

Kuwait Petroleum North West Europe (KPNWE) markets (alternative) fuels and associated products and services by means of a network of retail & Truck service stations for sales to B-to-B and B-to-C customers, fuel depots for storage and distribution, sales to bulk customers and distribution of domestic fuel oil to end customers.

Global Cards Business (GCB) is serving B-to-B customers for long haul trucks as well as short haul fleet and B-to-C customers through a network of fuel stations or through commercial card acceptance deals with other fuel suppliers.

Kuwait Petroleum Research & Technology (KPR&T) develops cost effective formulations for products marketed under the Q8 brand.

Kuwait Petroleum Europe (KPEU) is an internal KP service organisation specialized in marketing, finance and HR services.

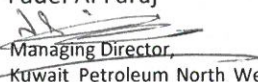
The above-mentioned Operational Units of Kuwait Petroleum International endorse the KPI Business Management Policy.

We seek continual improvement in our management system in order to provide a road for sustained outstanding business results, respecting a sustainable future.

To achieve this, and within the context of the KPI Business Management Policy, we will:

- Enhance customer value and satisfaction:
 - For KPNWE: by expanding the network of automats and manned stations to provide quick, easy and good value experience; by expanding the range of goods and services offered via forecourt retailing; by offering alternative fuels in a changing energy mix environment;
 - For KPNWE and GCB: by ensuring timely delivery of the highest quality products to customers and by operating efficient and secure payments systems.
 - For KPR&T and KPEU: by actively providing knowledge, experience and accurate information that fits the needs of customers and taking into account both their functional requirements and legislative demands.
- Engage open and proactively with relevant interested parties such as customers, clients, contractors, authorities and personnel, to ensure relevant information is communicated to and received from them.
- Proactively assess opportunities and risks from all our activities, current and future, and implement effective measures timely to maximize opportunities as they arise, and minimize the negative effects of risks.
- Demonstrate our commitment to the Responsible Care¹ principles by:
 - Evaluating and analysing in any new project the impact on people, environment and our business;
 - Supporting initiatives on efficient energy consumption and greenhouse gas emission reduction;
 - Designing and operating our activities in such a way that safety and security of customers, neighbours, contractors and personnel are guaranteed, emergency preparedness is promoted, accidents are prevented as much as reasonably practicable, the prevention of major accident hazards is prioritized and a consistent operation under normal conditions and a rapid recovery from abnormal circumstances are ensured.
- Conduct our business with respecting the highest ethical standards.

The policy will be reviewed regularly to ensure that it continues to meet the requirements of our business.

Fadel Al Faraj

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¹ Responsible Care is the American Chemistry Council's (ACC's) comprehensive health safety, security and environmental performance improvement initiative.