



Amazon



Amazon Oil Services



الأمازون للخدمات النفطية

December 2021



Travel News

**K2 LAST SUMMIT,
AN EXAMPLE OF TEAMWORK**

**Continuous Improvement and
Total Quality Management**

**Employee
Profile**

Robert (Bob) Munro
Chartered Architect

Amazon

Ben Zeglam - Section / Nofleen, Abosetta
(Shuhda Alshatt St. Next the Light Signal)
P.O. Box 81292 Tripoli Libya | License No. 5409882
Commercial Registration No. 9882 Chamber of Commerce No. 1448
Tel./Fax: 00218 21 340 9185 | M: +218 92 804 9559 or +218 91 321 8249
E: aghali@ao-s.com or amazonoilservices@ao-s.com | www.ao-s.com

Message from the General Manager

Year in Review 2021 and Year to Come 2022



Whereas we continue to face unprecedented events due to the global Covid-19 pandemic, ever-changing requirements and restrictions, I am pleased to advise that we have been able to find equitable solutions to such circumstances. I fully recognise that this would not have been possible without the understanding, resilience and patience of our employees for which I am truly grateful.

Amazon continues to strive for perfection and the recent positive results received from our Employee Satisfaction Survey and the Client Satisfaction Surveys substantiates that this objective is being satisfactorily achieved albeit against difficult prevailing circumstances. Indeed, I am pleased to advise that we continue to recruit new employees to the Amazon family.

We strive to ensure ongoing compliance with the ISO accreditation achieved and

where applicable, to take proactive action when and where required.

The Amazon Newsletter continues to be a success receiving positive feedback from our Clients, employees and other readers and I appreciate the valued input being received which serves to ensure the continued publication of this appreciated circular.

In conclusion, I take this opportunity to thank you once again for your support and understanding during these difficult times. I trust and hope that in 2022 we will see an improvement in the current situation.

May 2022, bring you happiness, peace and prosperity. I wish you and your family a happy and Covid free New Year.

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.



Amazon
Amazon Oil Services الامازون للخدمات النفطية

AMAZON TRAVEL NEWS



on the airline industry with many fighting for survival. For all intents and purposes, the airlines have drastically reduced their services with the majors running at from 5 to 10 percent of their normal number of departures. As a company, we have faced unprecedented problems in being able to provide our previous sterling service due to a lack of previously available direct flights, limited seating capacity and, extended transit times between connections. We have also faced the unexpected cancellation of previously available flights as the airline algorithms determine viability and ultimately, costs.

The situation is further compounded by countries closing their airspace with little or no warning. We have faced situations wherein our employees have sourced flights on the internet and then question why we are unable to provide tickets for that flight. You are possibly aware of so-called 'Phantom' flights wherein airlines publish future schedules and encourage passengers to book flights which in reality have little chance of being available when scheduled. These flights will however appear available on numerous web sites and even call centres will 'confirm' availability. This serves as a way for airlines to test demand and depending on which flights are the weakest, they can tweak their schedules and consolidate flights.

As a condition of the recent bailout packages and in order to retain long-term rights to their routes, airlines need to keep flying 'ghost' routes: planes with almost no passengers but a full flight crew and cabin staff and minute by minute, airlines are adjusting schedules and fares to remain financially solvent. Obviously, there are fewer flights to choose from, as airlines idle as much of their fleet as possible and offer only the flights that they have a regulatory or other non-business obligations to maintain. By offering more flights for sale, airlines

Whereas it was anticipated that the Covid-19 situation would have ceased to have an adverse daily impact on our way of life, unfortunately we continue to experience a raft of new restrictions, new laws and a steady erosion of our liberties previously taken for granted. In an attempt to restrict spreading the Virus we are now required to have a negative PCR test before boarding an International flight and are required to complete locator forms etc before being granted permission to board. Emphasis is placed on 'granted permission' as previously all we required was our passport, ticket and possibly a visa depending on our destination and nationality.

Indeed, many airline websites now advise not to travel unless absolutely essential.

Perhaps the most visible and controversial impact on the current situation is the requirement to wear a mask! It beggars' belief that millions are now being told they should cover their faces as much as possible and as

far as anyone might reasonably predict, when we as a species will be able to read the faces of others, in order to consciously and unconsciously read countless cues from one another, on how to behave peaceably among the crowd because we can tell with the merest of glances at another face how that other person is likely to behave towards us.

On return to our home domicile, we now face ever changing requirements and the potential requirement to quarantine for in excess of a week depending on the red, amber or green status of the country we have departed from. Currently, each country has a Covid vaccination program which we understand limits the severity of Covid should one unfortunately be exposed to the virus. Perhaps, through time, we will be able to return to some form of normality. As Franklin Roosevelt once said we have always held to the hope, the belief, the conviction that there is a better life, a better world, beyond the horizon.

Needless to say, the current situation has had a profound adverse impact

give the illusion of flexibility however when these 'Phantom' flights are cancelled then they offer passengers an alternative route or a cash refund which can take months to receive or, a 'Credit' voucher for future use. In the interim, the airlines have your cash as a means towards survival.

As a company, Amazon faces unprecedented additional costs with mandatory Covid test costs as well as the exponential increase in airline costs. We have also noted a substantial increase in costs when a ticket previously issued requires to be changed. In some cases, this can be an eye watering percentage of the initial cost of the ticket! In the majority of these cases, the required changes are beyond our control. When travel requests are completed, it is important that the requested travel dates are adhered to once the employee has agreed the proposed schedule and tickets are subsequently issued.

When a ticket is issued and for some unforeseen reason an employee is unable to return as scheduled, then some airlines do not allow a ticket to be registered as 'open' for use at a future date, and require a date to be determined incurring a substantial penalty cost and when a final date is eventually determined we face yet a further penalty cost for the same ticket!

In addition to the exponential increase in airline costs with extended transit times we now face the additional requirement to provide hotel accommodation where applicable following international standards wherein such accommodation is provided should the core layover exceeds 8 hours.

Nevertheless the fact that the accommodation rates are much higher than previously encountered we now face the scenario wherein arrival / departure times can lead to the accommodation period covering two days as defined by the hotel reservation time schedules. In such cases we would limit our reservation to one period with the employee being able to extend their occupation on an hour- to-hour basis if so required. In Istanbul we have available accommodation both Airside and Landside depending on

the employee's ability to obtain an Istanbul E-Visa. In some countries, we are forced to use Airside transit accommodation due to local Covid restrictions which needless to say are charged at premium rates.

Unfortunately, due to the ongoing Covid situation all travel related entities have increased their costs exponentially as they seek to recoup past losses due to lockdowns etc. to the detriment of the passengers and companies being required to provide such services.

Amazon has further developed their bespoke Database to ensure good governance and compliance with their ISO accreditation and weekly reports are distributed to responsible parties. The report computes the employee's projected leave date based on their arrival date, rotation schedule and records the number of days spent in Libya by that employee.

When an employee travels home the report compares the departure and return date to ensure compliance with the employee's contractual leave period and, if this is exceeded, the variance is flagged as non-compliant. Contractual adherence to an employee's Rotation Schedule is crucial to a company's commercial success notwithstanding the company's contractual obligation towards their client.

On the 5th July 2021, Libya reduced the Covid Test Validity period from the previous 72 hours to 48 hours. It is our understanding that the defined validity period runs from the time of the test until arrival in Libya. This unprecedented requirement presents a material problem for long distance international employees which can only be remedied by having a further interim Covid test which can now be obtained in Istanbul however this is only possible if one has an Istanbul E-Visa to facilitate access to the testing booths located in the landside of the airport. Those individuals who cannot obtain an E-Visa currently face a serious problem and we continue to seek a viable solution. We trust that this somewhat unrealistic requirement will change and we return to a 72 hour validity period as recognised in most counties at this time.

On the 8th July, flights between Tunisia and Libya were suspended and did not resume until the 19th August. Needless to say, this presented a problem for Tunisian employees notwithstanding the extra pressure on flights to/from Istanbul which have been heavily booked as a direct result of the suspension.

In late July, internal flights to/from Brega were suspended to limit the spread of Covid which had an impact on our employees to travel as scheduled, however we were able to make alternative arrangements. When flights resumed in August, there was an initial restriction on who could or could not travel, however this was later resolved and flights resumed as normal.

On a potential positive note, on the 5th of August meetings were held with the appropriate authorities to discuss the required mechanisms for lifting the European Union's ban on Libyan civil aviation, as well as potential actions to enable Libyan airports to receive world airlines in terms of security and logistics which according to the Ministry of Foreign Affairs' Information Office, would help to restore normality to Libyan civil aviation traffic. Early days but a potential positive way forward with respect to the overall travel sphere of operation.

Bearing in mind Amazon's strong commitment to their Duty of Care we have now reached agreement with our Travel Agent to provide additional bespoke care to our employees ensuring personal confidentiality at all times. The Covid-19 pandemic has brought a myriad of technological advances to the travel industry amongst which are extensive duty of care solutions. For ourselves and our employees the focus is now on safety and reducing potential risks. Using new travel technology, we are now able to check current travel restrictions and ascertain the requirements for travelling to a specific destination. Where applicable, any potential problems identified worldwide are brought to the employees and our attention when identified.



K2 LAST SUMMIT, AN EXAMPLE OF TEAMWORK

Curious about the climbing history of the Himalayas, and after a long time without searching for the latest news on the theme, I was amazed to discover that K2 was finally conquered for the first time ever in Winter. I realized at that moment that the last Holy Grail of mountaineering had been finally attained after longing expectations, unfortunate deaths and fierce competition by men for years.

The feat occurred on the 16th of January, 2021, in the midst of the COVID-19 pandemic. The members of the Nepali expedition led by Nimsdai Purja and Mingma Gyalje Sherpa were able to scale K2, the second tallest yet most enigmatic mountain of the world. The mountain, aware of that respect, surrendered its will to the climbers in a day that will be forever remembered.

This success could not have been possible without leadership and teamwork, even though mountaineering is a sport renowned

for its individualism and pride. This achievement has been long awaited for many years and finishes the age of first ascents of all the 8000er's in the planet.

THE EIGHT-THOUSANDERS

There are only 14 mountains measuring at least 8000 meters above sea level on earth (m.a.s.l.), and all are located in the Asian Himalayas. Mt. Everest is the tallest and most famous, measuring 8.849 m.a.s.l. It is closely followed by the runner-up K2 which measures at 8.611 m.a.s.l. (238m shorter).

The first successful ascent of an 8000er occurred on June 3rd, 1950, when Maurice Herzog and Louis Lachenal, members of a French expedition, accomplished the task atop the 8091 m.a.s.l. mountain of Annapurna (10th tallest in the world). This ascent was riddled with plenty of disappointments and intrigues.

Three years later, the conquest of Mt Everest occurred on the 26th

of May, 1953. The accomplishment was earned by a British expedition that put Edmund Hillary and Tenzing Norgay at the world's peak. Interestingly, both climbers agreed on not disclosing who was officially the first to reach the top.

K2, on the other hand, had a less "newsworthy" first ascent when Italy was able to support Lino Lacedelli and Achille Compagnoni in the challenging climb. Few people outside mountaineering circles, including myself, know much about this expedition or even about those two able climbers.

By 1964 all first ascents of the 8000er's in Summer were completed. In 1980, a new interest in the climbing community was sparked through the first Winter ascent of Mt Everest, by the Polish Krzysztof Wielicki and Leszek Cichy. Six more first winter ascents closely followed suit in the 80s and six more in the 2000s, but as of 2020, K2 remained untouched in the cold.

THE SAVAGE MOUNTAIN

Regardless of its non-poetic name, K2 holds plenty of mystery. Her name comes from the symbol “K2” given at a glancing distance in 1856 by the Col. T.G. Montgomerie of the Survey of India as the second peak measured in the Karakoran Range. The symbol “K1” was assigned to Masherbrum, a 7000er in Pakistan.

K2 is very unpredictable, as it is a pyramid of rock and ice very difficult to climb; K2 holds a death rate of 23%, second to Annapurna’s 27% death rate. The latter is the deadliest 8000er in the Himalayas. K2’s enormous death tolls earned her a reputation as the “Savage Mountain”, a name given by George Irving Bell from the disastrous tragic expedition of K2 in 1953 when he observed K2 as “a savage mountain that tries to kill you.”

Being the second tallest, K2 has been shadowed in fame and recognition by Mt Everest. Her name is seldom recognized outside the mountaineering world, as there are arguably several better-known mountains in the Alps (e.g. Mount Blanc, Matterhorn), the Caucasus (e.g. Mount Elbrus), Alaska Range (e.g. Mt McKinley or Denali), the Andes (e.g. Aconcagua), Kilimanjaro in Africa, or Fuji in Japan.

TEAM WORK IS THE KEY FOR SUCCESS

In a world where pure sportsmanship, true passion and honor to nature are the main drivers for mountaineers, it is also known that individualism, pride and competition are also an integral part to the sport of mountaineering. Many famous expeditions have been assembled to climb the Himalayas, although teamwork is not what stood out from those climbs.

Teamwork was what made this final winter summit possible. There are several tasks needed to be completed

prior to the climb that largely determine whether the climb will succeed or fail. The fine margins of dangerous summiting do not provide any leeway for the climbers, indicating that proper preparation is crucial. Very few strong climbers have been able to peak mountains without the supporting staff, although it is much more dangerous.

These tasks include camp set up, fixing ropes, anchor installation, logistics, route mapping and many other preparatory measures done in coordination between mountaineers. “They worked as a unified team to get the camps and fixed line early, they got lucky with the weather” quote by Alan Arnette in Outside webpage.

On the other hand, the leaders Nimsdai Purja and Mingma Gyalje Sherpa were outstanding climbers that arguably could have completed the final push by themselves, as they had the background to do it alone. As leaders, they decided instead to share this historical moment with the team, as all of them deserved to make it to the top.

“We are proud to have been a part of history for humankind and to show that teamwork and a positive mental attitude can push limits to what we feel might be possible.” declared Nimsdai Purja in his webpage. Three teams were involved in the climb, though they worked in unison to accomplish a common goal.

The winter summit of K2 is an excellent example of teamwork and leadership. Team members of any project, department or company should learn from them. We should be proud as well of what we do, working together for one common task, encouraged at the same time by leaders that can talk for the group and not for themselves.

My respects to: Nimsdai Purja, Mingma David Sherpa, Mingma Tenzi Sherpa, Geljen Sherpa, Pem Chiri Sherpa, Dawa Temba Sherpa, Mingma G, Dawa Tenzing Sherpa, Kilu Pemba Sherpa, Sona Sherpa.



By David Amesty

David has worked for more than 20 years in the hydrocarbon processing Industry including refineries, crude oil and gas processing, heavy oil upgraders and SAGDs, pipelines, tank farms and terminals, compression stations and petrochemicals.

With experience in energy ancillary systems, piping, heavy equipment and machinery, he has performed roles such as Mechanical Engineering, Lead and Principal Mechanical Engineer in important EPC Turnkey Projects in Venezuela, Ecuador and Canada. He also holds a BSc degree in Mechanical Engineering from the Central University of Venezuela, pursuing a Masters Degree in Engineering Management at Ohio University, US. David is a Professional Engineer for the Provinces of Alberta and Saskatchewan in Canada

SOURCES

- (1) Arnette, Alan (2021), “A Nepali Team Just Made the First Winter Ascent of K2”, www.outside.com
- (2) Purja, Nimsdai (2021), “K2 Winter. World first Mission achieved”, www.nimsdai.com
- (3) Whitman, Mark (2020), “Eight Thousands – The Complete 8000ers Guide”, www.mountainiq.com
- (4) Britannica, Encyclopedia “K2, Mountain, Asia”, www.britannica.com
- (5) Stone, Larry “Summitting ‘Savage Mountain’: The Harrowing Story of these Washington Climbers’ K2 Ascent”, www.seattletimes.com
- (6) www.8000ers.com



CONTINUOUS IMPROVEMENT AND TOTAL QUALITY MANAGEMENT

As economic pressures and competition continue to increase, many organisations are instituting continuous improvement programmes to enhance the quality of their products and services. These organisations employ proven leadership and management techniques:

- To focus attention on their customers' requirements.
- Improve organisational processes.
- Create a positive and dynamic working environment in which all employees can contribute.

Whether they call the programme total quality management, total process improvement, quality improvement process, or something else, these organisations agree that continuous improvement is the key to long-term competitiveness and survival.

Organisations need to address the philosophy and principles of continuous improvement and translate these concepts into elements that lie at the core of all successful improvement efforts. Some of the approaches to establish improvement strategies are:

1. Developing Systems Strategies Information Technology

IT developments are changing the business environment rapidly. Organisations are becoming increasingly dependent on their Information Systems (IS) for improving business performance – IS/IT is of strategic importance. Organisations can develop strategies which directly relate IS/IT to the achievement of corporate objectives and business strategies. Many organisations invest considerable time, effort and money in developing an Information Systems strategy.

2. Implementing IS/IT Strategies

Having achieved developing IS/IT strategies, organisations attention must shift to ensure the successful implementation of this strategy. Managers to contribute effectively to the implementation of IS strategies and provide a practical approach to managing information systems delivery, recognising the full extent of business and technical issues involved. It is relevant to all managers involved with delivery information systems related to their organisations.

3. Managerial Breadth and Depth

Senior functional or specialist managers with significant general management responsibilities, should broaden and improve their managerial effectiveness by exploring the range of different management disciplines, strategy formulation and implementation.

4. Strategy and Strategic Management:

Organisations to build strategic skills amongst a broad range of managers in all sectors, recognising that such skills are also necessary for effective management outside the boardroom.

5. Boardroom Finance:

Directors and top managers who influence the strategic decisions taken by their organisations, to emphasise on understanding and interpreting the relevant financial information for strategic decisions and on applying management information to help run the business more profitably. Sources of external financial information to be identified and techniques for achieving sustainable competitive advantage using available financial information.

Tariq Al-Obeidi
Consultant Oil & Gas Projects
October 2021

20 BENEFITS OF WALKING 30 MINUTES A DAY

@BELIEVEPHD

01 

REDUCES RISK
OF HEART
DISEASE

02 

HELPS TO
MAINTAIN WEIGHT

03 

REDUCES YOUR
STRESS LEVELS

04 

INCREASES YOUR
ENERGY LEVELS

05 

HELPS TO BOOST
YOUR MOOD

06 

GETS THE
BLOOD
PUMPING

07 

PREVENTS
OBESITY

08 

CAN HELP TO
REDUCE
ANXIETY

09 

INCREASES
FUNCTIONING
OF THE LUNGS

10 

INCREASES THE
BODY'S ACCESS
TO VITAMIN D

11 

REDUCES THE
RISK OF
CANCER

12 

CAN IMPROVE
QUALITY OF
SLEEP

13 

GIVES YOU TIME
TO PRACTICE
SELF CARE

14 

IMPROVES
COORDINATION
AND BALANCE

15 

IMPROVES
QUALITY OF
LIFE

16 


REDUCES
CHANCE OF
DIABETES

17 

WALKING CAN
SPARK
CREATIVITY

18 

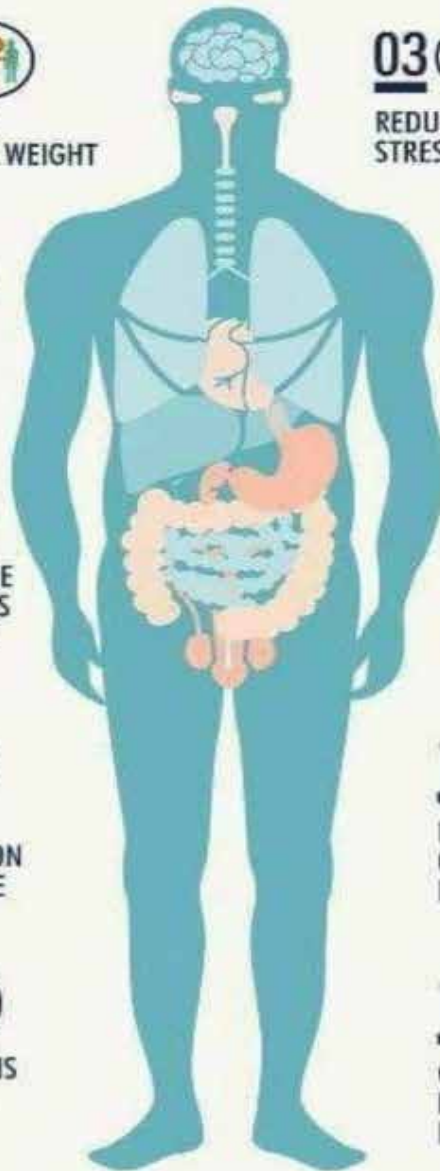
STRENGTHENS
BONES AND
MUSCLES

19 

CAN IMPROVE
BLOOD
PRESSURE

20 

CAN HELP TO
BOOST YOUR
IMMUNE SYSTEM



EMPLOYEE PROFILE

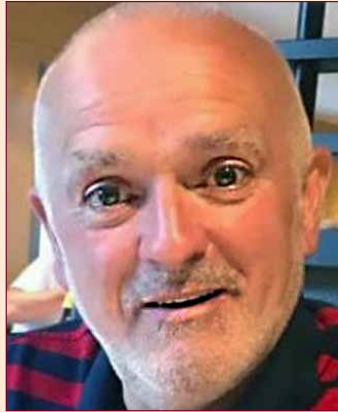
Mr. Munro is a Senior Architect Engineer currently assigned to the Sirte Oil Company.

Bob was brought up in the small village of Aberchirder in the North East of Scotland. (A prize awaits any reader who can pronounce the village name correctly LOL)

After Graduating from University in Aberdeen with a BSc and Diploma in Architecture, Bob experienced a varied and enjoyable professional vocation. Early work was undertaken within various architectural Practices in Aberdeen thereafter establishing his own small business. A specialism during his formative career became Industrial Architecture which directly assisted with diversification to a working career within the crazy world of the Oil & Gas Industry wherein he has been employed for nearly 20 years.

His material Involvement in Onshore & Offshore Building Projects has included working with major companies in widespread destinations such as Peru, Kazakhstan, South Korea, USA, Italy, and now Libya.

Throughout his Oil & Gas assignments, he has been entrusted with the Architectural design of numerous building types in collaboration with multi-discipline teams. Eg: Control Rooms, Fire Stations, Warehouses, Substations, Offices, Offshore Utilities, Offshore LQs etc. etc. (One particular Client even demanded provision



Robert (Bob) Munro
Chartered Architect

of a full-size Golf Driving Range within a Norwegian based FPSO, which was puzzling, challenging and satisfying in equal measure).

Bob's key skills include meeting demanding deadlines and working under pressure with strong Client collaboration skills with the ability to communicate ideas clearly to all members of a multi-discipline Design Team. He has a sound understanding of hazardous area / Onshore and Offshore construction techniques and compliance such as SOLAS, USCG, ABS, Shell DEP's and NORSOK Offshore regulations. In addition, he has experience in specifying,

evaluation and procurement of material packages within defined budgets and time restraints. Further experience includes development of FEED and Detailed Design Engineering through to construction of Offshore LQ, Process Accommodation, Utilities Areas and Onshore Buildings whilst being an integral team member developing and implementing HSE and Safety Design throughout duration of a Project.

"I'm now here in very sunny Libya, experiencing an interesting diverse culture and way of life. Hopefully my talents can directly assist Sirte Oil & Gas Production Company with their ongoing improvement and re-building programme. I am glad to be here to provide Architectural assistance with my diverse proven experience gained over the years."



Leaders in design & printing in Tanzania

DESIGN // PRINT // PHOTOGRAPHY // PHOTOBOOK

Books | Newsletters | Tickets | Business Cards | Calendars | Notebooks | Photo Frames | Promotional items Diaries

Head Office: 12C Industrial Plots, Julius K. Nyerere Road, Opposite Quality Centre,

Masaki Branch: Oyster Pearl Galleria, Ground Floor | Chole Road, Dar es Salaam

Tel: +255 748 501 009 • 786 784 345 | email: dtp@dtp.co.tz | www.dtp.co.tz

DTP is the Official printer of Amazon Newsletter



Amazon



Amazon Oil Services  **الأمزون للخدمات النفطية**

Amazon Oil Services is authorised to provide Services and Technical Support to Oil and Gas companies in Libya.

AOS is constantly looking for Professional Experts to meet our client's demands in various Oil and Gas Disciplines.

- Senior Mechanical Engineers
- Senior Electrical Engineers
- Senior Petroleum Engineers
- Senior Reservoir Engineers
- Senior Process Engineers
- Senior Geologists
- Senior Instrumentation & Control Engineers
- Senior EOR Engineers
- SAP Consultants
- Senior Civil Engineers
- Senior Corrosion Engineers

If you would like to be part of the **Amazon Family**, then please send your CV TO:

recruitment@ao-s.com

amazonoilservices@ao-s.com

Taqsin Ben Zeglam / Nofleen, Tripoli, Libya
Mob: +218 92 804 9559 | Tel./ Fax: +218 21 340 9185
E: amazonoilservices@ao-s.com | www.ao-s.com



