

**Kuwait Petroleum North West Europe (KPNWE)** is responsible for the sales and marketing of fuels, EV – charging and associated products and services by means of a network of company owned/rented service stations & third-party card acceptance sites, for B2B & B2C customers. Direct sales to customers and fuel depots for storage and distribution..

**Q8Truck** provides products and services to B2B customers in the commercial road transport sector utilizing a network of own and/or partner networks of truck service stations and their facilities.

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 Q8Truck: 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.
- 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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Frank Rouwens

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