

Kuwait Petroleum International  
Corporate Brochure 2017



Sweden



Luxembourg



Italy



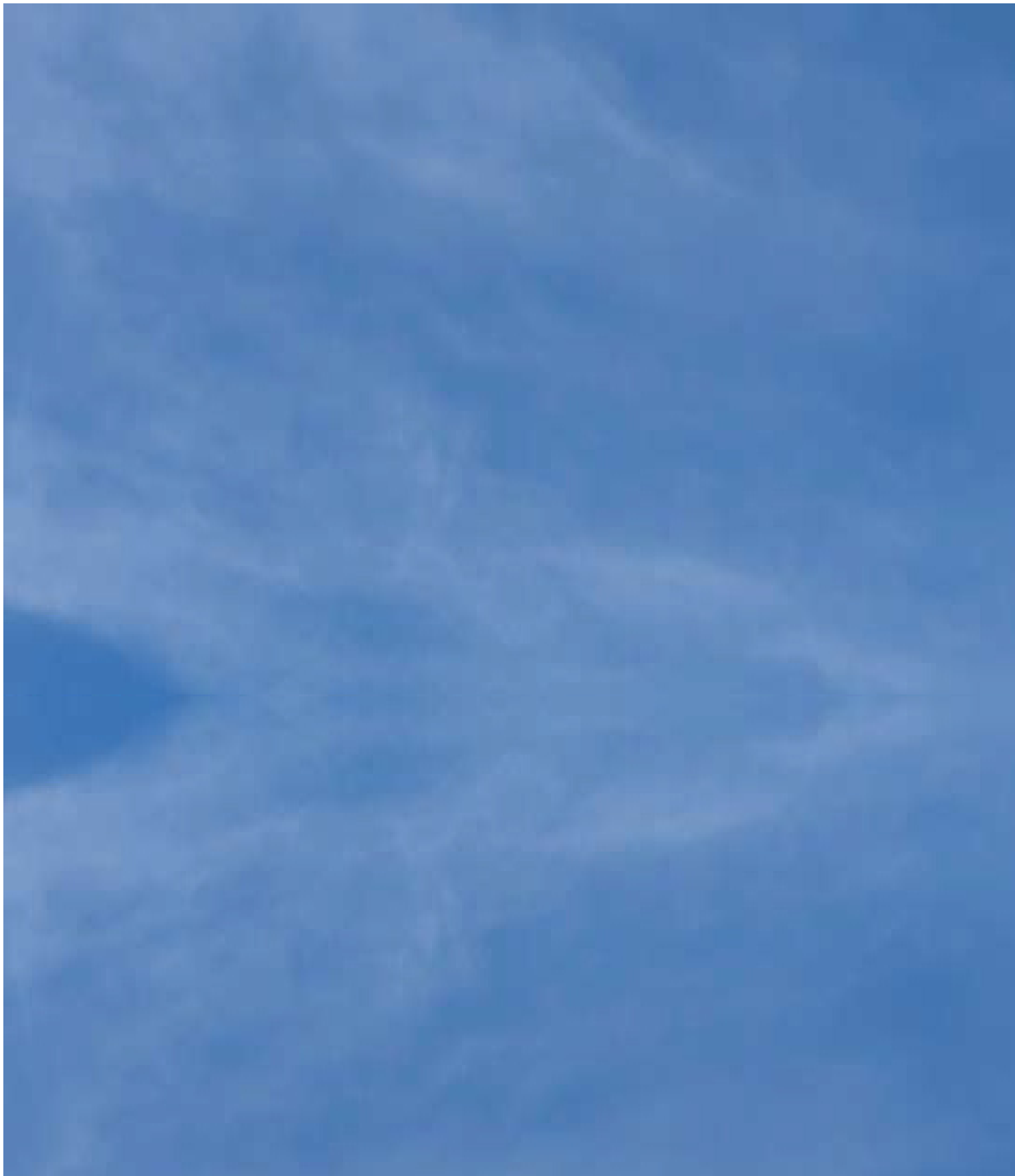
Belgium



United Kingdom



The Netherlands



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[www.q8.com](http://www.q8.com)

# Kuwait Petroleum: who we are

Operating under the Q8 brand, Kuwait Petroleum International is a subsidiary of Kuwait Petroleum Corporation (KPC), responsible for Kuwait's hydrocarbon interests internationally. As part of the global energy industry, KPC supplies the world with its vital oil and gas needs via diverse business activities which encompass all aspects of the hydrocarbon industry, from onshore and offshore exploration, to production and refining, petrochemicals, marine transportation and retailing.

KPC supports its international business with a network of regional marketing offices strategically located across the globe, from London to Mumbai and from Singapore to Tokyo.



## Kuwait Petroleum Corporation



### Kuwait Petroleum International (Q8)

International refining, marketing & retailing.



### Kuwait Aviation Fuelling Company (KAFCO)

Sales and marketing of aviation fuel within Kuwait.



### Kuwait National Petroleum Company (KNPC)

Domestic refining, gas processing and retailing within Kuwait.



### Kuwait Oil Company (KOC)

Exploration, drilling and production of oil and gas within Kuwait.



### Kuwait Oil Tanker Company (KOTC)

Global transportation of crude oil, refined petroleum products and liquefied petroleum gases.



### Kuwait Gulf Oil Company (KGOC)

Exploration, drilling and production of oil and gas in south Kuwait, in partnership with Saudi Arabia.



### Kuwait Foreign Petroleum Exploration Company (KUFPEC)

Exploration, development and production of crude oil and natural gas outside Kuwait.



### Kuwait Integrated Petrochemical Industries Company (KIPIC)

International & domestic manufacturing, sales & marketing of petrochemicals & derivatives.





# Q8 in numbers

Head Office	<b>Kuwait</b>
Regional offices	<b>Antwerp, The Hague, Hanoi, London, Madrid, Rome, Stockholm, Woking</b>
Total sales 2016/17	<b>421 thousand barrels per day</b>
Turnover 2016/17	<b>US \$9,292 M</b>
Full time employees	<b>3,608</b>
Refineries	<b>Existing :</b> Milazzo, Italy (50 % JV, 268 KBPD)  Under construction: Nghi Son Refinery and Petrochemical Vietnam (35 % JV, 200 KBPD) commissioning expected in 2017
3 lubricant blending plants	<b>Belgium Sweden Italy</b>
Retail stations	<b>3721 sites in Italy and Benelux and around 1,000 sites in Scandinavia</b>
Research laboratories	<b>Q8Research in Rotterdam, The Netherlands</b>
Terminals	<b>Naples - largest in Italy (3.0 MMTPA)</b>





# *a clear mission & vision*

We have built a strong reputation as a dynamic, progressive and ethical petroleum company, which places the highest priority on our customers, and the sustainability of our business, society and the environment. As the international downstream subsidiary of Kuwait Petroleum Corporation, our business encompasses research, refining, marketing and sales of petroleum products outside Kuwait.

Our distinctive Q8 brand reflects the values of professionalism and customer focus which are embedded in our corporate culture. Our corporate mission is to maximise the value of Kuwaiti hydrocarbons through international refining, petrochemicals and marketing and to be a leading player in the global downstream sector. To achieve this, we invest in marketing and refining channels that are secure, sustainable, profitable and internationally diversified and we constantly seek opportunities to maintain our established European businesses by entering into strategic alliances that strengthen our operations.

We are also taking significant steps to build a strong presence in Asia that offers vast opportunities for expansion. As a reliable and trusted business partner with local and international oil companies, we are investing in ambitious joint venture projects to establish new refining and marketing operations.

We are committed to undertake all our activities fairly, honestly and transparently, in order to conduct our business in an ethical manner. We have a policy of zero tolerance to any activity that would prevent us from achieving the very highest standards of business integrity.







# *easing the journey with Q8*

Over the past 30 years, the striking Q8 brand has played a vital part in building our reputation as a dynamic company; a company that listens to its customers and seeks ways to ease their journey.

To keep our brand fresh and relevant to our customers, we maintain a constant focus on providing the best quality products and services. Our business model is based on regional flexibility which ensures we meet the differing needs of our customers in every market. In the fuel retailing sector, our customers tell us that they want their experience of filling up a car to be simple and easy. As a result, we have placed the concept of '*easing the journey*' at the core of our brand proposition and we are committed to easing the journey for motorists.



For our business-to-business (B2B) customers, the concept of 'ease' means that we make doing business with Q8 as uncomplicated and straightforward as possible. Across the entire spectrum of our B2B activities, we put the customer at the center of our business and we build and maintain relationships of mutual trust and benefits. These propositions are not slogans, but a solid business philosophy and commitment to our customers. The concept is embedded throughout the business, with every part of the company ensuring that the concept of '*easing the journey*' is an integral part of our activities, from customer services and finance, to manufacturing and logistics.







## *our retail stations*

Our network of approximately 5,000 fuel stations extends across Western Europe, from Scandinavia down to Italy. In addition to Q8 branded outlets, we have an extensive network of unmanned service stations under the Q8Easy, Tango and F24 brands. As a pioneer in forecourt retailing, we have also forged partnerships with regional market leaders in the Benelux such as the supermarket chain *Delhaize*, the bakery franchise *Panos* and *Nespresso*.

Our service stations are characterized by innovation and environmental sensitivity. In Sweden and Italy, we have launched the world's most sustainable service stations and we are extending the concept of retail outlets with near zero environmental impact across our network. In Italy, our Zero Emission Retail Outlets are leading the way in "green business", whilst our operations in Belgium operations have installed solar panels across the network.







Recently, they have opened their first service station to offer Compressed Natural Gas (CNG) in Schoten, near Antwerp, with four more service stations on the way in partnership with Belgian company GreenPoint Supplies, which specializes in providing natural gas.

Regardless of location, every retail station is focused on offering our customers excellent quality and great value. We are always looking for innovative ways to make customers' experience of Q8 enjoyable and easy.







# *International Diesel Service: your business is safe with us*

More than 30 years ago, Q8 pioneered the concept of a business dedicated to the fueling needs of international road transport companies. Today, International Diesel Service (IDS) is one of Europe's leading fuel card companies with a network of about 537 automated service stations in 26 countries across Europe.

IDS service stations are strategically located on country borders and major road routes. They are open 24 hours a day and are competitively priced, and they offer a range of excellent facilities for drivers. The IDS card provides outstanding control and security. An online authorization system gives protection against fraud and card use can be restricted to selected sites, countries or fuel purchase limits, putting our customers, in control.





# Q8Aviation: *from wellhead to wingtip*

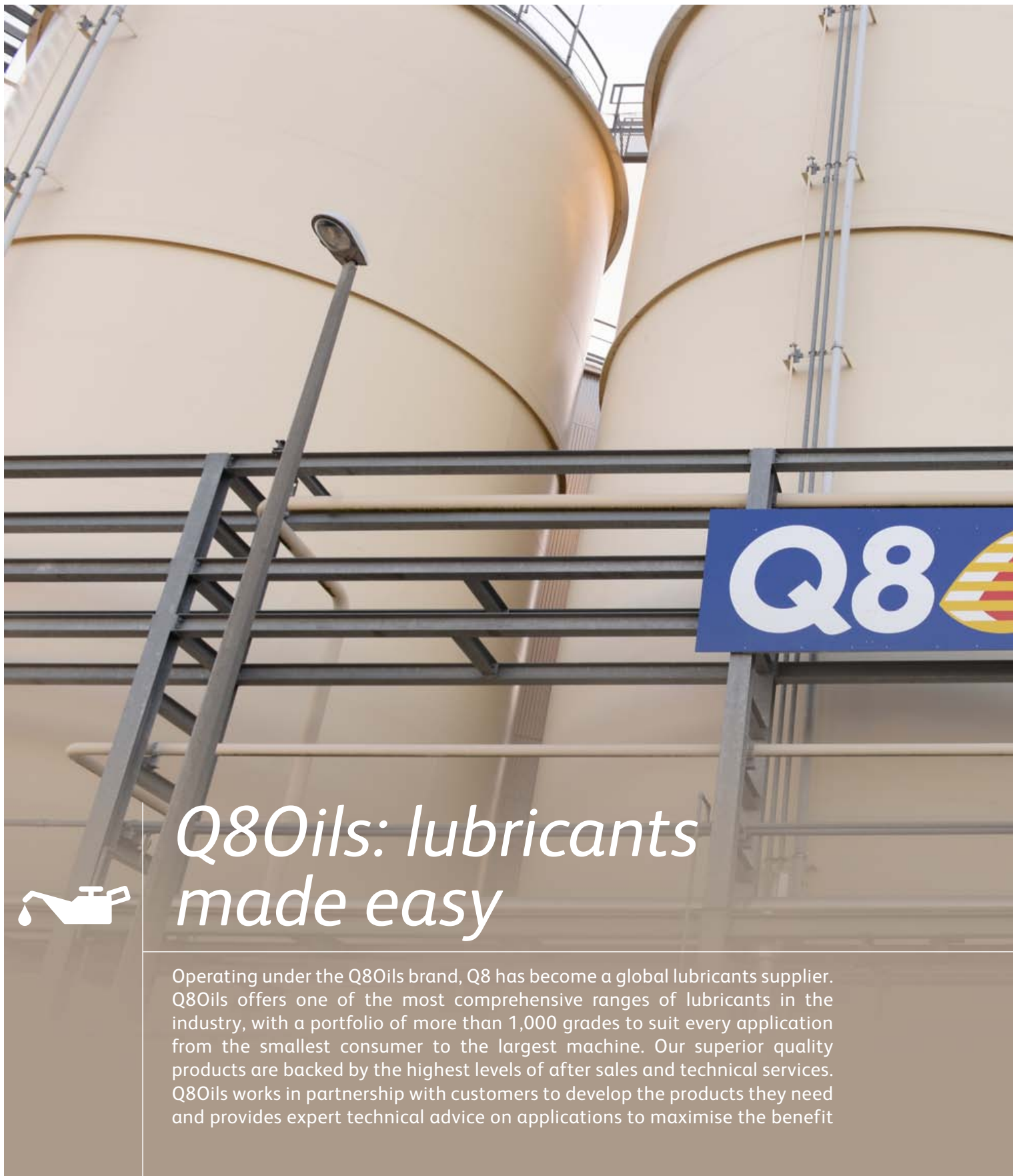


Q8Aviation is a leading jet fuel marketer, supplying fuel to over 150 airlines at more than 60 international and regional airports across Europe, the Far East and Australia.

Backed by our shareholder, Kuwait Petroleum Corporation, Q8Aviation is unique in offering a supply chain that extends from wellhead to wingtip and is the largest importer of jet fuel into Europe. Investment in state of the art fuel import facilities at ports in Avonmouth (UK), Le Havre (France), Rotterdam (The Netherlands) and Port of Koper (Slovenia) further strengthens the supply chain, whilst our jet fuel from Kuwait offers customers the reassurance of a secure supply. Acting as a professional consultancy, Q8Aviation also offers technical expertise on fueling to clients around the world, to support the smooth and efficient running of their business. Furthermore, Q8Aviation technical members hold leading roles in prestigious industry bodies, one of which is the Joint Inspection Group (JIG).







# *Q8Oils: lubricants made easy*

Operating under the Q8Oils brand, Q8 has become a global lubricants supplier. Q8Oils offers one of the most comprehensive ranges of lubricants in the industry, with a portfolio of more than 1,000 grades to suit every application from the smallest consumer to the largest machine. Our superior quality products are backed by the highest levels of after sales and technical services. Q8Oils works in partnership with customers to develop the products they need and provides expert technical advice on applications to maximise the benefit



The logo features a stylized globe icon with horizontal stripes in yellow, red, and blue, followed by the word "Oils" in a large, white, sans-serif font on a blue rectangular background.

# Oils

of our products. All of our customers are supported by field based specialists who provide advice on existing applications or develop new products to meet individual requirements. Our laboratories work closely with customers to identify innovative new applications for our products to enhance productivity and profitability. In short, doing business with Q8Oils could not be easier.





Q8Research



## Q8Research

Supporting our manufacturing and marketing operations is Q8Research, our own research and technology lab and a major European center for the downstream industry. Located in Rotterdam, this extensive technical facility is responsible for new product development, product specification and quality control from our state of the art laboratories. Highly qualified scientists carry out research into the future technical requirements of petroleum products to satisfy customer needs and the ever-changing demands of environmental legislation.

[www.q8.com/businesses.html#Q8Research](http://www.q8.com/businesses.html#Q8Research)





The logo for Q8 Research, featuring the text "Q8" in blue, a stylized orange and yellow globe icon, and the word "Research" in blue.

# Q8 Research

Kuwait Petroleum Research & Technology BV

Onderdeel van:  
Kuwait Petroleum International Group

Q8Research also specializes in developing customized formulations for high performance applications for lubricating oils, aerosol, propellant, process oils and waxes; and provides quality control and technical support for all Q8 products. In addition, Q8Research provides training and development on product quality and refinery operations.







# *Raffineria di Milazzo: a highly refined business*

RAM, a joint venture between Q8 and energy major ENI, operates the Milazzo refinery in Italy, which is one of Europe's most sophisticated refineries and has the capability to berth the world's largest super tankers.

RAM has implemented an Integrated Management System, that gathers the ISO 14001 environmental certification, the ISO 9001 quality certification and the OHSAS 18001 health and safety qualification, ensuring its continuous improvement.

The production process is rather complex and focuses on the maximization of the yields of highly valuable products, such as gasoline, diesel, lpg and jet fuel. With Solomon first quartile sustainable operating performance, the refinery runs competitively for the long term.







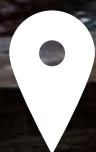
# *Nghi Son refinery project: eastern promises*

As part of our business expansion in Asia, Q8 is well advanced in its plans to build a JV refinery in Vietnam. The commissioning of the Nghi Son Refinery and Petrochemical (NSRP) complex in North Vietnam, one of the largest and most exciting projects in Q8's history, is expected in 2017.

NSRP is a joint venture between Q8 and partners PetroVietnam, Idemitsu Kosan and Mitsui Chemicals, to construct Vietnam's largest refinery with a daily refining capacity of 200,000 barrels per day, and has been designed to increase Kuwaiti crude refining by 100 %.







## *relax, we're here*

As a company with diversified petroleum interests, Q8's Direct Division meets the energy needs of home and industry, providing the fuel essential for everyday life for private individuals and small and medium sized businesses.

Our philosophy is to make buying from Q8 as simple and straightforward as possible. We supply products through local, highly automated logistics networks, using the latest technology to achieve timely delivery. Our dedicated fleet of road tankers consistently provides our customers with a personal, efficient and reliable service.







Domestic customers can select our high quality fuels for their heating boilers or oil fired cookers and stoves. These products are designed for cleaner burning and to ensure efficient and reliable working of the appliance. From our local distribution depots we also supply diesel, gasoline, specialist fuels and lubricants to the commercial and agricultural sectors. This flexible service is backed by on-going advice and support, technical information and management reports, to help our customers optimise their costs through effective procurement.







# *sustainable innovation*

We have a proud history of Corporate Social Responsibility. In 1985, Q8 pioneered the introduction of unleaded fuel in Europe and in 2012, launched the world's most sustainable service station. We have been applauded for our excellence in managing the sensitive marine environment around our Milazzo refinery, and for initiatives to reduce the carbon footprint of our fuel stations in Europe. We are also widely recognized for our support of international charities, such as the Red Cross and of local charities in the countries where we operate. The first Q8 Corporate Sustainability Report was issued in 2012, and the second report was issued in 2015 and both were based on the international GRI standards. Our vision is to be a business leader through sustainable aspirations in support to KPC's corporate CSR vision by being economically, environmentally & socially responsible. We will achieve this by actively engaging with our stakeholders in the sustainable growth of the business.



# *safety: our number one priority*

We believe that outstanding health, safety, security and environmental performance is an integral part of our business, and caring for our employees, customers and other interested parties is our overriding priority. In operating our business responsibly, we seek to ensure that measures appropriate to the nature and scale of our activities, products, processes and services are in place in order to maximize positive impact and eliminate or minimize any potential adverse impact.

Leadership accountability for excellent performance is fundamental to our HSSE management system. The actions of our people and excellence of our processes visibly demonstrate our commitment to world class HSSE performance. For five consecutive years, the Royal Society for the Prevention of Accidents has recognized Q8 with its prestigious Gold Award for our high standards of occupational health and safety.

KPI also won DuPont Safety and Sustainability Awards for the category “Sustainable Corporate Footprint” and is certified to the Responsible Care RC14001 Standard.







# *continuous improvement*

Ultimately, it is people who determine our company's success. We have an international workforce of the highest caliber. Q8 has nurtured a culture of teamwork that welcomes open communication, idea sharing, flexibility and innovation.

Significant resources are dedicated to personal development and talent management and our innovative training programs helps us to deliver the next generation of managers. We recognize the importance of integrating different cultures in our organization and we are keen to develop young, talented individuals to become part of our international management teams. Our ground breaking initiatives include the Q8Business School and Q8Corporate Academy. These bespoke training programmes help develop people with an international perspective and inherent understanding that our customers are at the heart of everything we do.



Q8 has a strong culture of continuous improvement and every part of our business is focused on enhancing performance. We constantly seek ways to improve the service we offer our customers and to achieve this in an efficient way that increases revenue or reduce costs. Our Performance Enhancement Programme drives a host of improvements across the company to achieve ambitious targets. Q8 strives to be the benchmark on greater efficiency, enhanced standards of service, and the highest sensitivity to minimizing environmental damage and protecting our planet.







Kuwait Petroleum International Family



**Kuwait Petroleum International**

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