



البتترول الوطنية
KNPC
إحدى شركات مؤسسة البترول الكويتية
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Al-Wataniya

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Comprehensive Digital Transformation at the Commercial Department



AL-WATANIYA

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Editorial

A Transformation that Supports Decision-Making

Al Wataniya Magazine continues to fulfil its role as a platform that documents Kuwait National Petroleum Company's (KNPC) journey of development and achievement, shedding light on the tireless efforts of its workforce and reflecting the vitality and continuous evolution of Kuwait's energy sector.

This issue spotlights one of the most compelling models of institutional advancement within KNPC — the Commercial Department's successful completion of a comprehensive digital transformation. Through innovative solutions, this achievement enhances transparency, strengthens efficiency, elevates decision-making capabilities and boosts performance.

Readers are also taken on a field journey tracing the path of a Liquefied Petroleum Gas (LPG) cylinder from production to consumer delivery — a story that illustrates the remarkable scale of operational and regulatory efforts dedicated to upholding the highest standards of safety and quality.

The issue further reviews the evolution of fuel stations across Kuwait, highlighting continuous infrastructure upgrades and service enhancements designed to align with leading international standards.

Environmental responsibility receives equal attention, as we explore Kuwait Integrated Petroleum Industries Company's (KIPIC) ongoing efforts to reduce emissions and improve air quality through the supply of low-sulfur fuel oil to power stations.

We also spotlight KNPC Toastmasters Club's entering its 17th season — a distinguished model for developing communication and leadership skills among national talents. The club provides a comprehensive training environment that shapes future leaders and proudly represents the Company in competitive forums.

Psychological well-being takes centre stage in an insightful interview with Dr. Abeer Hamada, who underscores the vital connection between mental stability and professional readiness, offering practical strategies for managing workplace stress with awareness and resilience.

What unites these diverse topics is a shared vision rooted in continuous development and innovation — driven by national competencies committed to strengthening KNPC's standing and advancing Kuwait's broader development journey.

We hope this issue opens a wider window onto these efforts and carries forward a success story whose chapters are written anew, day after day.

Rakan Hamed Al-Fadala

Editor-in-Chief



Comprehensive Digital Transformation at the Commercial Department

Commercial Department has successfully transitioned from manual to fully digital operations, marking a major milestone. This achievement reflects the Company's dedication to technological advancement and operational excellence, in alignment with Kuwait Petroleum Corporation's (KPC) strategic vision.





Bandar Al-Qahtani: Our digital transformation is not merely modernisation—it is a national success story we take pride in



• Bandar Al-Qahtani

We are moving forward with confidence

DCEO Admin and Commercial, Bandar Mahdi Al-Qahtani, expressed deep pride in this milestone, emphasising that it represents one of the most significant challenges the Department successfully converted into a genuine success story. He extended his appreciation to the dedicated teams

whose efforts were central to driving this transformation forward.

He further highlighted the Company's steady and confident progress toward leading the digital transformation journey. He emphasised that the Commercial Department is not merely a participant, but a pioneering engine driving fundamental change in work processes. He added that

the ambition extends further — to establish a fully integrated digital model for the commercial sector that sets new standards of excellence, serving as a strategic reference and roadmap for digital transformation across all sectors of the Company.



• Attendance during the digital transformation announcement ceremony



• Shahla Al-Khaled



**Shahla Al-Khaled:
Commercial Department
is shaping the future
through “specialist
expertise”**



Human capital is the driving force

In her statement, Manager Commercial Department, Shahla Al-Khaled, outlined the Department’s digital transformation initiatives, asserting: “We committed to being the driving force behind this evolution. We established the Digital Transformation Committee for the Commercial Sector, assembling a specialised team dedicated to digitising core systems, exploring the latest global commercial solutions, and transforming innovative ideas into successful, real-world

projects that deliver tangible impact across our operations”.

Al-Khaled emphasised that human capital remains the cornerstone and the beating heart of this transformation, stating: “We firmly believe that national talent is the true engine of change. The committee is committed to developing employees' digital and technical capabilities, ensuring they are fully equipped to lead and sustain this transformation”.

She explained that new digital tools

and processes are designed on a “by experts, for experts” basis, bringing together commercial expertise across disciplines to ensure all solutions align with the Company's business strategies.

She added: “Our goal goes beyond conventional digitisation. We focus on re-engineering commercial processes to enhance transparency and efficiency, and to support data-driven decision-making — giving us greater agility and smarter, faster operations.”





• Meshari Al-Rabeeah



Meshari Al-Rabeeah:
Our success is the result
of close cooperation with
“Information Technology”



Three specialised teams

Talking about the initiative, Head of the Digital Transformation Committee, Meshari Al-Rabeeah, affirmed that this success stems from close collaboration with the Information Technology Department, expressing appreciation for their invaluable support.

Al-Rabeeah explained that the committee operates through three specialised teams: the Digital Commercial Initiatives Team, the Commercial Systems Enhancement Team, and the Major Commercial Systems Modernisation Team. Together, these teams work to maximise the efficiency of existing commercial systems, noting that operations are now conducted with less effort and greater intelligence.

Al-Rabeeah also highlighted several promising initiatives currently under development, most notably the "Shaqardi" Digital Commercial Employee Project—an intelligent assistant designed to support Department teams in completing commercial tasks with speed and accuracy. The platform will also serve as a unified digital reference for employees, facilitating knowledge transfer and automatically responding to inquiries related to the Company's commercial operations, ultimately accelerating performance and elevating the quality of outputs across the Department.



This journey led to the launch of **ten strategic applications** including:

1



Robotic Process Automation (RPA) Application

12 commercial operations reduced workload by 1,148 working days.

2



"Selected List" System

To digitally prepare lists of tender-qualified candidates It reduced the time by 80% and enhanced transparency.

3



Contract Management Application

(Contract Life Cycle Management)

4



Digital Commercial Initiatives Application

Analysing and assessing digital commercial ideas and initiatives.

5



Commercial Department Social Events Application

Strengthening internal communication within the Department.

6



Developing Material Supply Contracts Procedures

Through K-Max System.

7



Automating the Calculation of the Price Change Equation

Through K-Max System.

8



Enabling Instant Access to Contract Budget Details

Through K-Max System.

9



Automating the Monthly Inventory Reordering Process

Through K-Max System.

10



Automating Inventory Status Reports

Through K-Max System.

Key Contributors to the Commercial Sector's Digital Transformation

A group of employees drove the Commercial Department's digital transformation objectives. Their achievements were a direct result of being empowered with the right tools and authority, making them fully deserving of recognition for the success they delivered to meet the set goals.



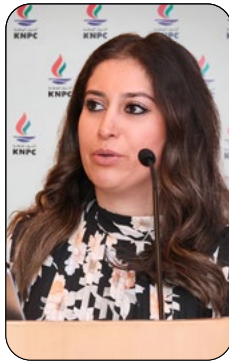
• Ahmad Al-Dabasi



• Rawan Al-Mutairi



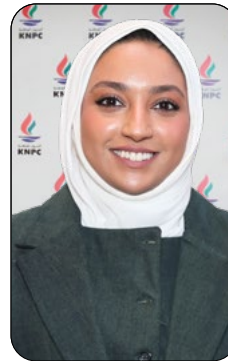
• Abdulrahman Al-Owisi



• Ritaj Jaragh



• Omar Al-Muzaini



• Nour Al-Amer



• Hamad Al-Houti



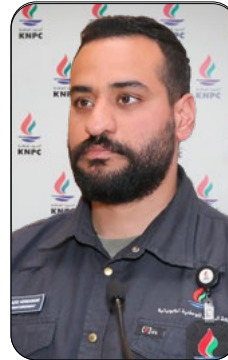
• Shamael Al-Mufarrej



• Shamael Hasan



• Hawraa Shehab



• Abdulaziz Ashkanani



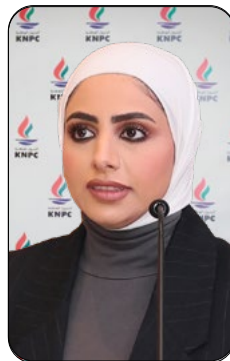
• Abdullah Al-Kafif



• Ibrahim Al-Qallaf



• Amani Al-Azmi



• Fatemah Sadeq



• Mariam Al-Rashdan



• Ali Al-Ajmi

The Gas Cylinder Journey from Factory to Consumer

Liquefied Petroleum Gas (LPG) cylinders are a cornerstone of daily household life, providing reliable energy for cooking and other essential everyday domestic needs. Yet the path a cylinder takes before reaching the consumer involves a carefully managed series of stages—not merely a matter of transporting a finished product. It starts with manufacturing and filling to transportation and distribution, ending with safe domestic use.

“Al-Wataniya” interviewed the Manager of the LPG Filling Branch (Umm Al-Aish), Ahmed Al-Baddah, who explained that this the journey begins at specialised, internationally certified factories outside Kuwait, where cylinders are produced under the strict supervision of Kuwait National Petroleum Company (KNPC). Rigorous pre-qualification processes ensure every cylinder meets international standards and precise safety specifications before being accepted at LPG filling plants.

Al-Baddah further elaborated on the cylinder’s journey within the plant, detailing the various stages it passes through before reaching sales outlets. These outlets are represented by gas distribution branches affiliated with cooperative societies spread across all regions of the country.





• Ahmed Al-Badah

Al-Baddah explained that Liquefied Gas Filling takes place in specialised plants equipped with precise automated production lines, where each cylinder is filled with an accurately measured and calibrated quantity of gas. The process is continuously monitored to ensure compliance with safe pressure and quantity limits.

He added that cylinders undergo a comprehensive series of quality inspections before, during, and after filling. Initial checks include verifying valve and cylinder body integrity, confirming adherence to scheduled maintenance, and ensuring cleanliness. Once these requirements are satisfied, the cylinder is cleared for automated filling.

Following the filling process, additional inspections are carried out to verify gas quantity and conduct leak tests, ensuring full compliance with quality and safety standards. Upon successfully passing all checks, a plastic cap is secured onto the valve as a commercial seal. This seal serves as confirmation that the cylinder has completed every required inspection and quality control stage, certifying its readiness for distribution to end users.

Continuous Monitoring

Al-Baddah explained that gas cylinders are subject to continuous monitoring, with validity periods and periodic inspections strictly maintained in accordance with approved international standards. Each

cylinder carries a permanently stamped mark indicating the date of its next required requalification.

He added that cylinders are also fitted with RFID identification tags containing comprehensive technical data, all stored within a centralised database. When a cylinder enters a filling facility, these tags are automatically scanned, allowing operators to instantly verify its eligibility for filling and confirm that its next scheduled inspection date has not been exceeded. This system significantly enhances operational safety while ensuring accurate and consistent regulatory control.

Safe Transportation and Distribution

Al-Baddah pointed out that the Company operates a large, dedicated fleet of trucks responsible for transporting gas cylinders from production plants to distribution centres across the country.

He explained that the fleet is specifically designed for gas cylinder transport and fully complies with European standards for hazardous materials transportation, in line with the International Carriage of Dangerous Goods by Road Agreement (ADR). Cylinders are secured within specially designed cages that ensure safe handling throughout transit.

He said that the trucks are further equipped with wireless communication systems and clearly visible warning signage. “Their movement is continuously

tracked through advanced monitoring systems that oversee vehicle location, speed, and all operational parameters, ensuring cargo safety at every stage of the journey until cylinders are successfully delivered to distribution centres.” He added.



Al-Baddah: Precise filling systems and continuous testing to ensure quality and safety



Cylinders are transported via dedicated trucks fully compliant to strict requirements





- Ongoing readiness to meet the country's needs under all circumstances

Advanced Cameras

Al-Baddah confirmed that the transport fleet features an AI-powered camera system that monitors driver behaviour, automatically recording any unsafe actions to enhance overall fleet safety. To further prevent accidents, several key measures are implemented: training drivers in hazardous materials transportation, following pre-approved secure routes, conducting pre-trip inspections (PTI) to verify truck readiness before departure, and enforcing strict loading and unloading procedures. He added.

Storage and Sales

Al-Baddah explained that cylinder storage at distributor facilities follows strict safety requirements. Storage areas must remain separate from heat and ignition sources, while cylinders are arranged within cages in a manner that prevents them from falling or being exposed to impact.

Comprehensive Review

He noted that specialised teams conduct thorough inspections of distribution centres before approval, ensuring full compliance with safety requirements and technical standards. Each site must be designated exclusively for gas cylinder storage, with no other materials permitted. Essential safety provisions include explosion-proof lighting and fire

extinguishers, alongside other necessary measures to guarantee a fully compliant and secure storage environment.

Visual Inspection

Al-Baddah added that distributors must visually inspect each cylinder before sale, verifying the presence of the plastic safety cap and confirming its overall condition. He emphasised using only KNPC-approved accessories, including gas regulators and hoses, available at gas branches and family supply stores, such as gas regulators and hoses. He also stressed the importance of following installation and operating instructions, avoiding exposure of cylinders to direct heat or sunlight, and

placing them exclusively in designated areas.

Reinspection

Al-Baddah stated that empty cylinders are collected from distribution centres and returned to filling plants for reinspection before being refilled according to approved procedures.

Damaged cylinders or those that have reached the end of their operational lifespan are permanently withdrawn from service and safely disposed of by compressing them into metal sheets, ensuring full compliance with all safety and environmental requirements.

Misuse

Al-Baddah pointed out that most gas-related incidents stem from misuse or negligence, including using non-approved accessories, improper connections, storing cylinders in unsuitable locations, tampering with valves or regulators, and failing to keep cylinders upright. He stressed the importance of strictly following safety instructions and avoiding incorrect practices during the installation, operation, and use of gas cylinders and their accessories.



- The plant operates around the clock at a high level of performance

Safe Use by Consumers

He explained that liquefied petroleum gas (LPG) carries a distinctive rotten egg odour to alert users of potential leaks. Leaks can also be identified by applying a soap-and-water-soaked sponge to connection points — bubbles forming indicate a leak. In cases of any suspected malfunction, he advised immediately taking the cylinder out of service and contacting the gas supplier.

Awareness Campaigns

Al-Baddah revealed that the Company has conducted numerous awareness campaigns over the past years to educate consumers on the safe use of gas cylinders. The most recent campaign, carried out in cooperation with Kuwait Fire Force, focused on enhancing awareness of key safety procedures and promoting best practices to ensure the protection of both individuals and property.



Cylinder storage at distribution centres is governed by strict safety standards



Launching campaigns to promote safe handling and use of gas cylinders



Al-Zour Refinery: A Digital Approach to Combat Corrosion

In oil refining, where steel infrastructure endures extreme operating conditions and efficiency is assessed with the utmost precision, corrosion stands as one of the most critical hidden threats to production sustainability. This "silent enemy" often goes undetected in its early stages, yet carries the power to compromise major equipment integrity and destabilise operations if not addressed through a rigorous and proactive professional approach.

Guided by the principle that "digital prevention" is the first line of defence, Al-Zour Refinery's corrosion management journey was born—not as a routine technical exercise, but as the establishment of a comprehensive defensive system worthy of one of the world's largest and most advanced refineries.

Today's refinery environment—characterised by heavy feedstock processing and complex chemical and physical operations—presents a genuine test of reliability. Corrosion risk extends far beyond surface metal deterioration; it strikes at the core of strategic objectives encompassing health, safety, and environmental protection, while threatening unplanned shutdowns that drain resources and burden operational budgets.

Al-Wataniya magazine sat down with the Team Leader Inspection and Corrosion at Kuwait Integrated Petroleum Industries Company (KIPIC), Faisal Al-Refai, who leads the technical efforts dedicated to safeguarding the refinery's critical assets.

In this in-depth interview, Al-Refai reveals how Al-Zour Refinery has transformed from a construction project into a "smart digital system" capable of anticipating corrosion risks before they materialise. He also sheds light on how national teams collaborate seamlessly to uphold the highest standards of reliability and safety—particularly when confronting the demanding challenges associated with processing heavy feedstocks.





• Faisal Al-Refai

- **Some describe corrosion in refineries as the "silent enemy." From your professional perspective, how does this phenomenon impact operational stability at a Refinery the size of Al-Zour?**

In oil refining, efficiency is measured down to the finest detail. Refinery environments rank among the most complex workplaces—especially when processing heavy feedstocks and multiple operational processes under high pressure and temperature. Without a proactive, professional corrosion management methodology, equipment integrity becomes directly vulnerable. Left unchecked, corrosion can lead to leaks threatening health and safety, or trigger unplanned shutdowns that escalate maintenance costs and undermine production reliability.

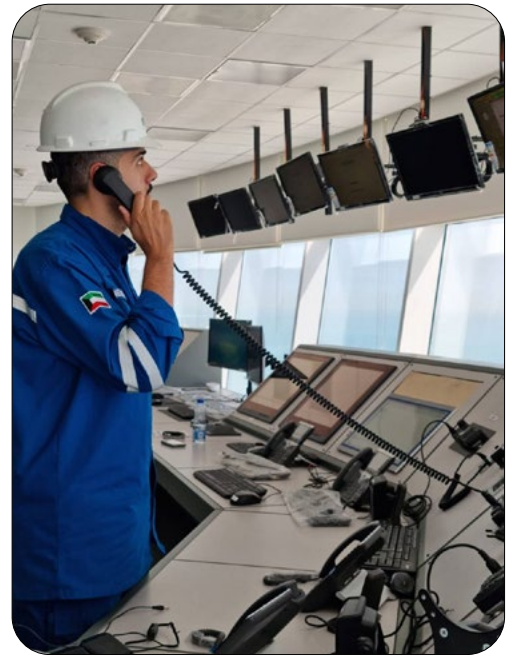
Establishing an Integrated Programme

- **Al-Zour Refinery is one of the most advanced in the world. How did you leverage this modernity to build a fully integrated corrosion management programme from the start?**

The Refinery's modernity presented a golden opportunity.

From the earliest operational stages, KIPIC's Inspection and Corrosion Team launched a comprehensive programme aimed at understanding corrosion causes, analysing its patterns, and controlling it effectively. We developed an extensive database to study equipment and pipeline behaviour, while rigorously evaluating the suitability of materials selected during the design phase against actual operating conditions. This was particularly critical given the challenges of processing heavy feedstocks, which inherently accelerate corrosion rates.





Building a Database

- You mentioned a "comprehensive database." Was it easy to integrate all this technical information?

Not at all. It required considerable effort to consolidate technical data covering both the Refinery and LNG import facilities. More important than the technical aspect was raising awareness among operational teams about corrosion risks—transforming the programme from a purely technical initiative into a fully integrated, "team-based system".

- Does this mean corrosion management is no longer the responsibility of your team alone? How is coordination handled with other Departments?

Corrosion management is now a shared responsibility across Operations, Technical Services, Maintenance, Engineering, as well as Health, Safety & Environment and Quality Assurance. Through proactive workshops and continuous data analysis, we classify and monitor corrosion-prone areas using precise performance indicators. Corrosion and asset protection are everyone's responsibility. The programme is built on the integration of efforts across teams, ensuring technical decisions are grounded in reliable facts and data.



Integration of Local and Global Expertise

- **How did you benefit from accumulated expertise in Kuwait's oil sector and from global experience?**

We maintained close coordination with colleagues at Mina Al-Ahmadi and Mina Abdullah Refineries, both operating under KNPC, while also collaborating with specialised international firms. This knowledge exchange allowed us to integrate best practices and lessons learned into a comprehensive, advanced asset management framework tailored for Al-Zour.

- **Speaking of technology, what innovative solutions are you currently using to monitor corrosion in the Refinery?**

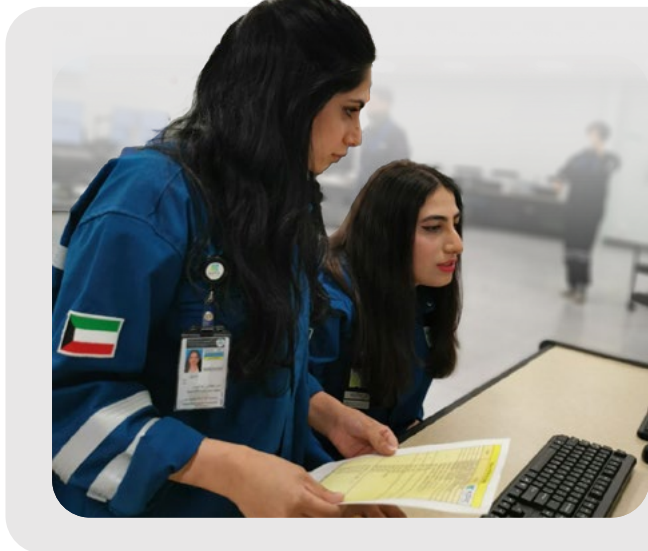
On the technology front, we now deploy a suite of cutting-edge solutions, including state-of-the-art inspection systems, real-time

corrosion monitoring devices, and intelligent platforms powered by predictive data analytics. These tools enable continuous long-term equipment condition assessment and accurate remaining service life estimation.

National Workforce: A Pillar of Sustainability

- **KIPIC consistently places strong emphasis on national talent. Where does Kuwaiti engineer stand within this programme?**

National workforce is at the heart of this programme and its sustainability. We are deeply committed to developing national talent through intensive specialised training and internationally recognised certifications in corrosion management. Our goal is to cultivate a new generation of Kuwaiti experts fully capable of leading, sustaining, and continuously advancing this system into the future.



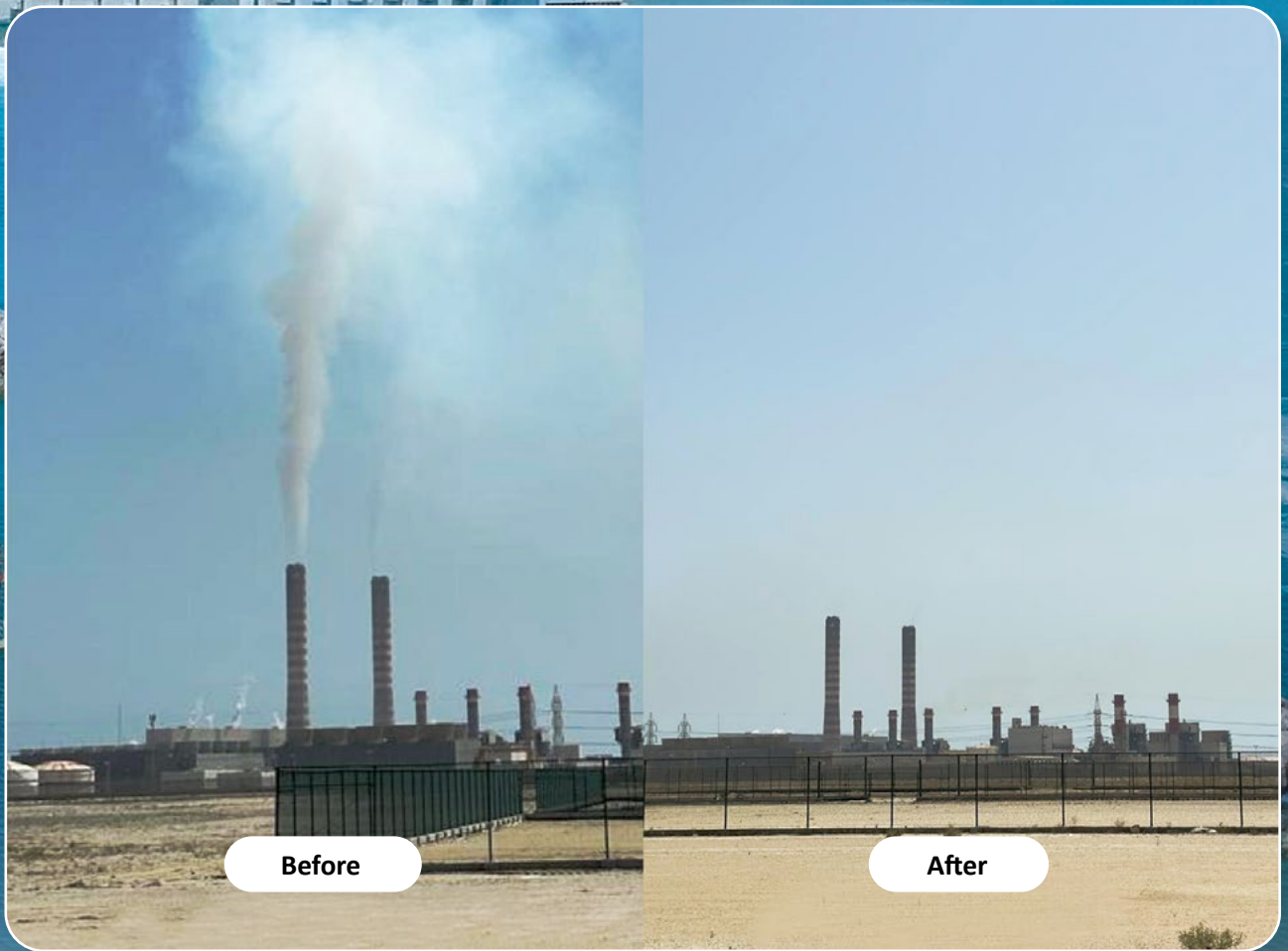
Significant Positive Impact

Al-Refai: We anticipate significant positive outcomes, notably meaningful reduction in unexpected corrosion rates and associated failures, leading to enhanced planning efficiency and extended equipment lifespan. Our ultimate objective is to position Al-Zour Refinery as a global benchmark in corrosion management, maintaining the highest standards of safety and reliability in refining industry.



KIPIC: Improving Ambient Air Quality

In line with its commitment to environmental protection and advancing sustainability in the State of Kuwait, Kuwait Integrated Petroleum Industries Company (KIPIC) is actively contributing to cleaner air across Kuwait's residential areas by supplying Low Sulfur Fuel Oil (LSFO) to the Ministry of Electricity, Water and Renewable Energy's power plants. This initiative supports national efforts to significantly reduce harmful emissions generated by power production operations.



• The environment surrounding Al-Zour South power station



• Al-Zour Refinery

Al-Zour Refinery plays a central role in this transition, having been designed to process multiple crude oil grades and produce low-sulfur petroleum products that meet both local and global energy demands while fully complying with environmental standards and Kuwait Environment Public Authority (KEPA) requirements. The strategic shift from High Sulfur Fuel Oil (HSFO) with 4% sulfur content to Low Sulfur Fuel Oil (LSFO) at just 0.5% has proven transformative, significantly reducing sulfur dioxide (SO₂) emissions and meaningfully improving air quality in communities surrounding Kuwait's power generation facilities.

Real-World Results

Air quality monitoring campaigns have delivered compelling results, confirming a 65% improvement in ambient air quality following the transition to Low Sulfur Fuel Oil. The Ministry of Electricity, Water and Renewable Energy reported measurable reductions in sulfur dioxide emissions at both Al-Zour South and Doha power stations. These outcomes have positively impacted residential communities in surrounding areas, contributing to better public health.

Sustainable Commitment

This achievement reflects the Company's dedication to the highest environmental and operational standards, supporting Kuwait's national environmental objectives. It aligns with Kuwait Petroleum Corporation's (KPC) 2040 strategy, advancing sustainability, strengthening corporate social responsibility, promoting sound corporate governance, and enhancing overall quality of life.

Sectoral Integration

Supplying power plants with LSFO exemplifies seamless integration between Kuwait's oil and energy sectors, playing a vital role in reducing emissions while striking the right balance between industrial development and environmental protection.



Toastmasters Club: Shaping Tomorrow's Leaders

Kuwait National Petroleum Company (KNPC) continues to demonstrate, time and again, that investing in human capital is the most enduring and valuable asset. From the heart of Training and Career Development Department's Talent Management Team, the spark of KNPC Toastmasters Club was first ignited, transforming from a modest training initiative to globally crowning platform. The club nurtures the skills of national talent and redefines the very concept of leadership.



KNPC Leadership

Kuwait National Petroleum Company (KNPC) stands as the first oil company in Kuwait to embrace the global Toastmasters model for leadership development. Since its inaugural season in October 2017, the club has empowered more than 350 male and female employees, and today reflects remarkable maturity in both content and performance.

KNPC has masterfully adapted this globally established model — founded in 1924 — to suit the unique demands of the oil and gas environment. The result is a thriving platform that cultivates public speaking, deepens self-awareness, and drives measurable improvements in professional performance, ultimately contributing to broader institutional excellence.

A Learning Environment

The club cultivates a supportive environment that aims at equipping employees with essential success tools, including:

1



Public Speaking Mastery
Delivering speeches with confidence and impact.

2



Influential Leadership
Building strong leadership character and enhancing communication skills.

3



Self-Awareness
Strengthening self-confidence and fostering a spirit of fair competition.

4



Continuous Development
Preparing, writing, and delivering professional speeches.

A Great Competition

Each year, the club hosts a flagship competition with the coordination of Talent Management Team and the guidance of the Regional Area Director. Top performers advance through area, division, and district levels, representing KNPC on broader stages, with qualified judges ensuring fairness and professionalism throughout every round.

The club competitions are divided into five main categories:



Evaluation Speeches

A contest that focuses on the skill of active listening, where participants analyse a fellow speaker's speech and provide a structured evaluation based on established public speaking criteria.



Impromptu Speeches

A test of quick thinking, where contestants respond to a unified question (with isolation procedures applied to ensure fairness) and deliver a clear, organised, and persuasive answer within a short time.



International Speeches (English)

Participants deliver an inspiring speech in English that includes a call to action, with a duration ranging from 5 to 7 minutes and 30 seconds.



Arabic Speeches

Similar in structure and timing to the international speeches, but delivered in Arabic, highlighting the beauty of the language and its powerful ability to convey meaningful messages

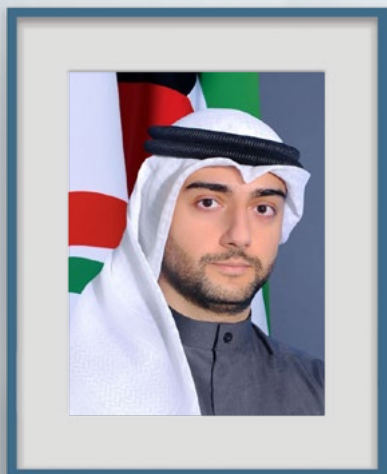


Humorous Speeches

The art of engaging the audience and delivering profound messages through humour, testing the speaker's charisma, interaction skills, and stage presence.

Inspiring Experiences

Club members shared memories of their journey and development, emphasizing the club's crucial role in their professional careers:

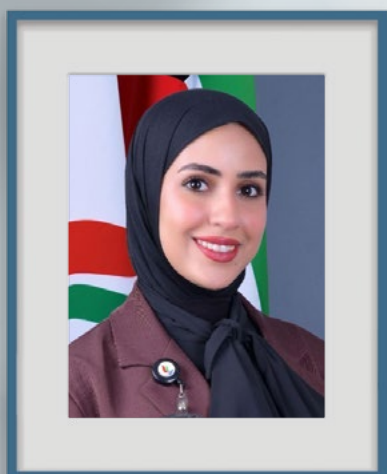


Mohammed Jaber Atiah

Contracts Engineer – Commercial Department

(Club President)

I joined the club with the goal of improving my public speaking, and through consistent practice and constructive feedback, I have developed strong leadership and communication skills. I warmly invite everyone to join this inspiring journey of learning, growth, and leading with confidence.

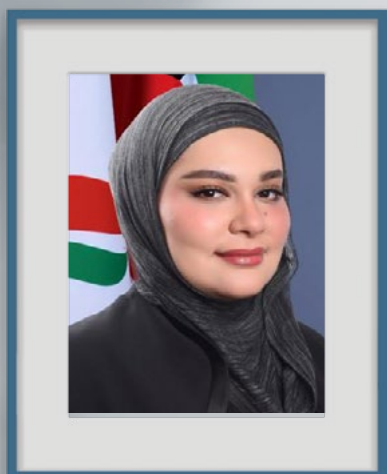


Aeshah Majed Al-Nasser

Mechanical Design Engineer – Local Marketing Department

(Immediate Past President & Vice President of Membership)

Passion has always been my driving force in KNPC Toastmasters Club, inspiring me to join, grow, and embrace leadership. My goal was never merely to master public speaking, but to inspire others and draw from their creativity, while continuously pushing my own limits. Building a resilient leadership personality that balances professional ambition with personal growth is the achievement I am most proud of throughout this remarkable journey.

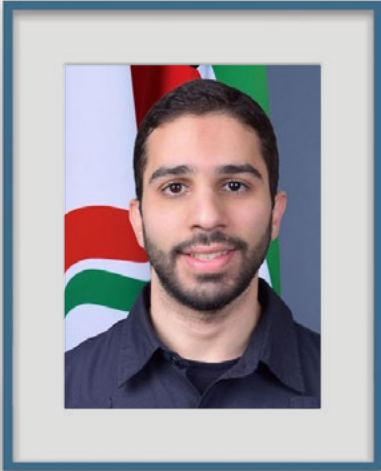


Fatemah Al-Zahraa Dashti

Materials and Contracts Engineer – Quality Assurance Department, MAA

(Vice President Education)

Toastmasters is more than a club; it is a vibrant community where we grow and thrive together. Here, we continuously exchange roles between learning and teaching, drawing from shared experiences. Through this unique dynamic, powerful voices emerge, and every member becomes both a mentor and a learner at the same time.

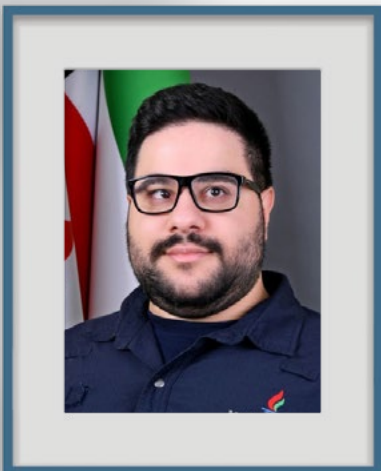


Hussain Abd Al-Amir Al-Amir

Accountant (Accounts Receivable) – Finance Department

(Vice President of Public Relations)

After three seasons, my fear of the stage has faded, replaced by confidence in presenting engaging topics and facing audiences with composure. The club has proven to be the ideal environment for anyone seeking to develop their public speaking and leadership skills in a truly professional and supportive setting.



Salem Fahad Al-Arrak

Systems Analyst (IT Quality Management) – Information Technology Department

(Sergeant at Arms)

The club is an invaluable opportunity to express hidden talents and develop essential professional competencies, including teamwork and effective communication. More than anything, it is the ideal place to build meaningful connections with colleagues from across different company sectors.



Sarah Saif Al-Saif

Logistics Services Specialist – Commercial Department

(Treasurer)

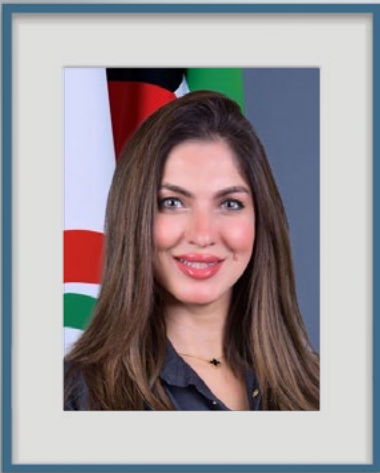
In Toastmasters Club, every speech is a step toward becoming a stronger version of ourselves. Here, we refine the leader within, shaping voices that are capable of making a real impact and inspiring meaningful change.



Yousef Abdullah Hayati

**Maintenance Planning Engineer – Maintenance Department, MAB
(Secretary)**

Joining the club was more than an attempt to improve my public speaking; it was a journey that exceeded all expectations. I met truly inspiring individuals and strengthened my listening and persuasion skills along the way. At KNPC Toastmasters Club, growth is a continuous, never-ending process within an environment that nurtures creativity and innovative thinking.



Taiba Mohammad Al-Zamel

**Maintenance Planning Engineer – Maintenance Department GP &
CFU- MAA**

Joining the club was a bold step out of my comfort zone, a personal challenge to build self-confidence and strengthen my leadership and communication skills.



Ahmad Adel Shehab

Process Engineer – Technical Services Department- MAA

In Toastmasters Club's positive environment, I find constant motivation to develop my presentation and leadership skills, continuously pushing beyond my limits to reach new horizons of growth.



Ali Nashme Al Ajmi

Senior Custom Services Controller – Commercial Department- MAA

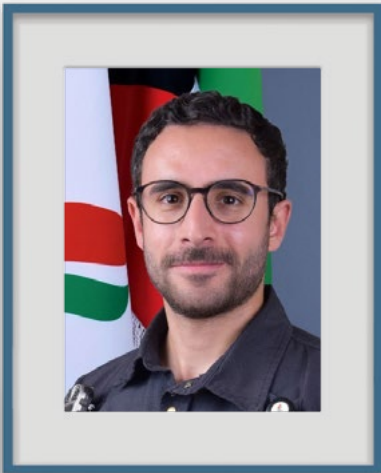
Now in my third season, I can confidently say this has been a truly transformative journey. The club has refined my public speaking skills, strengthened my voice, and given me the courage to express my ideas before any audience with confidence and pride.



Fawaz Abdulmohsen Al-Attar

Senior Mechanical Maintenance Engineer – Maintenance Department GP & CFU- MAA

I have realised through my experience in the club that confident communication is not an innate gift, but a skill developed through consistent practice, refined with constructive guidance, and nurtured by the courage to express oneself.



Saad Yousef Al-Adasani

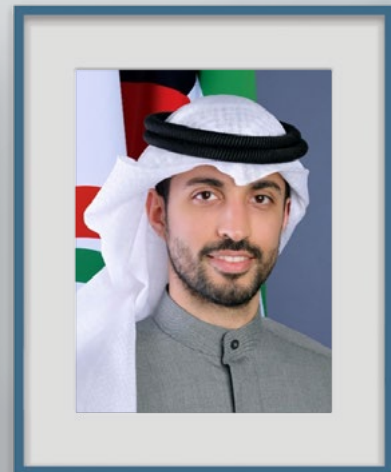
Operating Engineer – Gas Operations Department- MAA

My club experience has surpassed all expectations. Its emphasis on personal development has been truly instrumental – a learning journey that enriches experiences and situations that build confidence.

Ahmad Abdullah Al-Mansour

Performance Analysis Engineer – Corporate Planning Department

Since joining the club, my ability to articulate ideas clearly has significantly improved, transforming my communication and persuasion skills, and ultimately strengthening my presence and influence in the workplace.



Fuel Stations... Decades of Dedication and Innovation

Fuel stations are a cornerstone of Kuwait's development, playing a vital role since their establishment in supplying petroleum products, sustaining local market demand, and driving urban and service sector growth across the country's regions.



From their humble beginnings in the 1940s, when fuel was dispensed manually, Kuwait's fuel stations have undergone a remarkable transformation into state-of-the-art facilities powered by advanced smart technologies. Today, these stations are equipped with vapor recovery systems, solar panels, automated fuel measurement solutions, and a comprehensive range of services including car washes and public amenities. Central to this evolution is Kuwait National Petroleum Company (KNPC), which has remained steadfast in developing fuel stations that meet international safety and quality standards, prioritising operational efficiency and long-term sustainability. This commitment reflects Kuwait's broader vision of delivering modern, reliable services to its communities while strengthening the national economy.

In this feature, *Al-Wataniya* traces the remarkable journey of fuel stations from the 1940s to the present — a legacy defined by continuous development and sustainability.

Kuwait's fuel station history dates back to the 1940s, when a member of Al-Omar family established the country's first rudimentary station to meet the increasing demand for gasoline, using manual containers to store gasoline and kerosene. Family members served as the initial workforce, selling regular gasoline at a time when premium and special grades were yet unknown to the market.

As vehicle ownership grew, new stations

began emerging between the late 1940s and late 1960s, including West Ahmadi Station (1948) and Sheraton Station (1951), followed by others in Mansouriya, Shaab, Shuwaikh, Salmiya, Rawdah, and Faiha. Characterised by simple structures and manual fuel pumps, these early stations laid the foundation for what would gradually evolve into comprehensive, full-service facilities.

Institutional Transformation Phase

In 1961, responsibility for petroleum product distribution was transferred to Kuwait National Petroleum Company, marking the launch of a comprehensive development phase. This era saw the modernisation of existing stations and the opening of new ones, most notably Mansouriya Station in 1967 — the largest in Kuwait at the time.

Mansouriya Station: An Icon of Local Fuel Service Expansion

The inauguration of Mansouriya Fuel Station in 1967 marked a defining milestone in Kuwait's petroleum retail sector. Launched by Kuwait National Petroleum Company, Mansouriya Station represents the Company's most ambitious projects during its first decade. The station earned immediate recognition as the largest in the country, distinguished by its expansive overall area and the number of fuelling islands — setting a benchmark for engineering and service excellence of that era.



Beyond its role as an energy supply centre, Mansouriya Station represented a strategic response to Kuwait's rapid urban growth and the steady rise in vehicle ownership throughout the 1960s. Its modern design and high operational capacity redefined customer service standards in the local market, reinforcing the Company's pioneering role in advancing national infrastructure and delivering services that aligned with the global benchmarks of that pivotal historical period.

As vehicle numbers reached 350,000 by 1977, Kuwait's fuel station network expanded to 51 stations, growing further to 59 by 1980. The 1980s introduced self-service fuelling, empowering customers to fill their own vehicles while station managers maintained oversight and dedicated staff handled payment transactions.

Advanced Sustainability Solutions

Committed to enhancing service quality and efficiency, the Company introduced unleaded fuel in 1995 and expanded key offerings — including water, air, oil changes, and car washes — across several major stations.

Over the past two decades, fuel stations have adopted advanced sustainability solutions, including:

- Vapor recovery systems to reduce emissions and recover fuel condensates
- Solar panels covering approximately 30% of electricity needs
- Automated fuel measurement and leak detection systems to ensure safety and efficiency
- Various electronic payment options, including local, Gulf, and international bank cards

Modern stations have transformed into integrated destinations, incorporating convenience stores, cafeterias, administrative offices, and mosques — extending their role well beyond refuelling points.



Strategic Expansion Plan

To keep pace with Kuwait's rapid urban growth, the Company launched an ambitious plan in 2017 to establish 100 new stations across modern residential areas, structured across five phases spanning regions including Sabah Al-Ahmad, Al-Mutlaa, and West Abdullah Mubarak. The first phase delivered 18 stations between 2019 and 2021, with the second phase commencing in 2024–2025 and additional phases planned to meet future demand.

Complementing this expansion, private sector partnerships were established to invest in selected stations, diversifying service offerings, elevating service quality, ensuring operational efficiency, and driving increased revenue.



Development of the Filling Stations



Green Fuel Stations: A Milestone in Kuwait's Oil Sector Sustainability

The integration of solar energy at fuel stations reflects an ambitious vision for a more sustainable future and serves as a core pillar of the Company's strategy to reduce dependence on conventional energy sources while easing pressure on the national electricity grid. This initiative directly supports Kuwait's national efforts to diversify its energy mix, with a target of raising renewable energy's contribution to 15% of total electricity demand.

Implementation relies on utilising the expansive rooftops and canopy structures of stations to install advanced photovoltaic systems. These systems operate beyond generating clean energy to power

essential station operations — including lighting, pumps, and air conditioning — to connect directly to the national grid. Surplus daytime energy is exported to support peak-hour demand, significantly reducing the sector's overall carbon footprint.

Technically, the systems were carefully selected to withstand Kuwait's demanding desert climate, utilising high-efficiency panels engineered to tolerate extreme temperatures and equipped with smart automated cleaning technologies that counter dust accumulation affecting absorption rates. Real-time digital monitoring ensures precise tracking of energy production and maintains continuous operational efficiency.

Pilot projects in Jaber Al-Ahmad City and Sabah Al-Ahmad City have demonstrated outstanding results, with solar panels meeting between 20% and 30% of each station's annual energy consumption. This transition toward green stations underscores Kuwaiti oil sector's dedication to embracing the latest environmentally friendly innovations, optimising operational performance, and solidifying Kuwait's position as a regional leader in the adoption of renewable energy solutions.



Subhan Depots



Ahmadi Depots



Privatisation: A Strategic Step

In alignment with the Supreme Petroleum Council and Kuwait Petroleum Corporation's directives to promote private sector participation in economic development, Kuwait National Petroleum Company (KNPC) launched several service station privatisation initiatives in June 2005. A total of 40 stations were allocated to Oula Local Fuel Marketing Company, along with three additional sites designated for the construction of new stations. In June 2006, another 40 stations were privatised and awarded to Al-Sour Fuel Marketing Company, together with three further locations designated for the implantation of additional service stations. The objectives were as follows:

- Improving operational efficiency and elevating service quality for consumers.
- Fostering competitiveness and encouraging greater private sector involvement in economic development.
- Alleviating the government's administrative and financial burdens while boosting revenues and minimising risks.
- Generating investment and management opportunities for the private sector, driving national economic growth.
- Promoting national workforce participation and enhancing their expertise within the private sector.
- Consolidating local capital and attracting both domestic and foreign investment.

Strategic Depot Facilities

As the stations evolved, strategic depot facilities were established at key locations, including Subhan, Ahmadi, and Al-Mutlaa depot project. Al-Mutlaa project features 11 newly constructed storage tanks alongside an extensive pipeline network spanning 130 kilometres, ensuring sufficient capacity to meet projected national demand through 2045.

These developments guarantee uninterrupted fuel supply across all regions of Kuwait while maintaining rigorous environmental and operational standards. Collectively, they demonstrate the Company's dedication to long-term planning, infrastructure resilience, and the safeguarding of Kuwait's national energy supplies.

Conclusion

Kuwait's fuel station journey exemplifies a comprehensive model of sustainable development, evolving from basic manual operations into a modern, intelligent network that strengthens the national economy, safeguards the environment, and aligns with urban expansion. Bridging past and present, these stations remain a cornerstone of community service, reflecting the State's vision of delivering integrated, forward-thinking solutions that meet the needs of all citizens and residents across the country.

1948

Establishment of first fuel filling station in Kuwait



2017

A plan to build 100 new filling stations



1961

KNPC assumed responsibility for 14 fuel stations across Kuwait



2019 → 2021

A total of 18 stations established as part of the initial phase of the plan

2024 → 2025

A total of 3 stations established as part of the second phase of the plan

2004

KNPC's station network expanded to 119 locations



Car Wash Service



6 Stations

2005

Allocating 80 stations to Al-Oula Fuel Marketing Co. & Al-Soor Fuel Marketing Company



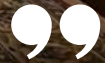
The new stations are equipped with solar panels that cover 30% of their electricity needs



Psychological balance at times of change

Amid the current global landscape and its growing challenges across various fields, maintaining psychological balance has become essential for supporting professional readiness and sustaining high performance.

Al-Wataniya met with the General Practitioner at Wellness Clinic, Dr. Abeer Hamada, to address employee and family concerns, shedding light on best practices and offering practical guidance on managing anxiety and navigating this demanding period with greater awareness, resilience, and a sense of personal responsibility.



**“Dr. Abeer Hamadeh:
simple steps and
practices to maintain
your psychological
stability”**



- **Some people have recently reported hearing siren-like sounds that aren't actually there. Is this a cause for concern?**

In fact, this feeling is perfectly natural given the present circumstances. We are now in a heightened state of alert, and in such a state, the senses sharpen significantly. The brain begins interpreting every passing sound — wind, distant noises — as an alert. This perceived "imagining" of sounds is simply the mind's natural defensive response. There is no cause for panic.

- **When does this "normal imagination" cross the line into a condition needing a psychological consultation?**

It becomes abnormal when this pattern persists constantly, frequently disrupts sleep, or causes severe distress. Additionally, if noticeable changes occur in reactions toward others — such as becoming excessively irritable at sounds or during normal conversations — this signals the need to seek professional support promptly.

- **Children are inevitably affected by a tense environment. What is the best way to calm them when they hear alerts or sirens?**

The golden rule is: "Children watch your face before they hear your voice." When



• Dr. Abeer Hamada
General Practitioner - Wellness Clinic

a child senses tension, they instinctively look to their parents — if they see fear, their anxiety multiplies. Stay calm, and reassure them: "We are here, and everything is under control."

- **How should we answer their "difficult" or uncomfortable questions about what is happening?**

Never lie to children. If old enough to ask, explain simply: "Some countries have problems, but many people are working to keep us safe." However, maintaining routine matters more than words. Consistent mealtimes, sleep schedules, and study habits provide children with a powerful sense of security and stability.

- **Are there simple exercises employees can do at work if they feel sudden psychological pressure?**

Yes, breathing exercises are highly effective and take very little time. I recommend the 4-6 technique: inhale deeply for a count of four, then exhale slowly for a count of six. Closing your eyes while doing this helps the mind rapidly relax and disconnect from external stressors.

- **How can we handle the "dark scenarios" our minds create about the future?**

Always remember: these dark thoughts are simply thoughts — not facts. They are imaginary scenarios the mind constructs. The advice is simple: "Live in the moment." Avoid letting your mind drift toward an uncertain future. Instead, focus on the present — what are you doing right now? What task is before you? Anchoring yourself in the present effectively breaks the cycle of anxiety.

- **A final word to all employees of Kuwait National Petroleum Company and their families?**

Channel your energy into meaningful activities — exercise, reading, or connecting with loved ones. Most importantly, never hesitate to seek help if anxiety begins affecting your quality of life or sleep. We are here for you.



April 1985

**Abu Halifa Filling Station
- the first station to start
self-service.**



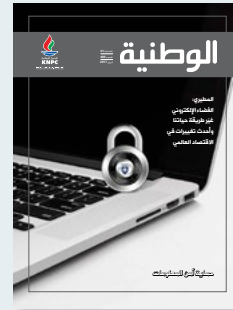
**The Company team participating
in 6 television episodes of "Ahlan
wa Sahlan" Competition.**





Lifting and installation of the distillation tower in the Fluid Catalytic Cracking (FCC) Unit (Further Upgrading Project at MAA).

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