFE PRODUCTS
AND SERVICES**



Where our products and services are concerned, WOQOD is committed to adhering to the best international standards and practices. As the sole provider of fuels to Qatar, we work tirelessly to guarantee our customers reliable and high-quality services and products with high safety standards.

WOQOD's responsibility to customers is threefold. We must simultaneously provide customers with high-quality products and services, ensure a continuous supply of products that meet our customers' growing needs, and continue to enhance the safety standards of our products while communicating safety practices.

Material Issues:

- Quality and Performance
- Customer Health and Safety
- Marketing Communication



HIGH-QUALITY AND RELIABLE PRODUCTS AND SERVICES

WOQOD is committed to developing a customer-centric culture, recognizing that consistently meeting our customers' needs with reliable and high-quality products and services is the key to ensuring sustainable business outcomes.

WOQOD's customer composition is unique within the fuel industry. Our products and services routinely fuel the daily needs of diverse individuals and industries within all sectors in the state of Qatar. To meet our groundbreaking and expanding business scope, we have developed a strategy consisting of two components: continual improvement of the quality of our products and services, and provision of a reliable and continuous supply of fuels for the growing needs of Qatar.

Quality Products and Services

To better achieve the goals of the first part of our strategy, we have created WOQOD's Quality Management System (QMS). In 2014, we improved the system by updating and reviewing policies, rules, and regulations to be adopted within the context of the QMS, with the aim of providing relevant services and products with the highest possible quality.

Additionally, we conducted a total of 21 training sessions in 2014, attended by 265 of WOQOD's retail employees. The main focus of the trainings was to enhance the service level of our stations.

"At WOQOD, we aspire to provide high-quality delivery of all of our business activities to all of our customers."

Mr. Hejji Ghanim Al-Rumaihi
Retail Manager

WOQOD Retail Employees Training for Quality Services

Refresher Course	Total number of staff trained	No. of sessions
Refresher Course on Procedures and Customer Service for APC Foremen and Assistant Foremen	72	2
Refresher Course on Customer Service and Procedures for Vacuum Bay Team Captains	50	2
Refresher Course on Customer Service and Procedures for Forecourt Team Captains	22	1
Refresher Course on Customer Service and Procedures for Manual Carwash Operators	14	2
Refresher Course for Tyre Bay Technicians (Apollo Trading)	75	2
Refresher Course on Wheel Alignment for Tyre Bay Operators (Al Hitmi Group) on site	32	12
Total	265	21

Quality Policy

At Qatar Fuel (WOQOD), we are engaged in marketing, distribution and storage of fuel and related products within Qatar. The company plans to diversify its products and services and to expand its operations in the GCC and other countries.



In fulfilling our corporate vision and to earn the trust and confidence of our shareholders, we commit to provide consistently quality products and superior services through the use of best management concepts and state-of-the-art technologies.

We shall integrate highest professionalism through our WOQOD brand values and quality considerations in every aspect of our operations by implementing and maintaining an internationally recognized Quality Management System (QMS).

To continually improve the quality of our products and services and the effectiveness of our management system, we shall:

- **Seek to know, understand and always meet the requirements of our partners through effective feedback mechanisms.**
- **Comply with applicable laws and regulations and the requirements of the industry to which we belong.**
- **Establish strategic objectives and targets aimed at continually improving the efficiency of our operations and in meeting the stated and implied needs of our customers.**
- **Empower our employees in resolving problems and in maintaining customer focus and competence by providing them with appropriate training and support.**
- **Promote quality awareness in all functions and levels within the company and among our stakeholders.**
- **Review regularly our Quality Management System to ensure its continuing suitability.**

Reliability of Products and Services

As the sole fuel distributor in Qatar, a continuous and reliable supply of our products -primarily fuels and LPG- is vital to the present and future of Qatar. Therefore, we are committed to continual planning of and investing in our facilities and infrastructure to maintain the highest level of product reliability.

“Ensuring a continuous supply of fuel for the growing needs of customers is WOQOD’s top priority. In order to fulfill this commitment, we regularly conduct detailed market forecasts of fuel demand in Qatar and communicate our findings to our fuel suppliers, mainly QP. This forecasting is complemented by our internal investment in facilities expansion to meet growing demand, including increasing the number of our stations and the size of our distribution fleet.”

Mr. Soud Mesallam AlDosari
Logistics, Distribution and Operations Manager

WOQOD Distribution Fleet

	2011	2012	2013	2014
Distribution Doha Depot Fleet - Fuel Distribution	236	253	325	550
LPG Distribution Fleet	27	31	41	40
Q-Jet	77	82	92	112

In light of the increased demand for our products and services, and in alignment with our commitment to reliable supply of the same, WOQOD has planned the following improvements for 2015:

- Continuing the construction of 13 new stations covering the State of Qatar.
- Proceeding with 10 expansion projects for existing stations in the areas of Ein Khaled, Muaizer, Al Dahayen, Al-Hilal, Bu Faseela, Al-Sayliyah, West Bay, Wadi Al Banaat, East Messaimeer, and Al-Gharrafa.
- Increasing our bitumen storage and operational capacity to 3,000 tonnes in accordance with the requirements of the Public Works Authority (Ashghal) and in order to fulfill our mandate to provide bitumen for pavements, roads, and other Ashghal infrastructure.
- Increasing general storage and operational capacity through the building of new tanks with a monthly capacity of 1000 tonnes, based on a memorandum of understanding signed with Ashghal.
- Continuing the process of expanding our bitumen fleet to include 29 trucks.
- Studying the feasibility of building a new factory for mixing oils in collaboration with specialized international companies to meet the increased demand of our oils and lubricants.

Customer Satisfaction

Customer satisfaction is paramount to our business activities and is anchored in our strategy and aspiration to become the best downstream energy company in the region.

We constantly seek to improve the provision of our services and products to make related processes simpler, faster, and more effective. To this end, we believe that measuring customer satisfaction is an important indicator of our overall operational success.

Customer Satisfaction ⁽¹⁾				
	2011	2012	2013	2014
FAHES	84.00%	85.50%	86.20%	86.14%
LPG Customer Satisfaction	82%	83%	81%	N/A ⁽²⁾
Q-Jet (score out of 5)	N/A	N/A	4.44	4.47

(1) WOQOD has not measured customer satisfaction for our bitumen sales, Distribution Doha Depot, or WOQOD Marine.
 (2) LPG customer satisfaction was not measured in 2014 and is not measured every year.



In 2014, WOQOD's Retail Department conducted a time and motion study to better understand the speed with which WOQOD's services are delivered. This study was carried out for car wash and fueling services and was implemented jointly with tracking feedback received from our customers. In 2014, we were able to resolve 96% of all complaints received.

WOQOD Retail Customer Feedback in 2014

Complaints

Total Number of Complaints	197
Percentage of Complaints Resolved	95%
Percentage of Complaints Unresolved	5%

Number of Suggestions

Number of Major Suggestions Received	4
Number of Major Resolved Suggestions	3
Number of Major Unresolved Suggestions	1

Suggestions

Provision of Free Wi-Fi at all Petrol Stations	Canceled
Customer Ability to Leave Vehicles During Washing and Other Services	Implemented
Provision of Greater Sandwich Variety	Implemented
Reduction of Fueling Delays During Shift Changes	In progress

Q-Jet Customer Meetings in 2014

In pursuit of its quest to provide better customer satisfaction and improve its performance in meeting customer demands, Q-Jet conducted one-to-one meetings with representatives of 10 different airlines in 2014. The results of this engagement revealed a high level of satisfaction among customers, with eight customers ranking Q-Jet services as "satisfactory" and two as "fair".

Mr. Ateeq Al Mussallam
Q-Jet Aviation Operations Manager

CUSTOMER'S SAFETY

Safeguarding customers during their use of our products and services remains a top priority, and is imperative to the dedicated creation of tangible and intangible business value.

WOQOD continually identifies, assesses, controls, and communicates Health, Safety, and Environmental (HSE) risks throughout our products' life cycles. We remain tightly focused on minimizing product risks by reviewing product performance across the value chain. Relevant mitigation plans have been implemented to maintain product safety while concurrently managing environmental impacts.

Product Stewardship

We constantly work to address, adopt, and implement product stewardship activities. Preliminary product risk assessments are continually held in order to identify and prioritize products based on their varying compositions.

Our efforts to increase product safety extend to all business lines offered to customers. One of our chief achievements in this area over the past years has been the introduction of SHAFAP LPG cylinders. Similarly, we have committed to using bulk LPG double-layer tanks, capable of withstanding harsh conditions and maintaining content integrity in the event of fire and other safety hazards.

Ensuring Safe Use of Our Products

At WOQOD, we realize that our responsibility for the safe use of our products extends beyond the physical boundaries of our premises. No efforts are spared to safeguard and enhance the safety of our customers, via rigorous enforcing of safety standards when applicable and thorough communication of safety practices to all customers.

Our work to develop the very highest safety standards for our products is ceaseless and ongoing, and is particularly important for bulk LPG, improper management of which can result in significant safety risks. WOQOD has created strict protocols for the management of bulk LPG, including the creation of a detailed procedure for site inspection prior to LPG tank installation as per the NFPA 58 and UK LPG Codes of Practice. Additionally, we have chosen five highly qualified contractors to conduct regular maintenance of bulk LPG connections at customer sites. This is done through our Annual Preventative Maintenance (APM) Procedure to check and maintain all bulk LPG equipment that customers have.

In 2014, we experienced a decrease in butane gas bulk sales. This was a result of the procedures taken to tighten safety and security regulations following the unfortunate accident that occurred in the "Turkish Istanbul Restaurant", which led the Civil Defense Department to issue new instructions to control the quantity of butane sold in petrol stations and at other points of sale. WOQOD is working in close collaboration with the Civil Defense Department and is providing technical advice on the development of these procedures.





2

CONTRIBUTING TO OUR COMMUNITY



We believe that our business operations have a significant social footprint and that we have a major role to play in giving back to our community. We are therefore committed to delivering maximum value to the communities in which we operate.

As the sole fuel distributor in Qatar, WOQOD plays a significant economic role in the community. This is just the beginning of our community involvement, however. WOQOD's community engagement transcends our business activities. We are deeply committed to investing socially in our communities, via financial contribution and volunteerism on the part of our employees. These types of community engagement align well with our economic participation; indeed, we view our responsibility to the community as falling directly in line with our business activities: both endeavors are aligned with the national visions of the country, and both contribute to Qatar's economy.

Key Material Issues:

- Procurement Practices
- Local Procurement
- Contribution to Community (Financial and In-kind)



SUPPORTING QATAR'S ECONOMY

At WOQOD, we are fully aware of our responsibility to conduct our business in a way that strengthens and develops the economy while meeting the needs of our customers and our community.

Our commitment to support the economy of Qatar is aligned with the Qatar National Vision 2030 (QNV 2030) and Qatar's National Development Plan through:

- Robust development of our portfolio to further enhance Qatar's economic, industrial and knowledge base. This will not only support Qatar's long-term growth agenda but also WOQOD's integrated plan to become a key downstream player in the region.
- Creation of jobs, for Qataris and non-Qataris alike.
- Enhancement of our procurement practices to manage the impacts of our suppliers and contractors, and to ensure that greater opportunities for local procurement are pursued.
- Contribution to community events and activities through our community investment strategies.

Job Creation

With over 1,200 full-time employees, the direct creation of jobs by WOQOD and its subsidiaries is a strong contributor to Qatar's economic growth. Additionally, our procurement activities support job creation in indirect ways.

Qatarization is a top priority at WOQOD, and this is clearly communicated in our Mission and conveyed through all our subsidiaries and operations. In 2014, we established a Qatarization Department to enhance our approach to hiring and developing the skills of our current Qatari employees and future Qatari candidates, in furtherance of our goal of attaining 50% Qatarization by 2018.

Our Workforce ⁽¹⁾



(1) We have revised previous years' figures due to the inclusion of our subsidiary Q-Jet.

Procurement Practices

We are fully committed to harnessing local talent and improving the ability of local suppliers to work with us. Though WOQOD does not restrict the procurement of goods and services to any specific geographical area, and any competent supplier is invited to participate in our tender process, we maintain a procurement policy that favors local suppliers over non-local suppliers. This results in an enhanced positive impact on Qatar's economy. Local suppliers enjoy a price advantage of up to 15% over non-local suppliers.

In 2014, 79% of our suppliers were based locally, compared to 55% in 2013. In addition, we have spent approximately QAR 110 million on purchases from locally based suppliers; this represents approximately 21% of our total supplier expenditure.

Percentage of Local Suppliers				
	2011	2012	2013	2014
Percentage of Suppliers that are Based Locally	55.0%	67.0%	55.0%	79.0%
Number of Locally Based Suppliers	New Indicator			460
Total Spending on Suppliers ('000 QAR)	New Indicator			528,949
Spending on Locally Based Suppliers ('000 QAR)	New Indicator			110,587

Effective management of our upstream and downstream value chain is vital to the sustainability of our business. Our upstream suppliers undergo clear screenings to ensure provision of high-quality products that reinforce our quality commitment, while our downstream partners and contractors receive evaluative screening for health, safety and quality.

WOQOD's third-party agreements require contractors and suppliers to adhere to all laws and regulations in Qatar, as well as to WOQOD's Code of Business Ethics and Conflict of Interest. In addition, WOQOD evaluates suppliers and contractors according to their environmental performance and their health & safety performance. Each contractor or supplier must submit documentation supporting their attainment of ISO9001, ISO14001, and OHSAS 18001 prior to their selection. In 2014, we successfully screened 91% of our suppliers against sustainability requirements, well on our way to achieving our target of total comprehensive screening.

Suppliers Screening				
	2011	2012	2013	2014
Number of Significant Suppliers	191	155	181	190
Number of Total Suppliers Screened	55	55	55	173
% of Total Suppliers Screened	28%	35%	30%	91%

"At WOQOD, we acknowledge that our procurement practices have an impact on Qatar's economy, through our support of local sourcing and our screening of contractors and suppliers to ensure alignment of local activities with company principles."

Mr. Hassan Mubarak
Procurement & Contract Manager

CONTRIBUTING SOCIALLY

At WOQOD, we cherish the social fabric of our community and pledge our support through financial contributions and volunteering.

As a public company, WOQOD donates 2.5% of its annual net profit to the Public Companies Fund established through the Emiri Decree (8) in 2011. Our contributions do not end there, however; we also engage in elective contributions to other organizations and events. These contributions focus on the following themes:

- Environmental initiatives and projects in our communities.
- Health initiatives, especially concerning mental health and care for special-needs workers.
- Sporting events.

Our total community investments in 2014 reached QAR 30.3 million. Our recognition and appreciation of our employees' desire to give back to their communities was formalized in 2013, when we renewed our commitment to compensate employees for all hours spent performing community volunteerism.

"We are proud to say that we are becoming much more responsible and intelligent in the way we work with our local communities; this is why we are strongly committed to enhancing our social contributions and aligning them to our sustainability approach as we review our contribution approach in 2015."

Sheikha Sarah Nasser Al Thani
Head of Public Relations and Communications

Community Investments (QAR)



WOQOD Corporate Social Responsibility Activities in 2014

CNG Workshop	In 2014, WOQOD participated in the CNG Implementation Workshop. Titled 'Clean Air, Clean Environment', this workshop discussed various issues and exchanged views with experts concerning CNG (Clean Natural Gas)'s distinction as one of the most environmentally friendly road transportation fuels available.
Supporting People with Special Needs	People with special needs regularly receive the attention and support of WOQOD's administration. Our Chief Executive Officer welcomed a delegation from the Qatar Society for Rehabilitation of Special Needs and offered them financial support of QAR 200,000.
Wrangler Branding	WOQOD supplied fuel to the 2014 Sealine Wrangler Jeep Parade.
Charity Donation	WOQOD has continued its commitment to support local charities by contributing over QAR 1 million to Qatar Charity.
National Day Celebration	As a platinum sponsor, WOQOD participated in the National Day of the State of Qatar, which is held on the 18th of December each year. The Sidra Store chain distributed flags and was involved in various activities.
National Environment	WOQOD sponsored the My School, 'My School, My Farm' event for the Qatar Ministry of Environment on Qatar's National Environment Day. WOQOD sponsored Awsaj Academy's first Awsaj Environmental Fair to celebrate Qatar National Environment Day. The school-wide event was a unique opportunity for the students to learn and share knowledge about the natural world and resource conservation.
Iftar Ramadan	As part of our continuous support of the cultural fabric of Qatari society, WOQOD conducted an Iftar Party for all employees at the Diplomatic Club.
Sports Day	WOQOD participated in National Sports Day by arranging a bicycle ride through Ceremonial Road in Al Kharaitiyat for WOQOD employees.
Petroleum Environment Day	WOQOD took part in the Environment Fair organized by Qatar Petroleum in the National Exhibition Center. H.E. the Minister of Industry and Energy opened and sponsored the fair, at which companies and organizations displayed environmental initiatives under the theme 'Use of Water in the Oil and Gas Industry'.





3

ACHIEVING SUSTAINABLE GROWTH



WOQOD aims to be a high-quality investment for our shareholders via profitability attained through growth in our revenue and operations, excellence in governance, and commitment to transparency and adoption of best practice management systems.

Our strategy for achieving sustainable growth revolves around dedicated exploration of advancement opportunities and relentless pursuit of strategic expansion of our business lines. This strategy both reflects and enhances our commitment to sound governance practices and compliance laws and regulations governing public companies in Qatar, and further consolidates our pledge to provide honest and clear information about our operations and our adoption of best practice management systems.

Key Material Issues:

- Economic Performance
- Anti-corruption

MAXIMIZING VALUE AND FINANCIAL RETURN

"At WOQOD we maximize our shareholder value by optimizing our business projects and providing excellent returns on investment. Diligence in pursuing and realizing continuous growth and enhanced efficiency is also crucial for maximizing value for shareholders."

Mr. Khalil Makki
Finance Manager

Pursuit of Strategic Expansion

We determinedly pursue business growth by increasing our market presence in Qatar and seeking new opportunities in regional markets.

In 2014, all of our business units experienced continued growth in products and number of customers, in line with WOQOD's targeted strategic growth direction. Opposite is a summary of WOQOD's 2014 growth efforts.

Expansion of our WOQOD Stations

In 2014, we continued our strategy of expanding our WOQOD stations, witnessed by the construction of 13 new stations in Al Wakrah, Al-Wajba, Al-Jamaliyah, Al-Aqla in Lusail, Al-Thalehira, Al-Qatifiyah, Al-Mashabiyah, Al-Shamal City, Al Rayyan Al Jadeed, Sudantheel, Fleiha, Bin Derham, and the new Hamad International Airport. With our eye firmly fixed on the future, WOQOD has seven new stations in the design and/or tender phase, and we are coordinating with the Ministry of Municipal and Urban Planning on the approval of 25 new locations suitable for the establishment of WOQOD stations.

Our growth strategy is not limited to the founding of new stations. We are also working to expand the operations of our current stations. In 2014, we have either completed or started on the expansion of 10 existing stations in the areas of Ein Khaled, Muaizer, Al Dahayen, Al-Hilal, Bu Faseela, Al-Sayliyah, West Bay, Wadi Al Banaat, East Messaimeer, and Al-Gharrafa. Any remaining projects will be completed in 2015.

“Our aim is to cover most areas of the State of Qatar with our WOQOD Stations, focusing on Doha City, Ring roads, East – West road, and other highways.”

Mr. Ahmed Ali Mirza
Engineering Services Manager

Sidra's Projects

We are in the process of establishing four new Sidra projects at Hamad Hospital, Ascot Tower, Barwa Commercial Complex, and Barwa City Complex. These projects are in the design and approval phase and are projected to be completed during 2015.

Expansion in FAHES Facilities

The FAHES Al Ma'amoura Project, which consists of an inspection center, was completed and fully equipped in 2014. The center has been carrying out important coordination activities with the Traffic Department since January 2015, when it became formally operational. In addition, four more FAHES centers, currently in the design and approval stage, are planned in Al Shihaniyah, North Al-Khor City, and Al-Wakrah.

Expanding our Sales, Increasing our Profitability

WOQOD continues to explore new ideas to grow our sales, mainly via constant improvement of our ability to provide customers with tailored products and services. We see this as the main driver of higher profits, which benefit our stakeholders in addition to our shareholders.

In 2014, WOQOD continued to achieve revenue growth driven by higher sales. Below is a summary of WOQOD's sales in 2014.

Revenue from Retail Activities

2014 witnessed a 17% increase in the total revenue of our retail operations, including fuel sales, associated services, and Sidra convenience stores. Revenue from services and tire shops ranked first in annual growth rates, exceeding 19.6% in 2014, followed by Sidra with 18.4% and automatic car wash revenue with a growth rate of 17.8%.

Retail Sales (Million QAR)			
	2013	2014	% of Change
Sidra Stores	135.5	160.4	18.4%
Workshop and Tires	45.3	54.2	19.6%
Oil and Lubricants	31.9	34.5	8.2%
Manual Carwash	20.4	22.9	12.3%
Automatic Carwash	10.1	11.9	17.8%

Revenue from Butane Gas Sales

In 2014, WOQOD's butane gas sales exceeded the previous year's 5% growth rate. Total butane gas sales increased to 111,406 tonnes in 2014 as compared to 105,821 tonnes recorded in 2013.

Butane gas bulk sales in 2014 decreased by 12% in comparison with 2013, while the volume of 2014 sales decreased to 33,537 tonnes, compared to 38,254 tonnes in 2013. The decrease in butane bulk sales resulted from implementation of tighter safety and security rules and regulations to control the quantity sold at petrol stations. These changes were significantly influenced by the unfortunate accident that occurred in the "Turkish Istanbul Restaurant", which led the Civil Defense Department to issue new instructions.

WOQOD's Butane Gas Sales per Sector (Tonnes)			
	2013	2014	% of Change
Domestic Sector	734	792	7.9%
Commercial Sector	25,030	25,207	0.7%
Industrial Sector	12,490	7,538	-39.6%
Total	38,254	33,537	-12.3%

Despite our strenuous efforts to replace traditional metal LPG cylinders with SHAFAF cylinders, traditional metal cylinders still recorded a positive growth rate of 7% in 2014, with sales of 5.1 million cylinders compared to 4.8 million in 2013. Additionally, 2014 witnessed an increase of 53.5% in the sales of SHAFAF cylinders (12kg), reaching 1.4 million cylinders in 2014, while sales of SHAFAF cylinders (6kg) recorded a 25.8% increase, totaling 39,000 filled cylinders in 2014 compared to 31,000 cylinders in 2013.

Butane Gas in Cylinders Sales ('000 Cylinder)			
	2013	2014	% of Change
12 kg metal cylinder sales	4,796	5,134	7.0%
6 kg SHAFAF cylinder sales	31	39	25.8%
12 kg SHAFAF cylinder sales	908	1,394	53.5%

In 2014, WOQOD's sales from natural gas (industrial and compressed) tripled, reaching 317,740 MMBTU compared to 83,179 MMBTU in 2013. This increase resulted from the Qatar government's recent commitment to cleaner fuel use in Qatar's public transportation.

Natural Gas Sales per Million British Thermal Units (MMBTU)

	2013	2014
Industrial	75,450	253,056
CNG	7,729	64,684
Total	83,179	317,740

Bitumen Sales

Bitumen (regular) sales recorded a decrease of 3% during the year 2014, with a sale volume of 67,628 tonnes. However, enhanced bitumen (polymer) sales recorded a 100% increase, from 4,516 tonnes in 2013 to 9,117 tonnes in 2014.

Bitumen Sales (Metric Tonnes)

	2013	2014	% of Increase
Bitumen 60/70	69,783	67,628	-3.1%
Polymer PMB	4,516	9,117	101.9%
Total	74,299	76,745	3.3%

Driving Higher Profitability

WOQOD maintained its excellent profit growth rate in 2014, exceeding QAR 1,133 million with an increase of 1% over 2013's figures. Moreover, its earnings per share exceeded QAR 13.44 despite the increase in share capital in 2013 through the distribution of 30% bonus shares. WOQOD's full financial results can be accessed through our Annual Financial Reports:

<http://www.woqod.com.qa/net/eng/others/others.aspx?i=830>

Direct Economic Value Generated and Distributed (Million QAR)

	2011	2012	2013	2014
Revenue	10,504	11,490	12,729	14,621
Operating Costs	601	666	777	924
Net Profit	1,184	1,150	1,123	1,133

GOVERNANCE EXCELLENCE

Good governance is the backbone of a resilient and sustainable business. In recognition of this, WOQOD places tremendous emphasis on transparency and accountability, and on adopting the best practices of corporate governance. WOQOD's Board and management are committed to the creation of shareholder value and to meeting of all stakeholder expectations concerning sound corporate governance.

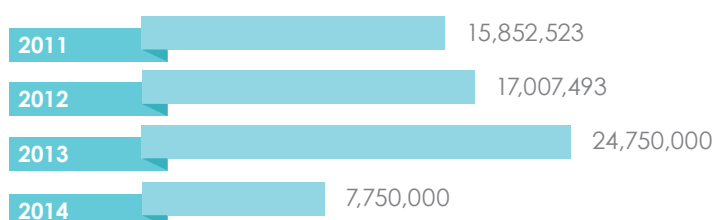
Mr. Ibrahim Elmakki
Legal Affairs Manager

Board Governance

WOQOD has a strong and stable governance structure led by the Board of Directors (BoD), our highest governing body. Responsible for general organizational oversight and the establishment of corporate hierarchy, WOQOD's BoD consists of seven highly qualified individuals, five of whom are elected by shareholders in the General Assembly held every three years. The BoD chairman and vice-chairman are appointed by Qatar Petroleum, our golden shareholder.

The BoD is responsible for all top-level decision-making on economic, financial, operational, environmental, and social issues faced by the company. All decisions are communicated to WOQOD's CEO, who reports to the Chairman and BoD and is responsible for the overall executive management of the company. The duties of the Board of Directors are performed independently and impartially in accordance with Qatar Stock Market Governance Requirements.

Board of Directors Remuneration (QAR)



To ensure transparency concerning independence and potential conflicts of interest in the Board's decision-making, WOQOD adheres to a strict code of business ethics mandating all members of the BoD to disclose conflicts of interests and other relevant information before joining. This information is included in WOQOD's submission of its yearly corporate governance report to the General Assembly.

Board procedures are set out in the Doha Exchange Governance Regulations for Public Companies, which stipulate that the Board must meet six times per year, a mark that WOQOD's BoD currently meets or exceeds. The Board reviews WOQOD's performance during regular board meetings and in the annual General Assembly Meeting, where reports of the previous year's results and future prospects are presented for discussion.



BOARD MEMBERS



Sheikh Saoud Bin Abdulrahman Al Thani
Chairman, Independent Non-executive
Joined the Board 2014



Mr. Ahmad Saif Al-Sulaiti
Vice-Chairman, Independent Non-executive
Joined the Board April 2015



Mr. Mohammed Nasser Mubarak Al-Hajri
Member, Non-executive
Joined the Board 2014



Sheikh Saoud Khalid Hamad Al Thani

*Member, Non-executive
Joined the Board 2008*



Mr. Nasser Sultan Nasser Al-Hemaidi

*Member, Non-executive
Joined the Board 2008*



Mr. Abdulrahman Saad Zaid Al-Shathri

*Member, Non-executive
Joined the Board 2008*



Mr. Mohammed Abdulaziz Saad Rashed Al-Saad

*Member, Non-executive
Joined the Board 2008*

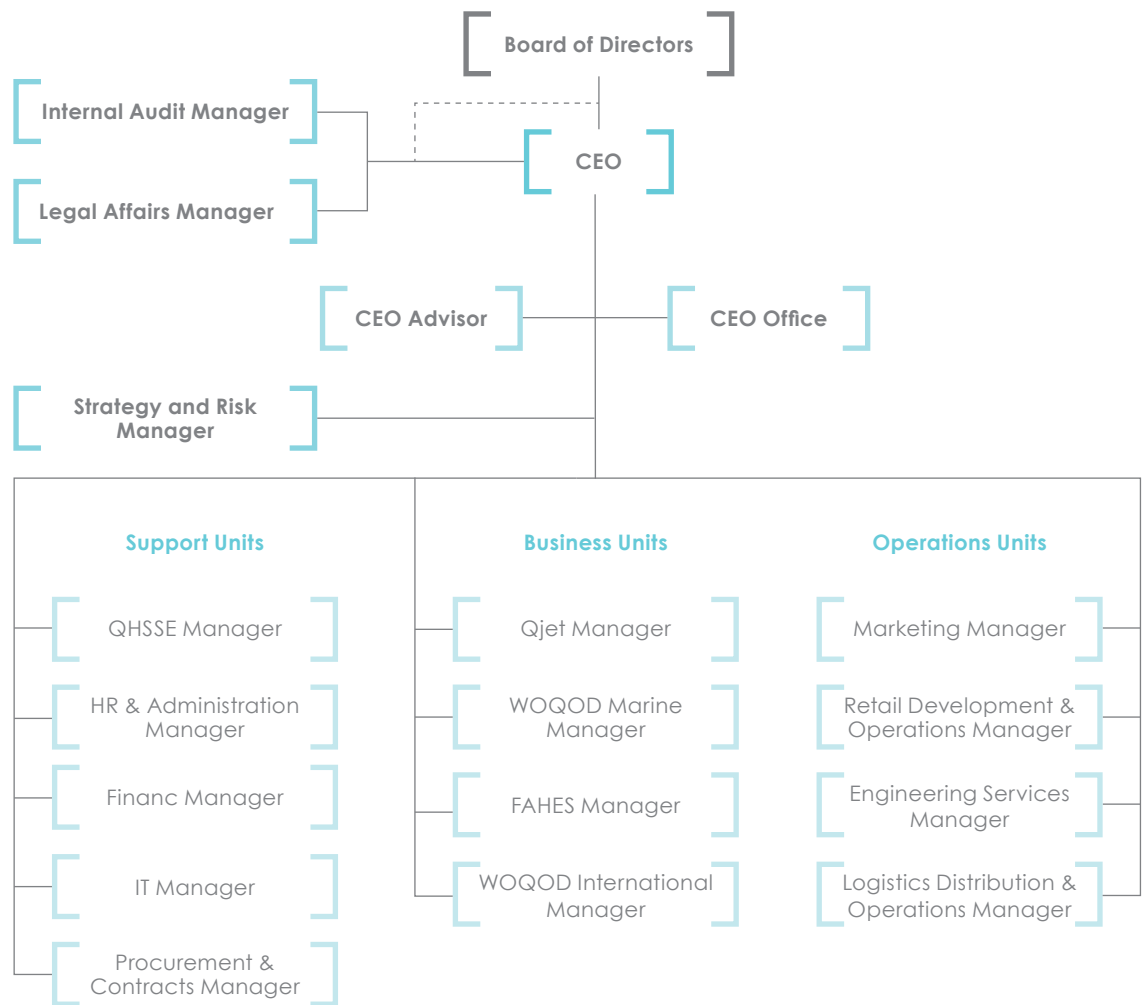
ENHANCING OUR MANAGEMENT SYSTEMS

We acknowledge that our success relies on constant improvements to our management systems and structures in order to better utilize our internal capacities and maximize our efficiency.

WOQOD underwent significant organizational restructuring in 2014. The groundwork for the restructuring was laid in 2013, via collaboration with a specialized international consultant; the result was an upgrading of the company's organizational structure via merging of departments in an attempt to lower costs and improve capabilities.

New departments have emerged from this process, including strategy and risk management departments necessary to comply with corporate governance requirements. Other areas also saw restructuring, including the Quality, Health, Safety, Security and Environment (QHSSE) Department, which was inaugurated in 2014 in order to establish strategic plans, policies, and appropriate procedures to be followed when dealing with issues of health, general safety, and local environment. This department's purpose is to ensure a safe and healthy working place by preventing work accidents or injuries.





This restructuring has produced numerous advancements in many of the affected departments. For example, our Information Technology (IT) Department re-evaluated a number of software applications, after which some were updated while others were discarded. WOQOD has also implemented a number of projects aimed at advancing the performance level of various WOQOD departments; the IT Department has conducted a comprehensive study to evaluate WOQOD and its subsidiaries' needs for 2015 in addition to completing a holistic plan for 2015–2018.

IT Department Follows Global Best Practice

"Our IT department ensures that WOQOD follows global best practice related to information technology. We have equipped WOQOD Tower with the most advanced health and safety systems. In addition, all WOQOD stations have surveillance cameras installed and fire systems linked to headquarters. We provide continuous capacity building to our IT team to ensure they are trained in the latest cutting-edge IT expertise."

Mr. Yousef Al-Sulaiti
Information and Technology Manager



4

MAINTAINING ENVIRONMENTAL RESPONSIBILITY



At WOQOD, we are committed to safeguarding Qatar's natural environment through reduction of our operational impact and mitigation of any negative environmental effects that may be caused by the use of our products and services.



Our commitment to protecting the environment demands work on two fronts:

1. conducting our operations in an environmentally conscientious manner that minimizes their negative impact, and
2. focusing on environmental responsibility while investigating new products and services to meet the needs of our customers.

These tasks are not easy, and we acknowledge that we have a long way to go before we reach full environmental sustainability, but the goal is worthy beyond compare and we are committed to its pursuit.

Key Material Issues:

- Environmental Spending
- Compliance
- Energy
- Emissions
- Transportation Impacts
- Materials
- Water
- Waste Management

ENVIRONMENTALLY RESPONSIBLE OPERATIONS

Environmental stewardship is at the core of our sustainability strategy and approach. We endeavor to operate our business in a way that minimizes our impact on the environment.

WOQOD's Environmental Management System

Careful environmental management is central to WOQOD's operations. This is reflected in WOQOD's Environmental Policy Statement, which provides a framework for managing our environmental impacts.

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. Through careful implementation of this system, which was developed in accordance with ISO 14001:2004 standards, we are able to not only ensure compliance with all laws and regulations but also track performance and continually update our environmental objectives, targets, and programs.

One of our key advancements in 2014 was the establishment of a QHSSE Department to manage all of our environmental issues. All of our sites will now report to a single central hub for better monitoring and management of environmental issues.

"We believe that successful management of our direct and indirect environmental impacts will contribute to the sustainability of our business, and that above and beyond corporate concerns, it is our responsibility to work to safeguard the environment."

Mr. Yousef Khalid Aljaber
QHSSE Manager

Environmental Expenditures (QAR)



WOQOD Environmental Policy



At Qatar Fuel (WOQOD) and affiliate companies, we are committed to a role of environmental leadership in all aspects of our business.

We are committed to :

- Continually improve our environmental performance through our environmental objectives, targets and program;
- Prevent pollution and conserve our natural resources;
- Comply with all environmental laws and regulations applicable to our operations;
- Contribute and participate in our community's environmental activities.

We make this policy known to all to promote environmental awareness among our stakeholders in creating a better environment.



Energy and Climate Change

At WOQOD, we recognize that an industry-wide reduction of carbon emissions is crucial to global environmental sustainability, and we accept with full gravity and seriousness our responsibility to identify ways in which our business can contribute to this reduction. Our 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. The main source of WOQOD's GHG emissions is energy consumption, in the form of electricity purchased from third parties and use of transportation fuels.

In 2014, we continued to track our energy use derived from electricity purchased from the Qatar National Utility Company (Kahramaa) and from the transportation fleet used for delivery of our products to customers. Our total direct and indirect energy consumption reached 360,433 gigajoules in 2014, a 23% increase from 2013. This increase was predominantly due to improved data tracking, as we have included in this 2014 report the energy consumed by one site, Doha Depot, that was not included in 2013's report. This improved tracking is in line with our 2014 focus on improving data collection to better understand our performance; our next step will be to create a clear action plan to minimize our energy consumption and establish measurable targets. This plan, expected to be formulated in 2015, will play a crucial role in our ongoing sustainability strategy development.

Direct Energy Consumption⁽¹⁾

	2011	2012	2013	2014
Transportation Fuel Consumption - Diesel (Liters)	4,934,539	5,443,702	6,372,385	6,809,411
Transportation Fuel Consumption - Gasoline (Liters) ⁽²⁾	61,308	61,308	61,308	65,016
Total Direct Energy Consumption - Gigajoules	181,213	199,723	233,484	249,482

(1) We have reissued figures for previous years as we have included our subsidiary Q-Jet in our scope of reporting.

(2) We have reissued figures for previous years to reflect our enhanced data tracking system.

Indirect Energy Consumption⁽¹⁾

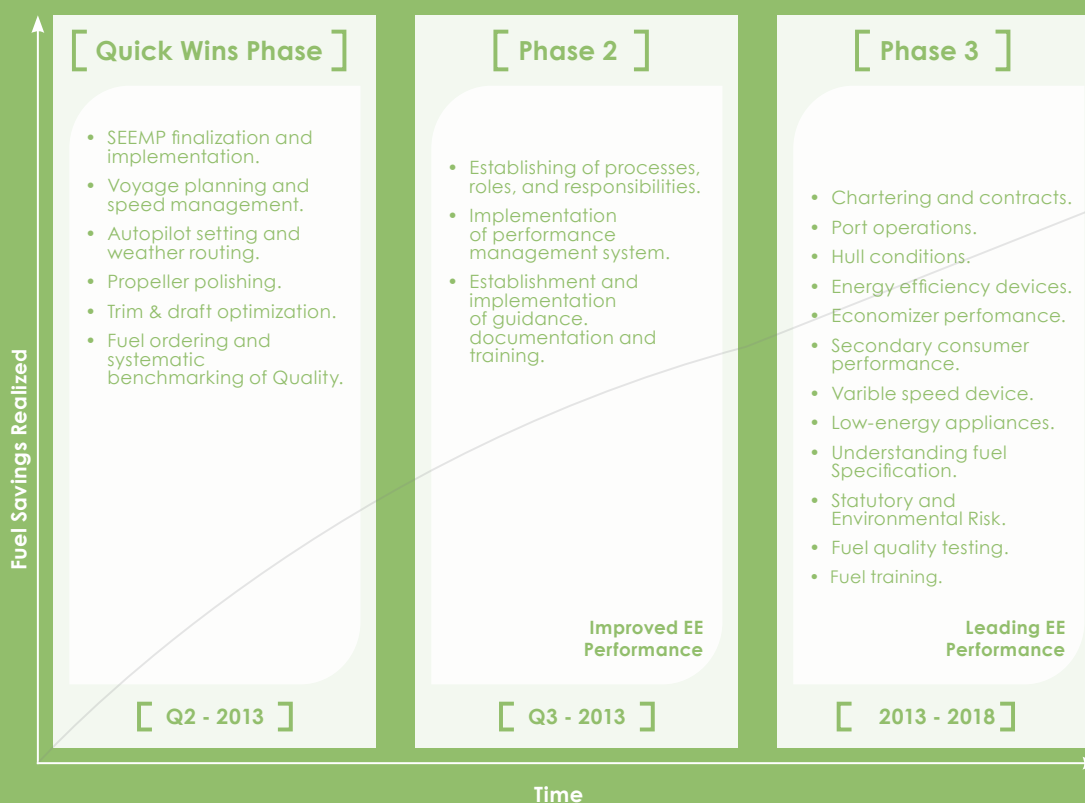
	2011	2012	2013	2014
Electricity Consumption (kwh)	12,292,953	16,432,784	16,757,453	30,819,631
Total Indirect Energy Consumption - Gigajoules	44,255	59,158	60,327	110,951

(1) We have reissued figures for previous years as we have included our subsidiary Q-Jet in our scope of reporting.

Our efforts to reduce energy consumption last year included implementation of various initiatives to improve internal efficiency. For example, WOQOD implemented the Auto Aviation Locator system for our fleet movements. This system has enhanced our ability to track our fleet and manage distribution routes, decreasing the number of unnecessary trips and therefore lowering our fleet's overall fuel consumption.

WOQOD Marine Services Ship Energy Efficiency Management Plan

WOQOD Marine Services conducted an extensive energy efficiency opportunity assessment project in 2012 to study existing vessels' performance and possible improvements. As a result of this study, WOQOD Marine created the Ship Energy Efficiency Management Plan targeting a number of areas in which energy efficiency could be improved across the fleet. The plan prioritizes initiatives by their savings potential and ease of implementation.



The year 2014 witnessed an increase of almost 42% in our total GHG emissions compared to 2013. This increase was mainly due to inclusion of the GHG emissions resulting from our Doha Depot operations, tracking of which began in 2014, coupled with the expansion of our operations and sales that occurred in 2014.

GHG Emissions by Source (Tonnes)⁽¹⁾

	2011	2012	2013	2014
Direct GHG Emissions	13,609	14,998	17,532	18,733
Indirect GHG Emissions	10,604	14,175	14,456	26,586
Total GHG Emissions	24,214	29,174	31,987	45,319

(1) We have reissued figures for previous years as we have included our subsidiary Q-Jet in our scope of reporting.

Other Air Emissions

WOQOD's operations result in the release of nitrogen oxides (NOx) and sulfur oxides (SOx) into the air, in the quantities presented in the table below. We constantly work to reduce these emissions by conducting regular fleet maintenance.

Other Air Emissions (Tonnes) ⁽¹⁾				
	2011	2012	2013	2014
SOx Emissions	83.92	92.58	108.37	115.80
NOx Emissions	8.39	9.26	10.84	11.58

(1) We have reissued figures for previous years as we have included our subsidiary Q-Jet in our scope of reporting.

WOQOD Vehicles Inspection (FAHES)

"We view our responsibility to environmental sustainability as extending beyond the borders of our facilities to include the services that we provide. FAHES, a WOQOD subsidiary, is working to reduce the effects of air pollutants emitted by vehicle operation in Qatar. At FAHES, we inspect all vehicles on an annual basis to ensure that their emission levels are in compliance with Qatar, GCC, and international standards, helping to manage the environmental impact of these vehicles. Such inspection includes computerized exhaust gas emission tests, which aid in the reduction of avoidable pollution."

Mr. Eid Al Kubaisi
FAHES Manager

Resource Management and Waste Reduction

Though primarily intended to benefit the environment, minimization of resource use at WOQOD also benefits our profits via cost reduction. This reduction stems from savings in water consumption and from greater efficiency in disposal of waste generated by our operations.

Natural Resource Use and Water Consumption

As a company that sells products provided by an upstream supply chain, WOQOD does not consume significant amounts of natural resources. Our most significant impact in this department includes the use of paper and consumption of water at our head office and sites, and the water consumed by our carwash facilities at WOQOD stations.

The nation of Qatar contains limited freshwater sources and is highly dependent upon desalination to produce fresh water and associated energy and emissions. In recognition of Qatar's environmental predicament, WOQOD is committed to the greatest possible efficiency in utilization of water resources.

In 2014, our fresh water consumption decreased by 13.9% compared to 2013, reaching 820,365 cubic meters. This was a direct result of our dedicated efforts to recycle water used in car washing.

Fresh Water Use and Discharge (m3)⁽¹⁾

	2011	2012	2013	2014
Total Fresh Water Use (m3)	582,731	741,174	922,925	820,365

(1) We have reissued figures for previous years as we have included our subsidiary Q-Jet in our scope of reporting.

WOQOD's use of water drawn from Qatar's water grid derives mainly from our administrative water use on the company's premises and from car-washing at our stations. As part of our efforts to reduce the amount of water used for car-washing, WOQOD has installed a water recycling system for all new automatic carwash facilities at our stations. This new recycling system has enabled WOQOD to reuse 90% of the water consumed by car-cleaning procedures. Technical difficulties were responsible for our inability to implement this system in manual car-washing facilities; we are currently investigating the feasibility of modifying the system for 2015 inclusion in these remaining facilities.

Fresh Water Discharge (m3)

	2011	2012	2013	2014
Total Water Discharged to the Grid (m3)	549,255	693,731	747,557	806,483
Total Water Recycled (m3)	25,914	32,393	51,829	52,022

The other source of effluents at WOQOD is ballast produced by our marine operations. In order to mitigate this and to further honor our commitment to environmental responsibility, our subsidiary, WOQOD Marine, created a Ballast Water Management Plan in 2014.

WOQOD Marine Services Ballast Water Management Plan

“Ballast water is essential to a ship's ability to control trim, list, draught, stability, and stress. This ballast water can sometimes contain aquatic organisms or pathogens which, if introduced into the sea or into freshwater courses, may pose dangers to the environment, human health, property, or resources, and may impair biological diversity or interfere with other legitimate uses of such areas.

To manage these risks, WOQOD Marine has created a Ballast Water Management Plan. This plan was established in accordance with the International Maritime Organization (IMO) to assist in complying with the guidelines of IMO and quarantine measures, and is intended primarily to minimize the risk of biological contamination from ballast water or sediment without compromising ship safety.”

Capt. Jasim Al-Binali
WOQOD Marine Manager

Waste Management

Waste generated by WOQOD's activities is composed of non-hazardous domestic waste produced by our offices and hazardous and non-hazardous waste resulting from our operations and services. Domestic waste is disposed of by local municipalities, while waste generated from our operations and services is handled by approved contractors from the Ministry of Environment.

Waste Generated by WOQOD

	Unit	2011	2012	2013	2014
Lubricants Used by WOQOD Vehicles	Liters	1,216	814	1,836	32,740(1)
Contaminated Diesel	Liters	384,177	489,008	539,130	708,448
Tires - Customers and WOQOD Vehicles	kg	166,320	211,680	257,230	350,664
Batteries - Customers and WOQOD Vehicles	kg	14,487	18,438	20,325	29,052
Domestic	kg	7,464	7,083	11,881	20,475

(1) This increase is due to the inclusion of WOQOD stations not included in previous years.

Spills

As with all companies working in downstream oil and gas, WOQOD experiences oil spills through our fast network of storage and distribution facilities. Unintended spillage of fuels has the potential to pollute water and soil and harm local biodiversity. Even though the scale of potential spills from our operations is minor, we take our responsibility to eliminate any and all such potential seriously. As a result of implementation of various stringent measures, WOQOD is proud to report that we have a clean record with no spills occurring in past four years.

WOQOD Marine Services

WOQOD Marine Services has maintained a record of zero spill incidents thanks to its prevention system, which monitors ship-to-ship bunkering and shut downs in ship-to-ship bunkering in the case of an accidental spill. Also, as a precautionary measure to contain any potential spills, WOQOD Marine Services takes out spill insurance of USD one billion for each ship, which will facilitate any necessary clean-up.

Q-Jet Emergency Response Plan for Fuel Spills

Q-Jet, a WOQOD subsidiary company, shares our commitment to environmental responsibility and to the elimination of any potential spills. As part of this commitment, Q-Jet has established an Emergency Plan for Fuel Spills that outlines practical response procedures for handling fuel spills within its Fuel Farm C-500 and Fuel Receiving Station C-5700. This plan is designed to contain and control spillage and to minimize the effects on personnel and property in addition to the environment.



PROVIDING ENVIRONMENTALLY SOUND PRODUCTS

At WOQOD, we acknowledge that our environmental impact extends to the products that we provide to our customers. We therefore work constantly to develop more environmentally friendly products.

Necessary though we are to Qatar's economy, we realize that the use of WOQOD's products generates emissions that are harmful to our environment. Our approach at WOQOD is to supply products and services to our customers while increasingly investing in new, environmentally friendly technologies and fuels to mitigate our downstream ecological impact.

In recognition of this commitment, WOQOD is proud to be the licensed operator of the first Compressed Natural Gas (CNG) fuel station in Qatar, supplying Karwa Buses with environmentally friendly fuel. We intend to construct an additional seven CNG stations by 2018, to facilitate Qatar's goal of converting 15% of all vehicles to run on CNG by 2020. Additionally, WOQOD operates the natural gas network at Small and Medium Scale Industries Zone, providing industries in the area with the option of using cleaner-burning natural gas.

In 2014, we introduced biodegradable bags to all Sidra Stores in order to reduce the harmful environmental impact of plastic bags.



1
DELIVERING RELIABLE
AND SAFE PRODUCTS
AND SERVICES



2
CONTRIBUTING
TO OUR
COMMUNITY



3
ACHIEVING
SUSTAINABLE
GROWTH



4
MAINTAINING
ENVIRONMENTAL
RESPONSIBILITY



5
CARING
FOR
OUR PEOPLE



Mobilizing
Qatar
Responsibly

5

CARING FOR OUR PEOPLE



At WOQOD, we believe that our workforce is the engine driving our success, and that attracting and retaining the best-skilled individuals is key to our continued growth. We are therefore committed to providing our employees with a healthy environment where they can develop, grow, and work in safety.

To fulfill this commitment, we have adopted a people-oriented strategy incorporating promotion of a diverse and engaging workforce, investment in all employees, and creation of a safe and healthy work environment, with Qatarization remaining a top priority overall.

Key Material Issues:

- Nationalization
- Employment Diversity and Equal Opportunity Labor Practice Grievance Mechanisms
- Fair Wages
- Training and Education
- Occupational Health and Safety
- Process Safety



QATARIZATION

In alignment with the Qatar National Vision 2030 and National Development Strategy, and building upon our belief in the value of empowering Qatari nationals, WOQOD is committed to attracting greater numbers of Qataris to our workforce and providing them with continuous career development.

Our strategy for attaining greater Qatarization is twofold: we will further our efforts to seek and attract Qatari nationals, and we will work to enhance the skills and qualifications of each Qatari employee via a clear development plan. Moreover, in order to focus our Qatarization efforts, WOQOD has established a Qatarization Section within the Administration Department.

These efforts helped WOQOD to achieve 13% Qatarization in 2014, an increase of 31% over 2013's figure. Going forward, we will continue to raise this bar as we aim for ever greater Qatarization within our ranks. Additionally, WOQOD has achieved 76% Qatarization among our senior managers.

"We at WOQOD are firmly dedicated to contributing to our national commitment of nurturing Qatari talent in our workforce, as it is they who represent our leaders of tomorrow."

Sheikh Hamad Al Thani
HR & Administration Manager

Qatarization ⁽¹⁾

	2011	2012	2013	2014
Number of Qatari Employees	102	114	129	169
Total Qatarization at WOQOD	8.73%	9.19%	9.56%	13.10%

(1) We have revised previous years' figures due to the inclusion of our subsidiary Q-Jet.

Qatarization among Senior Management

	2011	2012	2013 ⁽¹⁾	2014
Total Number of Senior Managers	16	16	16	17
Number of Qatari Senior Managers	8	8	8	13
Qatarization at Senior Management Level	50.0%	50.0%	50.0%	76.5%

(1) Figures for 2013 have been updated.

Qatari Attraction

Our commitment to Qatarization is reflected in our hiring practices. Qatari nationals receive priority consideration for all WOQOD job openings, and we continue to develop innovative methods of attracting Qataris to our workforce. Such methods include:

- Participation in the Energy and Industry Sector Annual Career Fair.
- Participation in university and school open days.
- Assigning a dedicated outreach coordinator to Qatar University, to direct graduate students to opportunities at WOQOD.
- Our 'Sponsorship and Scholarship' program for Qataris (*see insert below*).

All of these efforts are led by the Qatarization Section of our Administration Department.

WOQOD Sponsorship and Scholarship Program

WOQOD's continual and long-term need for employees, especially those of Qatari nationality, has inspired us to establish our 'Sponsorship and Scholarship' program directed at Qataris. Through this project, we offer sponsorships and scholarships to high-achieving Qatari students who attain a minimum of 80% degree score at secondary school or a 2.5 GPA at university. WOQOD offers scholarships in the following fields:

- Mechanical, Electrical, & Instrumentation Engineering
- Information Technology
- Public Relations and Human Resources

Additionally, we provide Qatari students with various scholarship types, ranging from one-year scholarships (for current students) to scholarships covering a full four years of study. In 2014, seven students received scholarships that have allowed them to study at Qatar University as well as at universities in the USA and the UK. We also provide students with internship opportunities and potential hiring opportunities at WOQOD.

This program has proved to be successful in developing the skills of young Qataris and helping WOQOD to identify outstanding talent.

Training and Development for Qataris

Attracting Qatari nationals is only one part of our efforts to increase Qatarization. Another important component is the consistent and effective retraining of employees via continuous career development initiatives. To this end, WOQOD's Administration Department works diligently to build our Qatari human resources through provision of development opportunities, such as training courses and scholarships established through a career development plan for each Qatari employee. In 2014, WOQOD organized training workshops attended by 12 Qatari employees.

A DIVERSE AND ENGAGED WORKFORCE

We at WOQOD view the diversity of our people as our most valuable resource, one that brings a wider range of expertise and experience (and experiences!) to our company. We are committed to remaining responsive to our diverse employees' opinions through well-defined engagement channels.

As a company that is committed to service excellence, we have gone to great lengths to foster a work environment that embraces diversity and provides equal opportunities. Listening and responding to our employees is a chief component of our people strategy, and is a key driver of our company excellence.

Our workforce remains the primary engine of our success. In 2014, our total number of full-time employees reached 1,214, a 5% decrease from 2013. This reduction was the result of an organization restructuring program conducted in 2013 and 2014, which included an organization-wide assessment of job descriptions in order to improve efficiency.

Our Workforce⁽¹⁾				
	2011	2012	2013	2014
Total Workforce	1,169	1,240	1,350	1,290
Workforce by Level				
Senior Management	20	22	23	20
Middle Management	54	54	54	56
Staff	1,095	1,164	1,273	1,214
Workforce by Age Group				
18-30	375	240	452	235
31-40	317	530	476	489
41-50	345	310	330	410
51-60	120	144	86	151
<small>(1) We have reissued figures for previous years as we have included our subsidiary Q-Jet in our scope of reporting.</small>				

In 2014, we added a total of 94 employees to our workforce, furthering our goal of expanding our skill-sets to meet the needs of our strategic expansion.

New Employee Hires				
	2011	2012	2013	2014
Number of New Employee Hires - Total	75	64	98	94
New Employee Hires by Nationality				
Number of Qatari new hires	9	9	5	18
Number of Expat New Hires	66	55	93	76
New Employee Hires by Gender				
Number of Female New Hires	1	2	2	3
Number of Male New Hires	74	62	96	91
New Employee Hires by Age Group				
New Hires 18-30 Years of Age	31	25	50	49
New Hires 31-40 Years of Age	23	24	31	34
New Hires 41-50 Years of Age	19	14	17	9
New Hires 51-60 Years of Age	2	1	0	2
New Hires 60+ Years of Age	0	0	0	0

Equal Opportunity and Diversity

At WOQOD, we are firmly committed to providing equal opportunities to all employees through our hiring procedures and performance management. All applicants are evaluated on the basis of their qualifications only; characteristics such as gender, age, physical disability, and religious belief are not taken into account. We do however give preference to Qatari nationals as part of our Qatarization commitment.

Our respect for equal opportunity goes hand-in-hand with our commitment to diversity. Together, they eliminate any potential hiring discrimination and guarantee that we hire only the most capable individuals. However, many of the jobs we offer are traditionally associated with men; employment opportunities for women tend to be limited to administrative work, which represents only a small part of our operations. Women comprised only 2.9% of our workforce in 2014, but this figure is growing steadily, representing a 19.4% increase over the previous year.

Employment by Gender⁽¹⁾				
	2011	2012	2013	2014
Number of Female Employees	23	23	31	37
Number of Male Employees	1,146	1,217	1,319	1,253
% of Female Employees	2.0%	1.9%	2.3%	2.9%

⁽¹⁾ We have reissued figures for previous years as we have included our subsidiary Q-Jet in our scope of reporting.

Engaging for Success

WOQOD strongly believes that excellent business results derive from engaged employees who trust that their organization listens to them.

Employee engagement takes many forms at WOQOD, including Employee Satisfaction Surveys, performance reviews, our online intranet system, and weekly operational meetings and personal feedback. Performance reviews are conducted annually by our Administration Department in coordination with each employee line manager. We also maintain an "open door" policy of engagement with our workforce, better enabling us to listen and respond to their feedback.

Percentage of Employees Receiving Performance Review

	2011	2012	2013	2014
Percentage of Employees Receiving Performance Review	100%	100%	100%	100%

INVESTING IN EVERY EMPLOYEE

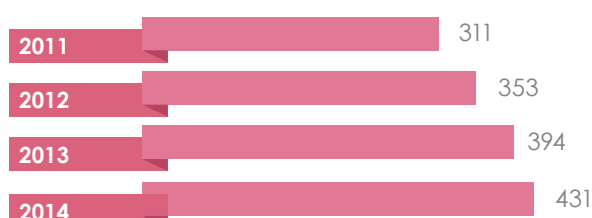
WOQOD provides its employees with the rewards, recognition, training, and healthy environment necessary for their career development and loyalty to our company. As a necessary investment in our employees' future, and in our own, this commitment represents one of the wisest endowments we can make.

Reward and Recognition

To guarantee that all employees have the opportunity to achieve their potential free from personal concerns, and to ensure that WOQOD attracts and retains the best talent in its sector, we offer competitive compensation and benefits packages that are aligned with external best practices and industry benchmarks. In 2014, WOQOD enhanced salary equality by revising our salary scale and applying changes to a number of managerial jobs at different levels. These adjustments ensure that salaries are appropriately aligned with position levels. All rewards and recognition at WOQOD are based on a fair performance evaluation system.

In 2014, our total amount of salaries and benefits paid reached QAR 431 million. WOQOD also offers our employees a range of benefits to meet their various needs, including a housing allowance that is especially beneficial to retail employees. We maintain eight buildings to accommodate our retail employees, and we provide them with free meals, transportation, and medical & health insurance in addition to onsite medical services.

Salaries and Benefits (Million QAR)



Training and Development

Our strongest competitive advantage lies in the knowledge and expertise of our personnel. Enhancement of this expertise is therefore foremost among our internal goals. Using well-developed strategic training programs, we ensure that our employees' skills remain in a state of constant development, guaranteeing continual improvement of all aspects of our business. Training is provided to all employees regardless of nationality.

All WOQOD employees receive orientation training on the company's management system, learning how to conduct their roles in line with the company's policies and culture. Additional company education may include job-specific training or training on new business lines or services initiated at WOQOD.

In 2014, the total training hours provided to employees increased by 300% from 2013's total. Average training hours per employee reached 24 hours, compared to 8 hours in 2013.

Training ⁽¹⁾	2011	2012	2013	2014
Training for total workforce (hours)	6,580	13,852	10,667	31,251
Average training per employee (hours)	6	11	8	24
(1) We have reissued figures for previous years as we have included our subsidiary Q-Jet in our scope of reporting.				



Turnover Rate

A company's staff turnover rate is often viewed as a proxy measure of employee satisfaction, reflecting workforce stability, hiring costs, and productivity. At WOQOD, we are proud of our low turnover rate, which reached only 3.8% in 2014; this is a testimony to our employees' satisfaction and valuation of WOQOD as an employer and business. WOQOD's total employee turnover in 2013 and 2014 was 77 and 49 individuals, respectively. These figures represent all forms of departure, including retirement, resignation, and dismissal. Turnover rates are presented below.

Turnover ⁽¹⁾				
	2011	2012	2013	2014
Total Number of Employees Leaving the Organization	39	41	77	49
% Employee Turnover	3.3%	3.3%	5.7%	3.8%
Turnover by Level				
# of Senior Management	0	0	2	1
# of Middle Management	9	6	7	5
# of Staff	30	35	68	43
Turnover by Gender				
# of Women	0	6	2	2
# of Men	39	35	75	47
Turnover by Age Group				
18-30	23	10	22	15
31-40	11	19	15	13
41-50	5	8	25	10
51-60	0	3	10	9
60+	0	1	5	2
(1) We have revised previous years' figures due to the inclusion of our subsidiary Q-Jet.				

A SAFE AND HEALTHY WORK ENVIRONMENT

WOQOD accords high priority to the health and safety of our people in order to ensure safe and stress-free performance of all work roles.

WOQOD strives to continually strengthen technical and operational integrity in identified risk areas, including Capability Building in Health, Safety, and Environment (HSE) and Process Safety. Our management approach to health and safety is soundly concretized, and our zero-tolerance policy points the way to achievement of our goal of "everyone going home safe and healthy".

One of WOQOD's main achievements in 2014 was the inauguration of our QHSSE Department, designed to establish strategic plans, policies, and procedures to be followed when dealing with health issues, general safety, and the local environment. This department aims to ensure a safe and healthy workplace by preventing work accidents or injuries. Despite the recency of its establishment, the department has already done tremendous work to enhance our health and safety environment at WOQOD, conducting several health and safety trainings and refocusing efforts to hire skilled HSE professionals in order to improve our performance.

"At WOQOD, we firmly believe that providing our employees with a safe and healthy working environment is a key driver of a healthy, happy, engaged, and productive workforce; and we see a strong correlation between our QHSSE Department work and our employee productivity."

Mr. Yousef Khalid Aljaber
QHSSE Manager

In 2014, our HSE division conducted several safety trainings for our employees, including:

- **Training on Food Hygiene**

WOQOD arranged a weeklong training on food hygiene attended by 92 employees of Sidra Stores. Designed to avoid food poisoning incidents, the training focused on food handling in accordance with national food safety laws and requirements.

- **Training on First-Aid Rescue**

In cooperation with Hamad International Training Centers, WOQOD organized a training on global rescue systems for 129 participants. The course aimed to impart and improve awareness of and skills concerning rescue procedures in the case of injuries, disasters, or emergencies.

- **Training on Firefighting**

In January 2014, WOQOD organized a training course on firefighting in collaboration with Civil Defense administration. The course lasted 4 days and was attended by 135 WOQOD employees. The employees received training on how to handle potential outbreaks of fire at stations.

- **Training on Public Safety Control**

The Qatar Energy and Industry Sector Sustainability Department (QEISS) arranged a public safety control training in June 2014, with the participation of more than 22 employees from various WOQOD departments including Bitumen, FAHES Inspection Centers, and Marine Services. The training focused on basic principles of inspection performance, dealing with potential dangers at the workplace, and important precautions to be taken both before and after the occurrence of a hazard.



We know that more always remains to be done to improve QHSSE safeguarding, and we are therefore committed in 2015 to implementing a centralized Health and Safety Management System for all our facilities and subsidiaries, with a standardized system for reporting on health and safety incidents at our premises and among our contractors. Work on this project has already begun and is expected to be completed and online in 2015.

Our process safety procedures have helped us to achieve and maintain a zero-fatality count among our employees and contractors over the past four reporting years.

Safety Indicators⁽¹⁾				
	2011	2012	2013	2014
Fatalities - Employees	0	0	0	0
Fatalities - Contractors	0	0	0	0
Employee Lost-Time Injuries	13	8	17	19
Contractor Lost-Time Injuries	0	0	0	0
Employee Total Reportable Injuries	19	27	28	29
Contractor Total Reportable Injuries	8	3	4	1
RWC (Restricted Work Cases)	2	2	3	1
Heat Stress Events	0	0	0	0
Loss of Containment (LOC)/ Process Safety Incidents	0	0	3	1
Emergency Response Drills	13	16	45	26
(1) We have revised previous years' figures due to the inclusion of our subsidiary Q-Jet.				

APPENDICES

Appendix A: STAKEHOLDER MAP

G4-26
G4-27

Stakeholder Group(s)	Channels of Engagement	Stakeholder Priorities
CUSTOMERS Individual, commercial, and industrial	<ul style="list-style-type: none"> • Direct engagement through points of sale • Customer Satisfaction Surveys • Customer Care Center • Online ordering system • Annual reports • Media center • Dedicated relationship managers for certain clients 	<ul style="list-style-type: none"> • Reliable supply of products • Safe products and services • High-quality products and services • Continual innovation of products and services • Easy and seamless processes
EMPLOYEES	<ul style="list-style-type: none"> • Performance reviews • Direct individual meetings • Annual employee satisfaction surveys • Trainings and seminars • WOQOD's internal intranet 	<ul style="list-style-type: none"> • Equal opportunity • Engagement • Competitive salary and benefits packages • Clear and continuous career-development path and planning • Safe and healthy working environment • Learning and development • Performance-based evaluation
SUPPLIERS AND CONTRACTORS	<ul style="list-style-type: none"> • Contracts • Contractors' and suppliers' evaluation • Normal business interactions • Request for proposals • 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, and governance annual reports • Board of Directors meetings 	<ul style="list-style-type: none"> • High and efficient performance • Higher dividends as a result of increased profits and continuous growth • Reduced business risks • Building and safeguarding WOQOD's reputation
REGULATORS AND GOVERNMENT	<ul style="list-style-type: none"> • Regular reporting requirements • Official visits and audits • Forums, trainings, and workshops 	<ul style="list-style-type: none"> • Qatarization • Providing the fuel for economic growth • Preserving economic and natural environment for future generations • Compliance with laws and regulations • Alignment with Qatar National Vision 2030 and National Development Strategy 2011–2016
COMMUNITY	<ul style="list-style-type: none"> • Community investments and contributions • Contribution to Public Companies' Fund • Collaboration with civil society organizations • Direct interactions with community through events 	<ul style="list-style-type: none"> • Creation of more jobs • Qatarization • Strong culture and heritage • Positive impact of operations • Local sourcing • Community investments
ENVIRONMENT	<ul style="list-style-type: none"> • Environmental management system • Environmental laws and regulations 	<ul style="list-style-type: none"> • Minimization of operations' impacts • A healthy and sustainable environment for this generation and future generations • Investing in new environmentally friendly products and services

Appendix B:

MATERIALITY ISSUES

24 relevant topics were identified as a result of the materiality analysis procedure conducted by WOQOD in 2014. Issues examined included those identified by our internal management and sustainability team, as well as those pinpointed by Qatar Petroleum HSE Regulations and Enforcement Directorate (QP DG), the Energy and Industry regulator to whose rules WOQOD adheres **(G4-18)**.

We have also identified locations of potential impact within and outside of our business, including our company, our subsidiaries, our customers, our suppliers and contractors, and the broader community and environment **(G4-20; 21)**. The table below provides an overview of our identified material issues and their boundaries. **(G4-17.)**

G4-19

Main Strategic Areas	Material Aspects	Boundaries
Delivering Reliable and Safe Products and Services		
High-Quality and Reliable Products and Services to Fuel Qatar	Quality and Performance	Our Company, Our Subsidiaries, Our Customers
Customer's Safety	Customer Health and Safety Marketing Communications	Our Company, Our Subsidiaries, Our Customers
Contributing to Our Community		
Supporting a Sound Economic System	Procurement Practices Local Procurement	Our Company, Our Subsidiaries, Our Suppliers and Contractors
Contributing Socially	Contribution to Community (Financial and In-kind)	Our Company, Our Subsidiaries, Our Community
Achieving Sustainable Growth		
Maximizing Value and Financial Returns	Economic Performance	Our Company, Our Subsidiaries
Governance Excellence	Anti-corruption	Our Company, Our Subsidiaries
Maintaining Environmental Responsibility		
Environmental Management Approach and Expenditures	Environmental Spending Compliance	Our Company, Our Subsidiaries, the Environment
Energy and Climate Change	Energy Emissions Transport Impacts	Our Company, Our Subsidiaries, the Environment
Resource Management	Materials Water	Our Company, Our Subsidiaries, the Environment
Waste Management	Waste Management	Our Company, Our Subsidiaries, the Environment
Caring for Our People		
Qatarization	Nationalization	Our Company, Our Subsidiaries, Our People
Diverse and Engaged Workforce	Employment Diversity and Equal Opportunity Labor Practice Grievance Mechanisms	Our Company, Our Subsidiaries, Our People
Investing in Every Employee	Fair Wages Training and Education	Our Company, Our Subsidiaries, Our People
Safe and Healthy Work Environment	Occupational Health and Safety Process Safety	Our Company, Our Subsidiaries, Our People

Appendix C:

GRI G4 CONTENT INDEX



The table below provides the disclosure of GRI content for 'In accordance' – Core report. Further explanation for each indicator is presented online at <https://g4.globalreporting.org/Pages/default.aspx>

Table Key ● Reported ○ Not Reported

Indicator	Page reference (or direct response in case of omission)	External Assurance
GENERAL STANDARD DISCLOSURES		
Strategy and Analysis		
G4-1	● 18, 19, 20, 21	Not Assured
Organizational Profile		
G4-3	● 8	Not Assured
G4-4	● 11	Not Assured
G4-5	● 3, 14, 15	Not Assured
G4-6	● 12, 13, 14, 15	Not Assured
G4-7	● 8	E&Y Audit
G4-8	● 3, 4, 5, 6	Not Assured
G4-9	● 51-53, 77 WOQOD's Annual Financial Report 2013	E&Y Audit
G4-10	● 77	Not Assured
G4-11	○ 0% - trade unions are prohibited in Qatar	Not Assured
G4-12	● 44	Not Assured
G4-13	● WOQOD's Annual Financial Report 2013	Not Assured
G4-14	● 63	Not Assured
G4-15	● 33, 38, 63	Not Assured
G4-16	● WOQOD is not part of any associations	Not Assured
Identified Material Aspects and Boundaries		
G4-17	● 86 All entities are included in the report	Not Assured
G4-18	● 86	Not Assured
G4-19	● 86	Not Assured
G4-20	● 86	Not Assured
G4-21	● 86	Not Assured
G4-22	● Some data have been modified due to inclusion of WOQOD's subsidiary in the calculation this year report	Not Assured
G4-23	● No Change	Not Assured

Indicator	Page reference (or direct response in case of omission)	External Assurance
GENERAL STANDARD DISCLOSURES		
Stakeholder Engagement		
G4-24	● 24, 25	Not Assured
G4-25	● 24, 25	Not Assured
G4-26	● 24, 25, 85	Not Assured
G4-27	● 85	Not Assured
Report Profile		
G4-28	● 3	Not Assured
G4-29	● 3 WOQOD 2013 Sustainability Report	Not Assured
G4-30	● 3	Not Assured
G4-31	● 3	Not Assured
G4-32	● 87	Not Assured
G4-33	● This report was not checked by third-party.	Not Assured
Governance		
G4-34	● 54-59	Not Assured
G4-36	● 29	Not Assured
G4-38	● 54	Not Assured
G4-39	● 54	Not Assured
G4-40	● 54	Not Assured
G4-41	● 54	Not Assured
G4-48	● 29	Not Assured
Ethics and Integrity		
G4-56	● 9, 54	Not Assured
SPECIFIC STANDARD DISCLOSURES		
CATEGORY: ECONOMIC		
Material Aspect: Economic Performance		
G4-DMA	● 45, 50, 51, 79	Not Assured
G4-EC1	● 45, 50, 51, 79	E&Y Assured
G4-EC4	● No assistance received from Government	E&Y Assured
Material Aspect: Market Presence		
G4-DMA	● 74, 75, 78, 79	Not Assured
G4-EC6	● 75	Not Assured
Material Aspect: Procurement Practices		
G4-DMA	● 44	Not Assured
G4-EC9	● 44	Not Assured

DMA and Indicators	Page reference (or direct response in case of omission)	External Assurance
SPECIFIC STANDARD DISCLOSURES		
CATEGORY: ENVIRONMENTAL		
Material Aspect: Materials		
G4-DMA	● 67	Not Assured
G4-EN1	● 67	Not Assured
Material Aspect: Energy		
G4-DMA	● 65, 66	Not Assured
G4-EN3	● 65, 66	Not Assured
Material Aspect: Water		
G4-DMA	● 67, 68	Not Assured
G4-EN8	● 67, 68	Not Assured
G4-EN9	● 67, 68	Not Assured
G4-EN10	● 67, 68	Not Assured
Material Aspect: Emissions		
G4-DMA	● 65-67	Not Assured
G4-EN15	● 66, 67	Not Assured
G4-EN16	● 66, 67	Not Assured
G4-EN21	● 67	Not Assured
Material Aspect: Effluent and Waste		
G4-DMA	● 68-70	Not Assured
G4-EN22	● 68-70	Not Assured
G4-EN23	● 68-70	Not Assured
G4-EN24	● 68-70	Not Assured
Material Aspect: Compliance		
G4-DMA	● 63	Not Assured
G4-EN29	● Zero	Not Assured
Material Aspect: Overall		
G4-DMA	● 63	Not Assured
G4-EN31	● 63	Not Assured

DMA and Indicators	Page reference (or direct response in case of omission)	External Assurance
CATEGORY: SOCIAL		
SUB-CATEGORY: LABOR PRACTICES AND DECENT WORK		
Material Aspect: Employment		
G4-DMA	● 77, 81	Not Assured
G4-LA1	● 77, 81	Not Assured
Material Aspect: Labor/Management Relations		
G4-DMA	● 79	Not Assured
G4-LA4	Data not available in 2014. WOQOD will report on this indicator in 2015 report.	Not Assured
Material Aspect: Occupational Health and Safety		
G4-DMA	● 82, 84, 51	Not Assured
G4-LA5	● 82, 84	Not Assured
G4-LA6	● 82, 84	Not Assured
Material Aspect: Training and Development		
G4-DMA	● 80	Not Assured
G4-LA9	● 80	Not Assured
Material Aspect: Diversity and Equal Opportunity		
G4-DMA	● 77, 78	Not Assured
G4-LA12	● 77, 78	Not Assured
Material Aspect: Labor Practices Grievance Mechanism		
G4-DMA	● 77, 78	Not Assured
G4-LA16	○ Data in not available and WOQOD commits to report on this indicator in 2015 report.	Not Assured

DMA and Indicators	Page reference (or direct response in case of omission)	External Assurance
SUB-CATEGORY: HUMAN RIGHTS		
Material Aspect: Non-discrimination		
G4-DMA	● 78	Not Assured
G4-HR3	● Zero	Not Assured
Material Aspect: Child Labor		
G4-DMA	● 78	Not Assured
G4-HR5	● Zero	Not Assured
Material Aspect: Forced or Compulsory Labor		
G4-DMA	● 78	Not Assured
G4-HR6	● Zero	Not Assured
SUB-CATEGORY: SOCIETY		
Material Aspect: Anti-corruption		
G4-DMA	● 54	Not Assured
G4-SO4	● 31, 100% of our operations	Not Assured
SUB-CATEGORY: PRODUCT RESPONSIBILITY		
Material Aspect: Customer Health and Safety		
G4-DMA	● 38	Not Assured
G4-PR1	● 100%	Not Assured
Material Aspect: Customer Health and Safety		
G4-DMA	● 38	Not Assured
G4-PR7	○ Data not available this year, and WOQOD will report on this indicator in 2015.	Not Assured

Appendix D:

ACRONYMS

APM	Annual Preventative Maintenance
bn	Billion
BoD	Board of Directors
CNG	Compressed Natural Gas
CO₂	Carbon Dioxide
DIE	Department of Industrial Estate
EIA	Environmental Impact Assessment
FAHES	WOQOD Vehicles Inspection
GCC	Gulf Cooperation Council
GHG	Greenhouse Gas
GJ	Gigajoules
GRI	Global Reporting Initiative
HR	Human Resources
HSE	Health, Safety, and Environment
Kahramaa	Qatar National Utility Company
kg	Kilogram
KPI	Key Performance Indicator
kwh	Kilowatt Hour
LPG	Liquid Petroleum Gas
M³	Cubic Meter
MIC	Mesaieed Industrial City
mn	Million
NDS	National Development Strategy 2011–2016
NODCO	National Oil Distribution Company
NO_x	Nitrogen Oxides
PMB	Polymer Modified Bitumen
QAR	Qatari Riyal
QEISS	Qatar Energy and Industry Sector Sustainability Programme
QMS	Quality Management System
QNV	Qatar National Vision 2030
QP	Qatar Petroleum
QP DG	Regulations and Enforcement Directorate
SO_x	Sulfur Oxides

Appendix E:

GLOSSARY

Climate Change	A significant and lasting change in statistical distribution of weather patterns over periods ranging from decades to millions of years.
G4 Reporting Guidelines	A GRI framework, issued in 2014, for reporting on an organization's economic, environmental, and social performance.
Global Reporting Initiative	A non-profit, multi-stakeholder organization whose mission is to develop and disseminate globally applicable Sustainability Reporting Guidelines. Its Secretariat is headquartered in Amsterdam, the Netherlands.
Greenhouse Gas Emissions	Gas emissions that contribute to climate change, such as carbon dioxide, methane, and hydro fluorocarbons.
Gulf Cooperation Council	A political and economic union of the Arab states bordering the Persian Gulf and located on or near the Arabian peninsula.
Qatarization	An initiative by the government of Qatar to increase employment of its citizens in a meaningful and efficient manner in the public and private sectors.
Qatar National Vision 2030	A long-term national vision built on the guiding principles of Qatar's Permanent Constitution. It reflects the aspirations of the Qatari people and the resolve of their political leadership. It envisages a vibrant and prosperous country in which economic and social justice exists for all, and in which nature and man are in harmony.
Stakeholders	Groups or individuals who affect and/or could be affected by an organization's activities, products, services, or associated performance.
Sustainable Development	Commonly defined as "development which meets the needs of current generations without compromising the ability of future generations to meet their own needs".
Sustainability Management	The integrated management of economic, environmental, and social issues in a manner that maximizes value for all stakeholders.
Sustainability Report	A voluntary public disclosure of information about an organization's economic, social, and environmental performance over time, usually released annually.



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