



# SUSTAINABILITY REPORT

# 2020







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## CHAIRMAN'S FOREWORD

## CHAIRMAN'S FOREWORD

I am glad to present our 8th Sustainability Report, 2020, which covers WOQOD's progress and performance on Economic Social and Governance and we continue to focus our efforts to WOQOD's sustainability pillars (ESG).

In 2020 the world faced an unprecedented crisis in the form of COVID-19, For that I express my sincere gratitude and respect to everyone working on the front-line to prevent the spread of Corona virus. We have taken concrete steps to accelerate our strategic agenda to improve our business performance and enabling our employees to serve our customers safer and drive meaningful revenue growth.

Sustainability is a comprehensive approach that considers ecological, social and economic dimensions, recognizing that all must be considered together to find lasting prosperity. At WOQOD, we align our strategy with the United Nations Sustainable Development Goals (SDGs) which provides the blueprint to achieve a better and more sustainable future for all.

We recognize that climate change is a serious issue and is the biggest challenge of our times. We acknowledge our role in minimizing adverse environmental impacts through every stage of our operational activities and we consider the potential risks and opportunities climate change presents for our businesses.

WOQOD remains committed to the principles of the UN Global Compact in the areas of affordable and clean energy, climate change and decent work & economic growth. We can make a particularly significant impact in the identified SDG through our key businesses and we can contribute to through our entire corporate activities.

We work in partnership with our key stakeholders in order to achieve long-term social, environmental and economic outcomes. We are deeply committed to fulfill Qatar National Vision 2030 goals by employing Qatari workforce and achieve Qatarization objectives. We want to impact communities positively and we continued to do that through our CSR activities. Our Sustainability efforts will help us navigate these challenges and create opportunities for longterm growth and we will continue to deliver sustainable value to all our valued stakeholders.

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



## MD & CEO'S FOREWORD

## MD & CEO'S FOREWORD

Welcome to WOQOD's 2020 Sustainability Report, which marks the 8th edition without interruption since we have commenced reporting in 2013. Guided by the direction of the Board of Directors, our comprehensive sustainability framework provides a solid foundation for operating our business at the highest standard. We believe that building a more sustainable business creates a higher value for our stakeholders.

In 2020, the COVID-19 pandemic has caused number of challenges for us. For that, I would like to thank our employees for their commitment, professionalism, and solidarity during this period. The organization would not have been able to deliver on its commitments without our employees' support.

Since the initial outbreak, WOQOD has implemented many initiatives to keep our staff and customers safe and healthy. These include enhanced sanitation and cleaning protocols, installed hand sanitizers, ceased waiter servicers, and distributed stocks of personal protective equipment (e.g. N95 masks and gloves) to all affected staff, implemented regular temperature checks and issued a number of protocols on social distancing and visitor entry to WOQOD buildings and facilities. For office-based staff, we have activated the "Work from Home" policy for select staff in line with the advice of the government authorities and in coordination with energy sector initiative. Several ICT protocols were rolled out to enable working remotely and keeping in touch such as Microsoft Teams. We encourage everyone to utilize this technology to keep the company connected and maintain our social distancing commitment.

In addition to the above initiatives, we have been engaging with our executive management team to help our local community and support the government effort wherever we can. In the early days of the pandemic, we announced that we will be providing our existing Kenar shop tenants with rent-free for 3 months. We are also committed to providing free WOQODE tags to the public. And, of course, we will continue to ensure an uninterrupted supply of fuel and products to all customers. These efforts are testament to the resilience of our Business Continuity plans that we maintain a great emphasis on.

In terms of Environmental Sustainability, WOQOD acknowledges its role within the community and we remain committed to supporting sustainability with our SDG goals. WOQOD has adopted new technologies and standards to reduce emissions and resource conservation within the framework of its environmental management system.

In 2021, we shall introduce renewable energy sources in the form of solar power in two petrol stations. This program will reduce our retail operations carbon emissions and reduce their electricity costs. We shall monitor the efficacy of such initiatives in our pursuit of exploring opportunities in green energy.

We continue to drive safety consciousness in all our operational areas and offices. We manage our activities to eliminate incidents, minimize risk and enable excellence in our operations' performance. WOQOD corporate HSE team and operations has been actively participating in formulation and revision of HSE procedures, thus enriching the same with its vast experience. In Nov 2020 WOQOD & subsidiaries successfully completed OHSAS transition and certified ISO 45001:2018.

In this difficult market situation WOQOD Group's net profits and overall sales volumes have witnessed a considerable increase in the 3rd and 4th Quarters of the year 2020 compared to the first half of the year.

We remain confident that, despite the challenging business environment, we will continue to execute our strategy, seeking out new opportunities within our business operations. We are committed to the local community in which we operate in and understand the success is not possible when the needs of society are ignored. Through the delivery of our commitments, we have made great progress. We're excited to develop and commit to even more aggressive goals in 2021 and beyond, raising the bar for our company and our industry.

**MR. 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 page 64.

The information presented in this report is based on historical performance data as well as data for 2020. 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 2020 to 31 December 2020, unless otherwise stated. The report also includes information on key strategic decisions and initiatives that commenced in 2020.

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](mailto: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 accountability 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 work to achieve the required Qatarization percentage.
- To introduce new and advanced technologies to minimize our impact on the environment.

## WOQOD'S BRAND VALUES

### Professional

WOQOD aspires 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 customer in a friendly manner.

### Innovation

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) is the leading fuel distribution and marketing services company in the State of Qatar. WOQOD's Initial Public Offering was completed in 2003 and its shares are listed on Qatar Stock Exchange. The company has sole concession for distribution and marketing of fuels to commercial, industrial and government customers throughout the country, including Natural and Liquefied Gas; and Jet-A1 refueling and related services at all airports in Qatar. The company is considered pioneer in the GCC region to convert to fully unleaded gasoline and diesel fuel with lowest sulfur content.

Our resilient fuel distribution network operates from North and South of the country, through a fleet of modern trucks, steel aluminum tankers, airplane refuelers and bowzers. Beside distribution of conventional fuel products, we supply LPG to domestic customer using safer, lightweight and transparent fiberglass "SHAFAF" cylinders that are filled at the state-of-the-art high-tech LPG filling plant. For industrial and commercial users, the company supplies LPG through tankers at customer sites. WOQOD is also engaged in the business of supplying bitumen to fulfill road asphalting and construction needs within the State of Qatar.

WOQOD provides fuel retail services through its network of state-of-the-art fuel stations and holds dominant market share in Qatar. In addition, we provide complete auto-care and maintenance services at our petrol stations including car wash, repairs, oil and tire change services. WOQOD Lubricants have a complete range of automotive and industrial lubricants developed to suit all types of vehicles and industrial requirements.

## WOQOD Fuel Storage Facilities

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



## Bitumen

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





## GAS OPERATIONS

### Liquefied Petroleum Gas (LPG)

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

WOQOD's LPG filling plant occupies 310x130 meters in the New Industrial area of Doha. The plant is supplied by a pipeline linking Qatar Petroleum refinery to the filling plant. The pipeline significantly reduces the traffic on the road from Mesaieed to Doha, which positively contributes to lower CO<sub>2</sub> emissions by reducing road congestion and fuel consumption. LPG as a product is a growing source of low emissions energy that is easy to use as an alternative to diesel and gasoline, with the advantage of having lower pollutant particles and a much cleaner flame.



### Natural Gas

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



*KARWA buses refueling at WOQOD Compressed Natural Gas (CNG) stations, New industrial Area.*



**Petrol Stations & Retail Stores**

**Commercial Fuels**

WOQOD is exclusively responsible for the distribution of fuel within Qatar. This includes Diesel and Gasoline for land vehicles, boats, aviation, and industries. WOQOD has significantly increased its petrol stations including 11 mobile petrol stations. The total number of stations currently in operation reached 84 petrol stations with international standards.

WOQOD petrol stations are equipped with modern forecourts, high-speed dedicated diesel lanes, large convenience stores, manual and automatic car washes, quick lube functionality, tire shops, and vehicle workshops. Mobile petrol station experience has proven to be very successful in providing essential petroleum products to areas that suffer from a shortage of these products, either because of non-availability of stations or due to the closure of some private stations which had previously supplied these areas. The advantage of these stations is that they are a quick and easy facility that offers all types of fuel needed by customers in those areas.

**Retail Stores**

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



**WOQOD SUBSIDIARIES**

**WOQOD VEHICLE INSPECTION (FAHES)**

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

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

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





## WOQOD MARINE

Established in 2009, WOQOD Marine has services operate a maritime fleet of eight (8) vessels. WOQOD Marine services have been awarded the document of compliance as a company transporting petroleum derivatives.



## QJET

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



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



# SUSTAINABILITY REPORTING

This is WOQOD’s 8th Sustainability Report with all our commitments, governance, policies, performance and targets in respect of managing the environmental and social impacts of the Group during the financial year ended 31 December 2020.

It has been prepared in line with Global Reporting Initiative (GRI) – G4 Guidelines along with Oil & Gas supplements. In determining the scope of this Report, we considered the level of business activities and specific sustainability concerns for the entities under WOQOD.

Considering the views of the stakeholders, WOQOD’s overall business risks, relevant sustainability trends together with industry best practices, we identified the material factors that are of most concern to our business and stakeholders.

## IDENTIFYING MATERIAL ASPECTS AND BOUNDRIES

### STEP 1 Identification

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

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

### STEP 2 Prioritization

After considering a list of relevant topics 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:

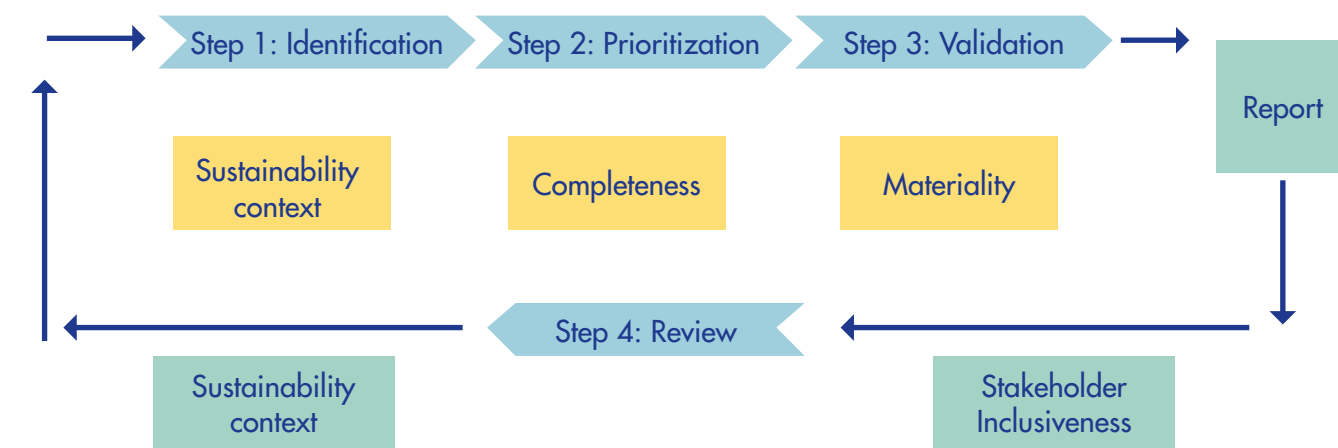
1. Scope - The breadth of aspects covered in the report
2. Aspect Boundaries - The description of the impacts of each aspect occur
3. Time - The completeness of the information with respect to the reporting period

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 with consultation with Strategy Department.

### STEP 4 Review

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

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



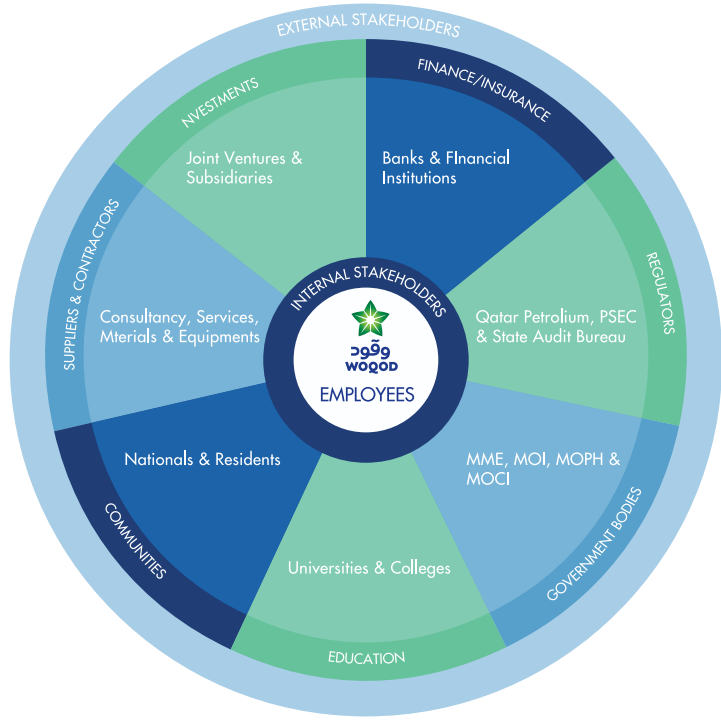
### Four (4) Step Approach

- The process of defining the report content is based on principals that are designed to be used in combination. These principals are the following:
- Stakeholder inclusiveness
  - Sustainability context
  - Materiality
  - Completeness

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



# STAKEHOLDER MAPPING



At WOQOD, we build long-lasting, value-creating partnerships with our stakeholders, who include our customers, suppliers, business partners, employees and the communities in which we operate. Stakeholder engagement are their view on their significant Economic, Environmental & Social aspects.

We engage regularly with our stakeholders and this process helps us to understand, prioritize and manage our sustainability impacts as an organization as well as to evolve our client services.

We have a range of internal and external stakeholders. We engage with stakeholders through direct dialogue, surveys, engagement at professional and industry forums, and sharing information. The frequency and nature of this dialogue are designed to enable regular communication with stakeholders on key issues.

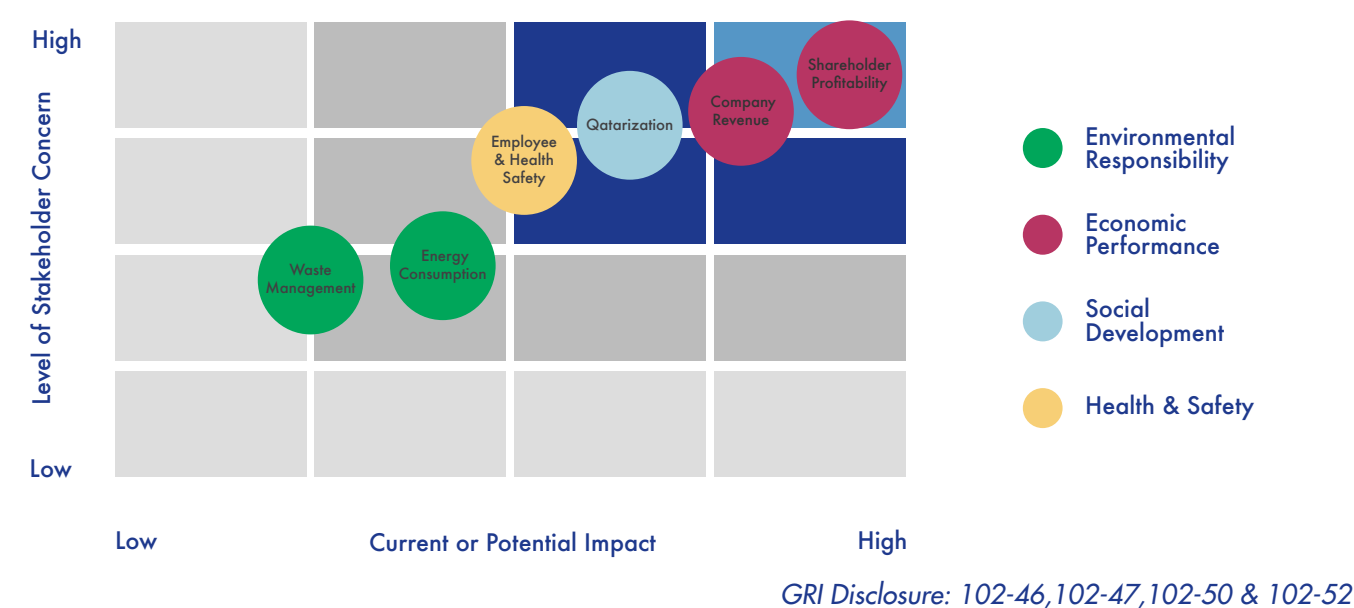
The stakeholder engagement and materiality determination process start by identifying the key stakeholders. The key stakeholders are essentially identified internally in consultation with Business planning and Marketing Units.



WOQOD QHSSE department organized Quality Day on 12th Nov 2020.



# MATERIALITY MATRIX



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

## Identifying Issue:

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

## Assessing Business Impact:

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

## Assessing Stakeholder Interest

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

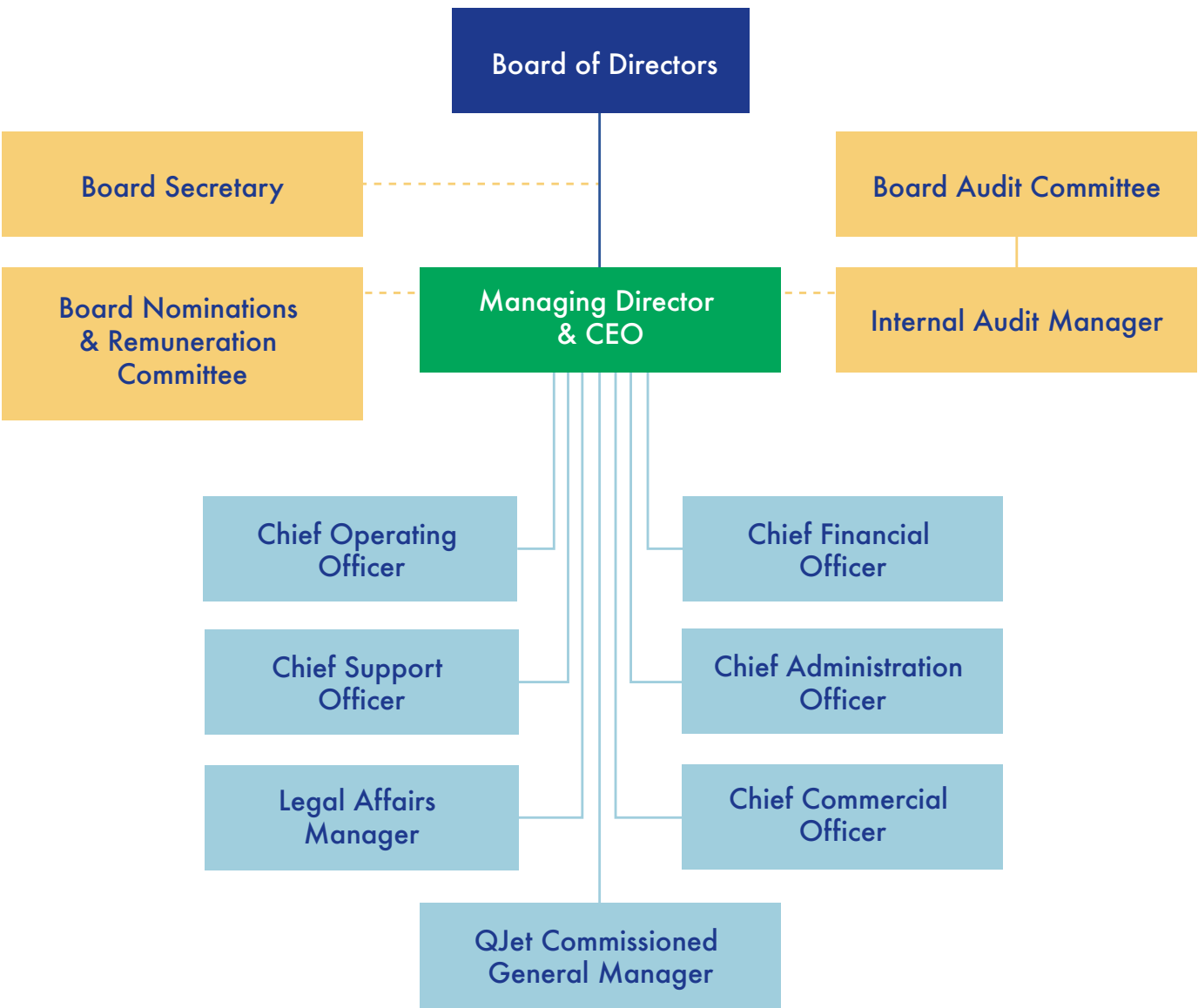
## Review

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

# GOVERNANCE

WOQOD have a clear and effective governance structure that extends from our Board of Directors (BoD) and Executive Leadership to our operations. The Board of Directors (BoD) is the highest governance body and responsible for all high-level decision making regarding economic, financial, operational, social and environmental issues. The Boards’ duties are carried out independently and impartially in accordance with Qatar Stock Market Governance requirements.

# GOVERNANCE STRUCTURE





# BUSINESS ETHICS

WOQOD ensures the integrity of its business activities through its internal policy and management system. All employees of WOQOD expected to abide by the codes of conduct outlined in its strict Statement of Conflict of Interest and Codes of Ethics. WOQOD’s “Code of Business Ethics and Conflict of Interest (COI)” policy approved by the BoD Chairman and this policy is applicable to all employees of WOQOD as well as all subsidiaries. WOQOD Chief level committee is authorized to deal with business ethics and COI.

Conflict of Interest (COI) declaration is mandatory for all employees in WOQOD and its subsidiaries to fill the COI form. COI declaration will be verified by department leads and validated Human capital team. An employee who fails to adhere to these policies is subject to disciplinary proceedings. There were no notable violations in the reporting period, no legal proceedings were initiated against WOQOD and no fines or any other penalties were imposed on the company.

As a leading fuel distribution and a marketing service company, WOQOD has a great responsibility and lives up to its responsibilities with a sustainable company focus. The key principles of WOQOD are fair and honest contact, respectful treatment and mutual consideration, equal treatment of all individuals and law-abiding behavior. Our company is built on these principles and we expect our employees and partners to observe these values too.

We designed our “Whistle Blowing Policy and Manual” to create an awareness and importance of whistle blowing and handling of whistle blowing incidents to the benefits of WOQOD and its stakeholders. WOQOD’s reputation for honesty reflects in the way it conducts business with utmost transparency and responsibility. It also reflects in the integrity of our financial reporting and its commitment to Corporate Social Responsibility (CSR). The intent of whistle blowing policy is to encourage the employees / public / entities to report concerns without inhibitions or fear of retribution / retaliation.

The whistle blowing policy and procedures provides a platform to the employees / public / entities for reporting any concerns / wrongdoing.

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

Company do not tolerate any form of discrimination or harassment. We do not tolerate child labor under any circumstances and guarantee this by means of periodical internal checks.

# BOARD AUDIT COMMITTEE

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

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

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



# PILLAR 1

**OPERATIONAL EXCELLENCE  
& ECONOMIC PERFORMANCE**





# ECONOMIC PERFORMANCE

## Material Issues

- Economic Performance
- Anti-Corruption

FINANCIAL STATISTICS (QAR MM)			
	2018	2019	2020
Revenue	23,155	22,446	13,245
G&A	372	323	287
NET PROFIT (net of minority interest)	1,160	1,216	707

GRI Disclosure: 201-1



**Pradeep Kumar**  
Chief Financial Officer

“The year 2020 was exceptional to WOQOD driven by the COVID-19 pandemic. Although the demand for fuel has fallen, we managed to overcome challenges from COVID-19 pandemic and ensured business continuity throughout the year.

Our priority focus remained on new growth opportunities, further improving non-fuel business, building operational efficiencies and ensuring safe and reliable operations. Our non-fuel revenue increased by 11% in 2020 driven by growth in network and customer choice to shop at our convenience stores. Similarly, our operational efficiency plan is bearing fruits and resulted in 15% operating costs saving in the year 2020. Overall, we achieved 37% operating cost savings in the last three years despite opening new petrol stations and FAHES centers.

WOQOD’s performance has also been applauded externally. Recently, Boston Consulting Group ranked WOQOD among the top 20 oil & gas companies worldwide in terms of shareholders’ return. In Qatar, WOQOD continues its high level commitment to ESG disclosures at the Qatar Stock Exchange index for public listed companies

We have further strengthened our internal controls framework including Internal Controls on Financial Reporting (ICOFR) and regulatory reporting. The aim is to make sure that WOQOD will have one of the best-in-class internal control system in place and it is tested for effectiveness on a regular basis. Our Enterprise Risk Management (ERM) framework has been further enhanced with prime focus on business continuity management.

Going forward, our strategy will be to grow our business further through enhancing our existing offerings, introducing new products and services, delivering superior customer experience and continue to achieve operational efficiencies.”

RETAIL SALES OF NON-FUEL PRODUCTS (QAR MM)			
Business Unit	2018	2019	2020
Sidra	185	209	256
Automatic Carwash	10	9	9
Manual Carwash	44	54	57
Lube Change	45	48	57
Tire & Repair	91	104	101
TOTAL	375	425	470

BUTANE GAS SALES VOLUME (MT)			
	2018	2019	2020
TOTAL	67,600	69,070	65,478

LPG SALES VOLUME (MT)			
	2018	2019	2020
LPG Cylinders	108,825	111,817	109,996



FUEL SALES VOLUME (MM LITERS)			
PRODUCT	2018	2019	2020
Super R95	1,215	1,275	1,153
Premium R91	1,339	1,362	1,237
Diesel	2,822	2,576	2,346

NATURAL GAS (MMBTU)			
	2018	2019	2020
Natural Gas	819,419	1,199,503	1,408,307
CNG	55,086	99,108	54,207
<b>TOTAL</b>	<b>874,505</b>	<b>1,298,611</b>	<b>1,462,514</b>

BITUMEN SALES (MT)			
	2018	2019	2020
Bitumen 60/70	272,515	250,583	100,314
MC-70	3,764	1,181	3,434
Polymer PMB	5,016	206	577
<b>TOTAL</b>	<b>281,295</b>	<b>251,970</b>	<b>104,325</b>

WOQOD's overall sales of petroleum products decrease by about 21%, compared to the same period, due to supply and demand factors and the negative effects of COVID-19, natural gas sales increased 13%, compared to the same period in 2019.

Non-oil retail sales revenues, including Sidra sales, increased by 11%, due to the opening of several new petrol stations.



**Fahad Al-Subaiey**  
**Chief Commercial Officer**

“WOQOD is making its best efforts to prevent the spread of COVID-19, as well as ensuring business continuity to fulfill our social responsibility in the retail business, an adverse effect on our business is unavoidable but we waste no time adjusting our mission to overcome this challenge.

WOQOD thrives to maximize the revenue from its non-fuel retail business, our strategy is to focus on customer needs and optimize the network in order to extract maximum value.

Our key focus areas include, introducing new services, improving customer service level etc. Several strategic initiatives are planned to improve the non-fuel revenue:

In 2020 WOQOD partnered with TALABAT home delivery to enhance its e-shopping offering for customers. We Introduce new Sidra Saver concept and improving product category to improve the average basket size from the convenience store

WOQOD retail development expanded the network of its standalone sidra stores by opening 3 stores in the Metro stations and Introduced express services for Heavy vehicles in 5 locations to attract commercial segment vehicles.

We started free vehicle health check-up campaigns in petrol stations and continued the campaigns every week at different stations. The campaign endorses WOQOD's commitment towards society in promoting vehicle fitness and safety.

In terms of local business support, we introduced locally (QATAR) manufactured car wash shampoo and other allied consumables like recycled paper mats (with safety and promotional messages) for after wash which also an environment friendly initiative.

WOQOD exhibited its commitment to our tenant's sustainability during the COVID-19 pandemic by waiving off the rents for 3 months.”



## PILLAR 2

**SOCIAL DEVELOPMENT  
& COMMUNITY INVESTMENT**





# SOCIAL DEVELOPMENT & COMMUNITY INVESTMENT

## Material Issues

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

## Qatarization

Qatarization is an integral part of Qatar National Vision 2030, aims to increase the percentage of job positions and work opportunities for Qatari nationals. Our Qatarization programs includes Graduation project support, sponsorships and internship programs for young talents.

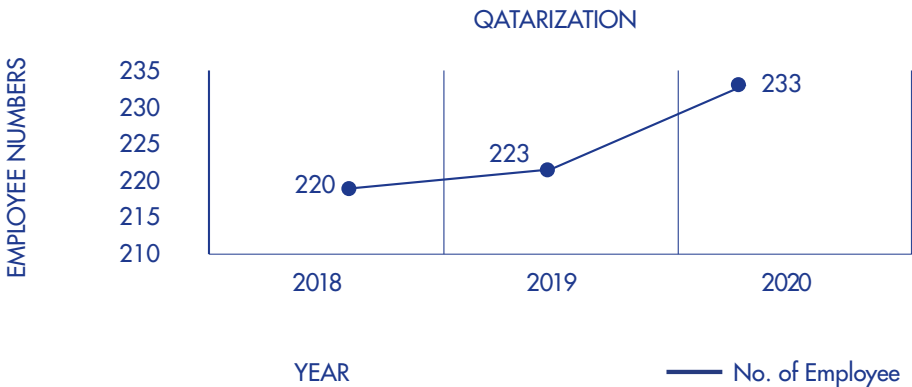
WOQOD’s Human Capital department partnership with educational institutions to identify young talents and providing employment opportunities.

Well skilled and qualified Qatari men and women to have the best opportunities to join WOQOD workforce with different backgrounds.

- Permanent jobs for the Qataris who are qualified and ready to join the market
- Scholarship/sponsorship program in the best universities internationally and locally
- Internship programs with WOQOD employees who will help you know more about the practice of your major

WOQOD’s total workforce in 2020 was 1513. Approximately 15.4 % of the workforce are Qatari nationals. Human capital Initiatives have resulted in an approximately 50% of midlevel positions being occupied by Qatari nationals, when not taking in account field positions that still rely heavily on expat workers such as petrol stations worker, drivers and other areas.

YEAR	QATARIZATION%	NO. OF QATAR EMPLOYEES
2018	12,70	220
2019	14,0	223
2020	15,4	233



GRI Disclosure: 202-2

## Recruitment Initiatives

We adopt recruiting best practices in our company will be more likely to attract talent. In our recruitment process, Human capital team identifies the roles and abilities of each individual, ensuring the placement of the right person in the right position.

YEAR	NUMBER OF NEW RECRUITS
2018	178
2019	170
2020	52

GRI Disclosure: 401-1



Qatarization.

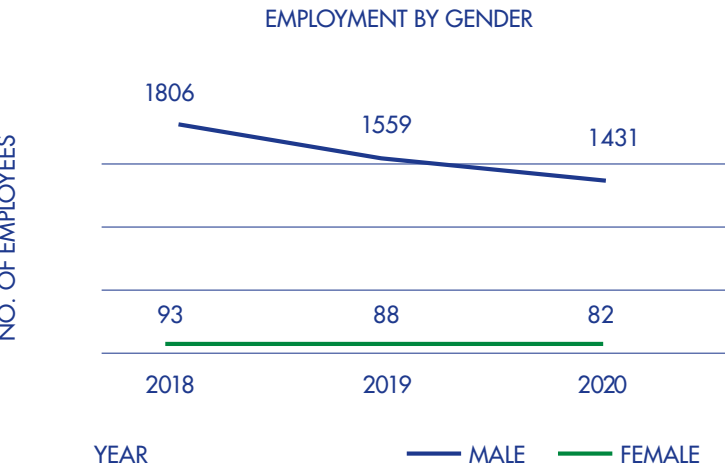


### Employment by Gender

In WOQOD, applicants are strictly considered solely on the basis of merit, competence and qualification. All other characteristics are such as age, gender, and religion are deemed irrelevant. This allows for WOQOD to tap into a vaster pool of talent, which would otherwise be untapped.

We are working to create productive and attractive workplace where employees with wide-ranging skills and values, irrespective of gender and marital status, can demonstrate their abilities to the fullest and achieve self-realization.

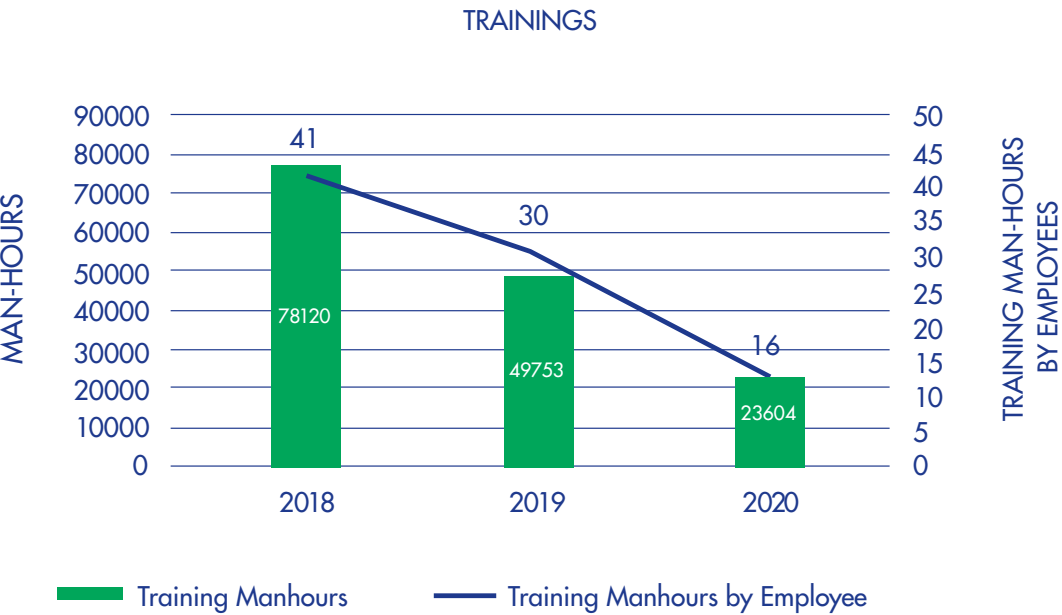
YEAR	MALE	FEMALE
2018	1,806	93
2019	1,559	88
2020	1,431	82



GRI Disclosure: 405-1

### Training

YEAR	TRAINING MAN-HOURS	TRAINING MAN-HOURS BY EMPLOYEE
2018	78,120	41
2019	49,753	30
2020	23,604	16



Work environment at WOQOD is experience highly based and employees are constantly challenged to test and improve on their strengths through various learning and development methods.

Learning & Development (L&D) division developed the continuous learning initiatives are in consensus with established premier institutions. These offer individuals distinctively customized training programs suited to achieve their organizational goals and growth.

In 2020, a total of 23604 man-hours of training has been provided to WOQOD employees.

### Training Breakdown

	Total Trained Staff	Total Group Man Hours
Corporate	770	7,938
Retail	2,920	14,908
Qjet	211	451
Fahes	59	307
TOTAL	3,960	23,604





**Saeed Rashid Al Kaabi**  
**Chief Administration Officer**

“WOQOD focus on the key areas where we look at the risk for potential impact on communities and our employees. Our commitment to the communities through wide range of our CRS programs, activities, donations and grants to educational, environmental and community organizations.

In line with the Qatar National Vision 2030, we are committed to increase the percentage of national employees and our Qatarization Plan to achieve the goal by 2030.

Qatarization rate in the organization has seen steady growth, with increasing numbers of Qataris in the key positions.

COVID-19 forcing us to rethink about the traditional training approach, WOQOD L&D team rapidly adopt virtual and online solutions for mandatory trainings.

We continue to support our corporate governance principles on human rights, anti-corruption and employee rights.”



Supplier Screening & Procurement

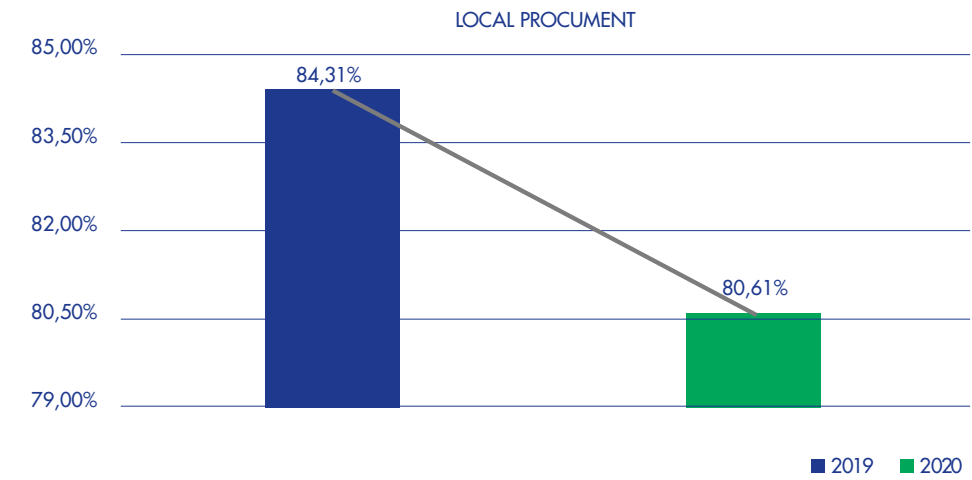
WOQOD maintains consistent efforts to ensure that all suppliers adhere to the applicable local and international standards. WOQOD has a high regard for ethical conduct. Thus, every supplier is to sign an agreement that, all parties must comply with laws, policies and regulations in Qatar as well as adherence to the rules of business ethics, Conflicts of interest.

The methodology of evaluating contractor’s acceptability employs environmental, health and safety indicators.

Local Procurement

WOQOD realizes that engaging local suppliers to work has a central role in stimulating growth in the local economy, especially since the organization’s major expense is attributed to the construction of petrol stations.

We provide opportunities to local suppliers through an open tendering strategy for its contracts and procurement needs, in order to maximize local content. Our tenders are published in the local print media (Arabic / English), offering an opportunity for Qatari companies to participate in the tender process.



We acknowledge our local procurement Strategy in line with Qatar Petroleum (QP)TAWTEEN Initiative.

In 2020, 80.61% of our total procurement spending was awarded to local contractors and suppliers.



WOQOD CSR Activities 2020

WOQOD is committed to corporate social responsibility and support environment and local community. Our Corporate Social Responsibility (CSR) framework, focusing on community, health, education and environment.

EVENTS & ACTIVITIES	
QND support	WOQOD has continued to support and sponsor national events in 2020 by donating one (1) million Riyals for the QND 2020 celebration as a show of its realization of Qatar National Vision and a promotion of loyalty, solidarity, unity and pride in the Qatari national identity.
Activating Urban Areas with Art	WOQOD has participated in “Jedariart” initiative of Qatar Museums which brings together artists to add vibrancy and meaning to the walls across Doha through carefully curated murals and street art. The aim of the project is to activate urban areas and artistic innovation by inviting artists to submit artwork proposals for the walls of the Fire Station and other designated places throughout the city of Doha, creating new reference points for people to go and visit across the city. WOQOD has selected the Qatari artist Haifa Al Khuzaei to add an artwork to a wall at Fareej Kulaip petrol station.
Cancer Awareness	In cooperation with Qatar Cancer Society WOQOD participates in the Blood Cancer Awareness campaign.
Toafa initiative	Qatar fuel WOQOD has sponsored painters project for Qatar Museum for (Toafa initiative) with 20,000 QR to draw on kulaib P.S
WOQOD e-chip	WOQOD distributed WOQOD-e chip for free to the public
National day celebration organization committee	WOQOD sponsored the National Day celebrations (Darb Al Saai) coordinated by the State National Day celebrations organizing committee.
Al Thakhira Youth Center	WOQOD sponsored some of the activities that were held by Al Thakhira Youth Center for the National Day celebrations.
Qatar Charity	WOQOD donates to Qatar charity by applying a system at Sidra allow the customers to donate the remaining balance of his money in coins directly to the charity.
Qatar Society for Rehabilitation of Special Needs	WOQOD sponsored the purchase of equipment for them.

Social Contribution

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

YEAR	2018	2019	2020
Social & Sport Activities	29,002,815	30,409,548	17,685,629.60
Donations	2,050,000	1,420,000	1,020,000
Total in QAR	31,052,815	31,829,548	18,705,629.60



In Cooperation with HMC, WOQOD organized blood donation campaign at WOQOD Tower.



**PILLAR / 3**  
**SAFEGUARDING  
THE ENVIRONMENT**





# SAFEGUARDING THE ENVIRONMENT

## WOQOD Environmental Sustainability

We adopt most sustainable, energy-efficient and environmentally adapted way to provide our services. Our goal is always to conduct our operations in a way that minimizes the environmental impact and the risk of environmental incidents. We continuously identify and evaluate where environmental impact arises in our operations and how we can work to reduce negative environmental impact. WOQOD and subsidiaries are currently certified as below

- International Organization for Standardization (ISO) 9001:2015 – Quality Management System.
- ISO 14001:2015 – Environmental Management System
- ISO 45001:2018 Occupational Health and Safety (OH& S) Management System.

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

## Material Issues

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

## Environmental Compliance

WOQOD continues to comply with all relevant Environmental regulations implemented by Ministry of Municipality & Environment (MME) and applicable International regulations and requirements.

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

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

2019-2020, no form of non-monetary sanction or penalty was levied against the WOQOD and its subsidiaries for any noncompliance with laws and regulations regarding the environmental matters.

## Managing Climate Change

As a leading fuel distribution and a marketing service company, we realize that the energy sector is the largest source of greenhouse gas emissions.

We understand how important it is to maintain environmental initiatives with business activities, and strive to reduce emissions through new technology development, clean energy use and other possible measures.

vWe consider that climate change to be an issue that goes to the foundation of our business, we identify trends in climate-related risks and business opportunities and adopts strategies accordingly.

In Qatar, QP is the active player in this transformative journey by displacing high greenhouse gas-emitting fossil fuel energy with cleaner gas. WOQOD will play a major role in the clean energy initiatives to reduce carbon emissions.

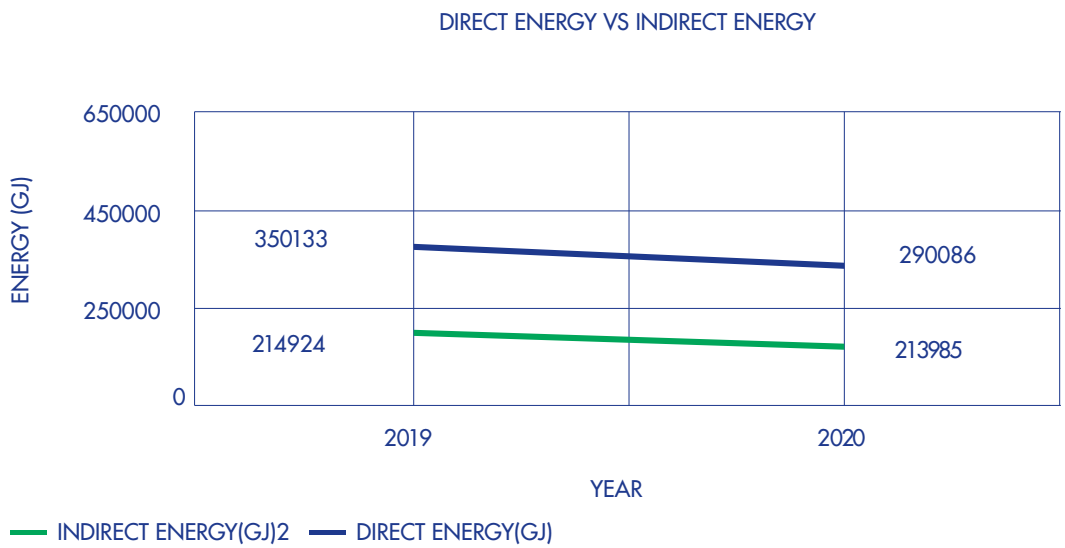
## Energy Management Initiatives – Renewable Energy

Electricity is vital for the economic growth, We, at WOQOD, have aligned our sustainability strategy with QATAR’s National Vision 2030 to promote renewable energy.

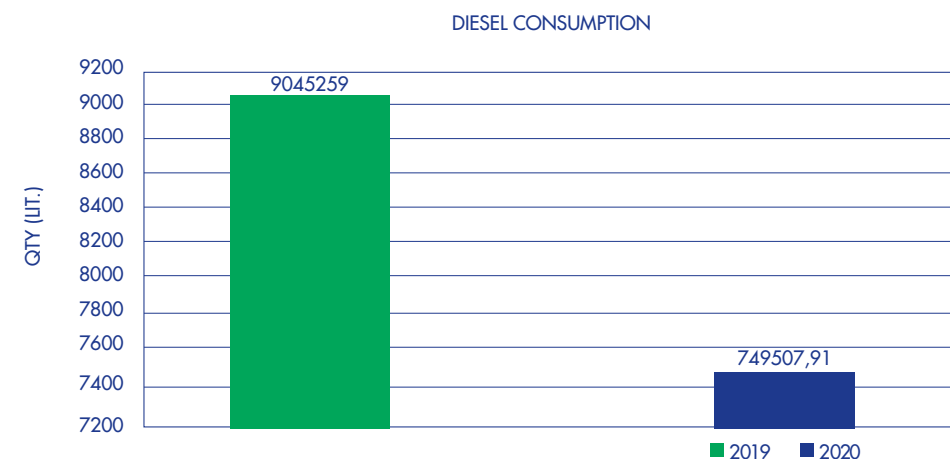
WOQOD plan to integrate renewable energy source (Solarized petrol stations) in two new petrol stations at education city. Solar energy provides a way for petrol stations to reliably reduce their electricity costs.

We are striving to be more environmentally conscious overall and working hard to reduce direct (fuel) and in-direct energy (Kahramaa)use

DIRECT ENERGY		
YEAR	DIESEL (LITERS)	ENERGY (GJ)
2019	9,045,859	350,133
2020	7,494,508	290,087







## Emission Management

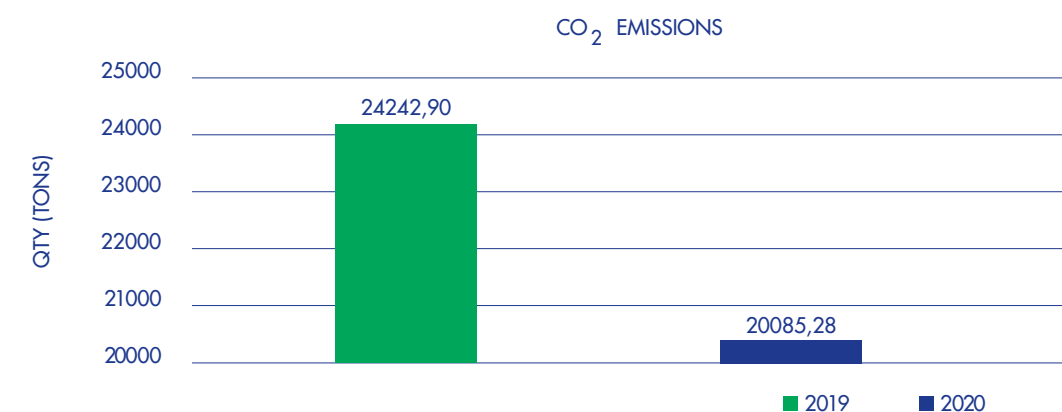
WOQOD and its subsidiaries GHG emissions is in the form of electricity purchased from third parties and use of transportation fuels such as gasoline and diesel WOQOD taking continuous efforts in this capacity include tracking and reporting greenhouse gas (GHG) emissions that result from our internal operations and developing methods to reduce those emissions.

## GHG Emission Management and control Initiatives

- The Ship energy efficiency management plan (SEEMP)  
SEEMP is an operational measure that establish a mechanism to improve energy efficiency of a ship as well as reduction in CO<sub>2</sub>
- Stage – I, Vapor Recovery System:  
WOQOD installed Stage – 1 vapor recovery system in the truck loading bays. Gasoline vapors are collected over an absorption / adsorption system. Collected vapors are trapped in liquid form and mixed with fresh gasoline product.  
The system will provide cleaner and safe work environment.
- Stage – II, Vapor Recovery System:  
The system used to capture the gasoline vapors at the vehicle fill pipe. The captured vapors are returned to the empty space in the underground storage tank at the petrol station. Stage II VRS will reduce volatile organic compound (VOC) emissions.
- Low Sulfur Fuel  
Sulfur content in fuel leads to increased air pollution through emissions of harmful sulfur compounds such as sulphates, and by inhibiting the effectiveness of modern emission control devices. WOQOD distributing Low Sulfur fuels (ULSD & VLSFO) to the market.
- ULSD Fuel:  
QP Refinery LGO supply has been converted successfully into Ultra Low Sulfur Diesel (ULSD) grade in Oct 2020 to a single unified grade of ULSD being supplied in the State of Qatar.

- VLSFO Marine Fuel:  
Transition of high Sulphur (HFO) tank stocks to Very Low Sulphur Fuel Oil (VLSFO) was completed. We increased VLSFO supply volume at Ras Laffan port with existing resource. VLSFO Marine fuel (RMG 380) compliant with the International Maritime Organization 2020 regulation for a 0.50% global Sulphur limit.
- Vapor Balancing Manifold at Bitumen Import Terminal: Old bitumen storage tanks were replaced with new storage tanks equipped with vapor recovery by installing a vapor - balancing manifold.
- Low NOx burners for the Heaters: WOQOD bitumen plant will plan to use natural gas for the heaters through Low NOx burners.
- Leak Detection & Repair Program (LDAR) :  
LDAR is a work practice designed to identify fugitive emissions from leaking equipment so that emissions can be reduced through repairs. WOQOD Implemented Leak Detection and Repair program in the operational areas with regular intervals.

EMISSION LOAD			
YEAR	DIESEL FUEL (m <sup>3</sup> )	CO <sub>2</sub> EMISSION (KG)	CO <sub>2</sub> EMISSION (TONS)
2019	9,045859	24,242,902	24,243
2020	7,494508	20,085,281	20,085







**Mubarak Ali M A AlBriki**  
Chief Operation officer & QJET commissioned General Manager

“ In 2020, the COVID-19 pandemic has led to dramatic social and economic changes on a global scale. As we all know, the COVID-19 pandemic has created many challenges around the world, including QATAR. At WOQOD, our priority is employees and stakeholders.

In light of the rapid onset of this pandemic, WOQOD acted quickly to implement remote work for the Health & Safety of our office employees and their communities. Our field team has remained hard at work, and business continuity plans that been adapted in accordance with MOPH and QP health policies and guidelines.

As an essential business, we are continuing our business operations in a in a responsible manner and We are continuing to deliver to all locations without any interruption.

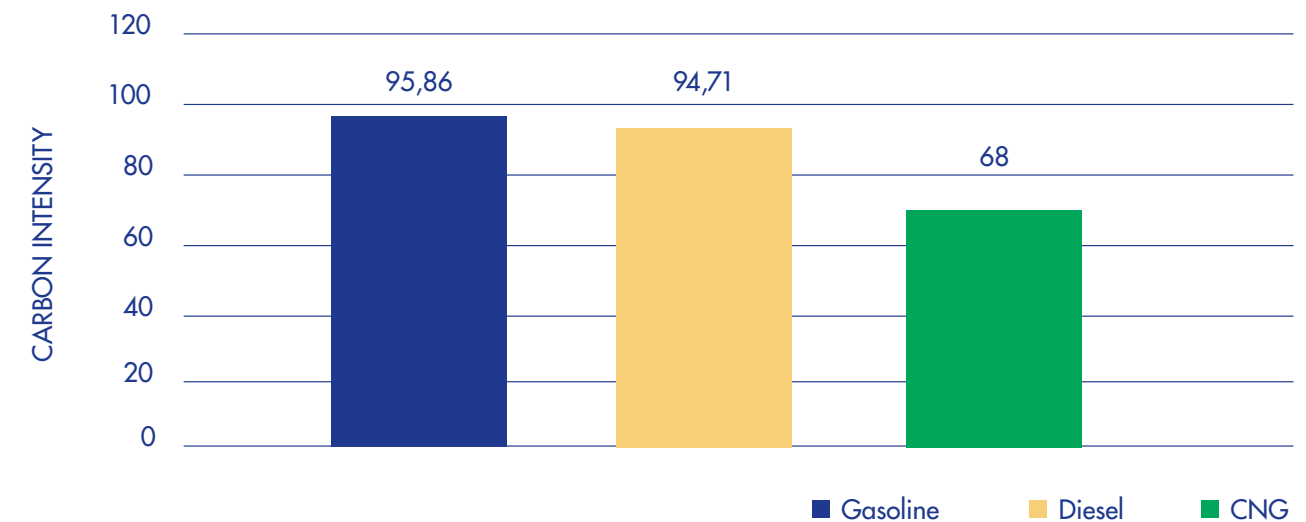
WOQOD LDO sustainability initiatives are paperless transactions for our fuel deliveries with full implementation of eDRs before Dec 2020 through the electronic gadgets (TAB usage.) and another initiative is to increase fleet payload per trip for the customer deliveries and these initiatives are captured in the Loading and Distribution Operations (LDO) Department KPIs 2020&21.

In line with national vision, QP Refinery LGO supply has been converted successfully into Ultra Low Sulfur Diesel (ULSD) grade in Oct 2020 to a single unified grade of ULSD being supplied in the State of Qatar. Sulfur content in fuel leads to increased air pollution through emissions of harmful sulfur compounds such as sulphates, and by inhibiting the effectiveness of modern emission control devices. Air pollution is one of the most pressing environmental problems and is mainly caused by number of toxic compounds that are emitted into the atmosphere when vehicle burn motor fuel. WOQOD is aiming to supply of GTL blended Diesel from RALF- QP project to the market soon.

GTL fuel is free from impurities, which can lower local emissions (e.g. particulate matter, NOx, hydrocarbons and carbon monoxide) and contribute to improved air quality.

We are committed to protecting the environment through complete compliance with environmental regulations, and outstanding efficiency in the conduct of our operations. As part of our pollution prevention efforts, we successfully completed our Doha Depot Oil Water Separator (OWS) project to increase the oil water separation efficiency and rehabilitation of Lagoon with finely finished floor to prevent process wastewater seeping into groundwater. we have witnessed significant reduction in the fleet fuel consumption through payload optimization initiative and we are aiming to reduce water consumption in the fleet service section, next year we plan to introduce Auto wash with water recycling system.”

CARBON INTENSITY OF FUELS (GRAMS CO-2EQ) / MJ



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

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



WOQOD CNG station, Ras Laffan.



Compressed Natural Gas (CNG) Facts:

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

Energy Management

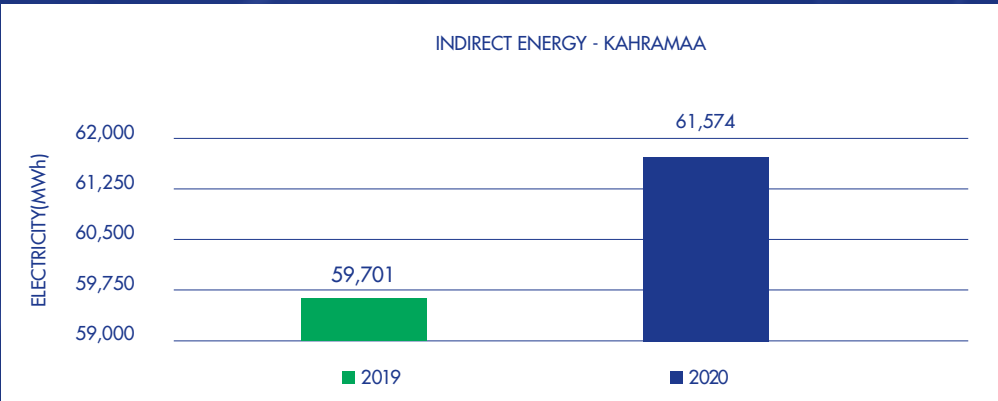
At WOQOD, we recognize that an industry-wide reduction of carbon emissions is crucial to global environmental sustainability, and we accept with full gravity and seriousness our responsibility to identify ways in which our business can contribute to this reduction. Our major priorities are inducing energy efficiency in our operations and managing emissions.

WOQOD have been always in the frontline to protect and safeguard environment and constantly look out for energy saving opportunities.

Energy conservation is one of the key focus areas, both in terms of improvement in distribution and retail operations as well as development of new petrol stations.

In 2020, 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.

INDIRECT ENERGY		
YEAR	ELECTRICITY ((MWh)	ENERGY (GJ)
2019	59,701	214,924
2020	61,574	213,985



WOQOD is committed to using and purchasing energy (Kahramaa) in the most efficient, cost effective and environmental responsible manner possible.

Water Management

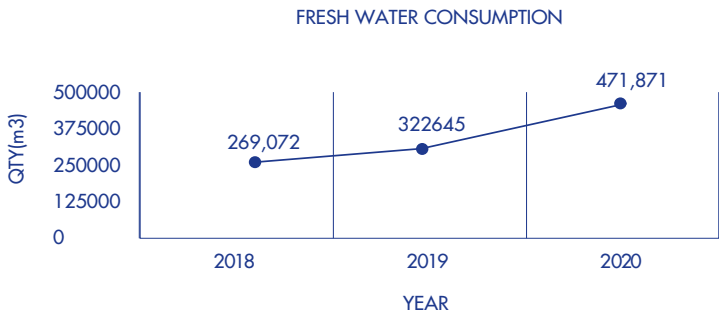
Reduce of water consumption and increase water recycling / reuse rate are key elements of WOQOD. As a result, to actively manage and work towards reducing WOQOD water footprint.

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

WOQOD has taken initiatives to optimize water consumption at petrol stations, i.e., for reusing/recycling of water wherever possible. Total water consumed by WOQOD in 2020 is 452333 cubic meters, which is 28.7 % higher than previous year. Consumption increase due to new petrol stations, central warehouse operations and construction activities.

Water conservation efforts and recycling/ reuse and adopting technological improvements in the identified locations such as car wash areas.

WATER CONSUMPTION	
YEAR	WATER (M3)
2018	269,072
2019	322,645
2020	471,871



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

All new petrol station with APC equipped with wash water recycling system to treat and reuse water from wash bays. The treatment system dramatically reduces water consumption. By using this advanced system, we aim to save 90% fresh water and minimize our impact on environment.

Waste Management

WOQOD implements a responsible waste management system that is specific for each type of operating activities. Corporate Waste Management plan introduced in the year 2019 and effectively implemented WOOQD & Subsidiaries.

Our Company focused on waste reuse and waste recycling, the objective is to improve recycling rate and reduce waste to landfill facility. Priority is given to hazardous waste in the context of action aimed at minimizing waste generation.

In 2020, we have sent 1 Million Liters of used oil to the MME authorized recycling facility and we extended waste recycling program to recyclable papers, plastic, batteries and tires. WOQOD new waste management contracts gives more importance.

The Company promotes and implements on-site waste segregation and provides adequate support to the operational facilities to improve recyclable waste segregation.

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





## PILLAR 4

HEALTH AND SAFETY



## HEALTH & SAFETY

### Material Issues

- Occupational Health & Safety
- Process Safety

The COVID-19 pandemic has led to unprecedented interruption to normal business activity. WOQOD Group Crisis Management Committee (CMC) has been activated to address and provide a timely and effective response to the COVID-19 pandemic and to ensure our employees' safety and business continuity.

Protecting and caring our employees and customers is a key priority that is imbedded in all our plans and actions; special consideration is given to our frontline employees. Our robust health measures remain in place and are frequently aligned with our partners in the energy sector and Ministry of Public Health in order to mitigate any outbreak within our operations.

### WOQOD Integrated Management System

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

#### Policy

The IMS policies establish a direction for activities involving

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

### HSE Performance Improvement Programs

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

The aim of this program is to:

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

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

Identify Improvement  
are based on  
previous annual  
HSE performance

Identify what needs to  
be done to further  
improve HSE  
performance

Identify the timeline for  
improvement action

### Emergency Response Preparedness

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

Due to the Covid-19 crisis all Emergency response drills are suspended until September and Our HSE & Fire Team started to rethink our ways of working and efficiently conducted emergency exercises / drills, in line with COVID-19 prevention protocols. We have completed 66 % of emergency exercise / drills in the short period of time.



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## COVID-19 Pandemic Management Highlights

WOQOD Crisis management committee are continuing to work with Regulatory Authorities and to ensure that all work-related guidance is compatible with health and safety requirements.

Our robust health measures remain in place and are frequently updated based on the advice of Qatar Petroleum, MOPH and other stakeholders in order to mitigate a significant spike in COVID-19 transmission.

WOQOD HSE has continued to undertake its essential role of enhancing HSE awareness, particularly in relation to prevention of the novel coronavirus (COVID-19) infection.

### • PPE for COVID-19

Crisis Management Committee (CMC) makes decisions to manage the crisis period with respect for each person and with the ultimate aim of protecting the health of employees and stakeholders. The Committee organized the team, which is responsible for sourcing, procuring and allocating / distributing essential resources such as essential medical supplies and COVID -19 PPEs.

### • COVID – 19 Information & Guidance

At WOQOD, our Crisis Management strategic plan in line with the energy sector COVID-19 crisis management guidelines and our CMC is working closely with the Qatar petroleum to get the latest information and guidance on COVID-19.

Since the crisis began, HSE has amplified its awareness and preventive work under the guidance of Crisis Management Committee.

Body temperature checking/monitoring in entrance gates and Social distancing at workplace are strictly followed and dedicated Isolation facilities/ room, available in all WOQOD facilities.

Our HSE representatives conducted Joint inspections at staff accommodation with operations team to ensure that the arrangements fulfill QP / MOPH requirements.

WOQOD Crisis Management team work tirelessly to support our employees and stakeholders. Crisis management team support users to schedule and access QP database system for COVID-19 swab testing management.

Crisis Management team established dedicated Communication Channel for providing COVID-19 related information's, guidance to the end users on site / operational areas / office and services available 24 hours a day, 7 days a week.

### • COVID – 19 awareness

- WOQOD HSE has continued to undertake its essential role of enhancing HSE awareness, particularly in relation to prevention of the novel coronavirus (COVID-19) infection
- Awareness on COVID-19 to WOQOD staff, outsourced staff and contractors through toolbox talks, posters, pamphlets, HSE moment, and WOQOD e-portal with reference to MOPH/ QP awareness material.
- Established COVID-19 information zone and is in place in WOQOD portal for employees' easy access on related references like circulars, awareness, and guidelines.

### • Suspected and Confirmed case Management

- Suspected cases should be placed immediately in a dedicated Isolation room
- Maintain case register, conduct close contact investigation and remote / phone call-based monitoring for suspected & confirmed cases.
- Aligned the management of all COVID-19 related cases with Qatar Petroleum.
- Phone consultation arrangement in QPMC for fitness to return to work.
- Required contractors/outsourced to submit COVID-19 prevention plan.
- Reporting of any COVID-19 related cases (WOQOD staff, contractor and outsourced) to HSE.
- Support WOQOD HR for all quarantine and absence management.

### • Contractor Management

- In WOQOD, 37 contractors serving different departments and subsidiaries in different capacities.
- HSE issued accommodation guidelines to the contractor and enforced.
- Instruct Contractors to prepare and submit their COVID-19 prevention plan.
- Conducted HSE COVID-19 audit to ensure compliance with the required protocols and restrictions.
- Reporting of any COVID-19 related cases (contractor and outsourced) to HSE.
- Liaise with suspected cases and inclusion in WOQOD case register.

### • Crisis Management Reporting

- Crisis Management team meeting periodically and releasing weekly reports and bi-weekly committee message to the employees.



Body temperature monitoring and checking EHTERAZ status at all WOQOD operational areas.



# HSE INITIATIVES OF THE YEAR 2020

- **HAZID/ HAZOP study revalidation and implementation for WOQOD facilities study**

WOQOD appointed third party consultant to conduct Hazard Identification (HAZID) and Hazard and Operability (HAZOP) study review sessions for six WOQOD facilities. Among the six facilities, HAZID & HAZOP study was newly done for HFO, QJET and FRS.

- **Contractor Safety Management Campaign**

WOQOD main contractors were selected for the campaign (i.e., from Contractor category project, services, maintenance) and kickoff meeting conducted on 11th March 2020. The campaign activities suspended due to current situation but will continue after the pandemic.

- **Transition from OHSAS 18001 to ISO 45001 certification**

We successfully completed OHSAS transition certification audit on November 2020 and WOQOD & subsidiaries are now ISO 45001 certified.

- **COVID-19 protocols and awareness campaigns**

Awareness campaigns were conducted, and control/ mitigating measures were developed with reference to information and protocols from MOPH and QP to protect the safety and health of WOQOD employees and its contractors.



Contractor Safety Management Campaign kickoff meeting conducted on March 11, 2020



**Ahmed Ali Merza Johar**  
**Chief Support Services Officer**

“The COVID-19 pandemic continues to produce uncertainty and impacts all of us. We are working around the clock to ensure the health, safety and wellbeing of our employees, customers, partners and people around us. That’s our number one priority.

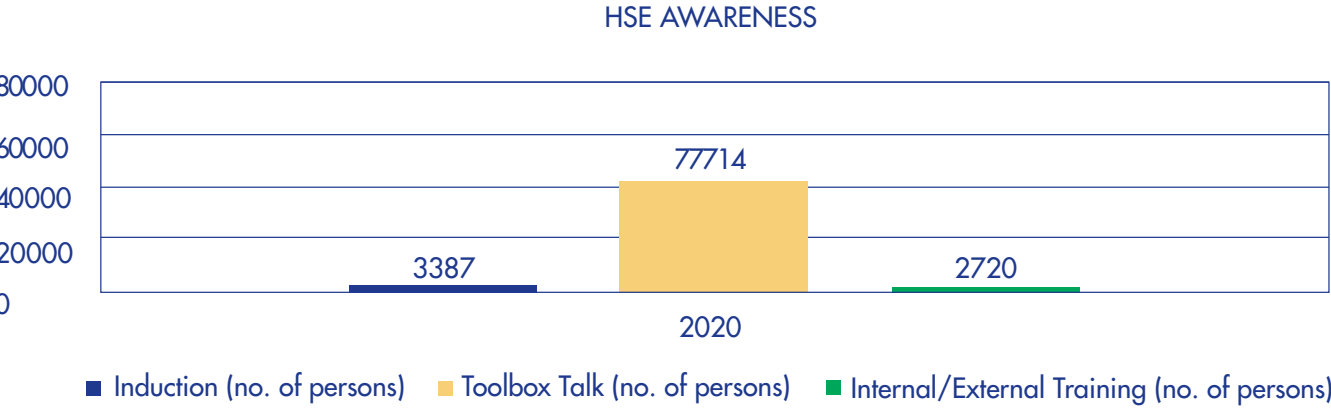
WOQOD has activated its Crisis Management Committee during the pandemic under the leadership of the CEO and MD. Its mandate is to steward the unified response, monitor the situation, act appropriately in a timely manner in coordination with the regulators, Ministry of Public Health (MoPH) and local authorities.

We have leveraged our coordination with QP and the energy sector to utilize the COVID-19 testing facilities for our critical staff and as part of our Suspected Case Management system. These health measures remain in place in alignment with our partners in the energy sector and Ministry of Public Health in order to mitigate any outbreak within our operations. Furthermore, we have identified the criticality of essential medical supplies and COVID -19 PPE and worked towards securing the supply chains required to address our needs.

Our QHSSE department has taken the lead in maintaining clear communication channels to all staff and took the responsibility of enforcement wherever required. This was delivered through many channels to WOQOD staff and contractors through toolbox talks, posters, pamphlets, HSE moment and WOQOD e-portal.”



HSE Awareness Statistics



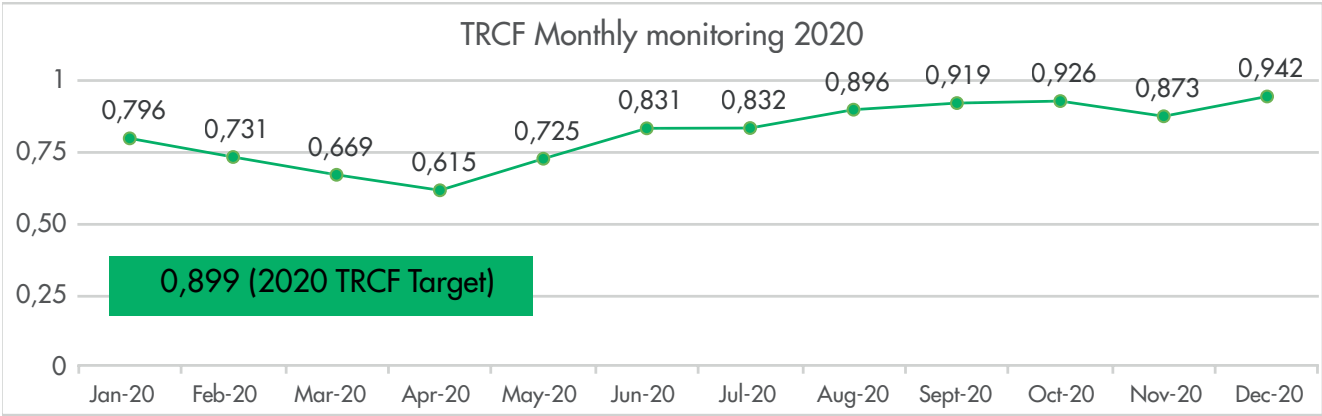
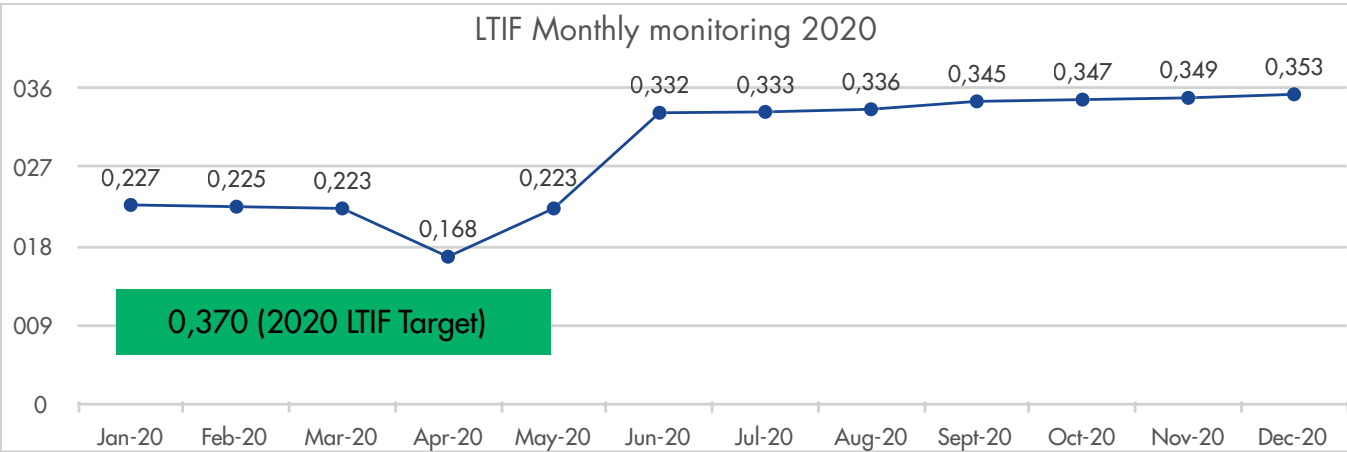
In 2020, there is a decline in number of awareness sessions such as Toolbox talk and training when compared to 2019. All the internal and external training were suspended due to COVID-19 and resume only safety critical training on August 2020, following COVID protocol.

HSE awareness is one of the key factors to reduce incident rate. We as a team aspires to continuing to boost HSE awareness, not only within the company, but also to our external stakeholders and the industry at large.

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

Lost Time Incidents (LTI) and Total Recordable Cases (TRC)

YEAR	MAN-HOURS (WOQOD + CONTRACTOR)	LTI	TRC	FAR	LTIF	TRCF
2018	10,684,972	13	24	0,00	1,217	2,246
2019	17,369,838	5	16	0,00	0,288	0,921
2020	16,988,886	6	16	0,00	0,353	0,942



WOQOD achieved LTIF - 2020 target i.e. 0.353 against the Target of 0.370 and Total Recordable Injury Rate (TRIR) target is 0.899 but actual is 0.942, which is 4.56 % higher than the set target.



Appendix 1: Main Strategic Areas

Main Strategic Areas	Material Aspects	Boundaries
<ul style="list-style-type: none"><li>Delivering Reliable &amp; Safe Products &amp; Services to fuel Qatar</li><li>Safety of our customers is our Main Priority</li></ul>	<ul style="list-style-type: none"><li>Quality &amp; Performance</li><li>Customer health &amp; safety</li></ul>	Our Company, Our Subsidiaries, Our Customers
<ul style="list-style-type: none"><li>Supporting a sound economic system</li><li>Contributing socially</li></ul>	<ul style="list-style-type: none"><li>Procurement practices &amp; local procurement</li><li>Contribution to community (financial &amp; in-kind)</li></ul>	Our Company, Our Subsidiaries, Our Contractors Our Company, Our Subsidiaries, Our Community
<ul style="list-style-type: none"><li>Maximizing value and financial return</li><li>Governance Excellence</li></ul>	<ul style="list-style-type: none"><li>Economic performance</li><li>Anti-corruption</li></ul>	Our Company, Our Subsidiaries
<ul style="list-style-type: none"><li>Environmental Management Approach &amp; Expenditures</li><li>Energy &amp; Climate Change</li><li>Resource Management</li><li>Waste Management</li></ul>	<ul style="list-style-type: none"><li>Environment Spending,</li><li>Compliance</li><li>Energy, Emissions, Transport Impacts</li><li>Materials, Water</li><li>Waste Management</li></ul>	Our Company, Our Subsidiaries, The Environment
<ul style="list-style-type: none"><li>Qatarization</li><li>Diverse &amp; Engaged Workforce</li><li>Investing in every employee</li><li>Safe &amp; Healthy Working Environment</li></ul>	<ul style="list-style-type: none"><li>Nationalization</li><li>Employment, Diversity &amp; Equal opportunity</li><li>Fair wages, Training &amp; education</li><li>Occupational Health &amp; Safety</li></ul>	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
<ul style="list-style-type: none"><li>Customers</li><li>Individual</li><li>Commercial</li><li>Industrial</li></ul>	<ul style="list-style-type: none"><li>Direct engagement through selling points</li><li>Customer Satisfaction Survey</li><li>Customer care center</li><li>Online Ordering system</li><li>Annual Reports</li><li>Media center</li><li>Relationship Mangers</li></ul>	<ul style="list-style-type: none"><li>Reliable supply of products</li><li>Safe products &amp; services</li><li>High-end quality products and services</li><li>Continual innovation of products &amp; services</li><li>Easy &amp; seamless processes</li></ul>

<ul style="list-style-type: none"><li>Employees</li></ul>	<ul style="list-style-type: none"><li>Performance reviews</li><li>Direct Individual managers</li><li>Annual employee satisfaction survey</li><li>Training &amp; seminars</li></ul>	<ul style="list-style-type: none"><li>Equal Opportunity</li><li>Engagement</li><li>Competitive salary &amp; benefits packages</li><li>Clear and continuous career development path &amp; planning</li><li>Healthy &amp; Safe working environment</li><li>Performance based evaluation</li></ul>
<ul style="list-style-type: none"><li>Suppliers &amp; Contractors</li></ul>	<ul style="list-style-type: none"><li>Contractors</li><li>Contractors' &amp; suppliers evaluation</li><li>Normal business interactions</li><li>Request for proposal</li><li>Meetings, when needed</li><li>Visits to suppliers</li></ul>	<ul style="list-style-type: none"><li>On time Payments</li><li>Fair evaluation</li><li>Support for local suppliers</li><li>Building long term business relationships</li></ul>
<ul style="list-style-type: none"><li>Shareholders</li></ul>	<ul style="list-style-type: none"><li>Annual general meetings</li><li>Quarterly earnings releases, annual reports, investors presentations, governance annual reports</li><li>Board of Directors meetings</li></ul>	<ul style="list-style-type: none"><li>High &amp; efficient performance</li><li>Higher dividends as a result of increased profits &amp; continuous growth</li><li>Reduced business risks</li><li>Building and safeguarding WOQOD's reputation</li></ul>
<ul style="list-style-type: none"><li>Regulators &amp; Government</li></ul>	<ul style="list-style-type: none"><li>Regular reporting requirements</li><li>Official visits Audits</li><li>Forums, trainings and workshops</li></ul>	<ul style="list-style-type: none"><li>Qatarization</li><li>Providing the fuel for economic growth</li><li>Preserving economic &amp; natural environment</li><li>Compliance with laws &amp; regulations</li><li>Alignment with Qatar national vision 2030</li></ul>
<ul style="list-style-type: none"><li>Community</li></ul>	<ul style="list-style-type: none"><li>Community investments &amp; contributions</li><li>Contribution to Public Companies fund</li><li>Collaboration with Civil society organizations</li><li>Direct interaction with community through events</li></ul>	<ul style="list-style-type: none"><li>Creation of more jobs</li><li>Qatarization</li><li>Strong culture &amp; heritage</li><li>Positive impact of operations</li><li>Local sourcing</li><li>Community Investments</li></ul>
<ul style="list-style-type: none"><li>Environment</li></ul>	<ul style="list-style-type: none"><li>Environment management</li><li>Environmental laws &amp; regulations</li></ul>	<ul style="list-style-type: none"><li>Minimization of operations' impacts</li><li>A healthy &amp; sustainable environment</li><li>Investing in new environmentally friendly</li><li>Products &amp; services</li></ul>

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



## GRI Content 'In Accordance' – Core

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

<https://www.globalreporting.org/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
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
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
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
Material Aspect: Marketing Communication G4-DMA G4-PR7	20, 37	Not Assured

## Appendix 2: 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



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

303-4:	Water discharge	47
303-5:	Water consumption	48
306-2:	Waste by type and disposal method	47
Health & Safety		
403-1:	Occupational health and safety management system	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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