

2017 Year In Review

2017

YEAR IN REVIEW



Dear Friends and Colleagues,

This has been again a year of remarkable growth and achievements. As we turned the page on a successful 2017, we would like to take the opportunity to share with you the best of what we achieved.

Over the course of this year, we were privileged to work with a number of renowned partners, establish strong partnerships, and strengthen our collaborations with our stakeholders in order to serve you the best way possible.

We are proudly committed to maintain the highest quality at all stages of production therefore, we have a central monitoring and control system that ensures the proper supervision of the entire supply chain from unloading at our terminal to sales at the gas station, which guarantees our clients' satisfaction with IPT products.

Throughout this year, we accelerated our expansion strategy across Lebanon to come closer to you in brand new and conveniently - located IPT Stations; always in a clean, safe, modern, and attractive look. Complete renovation projects took place to reflect IPT image, as well the consistency of our products and services.

GROWTH & DEVELOPMENT



Launching "Quantum", The Advanced Fuel from IPT



Minister of Energy & Water Visits "Quantum" Stand

In line with our strategy to enhance the quality of IPT products and services in Lebanon, and to keep up with the highest Lebanese and international standards, we launched **Quantum**, an advanced eco-friendly gasoline product that combines high-quality gasoline with a cutting-edge additive developed by Total.

Quantum delivers many benefits and is exclusively available at IPT stations at no added cost for people.

Moreover, we extended our **"IPT Diesel"** distribution network to reach more remote areas, and we are currently working on upgrading our **LPG services**, always with the most advanced health and safety measures.

In addition, we upgraded our Fuel Cards Management System by improving our online service application and adding practical and advanced features.

Upon customers' demand, we also introduced the **IPT Fuel Gift Card** designed and customized for different occasions. Also, IPT Loyalty program has been tailored into a new bundle to help you get rewards faster.



SUSTAINABILITY

Because sustainability matters to us, we adopted and applied new green initiatives to minimize our carbon footprint, and promoted the use of sustainable energy practices to lower pollution including the **installation of solar panels** for electricity generation.



We perceive our stations as "the place where you can find it all", we opened a series of **Bon Appétit** convenience stores on key IPT Stations to meet your needs 24/7, and to transform your shopping experience into an enjoyable one.

In addition, **IPT** and **Bonheur Du Ciel** opened "3atari2ak Marché" convenience stores on IPT Barbara and Halat to help the less fortunate children.



Also, your favourite coffee "**Mountain Mudd Espresso**" opened a new coffee shop in Ghazir, Jounieh located on the highway to escape every day traffic!



Within the same context, we participated through IPT Energy Center (IPTec) in several conferences, workshops, and seminars about **Natural Gas in Road Transportation and Air Pollution in Lebanon**, in addition to organizing different events that aim to introduce the eco-driving concept to school students, and teach them about the best ways to fight global warming and climate change through the use of clean and renewable energy sources.



Session about "Natural Gas as a Clean Alternative Fuel in the Transportation Sector"



IPTec -Fabriano Drawing Exhibition 2017, under the theme "Walk & Bike More!"



Session about "Road Transport Sector and Air Pollution in Lebanon- Case 2016"

LOCAL DEVELOPMENT



Michel Issa Foundation
مؤسسة ميشال عيسى
For Local Development | للتنمية المحلية



Through **Michel Issa Foundation for Local Development (MIF)**, we sharpened our vision towards a more advanced and developed community, and extended our sustainability programs to reach the most needful communities. Therefore, we organized the Micro-Credits Project in Jbeil, and signed a Memorandum of Understanding to Create and develop a **"Business and Innovation Center"** in Amchit to open its doors in 2018.



MIF and Berytech Signing an MOU to Create a "Business & Innovation Center" in Amchit



MIF, Fransabank, the Mayor Assembly of Byblos, and Vitas Launching the Micro Credits Project in Jbeil

QUALITY ASSURANCE

Holding ourselves to the highest standards of **Quality Management**, we renewed our ISO certification this year for being compliant with the requirement of **ISO 9001** which shows our dedication to maintain our customers' satisfaction, through optimizing the quality of its operation and services.



SAFETY & QUALITY



Safety At the Heart of Our Business



Safety and Quality Go Hand in Hand



Certifications of Achievement to IPT Truck Drivers from the "Ministry of Energy & Water"



Because **Safety** comes first, we ensure all safety standards are applied in every aspect in our business, starting with our terminals, to our Headquarter and gas stations. Also, we enforced the implementation of the highest Lebanese and International safety standards.

CSR

Our commitment to **Corporate Social Responsibility (CSR)** is engrained in our corporate culture. For this, we continued to support the Lebanese Red Cross, and organized several activities and events in this regard including Beach Cleaning, supported major sports events and Lebanese talents, and much more.



Actively Participating in Beach Cleaning



For our dedicated people, our greatest asset, we conducted a series of training that served in optimizing their performance, and for their safety and development. Training sessions were also given to senior IPT employees to ensure compliance with quality assurance. Together, we were able to go a step ahead, and achieve our goals.



Looking back at the milestones that shaped an extraordinary year, we seize the opportunity to thank you, IPT team, customers, and partners, for being a part of our success. With a clear vision towards a brighter 2018, we value your trust and we promise to keep our standards. As we continue to grab new opportunities, we are thrilled to take new challenges, and pave the way to more milestones together.