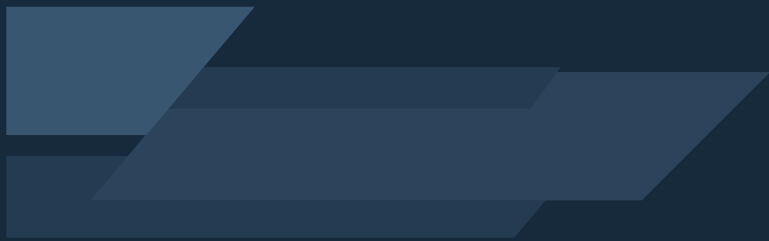


# YAMIN GROUP

# 2023

CORPORATE BROCHURE 

---



# TABLE OF CONTENTS

- 01 Who We Are
- 02 Milestones
- 05 Vision, Mission and Core Values
- 06 Chairman's Message
- 07 Board of Directors
- 08 Global Integration
- 09 Organizational Chart
- 10 Human Capital Management
- 15 Health, Safety and Environment
- 19 Compliance & Controls
- 20 Quality Management System
- 22 Corporate Social Responsibility

# WHO WE ARE

## THE YAMIN GROUP

The Yamin Group continues to stand as a beacon of excellence in the field of petrochemical products, under the adept leadership of Messrs. Antonio, Oscar and Edgar Yamin, the sons of founder Mr. Alfred Yamin.

Since its inception 35 years ago, the Yamin Group, a family owned business, has undergone transformative expansions, notably in 2005 with the acquisition of "Liquigas Liban SAL" (Liquigas), a cornerstone Italian company established in Lebanon in 1964. Building on this success, the Group achieved another significant milestone in 2017 with the acquisition of "The Coral Oil Company Limited" (Coral), a respected British entity operating since 1925, with its Lebanese branch established in 1926 as SHELL.

Liquigas and Coral stand as the vibrant pillars of the Yamin Group, renowned for their prowess in importing, storing and distributing top-tier petrochemical products to both wholesalers and retailers across Lebanon. Leveraging strategic partnerships with top European refineries such as Sarlux in Italy and Hellenic in Greece, the Group has solidified its position as a leader in the Lebanese petroleum sector, excelling in Gasoline, Diesel and Jet A-1 supplies.

The longstanding partnership between Coral and "British Petroleum" (BP) has flourished since 1950, with Coral proudly serving as the exclusive lube agent for BP in Lebanon. Moreover, Liquigas forged a robust alliance with "World Fuel Services" (WFS) in 2018, earning the exclusive designation as the Jet A-1 provider for WFS' international airline clients at Beirut Rafic Hariri International Airport, alongside several prominent Lebanese importers, including Total Energies Lebanon.

In 2019, Liquigas further solidified its market presence as the authorized distributor of ExxonMobil lubes in Lebanon through its strategic partner "Arabian Petroleum Supply Company" (APSCO), a testament to its enduring commitment to excellence.

Lebanese consumers' preference for Coral, as indicated by IPSOS, reinforces its status as the premier choice for Gasoline needs among local brands.

Throughout its journey, The Yamin Group remains firm in its commitment to transparency and adherence to all pertinent laws and regulations, both domestically and internationally, guided by the principles of integrity and responsibility.

# MILESTONES

1964



Alfred Yamin recognized the growing demand for energy and diversified his family business by starting a small-scale local distribution of Gasoline and Diesel using just two trucks.

1987

Alfred Yamin expanded his fleet and received support from his three children, Antonio, Oscar and Edgar, while they were still studying.



1991



- Establishment of YAFCO, a local petroleum distribution company with six trucks distributing Gasoline and Diesel to 36 gas stations.
- Through perseverance, expertise and integrity, the distribution business expanded and penetrated the wholesaler market by 1996.

2005

The Yamin Group acquired Liquigas Liban SAL with a storage capacity of 20 million liters for clean refined products.



2002

- The Yamin Group entered the storage business by renting two tanks in the Dora Terminals area.
- YAFCO's retail business grew to serve 140 gas stations
- SOMOCO's wholesale business expanded to reach 200 wholesale clients.



1997



- The fleet expanded to 10 trucks servicing 70 gas stations.
- SOMOCO was established to serve the wholesale business.

2008

Completion of Liquigas Phase 1 Terminal capacity expansion project, increasing capacity to 32 million liters.

2013



Liquigas commissioned a new LPG plant under the Yamin Group's direction with a storage capacity of 4 million liters of Butane and Propane.

2015

Completion of Liquigas Phase 2 Terminal capacity expansion project to reach 45 million liters. Upgrade of the firefighting system in compliance with NFPA requirements via the British Global Leader "Angus Fire".



45 million liters

2018

The Yamin Group introduced major enhancements to the SMS Company (Station Management Services), which is part of the Group. A 5000 m2 workshop was constructed to expand the services offered by The Coral Oil Company Limited network of stations and fleet.



2017

The Yamin Group acquired The Coral Oil Company Limited with a storage capacity of 80 million liters for clean refined products. Coral is a strategic ally of British Petroleum (BP) in the Lubes and Jet A-1 business since 1950.



2018

Liquigas became a business partner with the largest worldwide Jet A-1 (Aviation) business, the "World Fuel Services" (WFS).



2019

Liquigas signed a strategic business partnership with APSCO for Mobil1 lubes distribution. APSCO is a strategic partner of ExxonMobil in the region.



2020

Petro-One was expanded in order to respond to the growing retail demand for products from businesses, hospitals, embassies, manufacturers and bakeries.



2021

Coral upgraded its fire system in compliance with applicable NFPA requirements through "Angus Fire," a British global leader in the firefighting industry, to ensure that all safety regulations and standards are met.



2022

Coral Lab, a subsidiary of Yamin Group, became part of the inter-laboratory comparisons organized by Total Energies Refining & Chemicals



Improvements were made to the terminal Jet A-1 filtration system through the installation of a new filtration system designed and supplied by "Facet Filtration Group", a global leader in aviation fuel filtration.

Phase 1 of the Coral Terminal capacity expansion project was completed, reaching a capacity of 195 million liters with the construction of new storage tanks designed and built to American Petroleum Institute standards (API 650), and equipped with a cathodic protection system designed and supplied by Cathodic Protection CO LTD.

904



The Yamin Group currently employs around 900 people and serves around one-third of the local demand for Gasoline, Diesel and Jet A-1.

The Yamin Group signed up to the UN Global Compact, reaffirming its commitment to supporting its 10 principles, which encompass human rights, labor, environment, and anti-corruption.



Station Management Services (SMS) currently manages and maintains a fleet of 120 trucks and 40 cars, in addition to 200 gas stations across Lebanon.



Acquired the D-Beirut building, enabling expansion of warehousing with Span racking systems. This optimized space utilization and increased warehouse capacity with delicate application of highest safety standards when it comes to transportation, storage conditions and distribution.



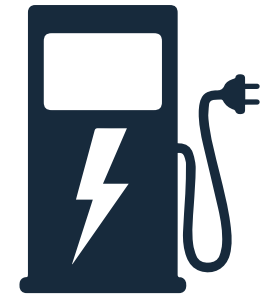
Established a new SMS Workshop, facilitating the maintenance and revamping of fuel dispensers. This initiative allows us to refurbish and recycle dispensers, minimizing the disposal of old ones and the need to purchase new ones, thus enhancing our environmental sustainability.



Created a dedicated reception space for Petro One client interaction, including order placement, paperwork, and payments. This area also supports sister companies dealing with Coral and Liquigas end-users.

Constructed a new conference facility enabling extensive staff training sessions, both in-house and with third-party consultants, as well as hosting professional, business and technical events.

Kickstarted energy transition initiatives with the introduction of the company's first electric vehicle (EV) charger.



“EVERY MILESTONE WE ACHIEVE IS A TESTAMENT TO OUR TEAM’S HARD WORK, RESILIENCE, AND UNWAVERING COMMITMENT TO EXCELLENCE.”



## VISION

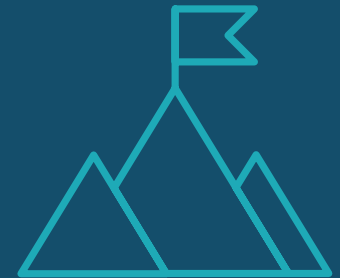
Our Vision is to sustain excellence in all aspects of the Petro-chemical industry.



## MISSION

Our Mission is to excel in supplying premium quality products, providing improved services and maintaining an eco-friendly environment.

## CORE VALUES



## STRATEGIC OBJECTIVES

### EXCELLENCE

We strive to achieve and maintain the highest level of excellence in all aspects of our activities, particularly in our service to our clients.

### SAFETY

We never compromise on safety in any of our endeavors and operations in order to preserve the safety of our community, our workforce, our resources and environment.

### TRANSPARENCY & CANDOR

We uphold the utmost standards of transparency, nurturing a culture of openness, communication, empathy, and accountability.

### SUSTAINABILITY

We are deeply committed to ethical and environmentally responsible practices, as we strive to sustain and foster connections with the communities in which we operate.

### COMMITMENT TO OUR CUSTOMERS

Everything we do is for the welfare of our country and our people. As Lebanon's leading fuel importer and distributor, we see that role as a responsibility to serve the nation.

### UPHOLDING THE HIGHEST STANDARDS

We take quality control very seriously, which is why all our products comply with the highest international standards and regulations, as well as with the strict requirements of the state.

### SUSTAINABILITY AND DIVERSIFICATION

We have long-term plans in place in order to diversify to renewable energy to better serve the local energy sector.

### CORPORATE GOVERNANCE:

We place great emphasis on fortifying corporate governance practices in order to align with global standards. All aspects of the business are rigorously assessed and constantly monitored to ensure the highest level of adherence to international norms.

# CHARMAN'S MESSAGE

*Dear Business Partners,*

*I am pleased to present the latest Corporate Brochure of the Yamin Group, highlighting another year of significant progress and dedication to the Lebanese community. Our achievements stand as a testament to the tireless efforts of our teams, whom we empower to better serve.*

*Investment in our employees remains a priority, fostering an environment where they can thrive professionally.*

*A year later, our journey passed numerous milestones, with a focus on deepening our Corporate Social Responsibility initiatives. From providing hundreds of scholarships to engaging in reforestation efforts, and supporting diverse sports activities we aim to make a positive impact on Lebanese families.*

*Our commitment to giving back remains firm, and we are continually seeking new avenues to uplift those around us. Moreover, our dedication to excellence extends beyond our social impact to encompass the well-being of our community. We continue prioritizing stringent health and safety measures across our operations and are diligent in our efforts to reduce our environmental footprint through the use of renewable energy sourced in our operations, enhanced recycling initiatives, and reforestation projects.*

*The establishment of an ESG committee underscores our dedication to sustainable growth, supported by our ISO certification reflecting our commitment to quality standards. Transparency, integrity, and adherence to our values are non-negotiable, upheld by a dedicated compliance department.*

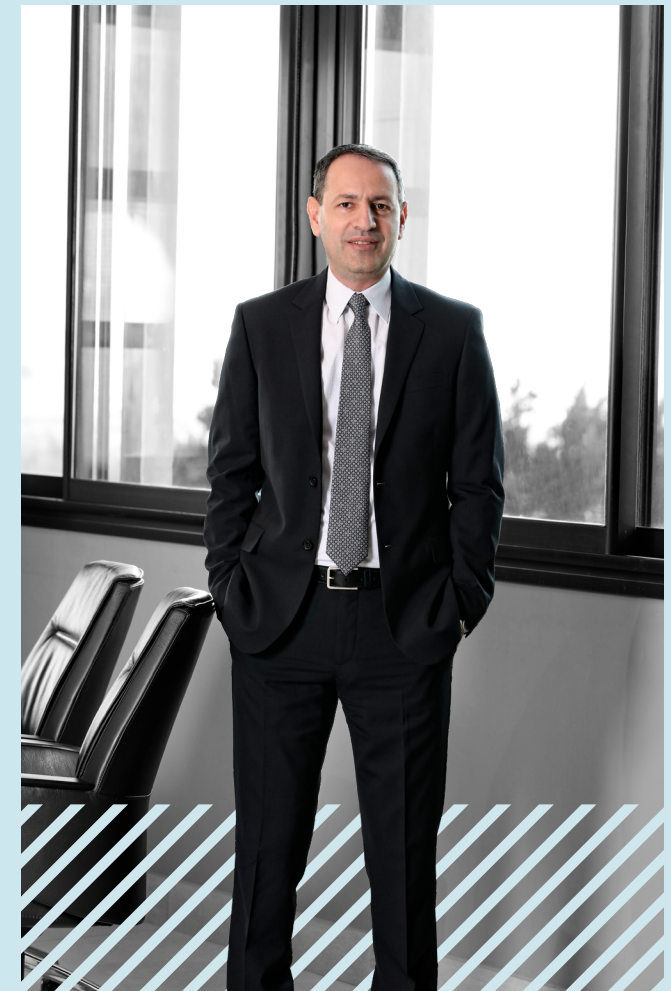
*We also take pride in having hosted the Overseas Security Advisory Council's (OSAC) workshop on cybersecurity best practices, underscoring our commitment to global integration.*

*As proud signatories of the UN Global Compact, we reaffirm our commitment to supporting its 10 principles, including human rights, labor, environment, and anti-corruption, as we collectively strive for a sustainable and more inclusive global community.*

*I extend my heartfelt gratitude to all our stakeholders for their enduring support and trust. With optimism for the future, we look forward to continued growth and success in the years ahead.*

*Warm regards,*

**Oscar Yamin**  
Chairman of the Board



# BOARD OF DIRECTORS

The management of the Yamin Group is overseen by its distinguished Board of Directors, supported by a team of seasoned professionals and 900-strong workforce.

The Board comprises the following members:

- **Mr. Oscar Alfred Yamin (Chairman and General Manager)**
- **Mr. Antonio Alfred Yammine (Managing Director)**
- **Mr. Edgar Alfred Yamin (Managing Director)**

Each member brings with him extensive expertise in the petroleum supply and distribution sector, playing a pivotal role in steering the Group's sustained growth and market prominence. The Chairman, in particular, oversees the Group's operational efficiency and makes sure that strategic matters are addressed promptly, while ensuring the Group's agility and adaptability in response to market dynamics.

Over the years, the Board remained committed to nurturing strong supplier relationships, guaranteeing the uninterrupted provision of petroleum products to Lebanese consumers. This resilience underscores the Board's firm commitment to its duties.

Presently, the Board is actively engaged in fortifying corporate governance practices to align with global standards. This initiative aims to establish a robust governance framework, promoting accountability, transparency and effective risk management practices across the Group.

Equally important, the Board is heavily focused on sustainability, both in terms of the group's carbon footprint and the use of renewable energy sources in its operation, as well as in the application of sustainable business and operational practices.



Mr. Antonio Yammine

Mr. Edgar Yamin

Mr. Oscar Yamin

# GLOBAL INTEGRATION



Over the past year, Yamin Group, under the leadership of CEO Oscar Yamin, continued efforts toward international integration while solidifying existing global connections. Furthermore, the Group maintained its leadership role in Lebanon's business community through its commitment to Lebanon's energy sector, ensuring the strategic supply of Gasoline and Diesel to vital institutions across the nation, in addition to its numerous initiatives and activities designed to ease the burden on Lebanese families.

Notably, Coral Oil hosted the Overseas Security Advisory Council (OSAC) workshop on organizational and individual cybersecurity best practices, in collaboration with the U.S. Embassy in Beirut. This event underscored Coral Oil's proactive engagement in promoting security cooperation and addressing critical issues in the energy sector. Coral also participated in the prestigious SelectUSA summit earlier in the year – Coral and Liquigas continue to forge ties with multinational businesses through national representation, building on successful partnerships with World Fuel Services and MOBIL.

Moreover, Coral has participated in international energy workshops, further enhancing its global standing and establishing partnerships for sustainable energy practices. In alignment with its commitment to environmental stewardship, Coral has embarked on reforestation efforts and intensified its Corporate Social Responsibility (CSR) activities, including providing scholarships to support education and engaging in various community initiatives.

In addition, the Group has signed up to the UN Global Compact, reaffirming its commitment to supporting its 10 principles, including human rights, labor, environment, and anti-corruption, in its pursuit of a more sustainable and inclusive global community.

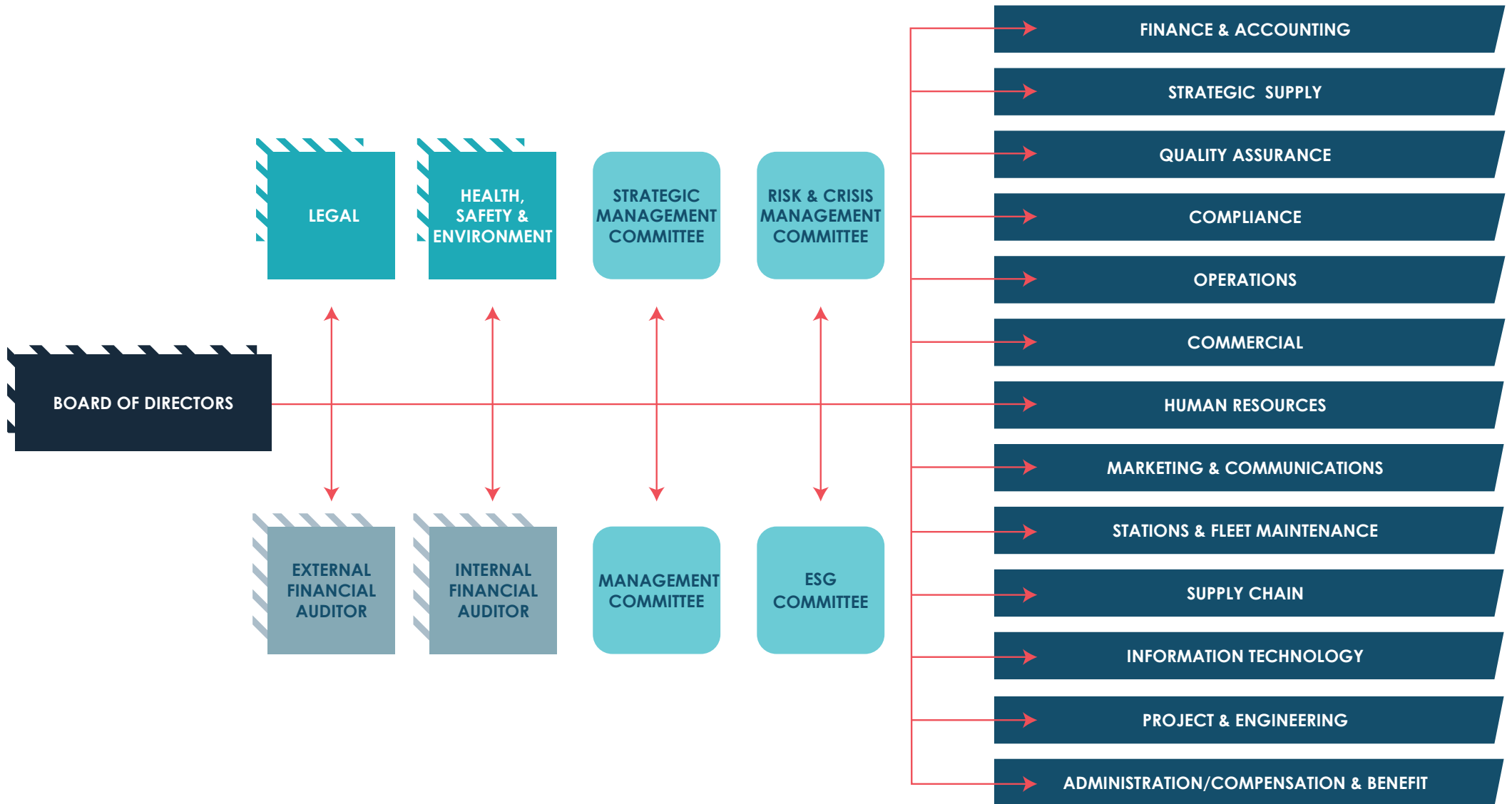
Coral continues to advocate for solutions to ease the burden on families in Lebanon. Through collaborative efforts and proactive decision-making, Coral remains dedicated to upholding its mission of serving the community and advancing sustainable energy practices.

Building upon its previous accomplishments, Coral remains committed to driving positive change and resilience in Lebanon's energy landscape, guided by the principles of sustainability, social responsibility and proactive leadership.



# ORGANIZATIONAL CHART

## OVERVIEW



# HUMAN CAPITAL MANAGEMENT

The Yamin Group continues to thrive, thanks to the dedication and commitment of our workforce. With more than 900 employees, our team remains committed to delivering premium, efficient and safe services to both our internal and external stakeholders.

In line with our core values of Trust, Respect, Transparency and Confidentiality, our HR department continues to play a pivotal role in nurturing a culture of excellence within the organization. Our competency-based recruitment policy remains a cornerstone of our talent acquisition strategy, ensuring that we attract and retain individuals who not only possess the necessary skills but also embody our values.

Performance management remains a key focus area, with regular evaluations and feedback sessions aimed at promoting continuous growth and development among our employees. We are committed to providing ample opportunities for skill enhancement and career advancement, thereby empowering our workforce to reach their full potential.



Employee welfare remains a top priority, with initiatives in place to promote work-life balance and overall well-being. From comprehensive healthcare benefits to flexible work arrangements, we strive to create an environment where employees feel supported and valued.

Effective communication continues to be vital in maintaining a cohesive and engaged workforce. Our regular communication emails serve as a platform for sharing important updates, promoting transparency, and soliciting feedback from employees at all levels.

As we look ahead, our goal remains unchanged: to cultivate a positive and supportive workplace culture where every individual is inspired to excel and contribute towards the continued success of the Yamin Group.

# HUMAN CAPITAL MANAGEMENT

## COMMITMENT TO EMPLOYEES

In 2023, the Yamin Group continued to uphold its core vision and values, promoting a culture built on trust, respect, transparency and confidentiality among our dedicated team. Our commitment to cultivating a skilled workforce remained firm, as reflected in our competency-based recruitment approach, which we deem fundamental to driving organizational excellence.

Throughout the year, we further expanded our collaborations with academic institutions, reinforcing our talent pipeline and encouraging innovation through knowledge exchange. Additionally, our employee referral program continued to thrive, serving as a testament to the strong sense of community within our organization.

In response to evolving market dynamics, we embraced novel sourcing strategies, resulting in the successful onboarding of more than 100 new team members in 2023. Recognizing the pivotal role of effective onboarding, we enhanced our induction program to provide comprehensive insights into our organizational ethos, individual roles and the imperative of upholding our company's code of conduct and internal policies.



## PERFORMANCE MANAGEMENT

In 2023, we continued to prioritize performance excellence by refining our approach to performance management. Building on the success of the previous year, we upheld our commitment to promoting a culture of continuous improvement and development. Our focus remained on encouraging all managers to engage in regular performance discussions, viewing it as an ongoing dialogue rather than a once-a-year event.

Throughout the year, we reinforced the importance of our performance management principles through various educational initiatives. Informative sessions were conducted to disseminate the key tenets of effective performance appraisal, emphasizing the significance of clear standards, consistent follow-ups, and constructive feedback. These efforts aimed to sustain high levels of performance and efficiency across all teams, creating an environment conducive to growth and achievement.

2023

# EMPLOYEE DEVELOPMENT AND WELFARE

## LEARNING AND DEVELOPMENT

At Yamin Group, our HR strategy prioritizes employee development and welfare. This year, we offered various training programs to advance careers, boost productivity and enhance team dynamics. Notably, the “5 Choices Training” helped managers make high-impact decisions and optimize time, attention, and energy.

We also focused on employee welfare with courses on stress management, teamwork and gratitude, complemented by Friday relaxation sessions using EFT tapping to alleviate stress. In response to the financial crisis and earthquakes in Lebanon, we provided resources and online sessions with therapists to help staff manage these challenges.



## IN YOUR SHOES PROJECT

The “In Your Shoes” project encouraged empathy and communication by allowing employees to experience different roles within the company, deepening understanding and appreciation among staff.



## BOOSTING CREATIVITY AND TEAM BUILDING ACTIVITIES

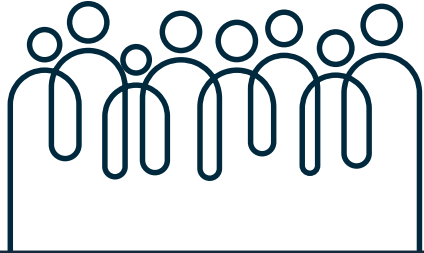
To stimulate creativity and teamwork, we organized events like a Valentine's poetry competition and a Christmas decoration contest, with funds donated to charities. The Coral Basketball Team's “Best Team Spirit Award” in The Co League Basketball Championship 2023 highlighted our commitment to teamwork and community engagement.



## HR MISSION

Our HR mission at Yamin Group is to promote growth, well-being, and collaboration among employees. We aim to enhance professional development, promote empathy, and equip our workforce to handle challenges. By prioritizing well-being and continuous learning, we strive to build an inclusive, supportive workplace where every employee feels valued and empowered.

# OUR TEAM

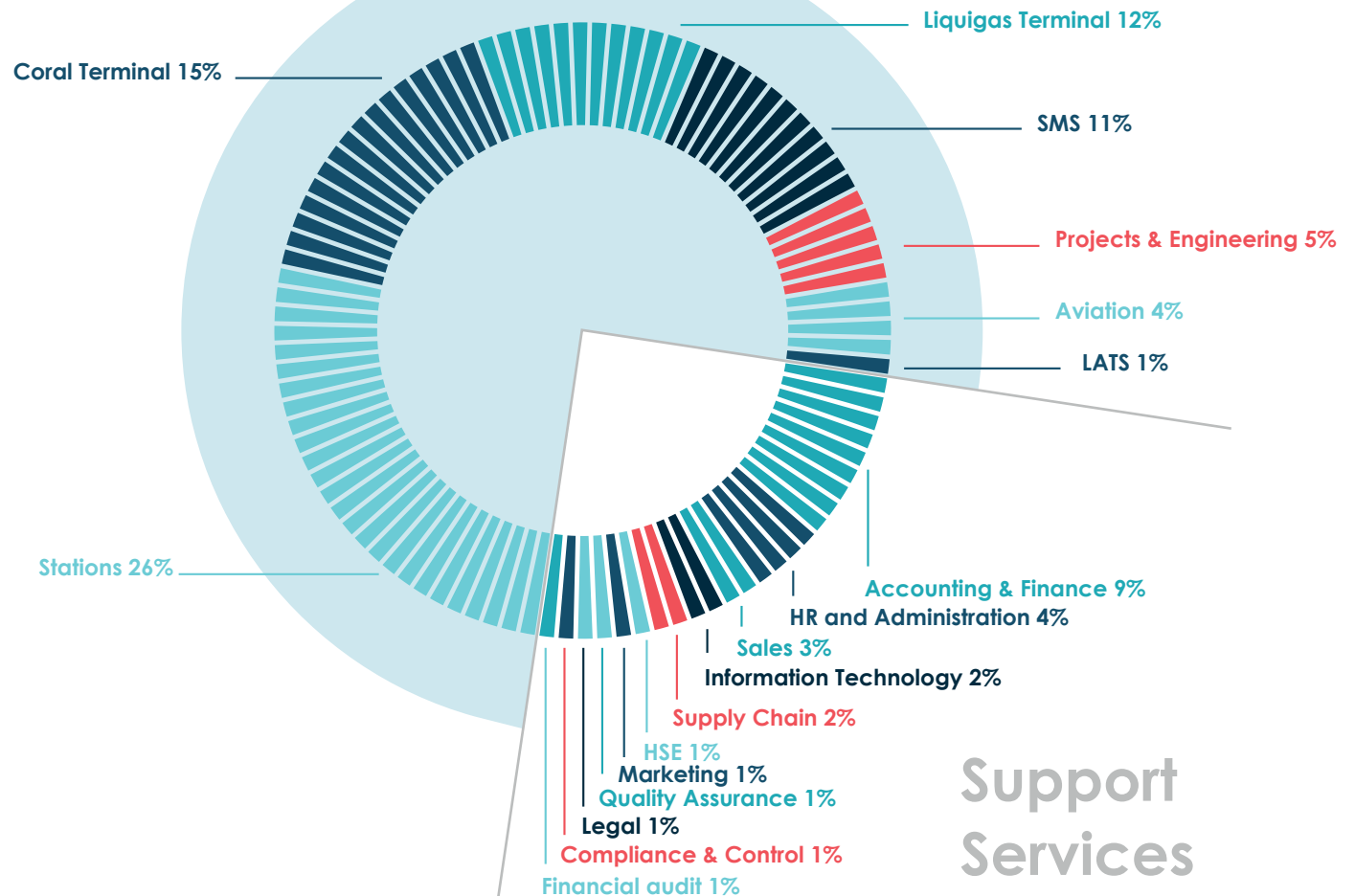


Total Headcount end of 2023:

# 904

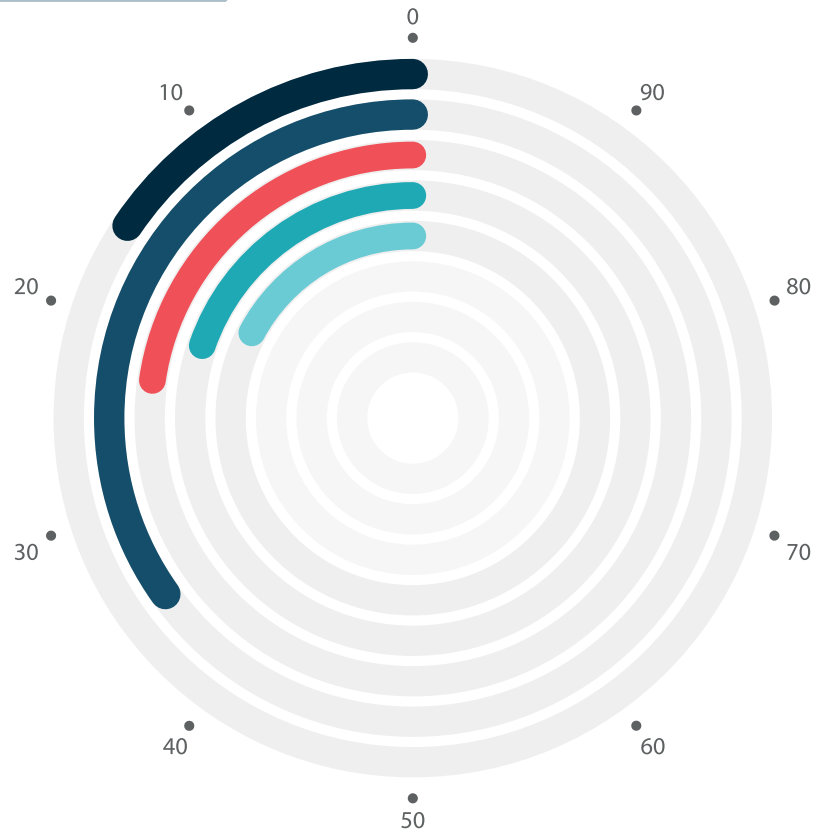
Headcount Distribution entity/department: 2023

## Operations



## Support Services

Age distribution: 2023



19-25 years



26-35 years



36-45 years

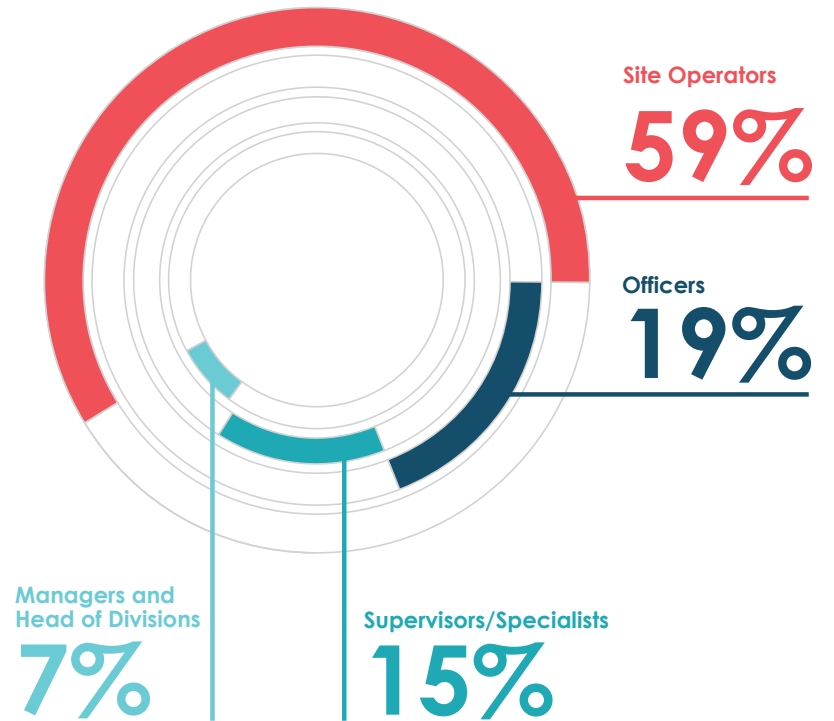


46-55 years

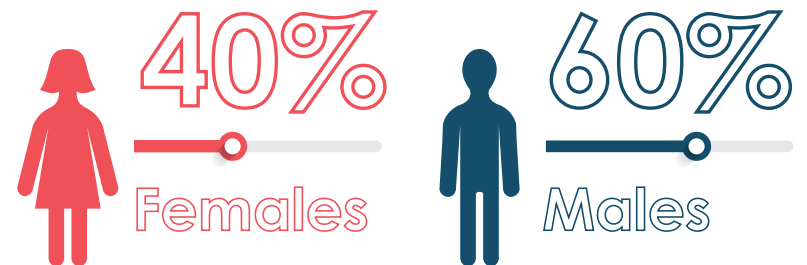


56 years & above

Distribution per level: 2023



Management positions gender distribution: 2023



# HEALTH, SAFETY & ENVIRONMENT

## HSE POLICY AND PHILOSOPHY

Our HSE policy demonstrates the organization's commitment to creating a safe and healthy workplace and providing safe services for all individuals working for and on behalf of the organization. It also highlights our dedication to protecting the environment through proactive measures, with the belief that all HSE impacts can be prevented.

The policy is implemented through the Multiple Layers of Protection Philosophy portrayed as a series of successive barriers, each of which symbolizes the individual components of the system. These layers represent multiple departmental and personal layers, which together reinforce the responsibility of every person in implementing the HSE policy to ensure strict vigilance.

## HSE MANAGEMENT SYSTEM

A robust system, designed to prevent and control major accidents, has been developed in accordance with:

- Control of Major Accident Hazards Regulations 2015 (COMAH)
- ISO 9001:2015(E)
- ISO 45001:2018(E)
- EI – Framework for Process Safety Management (PSM)



# HSE EXCELLENCE RULES

To achieve our goal of maintaining excellence in all areas of the petrochemical industry, we have developed and implemented 12 HSE Excellence Rules throughout our business sectors. These rules are designed to safeguard our employees, assets, the environment, and the community.

To reinforce the importance of the Group's HSE Excellence rules, we have also introduced the driving statement, "Safety is not an option, but a commitment to ourselves, the public and the environment." This statement promotes a safety culture throughout our organization.

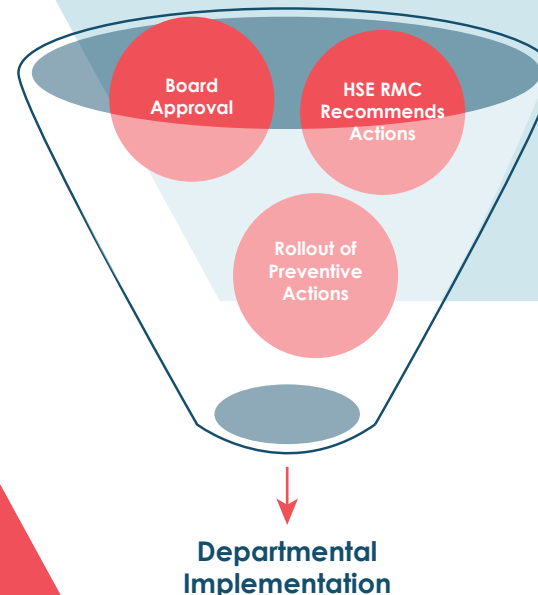
- ✓ Follow safe practices
- ✓ Follow Risk Management guidelines
- ✓ Work with a valid permit to work
- ✓ Control Risks of work at height
- ✓ Duty to intervene to stop unsafe work
- ✓ Maintain an eco-friendly environment
- ✓ No drugs or alcohol while at work
- ✓ No mobile phones in hazardous areas
- ✓ Do not override or disable safety critical equipment
- ✓ Obtain a permit before entering a confined space and hazardous area
- ✓ Plan your lifting operations
- ✓ Follow management of change procedures



## HSE RISK MANAGEMENT COMMITTEE

The HSE Risk Management Committee (RMC), plays a crucial role in setting guidelines for a culture of risk management that aligns with the company's goals and HSE policy. They also establish a risk management governance framework to ensure company-wide compliance.

The HSE RMC is dedicated to preventing major accidents & near-misses from reoccurring by conducting investigations and reviewing risk appetite and tolerance ranges on a company-wide scale. Additionally, the committee closely examines internal and external reports, including leading indicators, to evaluate the impact on the company and endorse executive actions to ensure risks are at an acceptable level (ALARP) for the business.



# KEY ACCOMPLISHMENTS

## GOVERNANCE AND COMPLIANCE

### Leading Indicators

A substantial decrease in Leading Indicators by 36% was accomplished supported by the below:

- Providing specialty HSE training to HSE team and operating staff
- Increase the S&ERT team (Safety and Emergency Response Team) by 20%
- Dedicated Support to the different Divisions and Departments to resolve HSE related matters
- Rollout and implementation of the HSE Training Plan, and the updated Incident and Investigation Procedure

### Inspection and Monitoring

- Stations Inspection (Biannual Stations Inspections) – Continuous
- Petrol Trucks Quarterly Inspection (95% Completion) – Continuous
- Periodic Inspection of Storage Terminal Assets – Continuous

The company values truck drivers and follows HSE guidelines from the “Drivers Booklet” to educate and engage them. This promotes safety within the company and the community, leading to increased driver employment. As part of ensuring road safety for both truck drivers and the wider community, Coral signed a Memorandum of Understanding (MoU) with the American University of Technology (AUT) to enhance road safety and driver training. This collaboration sought to revolutionize driver training through a state-of-the-art Truck Driving Simulator project.

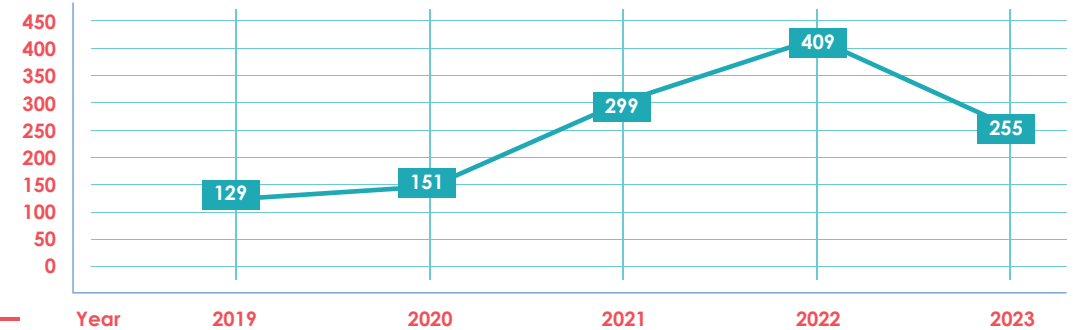
Coral views this innovative project as a significant addition to its driver training program, demonstrating its commitment to high safety standards. This initiative complements Coral’s existing driver training sessions with YASA (Youth Association for Social Awareness), which focus on raising awareness of road risks and the importance of defensive driving. The new simulator will provide drivers with immersive, realistic experiences of various road conditions and challenges, improving their skills and preparedness for real-world driving situations.

## TRAINING AND DEVELOPMENT

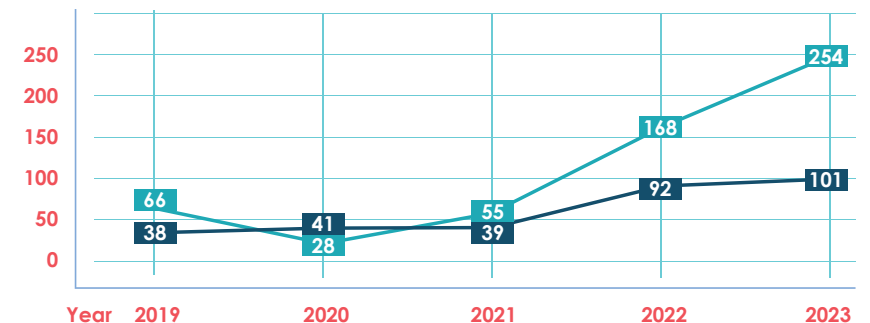
### Basic HSE Induction

The Basic HSE Induction is mandatory for new personnel and visitors. It familiarizes them with the company’s safety rules and promotes a safety culture. It also increases hazard and risk awareness, introduces HSE Excellence Rules, and covers intervention techniques and proper reporting procedures for incidents.

**Trained Personnels**



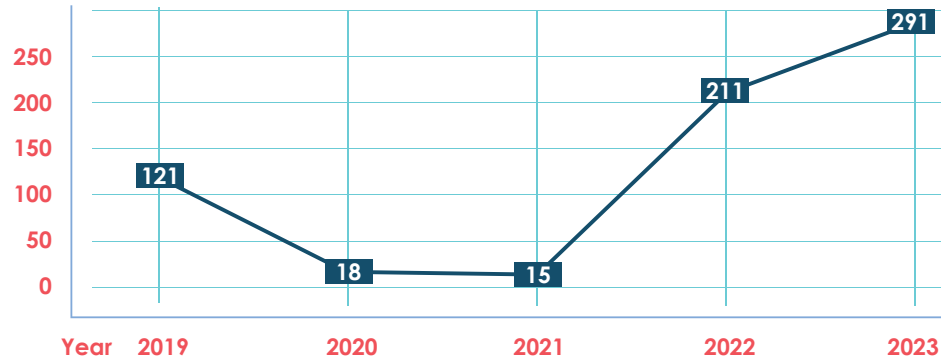
**Number of Trained Truck Drivers**



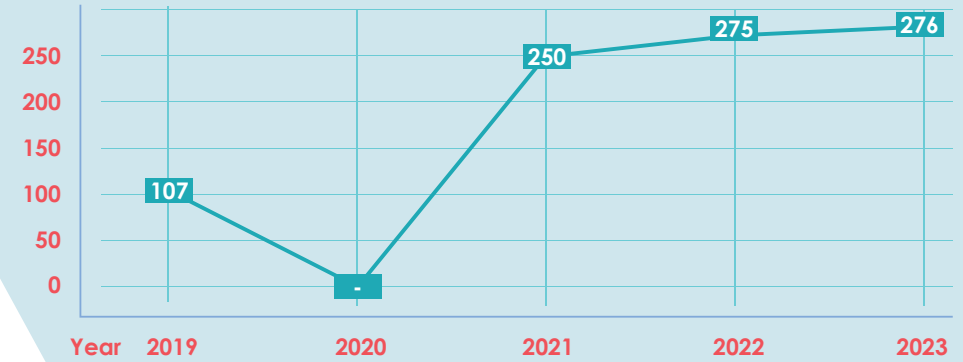
# BASIC HSE TRAINING

The training introduces employees to the HSE Policy and Principles, as well as the company's HSE Excellence Rules. Interactive exercises will help them recognize hazards and understand related statistics. Emphasis will be on preventing human error, implementing protection measures, and ongoing training. Firefighting principles and hands-on training will also be included and HSE reporting, communication and interventions will be covered.

Basic HSE Training Trained Employees

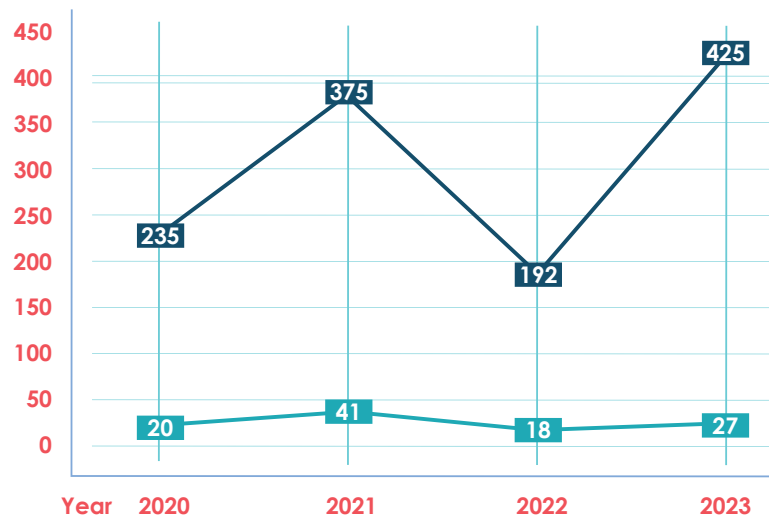


Basic Fire Fighting Training Trained Employees



To lessen risks and to be more target oriented towards specific operating groups, the company holds small group HSE Toolbox Talks (TBTs) to inform employees about task-specific hazards.

HSE Toolbox Talks Number of TBTs Trained Employees



## Techlog Training with ENI CBCMED (project funded by EU):

101 Drivers and driver helpers completed the "ECO driving and road safety trucks simulators training"

### HSE Specialty Trainings

- HSE Training for Managers
- Incident Reporting & Investigation Training
- Permit to Work
- HSE Documentation Guidelines
- Management of Change
- Scaffolding Training with Bureau Veritas
- Components of Firefighting System

# COMPLIANCE & CONTROLS

The management of the Group acknowledges its leadership position as well as the complexities of the international and local relationships in which they operate. Thus, it has recognized the need to remain vigilant of heightened risk when entering specific markets and establishing relationships in new territories. To address this concern, the management has established a fully dedicated and independent Compliance Function that is responsible for ensuring that the Group is compliant with all international best practices, standards, and local and international regulations.

**The Compliance Function has three primary responsibilities:**

**1**

## **DRAFTING AND IMPLEMENTING NECESSARY POLICIES AND PROCEDURES:**

The Compliance Function is responsible for drafting and implementing policies and procedures to ensure that a compliance management system is in place. This system is designed to ensure that the Group is compliant with all international best practices, standards, and local and international regulations, with a particular focus on Anti-Money Laundering/Countering the Financing of Terrorism (AML/CFT) activities and financial sanctions regulations imposed by the international community.

**2**

## **CONDUCTING ACTIVE AND DYNAMIC DUE DILIGENCE:**

The Compliance Function conducts active and dynamic due diligence on all existing and new relationships, whether local or international. This ensures that the Group is aware of any potential risks associated with these relationships and can take appropriate measures to mitigate them.

**3**

## **DEPLOYING REPUTABLE SCREENING SYSTEMS:**

The Compliance Function and deploys reputable screening systems such as Refinitiv World Check WC1. These systems help the Group identify any potential risks associated with their relationships and take appropriate measures to address them.

Overall, the establishment of a dedicated Compliance Function demonstrates the Group's commitment to maintaining the highest standards of compliance and ensuring that they are operating in accordance with all relevant regulations and best practices. The support and backing of management in implementing these measures further highlights the importance of compliance within the organization.

# QUALITY MANAGEMENT SYSTEM

## INTRODUCTION

Since 2020, Liqui Group Holding and The Coral Oil Company Limited have established and implemented the Quality Management System (QMS) (ISO 9001:2015), which includes the necessary processes and the ways in which they interact with one another to determine the sequence and interaction of these processes based on the QMS general process map.

## VALUE OF HAVING THE ISO 9001:2015 CERTIFICATION:

The ISO 9001:2015 standard provides a comprehensive QMS model for identifying and meeting customer requirements, with the ultimate goal of achieving customer satisfaction and retaining loyalty through the continuous improvement of our products and services.

The implementation of ISO 9001:2015 can result in immediate benefits such as the alignment of internal processes with the goal of enhancing stakeholder satisfaction. The significance of these benefits is determined by the effectiveness of these processes in achieving the mission and vision set by the Board of Directors.

## ISO 9001:2015 BENEFITS:

- Improved processes quality
- Good governance
- Increased international recognition
- Improved stakeholders focus
- Improved employee morale

CERTIFIED  
ISO 9001



### THE CORAL OIL COMPANY LIMITED

Scope of certification

Sales and distribution of petro-chemical products and the related support services

### LIQUI GROUP HOLDING

Scope of certification

Management of the Group of Companies dealing with Sales, Dispatch & Distribution of Petrochemical products, company run stations management & maintenance

# DOCUMENTS MANAGEMENT:

According to ISO 9001, “documented information” refers to all information that is managed and controlled. The Quality Assurance Department’s Control of documents procedure outlines the methods used for the preparation, review, approval, referencing, issuance and control of documents related to the activities covered by QMS. This procedure also aims to ensure that relevant staff are familiar with and trained on the implementation of related QMS policies and procedures, as well as the proper use of their associated documents.

## STRUCTURE OF QMS DOCUMENTATION



# INTERNAL AND EXTERNAL AUDITING:

According to ISO standards, an audit is defined as a systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which audit criteria are fulfilled.

To ensure compliance with all QMS requirements, our Quality Assurance Department schedules two ISO 9001:2015 audits annually. The first is a mid-year internal audit, which is conducted by our Quality Assurance Manager, while the second is an end-of-year external audit, which is conducted by an ISO Certification company. These audits are done in preparation for the re-certification audit, which takes place every three years.

## KEY INITIATIVES AND KPIS:

Key initiatives and KPIs required by the QMS are set on an annual basis by all departments within the organization. These are determined by taking into consideration the organization’s compliance obligations and evaluating potential risks and opportunities. The initiatives and objectives are then forwarded to the Quality Assurance Department for monitoring, measurement, analysis and improvement processes to ensure conformity with both internal and external requirements. Through these efforts, QMS is continually improved to enhance its effectiveness and customer satisfaction.

# CORPORATE SOCIAL RESPONSIBILITY

Over the years, the Yamin Group has prioritized Corporate Social Responsibility (CSR) activities aimed at supporting the Lebanese community. This endeavor was significantly ramped up in 2022, when the Group executed a range of initiatives and programs that included the donation of funds, essential fuel, and medical supplies to hospitals and other critical institutions.



The Group provided support to more than 400 families by covering school tuitions for their children, up from 350 scholarships provided in 2022. To further aid the community, the Group organized several charity events and successful biannual blood drives. In addition, the Group conducted various training and awareness programs to enhance the effectiveness and responsible practices of its services toward the community.



**This commitment to the Lebanese flourished even further in 2023,  
with diverse activities and projects designed to improve conditions for Lebanese society.**



In January 2023, Coral donated two jet skis to the Beirut Fire Regiment to enhance their maritime rescue capabilities along the Lebanese coast. The donation was made during a ceremony attended by Coral's General Manager Antonio Yamine, Beirut Governor Judge Marwan Abboud, and Fire Regiment Commander Colonel Maher Ajouz. This initiative, part of Coral's Corporate Social Responsibility plan, underscores the company's commitment to supporting Lebanon's emergency services and aiding the firemen who risk their lives daily.





In March 2023, Coral launched its first electric vehicle (EV) charging station at its Zouk Mosbeh service station. The event, attended by Board Member and Managing Director Antonio Yammine along with company directors, employees, and business partners, marked a significant step toward a sustainable future. The charging station, a Supernova AV model by Wallbox, offers advanced technology with a capacity of 60 kilowatts per hour. This initiative is part of Coral's strategic efforts to modernize its service network and support Lebanon's transition to green energy.

During the second and third quarters of 2023, Coral supported the fishermen's co-op in Jbeil and Berbara, Lebanon, revitalizing the local fishing industry and enhancing community social security. The initiative included installing solar panels to reduce electricity costs, funding a garden to improve the area's aesthetic appeal, and promoting sustainable fishing practices. The project, praised by stakeholders including Lebanon's Environment Minister, highlighted the private sector's role in sustainability. Coral's efforts aimed to preserve marine biodiversity, support local economies, and advance collaboration between private and public sectors, setting a commendable example for other businesses.



In September 2023, Coral partnered with the American University of Technology (AUT) to implement a state-of-the-art Truck Driving Simulator project. This initiative, funded by the European Union and managed by the Lebanese Chamber of Commerce and Industry, aims to enhance driver training and road safety. The simulator provides an immersive experience simulating various road conditions and challenges, complementing existing training sessions conducted with YASA (Youth Association for Social Awareness). This collaboration underscores Coral's commitment to innovation and excellence in driver training, ensuring the highest standards of safety and competence among its drivers.



Twice in 2023, Coral Oil, in partnership with the Lebanese Red Cross, organized a successful blood drive at the D-Beirut building in Dora. With a remarkable turnout of 50 dedicated employees, this biannual event significantly contributed to the Lebanese Red Cross's efforts, particularly aiding children with thalassemia. This initiative highlights Coral's commitment to corporate social responsibility and exemplifies the power of collective action and community spirit in making a positive impact.



In October 2023, Coral stations across Lebanon were illuminated in vibrant shades of pink to raise awareness about breast cancer. This initiative aimed to remind women of the importance of regular screenings for early detection. Strategically located along major highways, these pink stations served as powerful symbols of solidarity and hope for those affected by breast cancer, encouraging regular check-ups and offering support to the community. This campaign underscores Coral's commitment to social responsibility and community health.


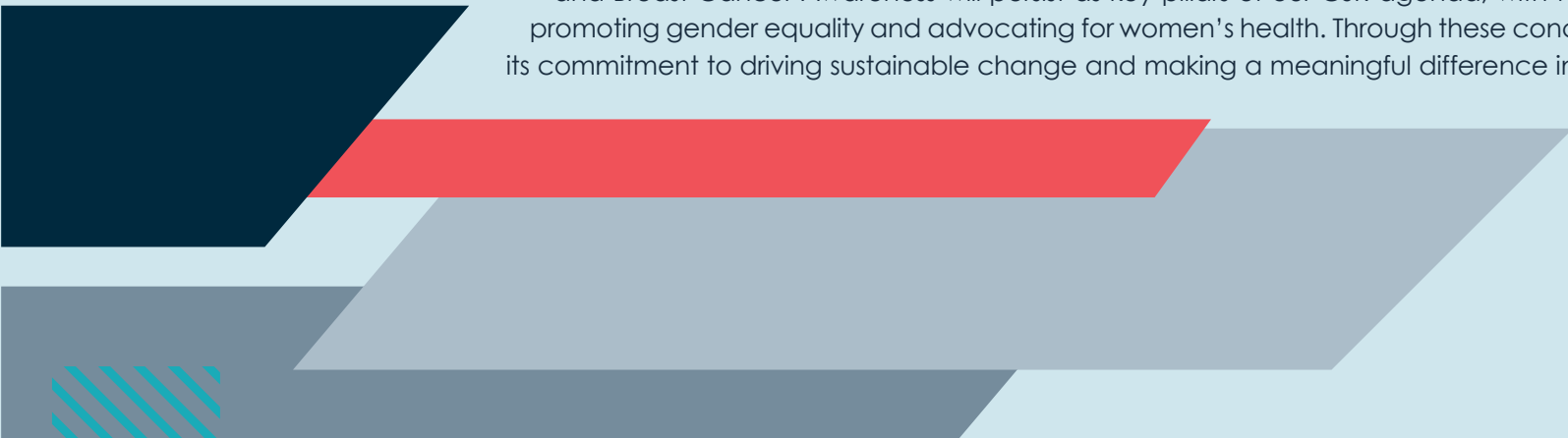
In November 2023, Coral partnered with the Lebanon Reforestation Initiative (LRI) to launch a reforestation project in the Ehmej Reserve, marking a significant step in our commitment to environmental sustainability. To kick-off the partnership, Coral employees and their families planted 100 Cedrus Libani (cedar) seedlings, participating in a day filled with planting activities, essential reforestation training, and community engagement. This initiative, part of Coral's broader ESG efforts, underscores our dedication to enhancing biodiversity, sequestering carbon and encouraging community involvement. The project also includes a two-year maintenance and irrigation plan to ensure the trees' self-sufficiency.





## LOOKING AHEAD

Coral remains fully committed to engendering positive change through ongoing Corporate Social Responsibility (CSR) initiatives in 2024. Building on our successes, we aim to deepen our impact through continued reforestation projects, amplifying our efforts in conserving and restoring vital ecosystems. Additionally, we will persist in organizing blood drives to contribute to lifesaving healthcare initiatives. Our dedication to education will be demonstrated through the continuation of granting scholarships, ensuring opportunities for aspiring minds to flourish. Moreover, our unwavering support for Women Empowerment and Breast Cancer Awareness will persist as key pillars of our CSR agenda, with targeted programs aimed at promoting gender equality and advocating for women's health. Through these concerted efforts, Coral reaffirms its commitment to driving sustainable change and making a meaningful difference in communities worldwide.



# YAMIN GROUP

Lebanon  
United Kingdom  
United Arab Emirates