

Nakilat



Eid Mubarak

**Al-Azmi: A Great Importance to the
Human Element Investment**



شركة ناقلات النفط الكويتية
KUWAIT OIL TANKER COMPANY S.A.K.
إحدى شركات مؤسسة البترول الكويتية
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Editorial

"Achievements"

With a joyful conclusion of Ramadan, the month of goodness and blessings a few days ago and ushering in Eid Al Fitr with all its meaning of love, tolerance and peace, I would like to take this opportunity to extend my warmest congratulations to HH the Amir, HH the Crown Prince and HH the Prime Minister, may Allah protect them all, the people of Kuwait and the entire staff of KOTC.

This happy occasion comes in conjunction with the issuance of the Company's Financial Report for 2018/2019, which included distinctive achievements and results at all levels. On the financial level, the Company achieved a profit of KD 29 million as a result of the Company's intense efforts in reducing expenses and raise the operational efficiency of its various sectors.

At the level of KOTC Fleet Renewal Project, the Company is implementing the renewal plan in steady steps and according to a well-thought-out methodology in line with its strategic directions 2040 aimed at making KOTC the world leader in shipping the Kuwaiti hydrocarbon derivatives. In addition to maintaining the size and quality of the fleet required to meet the KPC's marketing needs.

With regard to the two branches of liquefied gas filling (Shuaiba & Um Al-Aish), the two plants have met the needs of different sectors of the local market, as the Company is currently working on raising the production capacity of Shuaiba branch by 10%. In addition, the Marine Agency Branch continued its efforts in providing services to all tankers that use the State of Kuwait's oil ports.

As part of KOTC's initiatives to enhance its Human Resources/Manpower development plans, the Company signed a MoU, (Memorandum of Understanding) with ABB Engineering Technologies, Kuwait, for 5 years to reinforce co-operation with the world's leading engineering and technology companies to support and develop the capabilities of KOTC employees in various technical fields. Additionally, prime importance is entrusted on young Kuwaiti staff for advancing their continued development in the Maritime Scholarship system where 36 students, 18 from KOTC and 18 from KOC, were sent to UK on scholarship for completing their studies to work on its Marine Tankers. We wish them success in all their future endeavors.

Last but foremost, I would like to reaffirm that the success achieved by KOTC at all levels are a source of pride to all of us, and together we strive to achieve the Company's strategic vision and mission which are an integral part of all our policies and strategies. I take this opportunity to commend the valuable guidance and co-operation of KPC and its subsidiaries in the oil sector for the support in the overall development plan to help us serve our beloved country Kuwait.

May Allah guide us all for the welfare and prosperity of our homeland Kuwait.

Wish you a happy Eid.

Ali Abduljalil Shehab

Acting CEO



KOTC signs a Memorandum of Understanding with "ABB"

For 5 years in order to exchange expertise

KOTC signed a Memorandum of Understanding (MoU) with Swiss "ABB" Engineering Technologies, Kuwait Branch, for 5 years to reinforce cooperation between the two companies.

The memorandum was signed by Acting CEO Mr. Ali Abduljalil Shehab on behalf of KOTC, and by Mr. Paul Dennis on behalf of ABB, in the presence of managers, officials and team leaders from both companies.

KOTC mentioned in a press release that "The MoU aims to reinforce cooperation with the world's leading companies in the field of engineering and technology, to support and develop the capabilities of the Company's employees in various technical fields,".

By signing the MoU, ABB will offer development programs, workshops and practical practices, within its expertise, for engineers and technicians working in KOTC, to provide them with expertise and transfer advanced knowledge to keep up with the latest methods of technical advance in different fields, which will have significant effect on them in medium and long-term.

MoU aimed at making a qualitative transformation in the engineers and technicians development process, as it will be a fresh start for the Company, due to ABB's vast expertise in engineering,



■ The Acting CEO Mr. Ali Shehab during Memorandum signing •

technology and stimulating scientific research.

KOTC emphasized that it attaches great importance to the human element, as it trains and develops its staff continuously to raise efficiency and keep up with the latest systems in all its activities in order to achieve the Company's strategic objectives. As well as reinforcement of its

status in the international forums, which will benefit the future of the oil industry and contribute to the sustainable development of our homeland Kuwait.

It should be noted that this Memorandum will contribute to the development and support of the technical and academic aspects of the Company's employees.

“ The Company gives great importance to training the human element to keep up with the latest global systems ”

“ The Memorandum aimed at supporting and developing the abilities of the Company's employees in different technical fields ”



KPC honors oil sector leaders

For his contributions to the development of the oil sector

During a ceremony organized at KOC Tent and witnessed a high attendance led by KPC CEO Mr. Hashem Hashem, KPC honored a number of former and current oil leaders. Mr. Hashem opened the ceremony by a speech, in which he thanked the honorees, praising their role in developing the oil sector during the past years, and placing it on the map of the global oil industries.

He extended his thanks and gratitude to Sheikh Talal Al-Khaled Al-Sabah, former CEO of KOTC (Who could not manage to attend the ceremony due to his commitments and sent his representative), Mr. Mohammed Ghazi al-Mutairi, former CEO of KNPC, Mr. Jamal Ja'afar, former CEO of KOC, Mr. Mohamed Abdullatif Al-Farhoud, former CEO of PIC, Mr. Nabil Bouresli, former CEO of KPI, and Mr. Badr Al-Sharrad, MD of HR at KPC.



■ Mr. Hashem Hashem speaking during the ceremony

The ceremony included presentations about the career of the honored leaders, and a speech delivered by Mr. Bouresli on behalf of his honored colleagues, wishing success and prosperity to all employees of the sector.



Training takes place in the most prestigious global marine colleges

Al-Azmi: KOTC gives great importance to investment in Kuwaiti young people

KOTC gives great importance to train the Kuwaiti young people, scientifically and culturally, in line with the vision of KPC in this regard, aiming at benefiting from the national capacities of the youth in promoting the inclusive development of the State of Kuwait.

“Students' scholarships are conducted annually as planned by the Company”



In this regard, the Company gives a great importance to the educational process, including scholarship aimed at developing the human element, in order to contribute to the development and advancement of the State of Kuwait.

To be familiarized with the KOTC's efforts in the field of education and training of Kuwaiti young people, "Nakilat" Magazine had the following interview with Eng. Abdullatif Al-Azmi, Manager of Fleet Personnel Group, who stated that KOTC, proceeding from KPC's strategy and the Company's strategy aimed at investing in national human resources, attaches a special importance to the educational process and scholarships of Kuwaiti students to achieve a scientific rising in the marine field to keep up with global progress, and push our country forward.

Qualification and Training

Eng. Al-Azmi said that "Fleet Personnel Group provides all its capabilities to carry out the Company's strategy to achieve the best investment and make the most of the national youth potential, in which it qualifies the male high school graduates to study engineering and navigation in the best specialized colleges in UK, provides them with development and training after graduation, and enrolls them in KOTC".

Steps and Procedures

Regarding the conditions and steps to join the Marine scholarships, Eng. Al-Azmi said that there are certain conditions to join the Company's marine education scholarships programs, including to be fresh graduate Kuwaiti male, to apply after announcing the scholarship on the Company's official website and the local newspapers, to provide documents and follow procedures prescribed in the announcement. He pointed out that the students are sent annually, according to the five-year plan placed by the Company.



■ Eng. Abdullatif Al-Azmi

“Fleet Personnel Group takeover all its capabilities to carry out the Company's strategy of investing in the human element”

He pointed out that the Group follows up the students throughout their studies through a department specialized in the scholarship's students, in which it follows up the students starting from apply to the scholarship announcement until they graduate and join the Company's fleet. It's worth mentioning that these colleges are subject to certain standards and requirements approved by the Company.

The Great Cooperation

About the cooperation with other oil companies, Eng. Al-Azmi emphasized that there is great cooperation with KPC's subsidiaries, in which a memorandum of understanding (MoU) was signed between KOTC and KOC, under which KOC will benefit from the KOTC's expertise in the external scholarship, and contribute to the development of the relationship between the two companies, within the scope of the oil sector's unified strategy to invest in the human

element, and serve the Kuwaiti young people. The Group, in cooperation with KOC, organized a program during last year to send a group of students, under MoU mentioned above, to study engineering and marine navigation.

Regarding the Company's efforts to recruit students who pass the scholarship program successfully, he said that the Company provides jobs in the oil sector for students accepted by the announcement of marine scholarship, after graduating from the marine colleges and obtaining the required certificates.

Employees Development

Regarding the other roles conducted by the Group in training, he pointed out that the Group is continuously working on developing its employees working on tankers through continuous training to develop the efficiency and comply with international standards and conditions, keep up with the



■ Field training for students of marine scholarships

“The great cooperation with the KPC’s subsidiaries resulted in signing an agreement between KOTC & KOC”

“Scholarship achieves a scientific rising in the marine field to keep up with global progress, and push our country forward”

latest systems in the marine field, and overcome the obstacles facing them during their work, in coordination with other teams.

He referred that the work on the tanker is characterized by many difficulties and challenges, including the nature of social life, isolation from the outside world for long periods, facing difficult weather conditions, and maintaining the highest operating standards of the tanker according

to the international and local laws, in addition to other difficulties which have not been exhaustively described. The Company is keen to qualify staff working on its tankers, scientifically and properly, to be able to bear these difficulties, and overcome the challenges.

Eng. Al-Azmi concluded by wishing every success to all the students applying for the marine scholarship announcement, hoping that they would exploit their abilities and energies to serve our homeland Kuwait.

Continuous follow-up of students throughout their studies through a department specialized in the scholarship’s students

Scholarships to the most prestigious universities

Mr. Al-Azmi said that KOTC is applying the system of scholarships for studying and training in the most prestigious colleges, which provide the best and latest methods of education in the field of engineering and marine navigation globally. He indicated that the Company is the main source that provides the manpower and trained marine labour needed by the marine industry within the State of Kuwait, as all companies and bodies that have a marine activity depend on KOTC to supply them with trained marine labour, which is taken by the Company as a national objective that serves the State.

In this sense, the Company is an edifice, an academy and a factory to supply the State of Kuwait with distinctive employees and competencies working in the marine field.

In the presence of the Acting CEO

KOTC organizes a day for public health



■ Eng. Al-Jazi during the event



■ KOTC's Top Management

In an effort to raise health awareness for building a healthy community, HSE Group organized a day for public health for KOTC staff.

The event was attended by Acting CEO Mr. Ali Shehab, DCEO Financial Affairs and Administration Mr. Khaled Al-Asousi, group managers and team leaders, in addition to a large number of employees.

It included a range of lectures and activities which aim to raise the health awareness of the Company's employees, in which Sara Al-Kandari, Nutritionist at Ahmadi Hospital, delivered a lecture about "Healthy Food" and its effect on human health. Dr. Badr Al-Mahdi,

Consultant Cardiologist, delivered a lecture on heart health and the proper healthy habits necessary for heart health. The event also included a range of important exercises for body health and useful food presented by Therapist Salah Bouhaimed.

Quality, Health & Safety Engineer Al-Jazi Awad Al-Dousari said that "The health day aims to raise the health level of the Company's staff to protect them from different diseases, and to create a degree of awareness that contributes to changing the misconduct behaviors to proper ones, in order to enable staff to exploit their energy to the fullest extent".

She added that the event was marked by the participation of different hospitals and agencies specialized in health, including Ahmadi Hospital and Al-Salam International Hospital, in which they provided the employees with tests for blood pressure, sugar, height and weight.

As well as a health exhibition was held on the sidelines of the event with the participation of several booths, including Roses Clinic, International Business Center for Medical Services and Devices, Flare Fitness, Diet Care, Diet Fix, Diet Center, Calorie Control, which offered special offers and services for the employees and their family members, in addition to draw of valuable prizes.

And a health awareness campaign for Ramadan

In the same context and proceeding from its keenness on the safety and health of its staff during Ramadan, HSE Group organized the 2nd Health Awareness Campaign under the patronage of the Acting CEO Mr. Ali Shehab. It was attended by Mr. Hani Behbehani, Manager of HSE Group, in addition to a number of the Company's team leaders and employees. It was held on Tuesday, 30th April 2019, at the Company's HO.

It included awareness lectures, in which nutritionist Dr. Wajid Al-Othman delivered a lecture on healthy food and its importance for the body, especially during Ramadan, explaining the good ways to organize meals, and the proper times to have them during the month of fasting.

Zahraa Rahma, Diabetes Specialist at Dasman Diabetes Institute, talked about diabetes, its symptoms and complications, how to prevent its development, and the method of healthy food that fits diabetics during fasting. As well as the pre-diabetes stage and its symptoms, and the diabetes stage and its symptoms, explaining the normal measurements of sugar for infected and non-infected people, before and during Ramadan. Dr. Amina Al-Jassim, Dentist at West Meshrif Dental Center and "Tower" Clinic, talked about the dental care methods, and the modern methods of some dental treatments and cosmetic dentistry.

Final contracts of the phase IV KOTC fleet renewal projects signed to construct 4 medium range product tankers

Al-Shamali: KOTC's fleet is diverse and meets KPC's marketing needs

“The new builds comply with the latest international rules regulations pertaining to environmental protection”



To shed more light on the renewal project of KOTC fleet and the contracts of Phase IV, signed with South Korean "Hyundai Mipo Dockyard", we will talk in this chapter about the construction and delivering 4 Medium Range Product Tankers, at a cost of USD 41.9 million each, for a total of USD 167.6 million.

To know more about the contract details and the specifications of the new tankers, "Nakilat" Magazine had the following interview with Mr. Abdullah Al-Shamali, Superintendent, Fleet New Building Projects Group, who spoke about these details, confirming that the building contract will match the latest international specifications of petroleum products shipping industry, as well as the compliance with the international requirements, specifications and standards of environment protection and pollution control, restricting the rate of emissions resulted from tankers operating process, and maintaining the safety of life and security:

• **Can you tell us more about the specifications of the new tankers?**

The four petroleum products tankers, their contract recently signed, are the last in the fourth phase of the fleet modernization, which are of medium-range (MR) class of petroleum derivatives tankers, in which all have the same specifications; around 183 meters long and 32.2 meters wide, the speed will not be less than 15 knots, with capacity of around 48,000 tons.

• **When will the actual building begin? And projected handover date?**

The actual building phase for all four tankers will be during 2019, in which the first tanker building will be in February, and then the second and third tankers will be in April, while the fourth tanker will be during May. It is expected to receive the first tanker in February 2020; the second and third in March and April of the same year, and the fourth one in May 2020.

• **To what extent the new tankers will comply with international environment requirements?**

KOTC is keen to ensure that all its new tankers it builds comply with the international requirements, specifications and standards of environment protection and pollution control, restricting the rate of harmful emissions.

The new tankers are in line with the highest modern technical standards in accordance with the laws of the International Maritime Organization (IMO), requirements and specifications of Oil majors, and Classification Society. The built tankers, and those that will be built in the future, are designed and equipped with equipment for monitoring and reducing different emissions resulted from the tanker's main engines or auxiliary engines, reducing the level of carbon dioxide emissions and the emission of Volatile Organic Compounds (VOC), in addition to providing the tanker with balancing water processing unit.

• **What are the tankers' means to maintain safety of life, security and protection from piracy?**

KOTC is strictly keen on applying the international requirements and standards regarding the procedures of safety and security, according to the international maritime laws, and the requirements and standards of the international rating agencies. All new tankers are in line with the latest developments in global navigation laws in the security and safety field, and protection of the crew life. In addition, all these tankers are equipped with devices and equipment against piracy, and diverse and sophisticated defensive methods.

“Each tanker has the loading of approximately 48,000 tons with a speed not less than 15 knots”



• **The total number of tankers targeted to be built in phase 4? And their types?**

The fourth phase of the fleet modernization plan includes building 8 different tankers, including 3 gas tankers with Korean "Hyundai Heavy Industries", with a capacity of around 84 thousand cubic meters each, a giant tanker of crude oil with China "Bohai Shipbuilding and Heavy Industries Company" with a capacity of around 318,000 metric tons, and 4 medium-range class of petroleum derivatives tankers mentioned before.

• **After the completion of renewal plan, will the fleet be able to meet KPC's marketing needs?**

The Company's fleet modernization came in accordance with four phases to provide a balanced, multi-purpose strategic fleet that meets KPC's marketing requirements, and at the same time, to be as a strategic cover for the State of Kuwait.

There is no doubt that the modernization and development of the fleet will push the Company forward in the field of oil, gas and oil derivatives shipping.

• **What is the average age of KOTC's fleet after completion of the modernization phases? and are these rates good?**

With the completion of all phases of modernization, the fleet's average age will be between 6 and 8 years, which is considered a very good rate. At this rate, the Company will have a modern fleet to ship oil, liquefied gas and petroleum products, which will reinforce its position globally, benefit the future of Kuwait oil industry, and will contribute to achieve the sustainable development of our homeland Kuwait.

• **Do you have any words to say at the end of this interview?**

In conclusion, we appreciate the efforts made by senior management in the fleet modernization project, and the efforts of all those who contributed to the implementation of this project in order to achieve the Company's strategic objectives and raise Kuwait's name in the field of maritime shipping.

Attended by the Acting CEO

Planning Group organizes an enlightenment meeting for new employees



■ Mr. Shehab among the new employees •

In the presence of the Acting CEO Mr. Ali Shehab, Planning Group organized an enlightenment meeting for new employees in order to familiarize them with the experiences of the Company's leaders, and to provide them with expertise and develop their performance for the work benefit.

Mr. Shihab talked about his service in the oil sector and his career progression in KOTC since 1985 until now. He indicated to the importance of optimism and positive in work, and their role in the success and achieving the employee's expectations.

He emphasized that the love of work and practice in a real way are the most important factors that provide the employee with expertise that develop his career and practical abilities. He explained the importance of working in teamwork, and within the integrated work system that are able to transfer expertise and knowledge to others, and complement one another for the success of work and the achievement of its desired objectives, as well as the innovation, which is the role of the Company's new young employees.

Manager of HR & Career Development, Mr. Hisham Al-Rifai, talked about the importance of planning in work, and determining the future objectives of each employee, indicating that planning is the prime factor that leads to the work success.

Team Leader of Strategies and Business Development, Mrs. Shatha Al-Dabbous, spoke about the KOTC's 2040 Strategy emanating from KPC's Strategy, stressing that the strategy aims to lead the Company and place it among the international shipping companies.

Team Leader of Development, Eng. Anwar Al-Shamaa, gave a brief about the balanced system of performance, and performance indicators.

Team Leader of Career Development, Mr. Abdullah Al-Anzi, talked about the oil sector's unified learning and development strategy, which was developed by KPC and its subsidiaries, emphasizing the importance of the partnership in developing work strategies, and its role in the development of performance.



For his accomplishments and role in proposing creative solutions

Jamil Al-Ali wins IMC Professional Excellence Award

Kuwait International Marine Oil & Gas Conference 2019 honored a number of oil leaders in recognition of their efforts and achievements during their service in the Kuwaiti oil sector, and their contributions to the development of the sector and placing it on the map of the international oil industries.

The conference presented Mr. Jamil Al-Ali, Manager of Fleet Engineering Group at KOTC, IMC Professional Excellence Award, Kuwait Chapter, for his achievements and his key role in proposing creative solutions. The winners of the prestigious award included KOC CEO Mr. Emad Mahmoud Sultan.

The events of the Conference, which was opened by PIC CEO Mr. Mutlaq Al-Azmi and organized during March 2019 at Jumeirah Beach Hotel & Spa by Biz Events Managements in cooperation with Aries Group of Companies, included a range of cutting-edge presentations which shall



■ Mr. Jamil Al-Ali receives appreciation certificates



contribute to a step-change in marine oil & gas sectors.

The Conference aimed to offer a perfect networking environment for the staff working in oil & gas industry, and exchange ideas to discuss on the opportunities that

exist to develop the oil sector.

With the growing optimism about the future of many sectors of regional shipping business, the Conference focused on the latest marketing trends and future trade patterns.

Petroleum Training Center (PTC) honors Al-Rifai

Within a team from oil companies' employees who worked on preparing "Unifying and Introducing the Occupational Competencies Group in the Field of Inspection and Corrosion" at the level of the oil sector, PTC honored former Manager of HR & Career Development Group of KOTC and current DCEO of Administration & Finance Affairs of PIC, Mr. Hisham Al-Rifai.

The honoring came after the team presented the outcomes of its work to the Training Committee, emanating from the Labor Relations Committee, in the presence of DMD of Training at KPC, Head of the Committee, Mr. Hamad Dakhil Al-Subaie, and managers from the Oil Companies. The participants worked as a teamwork and exchanged their expertise with each

other. They were able to unify the "Concepts of Job Competencies in the Field of Inspection and Corrosion". They also identified the aspects of training and development of those working in this field using various training, including on-the-job training, Self-learning, E-learning-OJT, and Coaching & Mentoring. As well as the use of coaching & mentoring roles, and identifying occupational training courses for them.

The Committee members expressed their appreciation for the team's efforts and achievements, emphasizing the importance of continuing this approach for all occupational competencies.



■ Honoring Al-Rifai at PTC

To meet the needs of the local market

Al-Adsani: Increasing production efficiency of Shuaiba Gas Plant LPG Filling Branch (Shuaiba)

KOTC is carrying out a number of important projects in to develop the production lines in order to increase the Plant's production efficiency in line with the Company's strategy to meet any increase in the of the local demands market, to maintain the strategic stock of filled cylinders, and at the same time contribute to the promotion of inclusive development in the State of Kuwait.

In this regard, "Nakilat" Magazine had the following interview with Mr. Khaled Al-Adsani, Team Leader of Liquefied Gas Supply, who emphasized that the Company's projects and the periodic updates have contributed greatly to raising the Plant's production efficiency.

He added that the Plant's current and future development plans keep up with the expected population increase over the next five years and meet the needs of new residential areas such as Sabah Al-Ahmad, Khairan City, and Mutlaa City, indicating that these projects include the following:

-The development of the production line (A) of gas cylinder (12Kg), increase its production capacity to 1600 cylinders per hour, an increase of 25%, and the development of the cylinders' LPG leak detector according to international standards for the consumer's safety, in addition

to the development of rubber ring check device for its safety and quality before filling cylinders.

- Modernization of the gas cylinders palletizers in filling centers, which contributed to limiting breakdowns and increase production rates.

- Supply, installation and operating (2) diesel generators (Stand-by), synchronization panel, and low voltage panels in LPG filling Branch (Shuaiba) with a capacity of (2000 KVA) to secure the electricity source to operate the plant in case of any sudden interruption of electricity, which contributed to raising the readiness of the plant to face any emergencies, and to ensure the continuity of liquefied gas supply to the local market.

Future Plans

Regarding the future plans and the target during the next phase, Mr. Al-Adsani said that the Company



■ Mr. Khaled Al-Adsani

" The development of the production line (A), Increase its production capacity to 1600 cylinders per hour"

has placed plans for further development during the coming years, including:



- The project of designing, supplying and operating a solar power station, which is one of the most important strategic projects being planned to be implemented in cooperation with the Kuwait Institute for Scientific Research (KISR). The initial design of the project is being implemented in order to generate electricity of 3.5 - 4 MW, on the space available in the safety area around the plant (A similar project will be implemented at Um Al-Aish Plant), according to the desire of HH the Amir Sheikh Sabah Al-Ahmad Al-Jaber Al-Sabah to diversify energy resources and produce 15% of total energy needs from renewable resources by 2030. Once the project is implemented, the Company will be able to operate a large part of the plant through solar energy.

-Development of the production lines at the 2 filling centers (B&C) at Shuaiba Plant to increase the production capacity of the filling centers, while commitment to the highest standards of quality and safety to keep up with the steady increase in the local market demand, and to meet the needs of all sectors of the State as required.

-A consulting study is being prepared to prepare the engineering designs to revamp the infrastructure of all building and facilities of Shuaiba Plant during the next five-year plan.

-Design and construction of a new station for compressors serving all production lines and workshops.

- Revamp of firefighting network and alarm systems.

-Revamp of Liquefied Gas Operations Control Systems

About the production volume during the fiscal year 2017/2018, he confirmed that the volume of production of the two plants amounted to about 13 million cylinders, including 6 million cylinders from Shuaiba Plant, and 7 million from Um Al-Aish Plant, an increase of 3% from last year.

Local Consumption

Regarding the volume of current local consumption expected in the coming years, he pointed out that it reached about 5,635,625



cylinders during the fiscal year 2017/2018, and it is expected to rise to 5,804,694 cylinders during the fiscal year 2018/2019, as it will continue increasing to reach 5,978,835 cylinders in the fiscal year 2019/2020. He pointed out that there is coordination with the Housing Welfare to provide the Company with statistics about the population and the housing capacity of any new residential areas, in which five-year plans are placed in the light of statistics to determine target production according to the population and areas' consumption volume. He said that the strategic stock of liquefied gas in Shuaiba and Um Al-Aish plants covers the demands of the Kuwait's local market for 40 days, which is a very appropriate period.

About the information reported by some people from time to time, that there is a shortage of gas cylinders in the local market, he said that "These rumors are incorrect, and there is no shortage in the cylinders of liquefied gas".

He added that "The demand for gas varies from time to time, and we evaluate demand periodically to meet any expected demand. This process is implemented in coordination with the relevant government agencies, especially the Public Authority for Housing Welfare, which provides the Company with statistics on population of Kuwait in the future. Accordingly, we develop plans to meet the local market's current and future needs of gas cylinders and their accessories, and cover any increases in demand, especially during the holy month of Ramadan and winter, in which the demand is higher than the usual rate".

He said that "In parallel with keenness to meet the market's gas needs, the Company is also keen on maintaining a strategic stock of liquefied gas to meet any emergencies that may affect production and distribution operations. The plant's operational emergency plan ensures the provision of the necessary means and resources in extreme emergencies for the continuation of the plant's operations and maintaining the strategic stock of liquefied petroleum gas to meet the local market's needs in full. Also, the operation hours of the plant's filling centers are organized permanently to provide enough stock of cylinders".

The Quality of Services

He emphasized that KOTC follows up all complaints and proposals received from consumers and distributors of cylinders and accessories through the customer service teams at Shuaiba and Um Al-Aish plants by conducting regular field visits to gas branches to check the quality of the Company's products and services. In addition, it follows up the branches' complaints, observations or proposals seriously, works to address them, and finds proper solutions, in order to satisfy the consumer, and to develop the service level, to ensure the standards of safety and quality.

He concluded that consumers can communicate with the Company for any complaints or proposals, or to report on emergencies on a 24-hours-a-day through calling: (98004071/98004072/98004073), or via the Company's website:

<http://www.kotc.com.kw/surveyar.asp>

To mark the approach of Ramadan

PR Department organizes Graish Day



In the presence of Acting CEO Mr. Ali Shehab, and DCEOs, PR Department organized "Graish Day" Ceremony, on Thursday, 2nd May 2019, at the Company's main hall.

The Ceremony, which is held by the Company every year to celebrate the approach of Ramadan, was attended by managers and team leaders, and witnessed a high turnout from the Company's staff.

It was a great opportunity for the Company's staff from various departments to exchange greetings and congratulations on the occasion of the holy month in an atmosphere marked by delight and fun.

At the end of the Ceremony, Mr. Shehab congratulated all employees on this happy occasion, and thanked



the employees who participated in the Ceremony and contributed to its success.

