



شركة قطر للإضافات البترولية المحدودة
QATAR FUEL ADDITIVES CO.LTD.

FOR A SUSTAINABLE FUTURE

2012 Sustainability Report



QAFAC CDR Signing Ce



Project



ABOUT THIS REPORT

We began reporting on our economic, social and environmental performance voluntarily in 2012, when we launched our 2011 baseline sustainability report. This follow-up report demonstrates our commitment towards annual reporting, thereby increasing performance transparency and accountability to all our stakeholders. When developing this report, we used the Global Reporting Initiative (GRI) guidelines for sustainability reporting; a multi-stakeholder initiative with widespread credibility that provides a framework for companies to report on their sustainability performance.



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“Through sustainability reporting, energy and industry stakeholders can demonstrate their commitment to the long-term growth and development of the sector while ensuring the alignment of their operations with the Qatar National Vision 2030 and the National Development Strategy 2011-2016.”

H.E. Dr. Mohammed Bin Saleh Al-Sada
Minister of Energy and Industry
Chairman and Managing Director, Qatar Petroleum

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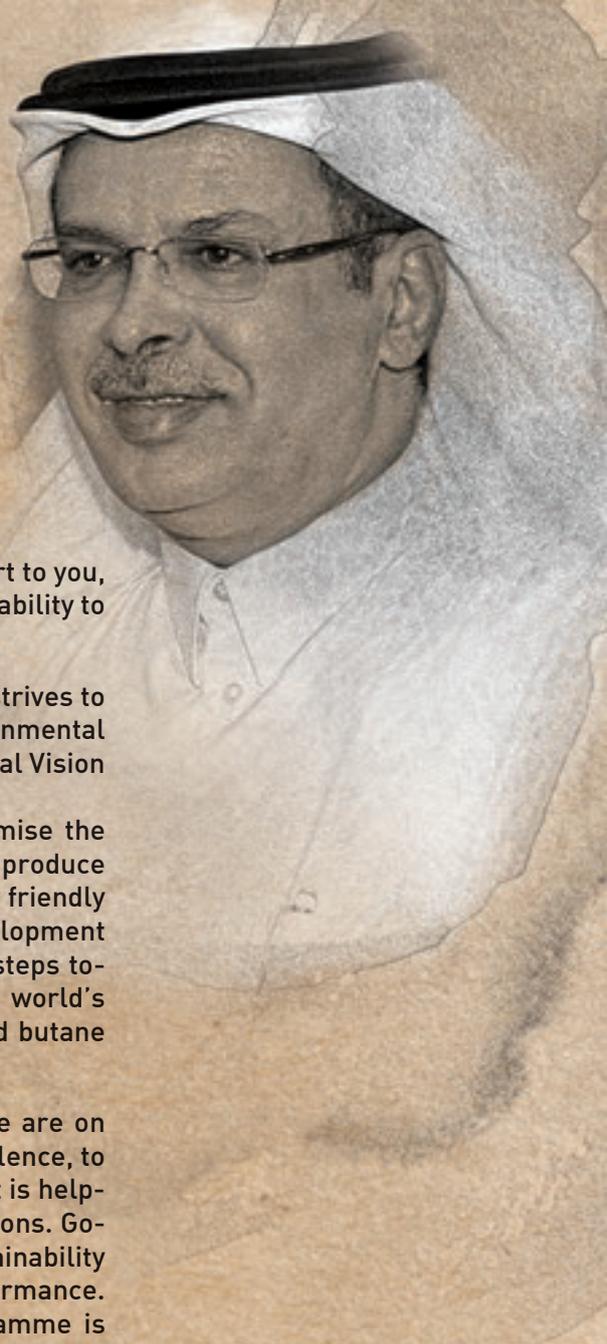
CHAIRMAN'S FOREWORD

"We do not inherit the earth from our ancestors,
we borrow it from our children."

Native American Proverb



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QATAR FUEL ADDITIVES CO. LTD.

A portrait of Hamad Rashid Al-Mohannadi, the Chairman of the Board of Directors. He is wearing a white thobe and a ghutra with a black agal, and has glasses and a mustache. The background is a textured, light brown color.

HAMAD RASHID AL-MOHANNADI

Board of Directors' Chairman

It is my pleasure to present QAFAC's 2012 Sustainability Report to you, another milestone towards greater transparency and accountability to all our stakeholders.

As a member of the petrochemical industry in Qatar, QAFAC strives to establish a strong foundation for social, economic and environmental sustainability, while aligning its ambitions with Qatar's National Vision 2030 and Qatar's National Development Strategy 2011-2016.

To fulfil this role more effectively, we will continue to optimise the utilisation of the country's vast hydrocarbon resources to produce and export methanol and MTBE in a safe and environmentally friendly manner, while contributing to the social and economic development of Qatar and maximising shareholder value. These are vital steps towards achieving QAFAC's corporate vision: to be among the world's top five producers of methanol, its high value derivatives and butane sub-products by 2020.

Our achievements in the last few years demonstrate that we are on the right track. Our ongoing commitment to operational excellence, to Qatar and Qataris, and to our employees and the environment is helping us to build a strong foundation for our sustainability ambitions. Going forward, QAFAC will focus on implementing a 5-year sustainability strategy that will support and enhance its sustainability performance. In addition, our new Carbon Dioxide Recovery (CDR) Programme is an innovative solution that will simultaneously reduce QAFAC's total greenhouse gas emissions and capitalise on a commercial opportunity. Upon completion, QAFAC's CDR plant will become the first in the world to utilise CO₂ captured from flue gas for methanol synthesis.

In recognition of our efforts, QAFAC received a runner-up award in 2012 for excellence in sustainability reporting and participation in the energy and industry sector's Sustainable Development Industry Reporting (SDIR) programme. It was presented by His Excellency Dr Mohammed bin Saleh Al-Sada, Minister of Energy and Industry and Chairman and Managing Director of Qatar Petroleum (QP). I would like to take this opportunity to thank His Excellency Dr Al-Sada for his vision and guidance in developing this important mechanism for supporting the sector's implementation of sustainability.

I reiterate QAFAC's ongoing commitment to meeting the highest standards of business excellence, and I invite you to explore this report in detail and provide your feedback on our journey.

My sincerest regards,

GENERAL MANAGER MESSAGE



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QATAR FUEL ADDITIVES CO.,LTD.

NASSER JEHAM AL-KUWARI

General Manager

As consumers become more discerning in their choice of fuel, and demand for clean fuels and derivatives increases, addressing sustainability challenges reduces business risk and strengthens trust and credibility in the marketplace. By fully committing to operate our facilities efficiently and sustainably while boosting output of safe, efficient and cost-effective products, we are responding positively to these trends and ingraining sustainability management throughout our organisation.

It is our fervent endeavour to be at the forefront of sustainability within the energy and industry sector in Qatar, and to significantly contribute to the sustainable development of our nation. Our approach to business excellence is strongly aligned with Qatar's National Vision (QNV 2030) and Qatar's National Development Strategy (NDS 2011/2016): the two national strategic frameworks that provide overarching goals to support the economic and social development of Qatar.

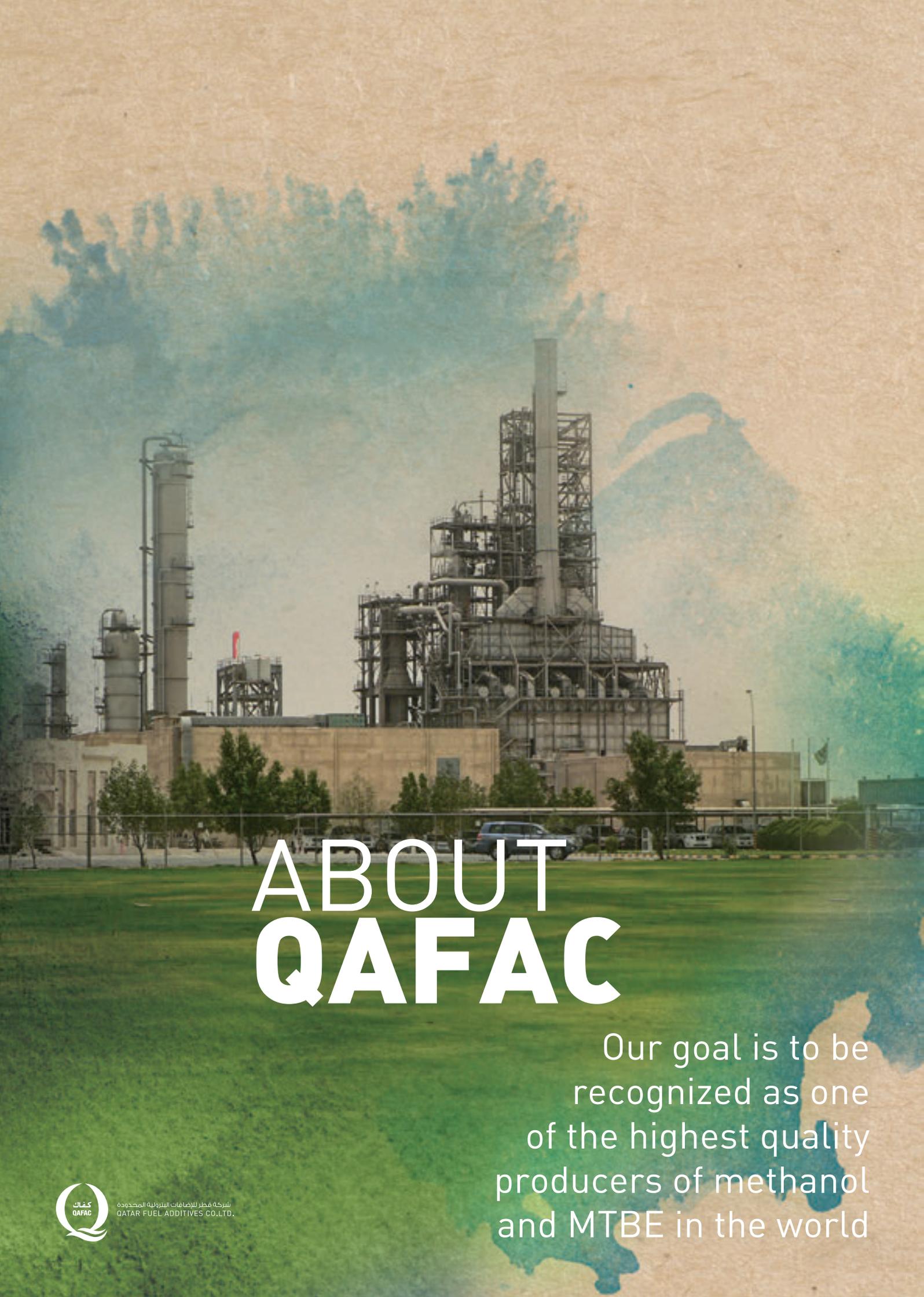
In the past year, we have strived to support Qatar's policy on Qatarization by increasing the number of Qataris in our workforce, while providing them with training and career development.

In addition, we completed 1,388 million man-hours without lost time injuries and provided more than 5,700 hours of training on aspects of health and safety to our employees and contractors. Other initiatives such as our "Flare Management Programme", the "Leak Detection and Repair" (LDAR) Programme, and the "Carbon Dioxide Recovery" (CDR) Plant, are helping us to create a more healthy environment for our children and future generations.

Following our exceptional performance in 2012, we are looking forward to an even better year in 2013 by focusing on developing a sustainable business strategy and implementation plan to enhance our economic performance, while ensuring the most responsible approach towards the environment and Qatari society. Our ultimate goal is to have our high operational standards recognised within our industry, as a result of our business excellence and by working in partnership with our stakeholders.

This report was developed with the intention of providing a transparent overview of our performance, conscientiously measuring and communicating the results to our stakeholders. Going a step further, we hope this will also serve as a tool to engage with you on our strategy and sustainability ambitions.





ABOUT QAFAC

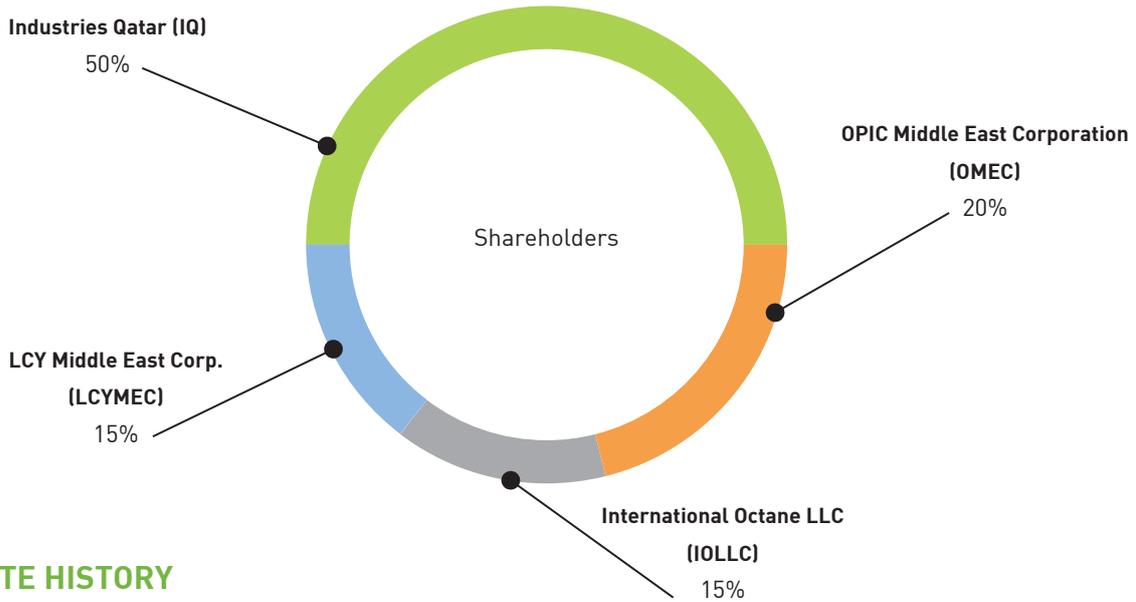
Our goal is to be
recognized as one
of the highest quality
producers of methanol
and MTBE in the world



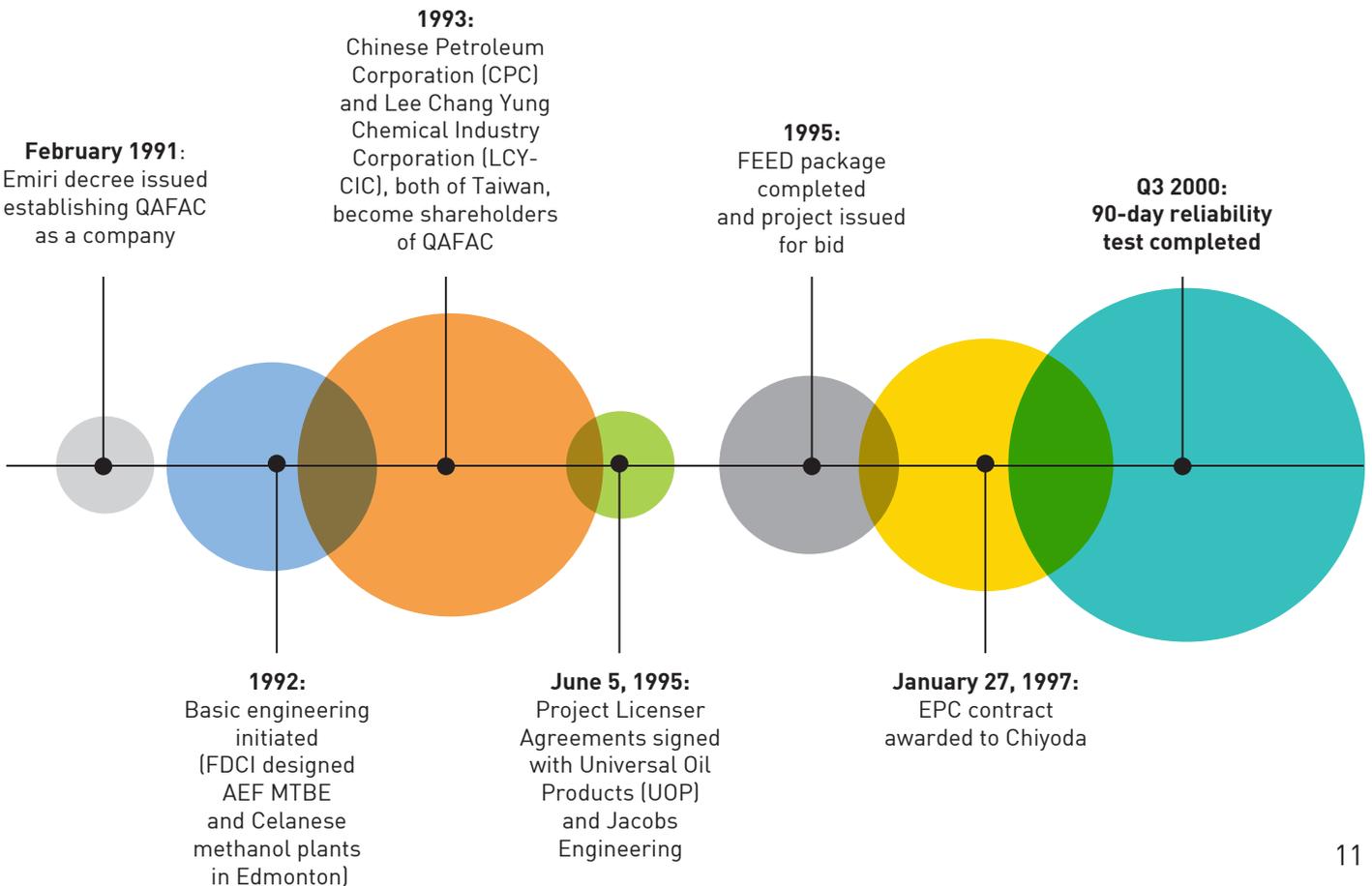
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Qatar Fuel Additives Company, popularly known as QAFAC, is a joint venture between Industries Qatar, OPIC Middle East Corporation, International Octane LLC and LCY Middle East Corporation. The company, which is based in Mesaieed Industrial City, 50km south of Doha in Qatar, was established in 1991 and commenced its operations in 1999.

QAFAC is part of the nation's far-sighted strategic plan to diversify its petrochemical base and expand its downstream industries; aiming to optimise the utilisation of the country's vast hydrocarbon resources by producing and exporting methanol and methyl tertiary butyl ether (MTBE).



CORPORATE HISTORY



VISION

By 2020, QAFAC will be:

- Amongst the top five producers of methanol, its high value derivatives and butane sub-products;
- Recognised by the high standards of our operations;
- Continually fostering growth opportunities;
- Working in partnership with our stakeholders.

MISSION

Our purpose is to be an international producer of methanol, its high value derivatives and butane sub-products in a safe and environmentally friendly manner; contributing to the economic development of Qatar and maximising shareholder's value.

VALUES

QAFAC continues to refine its business processes, reduce operating costs and improve efficiency through the development of, and adherence to, a system of values. These values are:

- Focus on quality;
- Continued improvement of our processes and people;
- Open and honest communication;
- Enabling our people to reach their highest potential;
- Team-based approach to problem solving;
- Providing employment opportunities for the people of Qatar;
- Comprehensive planning.

Membership in Associations:

- Gulf Petrochemicals and Chemicals Association (GPCA)
- Air & Waste Management Association (A&WMA)
- Asian Clean Fuels Association (ACFA)
- Royal Society for the Prevention of Accidents (RoSPA)
- Methanol Institute (MI)
- Gas Processors Association (GPA)

CORPORATE GOVERNANCE

QAFAC strives to establish a positive organisational culture where relationships amongst the Board of Directors, Management Team, shareholders and stakeholders are transparent and accountable. Our governance structure is built on a strong commitment to ethics, and we comply with all Qatar's laws and regulations.

BOARD OF DIRECTORS

QAFAC's Board of Directors has eight members, and its composition is decided by direct shareholder nomination. The Board holds regular quarterly meetings with QAFAC's senior and executive management, a yearly General Assembly and ad hoc matters are dealt with by Walk around Resolutions. The board has an Audit Committee consisting of four members, which focuses on the integrity of QAFAC's financial statements; ethics and code of conduct process; system of risk management and internal controls; the internal and external audit process, and the process for monitoring compliance with laws and regulations. The Chairman of Board of Directors is not an Executive Officer and compensation of board members is linked to both individual KPI's and organization KPI's.







Hamad Rashid Al-Mohannadi
(Chairman)



Nasser Khalil Al-Jaidah
(Vice Chairman)



Nasser Jeham Al-Kuwari
(General Manager)



Abdullah Saleh



James Wu



Bowei Lee

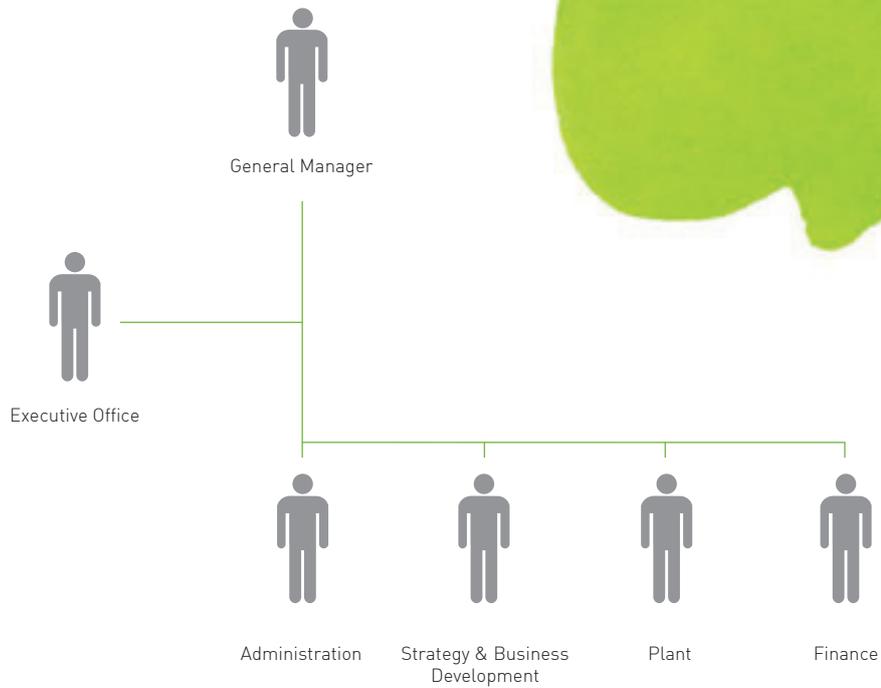


Chia-chao Yeh



Saad R. Al-Muhannadi

QAFAC'S ORGANIZATIONAL CHART



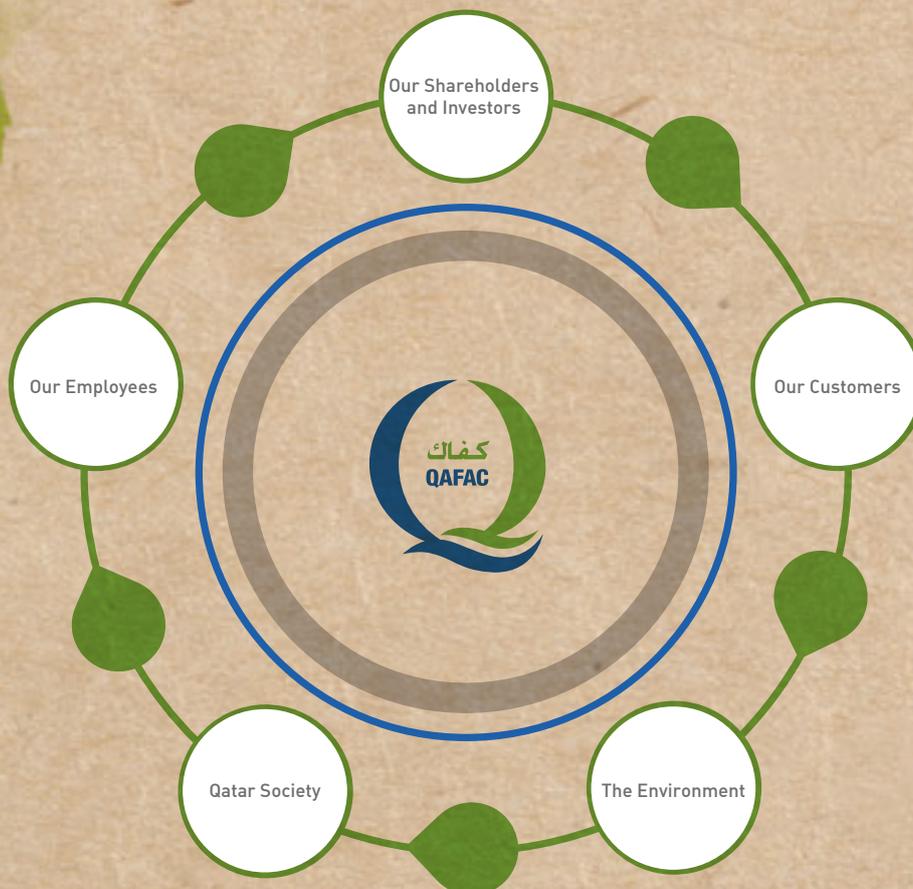
ETHICS AND COMPLIANCE

At QAFAC we are guided by the highest standards of ethical values, ensuring that honesty and integrity are our greatest strengths and fundamental to how we conduct our business. Employees are expected to conduct themselves ethically and in accordance with the law and QAFAC's Code of Ethical Conduct, which describes the guidelines governing professional conduct within the company. By ensuring that everyone across QAFAC is kept continually informed and understands the company's policies, we are reaffirming employees' shared commitment to company values.

Our Code of Conduct Committee ensures that all employees are abiding to our Ethical Conduct Guidelines, and our internal Audit Division ensures compliance with all laws and regulations. At QAFAC, any bribe or improper payment is prohibited. The company also ensures that relationships with suppliers, customers and other parties are based on lawful, efficient and fair business practices. In addition, QAFAC has a Conflict of Interest Policy in place to avoid conflicts between personal interests and those of the company. Each member of the Board files a Conflict-of-Interest Statement annually and, together with all employees, must declare any conflicts of interest as they arise. Seven internal audits were conducted during 2012.

MANAGING OUR STAKEHOLDER RELATIONSHIPS

Engaging in sustainability dialogue with our key stakeholders is of utmost importance, and promotes opportunities for collaboration. Main stakeholders identified are our shareholders and investors, customers, the environment, Qatari society, and our employees. By continuously engaging with them, we are cultivating honest and open communication; thus enabling us to respond to their needs and expectations. A stakeholder table outlining the dynamics of engagement with our stakeholders can be found in Appendix A.



SUSTAINABILITY STRATEGY AND FRAMEWORK

To perform in a global arena, companies within the energy and industry sector are increasing their levels of transparency and their commitment to responsible behaviour since the sector has, quite rightly, been under pressure to operate in a sustainable manner. A holistic approach towards enhanced performance that goes beyond effective health, safety and environmental practices is necessary to ensure the continuity and success of our business.

At QAFAC, we proactively began reporting on our sustainability performance in 2011; at the same time our senior management started increasing their understanding of the risks and opportunities associated with sustainability. At QAFAC, our commitment to excellence in management is one of our core values and represents our dedication to our stakeholders' most fundamental issues; examined and focused through the lens of QAFAC's vision, mission and values. The company is committed to furthering open communication of its policies, targets and performance, taking reporting and strategy to the next level over the coming years. This means we will ensure that all reports are credible and obtain the highest levels of assurance, while also implementing a 5-year sustainability strategy that will support us in enhancing our sustainability performance.

Our commitment to fulfilling Qatar's national mandate by proactively aligning our strategy with the Qatar National Vision 2030 (QNV) as well as with Qatar's National Development Strategy (NDS) 2011-2016 underpins our ambitions for the company. We also recognise the importance of sector guidance and we fully support the Sustainable Development Industry Report (SDIR) Programme; a key mechanism for the uptake of the sector's implementation of sustainability, now under the guidance of QP's HSE Regulations and Enforcement Directorate. This follow-up report was designed according to QAFAC's new sustainability framework created in alignment with the company's 2012-2020 strategic map. The framework highlights four main areas of focus and one overarching chapter that demonstrate our contribution to Qatar's national development ambitions.

“ Sustainable Development is development that meets the needs of the present, without compromising the ability of future generations to meet their own needs.”

From the World Commission on Environment and Development
(Brundtland Commission, 1987)



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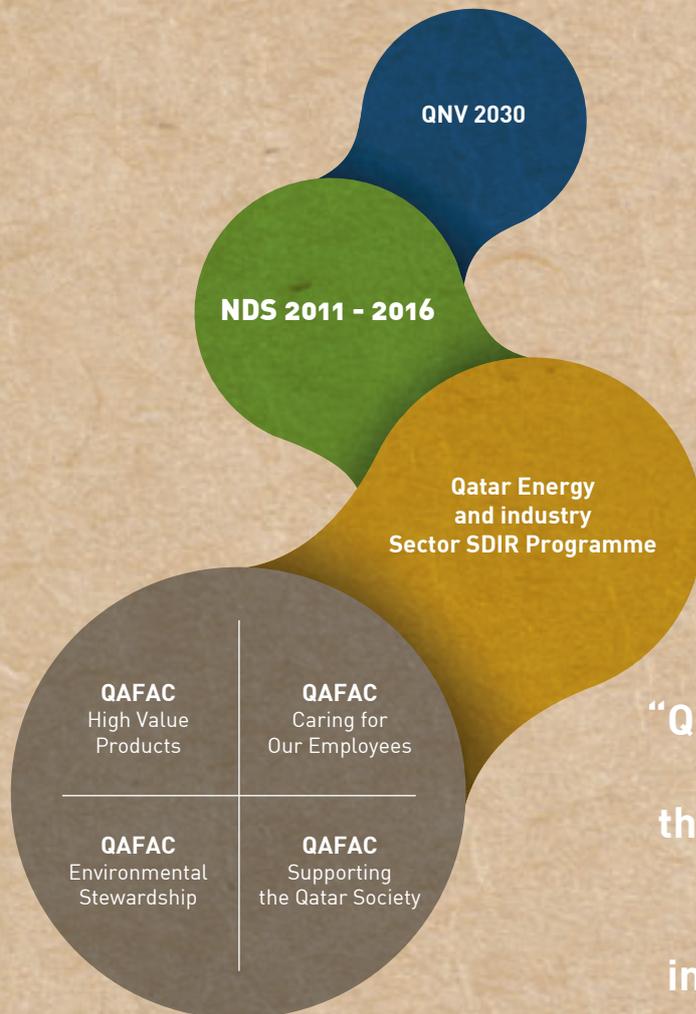
QAFAC 2020 STRATEGY MAP



CONTRIBUTING TO QATAR'S NATIONAL AMBITIONS

Qatar aims to achieve comprehensive and sustained development, providing high living standards for the entire nation. Launched in 2008, Qatar National Vision 2030 provides Qatar with clear future directions, whereby the state defines long-term outcomes for its economic, social and environmental development. To implement this vision, HH Sheikh Hamad bin Khalifa Al-Thani envisioned a step-by-step strategy that culminated in Qatar's first National Development Strategy 2011-2016; a plan that will turn each goal in the QNV 2030 into a concrete reality for Qatar.

The Qatar National Vision 2030 and National Development Strategy 2011-2016 are integrated within QAFAC's corporate mission, which is to be an international producer of methanol, its high value derivatives and butane sub-products in a safe and environmentally friendly manner; contributing to the economic development of Qatar and maximising shareholder's value. Besides directly contributing to Qatar's economic diversification plans, QAFAC's management is committed to strengthen the company's presence in the marketplace and to ensure a healthy, safe and high standard of living for its employees, stakeholders and all Qataris now and in the future. Furthermore, methanol's numerous applications in the marketplace, along with MTBE's specific environmentally friendly applications, make QAFAC well suited to achieving these goals. Methanol is considered to be a clean source of energy because it emits fewer toxins into the air and because it consumes carbon dioxide during production that would otherwise contribute to total GHG emissions.



“Qatar National Vision 2030 builds a bridge between the present and the future. It envisages a vibrant and prosperous country in which there is economic and social justice for all and in which nature and man are in harmony.”

Sheikh Tamim bin Hamad Al-Thani,
Crown Prince of Qatar

THE SUSTAINABLE DEVELOPMENT INDUSTRY REPORTING (SDIR) PROGRAMME

The sustainable development of the energy and industry sector of Qatar is of fundamental importance to the Ministry of Energy and Industry and the State of Qatar. The State of Qatar considers environmental stewardship, economic growth, social progress, human development and responsible governance as essential components of sustainable development in the energy and industry sector. To support this vision, QP DG created the energy and industry sector's Sustainable Development Industry Reporting (SDIR) Programme which has become a key mechanism for supporting the sector's implementation of sustainability and Qatar's National Vision. In 2011, a total of 33 companies within the energy and industry sector in Qatar participated in the programme, and QAFAC is proud to be among them. QAFAC remains committed to business integrity, transparency of reporting and contributing to the SDIR programme effectively. The table below demonstrates our 2010-2012 performance on the set of 33 indicators selected by QP DG and outlined in the SDIR framework.

	Indicator	Unit	QAFAC's Performance		
			2010	2011	2012
Economic Contribution	1 Revenues	USD	570,000,000	921,000,000	927,768,000
			Methanol= 0.879197	Methanol= 1.021872	Methanol= 0.843540
	2 Production -	Million tonnes	MTBE= 0.512705	MTBE= 0.654549	MTBE= 0.610980
	3 Number of jobs created	Number	0	-4	-9
	4 Total GHG emissions (direct and indirect)	Tonnes Co ₂ e	1,470,402	1,125,030	1,489,635
Climate Change and Energy	5 Total energy use (direct and indirect)+	GJ	701,351	787,284	729,690
	6 Total flaring	Million NM3	193.700	184.400	173.051
	7 Total natural gas used	Million m ³	41.78	49.82	32.14
	8 Companies with active climate change strategies	Number	0	0	0
	9 Total fresh water use+	Million m ³	1,17	1,29	1,40
The Environment	10 SO _x produced	Tonnes	62.8	120	93
	11 NO _x produced	Tonnes	1,091	1,329	1,235
	12 Significant oil spills (→ one barrel)	Number	0	0	0
	13 Volume of spills	Litres	0	0	0
	14 Total waste disposed	Tonnes	0	3,306	4,914
	15 Waste recycled	%	0	0	0.55
	16 Employee fatalities	Number	0	0	0
Health and Safety	17 Contractor fatalities	Number	0	0	0
	18 Employee lost time injury rate	Per 1 Mn m-h	0	2.17	0
	19 Contractor lost time injury rate	Per 1 Mn m-h	0	0	0
	20 Employee total reportable injury rate	Per 1 Mn m-h	2.22	2.17	0
	21 Contractor total reportable injury rate	Per 1 Mn m-h	0.84	1.94	0
	22 Employee occupational illness rate+	Per 1 Mn m-h	0	0	0
Workforce	23 Loss of containment (LOC) / process safety incidents	Number	0	0	0
	24 Emergency response drills	Number	4	4	4
	25 Incident investigation completion	%	95	32	95
	26 Workforce size	Number	304	300	291
	27 Female employment	%	3	3	3.6
Society	28 Employee satisfaction	%	N/A	N/A	N/A
	29 Average training provided per employee	Hours	5.5	9.2	15
	30 Qatarization	%	16.7	18	17.18
	31 Total social investment budget	QR	752,616	1,230,276	1,185,593
	32 Goods and services sourced locally	%	75	52	67
	33 Corruption or human rights incidents	Number	0	0	0



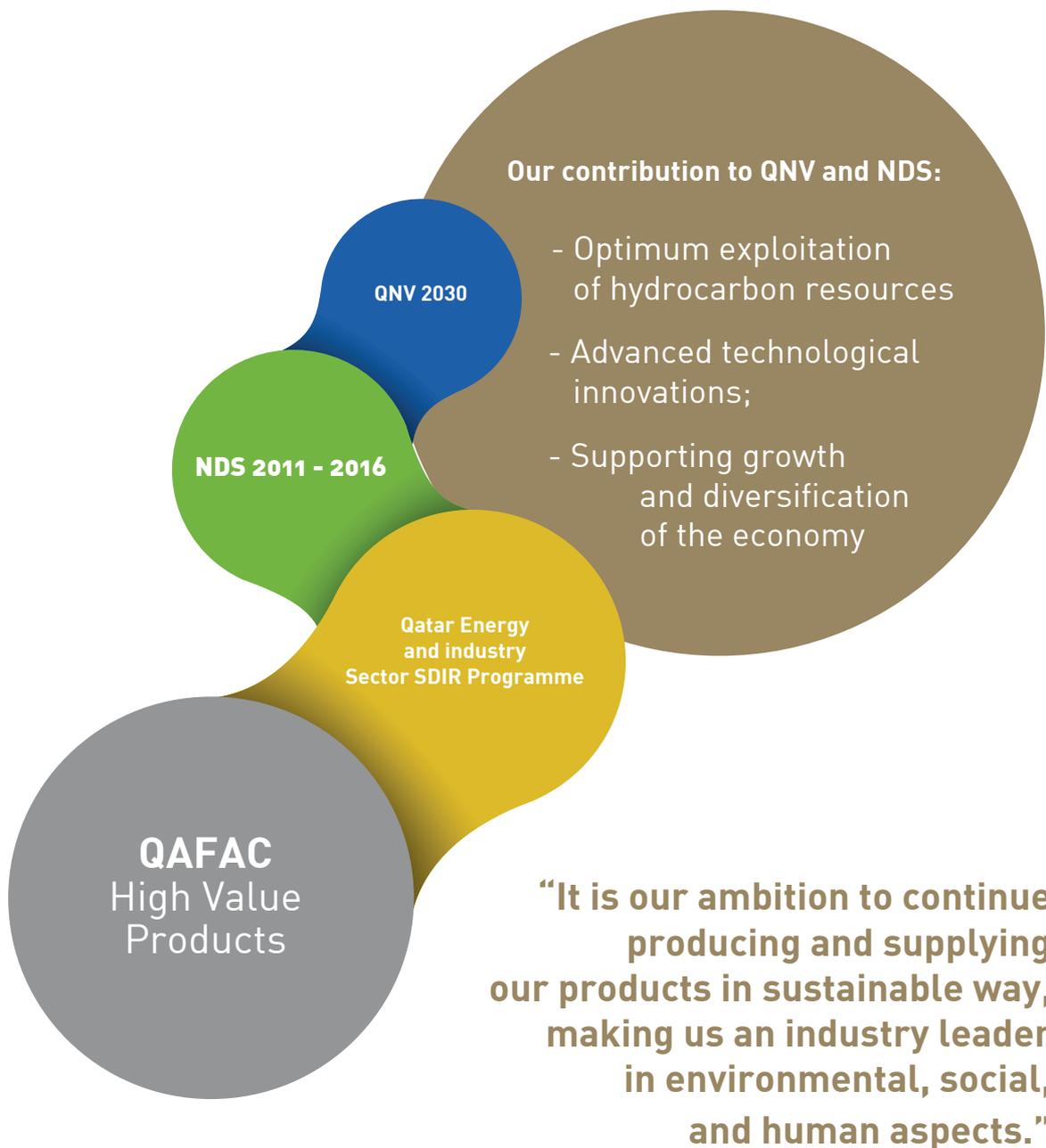
Key Story: QAFAC Receives Certificate of Appreciation From QP

QAFAC recently received a certificate of appreciation from QP HSE Regulations and Enforcement Directorate (DG) in recognition of our efforts in contributing to the Sustainable Development Industry (SDI) Initiative launched by Qatar Petroleum. His Excellency Dr Mohammed bin Saleh Al-Sada, Minister of Energy and Industry and Managing Director of Qatar Petroleum, presented the certificate to Mr Nasser Jeham Al-Kuwari, Board Member and General Manager of QAFAC.



High Value Products

For over 12 years, QAFAC has produced methanol and MTBE of the highest quality, supplying it to local and international markets. We continuously fine-tune our production operations and our relationships, with both suppliers and customers, in order to reach new levels of quality. Our goal is to be recognized as one of the highest quality producers of methanol and MTBE in the world.



Hamad Rashid Al-Mohannadi
QAFAC's Board
of Directors Chairman

OUR PRODUCTS

At year-end 2012, our facilities produced 610,980 tonnes of MTBE (Methyl Tertiary Butyl Ether) and 843,540 tonnes of MEOH (Methanol). While MEOH is produced from natural gas supplied by Qatar Petroleum through steam reforming and MEOH synthesis, MTBE is produced by processing butane procured from QP, and MEOH procured in-house. Our MTBE is a fuel additive that enhances octane number in gasoline and reduces harmful vehicle air emissions and thus results in cleaner air, while MEOH provides alternative and cleaner fuel options in addition to being used as a raw material in a variety of other products.

Total Production (Tonnes)



Input Materials (Tonnes)

	2010	2011	2012
Natural Gas	725,248	845,527	723,703
Butane	372,809	481,938	445,318

METHANOL - TOUCHING OUR DAILY LIVES

A truly global commodity, methanol is the basis for hundreds of chemicals and is considered one of the most versatile compounds developed. Methanol is a clear, colourless, flammable liquid that is both biodegradable and water-soluble and is present in thousands of products that touch our daily lives, including packaging, paints, refrigerants, carpeting and many others. In addition to being considered an important alternative energy source due to cheaper prices and cleaner emissions, it is also used as a hydrogen carrier in fuel technologies; an efficient fuel for electric power generation, and used for wastewater denitrification. QAFAC's Methanol plant is designed to produce 2500 metric tonnes per day of US Federal Grade AA methanol.

The Methanol Process



MTBE – CLEAN FUEL, CLEAN AIR

When the quest for a suitable replacement for lead began, the pursuit of new octane enhancers that reduce toxic emissions at the same time became the utmost priority. Since then, MTBE has become an intelligent choice. It is a convenient, technologically advanced and economical oxygenate alternative that is easy-to-blend, cost-effective, and is essentially a drop-in blending component for refineries. MTBE also produces the necessary high octane required in gasoline to ensure smooth and easier burning.

Our MTBE plant occupies some 65.5 hectares at Mesaieed Industrial City, the design of which is based on UOP technology. It produces around 1,830 metric tonnes per day or 610,000 metric tonnes per year by processing butane and methanol. MTBE is a colourless flammable liquid with a characteristic odour and an average octane number of 108. MTBE produced by QAFAC is also used by QP Refinery to replace lead in the gasoline that is marketed locally in Qatar. In the forecast period 2011–2020, the demand for MTBE is expected to grow at a compound annual growth rate of 5.9%, with the increasing market dominance of the Asia-Pacific region. QAFAC is working with QP to explore the possibilities of expanding our MTBE production in Mesaieed and Ras Laffan to satisfy growing local and external demand.

“QATAR has agreed to comply with EURO 5 gasoline grade and it is building a gasoline refinery in RLIC that will use MTBE as the oxygenate.”

MTBE is the most commonly used oxygenate all over the world today.

MTBE Reduces Emissions From all Types of Gasoline Vehicles, Regardless of Their Emission-Control Technology

	How?	How much?
DIRECT EFFECT	Oxygen allows more complete fuel combustion.	<ul style="list-style-type: none"> - CO: Reduces emissions by same % as content in petrol; - Each 1 or 2% of MTBE typically leads to a 1% reduction in total HC emissions; - It is estimated that for each 1% of MTBE there is an equivalent percentage reduction in benzene emissions, both evaporative and exhaust.
INDIRECT EFFECT	High octane and other properties allow dilution of other less desirable gasoline pool components.	<ul style="list-style-type: none"> - Magnitude depends on MTBE content, vehicle emissions control technology, type/age of engine and driving cycle; - MTBE reduces direct VOC's Ozone Forming Potential (OFP); generates about half the ozone of typical gasoline hydrocarbons and one-tenth that of aromatics, and contributes to lower volatility.

Source: European Fuel Oxygenates Association

Key story: QAFAC Sponsors Qatari Rally Driver

In 2012, QAFAC sponsored Abdullah Al-Kuwari's team for the Qatar National Rally for the 2012-2013 season. Al-Kuwari's car was partly fuelled by methanol and MTBE; clean burning fuels produced by QAFAC that reduce the tail gas pollution generated by a combustion engine, and are far more environmentally friendly than regular motor fuel.



PRODUCT AND SALES RELATIONSHIP BETWEEN QAFAC AND QP COMPANIES

As the Mesaieed Industrial City continues to grow, QAFAC's role in supplying neighbouring industries with raw materials continues to be fundamental in contributing to the economic development of Qatar. QAFAC has established a trading agreement with these industries and currently supplies MTBE to Qatar Petroleum (Refinery); methanol to QAFCO, Qatar Petroleum NGL, QAPCO and Qatar Acids Company. QAFAC receives butane and natural gas from Qatar Petroleum and CO₂ from QAFCO.

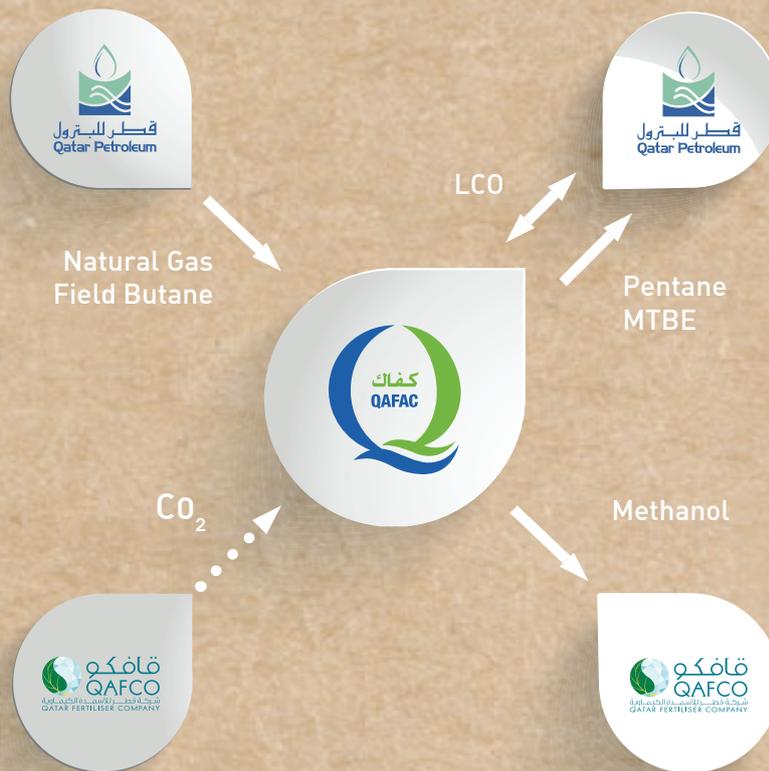
QAFAC Sells	MTBE	Methanol
Qatar Petroleum (Refinery)	●	
Gulf Formaldehyde Company (QAFCO)		●
Qatar Petroleum NGL		●
Qatar Petrochemical Company (QAPCO)		●
Qatar Acids Company		●
QAFAC Buys	BUTANE	NATURAL GAS
Qatar Petroleum		
QAFCO	CO ₂	





“I’m very excited about the upcoming event and I think it will be especially interesting to see how the car performs with a mix of methanol and regular petrol in the tank. Because of its ‘cleaner burning’ properties, methanol is becoming increasingly popular as a motor racing fuel. ”

Mr. Abdullah Al-Kuwari



MARKET SERVED GLOBALLY

Total sales reached US\$ 930 million in 2012, a 7.7% increase over 2011's sales and exponential growth of 190% over 2010's sales. Asia remains our biggest market for both MTBE and MEOH, representing 65.6% of our total sales in 2012; and the Middle East increasing from 1.74% in 2010 to 25.49% of total sales in 2012.

Sales (USD - "000)



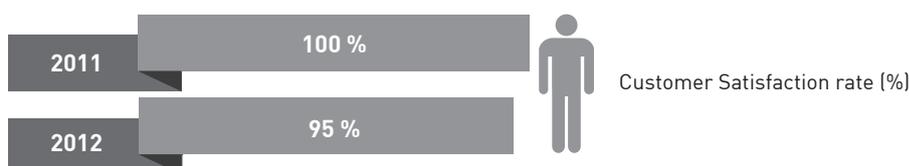
Sales by region as percentage of total sales		2010	2011	2012
Qatar	MEOH	1.22%	0.98%	1.47%
Middle East	MTBE	1.74%	31.60%	25.49%
Europe	MTBE	9.21%	0.63%	3.42%
S. America	MTBE			4.07%
Asia (Except the Middle East)	MTBE	55.15%	40.78%	43.70%
Asia (Except the Middle East)	MEOH	32.68%	26.00%	21.85%
% MTBE		66.09%	73.02%	76.68%
% MEOH		33.91%	26.98%	23.32%



CUSTOMER SATISFACTION

QAFAC is committed to maintaining the highest customer satisfaction rates, by meeting customer's expectations and demands. Prior to 2009, QAFAC's products were sold and marketed solely by our shareholders; they are now marketed directly by QAFAC. This has improved relationships with customers through direct communication and business transactions. Customer satisfaction surveys are conducted annually, and are important tools to collect feedback from our customers. In 2012, our customer satisfaction rate was 95%, slightly below 2011's figure when we achieved 100% rating.

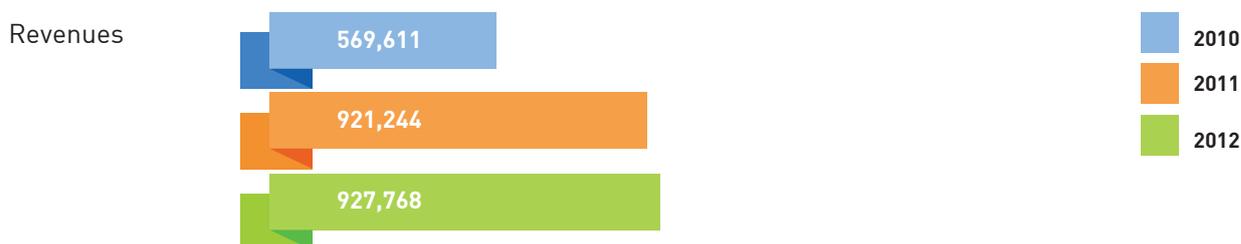
Customer Satisfaction



DIRECT AND INDIRECT ECONOMIC IMPACT

QAFAC is committed to continued strong financial performance by maintaining its products' unique characteristics and ensuring continued contribution to Qatar's economic diversification in an environmentally conscious way. QAFAC has consistently improved its revenues over the last three years due to improved prices and strong demands for its products. Total revenue in 2012 reached (USD) 927,768,000; a 63% increase over 2010's revenue, but remained stable over 2011's revenues despite it was predicted to decrease. Moreover, this increase in revenues was achieved while simultaneously investing more than (USD) 325,000 in community activities in 2012 and increasing total employee's wages and benefits by almost 30%.

Direct Economic Value Generated (USD - '000)



Indirect Economic Value Distributed (USD - '000)



	2010	2011	2012
Contractors paid amount - Total	20,303	7,917	16,059
Suppliers paid amount - Total	3,260	1,502	5,540

Others

Payments for Government for land use	487,238	499,521	511,734
Community investment: Voluntary contributions and investment of funds in the broader community (includes donations)	206	337	325

Caring for Our Employees

QAFAC employees are of paramount importance to the success of our business. Our business family is driven by the company's vision and values, and we are committed to maintaining a diverse, fulfilling and healthy working environment. It is our top priority to ensure high levels of Qatarization, the creation of new jobs, and that we contribute to the overall social and economic development of Qatar.



WORKFORCE PROFILE

At year-end 2012, QAFAC's workforce comprised 291 full-time employees, 50 of whom were Qatari nationals. QAFAC intends to continue to support the Qatar National Vision by creating new jobs and providing training and development opportunities.

Workforce	2010	2011	2012
Total workforce	304	300	291
By employment level			
Senior Management	9	8	10
Middle Management	28	27	8
Staff	267	265	273
By gender			
Female	10	9	11
Male	294	291	280
By age			
Workforce by age 18-30	53	47	28
Workforce by age 31-40	76	65	55
Workforce by age 41-50	134	135	116
Workforce by age 51-60	41	53	92
By Nationality			
Qatari Nationals	51	54	50
Expatriates	253	246	241

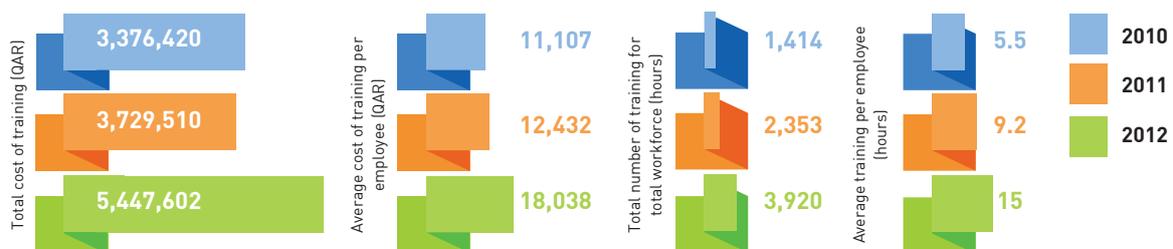
EMPLOYEE TRAINING AND DEVELOPMENT

To ensure that the best talent is retained and turnover is kept at low rates, QAFAC has designed a competency-based training development programme with a strong focus on developing the knowledge and capacity of our employees. In 2012, we invested (QAR) 5,447,602 in employee training; an increase of 46% compared to 2011. At QAFAC, all managers, from the line manager to the general manager, are involved in assessing employee's training and development needs; continually taking their career plans and ambitions into account. QAFAC is also firmly committed to providing equal opportunities in all aspects of training. The majority of our female employees work in administration roles, where training requirements are different in duration compared to technical training.

The goals of QAFAC's training and development policy have been established as follows:

- To attract and develop national and expatriate employees with necessary skills and abilities to continue its operation and competitiveness.
- To ensure nationals with good education background and potential are recruited, developed and retained for career development in QAFAC so as to achieve the overall objectives of Qatarization.
- To keep employees abreast of changes and development of job related technology and standards.

EMPLOYEE TRAINING



WORKPLACE DIVERSITY

Due to the nature of our business, female employees comprised only 3.6% of total workforce, mainly taking administrative roles. This figure is below the average for petrochemical companies in Qatar, which registered an average 13% of female employment. It is the company's constant endeavour to support and provide equal opportunities for its female employees and QAFAC is committed to continue improving these numbers.

Female Employment



EMPLOYEE INTERVIEW

Name: Miss Buthaina Shaheen Al-Kuwari

Position: Head of IT

Department: IT

Nationality: Qatari

Length of time working at QAFAC: 7 months

Why QAFAC?

Before joining QAFAC, I had little information about the work environment here but now I can tell you that I took the right decision. It is really enjoyable finding a place where you can exercise your creative experience. I believe the key success here is the great support we are getting from the higher management in addition to the wonderful relationships between people. It's hard to find a working environment like this one nowadays.

What is it like to be a woman in a male-dominated industry?

To be honest, I used to like the challenge and I believe Qatari women have proven their ability to succeed in the sectors that used to be handled by males. **I am getting full support here and I can say that QAFAC is one of the best companies in empowering females. We get all that we need here.** It is really a healthy environment for females.



EMPLOYEE ENGAGEMENT AND RECOGNITION

QAFAC has established a range of communication channels to ensure an open culture among management and employees to guarantee clarity and promote understanding of our employees' needs. The company has an 'Employee of the Quarter' scheme as part of its reward and recognition strategy. The aim is to recognise and reward outstanding achievement in the workplace and the scheme is organised on a regular quarterly basis. QAFAC's Succession Plan and Training and Development policies, in addition to a range of benefits offered to our staff, help ensure strong employee satisfaction and development. At year-end 2012, turnover rate decreased to 0.3%, a significant decrease compared to previous years. Furthermore, all employees received annual performance and career development reviews in 2012.

	2010	2011	2012
Turnover rates			
Turnover rate (%)	3%	5%	0.3%
Total number of employees who left the organisation	9	15	1
By employment level			
Senior Management	2	3	0
Middle Management	3	2	0
Staff	4	10	1
By gender			
Female	1	0	1
Male	8	15	0
By age			
Workforce by age 18-30	0	3	0
Workforce by age 31-40	2	3	0
Workforce by age 41-50	4	7	1
Workforce by age 51-60	3	2	0
Employee Satisfaction			
Employees receiving regular performance and career development reviews	100%	100%	100%

Key story: Long Services Award for employees

QAFAC Hosted celebration at Al-Sharq hotel on the occasion of the Long Services Award for employees marked 5 & 10 Years continuous Services with the company. Commemorative gifts were presented by the General Manager, Mr. Nasser Jeham Al-Kuwari who offered his own personal congratulations to those who were being honoured and he continued the fact that we have so many people here who completed 5 and 10 years of their working life in QAFAC which demonstrate their strong belief that they have in QAFAC. At the end, on behalf of Management Team, he thanked for the continued belief of the employees in contributing to QAFAC shared goals.

HUMAN RIGHTS AND DISCRIMINATION

QAFAC adheres to all laws relating to worker's rights, and follows international guidelines. Overtime is duly compensated and employee passports are not retained. The company also takes significant steps to help ensure that there are no violations of worker's rights, including forced or compulsory labour among contractors. QAFAC abides by Qatari laws and prohibits the hiring of employees under the age of 16. The company believes that discipline is essential for the efficient conduct of operations, and conducts rapid grievance procedures at all levels to the satisfaction of both the company and the employees concerned. No incidents of discrimination were recorded during the reporting period.

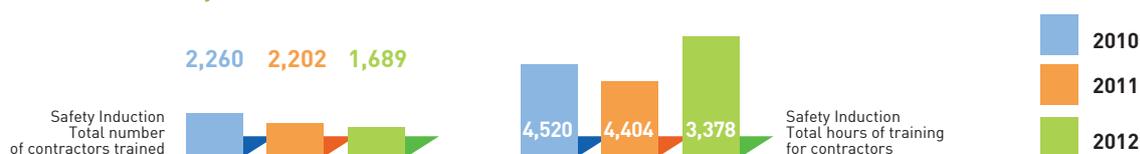
OCCUPATIONAL HEALTH AND SAFETY

At QAFAC, health and safety concerns are the responsibility of every team member. QAFAC management has established systems and procedures to ensure the health, safety, and emergency preparedness of the organisation as a whole. Our occupational health department, led by an occupational health nurse, conducts training sessions in health awareness and preventative practices as part of the overall HSE training regimen. The Health, Safety and Environment (HSE) department also oversees medical examinations of all employees every two years, coordinates health campaigns in collaboration with Mesaieed Health Centre and administers emergency treatment. QAFAC's HSE department conducts frequent training sessions that integrate all aspects of health, safety and environmental issues.

QAFAC is a member of The Royal Society for the Prevention of Accidents (RoSPA)

Occupational Health and Safety	2010	2011	2012
LTIF, overall	0	1.02	0
LTIF, contractors	0	0	0
LTIF, staff	0	2.17	0
TRIR, overall	1.22	2.05	0
TRIR, contractors	0.84	1.94	0
TRIR, staff	2.22	2.17	0
Fatalities	0	0	0
Working hours	1,634,922	976,03	1,388,066

Contractors – Safety Induction



Employee Safety Training by type	2010	2011	2012
ERT training (hours)	584	664	1,176
Permit to Work Authorization (hours)	---	1,312	176
ERT First Aid Training (hours)	54	84	48
Safety Induction – Trainees (hours)	---	---	36
Safety Induction – Employees (hours)	12	20	34
ERP – Emergency Response Procedure (hours)	---	---	696
Safety Watch	216	---	168
Hi – Angle Recue and Confined Space	336	---	---
Jetty Operator Training	120	---	---
Fire Warden	8	---	---
Total employees training on Safety (hours)	1,330	2,080	2,334

- 117 Employees attended PMC in 2012;
- 246 employees and 39 contractors attended the clinic in 2012;
- 48 employees are Health Club members;
- 58 employees participated in Weight Loss Campaign.

EMPLOYEE INTERVIEW

Name: **Khurram Babur Mukhtar**
Position: Environment Technician
Department: HSE
Nationality: Pakistan
Length of time working at QAFAC: 14 months

Why QAFAC?

This company's successful strategies, good reputation and values make it head and shoulders above its competition. I well understand that this is a company on the way up. This job is a good fit for what I've been interested in throughout my career. It offers a nice mix of short and long-term activities. The buzz on this company is that it rewards people who deliver solutions to substantial problems.

What Are the Trainings You Have Received?

I have attended the training for internal auditing of integrated management system. Internal auditing is a high-value skill and I am actively involved in internal auditing of QHSE management systems. I am also included in the list of certified internal auditors.

How Do You Perceive QAFAC's Approach Towards Ensuring Employee Health and Safety?

QAFAC puts people first. The company's emphasis on safety, health and environmental protection is the right thing to do to ensure a healthy and safe working environment, while reducing costs and enhancing productivity. Safe production without harm to the environment is always the company's goal, and QAFAC is committed and striving to improve health, safety & environmental performance every day.

Here, employees are obliged to show that they have taken "all practicable steps" to maintain a safe working environment by using the following procedures: HSE Observation Scheme and accident reporting and investigation. In conclusion, QAFAC's really cares for its people and the environment, and this has had a positive effect on most other aspects of our plant's operations.

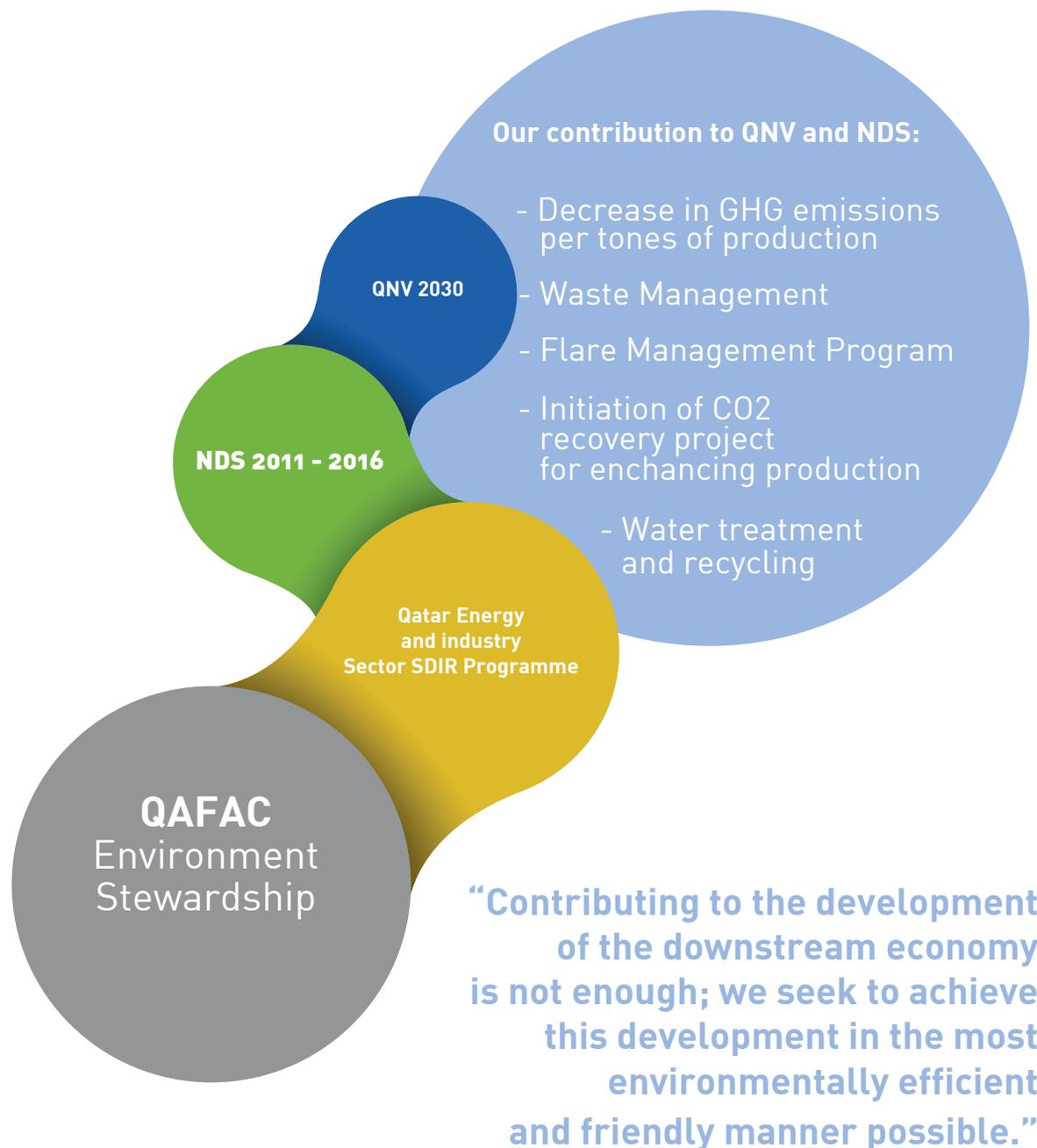
Key story: QAFAC achieved OHSAS 18001 Certification

QAFAC achieved certification to BS OHSAS 18001:2007 International Standard; an Occupational Health and Safety Management System from the certification body, TUV SUD Middle East LLC. The certification demonstrates QAFAC's ongoing commitment to protecting the health and safety of its employees, contractors and other personnel working for the company by managing and controlling its risks at the workplace to prevent against human injury and ill health. QAFAC embarked on management system certification back in 2004 and attained its first certification to ISO 14001:2004; an Environmental Management System, in 2005. Subsequently, the company achieved ISO 9001:2000 Quality Management System certification in 2007. Ever since its inception, the company has strived for improvement in systems to ensure continued suitability and effectiveness.



Environmental Stewardship

There is no longer any excuse for ignoring the damage which greenhouse and other gases produced in the production of energy fuels can cause to the planet. The only way forward is to invest in technologies that prevent damage, and make production processes as green and efficient as possible. It is the responsibility of all those involved in the industry to take the lead and seek out those technologies and processes which can contribute to the fight against climate change. QAFAC is proud to play its part in cutting harmful industrial gases and has a leading role as an environmentally conscious company.



Nasser Jeham Al-Kuwari
General Manager

Our Environmental Management System

At QAFAC, we believe in comprehensive planning in order to create strong systems and processes for all of our operations. Our Environmental Management System (EMS) encompasses all the environmental policies and procedures that govern our processes, and provides a structured approach to all major environmental issues. It is the responsibility of each of QAFAC's employees to fully understand and practice our environmental policies. QAFAC's EMS was awarded the ISO 14001 certification in 2004, which was renewed in 2008 and 2011, demonstrating its continued high quality. In line with the philosophy behind our EMS, we have established strong auditing programmes and routines, including: An EMS internal audit, conducted every six months; third-party surveillance audits, conducted annually; third-party re-certification audits, conducted every three years.

QAFAC's total direct and indirect energy consumption for the year 2012 decreased by 7.5%, reaching 729,690 gigajoules. The company's largest energy consumption source is electricity that is heavily used to power the production plants, and is supplied by Kahramaa: Qatar's national energy grid. Total electricity consumption for the year was 727,870 gigajoules, and diesel consumption increased exponentially from 583 gigajoules in 2011 to 1,718 gigajoules in 2012 as a result of five operational shutdowns in 2012. QAFAC recognises the importance of the reduction of energy consumption with the goal of minimising climate change impact. We continually track and record our annual energy consumption, seeking to implement measures to reduce future consumption.

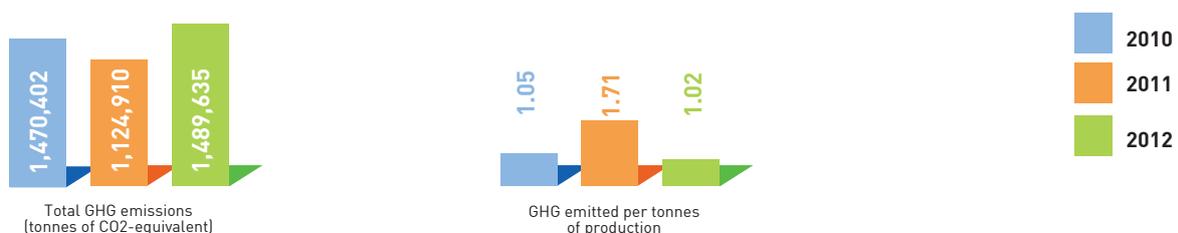
Direct and Indirect Energy Consumption



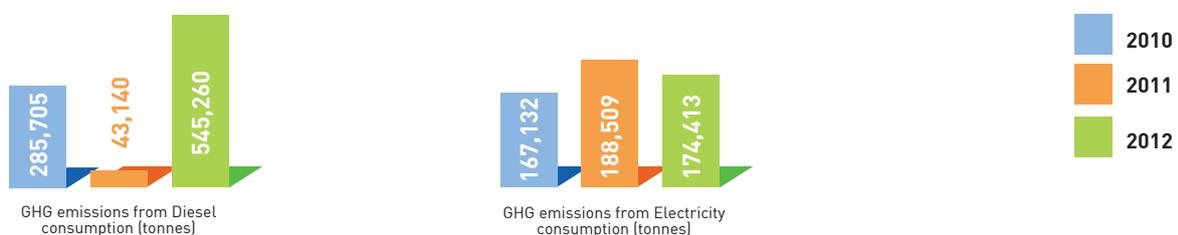
GHG EMISSIONS

QAFAC is continually improving its GHG emissions calculation to meet international standards, while taking into account its specific operations. Total greenhouse gas emissions increased to 1,489,635 tonnes CO₂ equivalent in 2012, a 32% percent increase over 2011's emissions. However, tonnes of greenhouse gas emitted per tonne of production decreased by 40%, from 1.71 to 1.02 tonnes.

Total GHG emissions



Direct and Indirect emissions



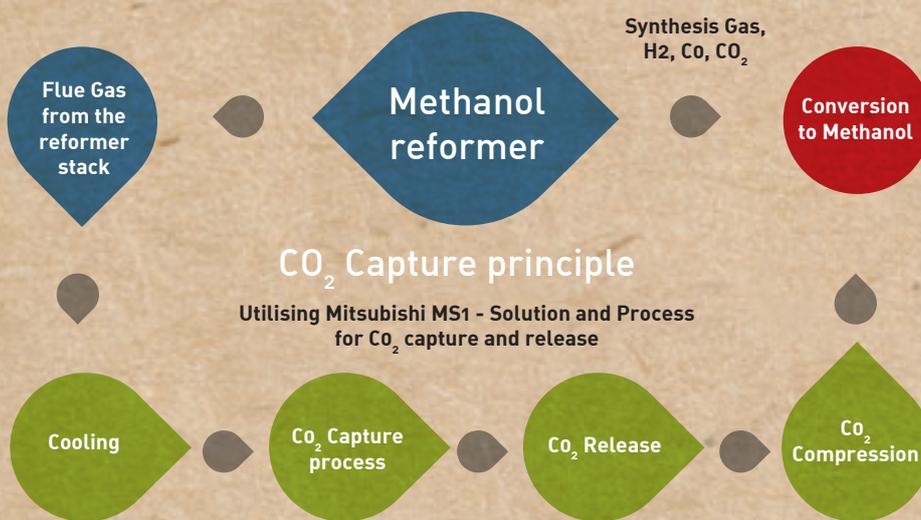
	2010	2011	2012
Others			
CO ₂ emitted during production (tonnes)	1,016,474	891,932	769,869
SO _x	0	0	93
NO _x	1,091	1,329	1,235

CLIMAT CHANGE

Qatar is taking a leadership role in advancing strong solutions to avoid financial implications and other risks due to climate change issues. Its energy and industry sector has played a pivotal role in meeting the growing demand for energy, while providing cleaner energy that reduces or eliminate greenhouse gas emissions. Through a range of initiatives targeted at minimizing QAFAC's contribution to Qatar's total emissions, QAFAC has been active in implementing innovative solutions to reduce its own impact on the environment. QAFAC's air emissions, resulting from daily operations and energy consumption, form the main component of QAFAC's impact on climate change. The company directly monitors and utilizes sophisticated technology and programs to reduce or eliminate emissions, such as the LDAR (Leak Detection and Repair) program, Flare Management Program and the Carbon Dioxide Recovery (CDR) plant.

CASE STUDY: CARBON DIOXIDE RECOVERY (CDR) PLANT

Stepping up to the climate change challenge and playing our part in fulfilling the vision, we looked for innovative ways to reduce our greenhouse gas emissions into the atmosphere. The CDR, in partnership with Mitsubishi Heavy Industries (MHI), is an innovative solution that reduces QAFAC's total emissions and meets a business need by reusing the recovered CO₂ in our methanol production, thus fulfilling our CO₂ requirements. The CDR plant will be the first plant to recover carbon dioxide from a methanol plant and re-inject it into methanol production, and is the largest plant of its kind built by MHI. Moreover, the plant will recover 35m³ of water per hour from flue gas, which will be re-used in the production process. This is expected to reduce the company's total water intake by 16% based on the latest intake figures.



CDR Project Mission:

QAFAC will recover 500 T/Day of the greenhouse gas CO₂ from its methanol reformer stack and will be injecting it in its existing methanol plant to enhance the production capacity.

This is equivalent to:

- CO₂ absorbed by 4,200,000 trees in ten years *
- CO₂ emitted by 32000 vehicles/year **

*U.S. DOE (1998). Method for Calculating Carbon Sequestration by Trees in Urban and Suburban Settings. Voluntary Reporting of Greenhouse Gases, U.S. Department of Energy, Energy Information Administration.
** EPA (2009)_Inventory of U.S Greenhouse Gas Emissions and Sinks: 1990-2007

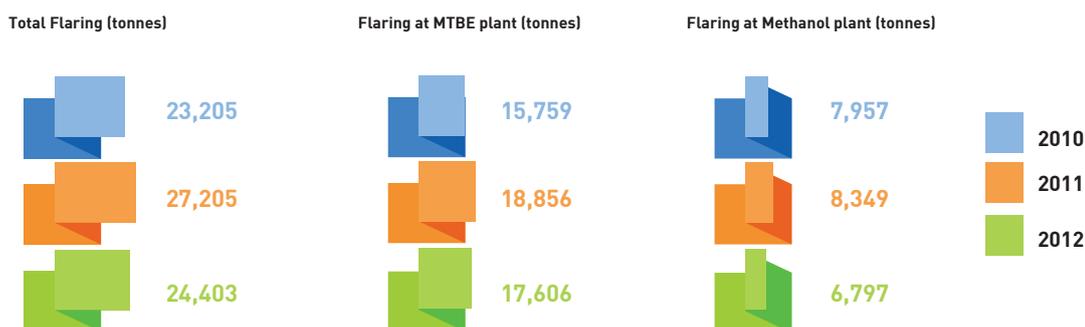
FUGITIVE EMISSIONS

QAFAC's LDAR (Leak Detection and Repair) programme has been implemented at both the methanol and MTBE plants. This programme follows the US Environmental Protection Agency's standards for the synthetic organic chemical industry (SOCMI). In essence, the programme checks all components of the facility that are subject to leakages, identifies any leaks and calculates the possible amount of gas or material leaked. Any leaks are then repaired, and further analysis done to ensure that no other leaks remain. Finally, frequency detection tests are planned and conducted on suspect components. Some of the measures currently in place to reduce fugitive emissions are listed below.

- All pressure relief valves and vent lines from sampling devices and pump handling process fluid are vented to the flare system.
- Tandem mechanical seals are used in centrifugal pumps and compressors to eliminate gland leaks.
- Methanol and MTBE storage tanks are fitted with internal floating roofs to minimise vapour discharges.
- Construction material is chosen to minimise the effects of corrosion and eliminate leakages caused by corrosion-related failures.

FLARING

Flaring is a necessary step to ensuring the safety and equipment reliability on industrial operations. In 2012, our total flaring reduced by 10% as a result of 5 operational shutdowns. Total flaring measured in million metric standard cubic metres (MMSCM) for the year was 24,403; with the MTBE plant and the Methanol plant accounting for 72% and 28% respectively.



Key story: QAFAC's Flare Management Program

QAFAC has implemented a programme for the control of hydrocarbon emissions to the atmosphere caused by internal leaking equipment, such as pressure relief valves, safety valves, bypass valves, automatic regulated valves, and check valves connected to the flare headers. Through these controls, uncontrolled emissions which can lead to huge losses are monitored with the help of highly sophisticated ultrasonic devices. This project has helped to identify and control the losses of such hydrocarbons through various streams connected to flare headers. In the absence of such a monitoring and maintenance programme, these losses can cause significant atmospheric pollution and loss of energy even during normal plant operations.

WATER CONSUMPTION

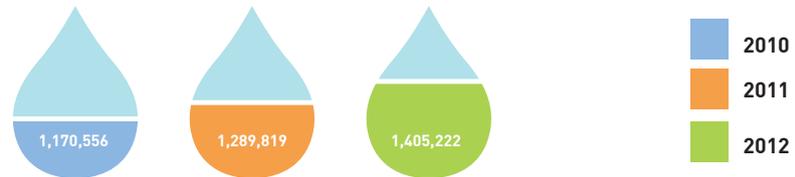
QAFAC's water intake is supplied by Kahramaa, the national water and electricity provider. In 2012, total water consumption increased by 9% compared to the previous year as a result of inspections conducted in the product storage tanks, where water was used to detect leaks. However, most of our water consumption is used during methanol production, whereby water is converted into steam during the steam reforming and gas synthesis process.

As of 2012, 818,722 m³ of water was used for this purpose, representing 58% of our total water intake. The remaining 586,500 m³ of waste water was treated, with 54% being disposed to sea, and 46% being used at QAFAC's green belt.

QAFAC is committed to the responsible use of water, as the company understands the challenges posed by water scarcity in Qatar and the region. The company is currently planning to put a waste water recycling process in place so that the water currently being discharged to sea can instead be treated and then reused in the production process. This will mean that by 2014, QAFAC will have zero discharge to sea, and all water intake will either be used in watering the green belt or put back into the production process.

WATER CONSUMPTION

Water consumption (m³)



	2010	2011	2012
Water used in production (m ³)	New Indicator	New Indicator	818,722
Total waste water (m ³)	New Indicator	New Indicator	586,500
Waste water – disposed to sea (m ³)	New Indicator	New Indicator	318,398
Waste water – used at QAFAC's green belt (m ³)	New Indicator	New Indicator	268,102
Percentage of recycled water (m ³)	New Indicator	New Indicator	46%

WASTE MANAGEMENT

Waste types are divided into three categories: domestic waste, oil waste and operational hazardous waste. Hazardous waste produced is sent to Mesaieed Industrial City (MIC) Hazardous Treatment Centre, where it is properly treated and safely disposed of through a well-designed treatment centre. Other initiatives have been put in place for recycling and repurposing for oil waste and domestic waste.

	2010	2011	2012
Total waste disposed (tonnes)	2,983	3,306	4,914
Total industrial waste (hazardous) disposed to MIC Hazardous Waste Treatment centre (tonnes)	183	506	2,114
Domestic Waste (tonnes)	2,800	2,800	2,800
Oil waste (tonnes)	New Indicator	New Indicator	27
Percentage of total waste that was recycled (Oil Waste)	New Indicator	New Indicator	0.55%
Number of significant spills	0	0	0

Key Story: QAFAC Celebrated World Environment Day 2012

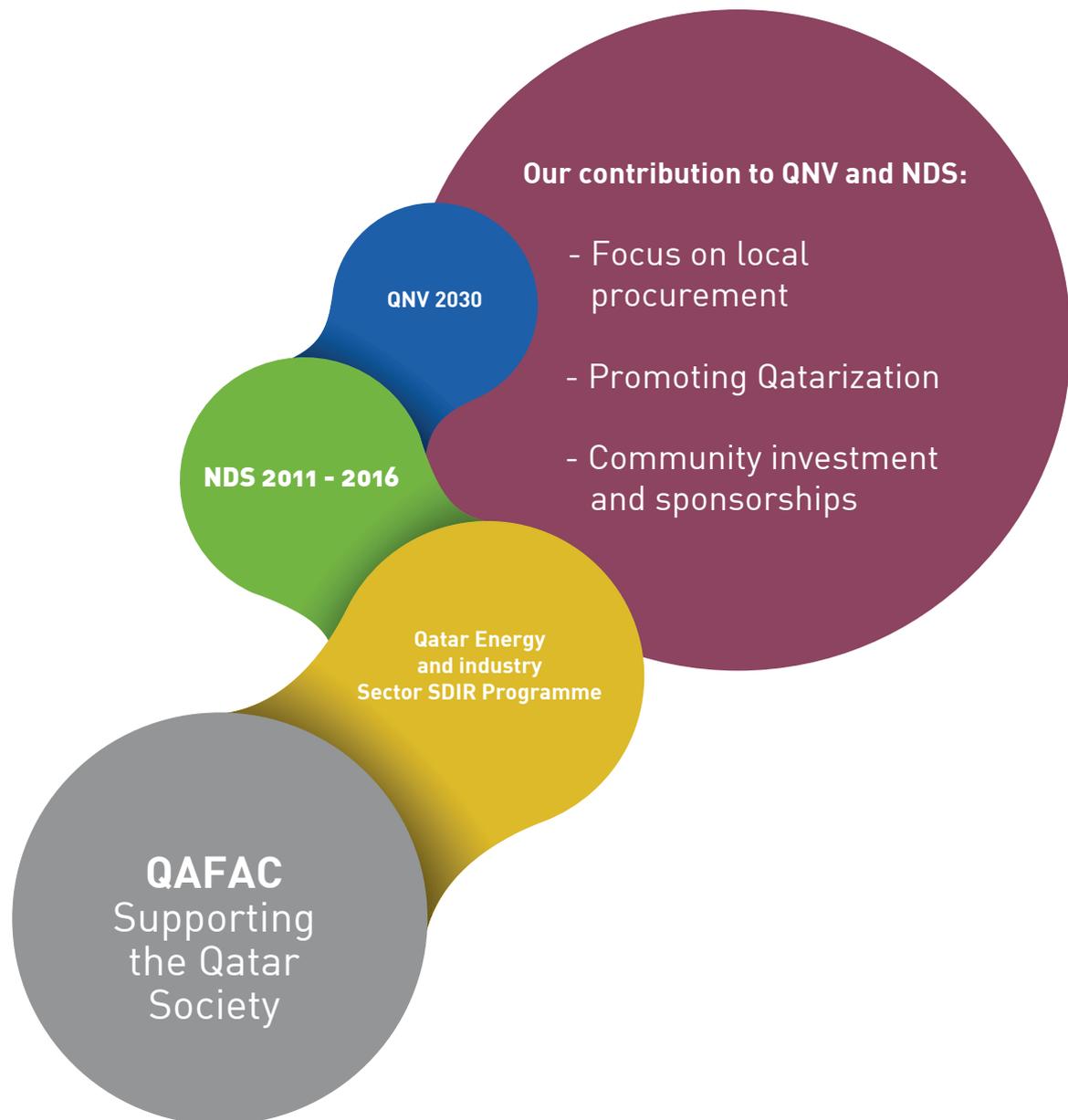
QAFAC celebrated World Environment Day 2012 to demonstrate its support for this important theme. The event included a poster-drawing contest on the theme of "Green Economy" for the children of company employees; children in the age groups of 8-11 and 12-15 years took part. This event was attended by more than 200 people, including parents of children, the participants themselves and members of the QAFAC Management Team. The celebrations began with an opening address by QAFAC's HSE Manager who presented a selection of short videos highlighting the importance of green economy in our lives and an interactive presentation on how green energies lead to green economies. This was followed by a quiz programme for children and their parents. More than 80 children participated in the competition and produced excellent drawings with multiple ideas for enhancing green economies.





Supporting Qatar Society

QAFAC is a firm believer in the importance of active citizenship and investing in the local community. Our Qatarization programmes and our efforts to meet the QNV 2030 Qatarization goals comprise our primary channel of communication with Qatari communities. We are continually seeking new and more effective ways of engaging with society, understanding community needs and collaborating with community members. To meet these goals, we have developed a strategy of active, voluntary and effective community contributions.



PROMOTING QATARISATION

QAFAC recognises the targets established by the Government of Qatar and endeavours to ensure that Qatari nationals are recruited, developed and retained in the company. Qataris are employed at all levels of the organisation, from managers to technicians and operators; and are actively encouraged to take on senior positions. At year-end 2012, Qataris represented 17% of QAFAC's total workforce over 2011's percentage of 18% which was the average for the petrochemical sector in Qatar for 2011. QAFAC also sponsored 20 Qataris to study in universities in Qatar and abroad during 2012, and offered training and internship positions to 14 young Qataris recruited from local high schools and vocational/technical schools. While the QNV 2030 and the NDS 2011-2020 call for an increase in Qatarization percentages, we also understand that the support of qualified expatriates continues to be a key factor for QAFAC's continued business success.

Qatarization



	2010	2011	2012
Numbers of Qataris in the workforce	51	54	50
Average hours of training for nationals	4	3	17
Qatari students sponsored to study at universities abroad	5	5	13
Qatari Students sponsored to study at universities or technical schools in Qatar	8	9	7
Qatari Trainees and interns at QAFAC	14	17	14

2016 Qatarization Rate Target: 50%





EMPLOYEE INTERVIEW

Name: Khalid Mubarak Rashid Al-Hitmi

Position: Plant Manager

Department: Plant Department

Nationality: Qatari

Length of time working at QAFAC: 14 years
(joined QAFAC on 23rd August 1998)

Why QAFAC?

I joined QAFAC because I wanted to have a career in the petrochemical field. Throughout all these 14 years working here, I have seen the company grow from the beginning and this did have a great impact on my personal development and career growth. **What makes QAFAC a unique place to work is the sense of belonging to a family, where boundaries of departmental interaction disappear and team can be formed almost instantly to solve problems.** The diversity of the nationalities of the company is another great thing. Here you get to experience other ways of thinking and other styles of management.

As a Qatari, How Do You Perceive QAFAC's Approach Towards Empowering Qatari Nationals Into the Workforce?

QAFAC is fully committed to the country vision of 2030, where empowering Qataris into industry and government departments is an integral part of it. QAFAC also understands the importance of increasing the presence of Qataris into the workforce as a solution for the company's sustainability model.

SUPPLY CHAIN RESPONSIBILITY

QAFAC's influence in the local economy goes beyond creating jobs. We support local businesses in the supply chain, as we recognise that local sourcing can be a strategy to help support a stable local economy. As of 2012, locally based suppliers represented 64% of our suppliers, and the percentage of goods and services sourced locally represented 67% of total procurement spending. Total local procurement purchase more than doubled over 2011's figures. Human rights criteria are included in all agreements with contractors and suppliers, and we ensure that both national and international suppliers abide to Qatari laws and regulations. As of 2012, no significant risks for incidents of child labour or compulsory labour were identified.

Local Procurement

Number of significant suppliers



	2010	2011	2012
Percentage of locally-based suppliers	60%	58%	64%
Amount of spending on local suppliers and service providers	77,369,415	27,114,933	68,845,565
Percentage of goods and services sourced locally	75%	52%	67%
% of agreements that include clauses incorporating human rights concerns or that have undergone human rights screening	100%	100%	100%

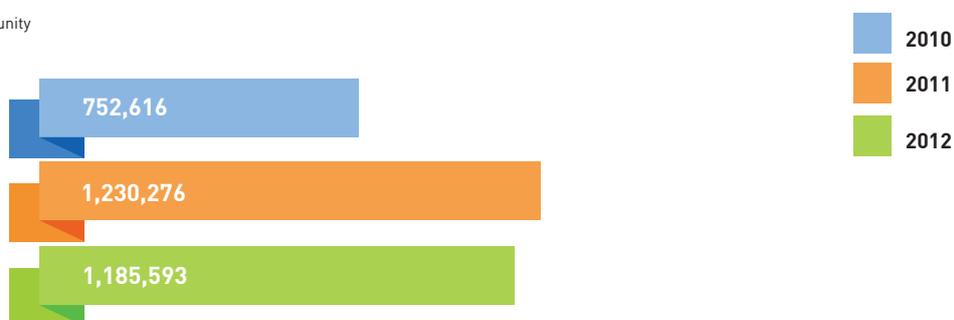


COMMUNITY ENGAGEMENT

QAFAC is dedicated to engaging with our community and contributing to their development and growth. We have invested more than (QAR) 3 million into the community since 2010, including sponsorship and donations. In 2012, we participated in and supported a range of initiatives in the areas of education, sports, environmental protection awareness and health promotion.

Community Investment (QAR)

Total amount spent on community investment (QAR)



	2010	2011	2012
Community investment as percentage of pre-tax profit	0.035	0.036	0.036
Community Investment by areas of impact			
Total spent on Educational initiatives (QAR)	306,042	274,939	539,535
Total spent on Environmental initiatives (QAR)	217,004	79,399	329,026
Total spent on Safety initiatives (QAR)	181,563	82,828	87,001
Total spent on Health initiatives (QAR)	48,007	-	230,032
Total Sponsorship (Contribution to 20th World Petroleum Congress (QAR))	-	793,109	-



شركة قطر للاضافات البترولية المحدودة
QATAR FUEL ADDITIVES CO.,LTD.

2013 COMMITMENTS

AREAS	2013 COMMITMENTS
Sustainability Strategy	- Establish and agree on a 5-year sustainable development plan (health, safety, and environment) and targets
Sustainability Policy	- Develop Sustainability Policy in line with the 5-year sustainable development plan and its objectives
Sustainability Committee	- Finalize and train
Industry Sustainable Development Standard	- Continued implementation of the principles and objectives of Responsible Care Initiative from the Gulf Petrochemicals and Chemicals Association (GPCA)
HIGH VALUE PRODUCTS	
MTBE production	- Budgeted MTBE production: 634,644 MT
MEOH production	- Budgeted Methanol production: 887,227 MT
CARING FOR OUR EMPLOYEES	
Human Rights	- Review human rights position and develop Human Rights Policy that addresses the most critical and material issues of QAFAC's operations
Employee Health and Safety	- Keep 0 fatalities - Keep LTIF less than 2 - Increase employee training on Health and Safety measures
ENVIRONMENTAL STEWARDSHIP	
GHG emissions	- Formalize GHG Emissions measurement
SUPPORTING THE QATAR SOCIETY	
Community Investment	- Establish a community investment (CSR) strategy and policy
Local Procurement	- Develop sustainable procurement policy

APPENDIX A: STAKEHOLDER ENGAGEMENT

Main Stakeholders	Methods of Engagement	Stakeholder Needs	How We respond to Them
Our Shareholders and Investors	<ul style="list-style-type: none"> + Quarterly board meetings + Active participation in QAFAC's Management Team + Annual and sustainability reporting 	<ul style="list-style-type: none"> + Financial targets and economic growth + Legal compliance + Governance + Transparency and accountability + Shareholders' sustainability mandate + Ethics + Operational innovation and efficiency 	<ul style="list-style-type: none"> + Board committees + Monitoring and ensuring of compliance through Internal Audit + Department and ethics committee + Developing and planning of strategic direction + Initiation of sustainability management policies and guidelines + Proactive participation in the SDI (Sustainable Development Industry) initiative
Our Customers	<ul style="list-style-type: none"> + Participation in conferences and exhibitions + Open communication and dialogue + Customer satisfaction surveys + Customer evaluation surveys 	<ul style="list-style-type: none"> + Production and business continuity + Product responsibility + Mutual aid and collaboration + Supply chain management + Service excellence + Open and effective communication + Fair business dealing + Climate change 	<ul style="list-style-type: none"> + Regular dialogue with customers and partners + Membership in industry associations
The Environment	<ul style="list-style-type: none"> + Open and full communication with the Ministry of Environment + Continual monitoring and assessing of our impact on the environment + Sustainability reporting + Partaking in environmental initiatives 	<ul style="list-style-type: none"> + Water consumption + Resource management + Energy consumption + Waste management + Compliance with environmental regulations + Product impact and responsibility + Supply chain impact + Biodiversity + Compliance with all regulations + Recruitment and development of local talent 	<ul style="list-style-type: none"> + Investment in the CDR (Carbon Dioxide Recovery) program + Implementation of Flare Loss Monitoring program + Implement waste and environmental management systems + Regular reporting of environmental performance
Qatari Society	<ul style="list-style-type: none"> + Open dialogue and collaboration with government agencies + Career fairs + Interaction with families of employees + Participation in exhibitions and conferences + Educational/HSE awareness sessions 	<ul style="list-style-type: none"> + Preparation of local community for the job market + Job opportunities + Community engagement + Community contribution + Awareness of our products' significance and impact + Local sourcing 	<ul style="list-style-type: none"> + Development of community engagement strategy + Contribution to community needs + Improvement of Qatarisation rates
Our Employees	<ul style="list-style-type: none"> + Employee satisfaction surveys (every four years) + "Town hall"-style meetings with the GM + Informal career planning + Intranet + E-mail communications + Training + Educational/HSE awareness sessions 	<ul style="list-style-type: none"> + Workforce capacity and training + Engagement and open communication + Transfer of knowledge and succession planning + Employee satisfaction + Safety during operations, maintenance shutdowns, and projects + Career and personal development planning + Employee wellbeing + Occupational health and fitness + Rewards and recognition + Emergency preparedness and trained safety staff + Diverse and inclusive work atmosphere 	<ul style="list-style-type: none"> + Recognition and awards + Employee-community activities + Development and training + Heat stress campaigns + Periodic baseline medical examinations + Strong emergency preparedness measures + Achievement of OSHAS 18001 certificate + Adoption of international safety standards and best practices (e.g., RoSPA)

APPENDIX B: REPORT PARAMETERS

Reporting Guidance for Defining Content

Materiality: The information provided in this report is intended to address the issues that matter most to our internal and external stakeholders. The focus areas and material issues presented were selected and prioritised after a careful analysis of sustainability interests, topics and indicators raised by stakeholders. We have also followed the GRI G3.1 guidelines which aligns this report to global standards in sustainability reporting.

Stakeholder Inclusiveness: Engaging with our stakeholders about our sustainability ambitions in an open dialogue is of utmost importance to our business. QAFAC perceives stakeholder feedback as a valuable asset to help guide the company's strategies and initiatives. This report was created by taking a range of stakeholder's needs and expectations into consideration from both a performance and transparency point of view. The stakeholder table that can be found in Appendix A is the result of our stakeholder mapping exercise to identify their needs and how we are responding to these.

Sustainability Context: QAFAC's vision is to be amongst the top five producers of methanol, its high value derivatives and butane sub-products by 2020. The company is committed to achieve this vision by operating in a sustainable manner. This means QAFAC will continue to work in partnership with all stakeholders; fostering growth opportunities and being recognised by the high standards of its operations. In addition, QAFAC's commitment to sustainability is integrated with Qatar's National Vision (QNV 2030) and National Development Strategy (NDS 2011/2016).

Completeness: This report is the second sustainability report made public by QAFAC, and represents an advance in the number of indicators and alignment to the QP Sustainable Development Industry Reporting Programme (SDIR). We believe that it covers the main material topics and indicators that reflect our economic, environmental and social impacts. We have self-declared this report to have achieved GRI application level A for transparency and disclosure; the GRI has checked the report and confirmed this.

Reporting Principles for Defining Quality

Balance: QAFAC's main departmental representatives were involved in gathering the performance data on indicators presented in this report, as well as the key stories. The content is presented in a way that allows stakeholders to have a balanced view of the company's economic, social and environmental performance.

Comparability: The report covers three years of comparable data, from 2010 to 2012, with achievements and key stories from 2012 being prioritised. The indicators published allow stakeholders to analyse changes in our economic, social and environmental performance throughout the last three years. Where applicable, performance for the years of 2010 and 2012 has been updated in some indicators, as a result of better calculations techniques.

Accuracy and Reliability: Numbers provided throughout this report were collected, analysed and double-checked with all respective departments involved in the data gathering process. QAFAC is committed to providing high levels of information accuracy, as part of the company's commitment to transparency and accountability.

Clarity: Since we hope that this report will reach the hands of all our different stakeholders, we wanted to make sure it was developed in a manner that was understandable to everyone. We have tried to avoid excessive, unnecessary and technical details, always balancing the level of information provided. In addition, we have used graphics and tables to facilitate understanding and to help our stakeholders locate the information they want without unreasonable effort.

APPENDIX C: GRI APPLICATION LEVEL STATEMENT



Statement GRI Application Level Check

GRI hereby states that **Qatar Fuel Additives Company Ltd.** has presented its report "Towards recognized sustainability leadership - 2012 Sustainability Report" to GRI's Report Services which have concluded that the report fulfills the requirement of Application Level A.

GRI Application Levels communicate the extent to which the content of the G3.1 Guidelines has been used in the submitted sustainability reporting. The Check confirms that the required set and number of disclosures for that Application Level have been addressed in the reporting and that the GRI Content Index demonstrates a valid representation of the required disclosures, as described in the GRI G3.1 Guidelines. For methodology, see www.globalreporting.org/SiteCollectionDocuments/ALC-Methodology.pdf

Application Levels do not provide an opinion on the sustainability performance of the reporter nor the quality of the information in the report.

Amsterdam, 22 May 2013

A handwritten signature in blue ink, appearing to read "Nelmara Arbex".

Nelmara Arbex
Deputy Chief Executive
Global Reporting Initiative



The Global Reporting Initiative (GRI) is a network-based organization that has pioneered the development of the world's most widely used sustainability reporting framework and is committed to its continuous improvement and application worldwide. The GRI Guidelines set out the principles and indicators that organizations can use to measure and report their economic, environmental, and social performance. www.globalreporting.org

Disclaimer: Where the relevant sustainability reporting includes external links, including to audio visual material, this statement only concerns material submitted to GRI at the time of the Check on 14 May 2013. GRI explicitly excludes the statement being applied to any later changes to such material.

APPENDIX D: GRI INDEX

Standard Disclosures Part 1 Profile Disclosures

STRATEGY AND ANALYSIS			
1.1	Statement from the most senior decision-maker of the organization	Page 7	
1.2	Description of key impacts, risks and opportunities	Pages 7; 9 and 15	
ORGANIZATIONAL PROFILE			
2.1	Name of the organization	Page 10	
2.2	Primary brands, products and/or services	Pages 21 - 24	
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries and joint ventures	Pages 10; 11	
2.4	Location of organization's headquarters	Page 10. QAFAC operates its facilities at Mesaieed Industrial City, in Qatar, and its administration offices are currently being relocated to Doha	
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report	Page 10	
2.6	Nature of ownership and legal form	Page 10	
2.7	Markets served	Page 26	
2.8	Scale of the reporting organization	Pages 29; 22; 26; 27	
2.9	Significant changes during the reporting period regarding size, structure or ownership	There were no significant operational changes in 2012	
2.10	Awards received in the reporting period	Page 7	
REPORT PARAMETERS			
3.1	Reporting period	Page 4	
3.2	Date of most recent previous report	Page 4	
3.3	Reporting cycle	Page 4	
3.4	Contact point for questions regarding the report or its contents	Page 4	
3.5	Process for defining report content	Page 47	
3.6	Boundary of the report	Page 47	
3.7	Specific limitations on the scope or boundary of the report	Page 47	
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations and other entities that can significantly affect comparability from period to period and/or between organizations	Page 47. QAFAC has no subsidiaries.	
3.9	Data measurement techniques and the basis for calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report	Page 47	
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement	Page 47	
3.11	Significant changes from previous reporting periods in the scope, boundary or measurement methods applied in the report	Page 47	
3.12	Table identifying the location of the Standard Disclosures in the report	Page 47	
3.13	Policy and current practice with regard to seeking external assurance for the report	Page 47	
GOVERNANCE, COMMITMENTS AND ENGAGEMENT			
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight	Pages 12 - 14	
		4.2	Whether the chair of the highest governance body is also an executive officer
			Pages 12-14. The Chairman of the QAFAC Board of Directors is not an Executive Officer
		4.3	For organizations that have a unitary board structure, the number of members of the highest governance body that are independent and/or non-executive members
			Pages 12-14. Members of the Board are not independent, as they are nominated by QAFAC's shareholders.
		4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body
			Pages 12-14. The Company holds regular quarterly meetings, a yearly General Assembly and ad hoc matters are dealt with by Walkaround Resolutions. The General Manager is a nominated Member of the Board.
		4.5	Linkage between compensation for members of the highest governance body, senior managers and executives
			Annual Bonus is linked to both individual KPI's and organization KPI's
		4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided
			Page 15
		4.7	Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organization's strategy on economic, environmental and social topics
			The Board of Directors is composed by direct Shareholder nomination. The process is, therefore, determined by the shareholders.
		4.8	Internally developed statements of mission or values, codes of conduct and principles relevant to economic, environmental and social performance and the status of their implementation
			Pages 12; 15
		4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct and principles
			Page 12. The board meets quarterly with QAFAC's senior and executive management to revise the organization's strategic direction, which includes sustainability issues.
		4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental and social performance
			No process in place
		4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization
			Page 16
		4.12	Externally developed economic, environmental and social charters, principles or other initiatives to which the organization subscribes or endorses
			Page 33
		4.13	Memberships in associations
			Page 12
		4.14	List of stakeholder groups engaged by the organization
			Pages 15; 46
		4.15	Basis for identification and selection of stakeholders with whom to engage
			Pages 15; 46
		4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group
			Pages 15; 46
		4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting
			Pages 15; 46

Standard Disclosures Part 2 Disclosures on Management Approach

DMA (EC)	Disclosure on Management Approach Economic (EC)	Pages 10;18;27;32	EN8	Total water withdrawal by source	Pages 37;38
DMA (EN)	Disclosure on Management Approach Environment (EN)	Pages 14; 26-29; 32	EN9	Water sources significantly affected by withdrawal of water	Pages 37;38. Kah-ramaa is the national water and electricity provider through which QAFAC receives all its water.
DMA (LA)	Disclosure on Management Approach Labour Practices (LA)	Pages 7; 21-23	EN10	Percentage and total volume of water recycled and reused	Pages 37;38
DMA (HR)	Disclosure on Management Approach Human Rights (HR)	Pages 22;23;32	EN11	Location and size of land owned, leased, managed in, or adjacent to protected areas and areas of high biodiversity value outside protected areas	QAFAC is located at an industrial zone where it was carefully located to not affect any biodiversity. None of our operations harm any wild-life or animals. Our water discharges are within compliance of environmental regulations.
DMA (SO)	Disclosure on Management Approach Society (SO)	Pages 8; 27-29; 31; 32;			
DMA (PR)	Disclosure on Management Approach Product Responsibility (PR)	Page 8; 14;15			

Standard Disclosures Part 3 Performance Indicators

ECONOMIC

EC1	Direct economic value generated and distributed	Page 27	EN12	Description of significant impact of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas	QAFAC is located at an industrial zone where it was carefully located to not affect any biodiversity. None of our operations harm any wild-life or animals. Our water discharges are within compliance of environmental regulations.
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change	Page 36	EN16	Total direct and indirect greenhouse gas emissions by weight	Pages 35;36
EC3	Coverage of the organization's defined benefit plan obligations	QAFAC provides benefits and allowances, medical and life insurances, pension funds for nationals, and end of service gratuity for expatriates.	EN17	Other relevant indirect greenhouse gas emissions by weight	Pages 35;37
EC4	Significant financial assistance received from government.	QAFAC did not receive any the government during the reporting period.	EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved	Page 36
EC5	Range of ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation	Qatar has no minimum wage	EN19	Emissions of ozone-depleting substances by weight	Pages 35-37
EC6	Policy, practices and proportion of spending on locally based suppliers at significant locations of operation	Page 42	EN20	NOx, SOx and other significant air emissions by type and weight	Page 35
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation	Page 42	EN21	Total water discharge by quality and destination	Pages 37;38
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind or pro bono engagement	QAFAC's facilities in Qatar are located in the Mesaieed Industrial City, and the first line of contributing to the country is through land lease and fees.	EN22	Total weight of waste by type and disposal method	Page 38
EC9	Understanding and describing of significant indirect economic impact, including the extent of impact	Page 18. QAFAC's operations indirectly contributes to Qatar's economic development. QAFAC is part of the Nation's far-sighted strategic plan to diversify its petrochemical base and expand its downstream industries,	EN23	Total number and volume of significant spills	There has been no spills or leaks at QAFAC since 2010
			EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation	Pages 35-38
			EN27	Percentage of products sold and their packaging materials that are reclaimed by category	Not applicable – QAFAC's products are transferred by tanker ships, trucks, or pipelines.
			EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	Zero
			EN30	Total environmental protection expenditures and investments by type	Page 43
				LABOUR PRACTICES	
			LA1	Total workforce by employment type, employment contract and region	Page 29
			LA2	Total number and rate of employee turnover by age group, gender and region	Page 31
EN1	Materials used by weight or volume.	Page 22	LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations	QAFAC has no part time employees
EN2	Percentage of materials used that are recycled input materials	Zero	LA4	Percentage of employees covered by collective bargaining agreements	Not applicable – Laws governing Unions are not available in Qatar
EN3	Direct energy consumption by primary energy source	Page 35			
EN4	Indirect energy consumption by primary source	Page 35			

LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements	None	HR6	Operations identified as having significant risk for incidents of child labour, and measures taken to contribute to the elimination of child labour	Zero. QAFAC does not have operations where there is significant risk of child labor. Furthermore, the company does not hire anyone under the legal age at Qatar (16).
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs	At QAFAC, all employees are represented by their top management on health and safety committees.			
LA7	Rates of injury, occupational diseases, lost days, absenteeism and number of work-related fatalities by region	Page 32	HR7	Operations identified as having significant risk For incidents of forced or compulsory labour, and measures to contribute to the elimination of forced or compulsory labour	Zero. QAFAC adheres to all laws relating to worker rights, and follows international guidelines. Overtime is duly compensated, and employee passports are not retained. The company also takes significant steps to help ensure that there are no violations of worker rights, including forced or compulsory labor, among contractors.
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases	No such counselling programs were implemented in QAFAC aimed for serious diseases. Awareness campaigns for other HSE issues were delivered throughout 2012.			
LA9	Health and safety topics covered in formal agreements with trade unions	Not applicable – Laws governing Unions are not available in Qatar			
LA10	Average hours of training per year per employee, by employee category	Page 29			
LA12	Percentage of employees receiving regular performance and career development reviews	Page 31	HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations	Zero
LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership and other indicators of diversity	Page 14; 29	HR9	Total number of incidents of violations involving rights of indigenous people and actions taken	Does not apply to our business
LA14	Ratio of basic salary of men to women by employee category	Page 30. QAFAC is equal opportunity employer and, therefore, remuneration is not dependent on gender or race	HR10	Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments	Zero
LA15	Return to work and retention rates after parental leave, by gender	Zero	HR11	Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms	Zero
HUMAN RIGHTS			SOCIETY		
HR1	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening	Page 42	S01	Nature, scope, and effectiveness of any programs and practices that assess and manage the impact of operations on communities, including entering, operating, and exiting	Pages 40-43 QAFAC operations inertly pose a significant negative impact on local communities.
HR2	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken	Zero. However, human rights criteria are included in our agreements with our contractors and suppliers.	S02	Percentage and total number of business units analysed for risks related to corruption	Page 15
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained	Zero	S03	Percentage of employees trained in organization's anti-corruption policies and procedures	100%. all employees are trained via acknowledging the Code of Ethical Conduct
HR4	Total number of incidents of discrimination and actions taken	Page 31	S04	Actions taken in response to incidents of corruption	Zero
HR5	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights	Page 31. Employee associations, such as unions and collective bargaining, are not present in Qatar. QAFAC takes extensive steps to engage employees individually and collectively.	S05	Public policy positions and participation in public policy development and lobbying	None
			S06	Total value of financial and in-kind contributions to political parties, politicians, and related institutions, by country	Zero. QAFAC provided no financial contribution to any political party
			S07	Total number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices, and their outcomes	Zero. There have been no legal actions against QAFAC
			S08	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	Zero. There have been no legal actions against QAFAC
			S09	Operations with significant potential or actual negative impacts on local communities	Pages 40-43. QAFAC operations inertly pose a significant negative impact on local communities.

S010 Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities

Pages 36-38; 40-43; Some environmental programs have contributed in the improvement of overall environment in the close vicinity such as the LDAR Program, Flare Management Program, Waste Management Program and the CDR Project.

PRODUCT RESPONSIBILITY

PR1 Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures

Pages 22;23

PR2 Total number of incidents of non-compliance with Regulations and voluntary codes concerning product and service information and labelling, by type of outcomes

Zero. QAFAC is not aware of any voluntary or regulatory non-compliance issues related to products and services.

PR3 Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements

Customers' specifications are strictly met, and a product material safety data sheet is available. This sheet recognizes environmental and social concerns, and meets standards and accepted practices

PR4 Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes

QAFAC is not aware of any voluntary or regulatory non-compliance issues related to products and services information and labeling.

PR5 Practices related to customer satisfaction, including results of surveys measuring customer satisfaction

Page 27

PR6 Programs for adherence to laws, standards and voluntary codes related to marketing communications, including advertising, promotion and sponsorship

QAFAC adheres to all Qatari laws and regulations

PR7 Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion and sponsorship by type of outcomes

Zero

PR8 Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data

Zero

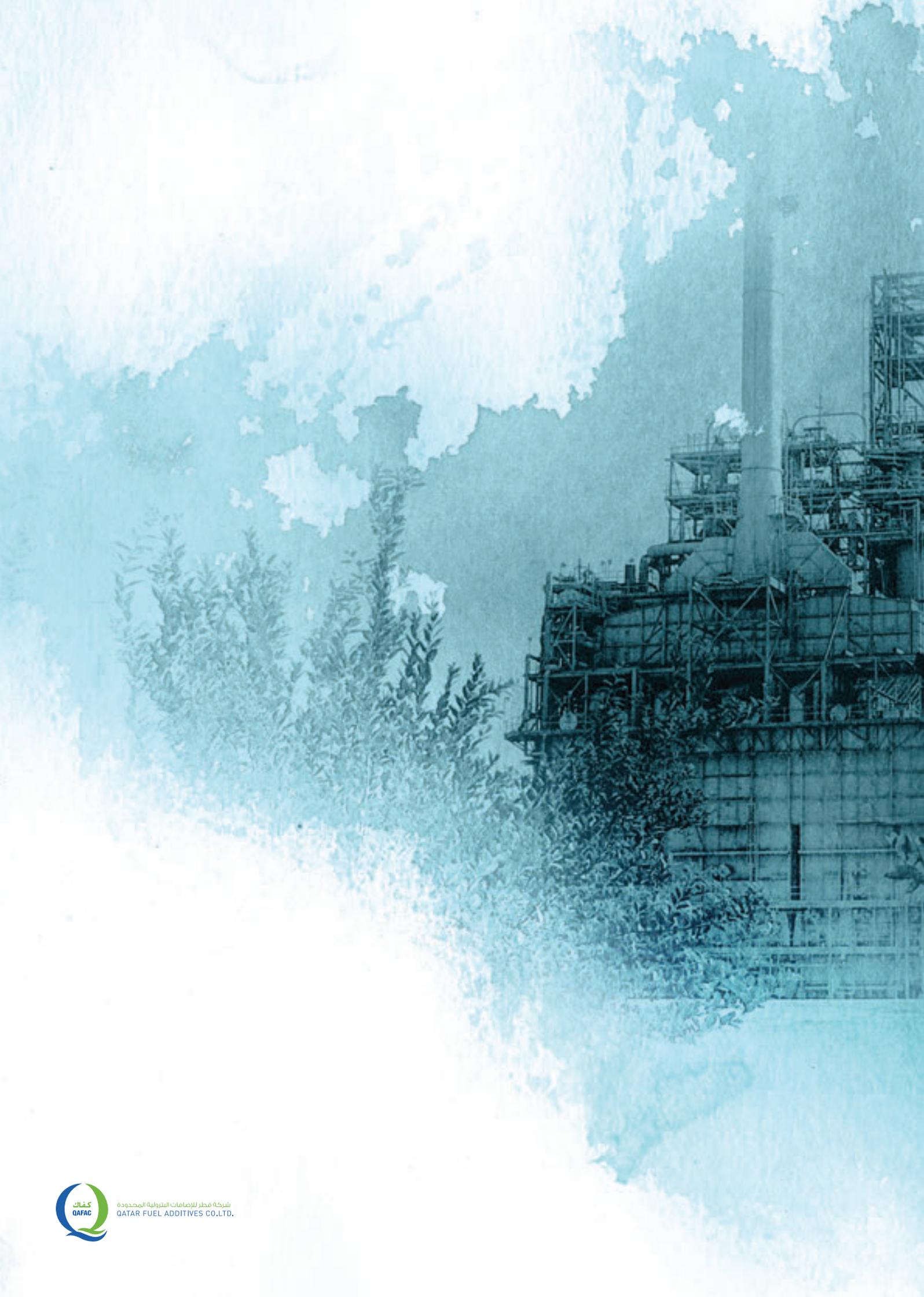
PR9 Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services

Zero. No fines or monetary sanctions.



APPENDIX E: ACRONYMS

A&WMA	Air & Waste Management Association
ACFA	Asian Clean Fuels Association
CDR	Carbon Dioxide Recovery
EMS	Environmental Management System
ERT	Emergency Response Procedure
GHG	Greenhouse Gas
GPCA	Gulf Petrochemicals and Chemicals Association
GRI	Global Reporting Initiative
H.E.	His Excellency
HSE	Health Safety and Environment
LDAR	Leak Detection and Repair
LTIF	Lost Time Injury Frequency
MEOH	Methanol
MIC	Mesaieed Industrial City
MTBE	Methyl Tertiary Butyl Ether
NDS	National Development Strategy
QAR	Qatari Rials
QNV	Qatar National Vision
QP	Qatar Petroleum
SDIR	Sustainable Development Industry Reporting
TRIR	Total Recordable Incidence Rate



شركة قطر للإضافات البترولية المحدودة
QATAR FUEL ADDITIVES CO.LTD.



If you have additional questions
or comments regarding this report
and Sustainability at QAFAC,
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