



# SUSTAINABILITY REPORT **2022**



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## CHAIRMAN'S FOREWORD

I am pleased to introduce you all to the 10th WOQOD Sustainability Report. Since 2013, WOQOD has been publishing a Sustainability report describing its achievements in various areas, encompassing environmental, social, and governance aspects.

Over the years, WOQOD has accomplished significant advancements and exerted considerable effort to extend its scale and reach, with aspirational goals of positively influencing the lives of its customers and fostering global competitiveness.

Our sustainability initiatives align with Qatar National Vision (QNV) 2030, which aspires to transform Qatar into a leading country in sustainable development. We are fully committed to taking proactive steps to lower energy use and greenhouse gas emissions in our operations and to provide technology that reduces our environmental impact. Our organization places the utmost importance on all our employees' health and safety. This principle has been considered while establishing our objectives for our health and safety programs.

WOQOD made tremendous efforts to meet the country's increasing demand for fuel in the run-up to and during the 2022 FIFA World Cup. As a consequence of our collaborative efforts, we effectively delivered fuel across the country. In 2022, the WOQOD group maintained its exceptional financial performance. Compared to FY 2021, the consolidated net profit (attributable to WOQOD shareholders) for 2022 increased.

Our commitment to integrity, excellent organizational governance, business ethics, and accountability is the foundation for WOQOD. At WOQOD, we collaborate with other government entities and regional stakeholders to invest in programs that foster economic and social progress in the local community.

We are committed to the Qatarization initiative by employing more Qataris, providing them with opportunities for professional growth, and expressing our firm belief that it is vital to give representation to the people of Qatar.

Finally, at WOQOD, we have a strategic plan to hire and keep talented Qatari professionals and prepare them to join the leadership team.

Our continued efforts across many areas, detailed in this report, were recognized by the Qatar Stock Exchange and international assessment agencies in 2022; these recognitions are essential for us to confirm our actions and transparency, as well as inspire confidence in our ability to meet our ambitious sustainability goals in the future.

I'd want to thank the Board of Directors, the staff, the stakeholders, as well as all those who contributed to last year's success. Sustaining the mission's sustainability is an ongoing priority as we enter the new year and continue our efforts to inspire devoted service.

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



## MD & CEO'S FOREWORD

I am pleased to share our tenth Sustainability Report - 2022, which marks a progression in our efforts to sustain corporate responsibility. Our sustainability report emphasizes the systems and people from within and beyond the organization who has consistently contributed to the firm foundation of WOQOD, which makes it a responsible and sustainable business. I'd like to use this opportunity to showcase our sustainability initiatives and accomplishments.

In terms of financial performance, FY 2022 has been a milestone year for WOQOD's Group, as we have achieved our highest returns ever. As a result, WOQOD Group made a net profit of QR 1070 million for the current fiscal year 2022, an increase of 10% compared to the previous fiscal year 2021.

We have been focused on embracing new technologies and upgrading existing infrastructure to enhance environmental performance. In addition, optimizing natural resources in fuel distribution systems has been a significant emphasis across all elements of our operations.

In collaboration with Siraj Energy, WOQOD has opened two solar-powered petrol stations in the region. These two stations equipped with photo-voltaic cells to produce a part of the station's electrical needs. The development of the third solar-powered station is presently underway, and it is expected to open very soon.

To capitalize on the growing demand for electric vehicles, WOQOD and Kahramaa have signed an agreement to install 37 ultrafast and highly efficient charging units at 22 petrol stations around the country.

The health and safety of our employees on the job are of the utmost importance. We are dedicated to providing a safe and healthy work environment in our operating locations and maintaining effective communication with our staff and partners to promote awareness of safety concerns across all aspects of our business. Our significant initiatives have assisted WOQOD in achieving its 2022 LTIF and TRCF objectives.

Corporate social responsibility is an integral part of our commercial and operational ethos. WOQOD has undertaken multiple social activities for community development and uplift.

To support Qatar's growing workforce, WOQOD offers internship and scholarship opportunities. We achieved 14.6% Qatarization in 2022 through the recruitment of young Qataris as part of our Qatarization initiative. Through the TAWTEEN initiative, we integrate local brands and Qatari firms into our operational supply chain. WOQOD will continue collaborating with our stakeholders to do responsible business and secure a sustainable future.

We are entrusted with operating our businesses responsibly and sustainably, limiting environmental impacts, and serving our communities. Finally, I would like to thank all our employees and stakeholders on behalf of the Board for their commitment to executing our objectives for a sustainable future.

**SAAD RASHID AL MUHANNADI**  
MANAGING DIRECTOR AND CEO



# About the Report

WOQOD has been voluntarily publishing its’ performance at the end of every year in the Sustainability Report. This is prepared in accordance with the Global Rating Initiative’s (GRI) principle of materiality to cover several topics. This includes, the organization’s economic, environmental, and social impact, as well as the Materiality Disclosure Service Badge which can be found in Appendix 1.

The information presented in this report is based on historical performance data as well as data for 2022. 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 2022 to 31 December 2022, unless otherwise stated. The report also includes information on key strategic decisions and initiatives that commenced in 2022.

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

## Brand Values

- **PROFESSIONAL** - Everything WOQOD does, internally and externally, is by way of using a truly professional approach
- **INNOVATIVE** - WOQOD leads the market in innovative products, service and process
- **SOLID** - WOQOD as a company is built on a solid foundation financially by its shareholders
- **FRIENDLY** - WOQOD is a friendly company to deal with and always approaches its customer in a friendly manner
- **ACCOUNTABLE** - WOQOD is truly accountable for all its business activities and their impact

# Corporate Profile

## 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 a 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 bowsters. Beside distribution of conventional fuel products, we supply LPG to domestic customers 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 asphaltting 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 Business



Fuel Storage  
Facility Depot



WOQOD Marine



Bitumen Plant



LPG Bottling Plant



CNG Fueling Station



Petrol Stations



FAHES



QJET



# 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.



### 02 DOHA 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 stored in the underground storage tanks



### 04 CUSTOMERS

WOQOD supplies Light Gas Oil (LGO) and gasoline to customers from WOQOD branded petrol stations



### 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

Aircrafts of all types and sizes receives Jet A-1 fuel.



### 07 VLSFO

Very Low Sulphur Fuel Oil (VLSFO) transported via pipeline from Qatar Energy refinery to Ras Laffan Bunkering facility.



### 08 WOQOD BUNKERING

WOQOD supplies VLSFO 24-7 shore to ship and ship to ship bunkering



### 09 CUSTOMERS

Marine vessel receives VLSFO from shore to ship via pipeline and ship to ship bunkering via WOQOD marine vessel.

## WOQOD GAS OPERATIONS

### Liquified Petroleum Gas (LPG)



### 10 LPG

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



### 11 LPG PLANT

LPG stored in the mounded storage tanks. SHAFAF cylinders and bulk tanks 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

KARWA buses/public transport received CNG from WOQOD CNG stations.

## BITUMEN PRODUCTS



### 16 BITUMEN

Bitumen is imported from overseas via marine vessels



### 17 BITUMEN PLANT

Bitumen processed at WOQOD Bitumen plant, Messaied Industrial City



### 18 CUSTOMERS

Bitumen products delivered to the customers via road tankers.

# Sustainability Reporting

This is WOQOD's 10th 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, 2022, 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 and 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 to 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

### 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 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.



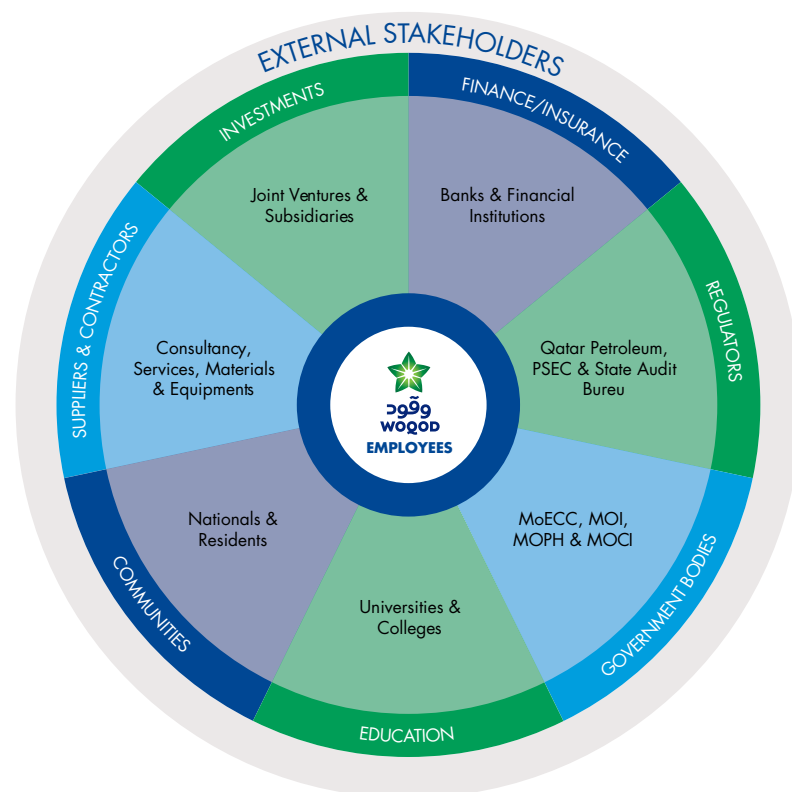
## Four (4) step approach

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

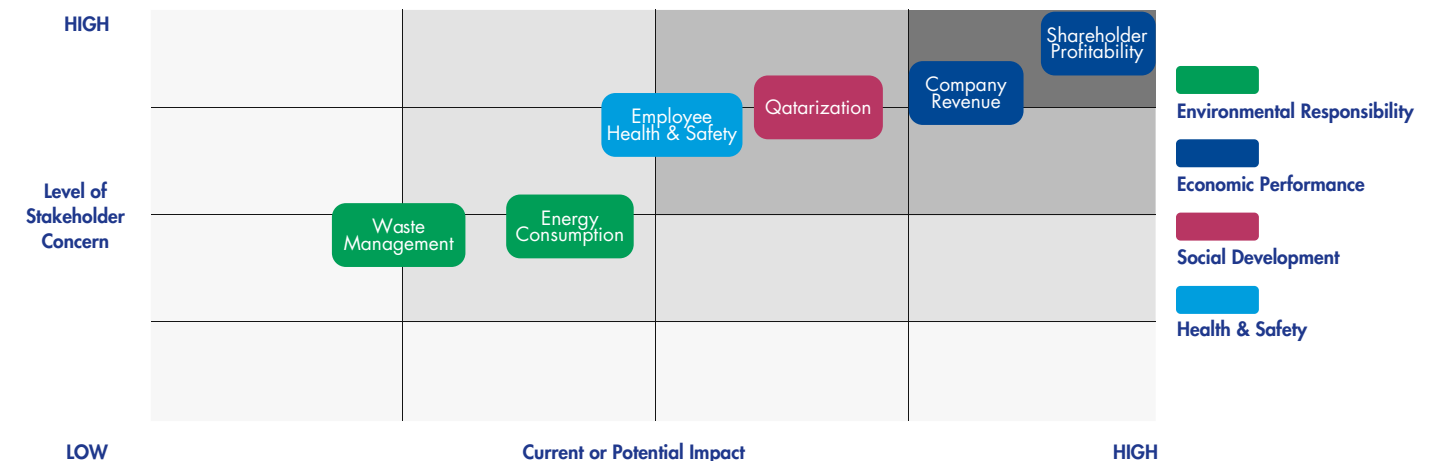
- Stakeholder inclusiveness
- Sustainability context
- Materiality
- Completeness



## Stakeholder Mapping



## 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. Improvements in one of these issues 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

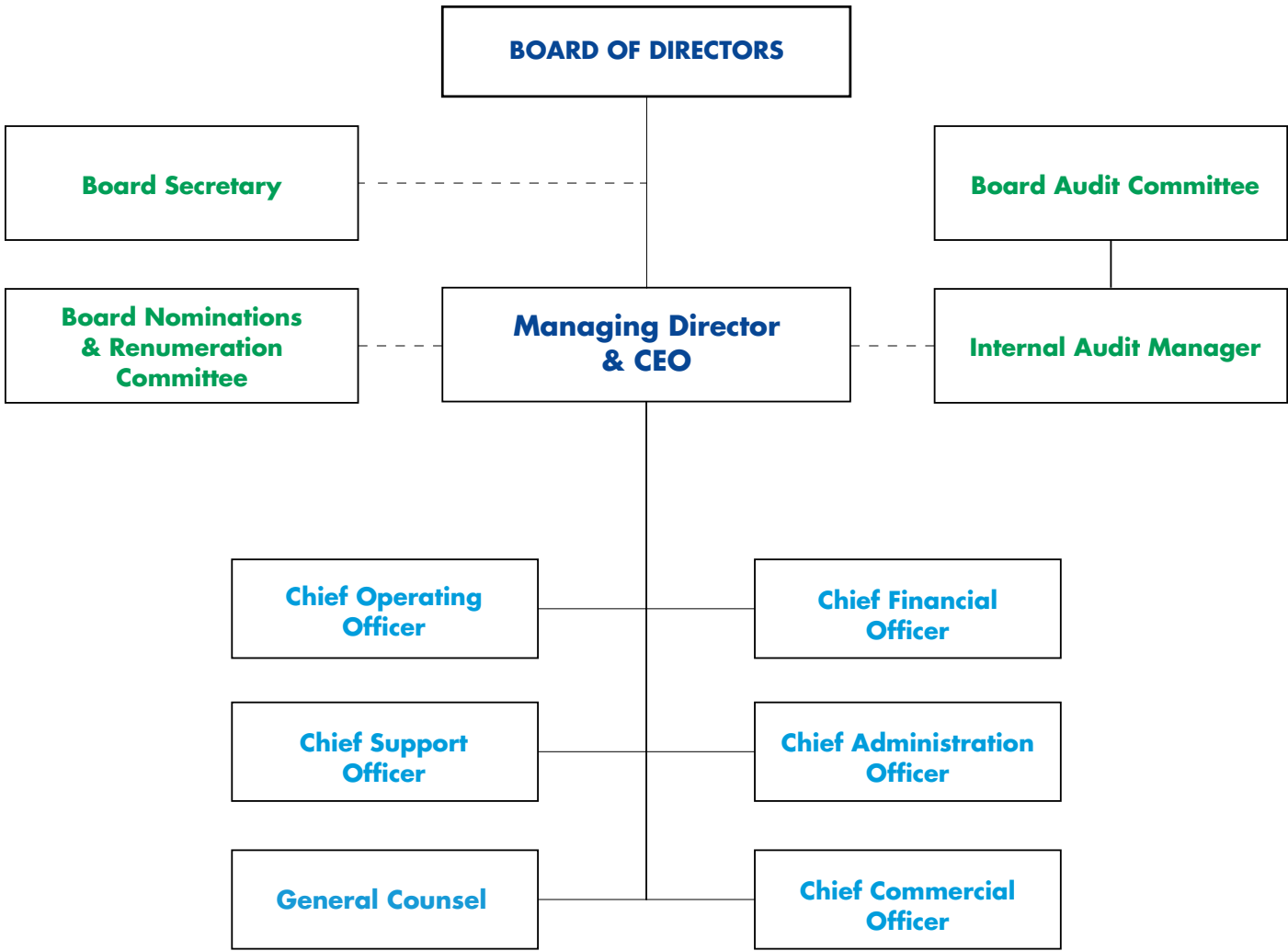
The final phase of this process relates to management's review of the objectives as well as the methodology used to derive these objectives.

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

# Governance

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

- Code of Conduct
- Duty of Fidelity
- Conflict of Interest
- Disclosure of Potential Conflicts
- Harm to Business reputation
- Gifts or ‘Kick backs’
- Company funds and property
- Confidential Information
- Outside employment and Business activity

## Board Audit Committee

The Internal Audit Committee shall be appointed by WOQOD’s Board, and all members of the Committee shall have a sufficient expertise that enables them to perform the committee function elaborated in Article 18 of the Corporate Governance Code No.5 for 2016. Authorized third party carrying out WOQOD Internal audit and the function has always been to improve its process within the organization which 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.

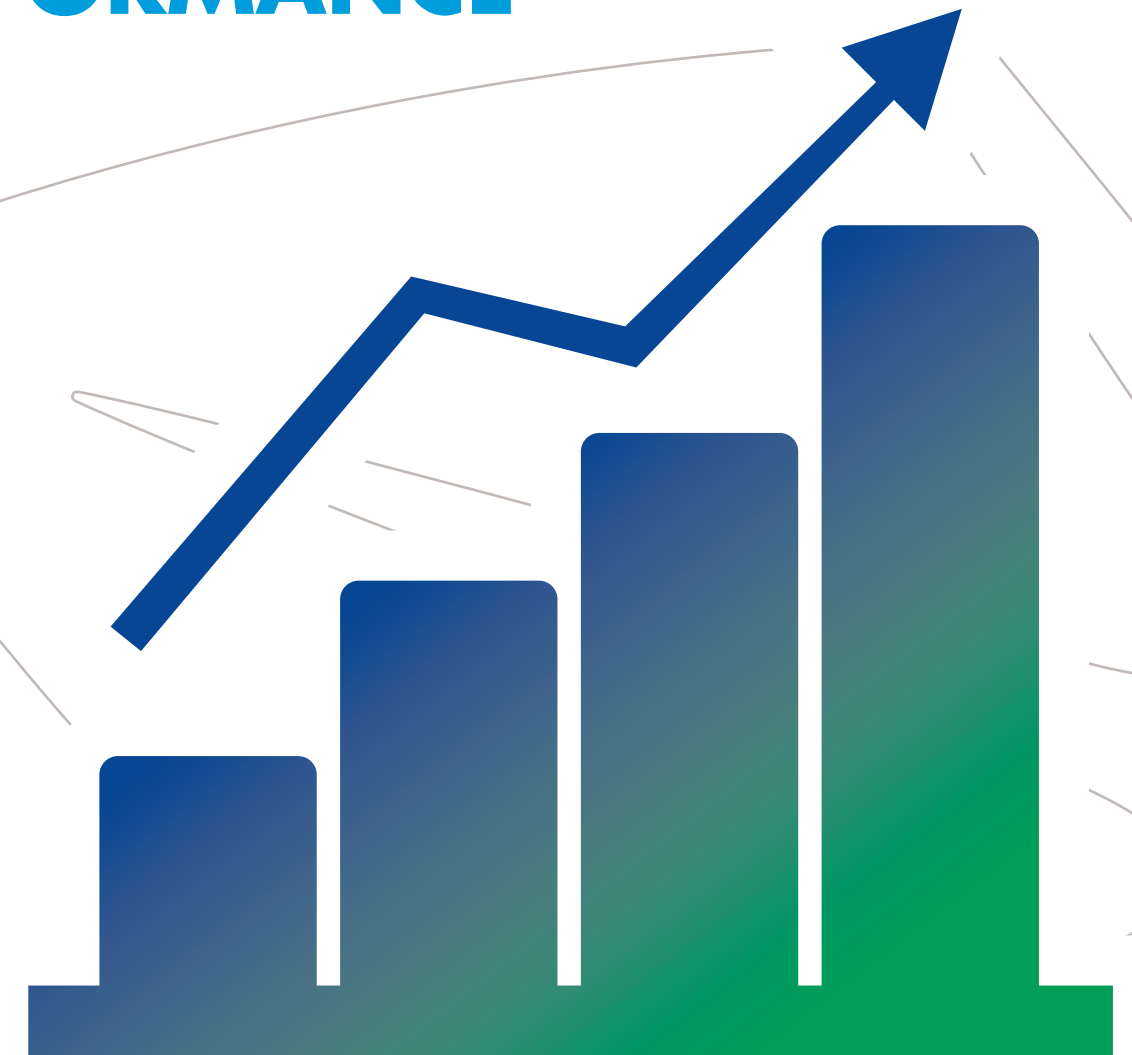
WOQOD Internal auditing is prioritized by the level of risk associated with each identified area. Areas of interest are determined by leadership with recommendations from all departmental areas within the company including finance, accounting, operations, and sales and marketing.



PILLAR

1

**OPERATIONAL  
EXCELLENCE  
AND ECONOMIC  
PERFORMANCE**



# Material Issues

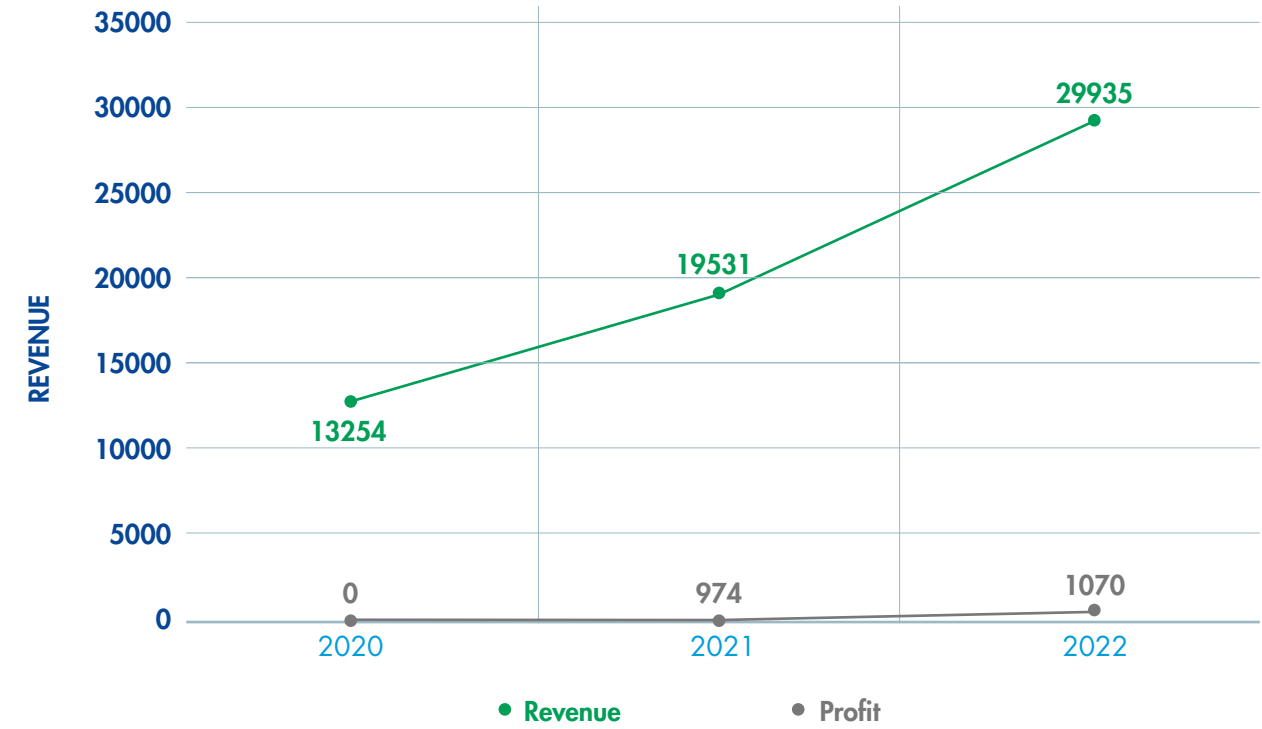
- Economic Performance
- Anti-Corruption

## WOQOD Group’s Financial Performance

Direct Value Generated & Distributed (QAR) “Figures in mm”

	2020	2021	2022
Revenue	13,245	19,531	29,935
G&A	287	230	235
NET PROFIT (net of minority interest)	707	974	1,070

### WOQOD Group’s Revenue and Profit



The 2021 revenue for WOQOD was QAR 20 billion, a 5% rise from the previous year. The consolidated net profit for the year 2022 amounted to QAR1,020 MM, a 5% increase compared to 2022 as a result of a boost in fuel sales volume and improved pricing.

GRI Disclosure: 201-1



“WOQOD has delivered another strong performance in 2022 through our strategy focused on fueling customers with energy through safe and reliable operations. Our strategy for achieving sustainable development consists of constant efforts to find new growth opportunities, astute capitalizing on our customers' rising demand for our goods and services, and relentless pursuit of expansion across all of our business areas. This approach is consistent with our commitment to good governance and compliance with the laws and regulations governing public companies in Qatar.

WOQOD’s fuel business has seen remarkable growth, with a 11% increase in overall sales volume between 2021 and 2022 due to increased market demand. The net profit attributable to shareholders increased by 10% to 1.1 billion in 2022 as compared the previous year. The rising trend in fuel sales allowed WOQOD to keep up its strong profit growth rate in recent years, solidifying its position as a successful business. This pattern continued in 2022 as well, with our earnings exceeding QAR 1,070 million compared to QAR 974 million in 2021.

In 2022, WOQOD opened Qatar’s first ever petrol station to use solar energy and installed Electric Vehicle Chargers at 5 stations in partnership with Kahramaa. We opened 11 new petrol stations and 8 new Convenience Stores during the year.

In terms of our non-fuel retail business, revenues grew by 12% as compared to 2021 driven by growth in network and various strategic initiatives to improve our non-fuel businesses. These initiatives included WOQOD’s own branded products and strategic tie ups with auto-care service providers.

WOQOD’s business outlook for the next 5 years is driven by steady growth in non-fuel business and transition towards sustainable energy provider in Qatar. We are aiming to provide convenience to our customers’ changing lifestyle through adapting latest technologies, Digital Transformation and loyalty program to improve revenue growth.”

**PRADEEP KUMAR**  
CHIEF FINANCIAL OFFICER

## Fuel Sales Volume

Fuel Sales Volume (mm Liters)			
PRODUCT	2020	2021	2022
Super	1,149	1,285	1,361
Premium	1,232	1,309	1,460
Diesel	2,348	2,444	2,459
Jet A1	3,538	4,063	4,864

LPG Shafaf Sales Volume (Metric Tonnes)			
	2020	2021	2022
TOTAL	109,630	104,195	115,257

LPG Bulk Sales Volume (Metric Tonnes)			
	2020	2021	2022
TOTAL	65,479	73,050	87,033

Natural Gas Sales Volume (MMBTU)			
	2020	2021	2022
Industrial	1,408,261	1,567,898	1,589,859
CNG	54,243	78,649	123,880
TOTAL	1,462,504	1,646,547	1,713,739

## Bitumen Sales Volume

Bitumen Sales Volume (Metric Tonnes)			
	2020	2021	2022
TOTAL	104,593	115,765	99,812

In 2022, the total volume of fuel sales increased by 11% to 10.1 billion liters, compared to the previous year.

- Sales volume of Jet A1 fuel surged by 20% due to increased demand triggered by FIFA 2022 and the easing of travel restrictions.
- The demand for premium and super gasoline increased by 12% and 6%, respectively, while the demand for diesel increased by 1%.

In 2022, WOQOD’s LPG and natural Gas sales grew by 14% and 4%, respectively. The amount of VLSFO bunkering fuel sales decreased by 1% and bitumen sales decreased by 14% compared to 2021.



“2022 was another remarkable year for WOQOD commercial business. Retail has recorded the highest fuel sales , highest non-fuel revenue and margins. The company has opened 8 Petrol stations, 8 Sidra Convenience Stores, and 4 Autocare Centers, thus increasing the number of operating stations to 126 along with 103 convenience Stores and 73 Autocare Centers at end of 2022. Our expansion plan is in line with our vision to fulfill Qatar’s energy needs. The growth of 21 percent in retail revenue that was recorded in the year 2022 is attributed to a number of causes,that include sales of fuel and associated services such as Auto care, SIDRA convenience Stores, Leasing and WOQODe.

We are continually trying to expand the business in accordance with the current trends in the industry. For instance, WOQOD and Qatar General Electricity & Water Corporation (Kahramma) came to an agreement to supply, install, and operate 37 charging units for electric vehicles (EV) at 22 WOQOD stations around the country. This agreement assists both parties in accomplishing a number of their goals, which is in line with the Qatar National Vision 2030 and its commitment to preserving the environment in Qatar through the reduction of carbon emissions and the transition to modes of transportation that are more environment friendly.

A strategic business partnership agreement was signed with ELAN Qatar to design, develop and operate outdoor media displays in prominent WOQOD petrol stations for a period of 10 years.

Supported FIFA WORLD CUP 2022 by catering the demand of MGO to all vessels in Qatari waters at old Doha port. 25 new agreements were signed for LSMGO with major customers such as Muntajat, Qatar Gas, Qatar Shell Services, Qatar Shell GTL, Milaha etc. Aviation fuel agreement signed with Malaysian Airlines and Saudia Airlines agreement was renewed for two years contributing to a substantial growth in Aviation fuel revenue. OTO lubricants recorded a Sales of 2.6 million Liters with a growth of 60% in total and 95% growth specifically from Bulk Sales. OTO lubricant received approvals from OEMs and various quality management association ensuring the to deliver the best quality in the market.

Vehicle Inspection services continued its expansion and business growth with excellent safety record. Reservation system was implemented and made mandatory to reduce Traffic congestion at FAHES centers”

**FAHAD ABDULLAH AL-SUBAIEY**  
CHIEF COMMERCIAL OFFICER



# Stakeholder Engagement

WOQOD employs a systematic strategy to engage with stakeholders and address their key concerns. The constructive conversation between the parties is important for the process’s success.

WOQOD collaborates with a broad range of stakeholders to build and strengthen trusting connections. Our stakeholders include our customers, suppliers, business partners, workers, and the communities in which we do business.

Stakeholder Engagement programs for the year 2022

- A. **Customers** – Customer Townhall Meeting
- B. **Suppliers** – Supplier Quality Audit
- C. **Employees** – Yearlong Quality Assurance Campaigns & Quality Day Events

We strive to develop long-lasting partnerships with each of these groups so that we can jointly create value for all of our stakeholders.



WOQOD - QHSSE department organized customer townhall meeting on 29-Sep- 2022

# Customer Satisfaction

WOQOD employs a systematic strategy to engage with stakeholders and address their key concerns. The constructive conversation between the parties is important for the process’s success.

WOQOD collaborates with a broad range of stakeholders to build and strengthen trusting connections. The identification of important stakeholders requires involvement from business units and corporate headquarters.

# Customer Communication

In addition to measuring CSI values, the processes for customer communication have been improved to handle customer complaints effectively. Customers’ whose complaints are handled quickly can often become WOQOD brand advocates. With this benefit in consideration, notably, this year, there have been several improvement milestones in the customer communication focused on listening to the “Voice of Customers”

- 100% customer callbacks through the Call Center for every complaint received.
- Analysis of repeated customer complaints and formulation of corrective actions to reduce the number of customer complaints received.
- A monthly meeting with all functions to discuss repeated customer complaints
- 85% Repeated complaints with ongoing actions and collaborations with different departments
- Root Cause Analysis (RCA) Workshop

# Customer Satisfaction Index

Customer Satisfaction Index (CSI) has always been a consistent Key Performance Indicator of WOQOD Group business segments. The average CSI for 25 business segments is 4.23 out of 5.00 at satisfactory levels.

To date, out of these 25 business segments, 56% (14 out of 25 business segments) competitive.

As the percentage of competitive customer portfolio increases, the benefits of consistently favorable CSI values across these segments increases.

These benefits are:

- **Growth in Sales Revenue.** There is a direct connection between customer satisfaction and increased revenue. Satisfied customers in competitive segments would interact with the WOQOD brand, make deals with new businesses, and recommend WOQOD competitive products and services to other businesses, especially to their stakeholders.
- **Increase in Customer Conversion.** The long-term relationships established through excellent customer service can help increase major customers from competitive segments be a parallel customer to competitive segments.
- **Boost Brand Reputation.** WOQOD Brand Values are all aligned with focusing on ensuring customer satisfaction and will have a high contribution in improving public image



On June 9, 2022, the RCA Quality Assurance Workshop was conducted. The training focused on was conducted in the Meeting Room of the WOQOD Doha Depot.



## Quality Day 2022

With continued increase in the participation of employees in most departments in these Quality Day-related events (37.8% increase vs. last year), this year's Quality Day received the most engagement and was arguably the most successful by far. The goals of Quality Day are consistently achieved: (1) to increase awareness and enhance employee engagement towards a quality-driven culture and (2) recognize and empower employees who successfully embed quality in their day-to-day work.



*QHSSE Department organized Quality Day event on 27th Oct 2022*





PILLAR  
**2**

**SOCIAL DEVELOPMENT  
& COMMUNITY  
INVESTMENT**



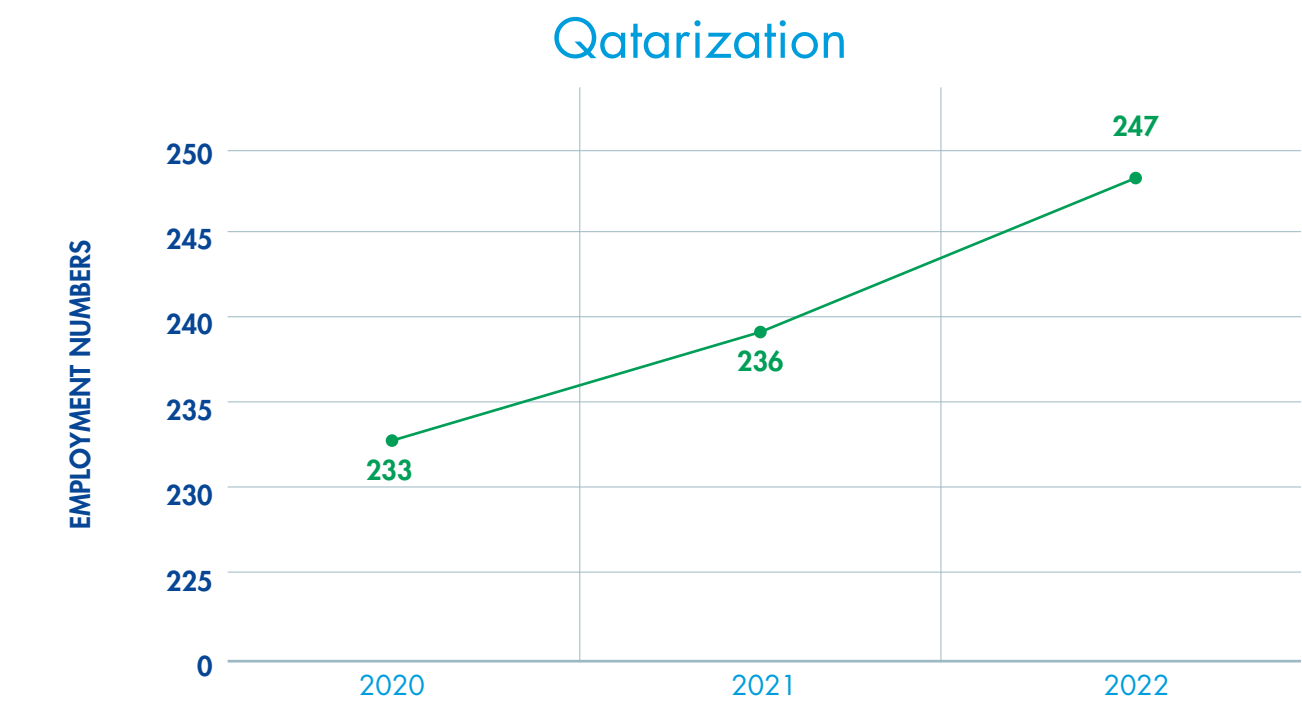


# Material Issues

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

## Qatarization

Qatarization		
YEAR	QATARIZATION %	NO. OF QATAR EMPLOYEES
2020	15.40	233
2021	15.03	236
2022	14.60	247



GRI Disclosure: 413-1

# Recruitment Initiatives

Recruitment Initiatives	
YEAR	NUMBER OF NEW RECRUITS
2020	52
2021	95
2022	122

At WOQOD, Human capital and Learning development has always been one of our top priorities, and it will continue to be. The hiring procedure as well as the human resource strategies we have in place are tailored to attract Qatari nationals. During the year, WOQOD achieved a Qatarization rate of 14.6%, exceeding the 13.5% target set for 2022.

GRI Disclosure: 401-1



WOQOD was awarded by Ministry of labor in recognition for the Qatarization program.

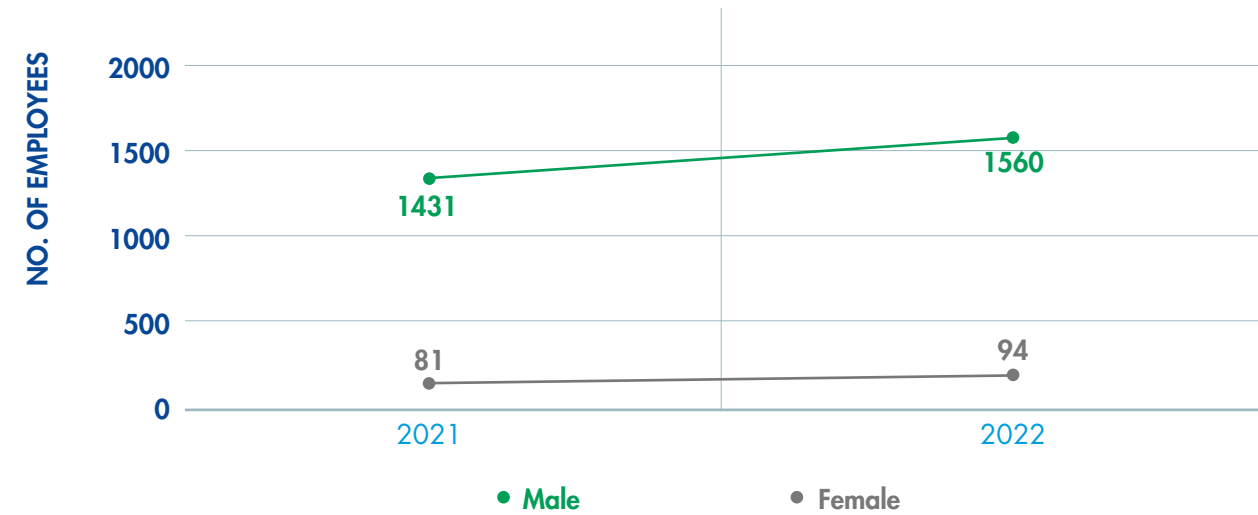


## Employment by Gender

Human resource policy and hiring practices at WOQOD are aimed at providing all employees and job applicants with equal and fair opportunity. Applicants are evaluated solely based on their merit, competence, and qualifications. All other attributes, including age, gender, and religion, are deemed irrelevant.

Employment by Gender		
YEAR	MALE	FEMALE
2020	1431	82
2021	1489	81
2022	1560	94

Employment by Gender

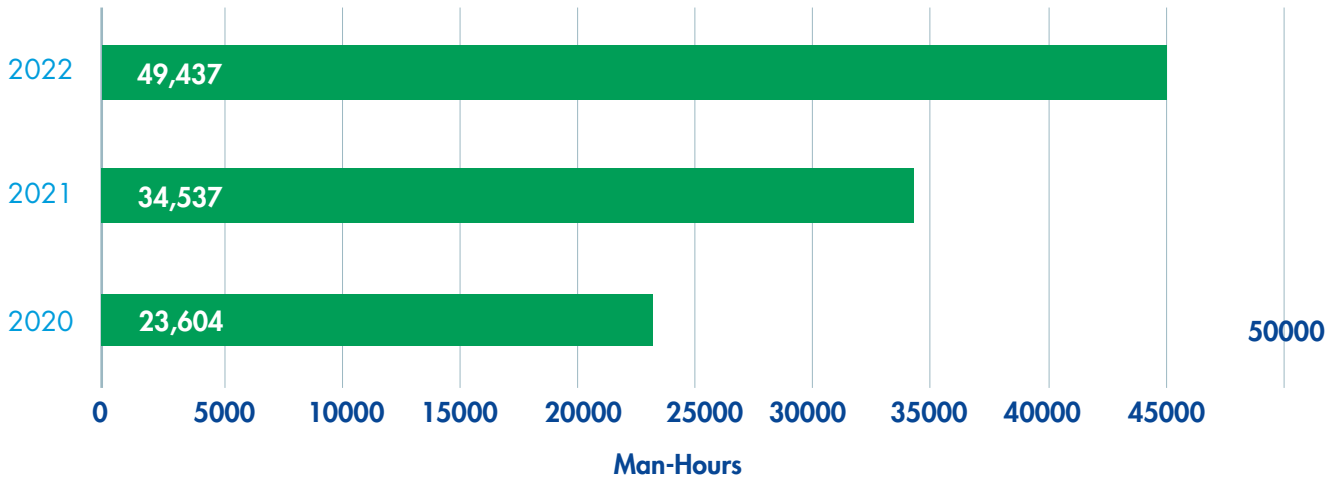


GRI Disclosure: 405-1

## Training Breakdown

Training Breakdown		
	TOTAL TRAINED STAFF	TOTAL GROUP MAN HOURS
Corporate	1,118	11,885
Retail	6,572	33,856
Qjet	547	3,208
Fahes	195	589
Total	8,432	49,538

## Training Man-Hours



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





"We believe that our activities have a significant societal impact and that we play an important role in giving back to our community. Consequently, we are dedicated to maximizing the value we provide to the communities in which we operate. WOQOD's commitment in the community extends beyond our commercial operations."

WOQOD is dedicated to employing more Qataris and offering them ongoing career development, in line with the Qatar National Vision 2030 and expanding on our conviction in the importance of empowering Qatari citizens.

In addition, we are steadfastly dedicated to participating in our communities in ways other than only via our commercial operations, including through financial contributions and employee volunteerism.

Finally, we pave the way for future business sustainability by building today the innovative technology architecture and platforms that drive revenue generation opportunities and unparalleled customer experience. We do this by integrating all digital transformation components such as retail, e-commerce, e-wallet, loyalty, mobility, analytics and artificial intelligence, while ensuring most efficient transactional processing and informational security."

**SAEED RASHID AL-KAABI**  
CHIEF ADMINISTRATION OFFICER

In WOQOD's third party agreements with contractors, suppliers, and service providers, it is stipulated that all parties must abide by the laws and regulations in Qatar as well as adherence to WOQOD's code of business ethics and conflict of interest policy.

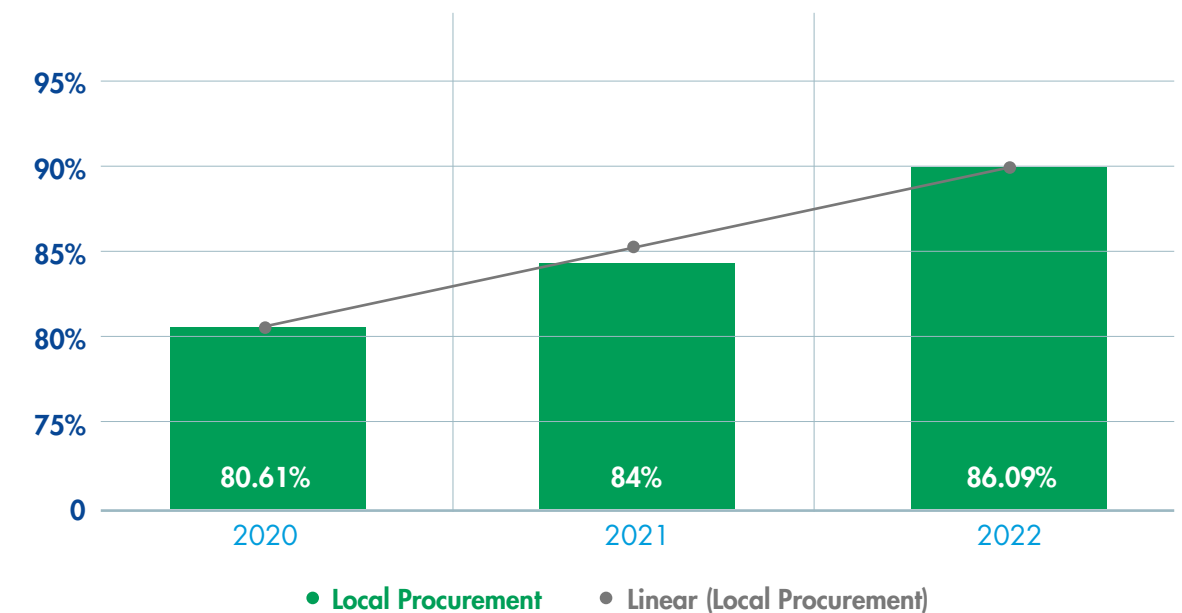
WOQOD continues to make efforts on a constant basis to ensure that all of its suppliers are in compliance with the appropriate local and international standards.

## Local Procurement

The company has devised a policy aimed at promoting the local economy by offering business opportunities to local suppliers.

The company has devised a policy aimed at promoting the local economy by offering business opportunities to local suppliers. Utilizing the public tendering process to fulfill procurement and contract requirements, WOQOD creates opportunities for local suppliers and service providers. We acknowledge our local procurement strategy in compliance with Qatar Energy's TAWTEEN Initiative.

### Local Procurement



In 2022, 86.09% of our total procurement was awarded to locally based contractors and suppliers, a 2.5% increase compared to 2021.

GRI Disclosure: 308-1



# WOQOD'S CSR Activities - 2022

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

In 2022, WOQOD contributed to the JEDARIART initiative, which aims to engage urban areas and promote creative activity in selected districts, therefore establishing a new frame of reference for people to visit across the city. It is also part of the Qatar Museums' continued commitment to promoting public art and fostering local talent.

## Social Contribution

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

Social Contribution			
YEAR	2020	2021	2022
Social & Sport Activities	17,685,629.60	24,350,656	26,763,000
Donations	1,020,000	1,000,000	1,017,000
Total	18,705,629.60	25,350,656	27,780,000



GRI Disclosure: 201-3 & 404-3



PILLAR  
**3**

**SAFEGUARDING  
THE ENVIRONMENT**



# Material Issues

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

## WOQOD Environmental Sustainability

Our environmental, social, and governance (ESG) objectives are in line with Qatar’s National Vision 2030. We are well aware of our responsibility to preserve and safeguard the environment. We do this regularly, identifying and analyzing the locations and causes of environmental impacts that are a direct consequence of our activities, as well as the strategies that may be used to reduce the severity of these impacts.

WOQOD has made steady progress in minimizing the environmental impact of its operations. However, the company is always looking for solutions to be more inventive and less reliant on resources, thereby minimizing pollution and waste.

### Environmental Compliance

WOQOD continues to comply with all relevant environmental regulations enacted by the Ministry of Environment and Climate Change (MoECC) and international regulations and standards.

WOQOD and its subsidiaries comply with all business-related regulations and guidelines, as well as all applicable international regulations and requirements.

WOQOD Environmental policies, management systems, and constant monitoring and maintenance of key performance indicators enable the continual incorporation and promotion of environmental sustainability throughout a company.

In 2021 and 2022, WOQOD and its subsidiaries incurred no non-monetary fines or penalties for non-compliance with environmental laws and regulations.

### Managing Climatic Change

We are aware that the energy sector is the largest source of greenhouse gas emissions, and we understand how important it is to maintain environmental initiatives in conjunction with business activities, and to strive to reduce emissions through the development of new technologies, the use of clean energy, and other measures.

We consider climate change to be a critical challenge for our business; thus, we evaluate trends in climate-related risks and business opportunities and implement appropriate measures. Qatar Energy is an active participant in this transformational path in Qatar by replacing high-emitting fossil fuel energy with cleaner gas. WOQOD will play a significant role in reducing carbon emissions via sustainable energy programs.

# Energy Management

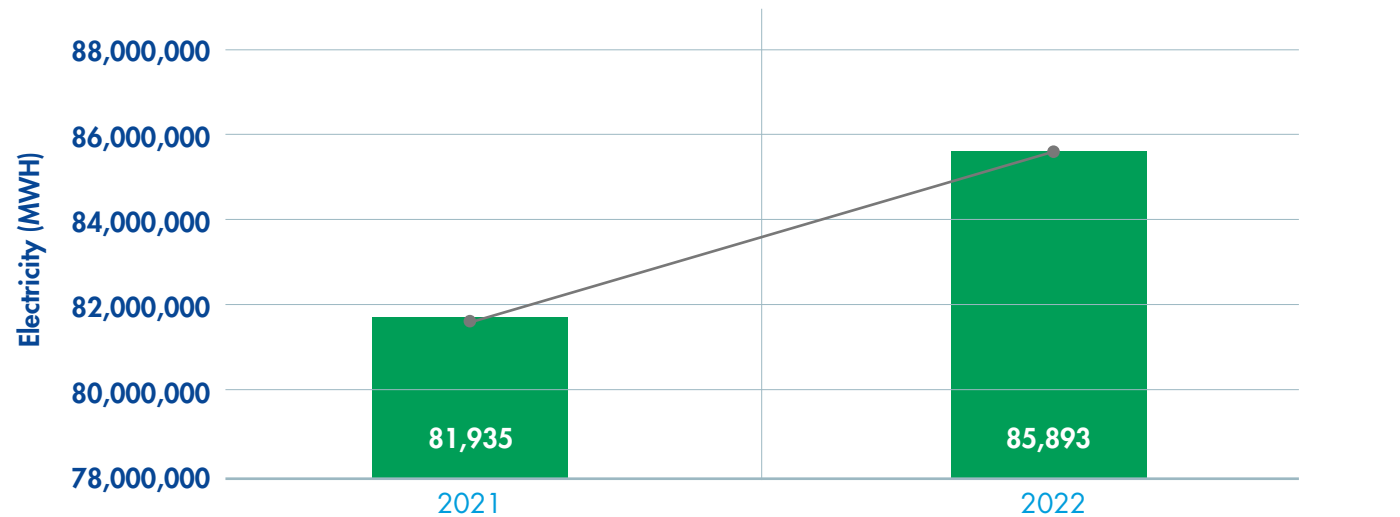
We recognize at WOQOD that an industry-wide reduction of carbon emissions is crucial to global environmental sustainability. In our operations, we drive environmental programs to manage and consistently reduce our greenhouse gas emissions, including alternative energy usage and helping to combat climate change and build a better, healthier future.

We continued to monitor both direct and indirect energy consumption in 2022.

The indirect energy we received from the Qatar National Utility Company (Kahramaa) and the direct energy (Fuel) utilized by WOQOD fleets to deliver our products to petrol stations and customers.

Indirect Energy		
YEAR	ELECTRICITY (MWh)	ENERGY (GJ)
2021	81,935	294,962
2022	85,893	309,215

### Indirect Energy - KAHRAMAA



### Energy Management Initiatives – Renewable Energy

WOQOD signed MoU with Siraj Energy to build and operate photovoltaic (PV) systems in two petrol stations with electric charging units for light vehicles.

A photovoltaic (PV) program enables petrol stations to consistently minimize their power costs, and will minimize our retail business’ carbon footprint.

As part of our renewable energy initiative in accordance with Qatar’s 2030 vision for sustainability, WOQOD opened two (2) petrol stations with photovoltaic (PV) system units to generate electricity from solar energy in order to fulfill a part of the station’s energy needs. WOQOD also intends to install Photovoltaic system at two other stations.





In 2022, WOQOD signed MoU with Kahramaa for the installation and operation of electric charging units in petrol stations. Initially the charging units will be installed in sixteen (16) petrol stations and will be extended to other stations in the future.

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

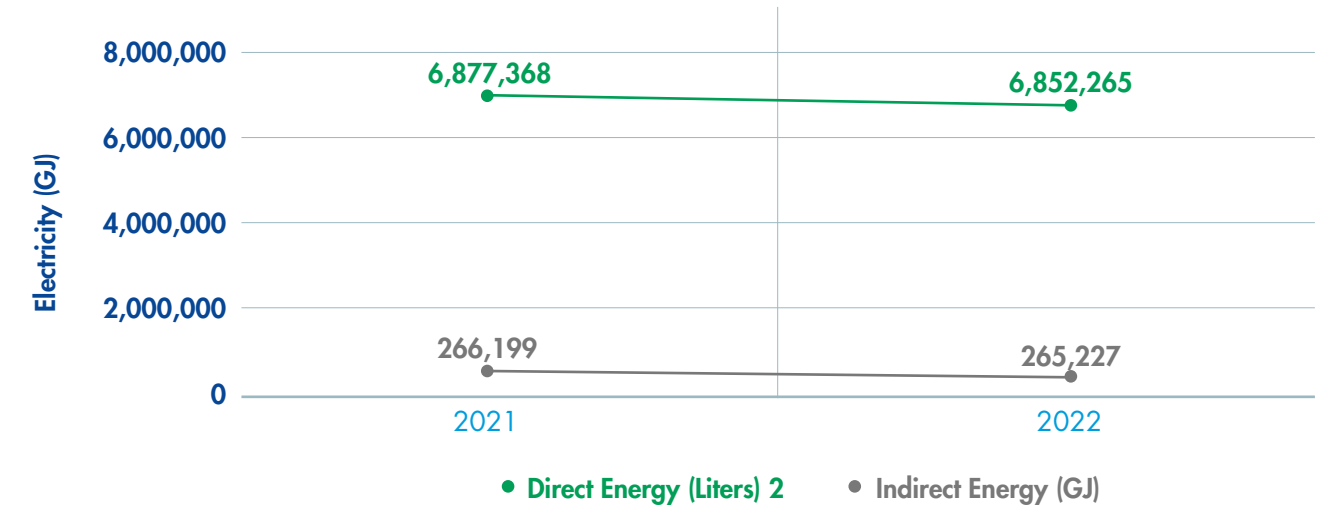


The agreement was signed by Eng.Essa Bin Hilal Al Kuwari, president of Kahramaa and Saad Rashid Al Muhannadi, WOQOD MD&CEO.

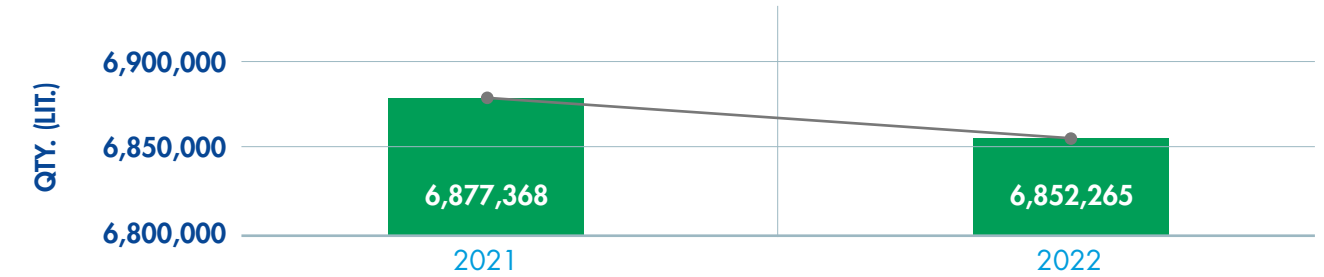
## Direct and Indirect Energy

YEAR	DIESEL (LITERS)	ENERGY (GJ)
2021	6877368	266199
2022	6852265	265227

## Direct Energy vs Indirect Energy



## Diesel Consumption



Compared to 2021, the consumption of Diesel (direct energy) in the distribution fleet sector decreased by 0.36 percentage in 2022.

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 with 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.

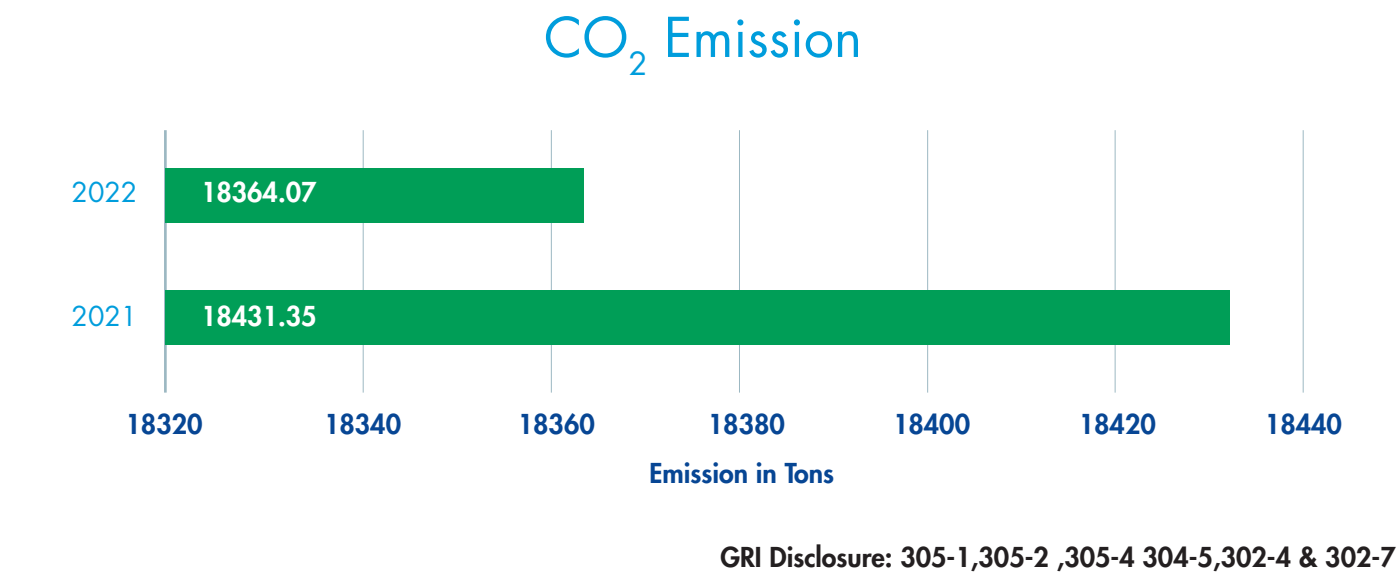
The main source of WOQOD's GHG emissions is its energy consumption from the electricity purchased from third parties and use of transportation fuels. WOQOD is in process of installing stage II vapor recovery in all new petrol stations to control volatile organic compounds (VOC) emissions.

## 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.

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

Emission Load		
YEAR	DIESEL FUEL (LIT.)	CO2 EMISSION (TONS)
2021	6,877,368	18431
2022	6,852,265	18364



"The year 2022 was marked by continuing, substantial improvements to the quality and delivery of our products and services.

In collaboration and coordination with the regulatory authorities, our operational team provided outstanding service and worked around the clock, and we, WOQOD, have met all of our commitments with respect to the World Cup.

To better connect ourselves with Qatar's national vision 2030, WOQOD is committed to incorporating sustainability management into our business operations. Since 2021, WOQOD's LDO sustainability KPIs are being tracked. With the deployment of eDRs and RTO portable TABs, we have reduced paper use for fuel delivery by 95%.

Sustainability initiative with the objective of increasing fleet payload per trip for the customer deliveries, which is also recorded in the LDO KPIs, with the introduction of new Aluminum tankers in phases to replace the older steel tankers Y2022&23.

In the year 2023, we planned to boost the total supply of GTL Diesel to vehicles used in airport operations by using retail stations located inside HIA.

The modification of VLSFO discharge pipes and the recommissioning of the MLA will boost loading flowrates at Port Berth GB103 and reduce vessel port stay durations.

With the introduction of low viscosity VLSFO in 2023, we anticipate significant yearly decreases in the usage of LGO for heating purposes in HFO as a result of the fuel grade switch from HFO to VLSFO. The year 2022 marked the beginning of the supply of GTL Diesel to certain Mowasalat buses.

WOQOD proposed usage of ADBLUE dispensing devices for the introduction of a new fleet to achieve overall NOx emissions compliance for euro6 cars and engines.

Our operational team is committed to achieving WOQOD's sustainable objectives, and they are working diligently toward that end."

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

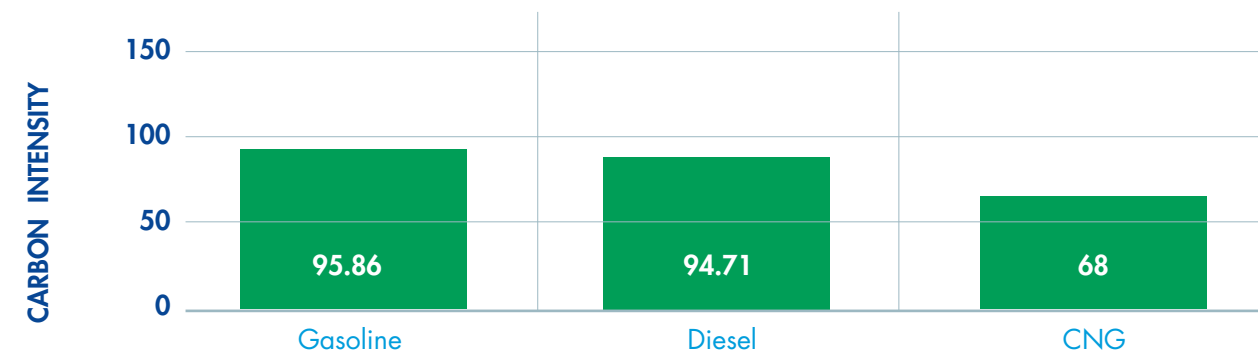
## Cleaner Fuel - CNG

WOQOD and its subsidiaries are working in accordance with the policies outlined in Qatar National Vision 2030 to minimize the country's carbon footprint.

WOQOD and QatarEnergy are working towards expanding the CNG network in the near future in order to meet the growing demand on CNG. This is in response to the fact that local authorities and public transport companies are looking to replace diesel and gasoline with environmentally friendly fuels.

WOQOD is now operating three (3) CNG stations, which are located in the New Industrial Area, Ras Laffan, and Mesaieed. These three stations provide compressed natural gas to the buses that are used for public transportation.

### Carbon Intensity of Fuels (Grams CO2-eq) / MJ



The cleanest burning fuel available on the market today is compressed natural gas (CNG). Vehicles fueled by compressed natural gas emit between 28 and 30 percent less greenhouse emissions than those fueled by gasoline or diesel. CNG can reduce nitrogen oxide (NOx) emissions and reactive hydrocarbons which form ground-level ozone.

## Water Management

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, does not use water at an industrial capacity for daily operations.

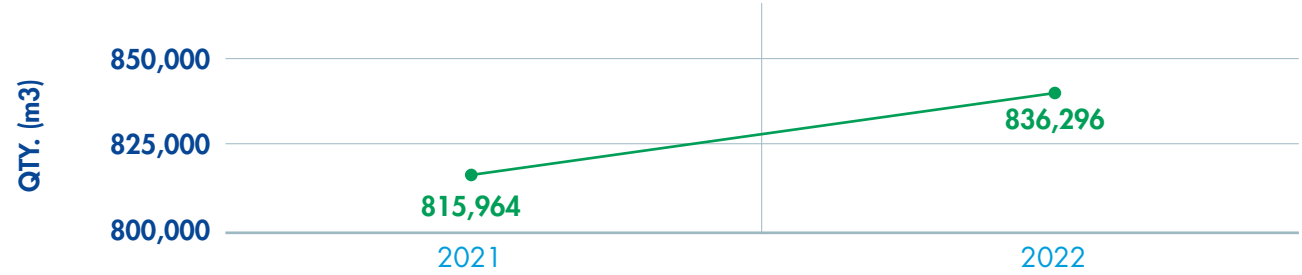
WOQOD has taken initiatives to optimize water consumption at petrol stations, i.e., for reusing/recycling of water wherever possible. Logistics and Distribution department installed water recycling system in the Doha Depot in order to recycle fleet auto-wash water.

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

Water Consumption	
YEAR	WATER (M <sup>3</sup> )
2021	815964
2022	836296

In our company, we keep meticulous records on the amount of water we use. In the year 2022, there was an increase in demand mainly as a result of new petrol stations, an extension of Autocare sites' operating hours from 16 to 24, and the opening of New Sites with onsite accommodations, which led to an increase in occupancy.

### Fresh Water Consumption



WOQOD new petrol stations with APC has a wash water recycling technology that treats and reuses water from the wash bays. The treatment method results in a significant decrease in the amount of water used. We anticipate that by using this cutting-edge technology, we will be able to save ninety percent (90%) of our available fresh water and reduce the amount of stress that our operations have on the natural environment.

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

## Waste Management

Waste derived from WOQOD's operational and business activities can be categorized as non-hazardous and hazardous waste. We ensure that the waste is handled, stored and disposed in compliance with company standards and Ministry of Environment and climate change (MoECC) regulations.

WOQOD focused on waste reuse and waste recycling, the objective is to improve recycling rate and reduce waste to landfill facility in order to reduce environmental footprint and conserve valuable resource.

## Waste Recycle

In 2022, we have sent recyclable papers, plastic, batteries and used oil to the MoECC authorized recycling facility.

Water Recycle				
Sr.No.	RECYCLABLE WASTE	2021 QTY.	2022 QTY.	UNIT
1	Used Oil	778870	966255	Liters
2	Paper	136	234	Tons
3	Batteries	338	281	Tons
4	Plastic	19	24	Tons

The company promotes and executes on-site waste segregation and offers operational facilities with necessary assistance to enhance recyclable waste segregation.

Continuous progress has been made by WOQOD in minimizing the environmental impact of its business operations, and the company is continually seeking chances to innovate and minimize its dependency on resources, resulting in minimum emissions and waste.

PILLAR

4

**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.

## 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 Zero Harm to its employees and community. The HSE team has extended its full assistance to meet the 24-hour HSE coverage requirement for the HIA Mid-field Expansion Project. We have accomplished approximately 3,154,880 safe man-hours and zero LTI and TRC for HIA expansion project contractor work performed within QJET Fuel Farm and FRS since January 2020.

In addition, WOQOD successfully completed major projects such as Floating Roof Tank Rim Seal Replacement and Diesel Fire Water Pump Replacement without a Lost Time Injury (LTI) or Total Recorded Cases (TRC).

Going forward, WOQOD aspires to continuously enhance its safety performance and reduce the number of LTI and TRC incidents and Incident frequency rates.



HSE performance monitoring – campaign

HSE Performance Improvement Program is applied to 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.



## Emergency Response Preparedness

The Emergency Response process entails a methodical and organized strategy to 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) who deals with emergencies and may require support from the Civil Defense or location emergency response teams e.g. Ras Laffan with RLIC
- Head Office Emergency Support Team (EST) who provides 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 2022, Periodic Medical Examination (PME) completed for 539 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, 2022, 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 2022.

## Indoor Air Quality Monitoring

WOQOD continues to demonstrate its commitment to safeguarding employee's health and well-being at workplace by conducting Indoor Air Quality Monitoring in WOQOD Tower. Regular monitoring allows acting on specific issues to ensure good indoor air quality.

The test results show a significant reduction in indoor air pollutant concentration and substantial improvement in the indoor air quality by the result of air balancing in WOQOD Tower.



Indoor Air Quality Monitoring at WOQOD Tower

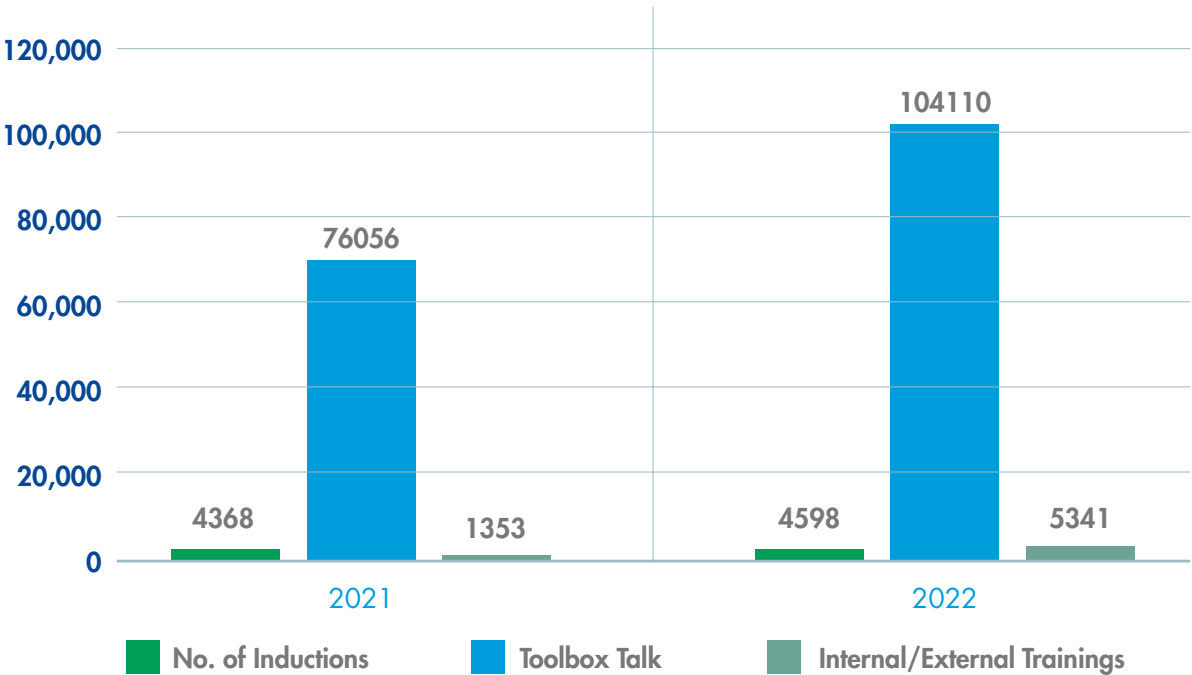
## Occupational Safety Awareness

QHSSE in coordination with stakeholders from Learning & Development, Operations, Maintenance, and WOQOD contractors has conducted/completed internal and external awareness & training sessions and achieved remarkable participation of WOQOD staff and contractor personnel.

- Toolbox Talks – 105,110 participants
- Site Induction – 4,598 participants
- Internal/external HSE Training – 5,341 participants

Awareness and training sessions covered topics like Heavy Vehicle Defensive Driving, Emergency Actions in case of fire or spill in PS forecourt, Lines of Fire, Incident Reporting and Investigation, Permit to Work System, Confined Space Entry, Authorized Gas Tester, and Basic Firefighting/First Aid.

### HSE Awareness



The number of awareness programs, such as Site Inductions, Toolbox Talks, internal and external trainings, increased significantly in 2022 compared to 2021.



# Health, Safety and Environment Campaign - 2022

WOQOD hosted # safer together, a contractor safety management campaign emphasizing the need to reduce the risk of accidents, incidents, and ill health in WOQOD operational areas.

We witnessed a record number of events and activities concerning various areas of workplace safety, such as Ministry of Interior (MOI) traffic awareness, speed monitoring, Employees, contractor personnel safety awareness, and worksite inspections, etc.



Contractor safety management campaign # safer together

In the current environment, where WOQOD relies on outsourced personnel and contractors for a substantial portion of its day-to-day operations, it is essential to ensure contractor compliance with the highest safety requirements throughout the duration of the contract.

# Safer together, campaign aimed at nine (9)campaign messages.

- Safety Commitment
- Manage All Changes Safely
- Obtain Approvals / Permit to Work
- Speak Up and Report
- WOQOD Life Saving Rules
- Use Appropriate Tools
- Maintain Good Housekeeping
- Waste management
- Waste Segregation

The award event that took place on March 31, 2022, at the Al Abdullah Bin Hamad Al-Attiyah Auditorium housed in the WOQOD Tower, participants included members of WOQOD executive management (chief officers), managers, MOI delegates, and WOQOD safety campaign champions.

The award for contractor safety management was given to the three (3) contractors that had the best overall performance.



Contractor safety management campaign awarding ceremony, Al-Attiyah Auditorium, WOQOD Tower



## Management Safety Commitment and Leadership

Doha Depot, LPG Plant, QJET, RALF/HFO/Bunkering, and Bitumen Management Site Tours have always been led by the COO which included senior and line management members from the LDO, GO, AID, QJET, and QHSSE departments.

Annual Management Site Tours are conducted for each operating facility with the purpose of ensuring the management's presence on site, demonstrating management leadership and commitment, expediting problem resolution, and monitoring current developments.

Furthermore, as part of HSE awareness, QHSSE launched various campaigns among the staff and general public throughout the year.

- Four Safety Campaigns and held an Awarding Ceremony
- MOI Traffic Awareness sessions
- Speed Monitoring Campaign
- Petrol Station Staff Technical and Safety Awareness campaign
- Public Awareness Campaign on LPG (SHAFAF Cylinder) and Petrol Station Safety with Government School.



Management Walkthrough at WOQOD operational Area

## Process Safety Management (PSM)

In line with its strategic objective and continual improvement, WOQOD kick started the companywide program for Establishment and Implementation of Process Safety Management (PSM) System through a 3rd party consultant.

The Process Safety Management is a disciplined framework for managing the integrity of operating systems and processes that handle hazardous substances. The system relies on good design principles, engineering and operating and maintenance practices. The system has been established based on international best practices and its implementation will further enhance WOQOD's reputation and encourage stakeholder confidence in its business.



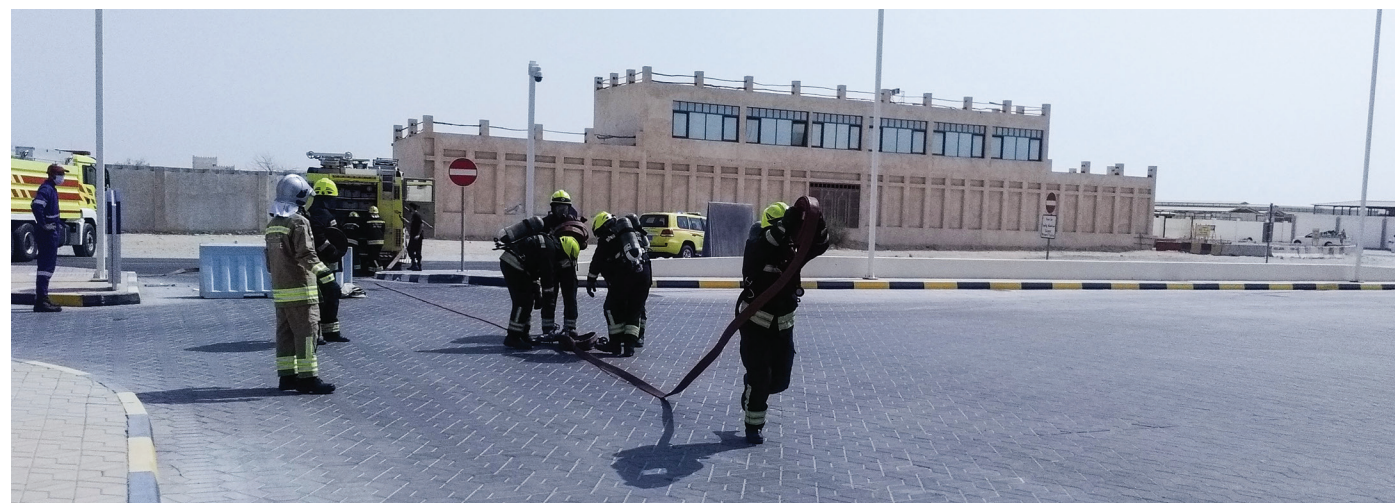
PSM committee meeting at WOQOD Tower on May 29<sup>th</sup> 2022

## Security & Firefighting (SFF)

SFF department in coordination with Qatar Civil Defense, and various other government ministries, conducted Desktop drill for WOQOD at National Command Center. Desktop drill is performed to:

- Improved coordination and communication between the authorities (National Command Center - Administration General Civil Defense) by testing and verification of WOQOD crisis management including contingency plans and effectivity of policies and procedures
- Update gaps in resources and training and identify areas for improvement and development
- Improving individual and organizational performance through practice
- Demonstrate emergency preparedness as part of the due diligence.





On September 8th, 2022, in cooperation with the Civil Defence, WOQOD conducted a fire drill at the Lebsayyer petrol station.

## Integrated Management System (IMS)

WOQOD marine along with QHSSE department plans to develop and maintain an Integrated Management System across its entire operations. WOQOD marine also follows the principles of the ISO 31000:2018 Risk Management standards and are incorporated into the IMS.

The IMS developed is to be certified to the following Liberian and International Standards:

- ISO 9001:2015 Quality Management System
- OHAS 45001:2015 Occupational Health and Safety Management System
- ISO 14001:2015 Environmental Management Systems
- ISO/IEC 27001:2015

The plan is to enhance the existing IMS system with inclusion of all the above four standards under one system. The gap analysis will be jointly performed by WOQOD Marine and QHSSE. Based on the outcome of the gap analysis, the feasibility for the WOQOD marine IMS certification will be evaluated.



“The health and safety of our employees is placed at the forefront at WOQOD in order to ensure that all job responsibilities may be performed in an environment that is both safe and secure. The QHSSE department aims to provide a safe and healthy workplace by avoiding work-related injuries and accidents. Various health and safety trainings and campaigns have been conducted by the department in an effort to improve our performance and enhance our health and safety environment at WOQOD.

The Health, Safety, and Environment section is making use of e-technologies, namely SCORM, in order to promote awareness to employees and enhance the overall number of awareness sessions that are held using SCORM. As part of WOQOD’s energy management initiatives, QHSSE, in coordination with EPD, implemented a petrol station energy monitoring program.

The Energy monitoring pilot project will be implemented at Golf Course Petrol stations. under the technical direction of EPD and ICT.

In 2022, WOQOD initiated the cross functional program for the Establishment and Implementation of the Process Safety Management (PSM) System in accordance with its strategic purpose and commitment to continuous development. “Safer together” campaign launched by QHSSE that targets WOQOD contractors and emphasizes the need to reduce the risk of accidents, incidents, and illness in WOQOD working areas. The campaign was successful, and we witnessed active engagement from the WOQOD operations team and their contractors.

Our management approach to health and safety is rigorously concretized, and IMS policy shows the way to the realization of our aim of “everyone going home safe and well.”

**AHMED ALI MERZA**  
CHIEF SUPPORT SERVICES OFFICER

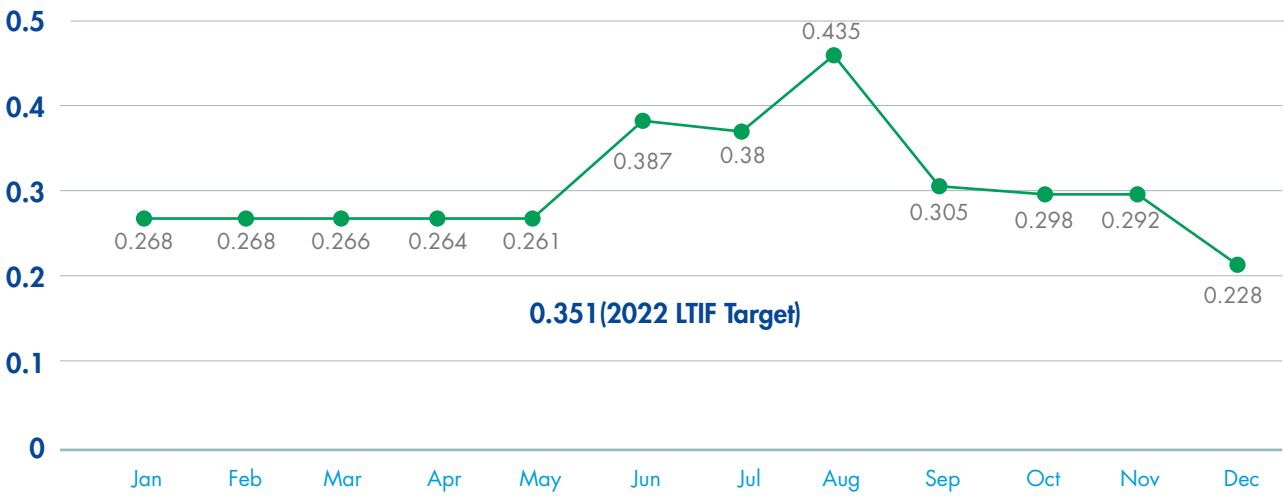


# HSE Awareness Statistics - 2022

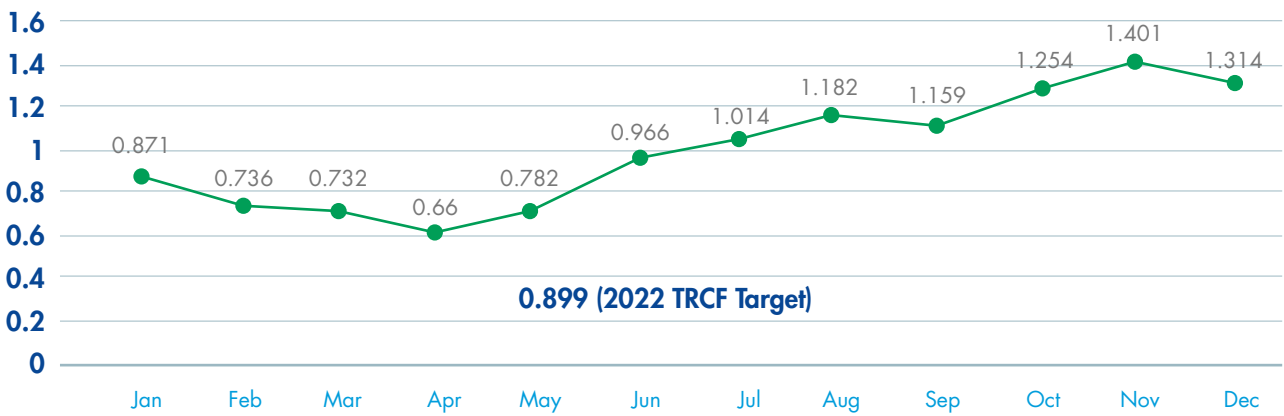
HSE awareness is one of the key factors to reduce incident rate. We as a team aspires to continuing to boost HSE awareness, not only within the company, but also to our external stakeholders and the industry at large.

Lost Time Incidents (LTI) and Total Recordable Cases (TRC)						
YEAR	MAN-HOURS (WOQOD + CONTRACTOR)	LTI	TRC	FAR	LTIF	TRCF
2021	15,035,875	4	14	0.00	0.266	0.931
2022	17,5	4	23	0.00	0.228	1.314

LTIF Monthly Monitoring 2022



TRCF Monthly Monitoring 2022



WOQOD achieved LTIF - 2022 target i.e., 0.228 against the Target of 0.351 and Total Recordable Injury Rate (TRIR) target is 0.899 but actual is 1.314.

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





The background features several abstract, hand-drawn geometric shapes and lines in various colors. A large, light blue shape is in the top left. A yellow shape is in the top right. A green shape is on the left side. A large, light purple shape is on the right side. A blue shape is at the bottom left. The word "APPENDICES" is centered in the middle of the page in a bold, blue, sans-serif font.

# APPENDICES

## 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
<b>Customers</b> <ul style="list-style-type: none"><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>
<b>Employees</b>	<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>
<b>Suppliers &amp; Con-tractors</b>	<ul style="list-style-type: none"><li>Contractors</li><li>Contractors' &amp; suppliers evaluation</li><li>Normal business interac-tions</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>
<b>Shareholders</b>	<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>

## Appendix 2: Stakeholder Groups

Stakeholder Group(s)	Channel of Engagement	Stakeholder Priorities
Regulators & Government	<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>
Community	<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>
Environment	<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

## 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
<b>Specific Standard Disclosures</b>		
<b>Category: Economic</b>		
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
<b>Category: Environment</b>		
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
<b>Organization Profile</b>		
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	
<b>Sustainability Report</b>		
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
<b>Stakeholders</b>		
102-40	List of stakeholder groups	12,13 & 14
102-42	Identifying and selecting stakeholders	
<b>Governance</b>		
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
<b>Economic Performance</b>		
201-1:	Direct economic value generated and distribute	24



GRI Disclosure code	Topic Specific Disclosure	Reference Page
<b>Employment</b>		
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
<b>Procurement</b>		
308-1:	New suppliers that were screened using environmental criteria	38
<b>Employee Benefits</b>		
404-3:	Percentage of employees receiving regular performance and career development reviews	40
201-3:	Defined benefit plan obligations and other retirement plans	40
<b>Environment</b>		
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

GRI Disclosure code	Topic Specific Disclosure	Reference Page
303-5:	Water consumption	40
306-2:	Waste by type and disposal method	47
<b>Health &amp; Safety</b>		
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







#### **QATAR FUEL (WOQOD)**

- +974 40217777
- sustainability@woqod.com.qa
- qatarfuelwoqod
- QatarFuel\_Woqod
- Qatarfuel\_Woqod
- www.woqod.com