

KPNWE, GCB, KPEU addendum to the corporate Business Management Policy



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 B2B and B2C 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 B2B customers for long haul trucks as well as short haul fleet and B2C customers through a network of fuel stations or through commercial card acceptance deals with other fuel suppliers.

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

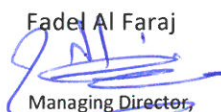
The above-mentioned Operational Units of Kuwait Petroleum International endorse the KPI Business Management Policy.

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 Q8 GCB: by ensuring timely delivery of the highest quality products to customers and by operating efficient and secure payments systems.
 - For KPEU: by actively providing knowledge, experience and accurate information that fits the needs of the Operating Units 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

Managing Director,
Kuwait Petroleum North West Europe

Vincenzo Maniaci

Global Cards Director

Hans Kats

Director Marketing,
KP Europe

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