



# Amazon



**Amazon Oil Services**



الأمازون للخدمات النفطية

June 2019

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# Message from the *General Manager*

## *Welcome to June issue,*

Once again on behalf of AMAZON management, I wish to express my sincere appreciation for your unrelenting support, understanding and loyalty during these most difficult times. Whereas we currently face unprecedented ever-changing challenges within the travel sphere of operation we continue to provide a reliable service to our clients and our employees continue to travel to / from Libya albeit at times with great difficulty and unavoidable inconvenience as previously scheduled flights are suspended with little or no warning. Working together as a team we have been able to achieve innovative solutions to restraints as they transpire.

We continue to have our employee's welfare and safety foremost in our thoughts and operational decisions at all times and we trust and pray that the current unsettled situation will be expediently resolved and an equitable solution found. The continued support from our employees and Clients is pivotal to our lasting success and progress within a somewhat difficult market at this time.

I am pleased and proud to confirm that our recent ISO accreditation supervisory audit was successful and an updated certificate has been issued. I take this opportunity to thank you all for your contributions and continued compliance with established protocols. In conclusion, I trust that our next newsletter will confirm that the overall situation has improved and peace has returned and AMAZON continues to flourish and expand. I wish you well.

*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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# Travel News



**A**nother year and already we face a raft of unprecedented events and fresh challenges however, as always, we have been able find equitable solutions to such events.

The year began with the unwelcome news that the Libyan Airlines were substantially increasing the costs of their air tickets. The increased price of air tickets came as a reaction to the Presidential Council's decision to alter the Libyan Dinar-to-Dollar (\$) exchange rates at the banks from which the airlines are not excluded. This, unfortunately, increases our travel costs substantially however on a positive note may reduce pressure on the availability of seats!

In early March, a Turkish Airlines delegation visited the Mitiga International Airport in Tripoli to evaluate its readiness to conduct scheduled flights between Istanbul and Mitiga Airport. The visit aimed to assess the status of the airport and its facilities in terms of security and safety and to ensure that

procedures and equipment at the airport complied with internationally recognized standards before resuming Turkish Airlines flights to Tripoli. We continue to monitor this positive news as this would solve a myriad of our current problems such as baggage tagging etc. and would add further available flights to / from Tripoli. We trust that this will encourage International Airlines to return to Libya.

Unfortunately, one of clients lost its main contractor which had an immediate adverse impact on their ability to continue normal operations resulting in Amazon employees assigned to that Project being required to remain on vacation pending a structured phased return to work. We keep affected employees updated on the situation and trust that this will be expediently resolved in all our interests.

Our employees should be aware that when we process Ticket Reservations, it is mandatory that we provide current passport details. Should you use a different passport on your return

trip then this could present a myriad of problems. This would also impact on the validity of any Transit visit held notwithstanding the resultant impact on the Business Visa, Desert Pass etc. Accordingly, it is important that you monitor the validity of your passport on an on-going basis taking in to account remaining pages. Our computer database already flags when a passport is due to expire within 6 months however, we are understandably not aware of pages remaining. Please ensure that the Travel Department receives a copy of any new passport issued.

One of employees recently encountered a two-hour evening flight delay thus missing his long-haul international flight connection. Although late at night, we were able to arrange overnight accommodation in London and an onward flight the following day. Whereas this event demonstrates our ability to address a problem irrespective of the time we would reiterate our advice that should one become aware of a delay which could, or would, impact on a

following scheduled connection then we should be advised immediately so that we can take remedial action.

In another unprecedented event, an employee was unable to continue travel to his home airport due to problems in his home country. This was only identified on the last leg of the journey resulting in the employee being 'stranded' in Europe for several days pending continuation of the flight. We, as a company, provided accommodation in the interim. In the words of the movie – we leave no man behind – we will always have your back.

We recently encountered a delay in the publishing of Libyan Airline timetables and thus non-acceptance of flight reservations. Whereas we can reserve seats with International carriers months in advance on this occasion we were advised of April flights in mid March. This unprecedented predicament enforced us to forward employee flight schedules with outstanding return tickets. Where possible, we issued Return tickets with a dummy return date subject to change when required tickets were released albeit at a cost to change and required additional administrative input to ensure that all employees return on schedule. We trust that this unexplained tardy release of flight schedules delay is not indicative of future restraints in

being in a position to issue complete itineraries to employees in compliance with travel protocol wherein we request that employees submit travel requests well in advance.

Recently, we have found that some employees seek to dictate their preferences with regards to airlines used and routes contrary to explicit reference in employee contracts wherein we make clear that Amazon determines routes and airlines. Whereas we recognise that OTHER CONTRACTORS simply issue tickets without employee consultation whereas Amazon, as a company, pride ourselves in giving our employees the opportunity to review and accept our determined route and schedule before we issue the actual tickets. You should be aware that Amazon and its agent determine schedules based on past experience and viability. We endeavour to provide the most seamless flight schedule possible taking in to account transit times involved, potential transit visa restraints, available airlines etc. Whereas Libyan Wings is our preferred carrier based on reliability at times alternative carriers must be used to connect with international flight schedules.

Whereas overall cost has an obvious impact on itineraries this is NOT our key consideration and we do NOT enter in to protracted debates

with our employees on such matters. We treat our employees as family members and seamless expedient travel is our key objective. 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 an unforeseen problem, we expediently take remedial action to resolve. Employees should ensure that their Departure date from Tripoli and Return date to Tripoli stated on their travel requests takes in to account any internal flight requirements. Indeed when an internal flight is involved, the approved internal flight manifest should be sent with the Travel Request. We have become aware that some airlines incorrectly interpret transit visa requirements.

For the avoidance of doubt and sake of clarity, a transit visa is NOT required when a passenger is not passing through passport control in an intermediate airport and holds an onward flight to the next airport. This random restraint is mainly encountered on return flights to Libya wherein nationality plays a part however we now provide a so-called 'Comfort Letter' to employees which clarifies the passengers overall onward schedule. As clarified in our Terms & Conditions, passengers should travel



with hand luggage only in instances wherein it is impossible to obtain a transit visa for an intermediate airport thus it impossible to egress through passport control to collect any additional baggage.

Checked baggage allowance varies from airline to airline so passengers should confirm their allowance when tickets are issued bearing in mind that Amazon is not responsible for any excess baggage costs.

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 and action as this has a material impact on other required documentation such as the mandatory required Desert Pass.

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.

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 and we trust that overall stability returns to Libya in the near future.

Unfortunately, the 'Force Majeure' status imposed in 2014 still exists pending the resumption of International carriers to Libya following the closure of the Tripoli International Airport on the 13 July 2014.

## Functional Safety and Process Integrity

**D**o you know the difference between functional and occupational safety? Most of the people working in petroleum and petrochemical industry are quite familiar with occupational safety. But it does not happen with functional safety's concepts and purposes.

The use of personal protection equipment (PPE) and the safety rules to follow within production areas are classic occupational safety talks. These concepts are repeated until become part of our instinctive behaviour. However, not everyone knows about functional safety.

Unlike occupational safety, functional safety is directly related to the process safety. That is, its essential purpose is to prevent catastrophic accidents or if required, to reduce any undesirable consequence (people injured, casualties, affects to environment and assets).

One of the causes of catastrophic accidents are generally associated

with loss of containment. LOC is an uncontrolled release of any material such as gases, vapours or liquids, (toxic or non-toxic, flammable or non-flammable) contained within the production process like chemical reactors, separators, heat exchangers, pipes, pumps, compressors, storage tanks, among many others.

As a first automatic layer of protection functional safety systems intend to prevent possible loss of containment by detecting loss of process control that could lead in dangerous material leaking (e.g., very high or very low pressures inside a vessel) and taking automatic safety actions like blocking and depressurization of the affected process. As well known, such actions are taken by the Emergency Shutdown System (ESDS).

As a second automatic layer of protection, the functional safety system tries to reduce the consequences when the risk is in progress or it has already occurred, by taking mitigation actions. Fire

and gas detection (FGS) and mitigation systems are very well known in the industry.

Although ESDS and FGS have been widely used for decades, their design and technology have exponentially grown up, giving rise to the standards governing the Integrated Safety Systems (SIS) design, such as IEC 61508 and IEC 61511, applicable to production processes.

The SIS design is based on appropriate risk evaluation and their consequences by implementing analytical methodologies such as HAZOP. Each detected risk requires a rigorous evaluation of its likelihood and consequences.

Generally, Functional Safety Engineers (FSE) are Automation or I&C specialists and have been certified by worldwide recognized authorities (e.g., ISA, TUV, EXIDA) to carry out SIS safety life design and performance.

# The importance of Communication

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By Mr Essa Matoug

Communication is one of the most vital aspects in any operations, whether small or big ones, as it allows better coordination between every stakeholder in the Company, be it out in the fields or within the confines of the offices. Due to the nature of its operations, and given the geographical position of its presence throughout Libya, Sirte Oil Company (SOC) has always been faced with the enormous task of keeping everybody connected day and night, 24 x 7.

While the main SOC refinery is located in Marsa El Brega, its drilling basin stretches all the way to 200 KM to the south and its gas pipeline goes all the way from Benghazi in the East, to

Mellitah in the West, passing through and providing gas supply to some of the major cities in the Country. The challenge of providing interconnections to all the remote sites is not limited to the voice communication aspect, but more so with the transfer of daily operational data and data communication, e.g. SCADA, Security, Ethernet, etc.

Throughout the 80's and the 90's, SOC has employed a 34MBps Plesiochronous Digital Hierarchy (PDH) backbone transmitted through Microwave Radios to service the telecommunication requirements of its oil and gas fields. While this system served its purpose during those times, its inherent limitations and the ever-rapid developments in the field of Information and Communication Technology (ICT) has rendered this

system obsolete by the early 21st Century.

Some of the most obvious drawbacks of the PDH technology, as far as SOC operation is concerned are as follows:

- 1. Limited bandwidth** – The PDH system deployed by SOC can only provide up to a maximum of 34MBps of bandwidth which, when broken down, would only translate to 16 x E1 G.703 lines. This capacity mostly served to connect the voice requirement of the Company, with very minimal space available for data transmissions. The emergence of new data transmission technique for SCADA and Security Systems in the late 90's, i.e. from Serial to Ethernet, has further squeezed the available



space within the Company's Telecommunication Network.

2. **Unreliable transmission media and topology** – It is a given that atmospheric conditions above the Libyan Desert is quite unpredictable and would obviously affect any system that relies on the atmosphere for its transmission media. Although SOC has implemented strategies (diversity) to somehow mitigate the effects of the wild changes in the atmospheric conditions, it was somehow insufficient against the effects of fading. The worst part is, PDH only allows Point-to-Point (PtP) connections between sites with the whole bandwidth needing to be de-multiplexed first in order to access/extract lower

tributaries (interfaces). If one hop within the multi-hop linear topology goes down, the entire network behind it will become inaccessible.

3. **Lack of remote management capability** - One of the most important requirement in the maintenance of systems that are spread over a wide geographical area is the ability to remotely monitor and administer each equipment from a centralized location as it allows the immediate diagnosis, analysis and possible resolution of technical issues, minimizing system downtime and the need to deploy personnel to the site even on minor problems. Unfortunately, remote management is a form of data transmission and would further eat up the available bandwidth in the network if implemented fully. As such, it appears that this feature was not given much consideration in the design of PDH systems.

By the early 2000s the gas pipeline to Benghazi was laid out and with it came the first version of SOC's Synchronous Digital Hierarchy (SDH) system, the STM-1 (155Mbps). This ushered in a new era in the Company's Telecommunication Network as it offered all the capacity required by the operations at that time while addressing a lot of the disadvantages presented by the previous PDH network.

But as the saying goes, "**With great power comes great responsibilities**". As news broke out of the increased network capacity of its network, SOC started receiving request from various Companies, both private and state-owned, to use a portion of the bandwidth for their own telecommunication requirements. Waha and Agoco Oil Companies needed to connect their drilling fields in the south to their main offices and had asked to use the

SOC network to minimize the need for the establishments of new communication infrastructures.

Libyana and Madar started installing GSM Base Stations in the Company's oil and gas fields, as well as in nearby towns with the condition that SOC is going to provide the required link to connect the base stations to the main GSM exchange. So now the domino effect comes in. New services and technologies require an increase in bandwidth. Increased bandwidth necessitates the addition of new services to maximize the network. And now you require even more bandwidth for even more services.

By the late 2000s, the need for additional network capacity had become more obvious and necessitated the upgrade of the STM-1 network to STM-4 (622Mbps). Instead of totally decommissioning the previous STM-1 network in the fields, SOC decided to operate the new network in parallel with the old one, where all low-bandwidth services, i.e. voice, serial, etc., were kept in the old system, while all high-bandwidth services, i.e. E1, Eth, etc., were transferred to the new system. To augment this capacity increase in the fields, a new STM-16 (2.5GBps) network was also established in the gas pipeline to Benghazi right after the Libyan Civil War, to work in parallel with the previous STM-1 network.

Now, as always, new technologies have been emerging well into the 21st Century, which will require even more additional capacity to the network. SOC is not one to rest on its laurels and have already made steps to cope with this expected increase. The Company is now awaiting the acquisition and delivery of the latest STM-64 (10GBps) system to bolster its current network and provide an even better service to all its employees.

# The rise of computer related injury

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**T**he rise of computers and the Internet have improved various applications – business, education, entertainment, and health, among others. People nowadays are heavily dependent on computers, for research, communication, and productivity. However, scientists have found that the use of computers affects a human's well being.

## Muscle Problems

According to research, regular computer users complain about muscle soreness and muscle fatigue. They also experience numbness in back, chest, arms, shoulders, and feet. The major cause of these is poor posture while using the computer. Back and neck pain, headaches, shoulder and arm pain are common computer-related injuries. Such muscle and joint problems can be caused or made worse by poor workstation (desk) design, bad posture and sitting for long periods of time.

Tips to avoid muscle and joint problems include:

- Sit at an adjustable desk specially



designed for use with computers.

- Have the computer monitor (screen) either at eye level or slightly lower.
- Have your keyboard at a height that lets your elbows rest comfortably at your sides. Your forearms should be roughly parallel with the floor and level with the keyboard.
- Adjust your chair so that your feet rest flat on the floor, or use a footstool.

## Vision Problems

Too much focus on a computer screen is bad for the eyes. Prolonged exposure to computers, tablets, and smartphones cause computer vision syndrome.

Tips to avoid eyestrain include:

- Tilt the screen slightly to avoid reflections or glare.
- Make sure the screen is not too close to your face.
- Put the screen either at eye level or slightly lower.
- Reduce the contrast and brightness of your screen by adjusting the controls.



- Frequently look away from the screen and focus on faraway objects.
- Have regular eye examinations to check that any blurring, headaches and other associated problems are not caused by any underlying disorders.

## Obesity

The leading indicator of a sedentary lifestyle is the use of the computer for several hours. Approximately, 2.1 billion people or 30% of the world population are obese or overweight. The use of computer makes these people, especially children, to be inactive, which will increase their risk to obesity and later on, to diabetes and heart disorders.

These are some of the reasons why you should regulate your use of computers. In most cases working at a computer is necessary for your job. However if you can take frequent short breaks, go for a walk, or do stretching exercises at your desk, then you might find you can help avoid computer-related injuries.



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**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:

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# Employee Profile



**Luis Garrido Raschio**  
Senior Control Systems Engineer

**L**uis has a strong experience in Instrumentation & Control Systems for engineering detail design, programming, testing, commissioning, maintenance and training. He has the ability to manage projects as a key member for Instrument, & Control Systems roles in Oil and Gas Processing plant, Pipelines, Terminals, Oil Refinery, Sand Oil, and Custody measurement projects in challenging locations (Africa, Middle East, Caspian Sea, Asia, USA and Canada) Luis has provided lead to project engineering deliverables (P&ID, C/E, control narrative, instrument index, loop drawing, C&E diagrams, instrument data sheet, valve selection, SIL/Hazop, etc.), FAT/SAT testing, loop & functional test, F&G, MCM,

commissioning and start-up for I&C systems.

On his opinion about Amazon he states: "My experience with Amazon Oil Service is very good, they provide all kinds of support with travelling, visa, hotel, transportation etc. They are very well organised managing contractors. I am working in Sirte Oil Company as a Lead of the control systems maintenance and training of different vendors of DCS/PLC and ESD systems, operator stations, networking, compressor controls, F&G systems, etc., for all SOC field gas plants. Develop Scope of Work (SOW) and technical specification to upgrade controls systems for Sirte Oil Company units and plants.



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## Ramadan around the World

**M**uslims worldwide are welcoming the holy month of Ramadan with much anticipation and delight. Traditionally marked by the sighting of the crescent moon, more than 1 billion Muslims will celebrate and reflect on their faith as they fast from sunrise to sunset for the whole month. Designed to purify the body and focus on spirituality, Ramadan is a time when traditions and customs are highlighted, giving each country its unique spirit.

Every year, Muslims prepare themselves and their homes to focus on the sanctities of the month. Homes are calmer, prayers are heard across cities, iftar meals to break the fast are prepared early, youths volunteer and spread joy to the less fortunate, and family gatherings abound — these are just some of the highlights of the month. With plenty of food to go around, it does not matter if you are poor or rich —

the shared experience of generosity brings people together.

Across Saudi Arabia, Ramadan rituals are sacred in many households. As the sun starts to set, homes are filled with the smell of cardamom and Arabic coffee, which is prepared for iftar. There is also a heady mix of fried dough, prepping for sambosa, and the sweet smell of karkadeh, a hibiscus tea. Across the Kingdom, recitals of the Qur'an can be heard as family members start trickling into their elders' homes with dishes of Arabic sweets such as lugaymat and atayef (thin pancakes stuffed with cream or crushed fried almonds with syrup). Saudis break their fast with a few dates and milk or a yogurt drink sometimes mixed with mint leaves.

In Egypt, children run around their neighborhoods swinging a small fanoos (lantern) and singing "wahawi ya wahawi," a folkloric song that celebrates the start of

Ramadan. Egyptians decorate their homes, streets and alleyways.

Known for their hearty cuisine, their meals are heavy for iftar and light for sahoor, the last meal of the night before resuming the fast. Families and friends gather in mosques and pray alongside each other. After concluding prayers, they gather in homes or at cafes under lights and hanging lanterns enjoying shisha and tea. A deeply rooted Ramadan custom in Egypt is the mesaharati, a man who wanders neighbourhoods with a small drum waking people up an hour or two before dawn for sahoor, chanting "wake up sleepy, proclaim the oneness of the Everlasting."

So while the spiritual intention is the same, different communities display their own unique spirit of Ramadan, preserving customs for younger generations to observe and keep.

