

inside

# Orpic

Issue 21 | June 2013



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Inside Orpic is a publication dedicated to our stories, events and articles. Please feel free to send me any comments, questions or if you wish to submit an article, simply contact me either by phone or email. Articles are uploaded daily to Facebook. If you have not yet seen our page go to facebook.com/orpic. Be sure to share it with your family and friends!

Congratulations to the following lucky winners who participated in the Inside Orpic Questionnaire: Mahendran Gurusamy (Capability Development Coach – TSD), Fawziya Al Hamadani (Senior HR Partner), Ramon Salcedo (Senior Specialist Audit), Said AlMas Al Balushi (Real Estate Assistant) and Yasser Said AL Kalbani (Field Operator).

Your feedback will help to improve the quality of the Inside Orpic Newsletter.

Yours in Communications,

**Steven Smith**

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message from the

# CEO



**Across Orpic we have all been busy with a wide range of projects and programmes, events and celebrations.**

Congratulations to the Tawasul team, as we celebrated the Go-live on 1 July 2013. We are already feeling the benefits of a system that is now central to all our activities, bringing greater efficiency and speed to our processes and enabling us to make better informed decisions for the business.

We recently celebrated the graduation of 103 graduate trainees who completed 18 months of in-house training to be ready to take up engineering and technical roles within the company. We are extremely proud of these young Omanis and their achievements so far.

Another cause for celebration are the fantastic number of nominees for the Above and Beyond awards this month, a testament of the good work that is being done at all levels in the company. Of special note are the quarterly PRIDE winners, who were all nominated by their management as the Above and Beyond winners and chosen by Senior Management as exceptional examples of contribution to Orpic. We are truly proud of them.

Going into the summer months other departments are also busy implementing some exciting programmes. The recent go-live of the HRS Tawasul module will significantly change the way our HR administrative processes work and you will start to see this come into action over the next few months.

Please accept my good wishes at this time, and have a blessed, peaceful and safe Ramadan.

**Musab Al Mahruqi**  
Chief Executive Officer

# Graduation Celebration



They are now ready to take up specific engineering and technical roles within the company. Well done to all of them!

At a graduation event held at the Crowne Plaza on Thursday, 16 May 2013, 103 Trainee graduates were recognised for completing up to 18 months' worth of in-house training.





# Administration Services

We had the privilege of interviewing Hamed Faqir Al Balushi, Administration Services Manager for this issue.

**Q: How many employees are in the department?**

**A:** We currently have 71 employees.

**Q: What are the department's key responsibilities?**

**A:** The Administration Services Department's key responsibilities are:

- ▶ Quality of general administration support services to the company and its employees for customer satisfaction.
- ▶ Timely public relations support services to the company and its employees in relevant areas.
- ▶ Timely transport services as and when required and continuously developing unified procedures to company customers.
- ▶ 24/7 security services coverage including timely issuance of gate passes.

**Q: What motivates the department's employees?**

**A:** Working in the Administration Services Department there are many opportunities for career growth, learning, and development. Our employees' day to day work is sometimes challenging, but ultimately it is exciting to be a part of; it is meaningful work and it makes a real contribution to the company.

Of course, being part of a team is the greatest value of what makes the work rewarding and fun. We have a great working environment, thanks to our open door policy, which lends itself to knowledge sharing. We reward our employees for work well done, and through this work we reinforce our pride in Orpic, its vision and the quality of its products.

**Q: What has been the department's biggest challenge this year?**

**A:** Our biggest challenge this year was completing all projects run by the department on time, on budget and as promised. These projects included:

- The renewal of all major contracts which are valued at more than USD 1 million each.
- Providing high quality catering services, with continuous improvement.
- Achieving customer satisfaction by delivering services to all customers, in the most cost effective way.

**Q: What exciting projects does the department have planned for the future?**

We have a lot in the pipeline. The second stage of the work environment project (providing of workstations) has been started. We have commenced with the planting of 1,000 trees around Orpic, which is progressing well. This will be complemented by the integration of all Orpic plants in Sohar by way of roads and walkways. In addition, we will be supporting the local community, in terms of local purchase orders and contracts.



# beyond

As part of employee recognition scheme, Orpic celebrates the outstanding teams and individuals who go 'Above and Beyond' for the company.

Each month, winners are selected by the Function Heads and Line Managers. These nominees can be from any part of the business, and their success can be in any element of their work.

HRS has received the below list of nominees for the April 2013 "Above and Beyond" scheme:

**Khalid Al Badi**  
**Operation/A-600**

Khalid solved the problem of the delay in resin receiving and, in turn, cut back on costs. One type of resin used in the coalescer (OLEOFILIC MATERIAL UNI 100) was to be replaced with a new one, which was never delivered. He studied and searched the situation with a chemical specialist and found that the resin can be used following a special cleaning procedure.

**Muhanna Al Mahrezi**  
**SR Operation/Area 7**

For overlooking the Turn Around activities for the critical unit (Flare). He supervised and monitored activities to ensure quality of work was completed in a timely and cost-effective manner. He also assisted other areas offsite, including the on-going Environmental Improvement Projects, to achieve the same goals.

**Qasim Al Ghaithi**  
**PP Operations**

Supporting his peers in the polymerisation area of the plant, and his strong knowledge ability in the extruder area of the plant. He also helped the extruder operator during the start-up and shut down. Furthermore, Qasim is also studying

for a degree in engineering in his spare time developing his skills in corporate planning.

**Steve Thomas**  
**Operations-SR/Area 300-500**

For exhibiting excellent pre-TA coordination for both areas 500 and 300.

**Sultan Sulman Al Alawi**  
**Operation/Area 100**

For his punctuality, sincerity and dependability. Sultan works well under pressure and has developed a good leave plan; he is also committed to the safety regulations and terms, and very supportive of the team.

**Murugavel Ramesh**  
**SR-Operation/Area200**

He has worked in the critical and challenging RFCC start-up. The Catalyst-loading of the unit took more than two days and with no improvement due to the installation of the original loading line from catalyst hopper to the regenerator. Eventually, Ramesh came up with the idea of fabricating a flexible hose connection above the cone section where we have provision for tanker loading of spent catalyst. After implementation of this idea, the catalyst loading went smoothly and, as a result,

the RFCC feed cut-in was completed two days ahead of schedule, saving between USD 2-3 Million.

**Mohammed Darwish Al Batashi**  
**CSS/Public Relation Service**

For the completion of his assigned tasks without any recorded delay. He has been proactively getting things done on time. His problem solving skills and ability to achieve the desired targets are very strong. His communication with the staff, external government and non-government bodies has enabled him to build strong professional networks which he uses on a daily basis for public relations-related tasks. He has been able to complete all of his tasks with zero LTI. His performance over the last two years has been excellent.

**Satish Ashani**  
**Maintenance Services**

He has supervised all the critical path activities in both the reactor and regenerator in the 2013 Turn Around. He managed to guide contractors to resolve difficult situations and completed all jobs without injuries. He put in many late nights to ensure that the night shift crew understood how to carry out their responsibilities.

**Huberto Deleon**  
**Maintenance Services**

For his collaborations with Operations to ensure completion of Area-400 TA activities. During the 2013 Turn Around, SR-A400 progress remained ahead of all other process areas. This was despite the fact that the job scope was 16.47% of the total, the second highest work load after A-200. Huberto supported the team

to keep SR-A400 ahead of schedule and on time and available to the refinery without any delays. His hands-on approach meant that things were quickly put right if they began to waver. He provided assistance above and beyond his responsibilities to the project team, engineering and other maintenance disciplines.

**Zaki Al Noobi**  
**Shift Team Leader**

For his contributions to problem solving in the long-standing trucks tank level reading problem. Zaki has ensured that the level reading is accurate enough to be used for planning calculations and monitoring operations.

## PRIDE winners of Q4

Congratulations to our quarterly PRIDE winners – picked from the Above and Beyond nominations for their outstanding work this quarter!



**Said Ahmed Said Al Mahruqi**  
**SCM**

Going above and beyond his role by being proactive in his job throughout the year and demonstrating out-of-the-box thinking by participating in several Quick Wins.



**Abdullah Yahya Sulaiman Al Hussein**  
**MAF**

Going above and beyond his role as well as his excellent contribution to controlling the fire, which occurred at the MAF refinery. Abdullah lead his teams through the crisis with no injuries and with minimum damage to the assets.

As monthly winners, these employees will automatically be entered into the second level of the employee recognition schemes, the quarterly PRIDE Winners that are nominated from the pool of the 'Above and Beyond' winners from each quarter. Congratulations to April's winners!

# Muscat Sohar Product Pipeline (MSPP) Project

Orpic has plans for new pipeline connecting Mina Al Fahal (MAF) with Sohar Refineries and Storage facilities, a loading station in between them as well as a pipeline connecting the new Storage facility to the new terminal at the Muscat International Airport.

The new 280km pipeline near the Muscat expressway connecting Sohar and Muscat refineries will cut the heavy fuel tank truck traffic in Muscat by 70 per cent and reduce the shipping from Sohar Refinery to MAF down to nil. The project will increase the storage capacity for Diesel, Gasoline and JET fuel as well as connect the current storage facilities in Sohar and MAF refineries to cope with ever-growing demands.

The new facility will offer a logistics system providing reception, storage and transportation services to Muscat International Airport which will deliver aviation fuel directly via the pipeline. 70 per cent of Oman's fuel is distributed from MAF, with the rest from Sohar Refineries and Raysut Depot. Upon completion of the project, the new station will contribute 50% of the expected local consumption in the Sultanate to cope with increasing demand while keeping the current stations in operation.

With this significant investment, we will remove the need to ship refined products from Sohar to Muscat and then truck them through the city, as we do today. Not only will it bring a new level of efficiency and lower costs to our business, it will reduce the number of fuel tank truck journeys in

and around Muscat as well as air pollution. During 2013, engineering and construction will continue with the pipeline from MAF Refinery to Muscat Airport, with completion expected in April 2014. The pipeline to the new terminal from Sohar Refinery is in the engineering and construction phase, with a later completion date of 2016 expected.

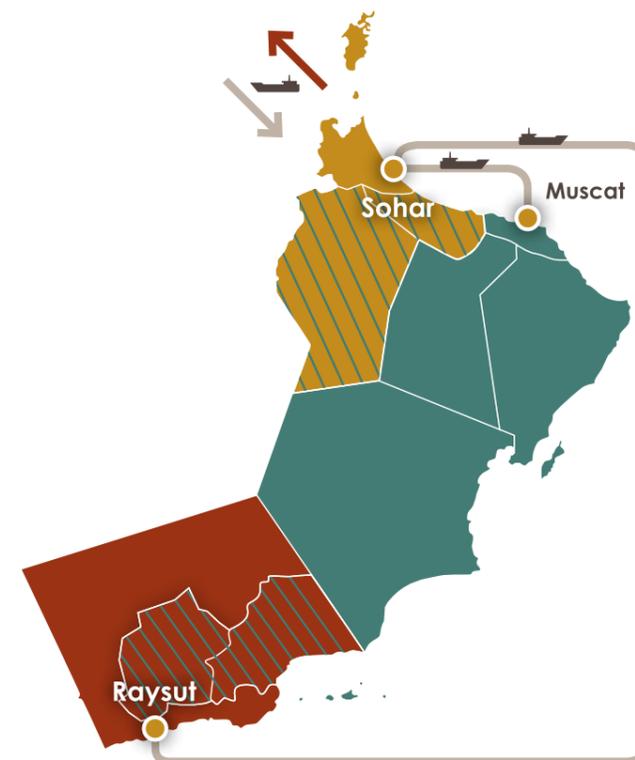
A project team from Orpic and CLH, a well reputed downstream logistics service provider in Spain, has been formed to manage the implementation of MSPP project. Currently the core project team consists of the following members: Dr Gabor Kenessey (Project Sponsor), Badriya Al Mawali, Abdul Aziz Al Rashdi, Mohammed Al Fazari (MAF Operation Support) and Humaid Al Rawahi (MAF Engineering Support).

Juan Miguel García Lorente, Badriya Al Mawali, Alberto Luis Argos Sánchez and David Ramos Zapata



Figure 1 represents:

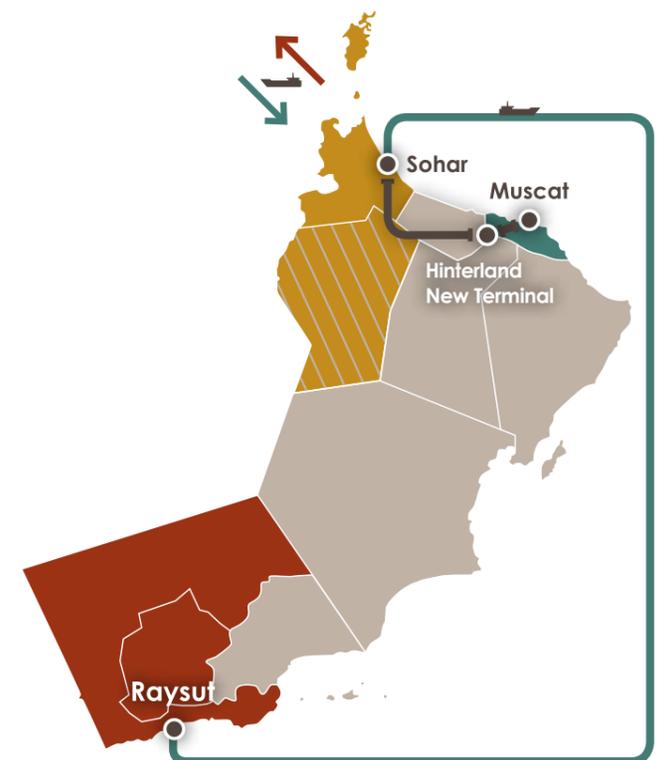
The shortfall of domestic fuel is shipped from Sohar Refinery to MAF and the MAF terminal has the highest domestic distribution.



- Hinterland of SR
- Hinterland of MAF
- Hinterland of Raysut

Figure 2 represents:

In 2016 post MSPP, the final products for domestic use will be pumped to the new terminal via the pipeline from both Sohar Refinery and MAF. The domestic distribution from MAF terminal will be reduced and the new terminal will increase its hinterland.



- Hinterland of SR
- Hinterland of MAF
- Hinterland of Raysut
- Hinterland New Terminal

# Individual Performance Management System (iPMS)



1. Yes I am, but that's not all you should be thinking about in July

2. What do you mean?

1. Well, July is individual performance review time!

2. Oh...but what does that involve? What do I have to do?

1. That's a good question - let's see...

## 3. Identify

the most important competencies the immediate supervisor expects the individual to demonstrate in performing the job.

So we've set the "what" of the job in the form of targets and results. What's next?

The "how". This is how the individual can meet these objectives through behaviours, competencies, or performance factors. Essentially, how the job will be done. Here you can also talk about the key behaviours, skills and attributes they will be looking for in the individual's performance.

## But what about during the meeting, how should I structure the review?

It's simple, there are two main actions that supervisors must cover in the meeting:

### 1. Discuss

key competencies, key position responsibilities and objectives with the individual. Align their expectations with your department priorities.

## As a supervisor, what do I have to do to get ready for the mid-year individual performance reviews?

There are four easy steps to remember:

### 1. Review

Orpic's mission statement, vision, values and alignment with the department or team objectives.

**Why should I read up on the Orpic vision, mission and values and strategic objectives before the review meeting?**

All of our work, no matter what department, should be in line with the company vision to build an Omani refining and petrochemicals business that we are proud of. As part of that, all employees should be performing in line with the mission and the values. This means that we all work together in the same way and towards our common goal.

### 2. Read

the individual's job description. Think about the goals and objectives the individual needs to achieve in the upcoming iPMS cycle.

**Ok, so how do we set individual objectives?**

You should identify and set individual objectives which are in line with the company objectives. Work with the individual to set important, measurable, and meaningful objectives in key areas that will help accomplish the function, department and Orpic's mission.

#### Top Tip

To do this, review the most important parts of the individual's job with them and talk about which responsibilities are the most critical to their success and the department's success.

### 4. Determine

what the best individual performance would look like for each individual.

**You mean measurement?**

Exactly. You also need to talk about how the individual's performance will be measured. Here you should describe what level of performance you consider to be fully successful in that particular role.

#### Top Tip

Be prepared with the answer to the question "what will I need to do in order to get a good rating?" This should be easy steps for the individual to understand and follow.

### Queries

For any query related to iPMS, please email [jalil.zadeh@orpic.om](mailto:jalil.zadeh@orpic.om).

### 2. Decide

the individual's job description. Think about the goals and objectives the individual needs to achieve in the upcoming iPMS cycle.

**Great. I think I am ready to meet. How much time should I set aside for this meeting?**

Sixty minutes should be sufficient to cover the key points for each individual. Good luck!

# Get to know...



**Mahdi  
Ahmed  
Jama  
Bait  
Ishaq**

**Q: Tell us a bit about yourself.**

**A:** I am blessed with one boy who is four years old. I started work at ORC in December 1996 when I joined the finance department. I have been rotating between Accounts Payables and Accounts Receivables for the past 13 years. From 2008 to 2011 I enrolled with the Gulf College (linked with the UK's Staffordshire University) as a part-time student, graduating with a Bachelor's Degree in Business Finance. In 2011, I joined Supply Chain Management – Marketing Intelligence and Back Office. Since then I have gained vast experience in the realm of refineries operations and hydrocarbon process by going from feedstock purchasing point to selling final products to end users/buyers.

**Q: What is your current position at Orpic?**

**A:** I am a commercial clerk in SCM – MIBO. I update products' market prices on a daily basis. I am also coordinating domestic market supply and demand in terms of commercial obligations and customer satisfactions and complaints.

**Q: What is the best part of your job at Orpic?**

**A:** Contributing to my team in assuring that subsidised products are consumed by eligible customers, and monitoring World Oil Markets Variations and linking them with Orpic's daily production for margin estimation.

**Q: Name one of Orpic's four guiding principles and what it means to you?**

**A:** We serve Oman with pride. By contributing noticeably in terms of securing fuel supply to the country's local markets and reporting accurate data to Orpic's stockholders.

**Q: Where in the world would you most like to visit, and why?**

**A:** I would like to visit Singapore, as it's an international hub for oil in the Asian markets.

**Q: Who do you most admire in life, and why?**

**A:** I admire my parents because they have been at my side through every step of my life.

**Q: If it was your birthday, what would you like to have for dinner this evening?**

**A:** I would like to have mushroom sauce and mashed potatoes.

**Q: What do you do on your days off?**

**A:** I spend time on my hobby which is snorkelling at Ras Al Hamrah public beach.



**Manal Al Ghazali**

**Q: Tell us a bit about yourself.**

**A:** First and foremost, I would like to thank the Communication team for giving me the opportunity to introduce myself to those who have not met me yet. I would

describe myself as professional non-technical financial auditor and someone who is easy to get along with, who can handle stressful situations and a heavy work load. I chose to join Orpic because it is a growing company and offers lots of prospects for young Omanis. I also love to learn new things and be challenged.

**Q: What is your current position at Orpic?**

**A:** My current position at Orpic is Internal Auditor. My role is to review and evaluate the adequacy, effectiveness and efficiency of systems of internal accounting, IT, administrative, technical and operating controls utilising appropriate audit techniques.

**Q: What is the best part of your job at Orpic?**

**A:** Interaction with our internal audit clients and the positive results that we get from our audits/reviews.

**Q: Name one of Orpic's four guiding principles and what it means to you?**

**A:** We put safety and the environment first. It shows a total commitment toward our society because the overall result of putting safety and environment as the first principle will benefit the whole society.

**Q: Where in the world would you most like to visit, and why?**

**A:** Morocco, because it is rich in nature, culture, hospitality and sunshine.

**Q: Who do you most admire in life, and why?**

**A:** Who else other than our creator Allah, who gifted us with our lives.

**Q: If it was your birthday, what would you like to have for dinner this evening?**

**A:** A traditional Italian pasta.

**Q: What do you do on your days off?**

**A:** Reading, going out with friends, walking and doing any refreshing activities.



**Juma Al  
Mukhaini**

**Q: Tell us a bit about yourself.**

**A:** I grew up in Sur and started my career with the Royal Air Force of Oman (RAFO) before getting the opportunity to work in the oil and gas sector.

I joined the main contractors in Oman Liquefied Natural Gas (OLNG) during construction, commissioning and operation.

**Q: What is your current position at Orpic?**

**A:** Safety Officer.

**Q: What is the best part of your job at Orpic?**

**A:** Contributing to Orpic's business safety along with other parties.

**Q: Name one of Orpic's four guiding principles and what it means to you?**

**A:** We put safety and environment first. It means our priority is the wellbeing of people and the maintaining of high standards in safety and environment.

**Q: Where in the world would you most like to visit, and why?**

**A:** France. I've heard lots of nice stories about this country and how it is rich with culture and tourism. I like the French language.

**Q: Who do you most admire in life, and why?**

**A:** Prophet Muhammad (PBUH). Because he is the only real teacher in life.

**Q: If it was your birthday, what would you like to have for dinner this evening?**

**A:** Mixed grilled seafood.

**Q: What do you do on your days off?**

**A:** Enjoying my many hobbies, playing football, swimming, picnics and doing local tours within Oman.

# Tawasul has gone live with HRS!

In a ceremony held on 3 June 2013, the Tawasul and Human Resource Services teams celebrated the Go-Live of the HRS Tawasul module. Leave applications, travel requests, payslip viewing, personal data updates, overtime recording and other kinds of administrative paperwork have all gone paper-free! Individuals were recognised for their contributions with a certificate, and Ibrahim Al Kalbani presented one to Nofal Al Saidi marking HRS's pioneering efforts in becoming the first department to go live.



# Orpic Updates



1



Before 5S



After 5S

2



3

## 1 IT completes 5S training

On 20 May 2013, the IT department completed the 5S training conducted by Faiz Al Jabri (Team Leader IT Support). 5S is a Japanese technique as well as a set of guidelines (steps) for creating and maintaining a high-performance workplace that is organized, clean and safe. 5S stands for:

- Sort (Clearly distinguish needed items to handle the task from un-necessary items and eliminate what is not needed)
- Set in Order (arrange and identify needed items so that they can be found quickly and easily by anybody)
- Shine (create a spotless workplace)
- Standardise (Rules and actions that are specific and easy to perform again),

- Sustain (Promote, support and recognize adherence to maintaining a high performance, high quality and safe work environment).

## 2 HRP implemented 5S

As part of the HRS improvement project for 2013, Badriya Al Balushi (Analyst HRP Services) was appointed as Project Leader to implement 5S in the HRP Services Department, with the basic framework to improve the way they are doing their electronic and general filing, office neatness and ensuring ease of data access. The next step will be to rollout the 5S principles to the rest of HRS Function during the next six months.



4



5



6

**3 In-house Training Programme**

On 29 and 30 May, 17 employees from various functions attended an in-house training programme titled "Achieving Excellence in Customer Service". This programme will be part of the continuing development plan for Orpic employees which aims to improve the quality of customer service across Orpic.

**4 Orpic takes part in Career and Training Fair at Shinas College of Technology**

More than 30 companies from across the Sultanate have participated in a two-day Career Fair, which took place at Shinas College of Technology from 19 to 20 May 2013. The career fair was organised for the final year students of the college. Orpic attracted a large number of students and

young job-seekers to its booth, and the Human Resources Team was on hand to meet and interact with them on various career options. Each visitor to our booth received valuable and detailed information about Orpic and the available vacancies and training opportunities in its different plants including the new hiring of the 100 new graduates.

**5 Orpic in Korea Eximbank MENA Conference 2013**

From 23 to 25 April 2013 delegates from more than 20 energy companies from MENA as well as representatives of Korea's leading engineering and construction companies gathered in Seoul to share insights and perspectives on how to better cooperate in

the new global context. Discussions ranged from policy trends and outlooks to emerging markets in the MENA market. Mohammed Al Kaabi (Manager Accounting Services) represented Orpic in this conference and said "that the conference produced fruitful results in regards to new business support and active projects financing."

**6 Middle East Downstream Week**

Orpic participated in the Middle East Downstream Week held in Abu Dhabi from 13 to 15 May 2013, and presented two topics: The first topic was about Applying Fluid Catalytic Cracking technologies to maximize return – this was a joint paper presented by Khalid Al Asmi (Team Leader Refinery Process) and Nathan Ergonul

from Grace. The second topic involved a panel discussion about Integrated Operations – specifically to understand the economic and technological drivers which are leading refineries and petrochemical plants to becoming co-located. Dr Gabor Kenessey (General Manager, Supply Chain Management) was one of the speakers on this panel. He highlighted the importance of evaluating the successes and challenges faced by the first integrated plants in the region and how their learnings can be applied going forward.

# Orpic updates



## 7 Executive team completed the ESS and MSS courses in SAP

The Executive Team undertook the training for the SAP Employee Self Services (ESS) and Manager Self Services (MSS) courses, as part of the Tawasul Training Programme that kick started on 12 May 2013. Employees will be able to access HR services from any location within Orpic, these services include: Travel Request, Apply for Leave, Claim Expenses, Apply for Overtime, View Pay Slips and Update Personal Data.

## 8 Congratulations to our Orpic Basketball team

In a close and competitive match for third place in the Sohar Club Basketball Tournament, our Orpic team won



68-63 against Sohar Aluminium. The tournament was held on 12 May 2013 at the Sohar Stadium Indoor Basketball gym. Congratulations to our Orpic basketball team and thank you for your support to all those that attended the game.

Jet Dioso (Orpic Basketball team player) said "The team has shown great character and courage through the tournament despite the hectic work schedules. Thank you to all of our team members who have contributed. I believe that this victory and triumph will be part of Orpic's sport history."

## 9 Congratulations to a new father!

Baby Shahad was born on 8 May 2013 to proud father Khalid Rashid Mohammed Al-Ghaithi from PP Operations.