KPI - BUSINESS MANAGEMENT POLICY

Kuwait Petroleum International refines and markets fuels, lubricants, other petroleum derivatives and complementary products in several countries worldwide.

In operating our business responsibly, we will seek to ensure that measures appropriate to the nature and scale of our activities, products, processes and services are in place in order to maximise positive impact and eliminate where possible, or minimise, any potential adverse impact.

All levels of KPI Management will demonstrate visible leadership, commitment and involvement to achieve excellence in business performance and to transform it into competitive advantage.

To achieve this KPI will:

- Provide customer value and satisfaction in products and services through continual improvement, employee development and social responsibility.

- Create and sustain a culture where business performance is the responsibility of all employees and business partners.

- Set objectives and targets to ensure continuous improvement and measure our business performance against the targets.

- Commit to continually review and improve our Business Management System.

- Be open and transparent by engaging proactively with relevant interested parties, and by providing mechanisms to ensure relevant information is communicated to and received from them.

- Conduct our business with high ethical standards.

- Comply with applicable regulations, laws and other requirements in the countries where we operate, and continually apply our own high internal standards.

- Proactively identify opportunities and risks from our current and future operations and put measures in place to maximise opportunities as they arise, and minimize the negative effects of risks.

- Visibly demonstrate the commitment of KPI to the Responsible Care[1] principles, including environmental protection, preventing pollution and promoting efficient use of energy.

We will review this policy regularly to ensure that it continues to meet our business requirements.

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[1] *Responsible Care is the American Chemistry Council's (ACC's) comprehensive health, safety, security and environmental performance improvement initiative. ACC member and Responsible Care Partner companies implement responsible care to effectively manage their operations and products and respond to stakeholder concerns.*

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