

# MAKING WAVES

## ISSUE #1 (Jan - Jun) 2023

### NEWS HIGHLIGHTS



#### Message from CEO

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##### Focused on Success

N-KOM is focused on building upon the foundations of business success that we achieved in 2022. Our focus for 2023 entails improvements in Safety, Stakeholder engagement, Marketing, Business development, technical collaboration, efficient Projects execution, Staff recognition, engagement and Caring for our environment.

#### Second consecutive Five Star rating in the British Safety Council Five Star Occupational Health and Safety Audit

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#### Launch of the Guardian Angel Life Saving Initiative

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#### The Present and Future for Marketing N-KOM

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On 13 June, N-KOM organized a Marketing Agents Meeting with the theme "The Present and Future for Marketing N-KOM". The aim was to facilitate face-to-face engagements and discussions on the way ahead together.



Please click this link for more Highlights of N-KOM Activities in 2023.

#### About N-KOM

N-KOM shipyard is strategically located near to gas terminals in the Port of Ras Laffan and at the center of offshore activities in the Arabian Gulf

## MESSAGE FROM CEO

Focused on Success



**“ON THE OPERATIONAL FRONT, FROM JANUARY TO JUNE, WE SUCCESSFULLY COMPLETED 81 MARINE REPAIR AND FABRICATION PROJECTS FOR BOTH NEW AND REGULAR INTERNATIONAL CLIENTS. THESE PROJECTS WERE EXECUTED IN A SAFE AND PROFESSIONAL MANNER, RESULTING IN EXCEPTIONALLY HIGH CUSTOMER SATISFACTION SCORES.”**

**DAMIR GLAVAN**  
Chief Executive Officer



N-KOM is committed to building upon the foundations of our business success achieved in 2022. Our focus for 2023 includes improving safety measures, enhancing stakeholder engagement, refining our marketing strategies, expanding business development efforts, fostering technical collaboration, streamlining project execution, recognizing and engaging our staff, and promoting environmental care. On the safety front, we have achieved a second consecutive Five Star rating after successfully completing the British Safety Council (BSC) Five Star Occupational Health and Safety Audit in May 2023. Additionally we continue to invest time and effort to roll-out a range of Occupational Health & Safety Management initiatives and programmes that include launch of the “Guardian Angel Life Saving Scheme” in May, solution-based analysis of safety, issuance of multi-language Take - 5 Cards, periodic health and surveillance programmes. Together, these efforts underscore N-KOM’s commitment to ensure continual improvements in the health, safety and wellbeing of our staff and subcontractors.

In the areas of Stakeholder engagement, marketing and business Development, N-KOM has been actively involved in significant industry events such as the Qatar Project Shipping Forum (QPSF) and Sea Asia 2023 held in London and Singapore respectively. We also had the privilege of hosting delegations from Qatargas and ExxonMobil allowing them to witness our shipyard capacity and technical expertise firsthand.

N-KOM also organized a Marketing Agents Meeting with the theme “The Present and Future for Marketing N-KOM” in June. The meeting facilitated face-to-face engagements, discussions and exchange of views with our international agents on the way ahead together. N-KOM has also steadily expanded our technical capabilities through agreements and collaboration with leading international companies. The respective agreements have expanded the suite of value-added ship repair solutions that we provide to clients’ vessels docking at our shipyard.

On the operational front, from January to June, we successfully completed 81 marine repair and fabrication projects for both new and regular international clients. These projects were executed in a safe and professional manner, resulting in exceptionally high customer satisfaction scores.

Regarding staff recognition and engagement, we made notable enhancements to the Monthly Stakeholder Incentive Programme in March 2023. These enhancements included the introduction of awards such as ‘Best Worker of the Year’, ‘Best Department of the Year’, and a special award for an employee who goes above and beyond the call of duty in promoting and cultivating a positive and strong HSSE culture. Furthermore, the award value for the monthly winners of the Best Worker of the Month was increased.

N-KOM has continued to prioritize the well-being of our staff and the environment.

To foster effective communication, interaction, and a positive team culture, we organized cohesion events that encouraged camaraderie among our staff members. These events played a significant role in promoting teamwork and fostering a sense of unity.

Furthermore, our Annual Sports season, which began in November 2022 and concluded with the Qatar National Sports Day activities in February 2023, aimed to promote a healthy lifestyle, enhance morale, and strengthen teamwork through various games and sports.

In addition to these internal initiatives, our staff volunteers actively participated in environmental conservation activities. They contributed to the Tree Planting Drive and Turtle Beach Clean-up events organized by QatarEnergy at Ras Laffan Industrial City, demonstrating our commitment to environmental stewardship.





## Second consecutive Five Star rating in the British Safety Council Five Star Occupational Health and Safety Audit

N-KOM achieved a second consecutive Five Star rating after successfully completing the British Safety Council (BSC) Five Star Occupational Health and Safety Audit in May 2023. In addition, N-KOM also achieved an improvement in the overall audit rating over the previous score in 2022. This underscores N-KOM's capability for continual improvement and further solidifies our strong commitment to Occupational Health, Safety and Well-being.

This achievement is a testament to everyone's hard work towards implementing best practices in the shipyard industry. Such sustained results can only be achieved with continuous collaboration, teamwork and a strong belief that we are among the best shipyards in the world.



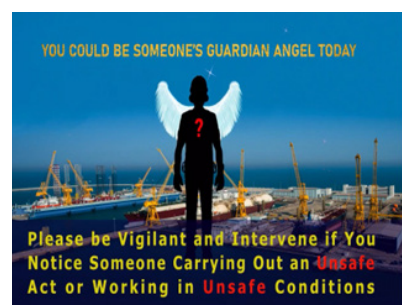
## Launch of the Guardian Angel Life Saving Initiative

N-KOM has launched a new employee empowerment programme entitled 'Guardian Angel Life Saving Initiative' during May 2023. This initiative is aligned to the N-KOM philosophy of KEEL.

KEEL is an acronym for Knowledge, Engagement, Empowerment & Leadership and sets out how N-KOM approaches imparting Knowledge (training, meetings OJT, seminars), how we engage all stakeholders, how all are Empowered Employees to speak up, carry out safety interventions and provide feedback to Management on issues relating to unsafe work, unsafe act/condition that could result in an undesirable event/incident impacting life or property.

The 'Guardian Angel' initiative aims to positively reinforce the benefits of working safely through proactive recognition, evaluation and control of unsafe work practices and hazardous conditions. As part of N-KOM's continual improvement strategy, this initiative aims to further enhance development of a positive health & safety culture amongst all stakeholders by empowering them and by implementing a safety recognition scheme/initiative that encourages safe work practices among all stakeholders including our subcontractors.

To gain the 'Guardian Angel Wings', any person who has carried out a safety intervention such as stopping of an unsafe act/unsafe condition, must complete a safety intervention form. For each safety intervention that is ratified, one pair of 'Guardian Angel's Wings' will be awarded. Personnel who excel with 3 pairs of 'Guardian Angel's Wings' of safety interventions and follow safe and healthy behaviours will be awarded a cash prize of QR 1000.





## Solution-based Analysis of Safety

Guided by the goals of raising standards and practices, N-KOM conducted a full review of Safety management, systems and procedures across the business. From this review that was jointly undertaken by HSSE and Shipyard Training Centre, several Solution-based Training and Competency Development programmes were implemented from January 2023.

Kelvin Topset and IOSH Managing Safely Course are two of the Training programmes that have been successfully completed between January and May.

### Kelvin Topset

Staff from N-KOM HSSE attended the training that focused on various aspects of investigating an incident. The training provided knowledge and practice on creation of an Investigation team, Incident statement formulation, Investigation planning, Data gathering and storage, Interviewing techniques, Storyboarding, Root Cause Analysis, creation of standardized reports and SMART actions.

### IOSH Managing Safely Course

A total of 232 staff members, including managers, supervisors, and engineers, attended the program. The training focused on the fundamental principles of health and safety in the workplace, offering practical insights into recognizing and addressing common workplace risks and hazards. Participants gained a better understanding of how to assess these risks and effectively manage them.



## Launch of Multi-language Take - 5 Cards

N-KOM Management recognizes that Safe working is paramount, and this must be well understood by everyone in order to practice safe and healthy working daily in all aspects of our yard operations and workplace activities.

With this in mind, N-KOM HSSE led the initiative to translate 'Take - 5' messages into the key languages spoken by the workforce and issued a credit card-sized 'Take - 5' card to each member.

The aim is to get each staff to read, reflect, relate to the messages in the 'Take - 5' card and reinforce safety as a personal responsibility.



## Periodic Health and Surveillance Programmes

### Health checks

As part of efforts to ensure the health and well-being of our staff, N-KOM HSSE has conducted periodic Health checks at the workplace comprising a Health Surveillance questionnaire and Blood Pressure, Pulse Rate, Respiratory Rate, Random Blood Sugar, Eye test, ECG, Spirometry and Colour Vision assessments. This programme also facilitates early detection, intervention and follow-up with medical care/consultation to ensure proper management of health issues.

### Heat Stress Management programmes

In parallel, since the onset of Summer, Heat Stress Management programmes have been organised on a monthly basis to heighten awareness and understanding of heat stress prevention, symptoms and management of any incident.

### Hearing Conservation Awareness programme

Additionally, a Hearing Conservation Awareness program was initiated on February 28, 2023, and is held every Tuesday throughout the month of March.



Health Checks



Heat Stress Management programmes



Hearing Conservation Awareness programme

## Participation at Qatar Project Shipping Forum

N-KOM CEO participated as a Presenter at the Qatar Project Shipping Forum (QPSF) held in London from 15 May to 18 May. Qatar Project Shipping Forum (QPSF) serves as a platform to strengthen the synergy with Nakilat's joint venture partners, ship operators and charterers to discuss matters concerning Nakilat fleet as well as the general shipping and maritime industry. It facilitates knowledge sharing and exchange of thoughts, expertise and ideas on topics of common interest such as safety and environment, capability development, technological advancements, ship performance and others related to shipping operations.

The N-KOM presentation entitled "Delivering Competitive Sustainable Value" provided insights on our strong commitment, objectives and achievements in addressing market needs and regulatory requirements. It also highlighted coordinated efforts with our stakeholders to increase operational efficiencies, safety, quality and environment, capability development, technological advancements and yard performance to deliver competitive sustainable value to our clients and stakeholders in a safe, reliable and efficient manner.

## N-KOM at Sea Asia 2023

N-KOM participated as an Exhibitor at Sea Asia 2023, Asia's anchor Maritime and Offshore event held at the Marina Bay Sands, Singapore from 25 - 27 April. Sea Asia 2023 served as an excellent platform for N-KOM to showcase our yard capacity, technical capabilities and wide-ranging, value-added ship repair solutions. The event also facilitated face-to-face meetings and discussions with clients, partners, suppliers and visitors on business opportunities, products and services.



## Qatargas and ExxonMobil visit to N-KOM Shipyard

On 16 Mar, N-KOM had the privilege of hosting a delegation from Qatargas and ExxonMobil as part of our ongoing efforts to engage stakeholders and provide them with a first-hand experience of our shipyard capacity and technical capabilities. During the visit, the visitors also went onboard a LNG vessel for a familiarization tour.

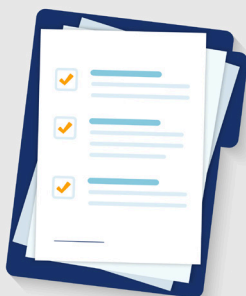


## The Present and Future for Marketing N-KOM

On 13 June, N-KOM organized a Marketing Agents Meeting with the theme "The Present and Future for Marketing N-KOM". The aim was to facilitate face-to-face engagements and discussions on the way ahead together.

During the meeting the respective international Agents shared their views, experiences and challenges through presentations and interactions with senior management.

The event also provided a valuable opportunity for the Agents to tour the yard and gain first-hand insights on our capabilities, capacity, focus on safety, quality, improvements to our facilities and the expanded range of value-added services and solutions that N-KOM delivers to its clients.



## Agreements with leading international companies

N-KOM has continued to broaden its technical collaboration through agreements with leading international companies.

The respective agreements are aimed at expanding the suite of value-added ship repair solutions that we provide to clients' vessels docking at our shipyard.

## Cargo Tank Testing Services at N-KOM

N-KOM and Actemium NDT Engineering & Services inked a contract agreement for cargo tank testing services that include provision of resources and equipment for Custody Transfer Measurement System (CTMS) verification, leak test for LNG/LPG carriers and secondary barrier tank testing.



N-KOM Chief Executive Officer, Damir Glavan & Actemium Business Unit Manager, Selles Serge at the Contract Agreement signing event



Signing of Memorandum of Understanding between N-KOM (Nakilat-Keppel Offshore & Marine Ltd) & Alfa Laval Middle East Ltd represented by Damir Glavan, CEO N-KOM and Tom Johan Eriksson, CEO Alfa Laval

## MoU Signed with Alfa Laval Middle East Ltd

Senior management from Alfa Laval, an international waste heat recovery system & Services provider visited N-KOM shipyard on 9 March. The visit led by Alfa Laval Chief Executive Officer Tom Johan Eriksson enabled them to engage N-KOM Chief Executive Officer, Damir Glavan and senior management to gain a first-hand insight on the capacity & technical capabilities of N-KOM and our drive to provide leading, sustainable green shipping solutions.

The Memorandum of Understanding (MoU) on heat & gas systems between N-KOM and Alfa Laval enables the provision of specialized products and engineering solutions related to heat transfer, separating and fluid handling technologies to undertake projects related to waste heat recovery and reduction of greenhouse gas emissions.

## Collaboration on Structural Maintenance, Repair, Overhaul & Services

N-KOM and Kongsberg Maritime Services (KMS) LLC signed a Memorandum of Understanding (MoU) that establishes the framework for structural collaboration in Maritime Engineering Services, Vessel Maintenance, Repair and Overhaul, Offshore and Subsurface products and services, Ship Conversions (Refit/Retrofits) and Vessel system spare parts.

The MoU also facilitates future collaboration in opportunities related to LNG/LPG Safe Shipping Operations and new technologies for energy-efficient Marine and Offshore operations.



N-KOM & KMS represented by Georgios Moutzourgeorgos, Chief Commercial & Business Development Officer (N-KOM) and Narinder Singh, General Manager (KMS) at the MoU signing event



## Service Agreement with HSD

N-KOM has formalized a Service Agreement with HSD, one of the world's foremost diesel engine makers. The agreement highlights N-KOM's commitment to further improve its operational efficiency and support for Main Engine (2-Stroke) maintenance work services in collaboration with a reputable international partner.

The agreement also paves the way ahead for future cooperation on maintenance of dual Fuel engines (ME-GI, MEGA & X-DF) and the joint pursuit of regional and international business opportunities.



Service Agreement between N-KOM (Nakilat-Keppel Offshore & Marine Ltd.) & HSD Engine Co., Ltd. represented by Damir Glavan, Chief Executive Officer N-KOM and Lee Sunghoon, General Manager HSD



Contract Agreement Signing between N-KOM (Nakilat-Keppel Offshore & Marine Ltd.) and Vertidrive represented by Damir Glavan, Chief Executive Officer N-KOM and Stefan L.M. van Diessen, Managing Director Vertidrive

## Contract Agreement with Vertidrive

N-KOM's focus on adopting technology and incorporating innovations to enhance operations and deliver value-added solutions is underscored by its recent acquisition of Vertidrive robotic machines. In commemoration of this purchase, N-KOM and Vertidrive inked a Contract Agreement that entails training and after-sales support services.

This initiative is an integral part of N-KOM's continuous efforts to be a Preferred Shipyard Delivering Sustainable Solutions.

## LNG, LPG and Container Vessels at N-KOM

N-KOM completed routine dry-docking works on 3 LNG vessels from regular clients - Lijmiliya (Nakilat Shipping Qatar Limited (NSQL), Lusail & Al Sahla (NYK LNG Shipmanagement (UK) Ltd). Dry-docking included BWTS installation, Cargo line insulation repairs, Turbo alternators governor overhaul, Sea water pump overhaul & Piping works.

N-KOM completed routine dry-docking works on 4 LPG vessels, from new international clients - LPG Kahna (HP Shipmanagement LLC), & LPG Ourea (Onboard Ship Management Ltd. and regular clients - Bu Sidra (Nakilat Shipping Ltd. - NSQL). Dry-docking works included BWTS equipment installation, major steel renewal repair and routine second dry docking.

N-KOM also completed general drydocking, steel renewal & repair work on 3 Container vessels from our international client - MSC Gina, MSC Diego (MSC-Mediterranean Shipping Company Srl) & MSC Venice (Marine Mantra).



MSC Diego



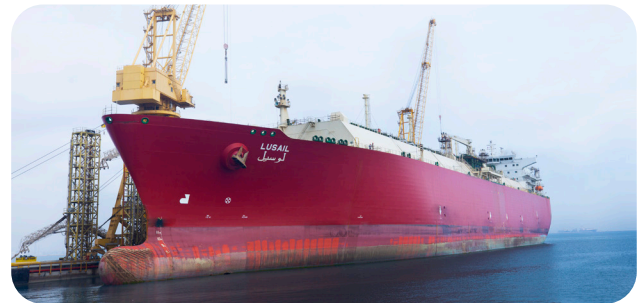
Bu Sidra



Lijmiliya



LPG Telendos



Lusail

## Extract of Customer feedback at the end of the projects:

Extract of Customer feedback at the end of the projects:

- Good job done - all jobs, docking plans, estimates, budget & services were handled safely in a timely manner, managed well with good quality & also appreciated by Class Surveyor
- Good knowledge & experience in piping, machinery & critical high voltage work
- N-KOM - relatively new; positive opinion with regard to safety measures, cleanliness and tidiness
- HSSE, Steelworks, General Services Hub, P&M services & C&M - very good.
- Machinery, Electrical & Shipwright - supervision, organisation, work planning & efficient use of manpower
- Entire shipyard team was fantastic; would like to request same team for future endeavours

## Tankers and Bulk Carrier at N-KOM

N-KOM docked 10 Tankers at our yard, from new international clients - MT Altair (Super Eco-Tankers Management Inc), Kiribora (Socatra Outre Mer), Sea Violet (Lavander Marine Ltd), Raffles Harmony (International Tanker Management Limited) & MT Tiara (Manarat AlKhaleej) and regular international clients - Omicron Titina (Omicron Ship Management Inc.), Patmos Warrior (Polembros Shipping Ltd), Maersk Adriatic, Pacific Endeavor (Synergy Maritime Pvt Ltd) and Fortune Galaxy (Cobalt Shipping LLC).

Dry-dock work included BWTS installation & modification, Hull repair, blasting, coating, marking & painting, Hatch cover repair, Side shell seam build-up, Main engine overhaul/Propeller and Stern tube shafting.

N-KOM also welcomed Bulk Carriers from a new client, Ruby Star (Roubini Investments) & our regular client, Omicron Light (Omicron Ship Management Inc.) that underwent general dry-docking repairs and top side tank steel renewal.



Maersk Adriatic



MT Tiara



Ruby Star



Omicron Light

### Extract of Customer feedback at the end of the projects:

Extract of Customer feedback at the end of the projects:

- Timely clearance of OFE – P&SC staff was very helpful
- Overall yard performed efficiently compared to all the difficulties that arose due to vessel condition and age
- Project Management & planning - Appreciated by the vessel staff
- HSE Personnel - Very prompt & actively involved, keep up the good work
- Steelwork, Piping, Machinery, Electrical, Shipwright, P&M, Engineering, QSA - very good quality work, very experienced, good initiative & very good support



## Repairs & Fabrication at N-KOM

**N-KOM undertook a range of repairs for new clients, AOS Maintainer (Atlantic Maritime) & OML Intervention II (OML International Shipping Co) that included Crane load test, U-WILD survey, material loading & sea fastening.**

Extract of Customer feedback at the end of the projects:

- Project team well organized to complete the project on time; appreciated
- Commercial Department provided timely response to Variation Orders
- Project Manager conducted very good meeting and well-organized yard team

**N-KOM also successfully completed an OBS Module Fabrication project for our client Ponticelli. The work scope included fabrication of OBS module and conductor guides.**

Extract of Customer feedback at the end of the project:

- Management system of high level; strong procedures, processes & good communication between managers.
- PMT - very good & efficient; despite numerous revisions, tech. data management quality very good; meetings during critical phases ensured communication with all parties; installation sequence properly done
- Lifting plan & installation procedure - good quality
- Construction Engineering provided valuable points & good response to client inquiry
- Overall, Housekeeping, Supervision & Quality of work were good; trades are excellent; very good sequence of painting & optimized planning; encapsulation & general strategy was good; painters were excellent



AOS Maintainer



OML Intervention II

## Enhancement of Stakeholder Incentive Programme

In August 2022, N-KOM first introduced the Stakeholder Incentive Programme to accord company-level recognition to staff, sections/departments through Monthly public incentivization/awards in the following categories:

- Safe Worker
- Monthly Zone Champion
- Monthly Workshop Champion
- Best Worker of the Month - Blue-collar workforce from Operations Sections
- Best Worker of the Month - White-collar staff from all sections
- Best Department of the Month

This initiative to boost stakeholder recognition and engagement has received very good positive feedback and encouraged the display of desired safety, quality, productivity and housekeeping standards at work.

In March 2023, N-KOM Management enhanced the existing Stakeholder Incentive Program with the following additional awards that comprise certificates and cash prizes:

- Best Worker of the Year - Blue-collar workforce from Operations Sections
- Best Worker of the Year - White-collar staff from all sections
- Best Department of the Year - Operations category
- Best Department of the Year - Non-Operations/Support category
- Special Award - Presented to an employee who goes above and beyond his/her call of duty in promoting and cultivating a positive and strong HSSE culture

In parallel, the award value for the following categories has also been increased:

- Best Worker of the Month - Blue-collar workforce from Operations Sections
- Best Worker of the Month - White-collar staff from all Sections



## N-KOM promotes Staff Cohesion

As part of its efforts to promote communication, interaction, and positive team culture among staff, N-KOM's departments/sections are encouraged to organize periodic staff cohesion events.

Recent feedback from a section's Iftar event highlights several positive outcomes:

"Our cohesion party was a great success. We created a fun and interactive environment for colleagues to come together and build stronger bonds. The event provided us with an opportunity to get to know each other better and share ideas in a relaxed, informal setting. It was a significant morale booster that is expected to have a positive impact on our teamwork, collaboration, and productivity."



## Promoting Healthy Lifestyle, Morale, Welfare & Teamwork

N-KOM successfully completed our Annual Sports season from November 2022 to February 2023. The aim was to promote a healthy lifestyle and boost staff morale, welfare and teamwork through games and sports. All teams, supporters and management displayed great enthusiasm, strong teamwork and a friendly competitive spirit throughout the Cricket, Soccer & Volleyball tournaments.

The Annual Sports season culminated in the 2023 Qatar National Sports Day activities that were held at the Laffan Global Village (LGV) Camp on 14 Feb.



Cricket Tournament Champion  
Electrical



Soccer Tournament Champion - HSSE



Volleyball Tournament Champion  
Machinery

## Conserving our Environment

In line with the Qatar National Vision 2030 and our dedication to environmental conservation, our staff participated in two activities organized by QatarEnergy – Ras Laffan Industrial City.

### Tree Planting Drive

N-KOM staff volunteered for the 'Tree Planting Drive' that sought to develop Ras Laffan Industrial City (RLIC) boundaries with a 'green belt' of trees, thereby improving the air quality and air temperature cooling.



## Turtle Beach Clean-up

N-KOM staff participated in the conservation of marine life through the 'Turtle Beach Clean-Up' located at Ras Laffan Industrial City (RLIC). The RLIC beach is home to a turtle species which uses the location as its nesting ground. The annual activity is focused on ensuring that the beach can offer a conducive environment for the Hawksbill Sea turtles to nest and sustain their species.

