Petroleum Development Oman and GlassPoint Solar
Taking solar EOR to the next level

Oman LNG Foundation
Creating widespread social impacts in the community

Finding innovative solutions
Petroleum Development Oman and rigless technology
Partnerships are a driving force behind Shell’s work around the world. Joint ventures (JVs) are critical to success in many of the markets where we operate, and it is through JVs that the best talent, technology and knowledge are shared among partners, enabling industry-leading advancements.

Shell has a long history of strong partnerships and in Oman it is no different. We have been a partner on Oman’s energy journey since the 1930s and are proud of our contribution in the growth and development of the country. Through our stakes in Oman Liquefied Natural Gas LLC (Oman LNG), Petroleum Development Oman (PDO) and the Shell Oman Marketing Company, we are honoured to work alongside the Government of Oman and other International Oil Companies (IOC) to deliver world-class projects. Both PDO and QLNG contributed well over half of Oman’s government revenues in 2014 and it is a matter of great pride that Shell’s people, technology, process and expertise helped achieve this growth.

This edition of the magazine highlights Shell’s continued commitment to Oman through our successful partnership. Our feature story focuses on how the PDO team found an innovative solution to address a pressure failure in one of the country’s key natural gas wells. You will also learn about PDO and GlassPoint’s latest project ‘Miraah’, which aims to advance solar enhanced oil recovery (EOR) technology in an effort to produce 30% more oil.

Additionally, we are proud to deliver the fifth ‘Gift to the Nation’ initiative that led to solar power installation in schools and the launch of the Intilaaqah programme this year. Finally, you’ll read about Oman LNG Foundation’s innovations in the field of Corporate Social Responsibility through their work.

I hope you enjoy this edition of our magazine.

Chris Breeze
Shell Oman Country Chairman

FEBRUARY 2017
WELCOME

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MIRAAH TAKES SOLAR EOR IN OMAN TO THE NEXT LEVEL

PETROLEUM DEVELOPMENT OMAN AND GLASSPOINT SOLAR PARTNER ON THEIR SECOND VENTURE IN THE COUNTRY

Oman uses around 20% of all its natural gas for enhanced oil recovery (EOR), a process that allows the extraction of oil from reservoirs where low pressure makes it difficult to bring oil to the surface. In recognition of the need to re-focus gas for domestic purposes and ensure sustained industrial growth, the issue of how best to leverage this energy intensive process while conserving gas is a dilemma which needs to be addressed.

As a global leader in EOR, the drive to find a more innovative and energy efficient method of extracting oil from low-pressure wells is being championed by Petroleum Development Oman (PDO), a joint venture between the Government of Oman, Royal Dutch Shell, Total and Partex. With more than a quarter of PDO's production projected to come from EOR by 2025 and as conventional techniques become less effective, the need for a more viable process has become even more pressing.
Amal sets precedent for Solar EOR in Oman

In 2012, PDO collaborated with GlassPoint Solar, a manufacturer of solar steam generators, on a trial to test the viability of the company’s innovative technology to reduce the need for gas in EOR. The result of the partnership was the Middle East’s first solar EOR project at Amal. Ismail Al Maskari, Director of Project Management, GlassPoint Solar, said: “Our technology was designed to help reduce the costs associated with a very energy intensive application such as thermal EOR. Our solar powered steam generators can reduce the gas usage of EOR projects by up to 80%, thus, reducing EOR fuel costs and helping operators hedge against fuel price volatility. Bringing PDO’s unmatched technical expertise along with our innovative solar powered oil production solutions led to us striking a unique and successful partnership.”

The solar steam generation trial used 12 rows of specially designed, lightweight reflective mirrors, enclosed in a 96 metre wide by 180 metre long, 6.2 metre high glasshouse which protected the system from dirt, dust, sand and humidity, used to capture the sun’s rays. The incoming sunlight was concentrated by a factor of 122 onto receiver tubes containing boiler feed water, creating high-pressure steam, with the unit delivering a peak output of over 11 tonnes of steam per hour and an average across a year of 50 tonnes of steam per day. The successful trial provided the springboard for a wider application of the technology.

Following the success of the pilot project at Amal, PDO and GlassPoint announced the next phase of their solar EOR journey with the groundbreaking Miraah project in 2015.

Hassan Lawatia, Amal Steam Project Manager, PDO, adds: “The entire pilot process was beneficial in the planning for Miraah. The pilot provided us with the basic design, and once we saw that it was running successfully, we knew what it would take in terms of engineering and could then focus on ways to improve cost and efficiency with the Miraah project.”

Miraah: a new milestone for PDO and GlassPoint Solar

With a total project area of 3 square kilometres, Miraah will be one of the world’s largest solar plants of any kind and will be the biggest EOR project in the world. An astounding 100 times larger than the pilot project at Amal, the 1,021 megawatt solar thermal facility will generate an average of 6,000 tonnes of solar steam daily for oil production, dwarfing all other

“This project has the potential to make Oman a world centre of excellence for Solar EOR.”
solar EOR installations. The steam will feed directly into PDO’s existing thermal EOR operations, providing a substantial portion of the steam required at the Amal oilfield in Southern Oman.

Once complete, it is estimated that Miraah will save 5.6 trillion British Thermal Units (BTUs) of natural gas each year. This amount of gas could be used to provide residential electricity to 209,000 people in Oman. The project is also expected to reduce CO2 emissions by over 300,000 tonnes annually, the equivalent of taking 63,000 cars off the road.

Not only will Miraah be a first for both companies, but it will provide an opportunity to upskill and develop the local workforce. Mr Al Maskari said: “The goal is to see Oman’s workforce develop greater expertise across solar technology innovation, project deployment and manufacturing. Building a project of the magnitude of Miraah will help us achieve that long term goal, especially since knowledge exchange plays an integral part in that as well.”

**Oman’s future as a solar EOR powerhouse**

Through the pilot project at Amal, and now with the construction of Miraah, PDO and GlassPoint Solar are continuing to address sustainability and production concerns using state-of-the-art technology. “What we were able to accomplish sets an unprecedented benchmark of how the oil and gas industry and alternative energy industry can work together and start to converge with one another,” said Mr Al Maskari.

Mr Lawatia believes this project has the potential to impact Oman in multiple ways. He adds: “This project is critical for the long-term strategy of PDO. It is a vehicle of further industry development, not only in Oman but around the world. We are extremely proud that innovative projects such as Miraah are allowing Oman to focus on its energy independence and grow local capabilities at the same time.”

Mr Al Maskari concludes: “This project has the potential to not only make Oman a world centre of excellence for solar EOR, but also support in the creation of a strong local content base. The experience from building this project will help in transferring exceptional experience and know-how to other energy-related sectors, fostering broader economic growth and diversification.”

“The goal is to see Oman’s workforce develop greater expertise across solar technology innovation, project deployment and manufacturing.”
INVESTING IN SOCIAL DEVELOPMENT IN OMAN

OMAN LNG IS INVESTING IN COMMUNITY DEVELOPMENT THROUGH A NEW FOUNDATION MODEL THAT IS CREATING WIDESPREAD SOCIAL IMPACTS

Oman Liquefied Natural Gas (Oman LNG), a joint venture between the Government of the Sultanate of Oman, Shell, Total, Korea LNG, Mitsubishi Corporation, Mitsui & Co, Partex (Oman) Corporation, and Itochu, is the largest contributor to Oman’s economy after oil and one of the leading LNG companies in the region. As recently as 2013 the company, which manages a three-train natural gas liquefaction plant at Sur, achieved record-high revenues.

Corporate Social Responsibility (CSR) is an integral part of Oman LNG. Since the company was founded, it has invested 1.5% of its net income after tax (NIAT) to sustainable social programmes. Before the first cargoes even left the LNG plant, the company invested in sustainable development projects for the community. This speaks volumes about the company’s business principles.

Oman LNG’s core objective is to deliver tangible value to Oman and its people through social investment by capitalising on the country’s natural gas resource. Viewed from that perspective, it is easy to understand the reasoning behind Oman LNG’s investment in the establishment of Sur General Hospital, before the company shipped its first volumes of LNG in 2000.

A new model for corporate citizenship

In 2015, the Oman LNG Development Foundation (ODF) was officially launched by His Excellency Dr. Mohammed Bin Hamed Al Rumhy, Oman’s Minister of Oil and Gas and Chairman of Oman LNG, with a mandate to invest 1.5% of the company’s NIAT in support of the achievement of national development priorities.

“We are very proud of this moment as it marks the start of a completely novel way of managing and sustaining Corporate Social Responsibility throughout Oman. It offers many more opportunities for social investment and development in the country and we hope others will soon follow suit,” said H.E. Dr. Al Rumhy.

“It will create added value for the volunteering institutions and contribute actively towards educational activities and events related to social development work”, said His Excellency Sheikh Mohammed Bin Said Al Kalbani, Minister of Social Development.

The foundation is the first and largest charitable organisation of its kind in Oman to fund corporate social endeavours entirely through company revenue. Finances are channelled through a community fund and a national fund to support initiatives that preserve or advance the environment, cultural heritage and tourism and social welfare, among others.

Meanwhile, given the foundation’s funding is pegged to revenue in an increasingly volatile commodity market, there is also a reserve fund

“OMAN LNG’S CORE OBJECTIVE IS TO DELIVER TANGIBLE VALUE TO OMAN AND ITS PEOPLE THROUGH SOCIAL INVESTMENT BY CAPITALISING ON THE COUNTRY’S NATURAL GAS RESOURCE.”
that can be drawn upon to ensure it can fulfill its short and long-term goals. In doing so, the foundation is guided by four pillars: corporate social responsibility, supporting the national economy, being a centre of excellence, and through investment enhancing CSR with sustainable solutions.

The foundation itself is the result of a journey that started back in 2009, when the Oman LNG Board of Directors decided to further improve Oman LNG’s widespread social development programmes. In 2011, another milestone was reached when the Cabinet of Ministers in Oman approved the company’s request to set up a foundation.

A ministerial decision was issued approving the establishment of ODF, with the license to operate the first of its kind issued to an Omani company. The ministerial decision received the support and blessing of the Cabinet of Ministers and, in 2013, PricewaterhouseCoopers was engaged to devise an appropriate operational structure.

Further professional input was sought from Deloitte in 2014, who were assigned to advise on establishing a foundation. And, following its launch, Harib Al Kitani, CEO of Oman LNG said: “These are very exciting times for us and for Oman. The establishment of Oman LNG Development Foundation will leverage both social investment and in-country value opportunities. Oman LNG will support the foundation in its quest to serve communities across the nation and will provide the necessary focus to tackle larger projects and invest its funds to ensure perpetuity of the foundation to cater to future generations.”

“Oman LNG, as a responsible corporate citizen and steward of the country’s natural resources, transforms the commercial benefits emanating from the sale of LNG - from which we have earned significant revenue for the national economy - into long-term social benefits,” said Khalid Al Massan, CEO of Oman LNG Development Foundation.

Mr. Al Massan adds that Oman LNG’s rich legacy of corporate giving is what ultimately paved the way for consolidating charitable activities, and said: “as a charitable organisation, the foundation is well placed to conduct studies and develop initiatives that meet the needs and interests of the communities it serves in Oman.”
Significant milestones for the foundation

With a significant population of endangered green sea turtles nesting in Ras Al Jinz, a short 45-kilometre drive from Oman LNG’s operations in Sur, one such need was to preserve the natural environment without negatively impacting the important revenue emerging from increasing visitor numbers hoping to catch a glimpse of the turtles in their natural habitat.

In response, ODF and Oman’s Ministry of Tourism funded a multi-million-dollar research centre that has attracted scores of international scientists and tourists. The foundation also partnered with the Ministry of Tourism in restoring Sunaysilah Castle, which has stood as a sentinel in Sur for over three centuries.

In celebration of Oman’s 45th National Day, Oman LNG announced two ‘Gifts to the Nation’ with a combined value of $15 million. These gifts included the construction of a National Centre for Autism in Muscat, and a futuristic Road Safety Institute in Sur.

Another area where the foundation has been effective has been in supporting the growth and development of Oman’s sports economy and heritage through Oman Sail – a school that Oman LNG helped to establish in 2014. Oman Sail strives to develop champion sailors recognised for their commitment to sport and the rekindling of the country’s illustrious maritime history.

International and domestic recognition

Despite having only been operational for just over a year, ODF has already received international recognition. In 2016, the Petroleum Economist awarded the foundation with Best Corporate Social Responsibility Programme of the Year and, at the CMO Asia awards, senior officials representing Oman LNG won the Asia Best Corporate Responsibility Practices Award 2016 and Asia Best Community Development Award 2016.

“The awards we have received are a testament to efforts we have taken to deliver benefits that positively impact the people of Oman,” said Mr. Sinani. “They’re also an endorsement of the fact that the foundation is about more than just providing financial support; that through its centre of excellence it is sharing experiences to encourage others to invest in their communities”.

Oman LNG also received first prize from the ROP in 2016 for Traffic Safety and the 2016 Alroya Economic Awards. In other areas, its successes continue to drive economic diversification, foreign investment and tourism, and position Oman as a nation of social investors.
INNOVATING TO ADDRESS WELL PRESSURE FAILURE IN OMAN

PETROLEUM DEVELOPMENT OMAN USED RIGLESS TECHNOLOGY TO ADDRESS PRESSURE FAILURE IN ONE OF THE COUNTRY'S KEY NATURAL GAS WELLS

Since the discovery of oil in Oman in the 1960s, Petroleum Development Oman (PDO), a joint venture between the Government of Oman, Royal Dutch Shell, Total and Partex, has been at the forefront of exploration and production in the Sultanate. This production accounts for more than 70% of the country’s crude oil production and nearly all of the Government’s natural gas supply. So, when one of the company’s most prolific gas wells experienced an annulus pressure failure, PDO worked to find an innovative solution that not only met its stringent health, safety and environmental (HSE) guidelines, but addressed cost efficiency.

Pressure failure at Fahud West 24

PDO has managed gas production at the Fahud West 24 well, situated in the central plain of Oman between the Hajar Mountains in the north and the mountains of Dhofar in the south, for almost six decades. The well accounts for almost a quarter of gas production from the Natih reservoir and contributes more than 500,000 cubic metres per day to national gas output in Oman.

Unlike other dry gas wells that have a project lifespan of around 30 years, Fahud West 24 has outlived many of its peers to become one of the backbones of the industry in the half-century since operations began in 1967. That is, until two minor leaks in the cavities between piping, called annulus, caused a pressure failure that left PDO with little option but to halt operations in late 2015.

“We have stringent integrity codes at PDO and no leak is tolerated due to the HSE concerns it poses, so we were faced with a decision — abandon the well or come up with a solution to address the integrity issue,” says Mr Kamran Awan, Senior Production Technologist at PDO.

"WE ARE ALWAYS LOOKING FOR INNOVATIVE SOLUTIONS AND WHEN THEY ALSO ADDRESS ECONOMICAL AND SAFETY CONCERNS, IT IS A WIN-WIN."

The Fahud West 24 Well, Petroleum Development Oman.
Abandon or innovate?

A significant proportion of the gas that is produced at the Fahud West 24 well is used to meet growing domestic demand for gas, which increased 8.3% in the first quarter of 2016 when compared to the demand in the same period of 2015. Any residual gas at the well is sold on regional and global markets, enhancing the well’s significance to the economy.

“Normally if a solution can’t be found an old well will be abandoned and a new one drilled, but despite the fact the Fahud West 24 well presents many of the complexities common to an aging gas field, the well produces 25% of gas at the field and we weren’t willing to abandon it outright until we exhausted all of our options,” adds Mr Awan.

An integrity issue like the pressure failure caused by an annulus leak would involve bringing in costly machinery to repair the well, which would also mean more risk due to the additional workforce needed to operate the machinery. Adding to the cost is the fact that it can take time to locate leaks in a well with multiple annulus casings, which adds to the well’s downtime. Naturally, with more casing strings present in a well, the more areas there are for annulus failures to occur and the greater the chance of something going wrong.

However, even with machinery, sourcing replacements for the unconventional casings installed at the aging well can be difficult and, in some cases, the parts are no longer in production. Faced with this challenge, the decision was made to trial an innovative, rigless technology – a chemical sealant which would hopefully plug the leak and return the well to full operational capacity.

Mr Awan, who compares the situation to repairing a vintage car where the parts aren’t available, explains that had the chemical not worked, the materials needed to replace well heads and packers would have had to be completely remanufactured. Something that could have proven near-impossible given the age of the well.

Selecting a solution

Before a chemical-based repair was given the green light, the company’s new technology department, integrity teams and lab technicians conducted impact assessments on several potential chemicals on health and safety and surrounding ecosystems. Radioactive tracers were also included in plans for the repair to monitor the chemical as it located and repaired the pressure failures.

Radioactive tracers, sometimes known as radioactive labels, are chemical compounds in which atoms are altered so that radioactive...
decay can be traced to explore the mechanisms of chemical reactions and track the path they follow. Similar procedures are used in human medicine to monitor blood flow and produce images of the body.

“PDO has never addressed any annulus pressure failure in this way before, so we made sure that strict integrity guidelines were followed. Monitoring and verifying the process, and qualifying its application, were part of the success criterion that we established when we selected the chemical to fix the well,” says Mr Awan.

“When we pumped the chemical into the annulus, we had to ensure we had something to monitor execution because you not only lose visibility, but it can also be hard to differentiate between the water, chemicals and other fluids in the system without the proper technologies,” Mr Awan explains.

The tracers revealed the location of the leaks in a gap 50 metres above the production packer – a part of the well that seals the production tubing. The repair of the well to full productivity was subsequently completed within a five-month period, and Mr Awan attributes much of the success in reaching decisions and executing the project so quickly to a culture of collaboration between the various departments.

Successful seal and future implementation

When the repair was complete, it restored the well at a fraction of the cost of traditional workovers and PDO has continued to monitor its integrity, and is documenting lessons learned to understand how long the repairs are likely to last.

“Unless a reservoir is affected, dry gas wells usually come back on stream as healthily as they were in the events preceding an interruption in operations, and the Fahud West 24 well has been restored to full productivity,” says Mr Awan.

While PDO continues to assess the long-term viability of using chemical sealants, the benefits of the technology far outweigh the unknowns, which could mean that chemical sealants are deployed more frequently to solve future pressure failures at the wells PDO manages. Through its network of partners, PDO is also actively sharing its experiences with the wider international oil and gas sector.

A growing number of operators are benchmarking their work against PDO’s achievements because of the nature of the fields, which are becoming old and more complex to manage, so PDO tends to be at the forefront of implementing new technologies.

Mr Awan concludes: “We are always looking for innovative solutions and when they also address economic and safety concerns, it is a win-win. We are proud of the trial’s success and hope that we can continue to implement solutions like this across our projects.”
Currently, electricity generation in Oman is primarily dependent on oil and gas, with remaining reserves predicted to have an economic lifespan of around 40 years. It is therefore perhaps unsurprising that the nation is now preparing to diversify towards alternative energy sources, with the Government announcing a plan to source 10% of its energy from renewables by 2025.
With an abundance of sunshine, Oman is considered one of the best areas in the world for solar energy generation. The country is estimated to have a capacity to generate around 1.4 gigawatts of electricity from residential photovoltaic (PV) solar systems alone. Despite this, several barriers exist to widespread deployment of renewable energies in Oman, including electricity subsidies and regulatory framework geared to electricity. With this in mind, Shell Development Oman (SDO) focused its latest ‘Gift to the Nation’ on developing the capacity for solar energy generation.

**Gift to The Nation**

The ‘Gift to the Nation’ is a tradition that started in 1995 to celebrate the 25th anniversary of the Omani. Under this initiative, new projects are launched every five years to deliver long-lasting social and economic benefits. Over the years, Shell’s gifts to the nation have included the launch and the revamp of ‘Shell Intilaqah’ – an enterprise development programme, and the establishment of the joint virtual reality centre at Sultan Qaboos University (SQU), the establishment of the Shell Chair at SQU, and a $17 million dollar grant to create the Intilaqah Enterprise Fund [later renamed the ‘Nomou Fund’, operated by GroFin].

Muna Al Shukaili, GM External Relations at SDO, adds: “Our gifts to Oman are never about providing short-term benefits but about opening up spaces for solutions to take root, scale up and become the foundation for social and economic transformation.”

**Solar into Schools: the fifth Gift to the Nation**

In early 2016, SDO officially launched the ‘Solar into Schools’ project as a part of the fifth ‘Gift to the Nation’. For the last two years, Shell has been working with the Ministry of Education and other government departments including regulators and small and medium-sized enterprises (SMEs) to help tackle some of these challenges. Shell’s Gift to the Nation aims to highlight the tremendous opportunities available to bring new energies to Oman, in turn developing Omani awareness and human capacity, ultimately helping to contribute to building a robust foundation for Oman’s future solar industry here.

Joanne Robinson, the Environment Manager for Shell’s Upstream non-operated ventures and Project Manager for SDO’s Gift to the Nation, said: “Through our ‘Solar into Schools’ project, we envisioned making a positive contribution for Oman that could quickly realise wider scale benefits through taking early, conscious actions. By focusing wider from the outset rather than just on delivering physical hardware, we manage to also tackle some key barriers needed for a robust solar industry. In efforts to establish and develop local Omani capacity, regulatory advocacy and awareness around renewables, we recognized early the important role solar could play in Oman.”

Through the ‘Solar into Schools’ project, Shell will deploy solar PV systems into a number of secondary schools across governorates in Oman over the next five years. Not only will the solar systems help meet the school’s near term energy needs, but the introduction of new energies such as solar will also educate school children on future energy choices. The aim is to hopefully inspire more Omani youth to take up careers in science, technology and innovation while also thinking about the importance of longer term energy conservation and energy choices available to them.

**Empowering local SMEs**

A key theme in this year’s Gift to the Nation was the empowerment of local SMEs. By using local Omani based SMEs to install and manage the PV systems, SDO’s Gift to the Nation is focused on developing Omani capital and growing an Omani-based solar ecosystem. Through targeted technical and business development efforts, Shell is supporting the solar SMEs to gain advanced technical expertise and become technically and commercially competitive so they can ultimately compete against larger local and international based solar companies here in Oman.

“‘Solar into Schools’ is one such project that not only advances our Group’s strategic objective of reducing carbon dioxide emissions, but also supports the Oman Vision 2020 which focuses on human resource development and energy transition,” said Ms Al Shukaili.

In addition to the ‘Solar into Schools’ project, SDO’s fifth Gift to the Nation also includes the revamped Shell Intilaqah programmes which expand its current SME and entrepreneur support services to cover mentoring and counselling services to Omani startups.

**From vision to execution**

“Solar into Schools’ was initiated with the first four pilot sites being identified in Al-Buraimi, Nizwa, Salalah and Muscat. In five years, Shell aims to install similar PV systems into around 22 boys and girls schools across all 11 governorates within Oman.

The solar PV systems will be sized to generate about 100-120 kilowatts of solar electricity and will have a life span of around 20-25 years. With the support of the Authority of
Our gifts to Oman are never about providing short-term benefits but about opening up spaces for solutions to take root, scale up and become the foundation for social and economic transformation.”

Electricity Regulation, the PV systems will also importantly be able to export surplus solar electricity of around 150MWhr/year back to the grid for public use. Contracts have already been awarded for the first four pilot sites and the first ‘solar schools’ will be operational in early 2017.

“I, like our small but dedicated project team, feel a deep sense of pride in being part of this potentially game changing, exciting initiative. It potentially heralds a new chapter of Shell’s role as an energy company here in Oman,” concludes Ms Robinson.

Young Omani entrepreneurs upon completion of solar training facilitated by Shell Development Oman.

Gift to The Nation project team next to a solar school 3D model in SDO main office.

Solar school model made from a real sketch of an Omani public school.
A BRIEF HISTORY OF SHELL DOWNSTREAM OPERATIONS IN OMAN

Shell’s downstream presence in Oman has been a continuous one since the beginning of the Sultanate’s oil Industry. Almost six decades in, Shell remains committed to working alongside the government of Oman to deliver world-class projects.

Shell Oman began its downstream marketing operations in Oman with the formation of the Shell Company of South Eastern Arabia.

The ascension of His Majesty Sultan Qaboos bin Said launched Oman on a path of rapid modernization, changing the face of the land and bringing about social and economic resurgence.

Sales from the Ruwi Filling Station exceeded a million litres a month, the third largest throughput for a Shell station anywhere in the world at that time.

Shell Oman began selling aviation fuels. With the opening of Seeb International Airport, Shell would go on to become the major supplier of aviation fuels, fuelling services and lubricants at all airports in Oman.

Shell Oman had over 200 staff serving its marketing activity in country.
Shell Oman won an Omanisation award from the Ministry of Manpower for its commitment to developing local talent. The company had an Omanisation rate of approximately 88%. In addition, Shell Oman made a strategic investment of OMR 3 million in a major upgrade of its retail IT infrastructure. The IT infrastructure was completely revamped with state-of-art capabilities and achieved total automation of retail sites.

In 1997, Shell Oman Marketing became a public company with (10 million OMR) $26 million issued and paid-up capital, floated in October 1997. The issue was hugely well-received and over-subscribed, despite the 390% premium. Currently there are about 5000 shareholders who own 51% of its shareholding traded in Muscat Securities Market. The minority is 49% Shell Group shareholding with 5% dual-voting preference shares.

Shell Diesel Extra was introduced in Oman.

Shell Oman opened its 150th service station in Oman.

Shell Oman opened its 150th service station in Oman.

The 140th Shell Filling Station was opened in Oman.

The commissioning of the new process reengineering project – “Downstream One”

The company successfully implemented Downstream One, which moved Shell Oman into a world class, customer-focused organisation with simplified and standardised processes across all the ways it conducts businesses.

Shell signed an agreement with AAA which gives holders of Shell Gold Fuel cards full access to AAA’s services in Oman, UAE, Qatar and Bahrain.

The 100th Shell Filling Station was opened in Oman.

In 1997, Shell Oman Marketing became a public company with (10 million OMR) $26 million issued and paid-up capital, floated in October 1997. The issue was hugely well-received and over-subscribed, despite the 390% premium. Currently there are about 5000 shareholders who own 51% of its shareholding traded in Muscat Securities Market. The minority is 49% Shell Group shareholding with 5% dual-voting preference shares.

Shell Oman reached its highest ever record for total number of days with no Lost Time Injury (LTI) incidents in Oman with 1,769 LTI-free days.

Shell Helix Express, Oman’s first high-tech oil change facility was launched.

Omanisation in Shell Oman exceeded 85% which was well above the target percentage set by the Ministry of Manpower.

The Annual Ordinary General Meeting (AGM) highlights Shell Oman’s unprecedented financial results recording the highest ever net profit of RO 14.18 million, with Earnings per share (EPS) 15.5% higher than 2014.