

# 2023 Oman Oil Marketing ESG Report

Embracing sustainable Future

نفط عمان  
omanoil



“Moreover, driven by our firm belief in addressing climate change's impacts and our commitment to sustainable, renewable energy, in line with the government's goal to achieve net-zero carbon emissions by 2050 - a target we endorse have directed efforts to expedite the development of the renewable energy sector. This encompasses the development of its legal and policy framework, and the provision of incentives to attract foreign investment and strengthen related local industries, thereby fostering the domestic growth of this vital technology”

**His Majesty Sultan Haitham bin Tariq**



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# 01 About This Report

We are proud to present OOMCO first Sustainability Report, marking a significant milestone in our journey towards sustainability excellence. This report embodies our steadfast commitment to not only meet regulatory standards but to driving positive change and setting new benchmarks in sustainability within our industry.

This report serves as a cornerstone of our sustainability journey, laying the foundation for a future where responsible business practices are the norm. We are fully dedicated to fostering a culture of sustainability, one that permeates every level of our organization and catalyzes meaningful action towards a more sustainable future.

Within these pages, you will find not only a reflection of our progress but also an honest account of the challenges we face and the aspirations that drive us forward. We recognize that our journey towards sustainability is a collaborative effort, requiring engagement and partnership from all stakeholders.

We invite you to join us on this journey of exploration and transformation, as we work together to build a brighter, more sustainable tomorrow for generations to come.

 If you have any questions, please reach out to [sustainability@oomco.com](mailto:sustainability@oomco.com)

 For more information about our publications and reports please visit our website [www.oomco.com](http://www.oomco.com)

## Purpose

In our pursuit of sustainability, we recognize the importance of aligning with global best practices and regional regulations. By adhering to international and regional standards, we not only ensure compliance but also demonstrate our commitment to upholding the highest ethical and environmental standards. Through transparent reporting and accountability, we aim to contribute positively to the wider sustainability scheme.

We view it as a fundamental aspect of our business ethos—a commitment woven into the fabric of our operations. From implementing innovative technologies to reduce our environmental impact to fostering a culture of diversity, inclusion, and employee's well-being, every action we take is guided by our core values of responsibility and integrity. By investing in sustainable solutions and nurturing strong community partnerships, we strive to create lasting value for society while safeguarding the planet for future generations.

## Period

Oman Oil Marketing's Sustainability Report provides a comprehensive overview of the company's Environmental, Social, and Governance (ESG) accomplishments throughout the calendar year, aligning with the fiscal year-end financial report from January 1 to December 31, 2023.

## Boundaries, Scope, Basis of Preparation

The report will cover Oman Oil Marketing operations in Oman only. For any upcoming reports, OOMCO will commit to add any of its operations outside Oman whenever the data is available and completed to be published. The quantitative data provided will be for the year 2022 and 2023 to manage the comparison.

This report has been prepared in reference to the Global Reporting Initiative standard 2021 (GRI); we've drawn inspiration from the United Nations Sustainable Development Goals (SDGs), strategically incorporating relevant objectives from the 17 SDGs throughout our content. These goals serve as a guiding framework, seamlessly woven into our material topics and pillars. Furthermore, our report is aligned with both the MSX ESG 30 Metrics and Oman Vision 2040, ensuring coherence with broader sustainability initiatives and national aspirations.

## Restatement of Information

No data restatement was done as this report is the first report of Oman Oil Marketing.

## External Assurance

Recognizing the importance of trust and accuracy in our reporting, we've taken extra steps to ensure the reliability of our data. We teamed up with a third-party assurance provider to validate not only our financials but also our Greenhouse Gas (GHG) data, giving you peace of mind knowing the numbers are solid. Meanwhile, our in-house team has combed through our non-financial data, making sure it meets industry standards.

# 02 2023 KEY Highlights



## Environment

- ✓ OOMCO powered 12 of its service stations with solar energy.
- ✓ 24 Vapor Recovery Units compared to 13 in 2022.
- ✓ 63% saved energy in 2023 at stations powered by solar energy.
- ✓ OOMCO succeeded in reducing 18% of the GHGs emission by 2023.



## Social

- ✓ More than 39% of the CSR budget goes to skill and job seekers development
- ✓ 34% of the company's CSR annual budget went to support SMEs
- ✓ 92% Omanization rate.
- ✓ In 2023, a safety record of zero Lost Time Injuries was maintained in 18 million working man-hours

# 03 Management Forward



**Hilal Ali Saif Al Kharusi**  
Chairman of Oman Oil Marketing

## “Driving Sustainable Growth in Alignment with Oman Vision

As we release our Sustainability Report, I extend my deep appreciation to all our stakeholders who have been instrumental in our journey. Our alignment with Oman Vision 2040 underscores our commitment to a sustainable, forward-thinking approach that ensures long-term prosperity for our nation.

In 2024, we will launch a comprehensive sustainability framework that not only meets our internal goals but also supports the United Nations Sustainable Development Goals. This framework will guide our initiatives, enabling us to make informed decisions that benefit both the environment and society. We are proud of our progress, including a 63% reduction in electricity consumption at our solar-powered stations and our drive towards exceeding 92% Omanization.

The welfare of our employees is central to our success, and we continue to enhance safety standards and promote a culture of well-being. By prioritizing sustainability in every aspect of our operations, we are laying the foundation for a resilient and prosperous future.

We encourage everyone to participate in these sustainable practices since reaching our sustainability goals will need our combined efforts. By working together, we can create significant change and improve everyone's future. We appreciate your solid commitment and support as we set out on this path to a profitable and sustainable future.



**Tarik Mohammed Al Junaidi**  
Chief Executive Officer of Oman Oil Marketing

## “2023 Sustainability Report: Building on a Strong Foundation”

I am pleased to present Oman Oil Marketing Company's first sustainability report, a significant milestone in our pursuit of transparency and responsible growth. This report not only fulfils regulatory expectations but also reflects our dedication to embedding sustainability into the core of our business strategy.

Our commitment to social responsibility has always been at the heart of what we do. We have over the years reduced and continue to reduce our carbon emissions through various initiatives such as Vapour recovery systems and solar powered stations. Our company is committed to creating a healthy working environment by promoting equal opportunities and fostering a culture of respect and fairness for all employees.

Additionally, we have allocated 33% of our Corporate Social Responsibility budget to initiatives that support SMEs and foster economic growth within the community. Our focus on sustainability goes beyond meeting targets; it's about creating lasting value for our stakeholders and ensuring that our business practices contribute positively to the broader social and environmental landscape.

As we move forward, we remain committed to refining our sustainability strategies, ensuring that our actions resonate with our values and support a sustainable future for all.

# 04 About Oman Oil

Oman Oil Marketing Company SAOG (OOMCO), a publicly traded entity on the Muscat Stock Exchange, was founded in September 2003, with OQ SOAC holding a 49% ownership interest. Primarily focused on the marketing and distribution of petroleum products, the company specializes in various services including fuel retailing, direct fuel sales to governmental and commercial entities, lubricant marketing, aviation refueling, as well as storage and distribution. Notably, it serves as the exclusive distributor of Castrol and BP-branded lubricants in Oman. With a vast network of over 235 retail stations spread across the Sultanate of Oman, Oman Oil also offers Quick Shop convenience stores alongside car services for its clients.



| Holdings  | Share Number      | % of no.of share |
|---|-------------------|------------------|
| OQ SAOC   | 31,605,000        | 49.0%            |
| Civil Service Pension Fund                        | 8,463,202         | 13.8%            |
| Public Authority for Social                       | 4,655,853         | 7.60%            |
| Oman Investment Authority                         | 3,929,343         | 6.41%            |
| Suhail Salim Abdullah Mukhaini Bahwan             | 2,717,800         | 4.44%            |
| Minsitry of Defense Pension Fund                  | 2,300,869         | 3.76%            |
| Missle East Investment SAE                        | 1,930,466         | 3.15%            |
| Diwan of Social Court-Pension Fund                | 787,891           | 1.29%            |
| Bank Deposit Insurance                            | 450,000           | 0.74%            |
| Oman National Investment Development Company SAOC | 414,366           | 0.67%            |
| <b>Total including Preference Share</b>           | <b>57,254,790</b> | <b>90.9%</b>     |



## Vision

Become the most customer-centric Marketer in GCC, and sustainably transform the fuel industry into an integrated service hub.



## Mission

Create a delightful experience for our customers through convenient and qualitative products, as well as integrated and value adding services. We energize your journey with continuous innovations to make it a joyful memory.



## Core Values

Customer centricity

Mutual Support

Employee Engagement

Safety

Innovation

Responsibility



## Our Brand

At Oman Oil Marketing, our identity is shaped by our youthful spirit, dynamic energy, and deep Omani roots. These core elements inspire us to seamlessly blend global standards with local insights, delivering unmatched service, reliability, care, and innovation.

Our brand personality encapsulates the essence of who we are and how we connect with our customers. It reflects our commitment to being reliable, innovative, and engaging, while consistently striving to improve the quality of life for those we serve. Our proximity to our customers and the warmth we bring to every interaction are fundamental to our identity. Together, these traits shape a brand that stands out in the oil and gas industry, symbolizing leadership, trust, and a forward-thinking approach.

Our brand signature stands as a testament to our core values—ownership, leadership, and superior service quality. It is brought to life through a palette of vibrant and rich colors, embodying Oman oil's commitment to modernity and swift progress in the oil and gas sector.

# Core Business Activities

## Service Stations

At our service stations, convenience and efficiency are at the forefront of our offerings. We provide a range of amenities to enhance the fueling experience, including convenient debit/credit card payment options for seamless transactions. With dual side dispensers, customers can quickly access fuel pumps from either side of their vehicles, minimising wait times. Our loyalty reward system ensures that loyal customers are rewarded for their continued patronage. Additionally, we offer comprehensive car care services, ensuring that vehicles receive the attention they need for optimal performance. Leveraging smart filling solutions like e-Fill, along with mobile payment options, we strive to provide innovative solutions that cater to the evolving needs of our customers, making every visit to our service stations a hassle-free experience.

## Service Station Locators

Oman Oil Marketing Company (OOMCO) offers a convenient Service Station Locator feature within its mobile application, enabling users to swiftly identify the nearest OOMCO service stations. This map-based tool allows customers to search for stations based on their current location or a specific area of interest. Users can access detailed information about each station, including the services offered, operating hours, and available amenities such as car washes and convenience stores. By providing this user-friendly interface, OOMCO ensures that customers can easily locate and access its network of fuel stations, enhancing their overall experience and satisfaction with the company's offerings. The Service Station Locator is a valuable resource that contributes to OOMCO's commitment to delivering exceptional customer service and convenience across its extensive network of service stations throughout the Sultanate of Oman.

## ULTIMAX 98

With a high octane number of 98, we are the only fuel marketer in the country offering the best unleaded fuel available: ULTIMAX. Although it generally preserves and enhances the performance of the automobile engine, ULTIMAX is highly recommended for sports cars.

### ✓ Optimized Technical Performance

All kinds of automobiles may use ULTIMAX 98 octane fuel. It makes vehicles run more smoothly and produce better engine performance.

### ✓ Enhanced Fuel Efficiency

Better mileage is achieved by increasing the car's efficiency while using the pure, additive-free ULTIMAX 98 octane fuel.

### ✓ Ultimate Defense

Due to its stability and ability to safeguard engines, ULTIMAX 98 octane gasoline is a highly recommended option. By doing this, you can maintain the durability and health of your

### ✓ Eco-friendly

Because of its lower emission rates, ULTIMAX gasoline with a high octane number of 98 is more environmentally beneficial.



# Business Activities

## 01 Lubricants

As a pioneer in the field of fuel marketing, Oman Oil Marketing aims to attain the largest market share in lubricant sales in the Sultanate and the region. We provide our customers in 14 countries with the highest quality lubricants and continuously develops them to embody the slogan "You Trust. We Care.". The company has a long tradition in marketing and distributing lubricants in the Sultanate and diversifies its brand lubricant products to export to overseas markets.

In 2023, Oman Oil Lubricants local showcased steady growth across distribution channels, prioritizing quality and expanding its presence in the premium market. The brand experienced consistent expansion in PCMO and CVO segments. Despite challenges in overseas markets due to geopolitical issues and currency devaluation, we anticipate a rise in market share in the coming years. Our strategic approach includes entering new growth markets, utilizing diverse marketing activities, and leveraging dedicated marketing and digital campaigns for sustained growth both in Oman and internationally.



## 02 Bulk Fuel

As a renowned firm, Oman Oil Marketing maintains its reputation with its consumers by the quality of its goods and services. It is constantly striving for excellence and moving ahead of the competition. It also attempts to please its clients in a variety of ways, including allowing them to offer their opinions by filling out forms, understanding all fuel specs in detail, and providing additional services that improve the connection between Oman Oil Marketing and its consumers.

### Commercial

The goal of Oman Oil Marketing's commercial fuels division is to provide all kinds of commercial and government clients and enterprises with a reliable and secure source of bulk petroleum products. Based on cutting-edge technology like "SMART FUELING," Oman Oil Marketing supplies billions of litres of gasoline securely and on schedule to satisfy customers' fuel needs for both long-term and short-term projects around the Sultanate.

Oman Oil Marketing has established itself as a reliable partner throughout the course of its existence and has a long history of offering comprehensive package solutions that meet the needs of clients.

**2023** Commercial Fuel Business was able to maintain reasonable stability in terms of the volume 2023 and profit despite a general decline in the sector performance and an increase in the intensity of competition. Business continued to focus on enhancing delivery efficiency, alliances and offering solutions to customers through technological innovations.

### Aviation Fuel

Given its prominence in the fuel industry, Oman Oil Marketing is a likely contender for the aviation fuel market. Its long-standing marketing alliance with international operators has increased its proficiency in this area. Because of its dedication, the excellence of its goods and services, and its extremely affordable rates.

It is noteworthy that the operations staff of the aviation fuel department is youthful and dynamic, with an average tenure of more than ten years in the aviation fueling industry. Additionally, Oman Oil Marketing's contribution to ICV came from the local talent pool, which produced 100% of the Operations and Maintenance personnel.

**2023** Aviation sector witnessed a slight increase in volumes compared to last year. We are continuing to deliver outstanding services to our major customers like Oman Air and Salam Air and several international and local airlines.

# 03 Fuel Cards

We are always working to develop novel fuel management solutions that match your company's demands and ambitions.

## Basma Plus

Basma Card offers a range of convenient features designed for seamless fuel management. All transactions are automatically synced to ensure data integrity and accuracy. Through the OOMCO World App, users can easily manage their Basma Plus cards, with the added convenience of online top-ups or refills at service stations. Every time the card is used for refueling, loyalty points are earned. The system allows users to add up to 5 Basma Plus cards under a single account and link family cards for effortless top-ups when necessary. Additionally, the card is widely accepted at all Oman Oil Marketing service stations, ensuring broad coverage across the network.

## E-FILL (FILL&GO)

This presents an innovative solution for efficient fleet management with its smart and straightforward fueling system. It operates by outfitting your vehicle with an RFID (Radio-Frequency Identification Device) security tag, allowing the e-Fill system to take care of the entire process seamlessly. The nozzle automatically identifies your vehicle's fueling preferences that you've set beforehand. Plus, there's no need to wait in line for payment.

## Ejaba Plus

The Arabic word Ejaba means "answer." Oman Oil Marketing's solution for more effective fleet fuel and oil consumption control is the Ejaba Plus card. Both the public and private sectors use the credit-based Ejaba Plus fuel card for a wide range of vehicles that need constant fuel deliveries. Bypassing the conventional manual approach of managing gasoline for a fleet of vehicles, the card helps with fuel consumption planning for every vehicle in use.

# 04 Marine Fuels and Solutions

In all of Oman's principal ports, OOMCO offers a full range of bunker fuel supply and services, including smaller-volume diesel ex-container units at the quay (Duqm), road tanker trucks (cross-quay), and bunker barges.

## Port of Duqm - a Greenfield Develop-

At the Port of Duqm, OOMCO (Oman Oil Marketing Company) has built a greenfield bunker terminal. Situated on 50,000 sqm, 40% of this fully functional terminal is made up of 30,000 m<sup>3</sup> of tankage, pipelines, pump sets, valves, electrical and mechanical equipment, as well as civil structural works, highways, and all other necessary ancillary facilities. Along with handling various grades of bunker fuel products and refined petroleum products, such as IFO 180 Cst and MGO (marine gas oil) as well as automotive diesel type products, the terminal is equipped to store and handle both heavy fuel oils and lighter distillate products. Additionally, marine lubricants will be supplied at the port.



# 05 Advertisement

## Smart Digital Billboards

Businesses have the opportunity to promote their brand, products, and services to over 1 million viewers each month at 40 different locations across the country. This is achieved using high-definition interactive videos on our smart digital billboards.

The benefits include scheduling features that allow multiple ads to be played in a single day and improved audience targeting based on specific areas and locations. The system is measurable, providing reports after each campaign to calculate ROI and impact. It offers flexibility in package selection to suit various budgets and maximise returns. Additionally, it provides nationwide coverage, including Muscat, Dhofar, Dakhliya, and Batinah. The terminal has been intended to be adaptable and will be able to manage all low sulphur fuel requirements from shipping clients, given the recent significant shift in international bunker fuel laws on the requirements for low sulphur bunker fuels. Bunker fuel and marine lubricants are readily available, and the port itself offers more ship services that will contribute to the port's growth as a desirable shipping destination.

## Advertising Banners



The advertising banners, totaling 40 across various regions in Oman, are strategically placed for maximum visibility. This "in your face" approach offers advertisers an unbeatable presence in the outdoor arena, capturing heavy traffic volumes entering and exiting petrol stations throughout the Sultanate. The banners are distributed across all regions, ensuring widespread brand presence. With two faces targeting traffic filling petrol and customers visiting Ahlain Stores, this medium is highly cost-effective. The waiting time of at least 2 minutes while refuelling provides ample opportunity for customers to absorb the message.

## Banners and Uni-Poles

With over 40 different locations across 5 major regions, including the most frequented service stations and commercial areas, the system ensures optimal reach and visibility.

## Unipoles

Unipoles are strategically positioned along the main highways in different regions of Oman, capturing heavy traffic volumes. They provide constant exposure, displaying advertisements 24 hours a day, 7 days a week, which no other medium can match.

## Ahlain Door and Lightbox

Ads and brands can be seen by everyone visiting the 50+ convenience stores, either at the entrance or creatively displayed inside the stores.



## 06 Dealers

The SS dealers are our primary business partners and are regarded as our operational arm in the petroleum marketing sector and the company's economic growth. Applying to become a Service Station dealer offers the following benefits:

- ✓ Online fuel ordering system
- ✓ Ability to track and monitor orders via their eServices mobile app
- ✓ Fast and secure service with locked containers
- ✓ Automated solutions for the entire service station
- ✓ In-station sales and transactions dashboard
- ✓ 24/7 dealer support

## 07 Property rentals

The Assets Management division of Oman Oil Marketing Company (OOMCO) oversees a diverse portfolio centred on the rental business, which includes commercial buildings, car care leases, retail shops, Quick Service Restaurant (QSR) leases, and ATM leasing. This segment adds significant value to OOMCO by generating direct income while optimising the use of invested land, and by enhancing the fuel business through increased customer traffic to service stations. In recent years, the property rental business has experienced substantial growth, driven by strategic investments in hubs and mega service stations that serve as unique service destinations. By diversifying its offerings and creating appealing environments, OOMCO not only strengthens its revenue streams but also enriches the overall customer experience, reinforcing its position as a leader in the fuel marketing sector in Oman.

## 08 Suppliers and Vendors

The registration process for suppliers through the E-procurement platform involves several key steps to ensure a streamlined and efficient experience. Initially, potential suppliers sign up on the electronic procurement platform, where they can create an online profile and submit the necessary documentation. Once registered, suppliers are invited to participate in procurement opportunities based on specific categories that align with their offerings.

This targeted approach allows OOMCO to source new suppliers effectively by identifying and evaluating potential candidates that meet established criteria.

Following the identification of suitable suppliers, these candidates are integrated into the overall tender strategy, taking into account their unique offerings and negotiating terms that benefit both parties. Suppliers then submit their proposals, which are thoroughly evaluated to determine the best fit for OOMCO's needs. Ultimately, the most suitable supplier is selected and awarded the contract based on a comprehensive assessment of their proposal. This structured process not only enhances supplier engagement but also ensures that OOMCO collaborates with partners that align with its strategic objectives and quality standards.



# 01 Shop Food Service (SFS)

## Ahlain C Stores



Oman Oil Marketing Co (OOMCO) has positioned its Ahlain Convenience stores in all major towns and areas within the country, to offer a hassle-free shopping experience and make sure you're prepared for your journey.

The convenience stores serve as an integral part of our service stations, providing integrated services and contributing significantly to the company's non-fuel diversification strategy.

Our 24/7 Ahlain stores are a popular destination for motorists, offering a wide range of products and services, from snacks and beverages to essential items. With quick check-outs and convenient parking, Ahlain is your destination for on-the-go needs.

## Ahlain Cafe

While your car is being serviced, or refueled, Ahlain Café offers a unique experience. Enjoy a variety of freshly baked pastries and sandwiches that you may choose from and enjoy with your travelling companion. Furthermore, nothing beats enjoying a freshly brewed coffee made with genuine beans in a friendly setting during rush hour.

## Café Amazon



With more than 3000+ locations, Café Amazon is the biggest coffee chain in the Far East renowned for its "Green Oasis" concept.

This concept emphasizes sustainability and environmental friendliness, creating a welcoming and natural atmosphere for the customers.

OOMCO is proud to have partnered as the Master Franchisor with Café Amazon. The brand has become a popular destination for both locals and tourists.

As one of the fast-growing coffee chains in the country, Café Amazon offers a wide range of distinctive beverages along with a variety of snacks and pastries to complement your coffee or tea.

Whether you are seeking a quiet place to work, a casual hangout with friends or a sweet treat, Café Amazon offers something for everyone.

We proudly partner with renowned international and homegrown Quick Service Restaurant (QSR) brands catering to a wide range of customer preferences offering a variety of culinary options

# Products & Services

## 02 Car Care

Oman Oil Marketing Co (OOMCO) has positioned its Ahlain Convenience stores in all major towns and areas within the country, to offer a hassle-free shopping experience and make sure you're prepared for your journey.

The convenience stores serve as an integral part of our service stations, providing integrated services and contributing significantly to the company's non-fuel diversification strategy.

Our 24/7 Ahlain stores are a popular destination for motorists, offering a wide range of products and services, from snacks and beverages to essential items. With quick check-outs and convenient parking, Ahlain is your destination for on-the-go needs.



## Lube Plus Service

To ensure that your engine continues to run at peak efficiency, Oman Oil Marketing service stations provide premium lubricants in addition to the best fuels. To keep your automobile fresh, Lube Plus also provides extra services. You will renew your car each time you visit one of our service centres.

## 03 Property rentals

The Assets Management division of Oman Oil Marketing Company (OOMCO) oversees a diverse portfolio centered on the rental business, which includes commercial buildings, car care leases, retail shops, Quick Service Restaurant (QSR) leases, and ATM leasing. This segment adds significant value to OOMCO by generating direct income while optimizing the use of invested land, and by enhancing the fuel business through increased customer traffic to service stations. In recent years, the property rental business has experienced substantial growth, driven by strategic investments in hubs and mega service stations that serve as unique service destinations. By diversifying its offerings and creating appealing environments, OOMCO not only strengthens its revenue streams but also enriches the overall customer experience, reinforcing its position as a leader in the fuel marketing sector in Oman.


# Financial Performances


| Income Statement             | 2021             | 2022             | 2023            |
|------------------------------|------------------|------------------|-----------------|
| Revenue                      | 550,710,226      | 720,813,917      | 727,473,138     |
| Other Income                 | 1,925,949        | 2,325,37         | 2,484,922       |
| Less: Expenses               | -545,665,599     | -712,253,195     | -717,756,430    |
| Less: Financing and Taxation | -888,128         | -1,602,094       | -2,796,048      |
| <b>Net Profit</b>            | <b>4,576,036</b> | <b>6,904.153</b> | <b>4,128,23</b> |


Oman Oil Marketing Company (OOMCO) has demonstrated good financial performance over the past three years, with revenue increasing from RO 550,710,226 in 2021 to RO 727,473,138 in 2023, reflecting a substantial growth of 32.1%. This upward trend indicates successful market expansion and enhanced sales of its products and services. Additionally, other income has risen from RO 1,925,949 to RO 2,484,922 during the same period, marking a 29.0% increase. This diversification of income streams suggests that OOMCO is effectively leveraging various revenue sources beyond its core operations, contributing positively to its financial stability.


However, the company has also experienced a notable rise in expenses, which grew from RO 545,665,599 in 2021 to RO 717,756,439 in 2023, a 31.5% increase. This increase in expenses, alongside a significant rise in financing and taxation costs from RO 888,128 to RO 2,796,048 (a 215.1% increase), underscores the importance of careful cost management as the company continues to grow. Despite these rising costs, the overall trend suggests that OOMCO's net profit has likely improved, driven by higher revenues outpacing expense growth.


# 2023 Achievements & Awards


- 

OOMCO Received an award from HH Sayyid Theyazin bin Haitham bin Tarik Al Said for supporting Omani youth at the Youth Excellence Award 2023.
- 

OOMCO Began operating the first and largest network of ultrafast chargers for electric vehicles, aligning with the Carbon Neutrality Target by 2025.
- 

OOMCO Powered twelve of its service stations with solar energy.
- 

OOMCO Installed a total of 24 Vapour Recovery Units at its stations to reduce carbon emissions from fuel loading and unloading operations.
- 

OOMCO Established a specialised joint venture company, EVO, to provide EV charging solutions, ending 2023 with a total of 80 active chargers across 39 locations in Oman, including highways.
- 

OOMCO Completed the techno-commercial evaluation for a green hydrogen refuelling station to support the mobility decarbonization strategy.

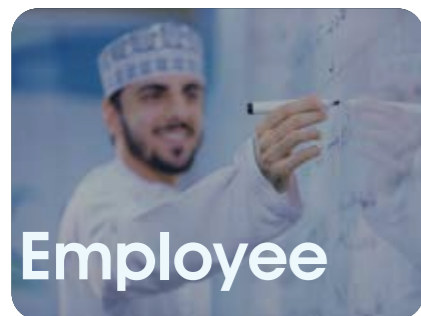
# 05 Oman Oil Sustainability

Our company is deeply committed to advancing sustainability through continuous improvement. We are dedicated to refining our practices and developing a solid ESG (Environmental, Social, and Governance) framework to enhance our reporting and operational standards. By integrating sustainable practices into every facet of our business, we strive to reduce our environmental footprint, support social responsibility, and uphold the highest governance standards. This commitment ensures that we not only meet but exceed industry benchmarks, driving positive change and demonstrating our dedication to creating a sustainable future for all stakeholders.

## Stakeholders Engagement

During its initial reporting period, Oman Oil Marketing undertook a thorough analysis to assess the local, regional, and national markets within the oil and gas marketing industry. This comprehensive benchmarking initiative aimed to identify best practices and significant issues pertinent to Oman Oil Marketing's operations and industry presence. Stakeholders were actively involved in sessions where the project, its concepts, and material topics were introduced to get evaluation from the stakeholders of their importance to the company. As a result, the analysis identified key material topics that are crucial to Oman Oil Marketing, shaping its strategic focus moving forward.

## Major Stakeholders



## Material Topics

### Environmental Topics

Circular economy and energy management

Managing GHG emission

Environmental compliance

### Social Topics

Diversity, equity, and inclusion

Employee training, attraction, and retention

Community engagement

Occupational health and safety

### Governance Topics

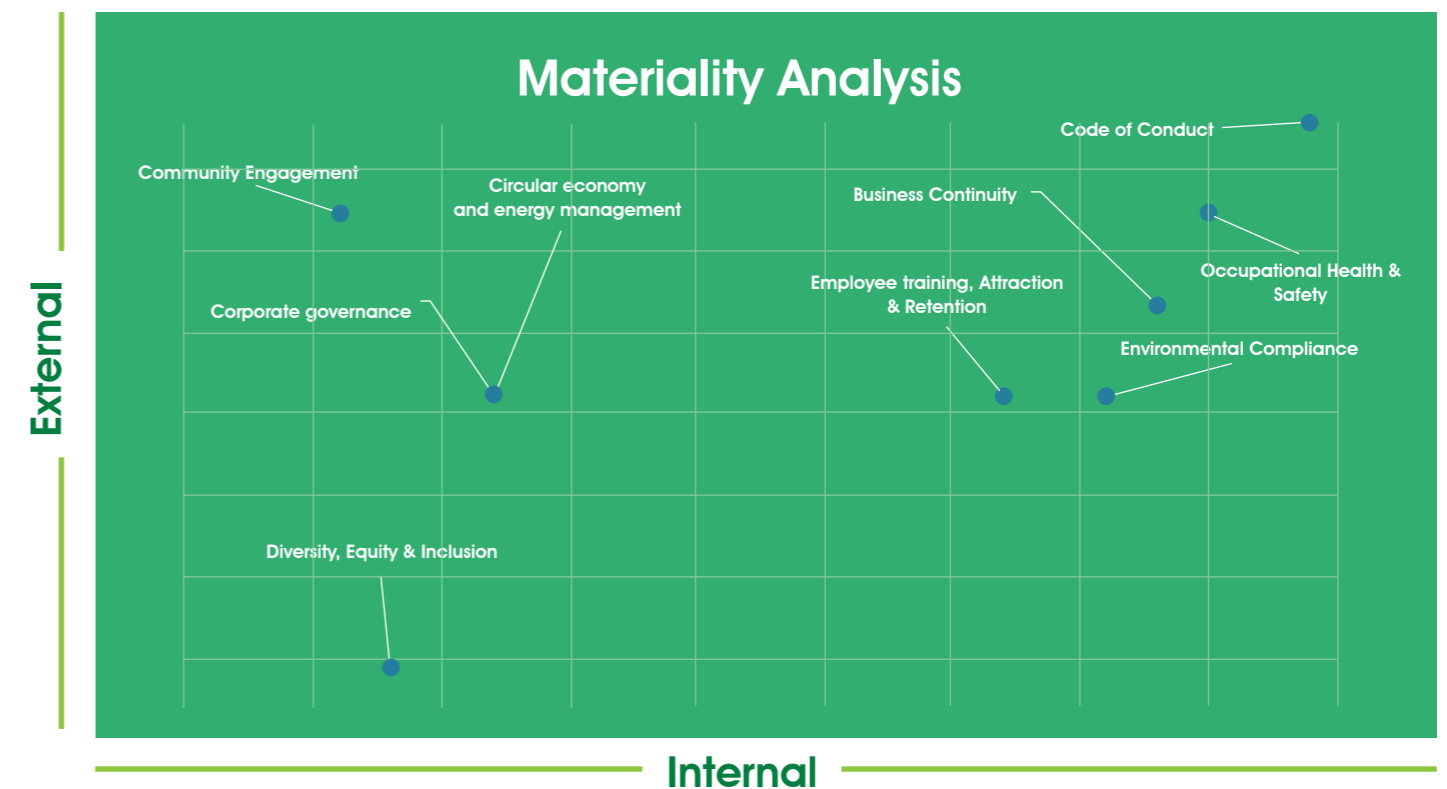
Corporate governance

Code of ethics

Business continuity

## Materiality Matrix

Our sustainability initiatives were guided by a concise list of material topics, meticulously developed from the results of our stakeholder engagement. This comprehensive approach enabled us to prioritize the most significant issues vital to our operations, ensuring that our decisions regarding resource allocation were well-informed and strategically sound. By focusing on these key areas, we are better positioned to address the most pressing sustainability challenges and enhance our overall impact.



# 06 Governance

## Oman Vision 2040



The Private sector, Investment, and International Cooperation

## SDG Goals

8 DECENT WORK AND ECONOMIC GROWTH



17 PARTNERSHIPS FOR THE GOALS



## Corporate Governance

OOMCO is dedicated to upholding the highest standards of Corporate Governance and fully endorses the guidelines set forth by the Capital Market Authority (CMA) for Public Joint Stock Companies, as outlined in 2015 and subsequent updates. Our goal is to appoint distinguished individuals to the Board who can contribute to corporate strategy, offer an external viewpoint, and serve as a source of constructive challenge and assessment when necessary. We are fortunate to have directors whose significant contributions to the trade and industry are widely recognized. For the upcoming years, Oman Oil intends to educate and enlighten its top management and board of directors about sustainability and the value of supervising the implementation of sustainable practices to enable sound decision-making.

## Board of Directors 2023

In 2023, the Board consisted of five independent directors in addition to two non-independent directors, all the Directors were Non-Executive, Omani nationals, ensuring a balanced blend of professionalism, knowledge, expertise, and experience.



**Hilal Ali Saif Al Kharusi**  
Chairman



**Al Sayyida Rawan Ahmed Al-Busaidi**  
Deputy Chairman



**Amal Suhail Salim Bahwan Al Mukhainia**  
Member



**Ahmed Tufail Al-Rahman**  
Member



**Mohammad Abubakar Al Ghassani**  
Member



**Moutaz Amour Mohamed Al Riyami**  
Member



**Saleem Pir Baksh Al Raisi**  
Member



# Board Committees

There are three Board Committees:



## Audit Committee

Al Sayyida Rawan Ahmed Al-Busaidi

Ahmed Tufail Al- Rahman

Moutaz Amour Mohamed Al Riyami



## Board Investment Committee

Hilal Ali Saif Al Kharusi

Amal Suhail Bahwan

Moutaz Amour Mohamed Al Riyami



## Board Nomination and Remuneration Committee

Mohammad Abubakar Al-Ghassani

Moutaz Amour Mohamed Al Riyami

Saleem Pir Baksh Al Raisi

## Process of nomination of Directors

Directors are appointed for three years and retire by rotation and, if eligible, can offer themselves for re-election at the Annual General Meeting ('AGM'). There are arrangements for the filling of vacancies by the Board itself on a temporary basis. Individuals wishing to nominate themselves for election to Directorship on OOMCO's Board are required to complete and submit a nomination form to the Company at least five working days before the AGM. The AGM notice and agenda is published in both English and Arabic daily newspapers at least two weeks before the AGM.

## Code of Ethics

A robust code of ethics serves as the backbone of OOMCO, establishing a clear standard of conduct for all stakeholders. It delineates acceptable behaviors in the workplace, fostering a culture of accountability, honesty, and advocacy among employees. This not only instills integrity but also provides a structured framework for operations.

Codes of ethics play a pivotal role in defining the acceptable behaviors within a company, serving as a guiding light for the OOMCO Board of Directors, management, and employees. By adhering to these established norms.

Moreover, a well-crafted code of ethics acts as a cornerstone of trust and reliability, strengthening relationships with stakeholders and enhancing OOMCO's reputation in the industry. It reflects the company's commitment to ethical conduct and reinforces its position as a leader in integrity-driven business practices.

# OOMCO Principle

## Set the tone at the top

The company holds the belief that leaders exhibit their dedication to honesty, ethical fortitude, dependability, and equity through their own conduct. Establishing an appropriate atmosphere commences with managers at every echelon leading by example and upholding integrity. Ethical conduct stems from the transparent and explicit communication of behavioral standards.

## Create a culture of open and honest communication

OOMCO is committed to fostering a culture of transparency and accountability, where open communication and ethical conduct are not only encouraged but also celebrated. By promoting a workplace environment where ethical considerations are paramount, we uphold our commitment to integrity and reinforce trust among our employees, stakeholders, and the broader community.

## Governed towards transparency, honesty, and fairness

Numerous standards aren't governed by laws, regulations, or mandatory directives. In these instances, principles of transparency, honesty, and fairness serve as guiding lights, shaping our decisions and actions when legal mandates are unclear. It falls upon every OOMCO employee to assess each situation against these ethical benchmarks.

## Uphold the law

OOMCO's dedication to integrity starts with strict adherence to the laws, rules, and regulations governing our operations. Moreover, it's imperative that each of us possesses a thorough comprehension of the company's policies and the relevant legal framework pertaining to our respective roles. In instances where uncertainty arises regarding the permissibility of a contemplated action under either the law or OOMCO's policies, seeking guidance from the appropriate resource expert is crucial. We hold the responsibility to prevent any breaches of the law and to speak up if we observe potential violations.

## Eradicate all kind of corruption and bribery

OOMCO is fully committed to fighting all forms of bribery and corruption in all countries in which it operates. No employee shall promise, offer or pay, whether directly or indirectly, any bribes to any person in order to procure orders or to obtain any other benefit for OOMCO.

## HSSE Compliance

OOMCO is deeply committed to fostering a culture of health and safety within the workplace. Our Health, Safety, Security, and Environment (HSSE) Policy serves as a guiding framework, directing our practices to ensure the well-being of all employees and stakeholders. This policy not only outlines our dedication to maintaining a safe working environment but also underscores our responsibility to uphold the highest standards of health, safety, security, and environmental stewardship in all aspects of our operations.

## Avoid conflict of interest

The code explicitly warns against the misuse of information or data for personal gain, emphasising the importance of maintaining ethical standards. Employees are strongly encouraged to scrutinise any activities that could potentially pose conflicts of interest with the management or HR department.

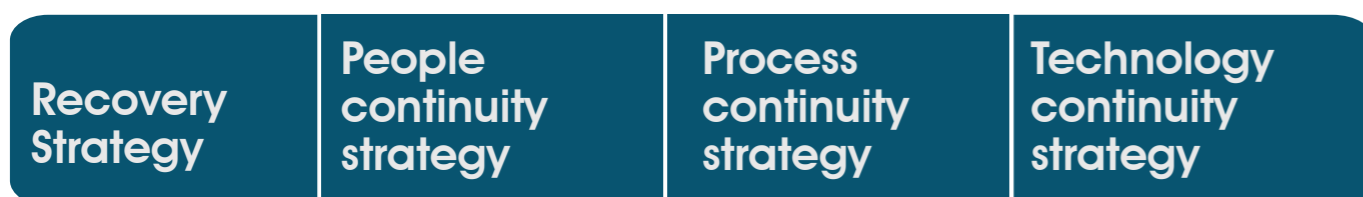
# Business Continuity

The company prioritizes ensuring strong business continuity, that calls for careful risk management techniques to handle any disruptions. For example, it incorporates thorough risk assessments into all aspects of its business to recognize and address possible risks to continuity. OOMCO maintains resilience against market changes, geopolitical threats, and natural calamities by utilizing modern technology and contingency plans, such as redundancy in supply chains and infrastructure by its Business Continuity Management (BCM) Plan.

Furthermore, preventive steps, such as Business Impact Analysis (BIA), equip the business to react quickly to unanticipated situations, protecting operations and guaranteeing flawless service delivery to stakeholders and consumers. This continuous focus on analysis demonstrates the Company commitment to maintaining operational continuity and maintaining its position in the industry.

There are several steps that the BCM plan introduces as the proper way to manage the risk. First to identify the risk, analyze and evaluate it, identify the recovery options, get the approval, monitor and report, and keep regular review.

The BCM plan go over the operation continuity when identifying the business continuity to include:



Oman Oil Marketing effort regarding risk management and business continuity to enhance their resilience against various unforeseen disruptions, ensuring continuity of operations and services by following the ISO 22301 which provides a framework for organizations to plan, establish, implement, operate, monitor, review, maintain, and continually improve a documented management system to protect against, reduce the likelihood of, and ensure recovery from disruptive incidents.

## Our Growth is supported by solid quality assurance system:

**Since 2015**, well-defined procedures and policies have been in place to guide operations, reflecting a commitment to quality and ongoing improvement. These procedures are reviewed approximately every two years to ensure they stay relevant and effective.

This commitment is supported by a robust quality assurance process, which includes an annual internal audit across all departments, conducted by cross-functional trained lead auditors. Following the audit, a management review meeting is held with top management to present observations, ensuring leadership alignment and prompt closure of any issues identified.

This dedication has enabled successful completion of various third-party audits, including external ISO surveillance audits and B2B fuel customer audits. In the lubricants division, certification, and approval standards from API (American Petroleum Institute) and OEMs (Original Equipment Manufacturers) have been met, ensuring that lube products meet high industry expectations.

The quality management systems are certified under several ISO standards, each supporting ESG commitments in key areas:

**ISO 9001: Enhances quality control processes, ensuring consistent products and customer satisfaction.**

**ISO 14001: Strengthens environmental management efforts, helping to reduce environmental impact.**

**ISO 22000: Supports food safety practices, particularly in the handling and storage of relevant products.**

**ISO 32001: Ensures that business continuity plans are strong and prepared for disruptions.**

**ISO 27001: Safeguards information, promoting data security and privacy.**

**ISO 45001: Encourages a safe and healthy workplace, reducing risks and supporting employee well-being.**

Over the past nine years, quality assurance has been consistently upheld, with UKAS recertification audits showing a notable reduction in major observations. To further enhance business continuity, a BCMS consultant has been engaged, leading to the development, and updating of the Business Continuity Plan (BCP) and Business Impact Analysis (BIA). A business continuity drill has also been successfully conducted. Additionally, for Duqm Bunker Terminal (DBT), a subsidiary, a thorough UKAS accreditation audit was successfully completed, and DBT is currently certified with ISO 9001, 14001, and 45001.

**Since 2018**, a better fuel quality control monitoring program has been established by hiring an approved third-party lab in the market. This program involves planning upfront quarterly fuel product sampling across the entire Sultanate of Oman through the Oman Oil service stations network such as MOGS all grades, GAS OIL, lubes all grades/applications, JET A fuel, Marine (MGO) and recently Biodiesel (B100, B5 and B20), ensuring the product is tested according to the certificate of quality shared by the fuel/product source. This initiative, though not mandated by any authority, reflects a proactive approach to maintaining high-quality standards and costs approximately 25k annually to ensure the best quality control for end users.

Through careful quality control, especially in fuel products, and close collaboration with blenders and customers in the lubricants sector, products continue to meet high standards of performance and safety, aligning with ESG goals.

Oman Oil Marketing  
**certified  
successfully**

**ISO 22301**

**ISO 9001**

**ISO 27001**

# 07 Environment

## Oman Vision 2040



## SDG Goals



## Circular Economy and Energy Management

Oman Oil Marketing stands with the national efforts to achieve carbon neutrality target 2050 by the noticed effort in minimizing the emissions. The sustainable development team has successfully launched a Biodiesel product and OOMCO is the only fuel retailer who markets this product as alternative and clean fuel. Biodiesel life cycle CO2 emissions are up to 85% less than petrol diesel which means replacing 1 liter of petrol diesel with one liter of used cooking oil based Biodiesel can save 2.6 kgs of CO2 emissions, this will help in maximizing the benefits of the circular economy within Oman.



In collaboration with the Authority for Public Services Regulatory APSR, OOMCO powered 12 of its service stations with solar energy compared to 8 in 2022, those are connected directly to the electricity distribution network and can power back to the grid in exchange for an agreed tariff.

**The solar power generation reaches 165 MW and contributes to the reduction of 115 tons of CO2.**

| Year   | 2022 | 2023 |
|--|------|------|
| Percentage of electricity saved using solar energy | 50%  | 63%  |



In regards to E-Mobility, OOMCO has established a specialized JV company to provide EV charging solutions (EVO), the company will close this year 2023 by having a total of 80 Active chargers covering 39 locations in Oman including the highways. This was demonstrated by a Road drive campaign from Oman border with UAE to Salalah. OOMCO has also completed the techno-commercial for green hydrogen refueling station to support the mobility decarbonization strategy.

## Managing GHG Emissions

OOMCO's fundamental values of sustainability and responsibility include managing greenhouse gas (GHG) emissions, to which it is devoted. To accomplish these objectives, they have set high standards for reducing emissions, utilizing cutting-edge technologies, and working closely with stakeholders. By emphasizing accountability and transparency via thorough tracking and reporting, OOMCO not only reduces its environmental impact but also leads by example in the industry.



**OOMCO succeeded in reducing the total emission by 18 % in 2023**

| Scope 1 & 2 Emissions            | Unit of measurement | 2022         | 2023         |
|----------------------------------|---------------------|--------------|--------------|
| Direct (Scope 1) GHG emissions   | tCO2e               | 567          | 643          |
| Indirect (Scope 2) GHG emissions | tCO2e               | 4,229        | 3,762        |
| <b>Total GHG Emissions</b>       | <b>tCO2e</b>        | <b>5,272</b> | <b>4,405</b> |

OOMCO is looking at the future of green mobility and keeping with Oman's national strategy to reduce carbon dioxide emissions. The Vapor recovery units convert gaseous emissions to liquid, effectively eliminating the release of petrol fumes, which occur when petrol is loaded to the station's holding tanks and while vehicles are being fueled.

| Year                      | 2022     | 2023     |
|---------------------------|----------|----------|
| Vapor Recovery Units      | 13       | 24       |
| Carbon Emission Reduction | 400 tons | 714 tons |

## Environmental Compliance

Oman Oil Marketing, maintains a strong commitment to following environmental laws both domestically in Oman and globally. Understanding the value of sustainable operations, OOMCO puts rigid processes in place to abide by local environmental laws in Oman. This guarantees that activities meet local requirements for waste management, biodiversity preservation, and air and water quality.

Additionally, the business demonstrates its commitment to minimising environmental effect across all of its operations by scrupulously adhering to international environmental regulations and agreements. Incorporating environmental compliance into its business strategy allows OOMCO to fulfil regulatory obligations following the ISO 14001:2015 Environmental Management System, which directs its efforts to methodically improve environmental performance, lower risks, and increase compliance with international environmental standards, has also been adopted.

## Green Station Concept

Oman Oil Marketing Company (OOMCO) is committed to promoting sustainable practices. As part of this dedication, OOMCO has developed a concept of Green Service Station which the station will be



As part of employees' engagement and enriching a culture of sustainability, OOMCO organized an annual visit to its Green Station, a facility showcasing advanced low-carbon technologies. This initiative is designed to educate employees about the company's sustainable operations and underscore the importance of reducing carbon emissions.

The annual Green Station visit serves as more than just a tour; it is an educational experience aimed at increasing employee awareness of sustainable practices. By witnessing these technologies firsthand, employees gain a deeper understanding of OOMCO's environmental initiatives and the broader implications of their work. This knowledge empowers them to advocate for and implement similar sustainable practices in their daily roles, both professionally and personally. Ultimately, the visit fosters a culture of sustainability within the company, contributing to OOMCO's goal of leading the industry in environmental responsibility.



# 08 Social

## Oman Vision 2040



## SDG Goals



At OOMCO, our most valued resources are our employees, our customers, and the communities we serve. We provide a safe environment for employees and customers, protecting the public, and preserving OOMCO properties and assets.

## Diversity, Equity, and Inclusion (DEI)

A truly equitable and successful workplace is shaped by the essential pillars of diversity, equity, and inclusion. It indicates a dedication to building a culture in which each person feels respected and empowered, irrespective of background, identity, or viewpoint. A varied workforce fosters innovation and creativity by bringing a symphony of experiences and viewpoints together.

Fairness in opportunity and treatment is ensured by equity, levelling the playing field for every employee. Beyond mere representation, inclusion actively promotes a feeling of community in which each and every voice is valued and heard. OOMCO offers an example for equality and societal advancement by promoting diversity, equity, and inclusion. This not only reflects the variety of their surroundings but also advances societal progress.

| Number of employee by gender   | 2022 | 2023  |
|--------------------------------|------|-------|
| Total Number of Employees      | 226  | 49.0% |
| Number of Male Employees       | 201  | 203   |
| Percentage of Male Employees   | 88%  | 86%   |
| Number of Female Employees     | 25   | 32    |
| Percentage of Female Employees | 11%  | 13%   |

| Number of employee by Age | 2022 | 2023 |
|---------------------------|------|------|
| 18-25                     | 0    | 2    |
| 26 - 35                   | 52   | 60   |
| 36 - 45                   | 118  | 117  |
| 46 - 50                   | 36   | 38   |
| Above 50                  | 20   | 18   |

| Number of employee by Nationality | 2022 | 2023 |
|-----------------------------------|------|------|
| Omani                             | 202  | 212  |
| Non- Omani                        | 24   | 23   |

| Diversity of Executive Management             | 2022 | 2023 |
|---|------|------|
| Number of males in the Executive Management   | 6    | 8    |
| Number of females in the Executive Management | 0    | 1    |
| Total number of employees in the Executive    | 6    | 9    |

| Diversity of Middle Management                     | 2022 | 2023 |
|--|------|------|
| Number of males in the Middle Management           | 26   | 23   |
| Number of females in the Middle Management         | 2    | 3    |
| Total number of employees in the Middle Management | 28   | 26   |

| Workers who are not employees                 | 2022 | 2023 |
|---|------|------|
| Total Number of workers who are not employees | 19   | 20   |

# Employee Training, Attraction, and Retention

OOMCO brand image, reputation and success are built on a foundation of personal and professional integrity. OOMCO has also become an employer of choice, offering Premium employment and career development opportunities to a wide cross section of people. OOMCO Succession Planning Program was established to equip the employees with the right skills and competencies. In addition, 60,000 training programs can be accessed online through mobile applications that have been developed specially to ease the learning and development process.

## Training programs

### Competencies- Based Courses

The program includes a variety of soft skills courses aimed at improving essential interpersonal abilities. These courses cover topics such as Communication Skills, Interpersonal Skills, Customer Service, and Innovation and Creativity, equipping participants with the tools necessary for effectiveness/efficiency in the workplace.

### Conferences & Summits

Participants have the opportunity to engage in prominent conferences and summits, such as the Annual MENA CFO, Annual HSE Summit, CX Asia Week, and Gulf Food, Retail MENA. These events provide valuable networking opportunities and insights into industry trends and best practices.

### Higher Education Support

The program offers support for higher education pursuits, including Master's, Bachelor's, and Higher Diploma programs. This initiative encourages continuous academic advancement and professional growth.

### Professional Studies Support

Participants can access support for professional studies, including certifications from recognized bodies such as CIPD, CIPS, and ACCA. This support helps individuals enhance their qualifications and career prospects in specialised fields.

### Technical Courses

The training program also includes technical courses covering vital subjects like IFRS, Alternative Energy, Digital Marketing, and Financial Analysis. These courses are designed to provide participants with the technical knowledge required to excel in their respective industries.

### E-Learning System

An E-Learning system is available, offering a variety of online courses such as Customer Service, Sales and Marketing, and Data Analysis. This flexible learning platform allows participants to enhance their skills at their own pace.

### Leadership Programs

Leadership Programs are development initiatives provided focuses on cultivating leadership skills and preparing participants for higher responsibilities within the organizations.

| Average Training Hours        | 2022 | 2023 |
|-------------------------------|------|------|
| Total training hours          | 17   | 9    |
| Average male training hours   | 17   | 9    |
| Average female training hours | 12   | 10   |

By fostering diversity, equity, and inclusion, as well as caring about the learning and development process of each employee, OOMCO not only enhances its ability to attract top talent but also creates an environment where employees are more likely to stay long-term, contributing to overall organizational success and sustainability.

| Newly Hired Employees                     | 2022 | 2023 |
|---|------|------|
| Total Number of Newly hired Employees     | 15   | 22   |
| Total number of new male employee         | 10   | 14   |
| Total number of new female employee hires | 15   | 8    |

| Employee Turnover                        | 2022 | 2023 |
|--|------|------|
| Turnover Rate                            | 4.9% | 5%   |
| Total number of employee turnover        | 11   | 12   |
| Total number of male employee turnover   | 9    | 12   |
| Total number of female employee turnover | 2    | 0    |

# Occupational Health and Safety

No major road traffic accidents for half a decade

In 2023, a Safety record of zero Lost Time Injuries was maintained in 18 million working man-hours



Safety is our first concern and is ingrained in the company's basic principles. We have implemented Oman Oil Marketing's HSE Integrated Management System (HSEIMS) to safeguard our people, vendors, as well as other parties. Its strategic objective is to steer our policies, procedures, and workplace culture in a way that prioritises safety across all tiers of the business. By promoting and protecting our people's physical, mental, and general well-being, we aim to improve productivity and quality of life.

The HSE Integrated Management System (HSEIMS) is characterised using a range of performance metrics and system processes that are in compliance with global best practices, legislation, and regulatory requirements. OOMCO has its own HSEQ division that oversees and manages all health and safety-related matters for the company's operations, assets, and service stations. These issues are regularly evaluated and updated as needed.

Oman Oil Marketing is dedicated to maintaining the highest standards in occupational health and safety. The company's compliance with several international standards underscores this commitment. The Oman Oil Marketing HSEIMS aligns with a widely adopted high-level framework and employs the 'Plan-Do-Check-Act' (PDCA) cycle, addressing the requirements of ISO 45001:2018 for Occupational Health and Safety (OHS).

The HSEQ is a vital component of OOMCO Integrated Management System (IMS), encapsulated within a comprehensive manual. This manual outlines the business framework through well-documented and communicated policy statements and strategic objectives. It provides clear guidance on the company's commitment to health, safety, and environmental, and quality standards, ensuring alignment with OOMCO's overall mission and values. The scope of the HSE framework extends to every function within all departments in OOMCO.

| Workplace Incident Statistics | 2022 | 2023 |
|-------------------------------|------|------|
| Total Recordable incidents    | 5    | 3    |
| Total Recordable Frequency    | 0.8  | 0.5  |

| Road Incident Statistics                    | 2022 | 2023  |
|---|------|-------|
| Total Recordable Traffic Accident           | 5    | 1     |
| Total Recordable Traffic Accident Frequency | 0.22 | 0.037 |

## HSEQ at work

Through our HSE Policy, Oman Oil Marketing ensures the effective implementation and continuous improvement of the HSEMS. This policy is disseminated throughout the organisation and communicated to all relevant stakeholders, including employees and vendors, ensuring alignment and commitment across all levels and functions. The regular collection, evaluation, and reporting of health and safety performance data helps this topic's goals and targets be accomplished.

Through the process of an in depth approach that includes these components, Oman Oil Marketing guarantees efficient management of health and safety performance.

- Competency and Training:** Hire qualified personnel and provide ongoing training to ensure they are proficient in hazard identification and risk assessment.
- Standardized Procedures:** Develop clear, standardized procedures and utilize checklists and tools to ensure consistent and comprehensive hazard identification and risk assessment.
- Engagement and Communication:** Involve employees in the hazard identification process and communicate findings effectively to all relevant parties.
- Documentation and Record-Keeping:** Maintain detailed records of all hazard identification and risk assessments and review these records regularly to identify trends and areas for improvement.
- Review and Continuous Improvement:** Conduct regular reviews and audits, establish a feedback mechanism, and use these inputs to continuously improve procedures and training.

All employees benefit from extensive and high-quality healthcare services provided through our Health Insurance Benefits



## Hazard identification and Risk Assessment

OOMCO's Risk Management Framework prioritises occupational health and safety (OHS) excellence through thorough hazard identification and documentation. They aim to ensure a comprehensive understanding of HSEQ (Health, Safety, Environment, and Quality) risks by conducting detailed assessments and maintaining supporting documentation. Ongoing hazard identification efforts are geared towards sustaining and improving HSEQ performance consistently. This involves employing a range of methods, including routine housekeeping, extensive audits, and surveys, to gather hazard information comprehensively and proactively manage risks across their operations.



In cases where an incident escalates into an emergency, immediate priority is given to addressing the situation swiftly. For incidents that do not escalate, upon initial report receipt, managers or designated personnel, accompanied by the HSE team, promptly visit the incident site. Their objectives include securing the site's safety, implementing necessary corrective measures, identifying the immediate cause, and gathering firsthand information about the incident.

**E-SAFE system: allows staff to document observations related to unsafe conditions and acts.**

OOMCO employees have the capability to report work-related health and safety hazards or any potentially hazardous situations using the organisation's E-SAFE system. This platform allows staff to document observations related to unsafe conditions and acts, assisting in the identification and mitigation of hazards in a proactive manner. Employees must also use this system to report any near-miss accidents. This practice helps to improve workplace safety and operational resilience by identifying and addressing possible hazards early on.

## Training and Awareness on HSE

Training in occupational health and safety (OHS) is crucial for establishing a secure workplace and guaranteeing that employees are well educated about potential dangers and the appropriate measures to mitigate them. Around 33 employees were certified by lead auditor trainings in QMS, EMS, OHSAS as well as almost majority of staff have undergone HSE inductions including the environment management precautions awareness sessions and basic trainings on all aspects of operations.

**Here are the three main pillars of training OOMCO employees undergo**

### General HSE Training

Includes induction training to introduce policies and safety, culture, basic safety training covering fundamental practices, emergency response training for preparedness, and ergonomics training to prevent musculoskeletal issues.

### Specific Hazards Training

Focuses on chemical safety, machine operation safety, electrical safety, and work at heights training, addressing risks associated with specific workplace hazards.

### Training for Hazardous Activities and Situations

Covers manual handling and lifting techniques, incident investigation skills, safety observation conversations promoting a safety culture, and proper use of personal protective equipment (PPE).

## HSEQ Week

Oman Oil Marketing Company (OOMCO) organises an annual Health, Safety, Environment, and Quality (HSEQ) Week that coincides with HSE Day on April 28th. This initiative is designed to enhance awareness among employees and contractors regarding health, safety, environmental, and quality standards. The event features a variety of activities, including blood donation drives to support community health, medical check-ups to ensure employee well-being, and engaging HSE quizzes that disseminate crucial information.

Additionally, OOMCO recognizes and rewards contractors and drivers who exemplify adherence to HSE standards, fostering a culture of safety and accountability. The event also includes educational sessions focused on alternative energy solutions and sustainable practices, aligning with OOMCO's commitment to environmental responsibility. By implementing these initiatives, OOMCO aims to cultivate a robust culture of health, safety, and quality within its operations, ensuring a safe and healthy work environment for all stakeholders involved.

# Community Engagement

OOMCO's diverse approach to community participation highlights its essential role in Oman's social framework and illustrates the company's everlasting commitment to it. OOMCO, which has a remarkable 92% Omanisation rate, invests in the community's welfare in addition to developing local talent. The company's commitment to the community is demonstrated by its sponsorship of over ten associations and by the donation boxes it has placed in more than 40 Ahlain stores nationwide. Furthermore, OOMCO expresses its proactive support for vulnerable populations by actively supporting causes like the Al Jawdah Centre for the rehabilitation and training of children with autism spectrum disorder in Dhofar. In addition to these projects, it directs over six significant community-serving programs with the goal of uplifting and empowering communities around the country, reaffirming its commitment as a socially conscious corporate citizen.



## Tmakon programme

By investing in a training programme that will support young freelancers in creating their own start-ups, OOMCO is committed to contributing to the main objective of the Youth Center. The program's goal was to help young people turn their talents into a source of income, support them in their endeavours, and showcase their abilities both domestically and globally. The number of beneficiaries of the program reached more than 200 participants.



## The Experience Hub Programme

Committed to supporting new graduates in navigating their future career paths, Oman Oil Marketing Company (OOMCO) recently welcomed ten young Omanis as part of the second group of its 'Experience Hub Programme' to gain hands-on work experience. Launched in 2022 in close cooperation with the Oman Ministry of Labour, OOMCO's Experience Hub Programme enables young Omanis to develop transferable skills alongside the subject-specific knowledge they acquired during their undergraduate studies.



## At'a

OOMCO has launched its annual At'a charity campaign. In its sixth year running, the campaign seeks to serve those in need with a range of different charitable and sustainable initiatives.



## SQU Scholarship

As part of its commitment to create initiatives that enhance the capabilities of local talents, Oman Oil Marketing Company has signed an agreement with Sultan Qaboos University to sponsor three postgraduate students within the college of Economic and Political Science. The agreement was signed for three years where the company would sponsor the tuition fee for three MBA students yearly.



## Road Safety Awareness Village

In collaboration with Oman Road Safety Association launched a Road Safety Awareness Village at Oman Avenues Mall. As part of its efforts to spread vehicle safety awareness in local communities, Oman Oil Marketing Company designed a specific program to educate children on the best road safety policies. Total 2000 children have been trained around Oman.

# National Subsidy System Cards

The National Subsidy System covers a portion of Omani society in order to lessen the repercussions and effects of the fuel price liberalization, in keeping with the government's interest in considering Omani citizens and carrying out the Council of Ministers' decision. The National Subsidy System (NSS) was designed to let Omani citizens take advantage of the fuel subsidy offered by the Omani government.

**95,000+**  
NSS Card Subscribers

### Eligibility Criteria:

| Age          | Vehicles     | Income Group | Fuel Type | Monthly Limit | Fuel Price      |
|--------------|--------------|--------------|-----------|---------------|-----------------|
| 18 and above | Cars & Boats | Cars & Boats | Mogas 91  | 400 Liters    | 180 Bizas/Liter |

# ICV

Oman Oil Marketing Company (OOMCO) is strongly dedicated to advancing In-Country Value (ICV) as a key element of its strategy to foster Oman's economic diversification and sustainable growth. OOMCO actively supports initiatives that emphasise local procurement of goods and services, the development of the local workforce, and the empowerment of small and medium-sized enterprises (SMEs).

There was a substantial increase in the procurement budget allocated to local suppliers, rising from 60.74% in 2022 to 98.27% in 2023. This nearly 38% increase demonstrates a strong commitment to local sourcing, which likely contributes positively to the local economy by supporting domestic businesses and reducing reliance on foreign suppliers.

The allocation of the procurement budget to SMEs also saw a significant rise, from 48.52% in 2022 to 72.41% in 2023. This reflects a strategic emphasis on supporting smaller enterprises, which are crucial for economic diversification and innovation. The 24% increase in budget allocation to SMEs underscores the company's role in fostering sustainable growth and development within the SME sector.

An ongoing procurement initiative is focused on creating an In-Country Value (ICV) platform that prioritises and awards projects with budgets under \$10,000 to local SME suppliers who hold Riyyda cards. In accordance with OOMCO's Standard Operating Procedures (SOP), preference is granted to technically compliant and commercially competitive local (Omani) SMEs over the most competitive bids from foreign suppliers.

# 09 Appendices

## GRI Index

|                                   |  |
|-----------------------------------|--|
| Statement of use                  | Oman Oil Marketing has reported In accordance to the GRI Standards for the period of January, 1 2023 - December, 31 2023 |
| GRI 1 used                        | GRI 1: Foundation 2021   |
| Applicable GRI Sector Standard(s) | No GRI Sector Standards apply to Oman Oil Marketing  |

## GRI content index

For the Content Index – Essentials Service, GRI Services reviewed that the GRI content index has been presented in a way consistent with the requirements for reporting in accordance with the GRI Standards, and that the information in the index is clearly presented and accessible to the stakeholders. The service was performed on the English version of the report

| GRI Standard                           | Disclosure   | Location | Omission               |        |             | MSX ESG Disclosure Metric |
|--|--|----------|------------------------|--------|-------------|---------------------------|
|  |  |          | Requirement(s) Omitted | Reason | Explanation |                           |
| <b>General Disclosures</b>             |  |          |                        |        |             |                           |
| <b>GRI 2: General Disclosures 2021</b> | 2-1 Organisational details   | 4 -12    |                        |        |             |                           |
|  | 2-2 Entities included in the organisation's sustainability reporting | 1        |                        |        |             |                           |
|  | 2-3 Reporting period, frequency and contact point                    | 1        |                        |        |             | G7 & G8                   |
|  | 2-4 Restatements of information                                      | 1        |                        |        |             |                           |
|  | 2-5 External assurance   | 1        |                        |        |             | G9                        |
|  | 2-6 Activities, value chain and other business relationships         | 4 -12    |                        |        |             |                           |
|  | 2-7 Employees  | 19 -20   |                        |        |             | S5                        |

|  |  |        |  |  |  |         |
|--|--|--------|--|--|--|---------|
|  | 2-8 Workers who are not employees                                    | 19     |  |  |  |         |
|  | 2-9 Governance structure and composition                             | 13 -15 |  |  |  | G1 & G2 |
|  | 2-10 Nomination and selection of the highest governance body         | 13 -15 |  |  |  |         |
|  | 2-11 Chair of the highest governance body                            | 13 -15 |  |  |  |         |
|  | 2-12 Role of the highest governance body in overseeing the           | 13 -15 |  |  |  | E8 & E9 |
|  | 2-13 Delegation of responsibility for managing impacts               | 13 -15 |  |  |  |         |
|  | 2-14 Role of the highest governance body in sustainability reporting | 13 -15 |  |  |  |         |

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|--|---|--------|---|-----------------------------|--|----|
|  | 2-15 Conflicts of interest  | 14 -15 |   |                             |  |    |
|  | 2-16 Communication of critical concerns                           | 14 -15 |   |                             |  |    |
|  | 2-17 Collective knowledge of the highest governance body          | 13 -15 |   |                             |  |    |
|  | 2-18 Evaluation of the performance of the highest governance body | 13 -15 |   |                             |  |    |
|  | 2-19 Remuneration policies  | 13 -15 |   |                             |  | S2 |
|  | 2-20 Process to determine remuneration                            | 13 -15 |   |                             |  |    |
|  | 2-21 Annual total compensation ratio                              | NA     | This disclosure is omitted from our reporting | Confidentiality Constraints | Employee compensation information is confidential due to its sensitivity | S1 |

|  |   |        |  |                |   |  |
|--|---|--------|--|----------------|---|--|
|  | 2-22 Statement on sustainable development               | 3      |  |                |   |  |
|  | 2-23 Policy commitments                                 | 14 -15 |  |                |   |  |
|  | 2-24 Embedding policy commitments                       | 14 -15 |  |                |   |  |
|  | 2-25 Processes to remediate negative impacts            | 14 -15 |  |                |   |  |
|  | 2-26 Mechanisms for seeking advice and raising concerns | 14 -15 |  |                |   |  |
|  | 2-27 Compliance with laws and regulations               | 14 -15 |  |                |   |  |
|  | 2-28 Membership associations                            | 4      |  |                |   |  |
|  | 2-29 Approach to stakeholder engagement                 | 12     |  |                |   |  |
|  | 2-30 Collective bargaining agreements                   | NA     |  | Not Applicable | In Oman, the collective bargaining agreement does not apply |  |

| Material Topics                         |   |        |  |  |  |        |
|---|---|--------|--|--|--|--------|
| GRI 3:<br>Material<br>Topics<br>2021    | 3-1 Process to<br>determine<br>material topics  | 12     |  |  |  | G8     |
|   | 3-2 List<br>of material topics  | 12     |  |  |  |        |
| Code of Ethics                          |   |        |  |  |  |        |
| GRI 3:<br>Material<br>Topics<br>2021    | 3-3<br>Management of<br>material<br>topics  | 14 -15 |  |  |  | G5, G6 |
| GRI 205:<br>Anti-<br>corruption<br>2016 | Disclosure 205-1<br>Operations assessed<br>for risks related to<br>corruption                             | 14 -15 |  |  |  |        |
|   | Disclosure 205-2<br>Communication<br>and training about<br>anti-<br>corruption policies<br>and procedures | 14 -15 |  |  |  |        |
|   | Disclosure 205-3<br>Confirmed inci-<br>dents of corrup-<br>tion and actions<br>taken                      | 14 -15 |  |  |  |        |



| Circular Economy and Energy Management |   |    |  |  |  |                  |
|--|---|----|--|--|--|------------------|
| GRI 3:<br>Material<br>Topics<br>2021   | 3-3<br>Management of<br>material<br>topics                              | 17 |  |  |  | E3, E4, E5 & E10 |
| GRI 302:<br>Energy<br>2016             | Disclosure 302-1<br>Energy<br>consumption within<br>the organisation    | 17 |  |  |  |                  |
|  | Disclosure 302-2<br>Energy consump-<br>tion outside the<br>organisation | 17 |  |  |  |                  |
|  | Disclosure 302-3<br>Energy intensity                                    | 17 |  |  |  |                  |
| Managing GHG Emission                  |   |    |  |  |  |                  |
| GRI 3:<br>Material<br>Topics<br>2021   | 3-3<br>Management of<br>material<br>topics                              | 17 |  |  |  |                  |

|   |   |       |  |  |  |              |
|---|---|-------|--|--|--|--------------|
| GRI 302:<br>Energy<br>2016                            | Disclosure 305-1<br>Direct (Scope 1)<br>GHG Emissions   | 17    |  |  |  | E1, E2, & E7 |
|   | Disclosure 305-2<br>Energy indirect<br>(Scope 2) GHG<br>emissions                                   | 17    |  |  |  |              |
| <b>Occupational Health and Safety</b>                 |   |       |  |  |  |              |
| GRI 3:<br>Material<br>Topics<br>2021                  | 3-3<br>Management of<br>material<br>topics  | 21-22 |  |  |  | S7 & S8      |
| GRI 403:<br>Occupational<br>Health and<br>Safety 2018 | Disclosure 403-1<br>Occupational health<br>and safety manage-<br>ment system                        | 21-22 |  |  |  |              |
|   | Disclosure 403-2<br>Hazard identifica-<br>tion, risk assess-<br>ment, and incident<br>investigation | 21-22 |  |  |  |              |
|   | Disclosure 403-3<br>Occupational<br>health services   | 21-22 |  |  |  |              |

|  |   |       |  |  |  |  |
|--|---|-------|--|--|--|--|
|  | Disclosure 403-4<br>Worker participation, consultation, and communication on occupational health and safety                       | 21-22 |  |  |  |  |
|  | Disclosure 403-5<br>Worker training on occupational health and safety   | 21-22 |  |  |  |  |
|  | Disclosure 403-6<br>Promotion of worker health  | 21-22 |  |  |  |  |
|  | Disclosure 403-7<br>Prevention and mitigation of occupational health and safety impacts directly linked by business relationships | 21-22 |  |  |  |  |
|  | Disclosure 403-8<br>Workers covered by an occupational health and safety management system  | 21-22 |  |  |  |  |

|   |  |       |  |  |  |  |
|---|--|-------|--|--|--|--|
|   | Disclosure 403-9<br>Work-related injuries  | 21-22 |  |  |  |  |
|   | Disclosure 403-10<br>Work-related ill health   | 21-22 |  |  |  |  |
| <b>Employee Training, Attraction, and Retention</b> |  |       |  |  |  |  |
| <b>GRI 3:<br/>Material Topics<br/>2021</b>          | 3-3<br>Management of material topics   | 20    |  |  |  | <b>S3, S4, S5, S7, S8<br/>&amp;S10</b> |
| <b>GRI 404:<br/>Training and Education<br/>2016</b> | Disclosure 404-1<br>Average hours of training per year per employee                                      | 20    |  |  |  |  |
|   | Disclosure 404-2<br>Programs for upgrading employee skills and transition assistance programs            | 20    |  |  |  |  |
|   | Disclosure 404-3<br>Percentage of employees receiving regular performance and career development reviews | 20    |  |  |  |  |

## Diversity, Equity, and Inclusion

|  |   |    |  |  |  |         |
|--|---|----|--|--|--|---------|
| <b>GRI 3:<br/>Material<br/>Topics<br/>2021</b>                       | 3-3<br>Management of<br>material<br>topics  | 19 |  |  |  | S4 & S6 |
| <b>GRI 405:<br/>Diversity<br/>and Equal<br/>Opportunity<br/>2016</b> | Disclosure 405-1<br>Diversity of gover-<br>nance bodies<br>and employees                        | 19 |  |  |  |         |
|  | Optional: Disclo-<br>sure 405-2 Ratio<br>of basic salary<br>and remuneration<br>of women to men | 19 |  |  |  |         |

## Community Engagement

|  |   |    |  |  |  |     |
|--|---|----|--|--|--|-----|
| <b>GRI 3:<br/>Material<br/>Topics<br/>2021</b>     | 3-3<br>Management of<br>material<br>topics  | 23 |  |  |  | S11 |
| <b>GRI 413:<br/>Local<br/>Communities<br/>2016</b> | Disclosure 413-1<br>Operations with<br>local community<br>engagement,<br>impact assessments,<br>and development<br>programs | 23 |  |  |  |     |

|  |  |    |  |  |  |    |
|--|--|----|--|--|--|----|
|  | Disclosure 413-2<br>Operations with significant actual and potential negative impacts on local communities | 23 |  |  |  |    |
| <b>Environmental Compliance</b>            |  |    |  |  |  |    |
| <b>GRI 3:<br/>Material Topics<br/>2021</b> | 3-3<br>Management of material topics   | 18 |  |  |  | E7 |
| <b>Corporate Governance</b>                |  |    |  |  |  |    |
| <b>GRI 3:<br/>Material Topics<br/>2021</b> | 3-3<br>Management of material topics   | 13 |  |  |  |    |
| <b>Business Continuity</b>                 |  |    |  |  |  |    |
| <b>GRI 3:<br/>Material Topics<br/>2021</b> | 3-3<br>Management of material topics   | 16 |  |  |  |    |

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