

KPNWE, GCB, KPEU 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 energies 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 any new activity on its environmental, health, safety and social impact;
 - Implementing measures to reduce or eliminate the environmental impact of our activities such as water, air & greenhouse gas emissions, noise nuisance, and waste
 - Taking initiatives on rational & green energy consumption, energy generation and promotion of sustainable consumption for our employees and customers.
 - Designing and operating our activities in such a way that safety and security of customers, neighbours, contractors and personnel are guaranteed, major accidents and accidents in general are prevented and emergency situations and recovery are prepared.
- 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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