#### SOCIAL INVESTMENT REPORT OVERVIEW 2020

**OQ8** 

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Nation building and development are a public responsibility that requires the commitment of all, without exempting any one from their role, in their respective specialties, and within their capabilities. Oman has been founded, and its civilization has been established through the sacrifices of its people who used their utmost in preserving its dignity and strength, exhibiting their loyalty in performing their national duties and advancing national interests to personal interests.

HM SULTAN HAITHAM BIN TARIK

FEBRUARY 2020





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### INTRODUCTION

This report aims to showcase OQ8's Corporate Social Investment (CSI) programmes and initiatives that were implemented in 2020 together with the engagements and strategic partnerships with Public, Private and NGOs sectors. Projects are implemented in Duqm with a purpose to serve the community in line with collective efforts to envisage Oman's "Vision 2040", and ultimately creating a sustainable impact to people and community at Duqm.

OQ8 aims to make continuous and sustainable impact on communities where it operates, taking into considerations the company's aspiration and community needs and expectations based on the following focus areas:





# EDUCATION AND HEALTH



### UPGRADING **KINDERGARTEN CLASSES**

The initiative aimed to upgrade kindergarten classes in Al Wusta Governorate schools. It also included supply of furniture for KG classes in Haitam and Shumoukh schools. The Ministry of Education will select teachers who have completed their high school general diploma as volunteers and train them for KG teaching.



MINISTRY OF EDUCATION



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HAITAM SCHOOL, AL SHAMOOK SCHOOL, DUQM



### CONSTRUCTION OF MULTI-PURPOSE HALL IN COOPERATION WITH MOE

The Ministry of Education is committed to providing easy access to learning and creating infrastructure that supports this commitment. As Duqm region grows in economic value, parallel measures to empower the people with education are adding further value to the economic chain. OQ8 shares this vision with MOE and hence, lent support in constructing a multi-purpose hall. This hall will become a platform for educational fairs, talks, annual activities like, convocation ceremonies, and celebrations.



### **ENGLISH LANGUAGE** DEVELOPMENT PROGRAMME

OQ8 funded the English language development programme, which was delivered by the British Council. This was a great opportunity for school students to learn professional English skills that will help them pursue their higher education confidently and successfully. The programme also targeted women from the local community who were taught basic English skills to be used in daily life.



MINISTRY OF ED-UCATION & BRITISH COUNCIL

DUQM









# ECONOMIC PROSPERITY

OQ8

OQ8



### WADHA INITIATIVE

The "Wadhah" initiative has remained OQ8's flagship programme on empowering women of Al Wusta Governorate and building their capacity. Earlier initiatives were delivered in partnership with the Omani Women Association of Duqm. In 2020, the Wadhah programme partnered with Tawasul Fund, established the Wadhah Coffee Shop at the Omani Women Association of Duqm premises. The coffee shop offers different types of Omani dishes made by women from Duqm community. This initiative has positively impacted lives of many women, giving them the opportunity to be financially independent and showcase their talent in cooking, packaging and business operation.



TAWASUL FUND & OMANI WOMAN





DUQM OMANI WOMAN ASSOCIATION





# ENVIRONMENTAL STEWARDSHIP



### **SUPPLY OF DRINKING WATER FOR CATTLES**

Due to water scarcity in Duqm and the presence of relatively large number of cattle, wells are an essential life-sustaining source for nomadic tribes and their cattle. This project by OQ8 aimed to build two wells to provide water to local families and their herds (camels and goats). The initiative's scope was to install water pumps and reservoirs in the vicinity of these wells for easy access to water. This project has created a sustainable source of water for many residents of Duqm and their livestock.







# INITIATIVES



### CAMEL BEAUTY COMPETITION IN MAHOUT

In an endeavor to maintain closeness with the cultures of the land, OQ8 takes part in an array of local celebrations. One such event is the Camel Beauty Competition that is celebrated annually with great pomp and splendor in Mahout. The competition traces its roots to the ancient Bedouin culture where camels were reared for a variety of reasons, and pure-bred, healthy, and well-trained camels were the pride of any camel owner. Even today, these sturdy creatures are referred to as the 'ships of the desert' and can often be found as an integral part of any desert experience or tour. They form an important part of and symbolize Omani traditions, culture, and heritage. The competing camels are evaluated on different physical features like head, ears, lips, neck, and tail. The competition also demands that the camels be of an Omani or Arabian origin.

An event that holds great importance to camel breeders, the winners receive generous prizes for their efforts. OQ8 shares the same passion for conserving traditions and believes in supporting events that have a cultural background. Sponsoring the popular Camel Beauty Contest supports the camel breeders, and fulfils OQ8's objective to be a part of local activities.



MAHOUT WALI

OFFICE







### SUPPORTING DUQM LOCAL TEAMS

OQ8 constantly strives to promote the need to maintain a healthy lifestyle. Therefore, supporting sports activities in the region is stressed upon. Football has been one of the most popular sports amongst locals in the Sultanate. To further inspire the local youth and give them the means to keep up their passion in the field, OQ8 extended financial support to 7 locally registered teams in the region. Apart from covering the cost of their sportswear, accommodation, transportation, and other basic amenities, the players were encouraged to participate in national tournaments and establish themselves as professional footballers. OQ8 further extended its support to cover the cost of regularly maintaining an impeccable football field to enable them to continue their practice sessions, which is imperative to any sport.









### **OQ8 INITIATIVES DURING COVID-19**

#### Co-setting Up ICU Halls with SEZAD in Duqm

OQ8 contributed towards promoting health in Duqm by providing medical equipment to qualify a quarantine hall. The hall for COVID-19 quarantine was furnished with a number of ventilators and other necessary equipment to treat such cases.



#### **OQ8 PROVIDES EQUIPMENT FOR ISOLATION ROOMS IN COOPERATION WITH MOSD**

OQ8 supported MoSD in purchasing necessary equipment for Al Wusta governorates' institutional quarantine facility. OQ8 ensured that the community received a good treatment and healthcare.





### **OQ8 SUPPORTS EDUCATIONAL INITIATIVES**

The initiative aimed to support the MoE in covering the cost of its annual programme in Al Wusta for three projects.

#### Inshad competition

Nurturing local talent and encourating them to pursue their interests forms one of the main pillars of OQ8's social investment initiatives. OQ8 sponsored the Inshad music competition, which is organized by the Ministry of Education and represented by the Directorate General of Education in Al Wusta. It is organized every year and it witnesses participation from different governorates of Oman.

#### **STEM**

Subjects like Science, Technology, Engineering, and Mathematics (STEM) form the core of OQ8's line of operations. The career prospects in these fields are predicted to be on a steady rise not just in the refinery sector but in an array of other segments as well. OQ8, therefore, pays keen attention on encouraging students to take an increased interest in these subjects.

#### **Cognitive Development**

The Ministry of Education lays particular emphasis on cognitive skills development of students in Al Wusta governorate. These skills are associated with memory retention, visual processing, logic, reasoning, and application of acquired knowledge in everyday life. They are also indicators of an individual's IQ level.









### **OQ8 GREEN INITIATIVE**

Preserving the environment has remained one of the focus areas for OQ8. Thus, the company carried out a a plantation drive over two years in partnership with the Agriculture and Fisheries Development Fund to increase green cover in the company's vicinity and to distribute saplings to nearby community members. Around 4,350 saplings were planted and distributed during the initiative, confirming OQ8's keenness to protect the environment and increase green areas.



ENVIRONMENT AUTHORITY, DUQM WALI OFFICE, AGRICULTURE, FISHERIES FUND









### **TAWASUL FUND SUPPORT**

The Tawasul Foundation was established with one vision in mind, and that was 'to improve the daily lives of the local communities of Al Wusta region while empowering them to play a more active role in society through corporate social responsibility on a sustainable level'. Focused on the betterment of the local community, OQ8 continues to offer financial assistance to Tawasul. As the first national, independent, and not-for-profit think tank established under international standards, Tawasul's primary objective is to serve the local market, with a goal to be the primary catalyst to sustain an effective and efficient civil society. It carries out its mission by empowering institutions through training and knowledge, extending support in areas of policy research papers, advocacy, leadership and capacity building workshops, conferences and seminars, sustainability and social responsibility advisory, and media outreach.

Tawasul was set up to unify the development efforts made by the companies working in the Special Economic Zone of Duqm, bridging the gap between the public, the private and charity organizations in Al Wusta region. This, in turn, would be helpful to support social projects which have the potential to maximize contributions for the welfare of local communities. Therefore, OQ8 all possible support to help Tawasul carry out its functions in a common endeavor to give back to the local community in all possible ways.





# **SPONSORSHIPS**

DUQM TEAM

, PERSIE



### REQUESTING SUPPORT FOR AL BASHAIER CAMEL RACING CHAMPIONSHIP

Another such traditional event is the annual Al Bashaier camel race, an exhilarating event that draws participants from across Oman as well as spectators in large numbers. OQ8 wanted to show its connection to this heritage and lend support in the way of sponsorships. The Company sponsored the February 2020 edition of the race.



OMAN CAMEL RACING FEDERATION









### **CORPORATE MEMBERSHIP PROGRAM** WITH ENVIRONMENT SOCIETY OF OMAN

Among the key focus areas for OQ8 is environmental protection, conservation and sustainability. Oman is blessed with environmental wealth which needs to be protected at all costs to maintain the local and global ecological balance. OQ8 renewed its corporate membership with the Environmental Society of Oman and continued to contribute towards the NGO's efforts.





### **MEMBERSHIP FOR OMAN CENTRE FOR** GOVERNANCE AND SUSTAINABILITY

OQ8 contributed to supporting the Oman Centre for Governance and Sustainability, which is a governmental entity established by Royal Decree 30/2015 in July 2015 and dedicated to public and private corporates in the Sultanate. It is an independent not for profit body. The objective of the centre is to educate and spread awareness in the fields of governance and sustainability and to raise the level of knowledge and leveraging practices in the fields.



مركز عمان للحوكمة والاستدامة Oman Centre for Governance & Sustainability



# VOLUNTEERING BY OQ8 CONTRACTOS



### **EPC'S CSI INITIATIVES**

#### EPC 1

EPC1 TRD and its subcontractors extended their social support to the local community by providing basic facilities, maintenance & assigning manpower to SEZAD for setting up the ICU facility in Duqm. They also provided medical facilities to families with special needs. Mini drawing tablets, school bags and workbooks were also provided prior to school reopening. This social campaign was linked up greatly with the Omani Woman Association of Duqm.

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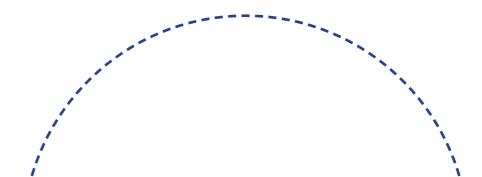


#### EPC 2

As COVID-19 pandemic healthcare support, EPC 2 provided a 24/7 on-call ambulance to serve the SEZAD community. As a personal gesture, PSJV donated COVID-19 rapid test kits and PPE for medical staff in Duqm, Sinaw and Ibra hospitals. Additionally, USD100,000 were donated to SEZAD by Petrofac as aid against COVID-19.

#### EPC 2

As a way to allow smooth flow of traffic, PSJV posed traffic signs opposite Gate 6 and on road 32. It also tarmacked the road leading to Gate1.





### EPC 3

### Social Initiative to provide masks and sterilizers to the community:

As part of its social responsibility to prevent the spread of COVID-19 and in adherence to health safety protocols issued by the Supreme Committee, the Saipem Social Team launched a community initiative called "We Will Support You". Under this initiative, 450 boxes of surgical face masks and 450 bottles of hand sanitizer gel were donated for needy families in Duqm, with the aim of reaching as many families as possible. This initiative aimed to encourage society to take necessary precautions against COVID-19 infection by informing them about the importance of masks, hand hygiene and making these available to them. Awareness and instruction brochures listing health safety protocols and emergency measures were also distributed. The Saipem Social Team coordinated with the Office of the Wali for the distribution.



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### **SOCITAL PARTNERSHIP WITH** DAHAR COMMUNITY

Saipem's social commitment touches the lives of various communities around project locations. Its initiatives are centered on the vital needs of these communities. The EPC3 project distributed large quantities of wood to Dahar Bedouin families for various uses. This initiative was carried after coordination with the Wali's office. It was met with positive response from the beneficiaries.

# IN-COUNTRY VALUE

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### **IN-COUNTRY VALUE (ICV)**

OQ8's ICV program believes in empowering the citizens to contribute towards a prospering economy. Aimed at encouraging the development of various economic projects in the Special Economic Zone in the region, OQ8 seeks to create direct and indirect job opportunities for Omani youth, while supporting the local SMEs with innumerable business prospects.

#### OQ8 has determined a number of targets to help achieve its final goal.





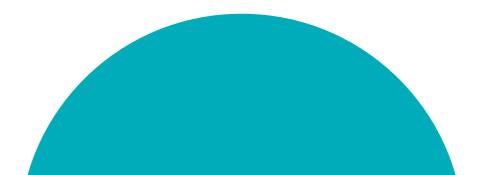
### **OQ8 ICV PROGRAM ACHIEVEMENTS IN 2020**

#### Achieving 80% Omanization

OQ8's EPC scope of work was divided into three separate packages. The scope of EPC 1 includ-ed the process units of the refinery, EPC 2 consisted of the utilities and offsite facilities, and EPC 3 included the product export terminal in Duqm Port. EPC contractors managed to collectively achieve 80% Omanization through good contacts/relationship with local communities, site visits, lists received from OQ8 ICV team via bi-weekly meetings etc.

#### • Awarding contracts totalling nearly USD100 million to SMEs.

EPC contractors successfully awarded scopes worth nearly USD 100 million to SMEs and to Local Community Contractors (LCCs). OQ8 executed several initiatives to attract SMEs/LCCs to invest in the project. OQ8 ring-fenced scopes to SMEs and LCCs through EPC contractors and sub-contractors via published booklets. Moreover, the OQ8 ICV team created a unique tendering cycle process for SMEs/LCCs through the Join Supplier Registration System (JSRS). OQ8 conducted awareness sessions and site visits to inform people about the announced for the refinery.





#### • PURCHASE OF LOCAL GOODS AMOUNTING TO ALMOST 100 MILLION USD

Placing its trust in locally made goods, everyday products like cables and various electrical equipment that form a vital part of the operations, were all procured locally. The total amount of purchase was close to 100 million USD.

#### ALLOCATION OF 50 MILLION USD TO PURCHASES FROM LOCAL SUPPLIERS

Purchases from local suppliers are highly encouraged by OQ8 in view of its objective of supporting Omani establishments. 50 million USD was allocated to the procurement of items like pumps from local suppliers.

#### ALLOTMENT OF 950 MILLION USD FOR VARIOUS FUNDAMENTAL WORKS TO COMPANIES IN THE LOCAL MARKET

OQ8 acknowledges companies that have made their mark in the local market and proven themselves as valuable assets for the country. A total of 950 million USD were allocated by the refinery to such worthy companies to carry out essential projects like installation of environment monitoring system and various construction works.





### OQ8 ICV TRAINING & DEVELOPMENT PROGRAMS ACHIEVEMENT

#### • TRAINING FOR EMPLOYMENT AND TRAINING FOR DEVELOPMENT PROGRAMS

- OQ8 firmly believes that learning should never stop and that continued training and development is critical to career progression.
- In light of the same, two programs Training for Employment (TfE) and Training for Development (TfD) were launched for those aspiring to be a part of OQ8's team in the future. Both programs were well-received.
- The TfE program was targeted at job seekers aged 18-30 years who had a general diploma. It focused on highly specialized technical skills that are in demand in various industries. Key modules under this program were Electrical Program, Pipefitting Program, Mechanical Program, Mobile Lifting/Rigging/ Slinging Program, Scaffolding Program, Welding/Fabrication Program, and Facility Maintenance Program.
- The TfD program was aimed at job seekers aged 21-28 years with a college diploma. It focused on enhancing skills needed in the oil and gas sector in particular, and comprised of modules like Operations Training, Mechanical Training, Instrument Training, and Electrical Training.
- The TfD program received a total of 187 trainees in different specializations, while the TfE program recorded 482 Omanis.



Through training in fields that interest them and by accrediting them with well-recognized certifications, OQ8 prepares youths to secure reputable jobs within the refinery as well as with other leading corporations in the industry.

#### • SCHOLARSHIPS

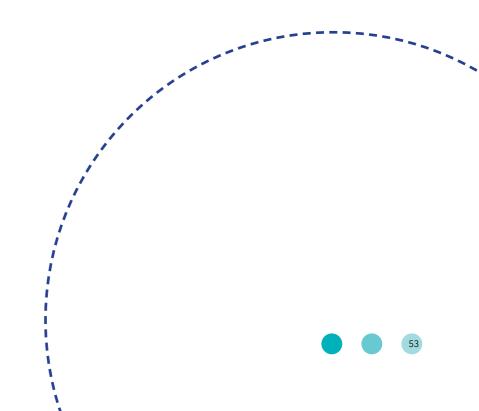
OQ8 believes that deserving students should be given the means to pursue quality education and specialize in areas that interest them. To achieve this, OQ8 launched its scholarship programs to select, support, and motivate brilliant minds to make their mark in the fields they excel in. Directed at Omani high-school students who aspire to make a difference, the scholarships enable students to enrol in leading local and foreign universities. The management of the scholarship programs has been entrusted to a professional agency, Takatuf Oman, which takes care of the screening process.

For national scholarships, Takatuf shortlists candidates through various written tests and interviews and helps them to secure placement in various undergraduate programs with leading colleges and universities in the country. Students interested in applying for international scholarships can register with Takatuf after grade 11.



Takatuf follows a very stringent selection process where only the most competent students are chosen. A professional body specializing in designing programs to prepare the local youth, Takatuf then invites the chosen students to join an 'Enrichment Program'. These programs help students orient themselves with the cultures of a foreign country, familiarize them with the challenges of living abroad, and even works to enhance their inter-personal skills.

The program received 392 applications for the internal scholarship program, while the international scholarship program accounted for 466 applications. The success of OQ8's scholarship program is thus marked by the steady increase in the number of applicants each year.



# GOVERNMENT AND COMMUNITY RELATIONS



### GOVERNMENT AND COMMUNITY RELATIONS

OQ8 believes that support from the local community is vital to the sustainable growth of any large corporation. By maintaining close contact with the local community by conducting social events, partnering with government bodies to ensure the success of community development programs, and establishing open channels of communication, it endeavors to create a symbiotic relationship with the local community.

#### **GRIEVANCE MANAGEMENT PROCESSES**

OQ8 has established positive relationship with local communities of Duqm through different engagement channels and activities highlighted earlier in this report. A vast majority of the communications received from the local community.

through the Grievance System were requests for jobs and business opportunities.

Community grievances to OQ8 and EPCs were mainly on the delay on the payment to SMEs companies. The company directed EPCs to take serious action with subcontractors who delayed payment to SMEs. All community grievances and worker grievances were responded to and closed.



Worker grievances received by the different EPC contractors mainly included matters and requests related to welfare at workplace and accommodation facilities such as food variety and quality, hygiene etc. Some of the worker grievances received were related to termination from job. There were also complaints about duty rotation, which was monthly before the COVID-19 pandemic began. The Issue was resolved, and the rotation period retained as earlier.

OQ8 ensured that all grievances submitted to the company or EPC contractors were followed for proper closure in accordance with applicable Company standards and procedures. All grievances were resolved and closed without having to elevate them to the Grievance Review Committee.

Almost all inquiries received by the company and EPC contractors were related to opportunities for SMEs In the OQ8 project.



### **OQ8 ELECTRONIC GRIEVANCE SYSTEM**

The electronic grievance system offers people from the local community an easy, accessible, and quick way to communicate with officials. Staying in touch with people who are directly or indirectly affected by the various programs helps OQ8 assess these projects better and stay connected to the local community.

Heeding feedback, addressing complaints, and finding the means to find solutions to problems is considered a vital part of OQ8's endeavor to be a responsible corporate entity. To facilitate easy communication with the local community, OQ8 launched its electronic grievance system to receive suggestions, requests, and feedback from people. Anyone wanting to raise a concern can log onto the website and leave their remarks and other details.

OQ8's policies demand that any feedback from the community, positive or negative, should be addressed as soon as possible. Acknowledging feedback is the first step to addressing it; it gives individuals the satisfaction that their voice has been heard. Feedbacks, suggestions, and even grievances give OQ8 an insight into the working of their programs, helping them to understand what has worked and what could be done better. It also helps to resolve any budding problem so as not to cause any hindrance to a project in the long run.

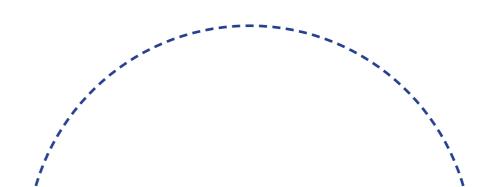


### **WORKER WELFARE**

The Worker Influx Management describes OQ8's approach towards addressing potential social and security impacts on local communities within the project area through interaction with temporary/ permanent workforce.

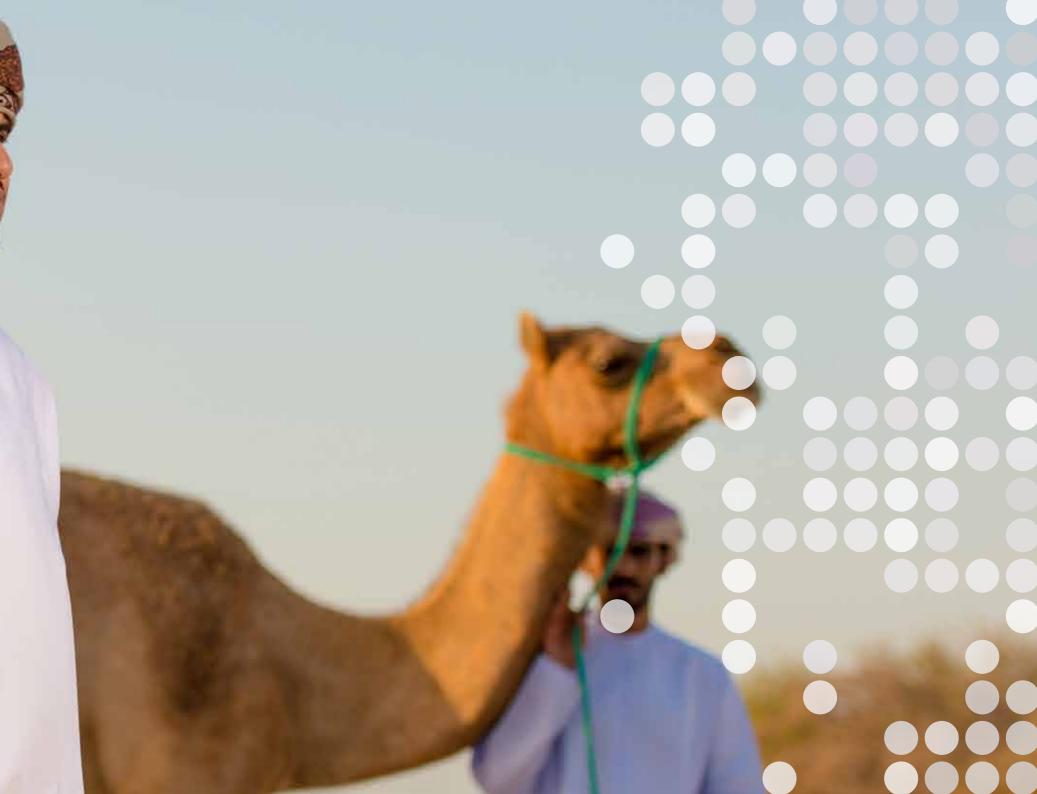
Workers' Influx Management sets out a formal system by which OQ8 can take mitigation measures to reduce impacts of project-induced in-migration.

OQ8 and EPC contractors regularly inspect staff and worker accommodations to make sure they are compliant with IFC and SEZAD standards. Worker interviews are also conducted to know about their overall welfare. Concerns raised, if any, are resolved and closed.





# ENVIRONMENTAL IMPACT REPORT



### **ENVIRONMENTAL IMPACT REPORT**

Climatic change and rising environmental concerns signal towards the need to address issues like global warming. Rapid industrialization, overuse of non-renewable resources, and improper waste management have all adversely affected the environment.

Given its strategic position in the Middle East, its abundant natural reserves, and the bilateral ties it shares with other nations, Oman has witnessed rapid development over the past few decades. Along with the establishment of new industries, various townships have also been developed around these areas. But while Oman has a keen eye on economic progression and urbanization, the country also focuses on conserving its environment, ensuring that the increasing developmental activities have a minimal negative effect on its surroundings.

OQ8 shares the same vision of a green, pollution-free, and sustainable environment. Its operational policies revolve around regulating effluents, checking emission levels, and ensuring efficient use of energy, therefore contributing in reducing its carbon footprints.



OQ8 complies with the 'Guidelines on Environmental Impact Assessment' issued by the Omani Directorate General of Environmental Affairs (DGEA) at Environment Authority. Special Economic Zone Authority at Duqm (SEZAD) has also developed its own guidelines, which further govern OQ8's operations. OQ8 follows international regulations such as the IFC Performance Standards (PS) in case Oman has no predetermined regulations stated for a particular operation.

Environmental Impact Assessment (EIA) for OQ8 was conducted in accordance with national and international standards.

Subsequently, Environmental and Social Management System (ESMS) and associated Management Plans were established to systematically manage identified environmental and social aspects throughout the project. These are published on the Company's website.

As construction activities progress, OQ8 ensures proper implementation and follow up of the plans through comprehensive assurance activities. The project witnessed no significant changes in the identified environmental impacts.





The Company's comprehensive environmental monitoring programme and assurance activities throughout the year demonstrated general compliance to Company plans and environmental requirements.

OQ8 works in accordance with the following decrees; namely, Environmental Protection and Prevention of Pollution, Protection of Potable Water Sources from Pollution, National Air emissions standards for Refineries, Waste water Reuse and Discharge, Handling and Use of Chemicals, Disposal of Liquid Effluents into the Marine Environment, Noise Regulations, Hazardous Wastes, National Heritage Protection, and Ambient Air Guidelines.

The project is also following the relevant regional and international conventions and protocols to which Oman has acceded.

Invested in protecting the environment from the time the refinery has set base, the first step taken was the installation of solar cell panels. Solar energy is considered as the most pollution-free, renewable and safe energy resource.

To maximize the use of space, the solar cell panels were strategically installed on rooftops and even doubled as car shades. Relying on solar power means no resultant waste or discharge of any harmful effluents into the adjoining land or water, neither does it have components that need to be cooled with water, therefore it puts no strain on water resources.

OQ8 believes that for any industry to flourish in the long run, it should focus on sustainable development. As a responsible corporate entity that contributes to not just the economic growth of the country, but also believes in conservation of the country's natural resources, OQ8 mirrors the country's mission of maintaining a balance between rising development and preservation of its environment.



### **BIODIVERSITY OFFSETTING**

Following International Financial Corporation Performance Standard 6 (IFC PS6) requirements, OQ8 invested resources to consider its impact on the local and surrounding biodiversity. The generic impacts had been identified as early as ESIA, where all the habitat and species were assessed. Moreover, a Biodiversity Management Plan (BMP) for construction, commissioning, and start-up was developed. A Biodiversity Offsetting Strategy (BOS) for developing a precise accounting method for assessing the 'no net loss' and the 'net gain' requirements for the project was established. Furthermore, to offset the residual impact after avoidance, minimization and restoration mitigation plan was applied.

Eight natural habitat types were identified as directly impacted by the project and required offsetting actions. Also, six potential critical habitats for six species/species groups. Those as following: Duqm Important Bird Area (a site designated for its assemblage of migratory wetland birds); Loggerhead turtle (Caretta caretta) – beach-nesting habitat; Green turtle (Chelonia mydas) – beach-nesting habitat; Hawksbill turtle (Eretmochelys imbricate) – beach-nesting habitat; Salsola omanensis (a low growing, a woody shrub found in coastal areas); and Ochradenus harsusiticus (a low growing, a woody shrub found in rocky outcrop and gravel plain habitats).

Six offsetting sites were identified within Duqm Special Economic Zone (DSEZ) and allocated as Biodiversity Offsetting Sites to be managed by OQ8 as part of the Corporate Agreement with Special Economic Zone Authority Duqm (SZED). A detailed action plan will be developed for each site following a compressive multi-seasonal baseline study. It is expected to achieve this milestone by April 2022.



### **SPECIAL THANKS**









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