

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



### Kuwait Petroleum North West Europe (KPNWE) and Global Cards Business (GCB)

sell and market fuels, EV-charging and other mobility associated products/services to B2B and B2C customers through a network of company owned/rented or third-party retail and truck service stations (IDS), own and third-party fuel depots, and through commercial cards and apps that provide access to our own and external networks and services.

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

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 that we endorse - 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, by developing and offering mobility (related) services for our customers and by operating efficient and secure payments systems wherever they need them
  - 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 measures timely to maximize our effectiveness and efficiency, and minimize the negative effects of risks.
- Demonstrate our commitment to the environment, well-being and sustainability 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 and a rapid recovery from abnormal circumstances is ensured.
- Comply with applicable regulations, laws and other requirements in the countries where we operate, and continually apply our own high internal standards;
- 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.

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## KUWAIT PETROLEUM NORTH WEST EUROPE

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**This document is reviewed and approved according to the released online Document Approval Flow**

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### Reviews Summary

Review date	Review reference	Review details	Review version
19 Sep 2017	--	Document issuance	0
05 Jan 2018	--	minor adjustments as discussed in mngt meeting 28/11/17	1
24 Jan 2018	--	attachment replaced with a scan of a better quality	2
30 May 2018	Int BMS audit Feb 2018	minor changes requested by GCB	3
04 May 2019	--	KPRT removed and minor changes	4
18 May 2020	--	Periodic review - developing and offering mobility (related) services added	5
12 May 2021	--	Periodic review- prolongation without any adjustments	6
06 Jul 2021	Mngt Review 20210621 (later formal publishing due to SAP issues)	Ref to Q8M and to RC14001 removed, doc updated	7
12 Jul 2022	Mngt Review 20220601	Consolidation of the part describing KPNWE and GCB activities	8