



# Amazon



**Amazon Oil Services**



الأمازون للخدمات النفطية

December 2018

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# Amazon

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## Message from the *General Manager*

### *Welcome to December issue,*

Once again we have reached a further successful year in the history of AMAZON, having achieved ISO accreditation and additional clients. Without doubt this would not have been possible without the support, dedication and understanding of you, our employees, and I would like to express my gratitude to each and every one of you for your contribution to our ongoing success and trust that we shall continue to flourish in 2019.

2018 has been a somewhat difficult year with a raft of unprecedented events however we have managed to overcome each and every problem to ensure an ongoing dependable service to both our Clients and employees alike.

We continue to pray for peace and stability in Libya and to maintain our proven track record in our ability to circumvent unprecedented events and yet still provide an incomparable service to our clients. Another year of trials, tribulations and success has passed and with every New Year, comes yet greater challenges and obstacles in life. I wish you and your family a wonderful 2019 and prosperous time ahead.

*Ahmed Mohamed El-Ghali*



Amazon Oil Services (AOS) is a Libyan incorporated Company, with ISO 9001: 2015 accreditation. The Head Office is in Tripoli and AOS has associates worldwide.

AOS serves the Libyan Oil & Gas Sectors in the provision of an Umbrella Service for Engineering and Technical Support using highly skilled nationals and expatriates from all over the world.

Additional services and expertise offered includes Project Management, Consultancy, Procurement and Training.

Amazon ensures the Client benefits and achieves value for money where quality is of paramount importance.



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Amazon Oil Services  الأمازون للخدمات النفطية

# Travel News



Our last newsletter for the year and as previous, we continue to face yet further fresh challenges and isolated incidents in the Travel sphere of operation however, we continue, as always, to find equitable solutions to unprecedented events as they arise.

We are pleased to advise that we now have a representative in Misrata to provide an administrative service on an ad hoc basis. Drivers are available to transport our employees to/from Misrata as and when required.

We have been encountering unprecedented heavy bookings on the Libyan Airlines wherein it has proven impossible to obtain seats at short notice and to compound this problem Libyan Wings (our preferred carrier) recently suspended the Istanbul YL102 Flight which was the morning flight available on Mondays & Wednesdays thus further limiting our available options. The Tripoli / Istanbul Route is now proving difficult and we are enforced to route travel via Tunis on occasion. We appreciate that this is possibly not a welcome route however this is undeniably beyond our control.

Recently we encountered an unprecedented problem when due to a flight delay FROM Tripoli one of our employees missed his onward flight connection to his home airport. Whereas some carriers are more reliable than others (eg. Libyan Wings) it follows that their seats are at a premium and are thus not always available. For those interested this airline operates only two Airbus A319s to five destinations in Libya, Tunisia and Turkey. Accordingly, to limit possible dissatisfaction we now require at least 3 to 4 weeks notice in order to book a ticket.

We would reiterate that should an employee become aware that they would miss an onward flight connection then they should contact ourselves (Emergency Contact Details) immediately irrespective of the time in order that we can address and arrange an alternative flight for them. You should be aware that when you miss a flight and are recorded as a 'No Show' then the remainder of that ticket is lost and a completely new ticket requires to be purchased.

In this specific instance, the employee assumed that we would be aware and missed his onward connection with no alternative arrangement in place.

In this case, the employee was unable to contact ourselves as his mobile would not allow international calls and internet was not available ! Whereas a local SIM card could be obtained or Internet access purchased this identified a previously unanticipated potential weakness in our travel protocol with specific reference to mobile telephone numbers advised by our employees. As you are aware, we quote your mobile contact number when we issue your tickets.

This number is required so that we can contact the employee in an emergency and likewise, the employee can contact ourselves. We would presume that as an expatriate worker this would be principal key requirement whilst in a foreign country. Accordingly, we have requested that our employees review the mobile telephone number they have advised and ensure that this number facilitates unrestricted communications whilst they are in transit (Calls & E-Mail).

It would also be prudent for employees to carry a Visa / Mastercard or adequate cash to meet unscheduled events although should you follow our basic terms and conditions this should not be a necessity.

In another isolated incident, an employee returning from vacation was denied boarding in Istanbul for no logical reason and we were enforced to source an alternative flight which we achieved although this was in the middle of the night. We continued to monitor the situation until it was confirmed that the individual was safely back in Libya and had been transferred to his hotel.

As one would expect we have on occasion received complaints although most are unfounded however we treat a complaint as an expression of dissatisfaction with our service which calls for a response. We listen to the complaint, treat it seriously, and learn from that complaint so that we can continuously improve our service where possible. We would however clarify that any such complaint or communication should be between the employee and the employer, in this instance AMAZON, and should NOT be copied to a Client or fellow workers.

With new clients in different areas our employees face new challenges and it would be appreciated if our employees share their experiences with ourselves and identify unique requirements and observations which would assist new employees in the future who are assigned to these locations to know what to expect and, to make appropriate provisions. Likewise, we welcome new employees to bring to our notice any points of interest with respect to visa collection or travel problems encountered en route to Libya. If we are made aware of such information we can take remedial steps to ensure seamless travel where possible.

With respect to Indian Nationals whereas there are other routes to/ from Libya such as via Amman or Qatar there are not daily flights so this is not always a viable option based on your requested travel dates. Likewise there are not daily direct flights to Calgary resulting in

travel via Toronto. Should there be a preferred route you wish considered than we would suggest that you contact ourselves to determine availability before you finalize formal arrangements including internal travel where applicable. Unfortunately, at this time, Dubai appears to be the most viable (if only) option when Indian Nationals require to obtain a Libyan visa.

All employees should recognise that any change to a ticket following issue incurs substantial penalty costs and in some instances the return portion of the ticket may be lost requiring a new ticket to be issued! We would request that should an employee be unable to return as scheduled then they should ensure that we are notified as soon as is possible.

When an employee requires to obtain a new Business Visa or Passport whilst on vacation, the employee must ensure that a copy of the new visa / passport is sent promptly to the Tripoli Office for their records as this has a material impact on other required documentation such as the mandatory required Desert Pass.

In some instances it may prove to be impossible to obtain a Transit Visa for Istanbul or Tunis for certain nationalities which would prevent them being able to pass through immigration in order to collect their baggage or reside overnight in a hotel. Where possible, we endeavour to limit the transit time required and suggest that the employee travels 'light' ie: hand luggage only. As previously advised, baggage is not tagged to/ from Tripoli as one would expect as applicable with international airlines. We trust that when International flights resume from Tripoli this will cease to be an inconvenience.

We continue to emphasise the importance of submitting approved AMAZON Travel Request Forms to facilitate the arrangement of flights and that our employees ensure that internal flight connections are in

place for their scheduled departure and return. Recently, after having issued an employee's tickets, we were informed that they were then unable to acquire a seat from the site requiring the ticket to be changed at a substantial additional imposed penalty charge. It should also be recognised that we require to consider available International Connections and Internal Flight days which can have an undeniable impact on carriers / flights subsequently determined due to seat availability and timings.

As previous, the current fluid situation has proven to be an overall logistical challenge however AMAZON continues to be diligent in their efforts to ensure seamless travel where possible on the dates as requested by our employees. Where this has not always been possible, we have sought an equitable compromise seeking as always the employee's approval prior to the tickets being issued.

We trust that our employees now understand that we have their interests and welfare at heart at all times and would not provide a schedule wherein our employees may encounter problems en route. In the unlikely event of a problem, we expediently take remedial action to resolve.

In conclusion, once again we have faced every possible unprecedented scenario and have determined viable solutions to same and have been able to continue operating as normal within reason and we have to thank our employees for their understanding and ongoing perseverance during these somewhat challenging times.

Needless to say, unfortunately, the 'Force Majeure' status imposed in 2014 still exists pending the resumption of International carriers to Libya following the closure of Tripoli International Airport on the 13 July 2014 and stability returns.



# Health

## The real effects of Stress.

**S**tress is a natural, physical and mental reaction to life experiences. Everyone expresses stress from time to time. Anything from everyday responsibilities like work and family to serious life events. For immediate, short-term situations, stress can be beneficial to your health. It can help you cope with potentially serious situations.

However a prolonged state of stress can affect how you feel emotionally, mentally and physically. These include feeling:

- Anxious or fearful
- Lacking in self-esteem
- Constant worrying
- Difficulty concentrating
- Difficulty making decisions
- Muscle tension or pain
- Dizziness
- Sleep problems
- Feeling tired all the time
- Eating too much or too little

You can't always prevent stress, but there are lots of things you can do to manage stress better.

These include:

- Sharing your problems with family or friends
- Making more time for your interests and hobbies
- Taking a break or holiday
- Taking some regular exercise and making sure you're eating healthily
- Making sure you're getting enough sleep.

Stress hormones affect your respiratory and cardiovascular systems. During the stress response, you breathe faster in an effort to quickly distribute



oxygen-rich blood to your body. If you already have a breathing problem like asthma, stress can make it even harder to breathe. Under stress, your heart also pumps faster. Stress hormones cause your blood vessels to constrict and divert more oxygen to your muscles so you'll have more strength to take action.

But this also raises your blood pressure. As a result, frequent or chronic stress will make your heart work too hard for too long. When your blood pressure rises, so do your risks for having a stroke or heart attack. The rush of hormones, rapid breathing, and increased heart rate can also upset your digestive system. You're more likely to have heartburn or acid reflux thanks to an increase in stomach acid. Stress doesn't cause ulcers (a bacterium called *H. pylori* often does), but it can increase your risk for them and cause existing ulcers to act up.

People under chronic stress are more susceptible to viral illnesses like the flu and the common cold,

as well as other infections. Stress can also increase the time it takes you to recover from an illness or injury.

**Stress stimulates the immune system, which can be a plus for immediate situations. This stimulation can help you avoid infections and heal wounds. But over time, stress hormones will weaken your immune system and reduce your body's response to foreign invaders.**

It's important to tackle the causes of stress in your life if you can. Avoiding problems rather than facing them can make things worse. But it's not always possible to change a stressful situation. You may need to accept there's nothing you can do about it and refocus your energies elsewhere.



# Petroleum Refinery Optimisation

By Tariq Al-Obeidi

The supply chain of a typical petroleum refining company involves a wide spectrum of activities, starting from crude purchase and crude transportation to refineries, refining operations, product transportation and finally delivering the product to the end user.

The nature of the value chain is such that its economics are extremely complex and heavily linked. For example, the process of selecting the right crude is linked not only to the transportation costs involved in delivering it to the refinery, but it must take into consideration the refinery

configuration, capabilities and constraints in converting the crude into products, as well as the product volume and price fluctuations.

**The petroleum refining industry has effectively embraced the software solutions to optimize the business supply chain to maximize the profit margins and create order in the chaos of numerous opportunities and challenges.**

Refinery planning and optimization is mainly addressed through successive linear programming software like RPMS (Honeywell Hi-Spec Solutions), PIMS (Aspen Technology), and GRTMPS (Haverly Systems), while more rigorous non-linear planning models for refinery planning have been recently developed. The subject article discussed here pertains to RPMS.

RPMS was developed many years ago by Bonner & Moore, which was acquired by Honeywell Hi-Spec Solutions in 1999. RPMS is used today at more than 100 refineries and petrochemical plants worldwide for operations planning, crude oil



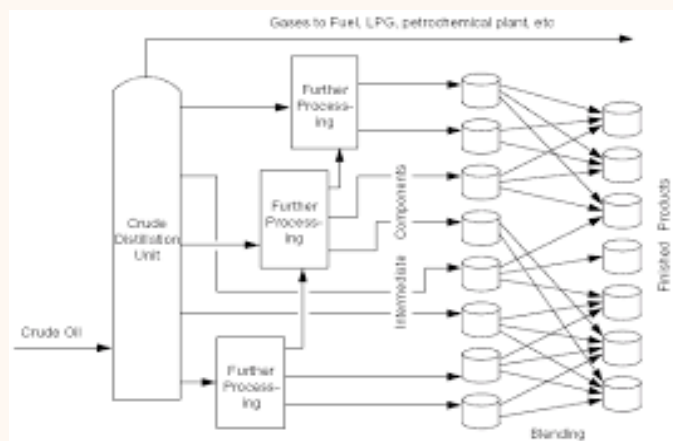


Figure 2 Oil Refineries Using Linear Programming

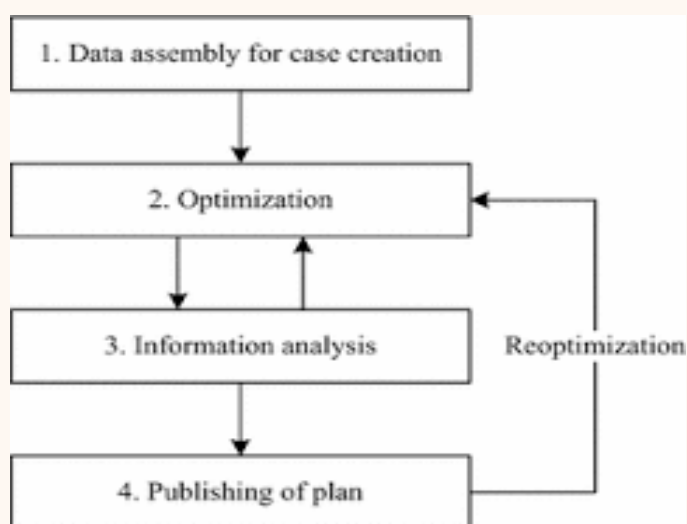


Figure 1 Petroleum Refinery Optimisation

evaluation and selection, inventory management, future investment analysis and to analyse “what if” scenarios.

The crudes often land at refinery sites as a mix of various crudes and various options of crude blending are evaluated before it is processed. The ultimate challenge a refinery faces is processing the crudes in the best possible manner and maximize the \$/bbl (dollars per barrel) for the crude input.

Determining the “best possible” option is a very difficult task, as modern-day refineries are built with complex processing schemes. In short, the Linear Programming

(LP) model is an excellent economic evaluation tool to drive the entire supply chain toward higher profit. Some of the key areas for LP applications in the oil industry are:

- Grassroots refinery design/configuration.
- Selection and evaluation of crude oils

A good LP model is one that closely represents the operational reality of a refinery. A typical refinery LP model contains the end-to-end configuration of the refinery with a detailed representation of primary and secondary processing units, blending facilities, power and utilities. A model contains structural data, or fixed data, which represents

the physical reality concerned, and variable data, which expresses the contingency of the particular problem. The addition of variable data like costs, prices, raw materials availabilities and products.

The bottom line is that experienced people are the key to success: software and computers, no matter how powerful and quick, are not the substitutes for understanding and optimizing the refinery business. However, LP technique has provided an efficient and effective method to quickly evaluate and quantify the impact of internal and external changes on overall refinery profitability.

# When to introduce technology to children

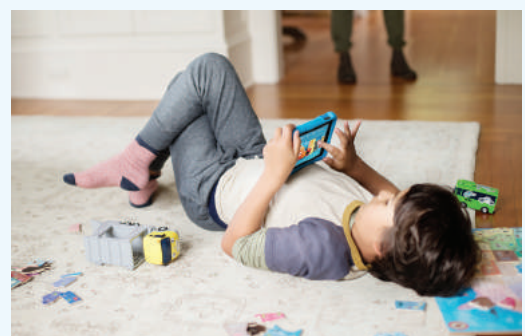
*The younger generation is growing up amid digital noise. How can they be made to understand it better?*



If you are a parent with a smartphone or tablet, it wouldn't take long before your little one first reached for your shiny device. To your surprise learning how to swipe and tap objects to make them move on the screen came quickly and naturally. Oftentimes, the challenge soon becomes how to keep their hands off the device. It is perfectly acceptable, even beneficial, for young children to have these interactions with technology, but only with appropriate parental guidance.

Young children can strengthen their interactions with other family members as well as improve their familiarity with sounds, words, language and the world around them through the responsible use of

technology. Most experts agree however, that children under the age of two probably shouldn't trade their rattles for tablets. There are enough real world interactions to keep them busy and whether they play with blocks or pull the cat's tail, these tangible experiences are important to their development. Allow them to develop their







sense by exploring, touching things and even getting into a little mischief. Once beyond the 24-month mark, you can begin introducing technology to your little one. Chances are he or she may already enjoy the privilege at Pre School.

Whether at school or at home, most youngsters interact with screens before they turn five. According to research more than eight in 10 children from ages two to 10 use digital media every week. In fact, two thirds have tablets or e-readers. While the interactions are practically inevitable, significant parental and caregiver involvement can help steer them in the right direction, ensuring kids are exposed to content providing the best opportunities for learning.

Between laptops and computers, televisions and smartphones, there is probably a screen in nearly every room of your home. Although these screens can and often do serve as visual babysitters, games and apps should be carefully selected and screen time should be limited to an hour or less a day for toddlers.

By using technology with your children, you will introduce them to the most beneficial content, while also bonding with them over an exciting shared experience. Something as simple and fun as taking turns in a game, or reading together on a tablet can also help to ensure technology is being consumed in a responsible way. While education is key, it doesn't always have to be about learning

your ABCs. Plenty of apps and games combine learning and entertainment experiences that can be quite fun. Checking the ERSB age and content rating information in console and online stores (like the Nintendo eshop or xbox store) is a great way to find appropriate games for kids of all ages.

As your little ones mature from toddlers to teens, their use of technology will certainly evolve. The breadth of content they enjoy will greatly expand, highlighting the importance of parental involvement in managing and monitoring their time with technology. This parental guidance is key to ensuring kids enjoy a healthy, responsible relationship with technology.



## Employee Profile

**Lloyd Samu** - Senior SAP Logistics Consultant

**L**loyd has more than 12 years' experience in SAP Logistics modules as a user and as well as consultant. He holds a degree in Purchasing & Supply Chain Management. He is also SAP academy trained in Supplier Chain Management (SCM), Supplier Relationship Management (SRM) and Conversion to SAP S4 Hana System accreditation.

He has working experience in SAP versions R/3, ECC and S4 Hana with various industries within Africa. He specializes in Materials Management (Procurement &

Inventory), Warehouse Management, Plant Maintenance and Production and Planning from configuration, training and support for the same. Before joining Amazon, he worked with major companies in Kenya and Zimbabwe on new implementations up to support.

My experience with Amazon Oil Services as an employee is that they are well organised and professional in terms of travel, hotel accommodation and visa processing. It gives comfort to the employee as one will be able to travel in time and return. Service from the

management is very good they make sure all queries are addressed in time for employees. Transportation to and from airport is well organised as well at client site with the availability of Amazon vehicles which makes their employees feels comfortable when being outside their home countries.

At present working in Sirte Oil Project in Brega as a consultant on Materials & Warehouse Management (MM/MM).

I like traveling with family to holiday resorts, watching soccer and playing chess.

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