



SUSTAINABILITY REPORT 2023





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CHAIRMAN'S FOREWORD

I am pleased to present the 11th WQOOD Sustainability Report - 2023 with great pleasure and privilege. This comprehensive report has been meticulously prepared in accordance with the Global Reporting Initiative (GRI) Standards, ensuring transparency and accountability in our sustainability practices.

As an organization, we remain steadfast in our commitment to address key environmental, social, and governance (ESG) issues. This report serves as a testament to our dedication towards achieving sustainable and inclusive growth. By integrating ESG objectives into our operations, we strive to make a positive impact on the environment, society, and economy.

Aligned with Qatar's National Vision 2030, we have taken significant strides in implementing sustainable practices throughout our value chain. Our efforts encompass various areas such as resource management, emissions reduction, community engagement, employee well-being, ethical business conduct, and much more.

We are delighted to share that your continued support has enabled us to make remarkable progress towards our sustainability goals. Through collaborative efforts and strategic partnerships, we have successfully implemented initiatives that promote environmental stewardship while contributing to the overall well-being of society.

This report provides a detailed account of our sustainability performance over the past year. It highlights key achievements, challenges faced, ongoing projects, and future commitments. We encourage you to delve into its contents for a comprehensive understanding of our sustainability journey.

We extend our heartfelt gratitude to all stakeholders who have contributed towards making this report possible. Your valuable feedback and engagement inspire us to continuously improve and strive for excellence in all aspects of sustainability.

Together, let us embrace a future where sustainable practices are deeply ingrained within every aspect of business operations.

AHMAD SAIF AL-SULAITI
CHAIRMAN OF THE BOARD OF DIRECTORS



MD & CEO'S FOREWORD

I am delighted to present our 11th Sustainability Report - 2023, marking a significant advancement in our ongoing dedication to corporate responsibility. This report serves as a testament to the indispensable contributions of both internal and external partners in laying the sturdy groundwork of WOQOD's responsible and sustainable business practices. At this juncture, I am honored to spotlight our sustainability initiatives and accomplishments.

In reviewing our financial performance for the year 2023, the Group's outcome for the fiscal year ending December 31st are contrasted with those of the preceding year,

2022. Despite an 8% decline in net profit in 2023 compared to 2022, the year witnessed a 5% surge in total fuel sales volume, to reach 10.7 billion liters, as opposed to 10.1 billion liters in 2022. This remarkable feat owes its success to the increased sales volumes of jet fuel and gasoline, reaching historical peaks at 5.7 billion liters and 2.9 billion liters respectively, signifying a 16% and 4% increase over 2022. Furthermore, non-fuel retail activity income experienced a 1% increase, driven by the expansion of our petrol station network.

WOQOD remains steadfast in its commitment to nurturing partnerships with Qatari enterprises, actively engaging them in contracts and local procurement processes. In harmony with Qatar's expanding workforce, we keenly champion the professional development of Qatari nationals through internship and scholarship opportunities. Additionally, as part of our Qatarization initiatives, we prioritize the recruitment of Qatari individuals, thereby contributing to the sustainable growth and development of the national workforce.

Within our organization, we consider health and safety a core value. The year 2023 unfolded as a chapter of remarkable progress in our safety progress, we have achieved a 43% reduction in Loss Time Incident Frequency (LTIF) and an impressive 53% reduction in Total Recordable Case Frequency (TRCF) compared to the preceding year. These achievements stand as a testament to our effective health and safety management systems.

As we chart our course forward, the WOQOD Group remains resolute in its dedication to enhancing shareholder and stakeholder benefits. This unwavering commitment finds expression through strategic initiatives aimed at advancing the petroleum products distribution sector within the framework of Qatar's overarching policy of modernization, development, and fortification of the national economy. Our steadfast resolve extends to ensuring the perpetual supply of fuel in alignment with the highest international standards in health, security, safety, and environmental considerations. Moreover, externally, we remain proactive in exploring opportunities for international growth that align with the company's defined business scope and approved policies.

In conclusion, I extend my heartfelt gratitude to our esteemed stakeholders for their unwavering support and commitment to our shared vision of sustainability and excellence.

SAAD RASHID AL MUHANNADI
MANAGING DIRECTOR AND CEO

About the Report

WOQOD has been voluntarily reporting on its sustainability performance every year and the sustainability report has been prepared in accordance with Global Reporting Initiative (GRI) principle of materiality to cover topics that reflect organization's significant economic, environment and social impact and the Materiality Disclosure Service Badge can be found on Appendices.

The information presented in this report is based on historical performance data as well as data for 2023. In some instances, data was calculated based on standard guidelines, assumptions, and methodologies. For example, data for greenhouse gas emissions is based on standard formulas and calculations.

The quantitative data highlighted in this report covers the period from 1 January 2023 to 31 December 2023, unless otherwise stated. The report also includes information on key strategic decisions and initiatives that commenced in 2023.

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

We welcome feedback and suggestions regarding our sustainability journey at sustainability@woqod.com.qa

Our Vision

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

Our Mission

- To provide all customers with reliable, professional and innovative solutions through friendly, excellent and convenient services.
- To demonstrate accountabilities for all our activities
- To achieve our Vision and Mission, we will train and develop competencies across the organization to enable us to demonstrate that we are the best in what we do in the region.
- To achieve the required Qatarization percentage.
- To introduce new and advanced technologies to minimize our impact on the environment.

Brand Values

PROFESSIONAL - Everything WOQOD does internally or externally will be seen as a truly professional initiative. 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 impact.

Corporate Profile

Introduction

Qatar Fuel (WOQOD), the leading fuel distribution and marketing services company in Qatar, completed its Initial Public Offering in 2003 and is listed on the Qatar Stock Exchange. With exclusive concessions, WOQOD is the sole distributor of fuels, including Natural and Liquefied Gas, and Jet A1 refueling at all airports in Qatar. Renowned for pioneering the shift to fully unleaded gasoline and low-sulfur diesel fuel in the GCC region, the company operates a resilient fuel distribution network covering the entire country, utilizing modern trucks, aluminum tankers, airplane refuelers, and bowsters. Apart from conventional fuel products, WOQOD supplies LPG through advanced fiberglass cylinders and tankers, meeting domestic, industrial, and commercial needs. Additionally, WOQOD dominates the fuel retail market in Qatar, provides auto-care services and a comprehensive range of lubricants for various applications.

WOQOD Business



Fuel storage and distribution



Petrol Stations



QJET



LPG Bottling Plant



Bitumen Plant



CNG Fueling Station



FAHES



WOQOD Marine

WOQOD Supply Chain

FUEL PRODUCTS



01 LIGHT GAS OIL (LGO) AND GASOLINE

Refined fuel products are transported via pipeline from QatarEnergy refinery to Doha Depot and Ras Laffan Depot.



02 DOHA DEPOT AND RAS LAFFAN DEPOT

Received fuel products stored in the bulk storage tanks and distributed to petrol stations via Road Tankers



03 PETROL STATIONS

WOQOD Petrol stations receive fuel products via Road Tankers and stores in the underground storage tanks



04 CUSTOMERS

WOQOD offers Light Gas Oil (LGO) and gasoline via its WOQOD petrol station network. WOQOD directly delivers refined products to bulk customer sites.



04 JET A-1

Jet A-1 fuel is transported via pipeline from QatarEnergy refinery to QJet storage facilities.



05 WOQOD AVIATION OPERATIONS/QJET

QJet owns a fleet of fuel supply equipment for supplying Jet A-1 fuel to customers



06 CUSTOMERS

QJET supplies Jet-A1 aviation fuel to aircraft, catering to their operational requirements with precision and reliability.



07 VLSFO

WOQOD receives Very Low Sulfur Fuel Oil (VLSFO) imported by QatarEnergy through marine vessels berthed at the general cargo berth. VLSFO is off-loaded via a loading arm and transferred to WOQOD-operated storage tanks.



08 WOQOD BUNKERING

WOQOD ensures a continuous 24/7 supply of VLSFO at the Ras Laffan anchorage.



09 CUSTOMERS

WOQOD provides bunkering services to LNG carriers and other marine vessels operating in Qatari waters using its specialized fleet of marine service vessels.

WOQOD GAS OPERATIONS

Liquified Petroleum Gas (LPG)



10 LPG

Liquified Petroleum Gas (LPG) transported via pipeline to WOQOD LPG Plant in new industrial area.



11 LPG PLANT

LPG stored in the mounded storage tanks. SHAFAP cylinders filled in the plant and distributed to point of sales.



12 CUSTOMERS

WOQOD supplies LPG to customers both domestic and industrial.

Compressed Natural Gas (CNG)



13 NATURAL GAS

Natural Gas (NG) transported via pipeline to WOQOD CNG stations.



14 CNG STATIONS

Natural Gas (NG) compressed in stations and supplies CNG to customers



15 CUSTOMERS

Public transport buses operated under KARWA, as well as private transportation entities, receive Compressed Natural Gas (CNG) from WOQOD's dedicated CNG stations for their fueling needs.

BITUMEN PRODUCTS



16 BITUMEN

Bitumen is imported from overseas via marine vessels



17 BITUMEN PLANT

Bitumen processed at WOQOD Bitumen plant, Messaiid Industrial City



18 CUSTOMERS

Bitumen products delivered to the customers via road tankers.

Sustainability Reporting

This is WOQOD's 11th Sustainability Report with all of our commitments, governance, policies, performance and objectives related to the management of the Group's environmental and social impacts during the fiscal year ended December 31, 2023.

It has been prepared in accordance with the Global Reporting Initiative (GRI) G4 Guidelines and Oil and Gas Industry Supplements. In determining the scope of this report, we considered the scale of business activities and the specific sustainability concerns of the companies under WOQOD. Taking into account stakeholder views, WOQOD's overall business risks, relevant sustainability trends, and industry best practices, we have identified the material factors that are of greatest importance to our business and our stakeholders.

Identifying Material Aspects and Boundries

STEP 1 IDENTIFICATION

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

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

STEP 2 PRIORITIZATION

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

STEP 3 VALIDATION

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

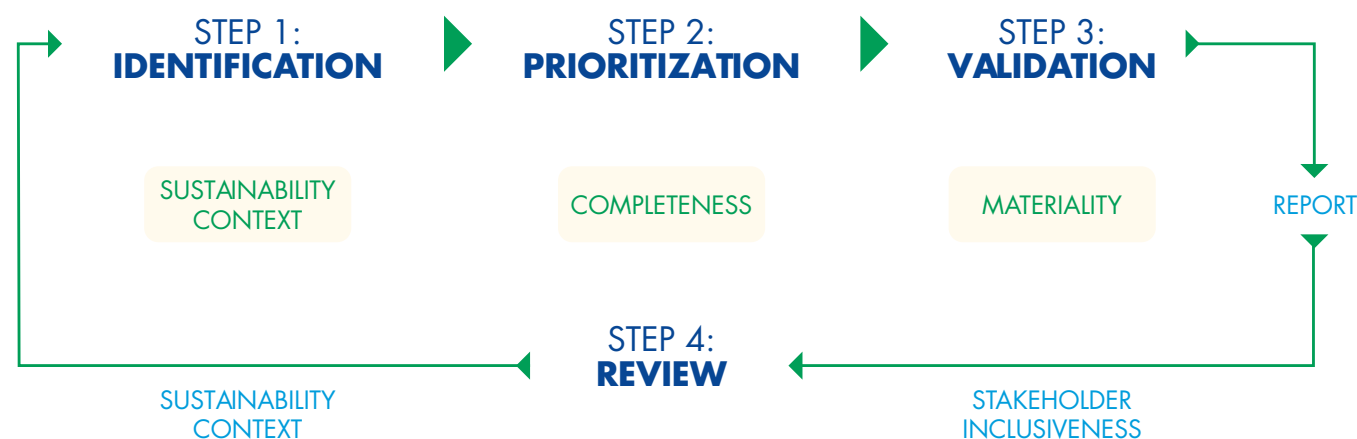
1. **Scope** - The breadth of aspects covered in the report
2. **Aspect Boundaries** - The description of the impacts of each aspect occur
3. **Time** - The completeness of the information with respect to the reporting period

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

STEP 4 REVIEW

This final process is undertaken once the report has been published, and the organization is preparing for the next cycle. This step focuses on the aspects that were material in the previous reporting period and also considers stakeholder feedback. The principals of Sustainability inclusiveness and Sustainability context along with their associated tests in the guidelines, inform the review process of the report.

They serve as checks with regards to the presentation and evaluation of the report as well as the reporting process.



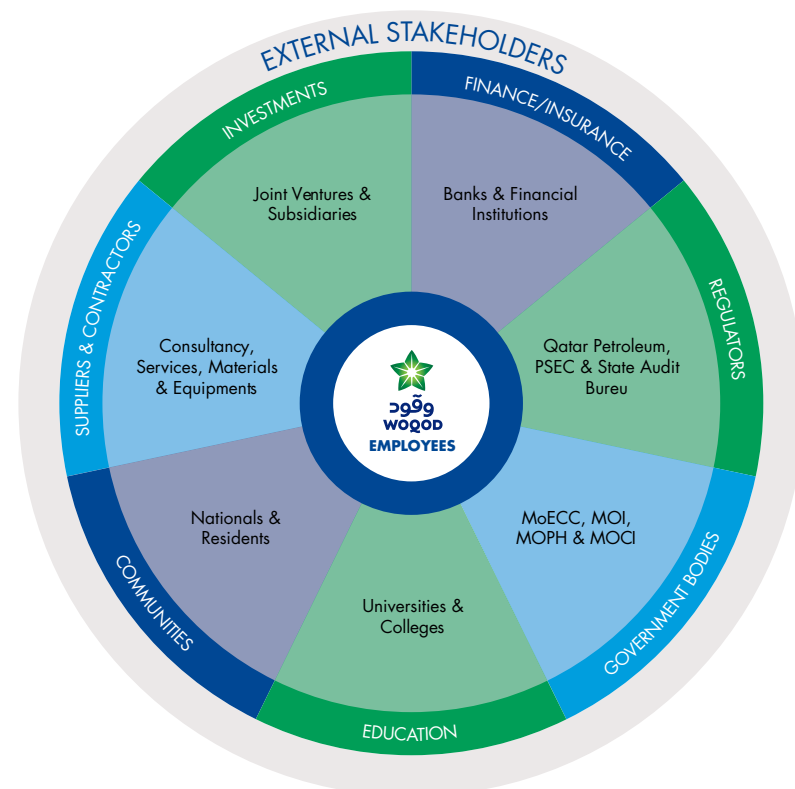
Four (4) step approach

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

- Stakeholder inclusiveness
- Sustainability context
- Materiality
- Completeness



Stakeholder Mapping



STAKEHOLDER ENGAGEMENT

In 2023, our commitment to stakeholder engagement was exemplified through a successful series of events and activities. These initiatives were meticulously crafted to establish meaningful connections with our valued customers and stakeholders. Through interactive events and collaborative activities, the primary objectives were to strengthen relationships, gather valuable feedback, and cultivate an inclusive environment where the voices of our stakeholders played a pivotal role in shaping our ongoing journey. We express our gratitude to all participants who contributed to the success of these endeavors.

1. Customer Surveys:

INTERNAL CUSTOMER SURVEYS:

To ensure internal alignment and satisfaction of operations departments, surveys were conducted for selected support departments. The Customer Satisfaction Index (CSI) consistently rated at a satisfactory level of 4.2 out of 5, reflecting the positive internal perception of our operations.

EXTERNAL CUSTOMER SURVEYS:

Focused on three primary process owners - Fahes, Retail Operations, and Sales Customer Segments. The average CSI value of 4.34 out of 5 demonstrated high satisfaction among WQOD customers in these segments, indicating a positive external perception of our services.

2. Focus Group Discussion:

As the Customer Satisfaction Index (CSI) became the main Key Performance Indicator (KPI) to indirectly measure WQOD business excellence, a Focus Group Discussion facilitated by QA/QHSSE explored how quality assurance in processes affects customer satisfaction. This discussion, held on November 6th, 2023, provided a platform for open and candid conversations among quality control professionals and Subject Matter Experts (SMEs) in operations and shared services. It resulted in the identification of several improvement initiatives to enhance quality control and assurance planning in all processes, thereby improving customer satisfaction.

3. Customer Communication:

ROOT CAUSE ANALYSIS WORKSHOPS:

WQOD Group consistently values the "Voice of Customers" as a source of insights. An effective system is in place to listen to and address customer requirements and requests. Monthly analysis of repeated customer complaints and Root Cause Analysis workshops have been conducted to align business processes, policies, and procedures. This year, two (2) workshops were held to identify the main causes of complaints related to support processes.

In conclusion, our stakeholder engagement initiatives in 2023 have not only strengthened our relationships but have also provided valuable insights for continuous improvement. We remain dedicated to actively listening and responding to the needs and expectations of our stakeholders, ensuring a mutually beneficial partnership.

4. Vendor Relationship Management Events & Activities

WOQOD’s annual Townhall Meeting stands as a cornerstone event in Vendor Relationship Management, dedicated to engaging stakeholders and facilitating a platform for open discourse. Traditionally focused on WOQOD customers in the past three years, the latest edition, held on November 8th, broadened its scope to include Sidra Suppliers. The well-attended meeting served as an effective forum for suppliers to collectively address concerns and provide valuable suggestions, fostering a collaborative environment for the continual improvement of WOQOD processes and the enhancement of mutually beneficial vendor-Sidra relationships.

In parallel, the ongoing efforts in Vendor and Contractor Performance Evaluation demonstrate a commitment to optimizing external providers’ contributions. A survey involving WOQOD Group Section Heads has been conducted to gather perspectives, experiences, and suggestions for refining the performance evaluation process. The survey results will be instrumental in ensuring that external providers meet the dynamic needs of WOQOD effectively. Additionally, the completion of the External Provider Audit Plan by the Quality, Health, Safety, Security, and Environment (QHSSE) department adds a robust layer to the evaluation process. These 2nd party audits serve as a valuable tool for fortifying WOQOD’s supply chain, verifying that all current suppliers and service providers not only meet but exceed pre-determined requirements.

QUALITY DAY -2023

Quality Day 2023 marked WOQOD’s 5th-year participation in World Quality Day, emphasizing the theme of realizing competitive potential. The main event featured an insightful panel discussion with CAO Mr. Saeed Rashid Al-Kaabi, COO Mr. Mubarak Ali-Al-Briki, and CFO Mr. Pradeep Kumar. Moderated by Mr. Saleh Mohammed Hussain, the discussion explored ways to enhance WOQOD’s competitive edge, receiving positive feedback from attendees, including WOQOD Managers, Section Heads, and Quality Awardees.

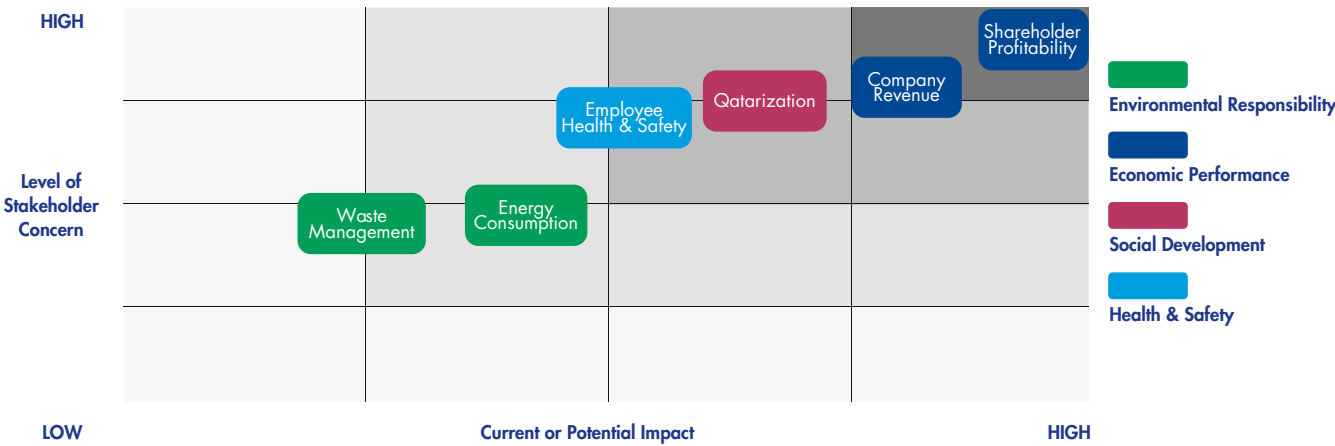
MD & CEO Mr. Saad Rashid Al-Muhannadi provided an inspiring perspective during the audience Q&A, earning enthusiastic applause for his insights on WOQOD’s competitive success and potential. The event concluded with the Awarding Ceremony, honoring the five best IMS Lead Auditors, all from Operations, for their outstanding contributions to IMS Functional Audits.



“WOQOD (Qatar Fuel) celebrated Quality Day with an awards ceremony on November 9, 2023, in alignment with World Quality Day. Sheikh Hamad Bin Saud Al-Thani, FAHES Manager, received recognition with an award during the event”.

GRI Disclosure: 102 – 40 & 102-42

Materiality Matrix



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

Identifying Issue

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

Assessing Business Impact

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

Assessing Stakeholder Interest

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

Review

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

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

Governance

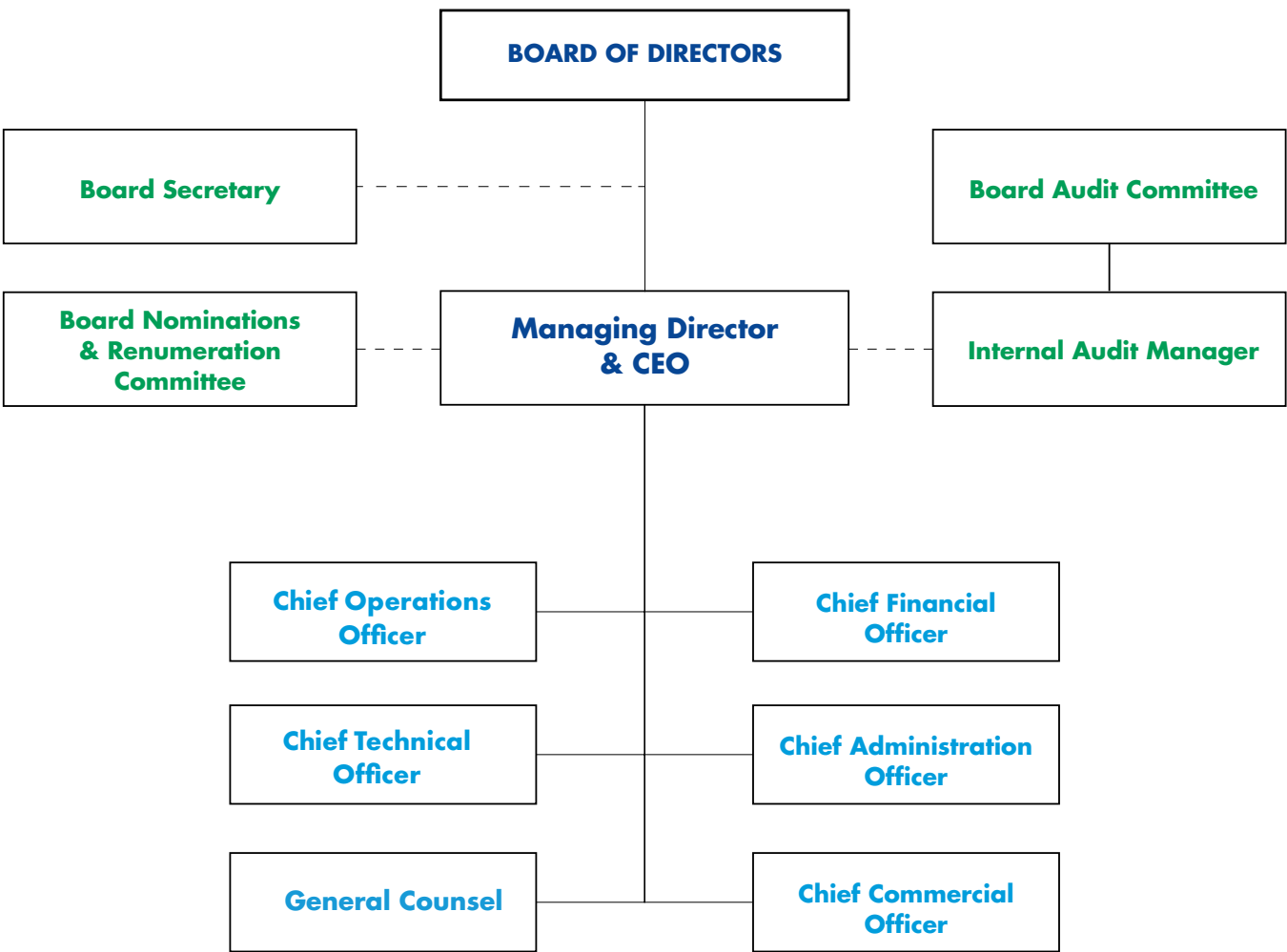
Material Issues

- Anti-Corruption

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

The Board’s duties are carried out independently and impartially in accordance with Qatar Financial Market Authority Governance requirements.

Governance Structure



GRI Disclosure: 102-18

Business Ethics

WOQOD maintains the integrity of its business operations by implementing its internal policy, as outlined in the “Statement of Conflict-of-Interest Policy and Code of Ethics,” and by integrating robust management systems. It is essential that all WOQOD employees strictly adhere to the codes of conduct detailed in the comprehensive Statement of Conflict of Interest and Codes of Ethics.

This policy applies to all WOQOD and its subsidiary employees. Failure to comply with these provisions may result in disciplinary action, including termination of employment. The articulated policy is strategically designed to address critical aspects, including but not limited to:

- Code of Conduct
- Duty of Fidelity
- Conflict of Interest
- Disclosure of Potential Conflicts
- Harm to Business Reputation
- Gifts or ‘Kickbacks’
- Company Funds and Property
- Confidential Information
- Outside Employment and Business Activity

The thorough delineation of these elements’ underscores WOQOD’s commitment to upholding ethical standards and ensuring the sustained integrity of its business practices.

Board Audit Committee

Board Audit Committee shall be appointed by WOQOD Board, all members of the Committee shall have a sufficient expertise that enable them to perform the committee function elaborated in Article 18 of the Corporate Governance Codes of 2016.

The majority of Board Audit Committee members shall be independent Board members and should not have served as part of the company audit team for the last two years.

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

GRI Disclosure: 102-1

PILLAR

1

**OPERATIONAL
EXCELLENCE
AND ECONOMIC
PERFORMANCE**



ECONOMIC PERFORMANCE

Material Issues

- Economic Performance

WOQOD Group’s Financial Performance

Direct Value Generated & Distributed (QAR MM)			
	2021	2022	2023
Revenue	19,531	29,935	27,933
G&A	230	235	230
NET PROFIT (net of minority interest)	974	1,070	984



“In 2023, WOQOD demonstrated resilient performance despite economic slow down and low demand of the B2B segment post FIFA World Cup 2022. Through our strategic approach, WOQOD successfully delivered customers energy needs with commitment to excellence, prioritizing safety, reliability and convenience.

The fuel business of WOQOD experienced substantial growth, marked by a 5% increase in overall sales volume compared to 2022 mainly driven by 16% increase in Jet Fuel sales. However, the net profit attributable to shareholders declined by 8%, reaching QAR 984 million in 2023 in comparison to QAR 1,070 million in 2022, primarily attributable to low

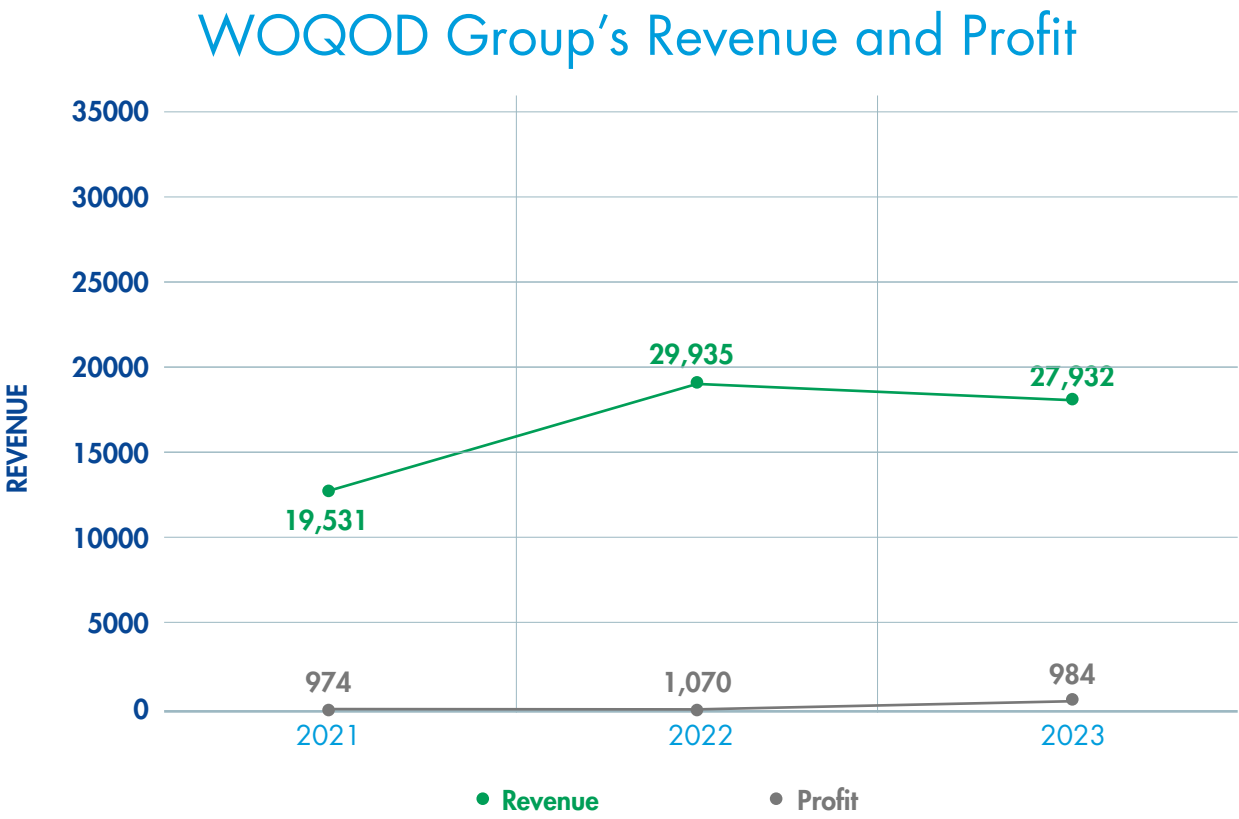
demand from B2B segment and trading stock price variances due to volatility in Fuel Prices. Despite this, the upward trajectory in fuel sales has enabled WOQOD to maintain a strong financial performance over recent years. WOQOD ranked 29th among the Fortune 500 Arabia Companies by Forbes Arabia, strengthening its position as a successful enterprise in the region.

Aligned with our strategic plan, we successfully inaugurated third petrol station with solar energy in partnership with Siraj Energy and installed 25 Electric Vehicle Chargers in 19 stations in collaboration with Kahramaa. Additionally, WOQOD expanded its network by constructing 4 new petrol stations and opening 3 new Convenience Stores during the fiscal year 2023.

Our non-fuel retail business revenues experienced a 1% growth compared to 2022, attributed to increase in our network and other strategic initiatives implemented to enhance growth in our non-fuel products and services.

As we progress, our commitment is to continue providing a steadfast focus on customer satisfaction and sustainable shareholder returns ensuring long-term value creation.”

PRADEEP KUMAR
CHIEF FINANCIAL OFFICER



In the fiscal year 2023, the net profit of WOQOD Group, excluding minority rights, totaled QR 984 million. This figure indicates an 8% decrease when compared to the net profit of QR 1,070 million achieved in the year 2022.

GRI Disclosure: 201-1

Fuel Sales Volume

Fuel Sales Volume (MM Liters)			
PRODUCT	2021	2022	2023
Super	1,285	1,361	1,410
Premium	1,309	1,460	1,514
Diesel	2,444	2,459	2,079
Jet A1	4,063	4,864	5,662

LPG Shafaf Sales Volume (Metric Tonnes)			
	2021	2022	2023
TOTAL	104,195	115,257	123,382

LPG Bulk Sales Volume (Metric Tonnes)			
	2021	2022	2023
TOTAL	73,050	87,033	92,179

Natural Gas Sales Volume (MMBTU)			
	2021	2022	2023
Industrial	1,567,898	1,589,859	1,562,158
CNG	78,649	123,880	82,167
TOTAL	1,646,547	1,713,739	1,644,325

Bitumen Sales Volume

Bitumen Sales Volume (Metric Tonnes)			
	2021	2022	2023
TOTAL	115,765	99,812	35,319

In 2023, the total volume of fuel sales increased by 5% to 10.7 billion liters, as compared to the previous year.

- Sales volume of Jet A1 fuel increased by 16% driven by market demand.
- The demand for both premium and super gasoline increased by 4% each, while the demand for diesel decreased by 15%.

In 2023, WOQOD's LPG sales grew by 7% and Natural Gas sales decreased by 4%. The amount of VLSFO bunkering fuel sales remained almost same as last year and bitumen sales decreased by 65% as compared to 2022.



"Navigating the intricate terrain of the energy industry, WOQOD's 2023 sustainability report shines a spotlight on our steadfast dedication to sustainability amidst growth, resilience, and environmental stewardship. With a network of 126 strategically positioned petrol stations, our pledge to adaptability is evident as we construct stations tailored to both present demand and future projections. This dynamic approach positions us not only to meet the changing needs of our consumers but also to navigate the shifting energy landscape with agility and foresight.

In a groundbreaking leap towards sustainable transportation,

we've partnered with KAHRAMAA to integrate Electrical Vehicle Chargers (EVC) into 19 of our petrol stations. This initiative not only echoes global endeavors to curb carbon emissions but also underscores our proactive embrace of alternative energy solutions.

Recognizing the imperative sustainable business models, we're actively pursuing and implementing strategies to bolster income from non-petroleum sectors. Despite facing challenges such as fluctuating fuel prices and market volatility, we remain committed to ensuring the long-term sustainability of our profits. Through prudent financial management, strategic investments, and operational efficiency improvements, we strive to maintain profitability while upholding our sustainability principles.

We have made a concerted effort to reduce our paper consumption by switching to recycled papers wherever possible. In a bid to combat plastic pollution, we are introducing metal and glass bottle cans as an alternative to plastic bottles at our stations. This shift not only reduces our reliance on single-use plastics but also promotes reusable and recyclable packaging solutions.

The sustainability journey embarked upon by WOQOD isn't merely a corporate obligation; it's a pledge to forge a future where energy requirements are met efficiently, sustainably, and with profound reverence for our planet. Through innovation, adaptability, and unwavering dedication to our strategic objectives, WOQOD emerges as a beacon of sustainable progress within the energy realm. "

FAHAD ABDULLAH AL-SUBAIEY
CHIEF COMMERCIAL OFFICER

PILLAR
2

**SOCIAL DEVELOPMENT
& COMMUNITY
INVESTMENT**



SOCIAL DEVELOPMENT & COMMUNITY INVESTMENT

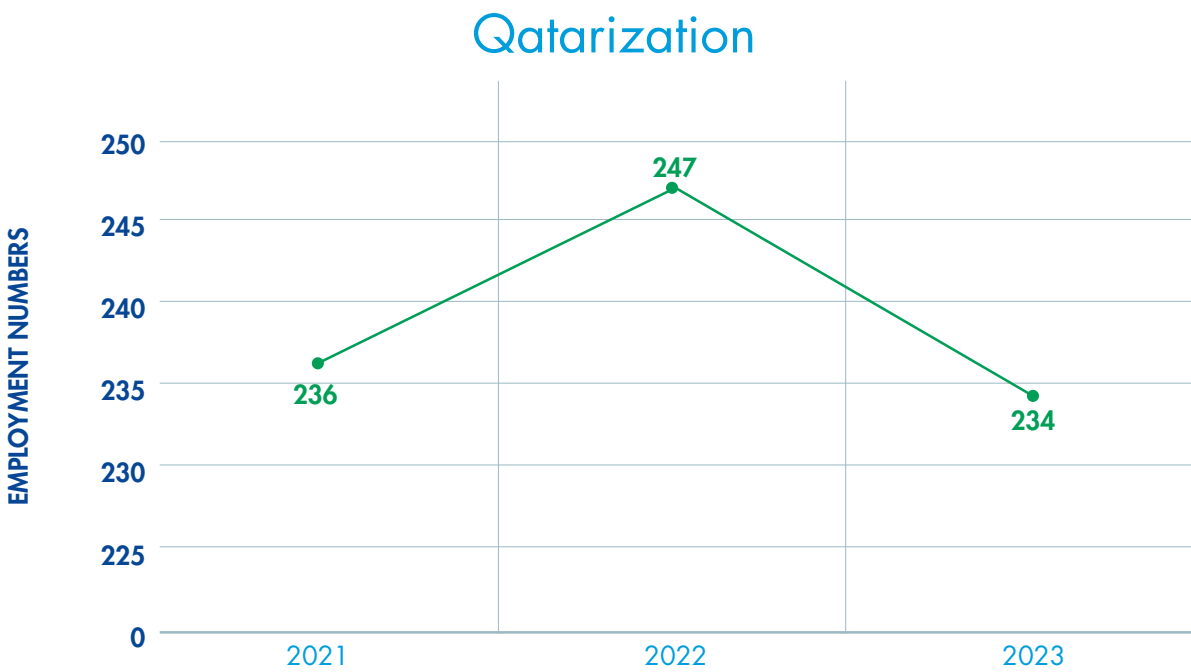
Material Issues

- Qatarization
- Training Education
- Equal Opportunity Labor Practice
- Corporate & Social Responsibility
- Fair Wages

Qatarization

Qatarization, initiated by the Qatar Government, is a core process aimed at developing Qatari human capital and providing employment opportunities. WOQOD prioritizes Qatarization, evident through our dedicated department focused on refining recruitment strategies and skill development for current and future Qatari employees. Aligned with Qatar Vision 2030, WOQOD invests in the Qatari workforce by offering tailored employment opportunities, high-quality development, and training initiatives, and supporting academic growth through summer training programs. This commitment reflects our dedication to Qatarization principles and contributes to the realization of Qatar Vision 2030 objectives.

Qatarization		
YEAR	QATARIZATION %	NO. OF QATARI EMPLOYEES
2021	15.03	236
2022	14.60	247
2023	14.11	234



GRI Disclosure: 413-1

Recruitment Initiatives

Recruitment Initiatives	
YEAR	NUMBER OF NEW RECRUITS
2021	95
2022	122
2023	100

At WOQOD, prioritizing human capital and learning development has consistently remained among our foremost concerns. Our recruitment procedures and human resource initiatives are specifically tailored to attract Qatari nationals. As a result, we have achieved approximately 14.11% Qatarization in mid-level positions. excluding field positions.

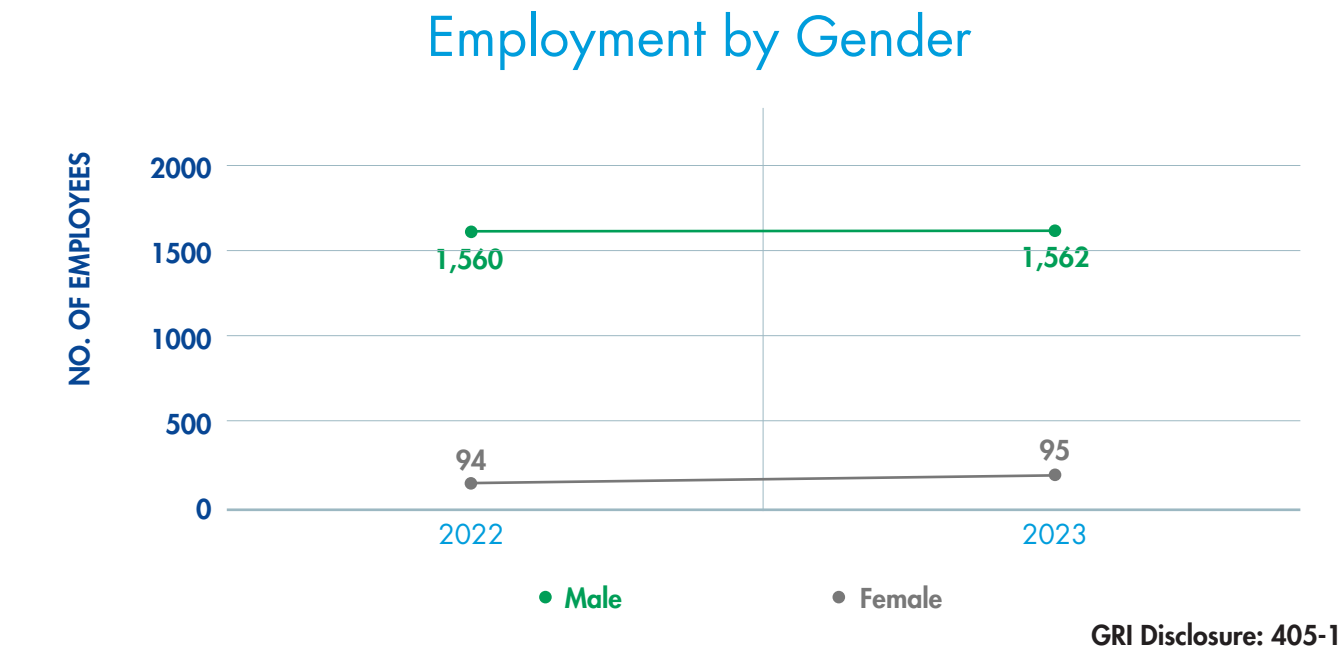
GRI Disclosure: 401-1



Employment by Gender

In adherence to our human resource policy at WOQOD, our hiring practices are meticulously crafted to afford every employee and job applicant an equitable and unbiased opportunity. Evaluation of applicants is strictly grounded in their merit, competence, and qualifications. Attributes such as age and gender are considered irrelevant in the assessment process, ensuring a fair and inclusive recruitment environment.

Employment by Gender		
YEAR	MALE	FEMALE
2021	1,489	81
2022	1,560	94
2023	1,562	95



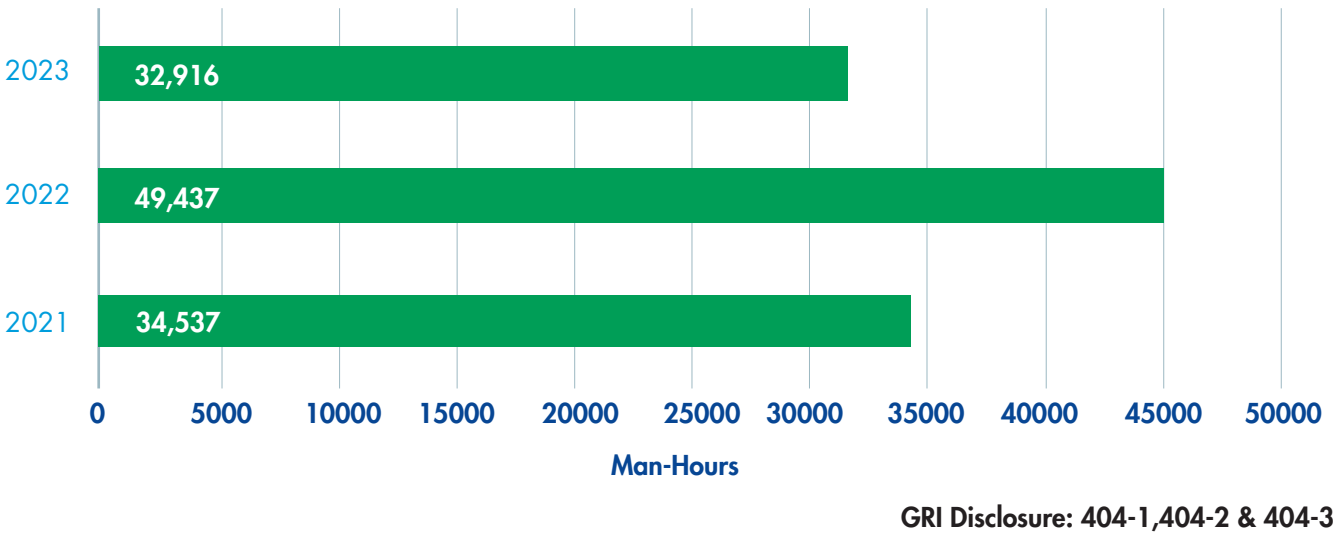
TRAINING

WOQOD regards its human capital as an invaluable asset, emphasizing the imperative of substantial investment in its development. This commitment is evident through a myriad of ongoing training and development initiatives spanning technical expertise and general skills, designed to enhance the capabilities of employees across all organizational domains. In the reporting year 2023, WOQOD successfully completed a total of 32,916 training man-hours, encompassing corporate and operational sectors, as well as subsidiaries.

Training Breakdown

Training Breakdown		
	TOTAL TRAINED STAFF	TOTAL GROUP MAN HOURS
Corporate	1,654	10,607
Retail	4,085	20,836
Qjet	129	837
Fahes	118	636
Total	5,986	32,916

Training Man-Hours



On the 5th and 6th of November, volunteers from Qatar University visited our WOQOD petrol stations to experience petrol station activities.



"In an era where digital advancement drive progress, we find ourselves at a critical juncture where technological innovation and environmental consciousness must walk hand-in-hand.

It is a fundamental paradigm that shapes the way we design, implement and utilize technology to meet our present needs

without compromising the ability of future generations to meet their own. WOQOD is committed to a more resilient and responsible technological ecosystem and practices, aligning its operations with long-term environmental, social and economic goals.

To that effect, we are steadfast in our dedication to an end-to-end digital transformation journey, embracing cloud computing, virtualization, data analytics and collaborative technologies. These initiatives are not only aimed to support revenue generation opportunities, but also to increase productivity and enhance customer satisfaction by introducing mobility, e-wallet, loyalty, chatbot and the enablement of e-commerce and artificial intelligence.

Moreover, WOQOD recognizes the importance of ensuring a resilient and secured environment throughout this transformation, emphasizing its commitment to sustainable and forward-thinking business practice and leaving a positive ,lasting legacy for generations to come."

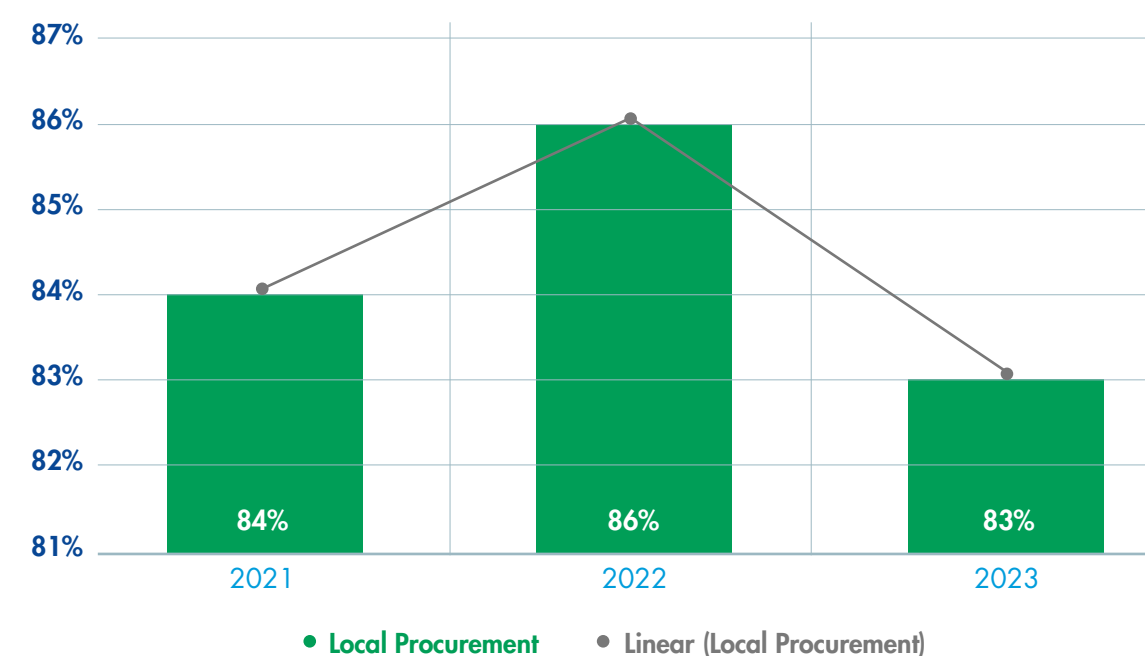
SAEED RASHID AL-KAABI
CHIEF ADMINISTRATION OFFICER

In WOQOD's contractual engagements with third-party entities such as contractors, suppliers, and service providers, it is mandated that all parties adhere strictly to Qatar's laws and regulations, along with compliance with WOQOD's code of business ethics and conflict of interest policy. WOQOD remains steadfast in its ongoing endeavors to ensure that all suppliers maintain alignment with both local and international standards.

Local Procurement

The company has formulated a dedicated policy aimed at bolstering the local economy through the provision of business opportunities to local suppliers. Through the utilization of transparent public tendering processes to fulfill procurement and contractual requisites, WOQOD actively fosters opportunities for local suppliers and service providers. Furthermore, we proudly recognize our commitment to the local procurement strategy in alignment with the QatarEnergy TAWTEEN Initiative.

Local Procurement



In 2023, over 80% of our procurement was allocated to local contractors and suppliers, consistently maintaining this level. This commitment reflects our dedication to bolstering local economies and fostering regional economic growth.

GRI Disclosure: 308-1

WOQOD'S CSR Activities - 2023

WOQOD upholds its commitment to corporate social responsibility, actively advocating for environmental conservation and supporting local communities. Our Corporate Social Responsibility (CSR) framework is centered around community engagement, healthcare, education, and environmental stewardship.

In the year 2023, WOQOD proudly contributed to several initiatives including healthcare, education, and community engagement. WOQOD supported healthcare and community engagement by arranging a blood donation truck in collaboration with Hamad Medical Corporation.

Education was supported through various events in partnership with Qatar University. This included physiotherapy students holding an ergonomics lecture which was attended by staff. In another collaboration with QU students volunteered at WOQOD stations

Social Contribution

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

Social Contribution			
YEAR	2021	2022	2023
Social & Sport Activities	24,351,000	26,763,000	24,599,000
Donations	1,000,000	1,017,000	1,000,000
Total	25,351,000	27,780,000	25,599,000



Blood donation campaign held at WOQOD Tower on August 10th, 2023

GRI Disclosure: 201-3 & 404-3



PILLAR
3

**SAFEGUARDING
THE ENVIRONMENT**



SAFEGUARDING THE ENVIRONMENT

Material Issues

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

WOQOD Environmental Sustainability

Our commitment to environmental, social, and governance (ESG) objectives harmonizes seamlessly with the visionary Qatar National Vision 2030. Recognizing our profound responsibility to preserve and safeguard the environment, we engage in ongoing efforts. This involves a meticulous examination of locations and causes where our activities directly impact the environment, coupled with the formulation of innovative strategies to mitigate these effects.

While WOQOD has made commendable strides in diminishing the environmental footprint of its operations, our pursuit of solutions remains unabated. Continuously driven by a quest for ingenuity, we aspire to reduce reliance on resources, fostering a culture that not only minimizes pollution and waste but also champions a more sustainable and inventive approach.



“His Excellency Mr. Abdullah bin Hamad Al-Attiyah awarded Mr. Ahmed Saif Al-Sulaiti, Chairman of the Board of Directors of Qatar Fuel WOQOD, with the Abdullah bin Hamad Al-Attiyah International Energy Awards For Lifetime Achievement in a ceremony held on Thursday 12th October. ”

Environmental Compliance

WOQOD consistently adheres to the pertinent environmental regulations established by the Ministry of Environment and Climate Change (MoECC) and complies with international regulations and standards. The company and its subsidiaries ensure strict compliance with all business-related regulations, guidelines, and relevant international requirements.

The integration of WOQOD’s environmental policies, robust management systems, and ongoing monitoring and maintenance of key performance indicators collectively facilitate the continual infusion and advocacy of environmental sustainability throughout the organization.

Managing Climatic Change

We recognize the pivotal role of the energy sector as the primary contributor to greenhouse gas emissions, underscoring the importance of aligning environmental initiatives with our business endeavors. Our commitment extends to actively

pursuing emission reduction strategies through the advancement of new technologies, integration of clean energy solutions, and implementation of various mitigation measures.

Addressing climate change stands as a paramount challenge for our operations, prompting us to closely monitor climate-related trends and associated risks while identifying emerging business opportunities. As an engaged stakeholder in Qatar’s transformative journey, Qatar Energy is actively transitioning from high-emission fossil fuels to cleaner gas alternatives, thereby contributing significantly to environmental sustainability.

In parallel, WOQOD is poised to make substantial contributions towards carbon emission reduction through the implementation of sustainable energy programs. Our strategic focus revolves around leveraging operational efficiencies and deploying best-available technologies to minimize our carbon footprint and foster sustainable practices across our operations.

Energy Management

At WOQOD, we acknowledge the imperative of achieving an industry-wide reduction in carbon emissions for the sake of global environmental sustainability. In our operational framework, we actively drive environmental programs dedicated to the management and continual reduction of our greenhouse gas emissions. This commitment involves the utilization of alternative energy sources, aligning with our mission to combat climate change and contribute to a healthier future.

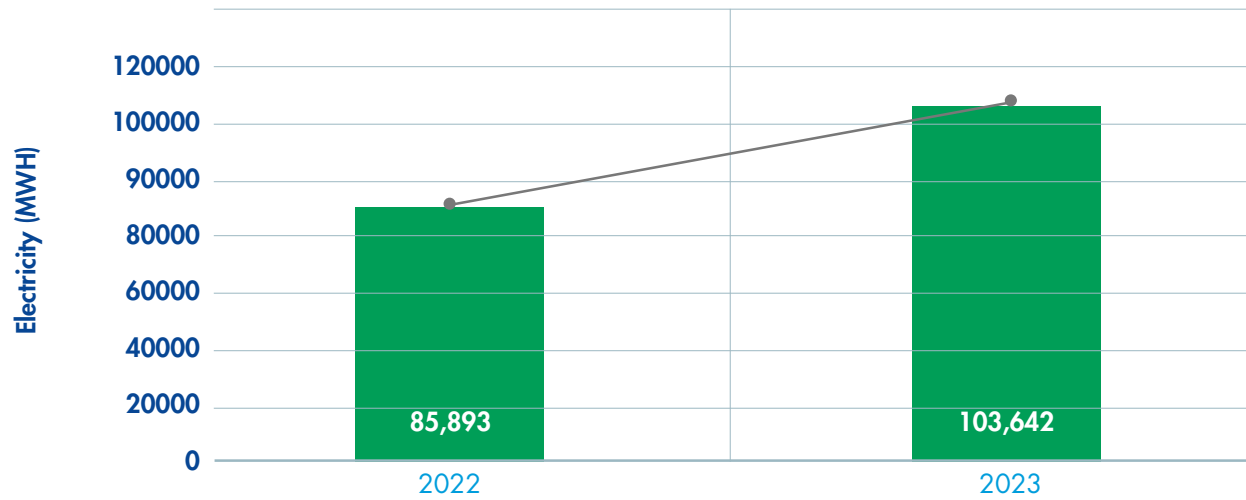
Indirect Energy:

Our operations involve the utilization of both direct and indirect energy sources. The indirect energy is sourced from the Qatar National Utility Company (Kahramaa), while direct energy, in the form of fuel, is employed by WOQOD fleets to facilitate the delivery of our products to petrol stations and customers.

Throughout the year 2023, we maintained vigilant monitoring of both direct and indirect energy consumption. Notably, there was a 20.6% change in energy consumption compared to the previous year, attributable to operational requirements and the opening of new petrol stations. This data reflects our commitment to transparency and accountability in assessing our energy consumption patterns for optimized efficiency.

Indirect Energy		
YEAR	ELECTRICITY (MWh)	ENERGY (GJ)
2022	85,893	309,214.70
2023	103,642	373,110.13

Indirect Energy Consumption



Energy Management Initiatives – Renewable Energy

WOQOD has formalized a Memorandum of Understanding (MoU) with Siraj Energy to collaboratively establish and operate a Photovoltaic (PV) system integrated with electric charging units for light vehicles at our petrol stations. The implementation of this PV program is designed to consistently reduce power costs for petrol stations, consequently contributing to a substantial decrease in the carbon footprint associated with our retail business.

Aligned with our commitment to renewable energy initiatives and in accordance with Qatar’s 2030 vision for sustainability, WOQOD achieved significant milestones in 2022 by opening two petrol stations equipped with Photovoltaic (PV) system units. In 2023, this initiative continued with the establishment of an additional station featuring PV system units. These installations harness solar energy to generate electricity, effectively contributing to fulfilling a portion of each station’s energy requirements. The strategic integration of PV systems aligns with our dedication to sustainable practices and supports Qatar’s ambitious vision for a greener and more energy-efficient future.



In the year 2022, WOQOD entered into a Memorandum of Understanding (MoU) with Kahramaa for the installation and operation of electric charging units in petrol stations. As of the reporting period ending on December 31, 2023, a total of 25 fast charging units have been successfully installed in 19 petrol stations, with plans to continue implementation in additional stations in the future.

WOQOD remains steadfast in its commitment to the efficient, cost-effective, and environmentally responsible utilization and procurement of energy from Kahramaa. This dedication underscores our proactive stance toward sustainable practices, ensuring optimal energy utilization across our operational landscape.

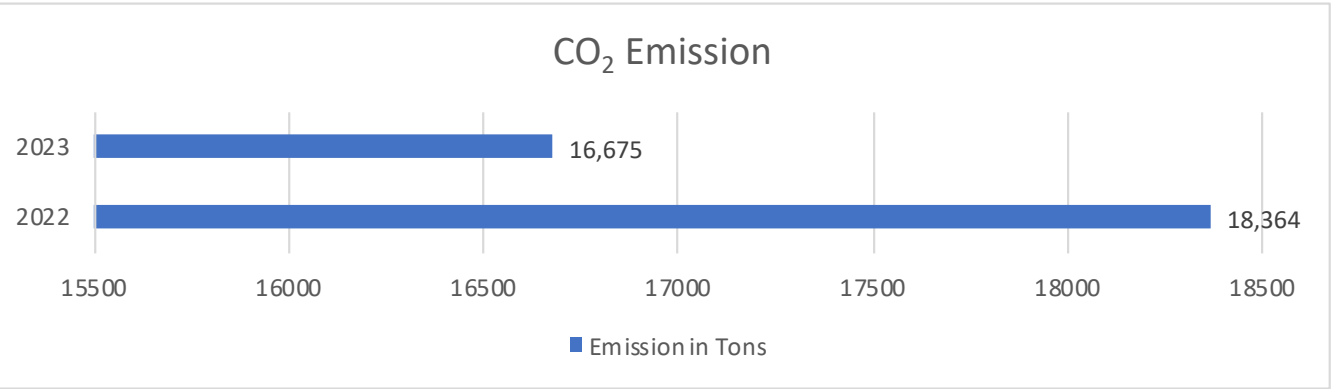
Direct Energy

WOQOD’s primary direct energy consumption entails the utilization of diesel, primarily for its distribution fleet and diesel generators catering to emergency requirements and temporary power needs for petrol stations during specific intervals. The distribution fleet, comprising diesel road tankers, plays a pivotal role in transporting petroleum products to designated points of sale. While the observed decrease in consumption in recent years can be attributed to the limited number of new petrol stations compared to previous years, where we nearly achieved our target for the number of stations, WOQOD remains actively committed to initiatives focused on improving transport efficiencies and optimizing delivery routes. These efforts are aimed at reducing overall fuel consumption and further enhancing the sustainability of our operations.

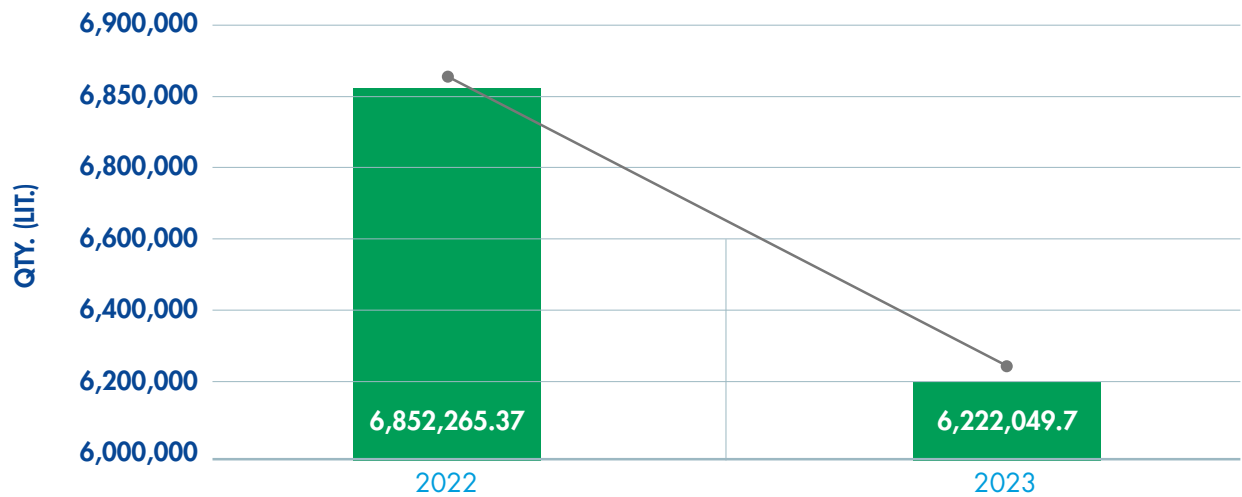
Direct and Indirect Energy

YEAR	DIESEL (LITERS)	ENERGY (GJ)
2022	6,852,265.4	265,227
2023	6,222,049.7	240,834

CO2 Emission



Diesel Consumption



Compared to 2022, the consumption of Diesel (direct energy) in the distribution fleet sector decreased by 9.20 percentage in 2023.

GRI Disclosure: 302-1,302-2 & 302-3

Emission Management

Qatar is taking decisive steps to reduce greenhouse gas (GHG) emissions by 25% by 2030. Oil and Gas sector strives to adopt lower emission intensive technologies in line Qatar National Vision 2030. Our efforts in this capacity include tracking and reporting greenhouse gas (GHG) emissions that result from our operations, developing methods and introduce emission reduction technologies to reduce emissions.

The main source of WOQOD's GHG emissions is energy consumption is the electricity purchased from third parties and use of transportation fuels. WOQOD is in process of installing stage II vapor recovery in all new petrol stations to control Volatile organic compounds (VOC) emissions.

GHG Emission Control And Management Initiatives

- WOQOD proposes implementing ADBLUE dispensing systems to induce new fleets to achieve total NOx emissions compliance for Euro 6 vehicles and engines.
- The year 2022 marked the beginning of the supply of GTL Diesel to certain Mowasalat buses.

The Doha Depot gasoline tanks RIM seal repair project is now underway, and its primary objective is to eliminate VOC emissions.

GRI Disclosure: 305-1,305-2 ,305-4 304-5,302-4 & 302-7



In March 2023 WOQOD opened another solar-powered petrol station in Gharaffat Al Rayyan



"In our sustainability journey throughout 2023, our company made significant strides in our field operations, solidifying our steadfast dedication to sustainable growth and environmental responsibility. Through a concerted effort bolstered by the implementation of cutting-edge technologies and meticulous process refinement, we achieved a notable reduction in our reliance on fossil fuels. This pivotal shift towards resource-efficient practices stands as a testament to our unwavering commitment to a more sustainable operation.

Our initiatives throughout the year were strategically aligned with global sustainability mandates, notably in line with Qatar National Vision 2030. One such initiative involved the successful reduction of Light Gas Oil (LGO) usage for bitumen heating, reflecting our commitment to minimizing environmental impact through innovative solutions and optimized processes. Furthermore, as part of our environmental commitment and adherence to stringent NOx emissions standards, we introduced the utilization of ADBLUE dispensing systems within our new fleet. This forward-thinking measure not only ensures compliance but also underscores our proactive approach in mitigating harmful emissions from Euro6 vehicles/engines.

In response to concerns regarding Volatile Organic Compound (VOC) emissions from Floating Roof (FR) tanks, we executed a comprehensive repair project focused on gasoline tank rim seals. This proactive step resulted in a significant reduction in VOC emissions, highlighting our dedication to environmental stewardship and continual improvement.

In addition to these achievements, our company successfully commenced the supply of GTL Diesel to Mowasalat in 2022, completing the process by December 2023. Moreover, our ongoing initiative involves pioneering direct B2C Gasoline supply and delivery to Retail customer locations via mobile units—a progressive endeavor set for full completion in the year 2024.

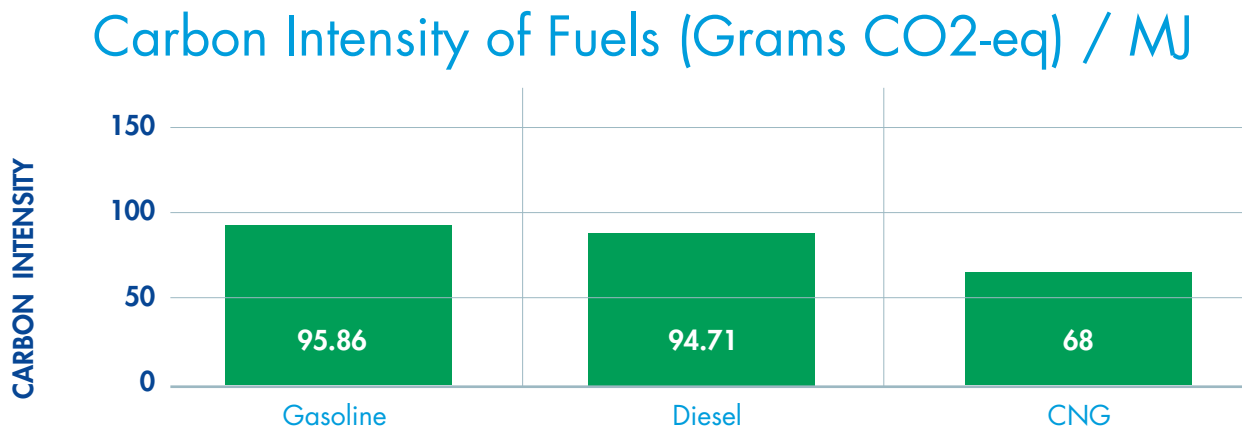
Our sustainability ethos remains deeply embedded within our operational fabric, driving us to continually adopt and champion best practices that not only enhance our efficiency but also demonstrate our unwavering commitment to preserving and protecting the environment."

MUBARAK ALI AL-BRIKI
CHIEF OPERATION OFFICER & QJET
COMMISSIONED GENERAL MANAGER

Cleaner Fuel - CNG

In alignment with the principles set forth in Qatar National Vision 2030, WOQOD and its subsidiaries are steadfastly dedicated to reducing the nation’s carbon footprint. Collaborating seamlessly with QatarEnergy, the two entities synergize their efforts to meet the surging demand for Compressed Natural Gas (CNG). The strategic shift from diesel and gasoline to eco-friendly fuels represents a paramount choice in the pursuit of sustainability.

Presently, WOQOD operates three (3) CNG stations strategically situated in the New Industrial Area, Ras Laffan, and Mesaieed. These stations serve as crucial hubs, supplying compressed natural gas to public buses, taxis, government company staff buses, and project vehicles. This innovative approach underscores our commitment to environmental responsibility while meeting the evolving energy needs of our community.



Compressed natural gas (CNG) stands out as the most environmentally friendly fuel currently accessible. Vehicles powered by compressed natural gas release approximately 28 to 30 percent fewer greenhouse emissions compared to those fueled by gasoline or diesel. The utilization of CNG has the potential to decrease emissions of nitrogen oxide (NOx) and reactive hydrocarbons, both contributors to the formation of ground-level ozone.

Water Management

WOQOD, in acknowledgment of the vital role played by natural capital, demonstrates a keen awareness of the environmental impact intrinsic to its operations. Given the pivotal significance of water in the Oil and Gas sector, WOQOD, as a downstream distributor of petroleum products, consciously avoids the industrial-scale use of water in its daily functions. This commitment is exemplified through the implementation of technology, specifically designed for the recycling of fleet auto-wash water. The ongoing dedication to water conservation is underscored by the incorporation of technological advancements, particularly in areas such as car wash facilities.

In our organization, we maintain precise documentation regarding our water consumption. In the year 2023, the surge in demand primarily stemmed from the establishment of new petrol stations, an extension of Autocare sites’ operational hours, and the inauguration of new sites with on-site accommodations, resulting in a rise in occupancy.

Innovatively addressing water conservation, WOQOD’s newly established petrol stations featuring car wash facilities incorporate advanced wash water recycling technology. This system efficiently treats and reuses water from the wash bays, leading to a substantial reduction in overall water consumption. The implementation of this cutting-edge technology is projected to yield a remarkable saving of ninety percent (90%) in our utilization of available fresh water. This not only signifies a significant stride in resource efficiency but also marks a proactive measure in alleviating the environmental impact of our operations.

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

Waste Management

Within the spectrum of WOQOD’s operational and business activities, waste generated is classified into two categories: non-hazardous and hazardous waste. Stringent adherence to both company standards and Ministry of Environment and Climate Change (MoECC) regulations governs the handling, storage, and disposal of this waste.

WOQOD places a strategic emphasis on waste reuse and recycling initiatives, aiming to enhance recycling rates and curtail the volume of waste directed to landfill facilities. This overarching objective is geared towards diminishing our environmental footprint and preserving valuable resources through conscientious waste management practices.

Waste Recycle

In 2023, we sent recyclable papers, plastic, batteries and used oil to the MoECC authorized recycling facility.

Waste Recycle				
Sr.No.	RECYCLABLE WASTE	2022 QTY.	2023 QTY.	UNIT
1	Used Oil	966,255	1,025,500	Liters
2	Paper	234.18	369.8	Tons
3	Batteries	280.80	323.61	Tons
4	Plastic	24.23	32.18	Tons

Fostering a culture of sustainability, the company actively advocates and implements on-site waste segregation measures, bolstered by operational support to facilitate enhanced segregation of recyclable waste.

WOQOD persistently advances its efforts to mitigate the environmental footprint of its business operations, perpetually seeking avenues for innovation to reduce resource dependency and minimize emissions and waste. Notably, in the reporting period of 2023, the recycling rate experienced a notable surge compared to the preceding reporting period of 2022.

PILLAR

4

**HEALTH &
SAFETY**



HEALTH & SAFETY

Material Issues

- Occupational Health & Safety
- Process Safety

As WOQOD recognizes that our employees are our most valuable asset, ensuring a safe working environment is our top priority.

The health and safety of our employees is of the utmost concern and begins with working environment. WOQOD is committed to providing facilities, machinery, and equipment of the highest quality and has established corporate policies addressing the controls and procedures essential to maintain employee health and safety.

WOQOD Integrated Management System

WOQOD & Subsidiaries successfully completed the ISO Re-Certification Audit for the five standards from October 15 to 26, 2023. The ISO Certificates were awarded by the new Certification Body.

These ISO Certification provide assurance that WOQOD Group's structured framework for the Integrated Management System (IMS) meets global standards for businesses. They guarantee credibility and trust among customers and stakeholders.

The WOQOD Group IMS focuses on quality and customer satisfaction (ISO 9001:2015), environmental performance (ISO 14001:2015), occupational safety & health (ISO 45001:2018), information security (ISO/ IEC 27001: 2013) and business continuity (ISO 22301:2019).

Conforming to a common structure and common set of IMS terms and definition across WOQOD Group, increasing the number of ISO Certifications is done efficiently making it easier for WOQOD businesses to integrate different management systems and ensure that these are aligned with each other.

The scope of IMS includes all business and processes including WOQOD Marine. This year, WOQOD Marine has successfully integrated with WOQOD Group IMS all of its mandatory policies and procedures which are in conformance with ISO Standards as well as with marine-industry specific standards which includes International Safety Management Code (ISM), International Ship and Port Facility Security Code (ISPS) and Maritime Labour Convention (MLC). These certifications are fully complied with by WOQOD Marine's seven (7) vessels.

HSE Performance Improvement Programs

The HSE Performance Improvement Program is systematically implemented across all facilities, services, employees, and contractors associated with or acting on behalf of WOQOD at its operational sites. This program is succinctly encapsulated within a three-step approach, constituting a comprehensive framework to enhance Health, Safety, and Environment (HSE) standards and practices throughout the organization.

Identify improvements based on previous annual HSE performance

Identify what needs to be done to further improve HSE performance

Identify the timeline for improvement action

During the reporting period, WOQOD's steadfast commitment to Health, Safety, and Environment (HSE) was exemplified through notable achievements in two major projects. Firstly, in collaboration with the HSE team, the HIA Mid-field Expansion Project's QJET Fuel Farm and FRS works were completed successfully, culminating in an impressive 3,162,791 safe man-hours and zero Lost Time Incidents (LTI) or Total Recordable Cases (TRC). Additionally, the Tank Rim Seal Replacement Project at Doha Depot, initiated in 2021, achieved zero LTI and TRC incidents, with a commendable 120,000 safe man-hours recorded by its conclusion in August 2023.

Commitment to Safety Culture:

These accomplishments underscore the unwavering commitment to safety practices by both WOQOD and its contractors. The success is attributed to a robust work culture characterized by diligence and commitment from all stakeholders, including Operations, Maintenance, Operations Engineering, and the Quality, Health, Safety, Security, and Environment (QHSSE) team. This commitment remained steadfast despite challenges such as the COVID-19 pandemic and the complexities of project execution while ensuring uninterrupted operations.

Continuous Improvement and Future Objectives:

Looking ahead, WOQOD remains dedicated to the continuous enhancement of its safety performance. The organization aims to achieve lower LTI and TRC cases and frequency rates, guided by the insights gained from the Key Performance Indicators (KPI). These metrics have proven instrumental in pinpointing areas for improvement, enabling prompt and effective corrective actions. The achievements highlighted in this technical HSE report not only represent numerical milestones but also signify WOQOD's unwavering commitment to fostering a culture of safety, responsibility, and collaboration within its operations.



A session on occupational safety awareness was conducted for warehouse staff on January 26, 2023, at the central warehouse of WOQOD.

Emergency Response Preparedness

The Emergency Response process entails a methodical and organized strategy for preparing, managing, and resuming normal operations.

Our HSE & Fire Team conducted frequent simulated drills in all operational areas to improve readiness.

The QHSSE department evaluates the Emergency Response and Preparedness Plan for all operational areas, identifies any gaps in emergency preparedness, and coordinates with relevant owners to implement any necessary mitigating measures.

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

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

Occupational Health Program

Periodic Medical Examination

WOQOD Periodic medical examination (PME) program aims to detect susceptible workers for whom corrective actions are required before they develop overt occupational diseases. In 2023, Periodic Medical Examination (PME) completed for XX staff from identified SEG's like LDO-RTO's, GO RTO's, Shafaf Pick Up Operators, Forecourt Attendants and AID Maintenance Technicians.

Heat Stress Management Program

In line with regulatory requirement and our commitment to protect personnel from ill health, WOQOD successfully implemented its Heat Stress Management Program (HSMP) from April 01 to October 31, 2023, to help the organization protect its employees and contractors from health-related illness or injuries resulting from exposure to heat.

WOQOD HSE Team, in coordination with Operations and Maintenance Teams, effectively managed and implemented the HSMP in all WOQOD operational areas through diligent heat index monitoring and communication, audits, and intervention. Consequently, there were no cases of heat stress or health-related illness/ injuries in the year 2023.

Occupational Safety Awareness

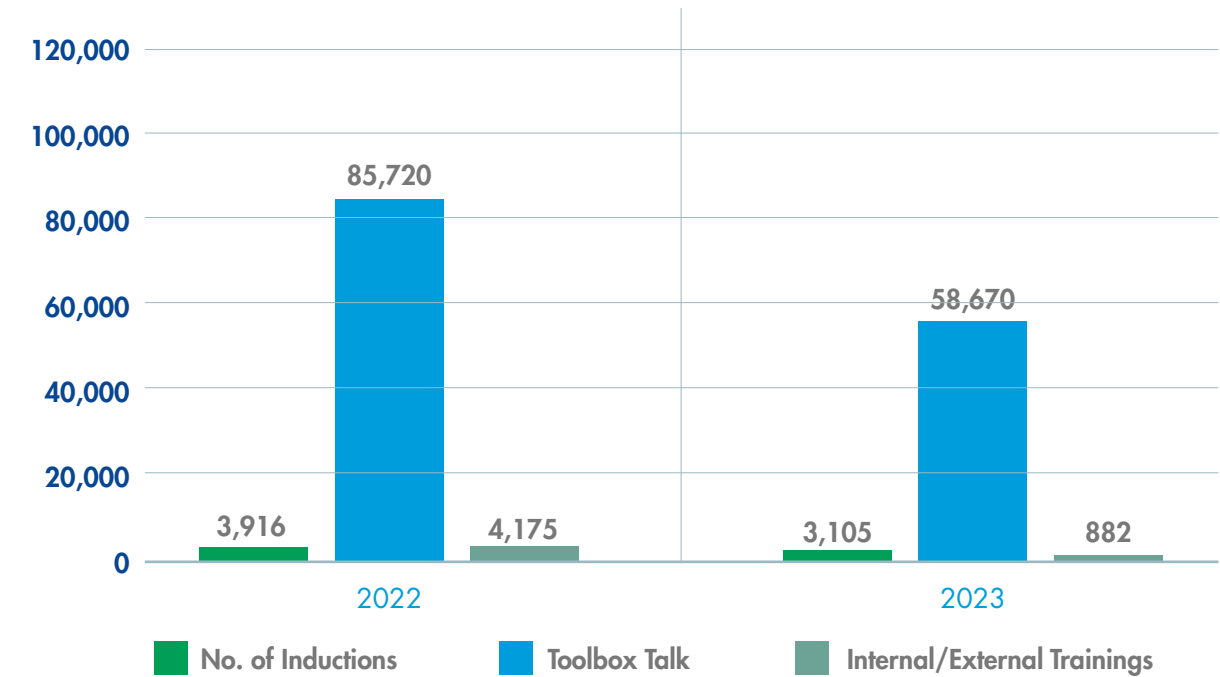
In a collaborative effort, QHSSE, in conjunction with stakeholders from Learning & Development, Operations, Maintenance, and WOQOD contractors, has successfully conducted and completed both internal and external awareness and training sessions, achieving notable participation from WOQOD staff and contractor personnel.

Key engagement statistics include:

- Toolbox Talks: 58,670 participants
- Site Induction: 3,105 participants
- Internal/External HSE Training: 882 participants

The comprehensive awareness and training sessions covered a spectrum of crucial topics, encompassing Heavy Vehicle Defensive Driving, Emergency Procedures for fire or spill incidents in PS forecourts, Lines of Fire, Incident Reporting and Investigation, Permit to Work System, Confined Space Entry, Authorized Gas Tester protocols, and Basic Firefighting/First Aid.

HSE Awareness



Health, Safety and Environment Campaign - 2023

Aligned with WOQOD's overarching objective to foster a robust safety culture and bolster awareness by engaging both WOQOD employees and contractors, QHSSE successfully executed three Safety Campaigns from January to April 2023. These initiatives culminated in the WOQOD Safety Day and Award Ceremony, celebrated on May 11, 2023, coinciding with the World Day for Safety and Health at Work.

The event served as a pivotal platform to underscore management's unwavering commitment to safety, highlight notable safety achievements and milestones, and conclude the comprehensive safety awareness campaigns of 2023. Attended by representatives from contractors, WOQOD's executive management, managers, and employees, the ceremony emphasized the collective dedication towards ensuring a safe and secure work environment.



A session on blind spot awareness was conducted for Road Tanker Operators (RTO) on August 1st, 2023, at the Doha Depot.

During this significant ceremony, three companies received the prestigious Contractor Safety Management Award for their exemplary compliance and commitment to WOQOD workplace safety. GASCO secured the first-place position, followed by CDCT in second place, and Al Sayed Cleaning, Maintenance & Services Co. in third place. Additionally, Operation Group Department Managers were recognized for their commendable safety commitment and achievements.

Further contributing to the atmosphere of appreciation for safety commitment, employees were acknowledged for their valuable contributions to project management, positive safety attitudes, and active engagement in safety programs. This multifaceted recognition underscored the holistic approach towards reinforcing a safety-first mindset throughout WOQOD's operations.



WOQOD (Qatar Fuel) marked Safety Day with an awards ceremony on May 11, 2023, in line with the World Day for Safety and Health at Work.

In adherence to WOQOD's commitment to robust Health, Safety, and Environment (HSE) practices, the Chief Operating Officer (COO) spearheaded the Management Site Tours for various operational facilities, including Doha Depot, LPG Plant, QJET, RALF/HFO/Bunkering, and Bitumen. These tours, conducted with the active participation of senior and line management representatives from LDO, GO, AID, QJET, and QHSSE departments, exemplified WOQOD's dedication to ensuring a comprehensive understanding and oversight of HSE matters.

In line with the lifting of COVID-19 pandemic restrictions by the Ministry of Public Health (MOPH), Management Site Tours have resumed as an annual practice for each operational facility. The primary objectives of these tours are to reinforce the management's physical presence on-site, underscore leadership commitment to HSE principles, facilitate the prompt resolution of issues, and actively monitor ongoing developments within the operational landscape. This approach aligns with WOQOD's proactive stance towards maintaining a vigilant and responsive HSE framework across its diverse operational domains.



On November 28, 2023, a management site tour at QJET included visits to West-field Fuel Farm and Aircraft Stand Operations. The team, led by the COO, comprised Senior and Line Management Representatives from various departments: LDO, AID, GO, QHSSE, Human Capital, Internal Audit, and General Services.

Process Safety Management (PSM)

Process Safety Management (PSM) at WOQOD is integral to our strategic objectives and unwavering commitment to continual improvement. In the year 2023, substantial progress has been achieved as the organization diligently implements and advances the PSM system. Active engagement from relevant stakeholders propels its steady evolution towards full implementation. The meticulously developed process safety framework adheres rigorously to international standards and best practices, showcasing a dedication to sound design principles and excellence in engineering, operating, and maintenance practices.

WOQOD's resolute commitment to the effective implementation of this established system serves to fortify the integrity of its assets, contributing to the consolidation of its reputation as a trusted and responsible brand. Beyond bolstering asset integrity, this initiative is poised to instill confidence among stakeholders, affirming WOQOD's commitment to the highest standards of safety, operational excellence, and responsible business practices.



The formal close-out meeting for the Process Safety Management establishment project took place at WOQOD Tower on October 10, 2023.

Security & Firefighting (SFF)

WOQOD E-pass system

WOQOD has transitioned from a traditional paper-based gate pass system to the innovative WOQOD e-Pass System, revolutionizing the security process. Previously, the manual method consumed 10 to 15 papers daily, totaling approximately 300+ papers monthly across six locations. The new digital system, accessible internally and externally, automates the entire gate pass lifecycle – from submission and document collection to approval, review, and audits by the Security team. This has not only saved over 1800 papers monthly but also increased the efficiency of approvals by allowing verifications, information requests, and revocations from a user-friendly interface. The integration of WOQOD ID Badges with barcodes and scanning devices at the gate further enhances security, making the process more effective and streamlined. All gate pass activities, including auditing, revocation, checks, and reporting, are now managed centrally through a singular security administration portal.



Recognizing WOQOD's HSE Excellence and Achievements

In alignment with WOQOD's commitment to developing a robust global health and safety strategy that aligns with international standards, the QHSSE department actively engaged in prestigious international safety awards presented by the British Safety Council (BSC) and the Royal Society for the Prevention of Accidents (RoSPA).

In February 2023, WOQOD underwent a comprehensive 4-day British Safety Council 5-Star Audit, resulting in the achievement of a 5-star rating. This audit critically examined the entirety of the organization's health and safety management system and associated arrangements, focusing on key aspects of occupational health and safety. The 5-star rating signifies WOQOD's commitment to best practices and continuous improvement in health and safety.

Building on this accomplishment, QHSSE pursued participation in the Sword of Honor Award through the BSC 5-star audit rating.

Furthermore, QHSSE actively participated in the RoSPA Fleet Safety Award, attaining the Bronze Award. RoSPA, as the UK's oldest and most esteemed safety authority, aims to exchange life-enhancing skills and knowledge to mitigate serious accidental injuries. The RoSPA Fleet Safety Awards, noncompetitive in nature, recognize organizations based on their systems for managing occupational road risk, reinforcing WOQOD's commitment to comprehensive safety standards.



"The year 2023 stands as a remarkable period marked by significant achievements. With exceptional teamwork and unwavering dedication, WOQOD has attained a prestigious British Safety Council five-star certification and secured a bronze award from The Royal Society for the Prevention of Accidents (RoSPA). Notably, in the realm of Health, Safety, and Environment (HSE), we successfully completed the establishment project for process safety management.

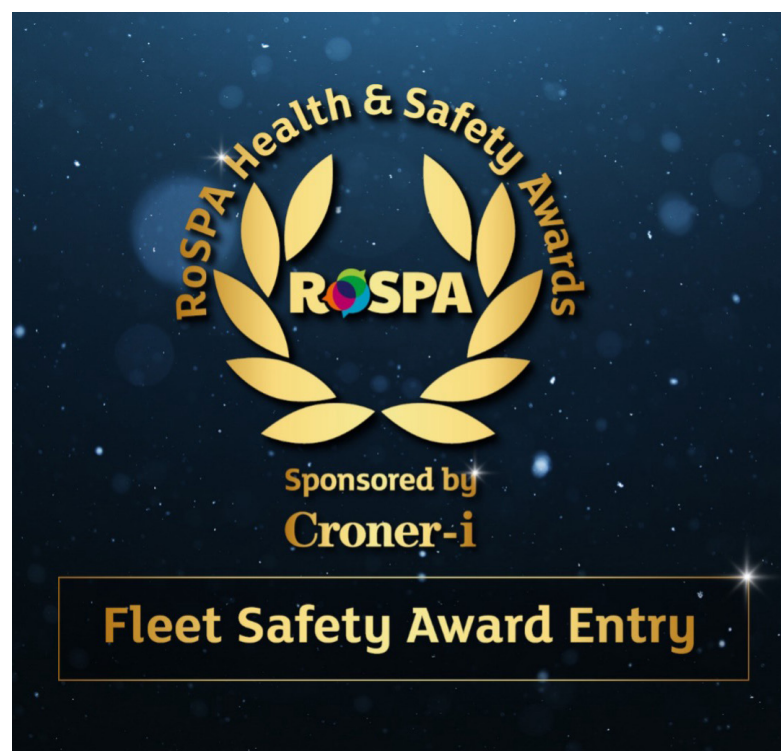
Furthermore, we have triumphantly met the designated LTIF (Lost Time Injury Frequency) and TRCF (Total Recordable Case Frequency) targets for the year.

Our Health, Safety, and Environment division harnesses e-technologies, specifically SCORM, to train both employees and contractors, fostering heightened awareness among the workforce. The rollout of the Permit to Work system in 2023 witnessed active participation from employees who enthusiastically underwent training via the online platform.

Aligned with WOQOD's energy management initiatives, QHSSE (Quality, Health, Safety, Security, and Environment), in collaboration with EPD (Energy Planning and Development), successfully concluded a pilot project for an Energy Monitoring Program. The resultant data analytics will drive energy optimization across WOQOD facilities.

Throughout the year, the department conducted diverse health and safety training programs and campaigns, aimed at enhancing our performance and fortifying the health and safety environment within WOQOD. Noteworthy among these were campaigns focused on Contractor Safety Management, LPG Cylinder Safety, and Ergonomics Safety, underscoring our commitment to nurturing a robust HSE culture. These initiatives garnered active engagement from both the WOQOD operations team and associated contractors, exemplifying the success of our collective efforts in reinforcing awareness and safety practices."

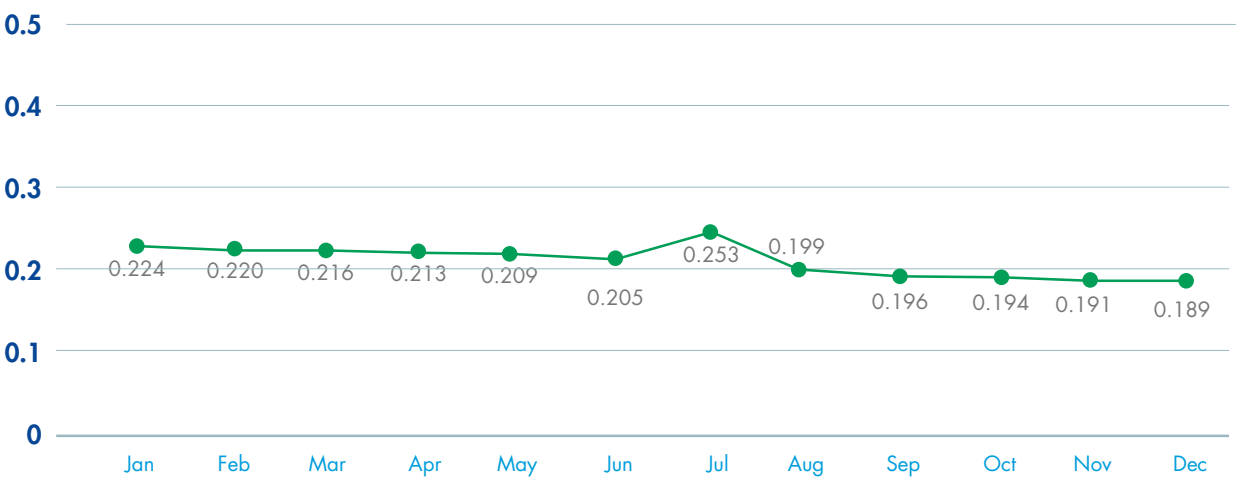
AHMED ALI MERZA
CHIEF SUPPORT SERVICES OFFICER



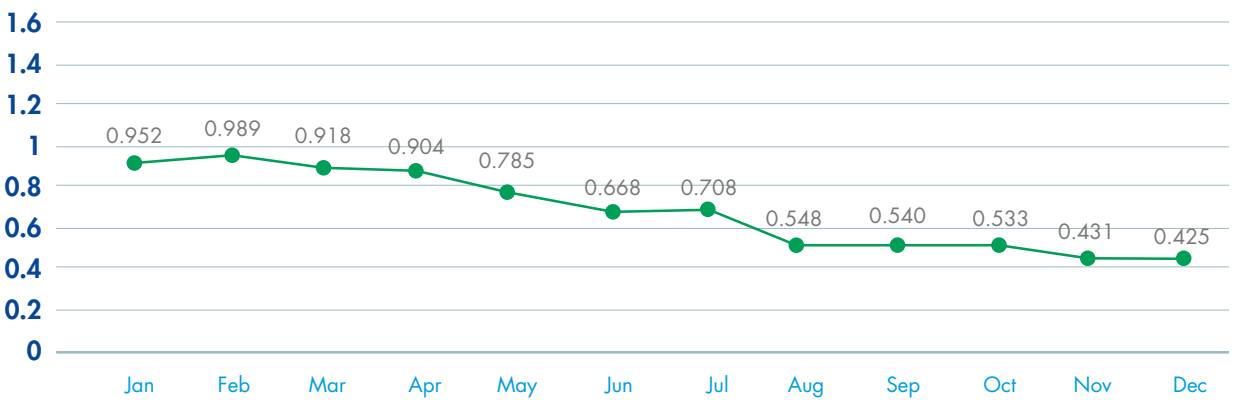
HSE Objectives & Targets

Lost Time Incidents (LTI) and Total Recordable Cases (TRC)						
YEAR	MAN-HOURS (WOQOD + CONTRACTOR)	LTI	TRC	FAR	LTIF	TRCF
2022	17,510,250	4	23	0.00	0.228	1.314
2023	21,156,067	4	9	0.00	0.189	0.425

LTIF Monthly Monitoring 2023



TRCF Monthly Monitoring 2023



WOQOD has successfully achieved the LTIF (Lost Time Injury Frequency) 2023 target, attaining a rate of 0.189 compared to the targeted rate of 0.333. The TRCF (Total Recordable Case Frequency) 2023 target has been met, achieving a rate of 0.425 against the targeted rate of 0.899.

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





APPENDICES

Appendix 1: Main Strategic Areas

Main Strategic Areas	Material Aspects	Boundaries
<ul style="list-style-type: none"> Delivering Reliable & Safe Products & Services to fuel Qatar Safety of our customers is our Main Priority 	<ul style="list-style-type: none"> Quality & Performance Customer health & safety 	Our Company, Our Subsidiaries, Our Customers
<ul style="list-style-type: none"> Supporting a sound economic system Contributing socially 	<ul style="list-style-type: none"> Procurement practices & local procurement Contribution to community (financial & in-kind) 	Our Company, Our Subsidiaries, Our Contractors Our Company, Our Subsidiaries, Our Community
<ul style="list-style-type: none"> Maximizing value and financial return Governance Excellence 	<ul style="list-style-type: none"> Economic performance Anti-corruption 	Our Company, Our Subsidiaries
<ul style="list-style-type: none"> Environmental Management Approach & expenditures Energy & Climate Change Resource Management Waste Management 	<ul style="list-style-type: none"> Environment Spending, Compliance Energy, Emissions, Transport Impacts Materials, Water Waste Management 	Our Company, Our Subsidiaries, The Environment
<ul style="list-style-type: none"> Qatarization Diverse & Engaged Workforce Investing in every employee Safe & healthy Working Environment 	<ul style="list-style-type: none"> Nationalization Employment, Diversity & Equal opportunity Fair wages, Training & education Occupational Health & Safety 	Our Company, Our Subsidiaries, Our people

G-19; G4-20; and G4-21

Appendix 2: Stakeholder Groups

Stakeholder Group(s)	Channel of Engagement	Stakeholder Priorities
Customers <ul style="list-style-type: none"> Individual Commercial Industrial 	<ul style="list-style-type: none"> Direct engagement through selling points Customer Satisfaction Survey Customer care center Online Ordering system Annual Reports Media center Relationship Mangers 	<ul style="list-style-type: none"> Reliable supply of products Safe products & services High-end quality products and services Continual innovation of products & services Easy & seamless processes
Employees	<ul style="list-style-type: none"> Performance reviews Direct Individual managers Annual employee satisfaction survey Training & seminars 	<ul style="list-style-type: none"> Equal Opportunity Engagement Competitive salary & benefits packages Clear and continuous career development path & planning Healthy & Safe working environment Performance based evaluation
Suppliers & Con-tractors	<ul style="list-style-type: none"> Contractors Contractors' & suppliers evaluation Normal business interac-tions Request for proposal Meetings, when needed Visits to suppliers 	<ul style="list-style-type: none"> On time Payments Fair evaluation Support for local suppliers Building long term business relationships
Shareholders	<ul style="list-style-type: none"> Annual general meetings Quarterly earnings releases, annual reports, investors presentations, governance annual reports Board of Directors meetings 	<ul style="list-style-type: none"> High & efficient performance Higher dividends as a result of increased profits & continuous growth Reduced business risks Building and safeguarding WOQOD's reputation

Appendix 2: Stakeholder Groups

Stakeholder Group(s)	Channel of Engagement	Stakeholder Priorities
Regulators & Government	<ul style="list-style-type: none"> Regular reporting requirements Official visits Audits Forums, trainings and workshops 	<ul style="list-style-type: none"> Qatarization Providing the fuel for economic growth Preserving economic & natural environment Compliance with laws & regulations Alignment with Qatar national vision 2030
Community	<ul style="list-style-type: none"> Community investments & contributions Contribution to Public Companies fund Collaboration with Civil society organizations Direct interaction with community through events 	<ul style="list-style-type: none"> Creation of more jobs Qatarization Strong culture & heritage Positive impact of operations Local sourcing Community Investments
Environment	<ul style="list-style-type: none"> Environment management Environmental laws & regulations 	<ul style="list-style-type: none"> Minimization of operations' impacts A healthy & sustainable environment Investing in new environmentally friendly Products & services

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

Appendix 3: GRI Content 'In Accordance' – Core

The table below provides the disclosure of GRI content for "In Accordance" – Core for our report. Further explanation for each indicator can be found online at:
<https://www.globalreporting.org/Pages/default.aspx>

Indicator	Page reference (or direct response in case of omission)	External Assurance
General Standard Disclosures		
Organization & Analysis G4	1-9	Not Assured
Organizational Profile G4-3 G4-4 G4-5 G4-6 G4-7 G4-8 G4-9 G4-10 G4-11 G4-12 G4-13 G4-14 G4-15 G4-16	10-14	Not Assured
Identified Material Aspects & Boundaries G4-17 G4-18 G4-19 G4-20 G4-21 G4-22 G4-23	7,10,41,44,	Not Assured

Indicator	Page reference (or direct response in case of omission)	External Assurance
Stakeholder engagement G4-24 G4-25 G4-26 G4-27	42,45	Not Assured
Report Profile G4-28 G4-29 G4-30 G4-31 G4-32 G4-33	3,46 This report was not checked by a third party	Not Assured
Governance G4-34	27,29	Not Assured
Ethics & Integrity G4-56	17-21,37	Not Assured
Specific Standard Disclosures Category: Economic		
Material Aspect: Economic Performance G4-DMA G4-EC1 G4-EC4	22-30	Not Assured E&Y Assured E&Y assured
Material Aspect: Market Presence G4-DMA G4-EC6	7, 22-30	Not Assured
Material Aspect: Procurement Practices	17,19	Not Assured

Indicator	Page reference (or direct response in case of omission)	External Assurance
Category: Environment		
Material Aspect: Materials G4-DMA G4-EN1	17,19	Not Assured
Material Aspect: Energy G4-DMA G4-EN3	32,34	Not Assured
Material Aspect: Water G4-DMA G4-EN8 G4-EN9 G4-EN10	32,34	Not Assured
Material Aspect: Effluent & Waste G4-DMA G4-EN22 G4-EN23 G4-EN24	34,35	Not Assured
Material Aspect: Compliance G4-DMA G4-EN29	7	Not Assured
Material Aspect: Overall G4-DMA G4-EN31	7,43	Not Assured
Material Aspect: Employment G4-DMA G4-LA1	17	Not Assured
Material Aspect: Labor Management relations G4-DMA G4-LA4	17,37	Not Assured

Indicator	Page reference (or direct response in case of omission)	External Assurance
Material Aspect: Occupational Health & Safety G4-DMA G4-LA5 G4-LA6	40	Not Assured
Material Aspect: Training & development G4-DMA G4-LA9 G4-LA10	14,37-39	Not Assured
Material Aspect: Diversity & Equal Opportunity G4-DMA G4-LA12	37-39	Not Assured
Material Aspect: Labor Practices & Grievances Mechanism G4-DMA G4-LA16	37-40	Not Assured
Material Aspect: Non-Discrimination G4-DMA G4-HR3	36-40	Not Assured
Material Aspect: Forced of Compulsory Labor G4-DMA G4-HR6	36-40	Not Assured
Material Aspect: Anti-Corruption G4-DMA G4-SO4	27-29	Not Assured
Material Aspect: Customer Health & Safety G4-DMA G4-PR1	40	Not Assured

Indicator	Page reference (or direct response in case of omission)	External Assurance
Material Aspect: Marketing Communication G4-DMA G4-PR7	20,37	Not Assured

Appendix 4: Topic Specific Disclosure

GRI Disclosure code	Topic Specific Disclosure	Reference Page
Organization Profile		
102-14	Statement from Senior Management	6 & 7
102-1	Name of the organization	8
102-2	Activities, brands, products, and services	
102-3	Location of headquarters	
102-4	Location of operations	
102-5	Ownership and legal form	
102-6	Markets served	
Sustainability Report		
102-46	Defining report content and topic Boundaries	9
102-47	List of material topics	10
102-50	Reporting period	11
102-52	Reporting cycle	12
Stakeholders		
102-40	List of stakeholder groups	12,13 & 14
102-42	Identifying and selecting stakeholders	
Governance		
102-18	Delegating authority	15
102-16	Values, principles, standards, and norms of behavior	16
102-18	Governance structure	17
102-22	Composition of the highest governance body and its committees	19,20,21 & 22
Economic Performance		
201-1:	Direct economic value generated and distribute	24

GRI Disclosure code	Topic Specific Disclosure	Reference Page
Employment		
413-1:	Operations with local community engagement, impact assessments, and development programs	29 & 30
401-1:	New employee hires and employee turnover	30 & 31
405-1:	Diversity of governance bodies and employees	32
404-1:	Average hours of training per year per employee	34,35 & 36
405-1:	Diversity of governance bodies and employees	37
Procurement		
308-1:	New suppliers that were screened using environmental criteria	38
Employee Benefits		
404-3:	Percentage of employees receiving regular performance and career development reviews	40
201-3:	Defined benefit plan obligations and other retirement plans	40
Environment		
307-1:	Non-compliance with environmental laws and regulations	43
302-1:	Energy consumption within the organization	44
302-3:	Energy intensity	44
302-4:	Reduction of energy consumption	46
305-1:	Direct (Scope 1) GHG emissions	45
305-2:	Energy indirect (Scope 2) GHG emission	45
305-4:	GHG emissions intensity	46
306-2:	Waste by type and disposal method	47
303-1:	Interactions with water as a shared re-source	48 & 49
303-3:	Water withdrawal	48
303-4:	Water discharge	47

GRI Disclosure code	Topic Specific Disclosure	Reference Page
303-5:	Water consumption	49
306-2:	Waste by type and disposal method	47
Health & Safety		
403-1:	Occupational health and safety management system	53
403-2:	Hazard identification, risk assessment, and incident investigation	
403-3:	Occupational health services	
403-4:	Worker participation, consultation, and communication on occupational health and safety	57 & 59
403-5:	Worker training on occupational health and safety	59





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