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Castrol Turkey, Ukraine and Central Asia Director

Aslı Yetkin Karagül:

**We will play a key role in the
Turkish EV market**

'Stars of Export'

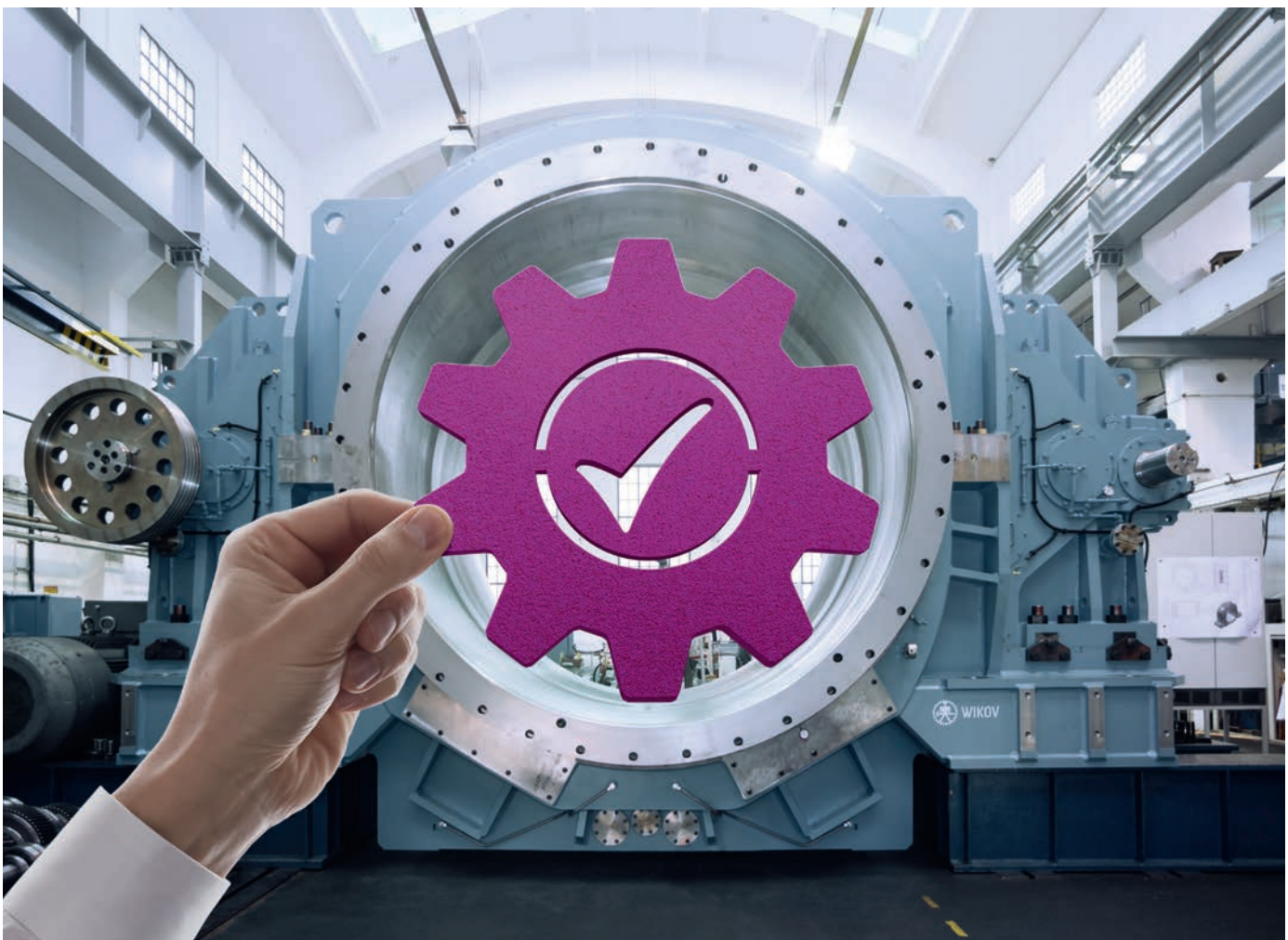
announced at an online
awards ceremony

Great cooperation

agreement signed between
Petrol Ofisi and Chevron

Liqui Moly

in the black during
the Corona crisis



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Editor's Letter



While the economic effects of the pandemic continue to be felt all over the world, the lubricant sector is also facing some difficulties. Companies take some measures and develop new projects to alleviate the burden on both their employees and customers. You see Aslı Yetkin Karagül, Castrol's Turkey, Ukraine and Central Asia Director, on our cover page. We asked her about Castrol's works during the pandemic, the social responsibility projects they have undertaken, their production and export figures, and her future predictions.

In this period, we have continued our webinar series. We hold live broadcasts with experts on topics that attract the interest of every industry that touches lubricants. We suggest you to follow

our social media accounts and never miss any announcement for these informative broadcasts.

Petrol Ofisi is one of those companies that quickly adapted themselves to the challenging conditions of the pandemic and acted fast to overcome those challenges. From the time the first COVID-19 case was announced in Turkey, they decided to continue their customer trainings virtually in order to avoid any interruption. Their 'tailor made' online trainings have attracted so much interest that even non-customers contact Petrol Ofisi to request online training.

One of the key topics of this issue is the deal signed between Petrol Ofisi and Chevron. The deep-rooted collaboration between the two brands has expanded into the production and distribution of Chevron lubricant products by Petrol Ofisi in Turkey. This agreement shows the confidence and trust of Chevron in Petrol Ofisi and Turkey.

The Stars of Export awards, given each year by İKMİB, found their owners at a virtual ceremony this year due to the pandemic. The top five companies in the Lubricants category were announced at the award ceremony held online under the moderation of Oylum Talu. The awards were presented to the companies virtually at the ceremony held with the participation of Ruhsar Pekcan, Turkish Minister of Trade, İsmail Güllü, Chairman of Turkish Exporters' Assembly (TİM), and Adil Pelister, Chairman of the Board of İKMİB.

In our interview section, you can learn more about Reksoil, the only national company among the top five Stars of Export. We asked Mustafa Aktaş, Chairman of the Board of Aktaş Group, to tell us their secret of being in the top five and the source of their determination.

Hoping to hear new success stories from our industry even in tough times like this...

Enjoy reading.



Turkey Edition

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ADIPEC 2020 to be held virtually

dmg events, organizer of the Abu Dhabi International Petroleum Exhibition and Conference (ADIPEC), and with the support of its strategic partner and host, the Abu Dhabi National Oil Company (ADNOC), has announced that the ADIPEC Strategic and Technical Conference will take place virtually between November 9 and 12, 2020.

This follows a directive from Abu Dhabi's Department of Culture and Tourism that events should not take place in light of Covid-19 restrictions. The next full in-person annual exhibition and conferences will take place from November 8 to 11, 2021.

The decision to hold an online event ensures the ADIPEC Strategic and Technical Conferences will continue to provide the thought leadership that will frame the future oil and gas landscape and connect global organizations to shape the industry's future.

Omar Suwaina Al Suwaidi, Chairman of ADIPEC said: "Despite the global challenge of COVID-19, we are delighted the ADIPEC Strategic and Technical Conferences will take place virtually this year, enabling leaders from across the oil and gas industry to come together to share ideas and connect on a range of key industry trends, challenges, and opportunities.

"The health and welfare of all ADIPEC participants is our highest priority and we look forward to welcoming all visitors to the full in-person exhibition and conference at ADIPEC 2021. As we look to the future, collaboration, technology and innovation will be essential levers as we continue to identify new smart growth opportunities across the global energy landscape."

ADIPEC is an annual global industry event that attracts world energy leaders to discuss and debate the future of global energy markets, geopolitics, and technology. Held for more than 35 years, ADIPEC underpins Abu Dhabi as a global energy hub in bringing together the best of minds at a government and industry leadership level including senior academics, technology innovators and financial leaders.

dmg events Global Energy President, Christopher Hudson, said: "We are committed to ensuring ADIPEC remains at the heart of the global oil and gas landscape, driving forward the conversations, collaborations, and connections that address key challenges and fuel innovative ideas and strategies that shape the industry.

"By staging a concentrated and abridged virtual conference programme this year, ADIPEC will utilise cutting-edge technology that has evolved exponentially over the past 4-5 months, to ensure the industry and its community has a voice to discuss and share the learnings of this year and into the future."



New Chicago lab extends Total Lubmarine's technical services reach

Total Lubmarine has extended the global reach of its technical support services with the opening of a new Diagomar Plus Laboratory in Chicago, USA.

The new lab opening means the marine lubricant specialist now has 5 centers around the world – with Chicago joining Ertvelde (Belgium), Singapore, Shanghai, and Panama City.

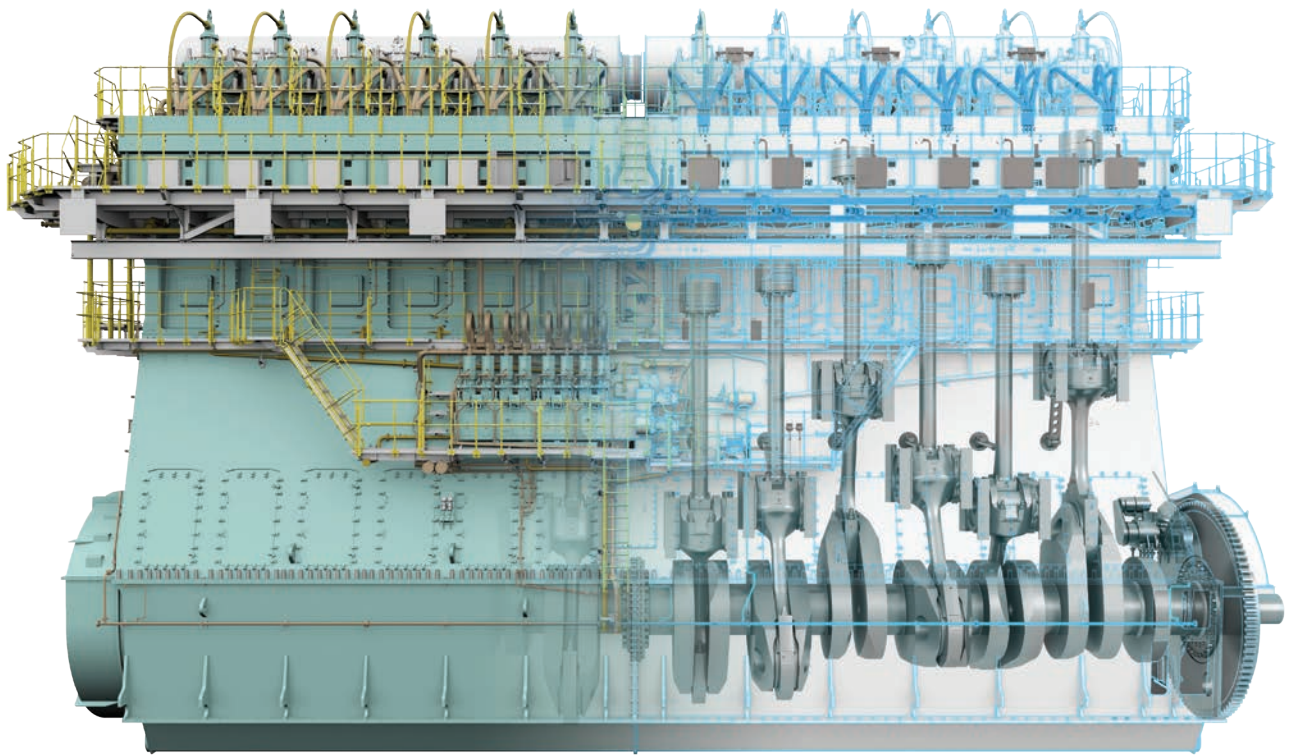
"Our customers around the world value the level of technical expertise and support our dedicated teams are able to offer them to not only help deliver engine lubrication recommendations for optimum cost control results but crucially, through analysis and insight of equipment, to ensure operational efficiency and safety, and helping reduce vessel machinery downtime. So we are delighted to extend this level of technical support still further with the opening of our new Diagomar Plus Laboratory in Chicago," said Olivier Suming, Service Product Manager at Total Lubmarine.

Through the new Lab, Total Lubmarine's customers in North America are able to access rapid and accurate lubricating oil analysis services for monitoring the performance and condition of marine engines and auxiliary machinery – helping them proactively prevent unnecessary damage before it happens.

The range of services available through the new Chicago Lab include standard analyses for Engine Oil, Non-engine Oil, Drain Oil, Thermal Oil, Stern tube Oil, and EAL (Environmentally Acceptable Lubricant).

The combination of technical services, expert lubricant knowledge and specialist insight offered by Total Lubmarine's Lab network enables ship operators and crews to decide the best courses of action specific to their vessel. This is supported by dedicated marine lubricant specialists from Total who can assist and advise whenever required.





WinGD brings greater transparency to cylinder oil decisions

Engine designer WinGD (Winterthur Gas & Diesel) has prioritized collaboration and transparency in its new cylinder lubrication guide, to ensure that selecting the right oil is easier than ever. For the first time, the new documentation provides ship operators with consolidated, at-a-glance information highlighting the specific usage conditions for each and every approved cylinder oil.

The guidance is the result of several months' work with major oil companies to make usage requirements more transparent. Previously, the guidelines for each oil were found only in the industry standard No Objection Letters (NOL) issued by WinGD to oil companies, and available only upon request by a customer to an oil company directly. Now this information has been included in the full list of approved cylinder oils.

To find an appropriate cylinder oil, users first select a suitable Base Number (BN) range based on their fuel sulphur content. Customers then look through the guide to see which oil products fall within a specified BN range. The document then highlights whether each oil is approved for general, long-term use or whether further stipulations – such as a time limit or greater frequency of inspections – are required. An additional category, labelled as 'DF validated' shows whether the oil has passed a validation trial while burning gas as the predominant fuel during that trial.

"Cylinder oil is not just another consumable onboard – it's considered an important engine component that ensures reliable operation," says Frank Venter, WinGD Project Engineer Tribology Fuels & Lubricants. "Given the already wide variability in existing fuels available, it is important that engine companies and oil suppliers work together to offer clarity for ship operators about which oils can be used and how. This will become increasingly important as we embrace a decarbonised future with potentially multiple varied sources of both liquid and gaseous fuels."

The development follows extensive work with oil majors in the run up to 2020 to ensure that cylinder oils could meet the challenges of new fuel types. The engine designer's well-established validation procedure has identified many cylinder oils with a broad spectrum of properties (including BN) which are fit for operation with both low and high-sulphur fuels as well as for gas fuel operation.

The correct use of appropriate cylinder oil completes WinGD's robust and well-proven tribological design concept. Its engines feature state-of-the-art cylinder lubrication systems combined with unique cylinder liner, piston and piston ring designs. These improve reliability and enable a long time between overhaul for combustion chamber components, ultimately resulting in more predictable and lower cost engine maintenance.



NLGI welcomes new President, Jim Hunt

NLGI welcomes new President, Jim Hunt of Tiarco Chemical for the 2020-2022 term. Jim previously served as NLGI's Vice President and has been a part of the Executive Committee for the past few years. Jim Hunt is the Global and Sales Marketing Director at Tiarco Chemical who passionately partners with customers to strive to exceed their overall expectation.

Jim has been in the chemical business for over 30 years, including the last 18 years at his dream job at Tiarco Chemical. In his spare time, Jim enjoys many activities including golf, snow skiing and wake boarding. Jim has an Associate's Degree in Applied Computer Science Technologies with a fiber optics background as well as many operational and sales education certifications.

The true highlight for Jim's career has been the honor and blessing to be an active board member for the NLGI. Servicing the NLGI BOD and its value members remains an honor and a blessing for Jim that he cherishes every day.

Over the next two years, Jim plans to continue moving forward NLGI's strategic priorities including:

- Membership Growth, Engagement and Global Outreach
- Expanding Educational Opportunities
- Effective Governance and Leadership
- Communication of NLGI's Knowledge-Based Resources and Certification
- Certification Upgrade
- Enhancing Opportunities for Networking and Discussion on Emerging Industry Trends/Applications

"I am extremely honored to be your new NLGI President for the next two years. My goal, as your NLGI President is to continue to assist the NLGI in achieving our key strategic priorities. Additionally, I encourage all NLGI members to participate and get involved. Please consider volunteering for one of our committees or subgroups, attend our Annual Meetings and other trainings as well as utilize the industry resources available to you. This is our NLGI." says Jim Hunt, Tiarco Chemical.





Liqui Moly in the black during the Corona crisis

The German lubricant company Liqui Moly also is not being spared by the global pandemic. Thanks to an aggressive strategy to overcome the crisis, sales had nevertheless grown by the halfway point of the year – almost three percent compared to the previous year. Earnings declined, however. For Managing Director Ernst Prost, this is no cause for concern: "Through our determined actions and our excellent products, we have asserted ourselves on the market and continue to be in the black."

Liqui Moly's sales at mid-year rose by 2.9 percent compared to the same period last year. Considering the global economic crisis and the massive decline in fuel consumption worldwide due to the lockdown, this is a remarkable success in the highly competitive oil business. "Our products are systemically relevant. Logistics, agriculture, workshops, emergency services and industry are dependent upon lubricants," Managing Director Ernst Prost emphasizes. The greatest effect for the extraordinary success of the company was provided by Liqui Moly's proactive strategy. For example, 18 million Euro were invested in classic advertising measures, print, TV and radio, over and above the estimated annual budget. In addition, over 4 million Euro were donated in the form of products for rescue and mobile care services.

In Germany, Liqui Moly's sales increased by over 5 percent. In the international market (approx. 150 countries), the overall growth was more than one percent. Some countries, including China and Russia, have been hit particularly hard by the crisis, and the lubricant specialist is also feeling the effects. But Liqui Moly is broadly positioned both with its product range – around 4000 different articles (B2B and B2C) – and in the international consumer market. "We thus achieve a wide spreading of risk, which makes us a resilient company," explains Günter Hiermaier, the second Managing Director of Liqui Moly.

Strong growth in the oil, motorcycle and bicycle segments

Liqui Moly was able to achieve high growth rates in the motor oil sector. In Germany, the increase in sales here was 17.8 percent. Transmission fluids increased by 16 percent. "Oils are our core competence. Our customers and partners appreciate the premium quality and our excellent service. Made in Germany and our social commitment are very well received. This confirms the correctness of our approach," explains Prost.

However, other segments, such as Motorbike, Marine and Bike, also displayed a significant increase in sales in the first half of 2020. Ernst Prost says that in this regard the lockdown is showing the other side of the coin: "People now have time to pursue their hobbies. With all the hardships caused by the pandemic, this is a positive aspect. When people combine their hobbies such as motorcycling with Liqui Moly, I am particularly pleased. They don't want just any oil – they want quality, and they choose Liqui Moly."



FUCHS launches product line FUCHS BluEV for e-mobility

The FUCHS Group, which operates globally in the lubricants industry, is expanding its product portfolio with a dedicated product line for e-mobility and will be offering its customers a comprehensive product range for electric vehicles and the associated components in the future with FUCHS BluEV.

Electromobility applications present lubricants and greases with major new challenges that FUCHS faces with a diversified and comprehensive product range. The FUCHS BluEV product line will initially comprise three product categories: FUCHS BluEV DriveFluid—transmission oils in electric and hybrid drives, FUCHS BluEV MotorGrease—grease products for electric motors designed especially for e-mobility applications, and FUCHS BluEV ThermalFluid—dielectric heat transfer media for automotive applications. This way, FUCHS offers an efficient and optimally aligned 360-degree solution for lubrication, thermal management, and protection of the components for all areas of e-mobility from a single source.

"The transition to e-mobility is presenting our customers in the automotive industry with major challenges, which we help them to tackle. As a development partner of numerous premium manufacturers in the automotive sector, we possess the professional excellence necessary to address global and local customer needs in the best possible way. Over 90 years of expertise and experience are reflected in the development of new lubrication solutions that are needed in the systems of the future—for example, new combinations of an electric motor and transmission, with and without a combustion engine," says Stefan Fuchs, Chairman of the Executive Board, reinforcing the aspiration of the FUCHS Group to be a reliable and innovative partner to its customers in the area of e-mobility as well.

"We are definitely breaking new ground at FUCHS with the concept of a 'product line'," says Joerg Wehrle, Vice President Global Product Management Strategy, emphasizing the importance of e-mobility for the Group. "So far, we have operated only with product brands. The new product line will cover all products and solutions that are geared especially towards e-mobility, across all product groups, areas of application, and industries."

The FUCHS BluEV line will be presented in the context of the Tech Day, which will take place on August 27, 2020, in Shanghai, China, and then gradually rolled out worldwide.



Great cooperation agreement signed between Petrol Ofisi and Chevron

The agreement signed between Petrol Ofisi, the leader of Turkey's fuel and lubricants sectors, and Chevron, one of the world's leading oil and lubricant companies, covers a long-term strategic partnership. This cooperation has a holistic scope that includes the licensing, production, distribution and marketing of Chevron's lubricant products under the Texaco brand.

In scope of this deal, Petrol Ofisi and Chevron have started joint work on technology development and production preparation. Simultaneously, Petrol Ofisi will also start distributing and selling Chevron's Texaco-branded passenger car lubricants, heavy duty lubricants and industrial products, with its 16,000 points of sale all around Turkey. Once the relevant preparations are completed, it is planned to start the production of Chevron's lubricant products in Turkey in 2021. All of the products that are produced in Turkey will be distributed and marketed by Petrol Ofisi under the Texaco brand.

This agreement signed between Chevron and Petrol Ofisi is not the first collaboration between the two brands. Since 2014, Petrol Ofisi has assumed the distribution and marketing of Chevron's marine lubricants. The mutual trust and satisfaction from this successful collaboration has been one of the key factors that laid the ground for this long-term agreement between Petrol Ofisi and Chevron.

“This deal is also an indicator of Chevron's trust in Petrol Ofisi and Turkey”

Selim Şiper, CEO of Petrol Ofisi, pointed out Petrol Ofisi's goal for providing quality products and services and its customer-oriented approach. “In the lubricants sector, of which we are the leader with this approach, we offer ideal solutions to Turkey's needs in this field with our 16,000 points of sale all across Turkey, and our wide product range covering more than 400 products that we develop in the Petrol Ofisi Technology Center – POTEM and produce in our plant in Derince. We are now expanding these ideal solutions even further with Chevron products. Our long-term and wide-ranging cooperation

with Chevron is, in a sense, a good indicator of Petrol Ofisi's success in production, distribution and marketing in the field of lubricants. This signature by Chevron also reveals their confidence and trust in Turkey and the potential of our country,” he said.

“Our deal symbolizes the beginning of a new area in our collaboration”

Colleen Cervantes, President of Chevron Lubricants, said: “The first cooperation agreement between Chevron and Petrol Ofisi was signed 70 years ago. This deal symbolizes the beginning of a new and important era. Petrol Ofisi is the leading actor in Turkey's fuel and lubricants sectors. The strong synergy between Petrol Ofisi and Chevron will further develop this new brand extension opportunity.”



Selim Şiper



Colleen Cervantes



Petrol Ofisi offers tailor-made training options

With nearly 350 products that it develops and produces, Petrol Ofisi provides ideal solutions for almost all needs in Turkey in the lubricants field under one roof. The company continues its customer trainings online to avoid any interruption due to the pandemic. 'Online Class Technica Trainings', which it has started to offer on March 12 right after the first case was announced in Turkey, is provided for all sectors in 6 groups as 'Automotive', 'Industrial', 'Shipping & Construction', 'Marine', 'Distributor' and 'Exports'. The interactive trainings are shaped in line with the demands and needs of the participants, in addition to the general subjects. In the scope of Petrol Ofisi Online Trainings, over 1,200 trainings were given to more than 700 participants within the framework of more than 100 special courses for 50 corporate customers from different sectors. In addition to Turkey, the trainings are also planned to be organized in Kazakhstan, Azerbaijan, Kosovo and Greece and eventually in all 33 export countries.

"We receive requests for our online training even from non-customers"

Sezgin Gürsu, Petrol Ofisi Lubricants Director, emphasized that the industry leader Petrol Ofisi is an expert in the field of fuel and lubricants with its many characteristics such as infrastructure, technology, know-how and R&D power. He said:

"As Petrol Ofisi, we always stand by our customers and support them in every field to meet their needs and demands in the best way possible. We are in constant cooperation especially with our corporate customers in the field of lubricants both in terms of product development and with the training we provide. With nearly 350 products we developed at Petrol Ofisi Technology Center - POTEM and produced in our plant in Derince, we are able to meet almost all of our country's needs in the field of lubricants. The trainings we provide cover every sector.

In line with the requests of our corporate customers, we create special classes for a certain number of participants and/or for different subjects. Our expert trainers answer the questions of the participants during the training and can elaborate on the areas that they are interested in. Our training content is also tailored to the needs and demands of each customer. In other words, we prepare and provide "tailor-made" trainings for each of our customers. The trainings we provide attract so much interest in the real sector that we also meet the demands of many companies that are not our customers but contact us upon the satisfaction of others. As a result of the great interest and demand, we plan to continue our online trainings in the future, which we provide as per an intense program during the pandemic."





Motul's maintenance suggestions for long-distance trips

Plans have been made to go on a holiday and meet with remote family members. But, have you had the car serviced before you hit the road? We have listed the things to do for your holiday to start with a pleasant journey.

- Have your **engine oil** checked to save fuel and increase the performance of your vehicle. To sustain your engine performance and to drive with pleasure, have your engine oil changed within the intervals recommended by your vehicle manufacturer and car service. It is very important to choose the right oil for your vehicle. The needs of each vehicle are different. The oil selector on Motul's website is the right tool for you. At www.motul.com/tr/tr/lubricants, you can easily learn what suits your needs among Motul's product range and additives according to your car's brand, model and mileage.

- Have **air conditioner and filter** checked to protect yourself from bacteria and bad odors. As you will spend long hours in the vehicle, make sure your AC filters are in good condition. Healthy operation of your AC system is of great importance for the comfort of both the driver and the passengers. Also, be careful to choose carbon filters that prevent bad odors, bacteria and allergens.

- Have your **brake** maintenance done, never take it for granted. Nothing is more important than your safety on the road. Make sure to have your brake maintenance, which is one of the most important safety factors to prevent accidents.

- Check your **cooling fluid**, prevent overheating in hot weather with Motul Motocool. It is important to check your cooling fluid to avoid overheating during long journeys in hot summer months. You can safely use Motocool products.

- Check if there is any **water, oil or fuel** leakage. Make sure to have your car checked for any water, oil or fuel leakage, which is the most common problem that turns your journey into a nightmare.

- Have your **tires** checked and travel safely. Make sure that your tires are appropriate for the season's temperature values and road conditions, and that the air pressure as well as wheel alignment and balancing is checked.

- Make sure to **get enough sleep before you set off**. To protect yourself and your loved ones, make sure you have had enough sleep before you hit the road, and take a break whenever you need. To avoid distraction, put your phone on silent and let yourself go with the rhythm of the ride.



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“We will play a key role in the Turkish EV market”

The lubricants industry will retain its importance despite the changing dynamics, and Turkey will play a key role in the electric vehicles market in the medium term with its domestic and foreign sales, according to Aslı Yetkin Karagül, Turkey, Ukraine and Central Asia Director at Castrol.

We would like to start with the COVID-19 outbreak, which is currently one of the top priority issues for all industries and humanity. You, as Castrol, have carried out many support projects during this very difficult period. Could you tell us a little bit about your works?

2020 has been a year that upsets all balances. Together, we see that priorities are reshaped for

consumers and customers. Being a reliable brand and having the ability to offer solutions quickly in times of crisis is now more important than ever.

From the time the first COVID-19 case was seen in our country, we as Castrol Turkey have always endeavored to be side by side with the society, our stakeholders and employees, who are affected by this process. We



have adapted our business processes to the conditions in order to overcome this period with the least impact for both our country and all stakeholders of Castrol. We have focused on communicating with our customers and consumers, making them feel the support of Castrol in their work and life.

Everyone is affected differently by the pandemic. Not just those who are infected, but everyone can face different impacts. We created the Uzman Eller (Team of Experts) Support Line for the foremen in order to help alleviate this situation. Our foreman can talk to experts who provide personal psychological support or healthy nutrition counseling by phone.

In this period, we have continued our trainings for customers on digital platforms. We have increased our communication methods and I can say that most of them will continue to be used. As a result of our increased sensitivity to hygiene with COVID-19, we provide hygiene and disinfection guidance to our private services, which are the points that are in direct contact with consumers,

quite different from today. Do you foresee changes in the consumption and usage habits due to the impact of the pandemic, the actions taken for increasing the use of electric vehicles and the rising environmental sensitivities? What awaits lubricant producers?

In recent years, countries have taken several decisions to reduce emissions worldwide. Vehicle manufacturers have already started to work on hybrid and EV solutions. Today it seems like the vehicles to be manufactured in the medium and long term will begin to change from internal combustion engines to hybrid and electric vehicles. It is estimated that more than half of the new cars manufactured will still be internal combustion engine cars in 2040, and by 2050, 70 percent of the newly manufactured vehicles will be hybrid and electric cars. The fact that engine oil will be used in hybrid vehicles, and the need for new technology products such as e-liquids and e-grease will continue to exist for transmission, batteries and powertrain in EVs means that the lubricants industry will preserve its importance in the future.



and we also assist them in material procurement. We have continued to work and produce in our Gemlik facility, taking into account the social benefit. Our office personnel are currently working from home, except for the limited number of employees who are required to be in the office.

We have started new collaborations that reveal the spirit of this period. We have collaborated with the Ahbap Association to support them in their works to meet the needs of foremen and apprentices who are exposed to the negative effects of the COVID-19 pandemic. In addition, we invited foremen and apprentices to join our Uzman Eller platform, where they can advance their competencies.

I believe we have overcome this challenging in the best way possible thanks to our years of experience, strong structure, and close connection with our customers and consumers.

It looks like the future of our industry will be

This means that we will start to see e-liquids, which are developed by targeting new technologies, more often in our lives. In EVs, e-transmission fluids and battery coolants will gain a wider place in our lives in the next five years. Our e-transmission and battery cooling fluids for EVs have already started to be used by equipment and vehicle manufacturers. We see Castrol e-liquids in many EVs in the market, with product developments we have made with parts and equipment manufacturers that already play a key role in the electric car ecosystem. Castrol e-liquids are used in many different vehicles from the cars of SAIC, one of China's largest vehicle manufacturers, to Jaguar's I-Pace.

In order to transfer our R&D experience we gained in the global arena, we have established a working group within Castrol Turkey. To be prepared for the period when our country will have a more effective transition to EV technology, we have already started working with vehicle, parts and equipment manufacturers of the hybrid and electric car market. We believe that Turkey

will play a key role in the EV market in the medium term with its domestic sales and exports.

We would like to hear your assessment of the first half of the year, both for Castrol and for the industry in general.

There was a growing lubricants market in Turkey until 2019 and the lubricants industry grew by 6-7 per cent in the last two or three years. Automobile and commercial vehicle sales, which reached approximately one million units, had a definite effect on this. However, both the decline in new vehicle sales in 2018 and 2019 and certain global economic fluctuations negatively affected the lubricant industry as well as all other sectors. Likewise, new vehicle sales decreased to 480 thousand units in 2019 from almost a million in the previous years. The impacts of this started to be observed in 2019 and in the first quarter of 2020. According to PETDER figures, the lubricants market shrank by about 8 percent compared to 2018. Automotive sector, which is the locomotive industry in Turkey, still stands out as a sector that has a

growth potential despite the fluctuations. Thus, it has a direct impact on the lubricants industry.

According to the Petroleum Industry Association (PETDER) data for the second quarter of 2020, we are still the market leader with our share of 28.8 percent in the use of multi-grade engine oil in Turkey. We ended the first half of the year with a 23.2 percent market share in the automotive lubricants market. In the industrial field, we continue to grow in the sectors where we provide value added services.

What can you say about the production and exports in Turkey?

With its annual filling capacity that exceeds 85 million liters, our Gemlik plant in Turkey realizes 12 percent of the annual lubricant production volume of Castrol's total capacity for the region, which targets Europe, Russia, Africa and Central Asian countries. Here, we produce 85 million liters of lubricants and derivatives annually. 85 percent of this production is offered to the domestic market and the remaining 15 percent to the



Castrol-Gemlik Plant



foreign market. In addition, we have the flexibility to increase our filling capacity in parallel to the increase in our exports. With our wide export network and capacity, we are one of the top three companies in terms of exports according to the recent list of exporters of the Istanbul Chemicals and Chemical Products Exporters Association. We aim to increase the number of countries and tonnage of our exports. With the new destinations that we expect to be finalized in the near future, the number of our export countries will increase.

Could you share your plans as Castrol for the new period?

As Castrol, we will continue to stand by our customers and stakeholders with our new products and offers in the new period. In early 2020, we introduced the new technology of Castrol MAGNATEC, the most preferred product brand in the category of passenger motor oils. Castrol MAGNATEC was a first in the world with its Smart Molecules. We received very positive feedback when we explained Castrol MAGNATEC, which we took to the next level with the new DUALOCK Technology, to our consumers with commercials and to our foremen with one-to-one organizations.

Moreover, in July, we started the communication campaign for our commercial engine oil brand Castrol VECTON. We also continue to explain the specifications of Castrol VECTON, the world's first carbon neutral heavy vehicle engine oil in the commercial engine oil group, to our truck drivers through the "Castrol Yol Arkadaşım" (Castrol My Seatmate) platform. Moreover, in addition to engine oil, we are at the preparation phase of some new products that we aim to bring innovation to all lubricant needs of vehicles. We are adding new digital sales channels to our customer portfolio, through which we can deliver our products to our consumers.

Within the framework of Castrol's global partnership with car manufacturers, now Castrol Turkey provides aftermarket products of Renault and Dacia, in addition to its Renault Formula 1 team partnership. We have carried our partnership with VW in motorsports to a new platform in the field of electric vehicles and e-liquids with VW ID.R. Our long-standing cooperation with Ford continues with Castrol Ford M-Sport for first fill and aftermarket at the global level and with Castrol Ford Team Turkey in motorsports.

Together with our stakeholders, we constantly develop and renew our customer offers for our service networks in order to make a difference in oil change services. For this purpose, we actively use our "Usta Eller" digital platform, which we have designed as a training and sharing platform for our foremen at private services. In July, we initiated our service campaign, which has been developed in collaboration with Bosch Car Services as Castrol Turkey. We will continue our partnership with leading vehicle manufacturers and service providers, which are of great importance to us and grow stronger every year. Our partnerships, which expand with the services and products we develop together, will help us provide the best service to our customers.

We will continue to work in accordance with the conditions, taking into consideration the current process and prioritizing health in our business plans. We will preserve our flexible working structure by following possible changes in demands.

Finally, our work on sustainability, which has always been a priority issue for us, will continue and advance. We are working under the umbrella of bp, which aims to reach zero emissions in all its activities by 2050 or earlier. Therefore, we as Castrol will prioritize this issue in our sustainable work plans that start from our operations and extend to packaging and products in particular.

About Aslı Yetkin Karagül, Turkey, Ukraine and Central Asia Director at Castrol:



Aslı Yetkin Karagül graduated from the University of Koç Faculty of Business Administration, and had her master's degree in Sales and Marketing Management at SDA Bocconi and ESADE Universities. Karagül started her career at bp Lubricants Unit in 1998, and worked in the fields of marketing, private customer management, finance and investments at the Lubricants Unit with the merger of bp and Castrol in 2001. Respectively, Karagül took office as the Heavy Vehicles Marketing Manager for Turkey, Middle East, Africa in 2004; Key Account Manager for Vehicle Manufacturers between 2005 and 2008; Brand and Proposal Development Manager for Europe and

Africa between 2009 and 2012; Brands Team Leader for Europe and Africa from 2013 to 2014; Marketing Manager for Turkey, Ukraine and Central Asia between 2014 and 2017; and Global Heavy Vehicle and Industrial Brand Leader from 2017 to 2018.

For many years, Aslı Yetkin Karagül has assumed various roles at Castrol, one of Turkey's leading lubricant manufacturers, and she acts as the Turkey, Ukraine and Central Asia Director at Castrol since November 2018. Karagül is married with 3 children.



‘Stars of Export’ announced at an online awards ceremony

The awards, which are given annually by the Istanbul Chemicals and Chemical Products Exporters' Association (IKMIB) to honor and encourage the member companies in the chemical industry for their success in exports, have found their owners. At the IKMIB Stars of Export Award Ceremony, which was held online for the first time due to the pandemic, 140 companies ranking among the top 5 in 28 categories were awarded.

The chemical industry, which is a strategic sector that is directly or indirectly in contact with many sectors by providing raw materials, semi-products and products, achieved a great success by breaking a historical record

with exports of \$ 20.6 billion in 2019. Having a share of 11.44 percent in Turkey's total exports, the chemical industry grew by 18.54 percent in 2019. Representing about 7 thousand exporting companies from several sub-sectors from plastics to cosmetics, from pharmaceuticals

REXOIL®

LUBRICANTS & GREASES



REXOIL DIAMOND PRO FE 5W/30

Is full synthetic engine oil for new generation engines which is developed with high performance additives and synthetic base oils. It is made with a proprietary blend of leading edge components formulated to be fully compatible with the latest Diesel Particulate Filters (DPF's) and Gasoline Catalytic Converters (CAT's). Helps to reduce particulate build up in Diesel Particulate Filters and reduce deposits and sludge build-up to enable long and clean engine life.

to rubber, from medical to paint, IKMIB has realized more than 50 percent of Turkey's total chemical exports.

The Stars of Exports, which have a big share in this success of the sector and realized the highest volume of chemical exports in 2019, have been determined. The 2019 IKMIB Stars of Export Award Ceremony, which was held for the fifth time this year, was held virtually. Organized for the first time by IKMIB, the online award ceremony was shared live on IKMIB's YouTube channel and website. The award ceremony was held on July 7, 2020 with the participation of Ruhsar Pekcan, Turkish Minister of Trade,

İsmail Güle, Chairman of Turkish Exporters Assembly (TIM), and Adil Pelister, Chairman of the Board of Istanbul Chemicals and Chemical Products Exporters' Association (IKMIB) Chairman, and with Oylum Talu as moderator.

In the Lubricant Exports category, respectively Shell & Turcas, bp, Mobil Oil Turk, Petrol Ofisi and Reksoil received prizes. IKMIB awarded the companies which succeeded in maintaining their stability and achieved growth despite all the challenges in lubricant sales and exports, which declined due to the direct and indirect effects of the global recession and the pandemic.

Adil Pelister

Chairman of the Board of IKMIB (Istanbul Chemicals and Chemical Products Exporters' Association)



For the first time this year, we held a virtual "Stars of Export Award Ceremony", at which we announce the stars of exports in the chemical industry every year. This annual event, which we organized for the 5th time, is a very valuable event that is highly important for us as IKMIB and makes our industry and us proud. It is another source of pride for us to organize our first digital award ceremony under the roof of TIM.

In 2019, we broke records in both total exports and chemical exports in particular. Our total country exports were 180.5 billion dollars, while total exports of the chemical industry grew by 18.5 percent compared to 2018, having 11.4 percent share in our country's total exports, reaching 20.6 billion dollars. In 2019, we as the chemical industry achieved a great success and became the second sector in terms of exports, following the automotive industry. Apart from the products in the chemical industry, we also contribute to the other 27 sectors by providing raw materials and semi-products. In 2019, while there were many problems such as trade wars between the USA and China, the Brexit issue, the Iran embargo, and the Syrian war, we still broke records. In addition to breaking the export records in 2019, we carried out many activities such as our Ur-Ge delegations, national participation organizations to international fairs, purchasing delegations, competitions supporting branding and R&D. We promoted our country and industry all around the world, signed agreements, and sold our products to the world.

Although we have experienced a decline this year due to the pandemic, we are fully confident that we will reach 20 billion dollars like the previous year. At the same time, facilitating access to finance supports the real sector, which wants to continue production and investments. I believe the chemical industry will become the largest industry of Turkey in terms of exports by 2030. In the new digital age, achieving growth by producing at world standards with high technology will continue to create great excitement in our industry.

I wholeheartedly congratulate our valuable exporters who brought us to this record in 2019. A total of 140 companies in 28 categories were awarded by being in the top 5. Our mineral fuels, mineral oils and products sector, which also includes lubricants, ranks second among our 16 sub-sectors in our chemical exports. In the Lubricant Exports category, our companies Shell & Turcas, BP, Mobil Oil Turk, Petrol Ofisi and Reksoil ranked in the top 5, respectively. In 2019, our mineral fuels, mineral oils and products sector achieved 6 billion 83 million dollars in exports. In this respect, I congratulate all employees and managers of our companies for their contribution to exports and the country, and wish them a more successful year.



Can Adal Lubricants Supply Chain Manager, Shell & Turcas



As Shell & Turcas, we are proud to contribute to the national economy with our exports to 61 countries from our Shell Lubricants and Grease Production Plant in Derince, the only grease and the largest lubricant production plant in the Mediterranean. Shell Lubricants has been the leader of the global lubricants market for the 13th consecutive year and the world's "No.1 Lubricant Supplier". We are happy to have once again consolidated this success by ranking first in the Lubricant Exports Category in the "IKMIB Stars of Export" awards.



In the Shell Lubricant and Grease Production Plant, which is Shell's largest lubricant and grease production plant in the Mediterranean, we produced about 134 thousand liters of lubricants and greases in 2019, and we broke a record with our volume of exports over 37 thousand tons from Turkey to 61 countries. We have contributed to the national economy with the export income we generated.

On the other hand, as the leading brand in the lubricants market for the 13th time in a row, we continue our efforts to bring our state-of-the-art products to consumers in this field. Thanks to our innovation power, we continue our market leadership in Turkey, as well as all over the world.

We are proud and happy to have received this award as a result of all our efforts and to have proved our success once again. As Shell & Turcas, we will continue to contribute to the national economy.

Castrol



Castrol, part of the bp family, has many high-performance products used in almost 140 countries around the world, including Castrol EDGE, Castrol MAGNATEC, Castrol GTX and Castrol VECTON. It is highly important that the regional hub of the brand, which manages 10 countries within the Castrol world from its head office in Turkey, is located in a critical energy geography between Europe and China.



Castrol Turkey, which added Spain, Afghanistan, Qatar and Lithuania to its list in 2019 and 2020, exports to 24 countries. Castrol Turkey's export countries include Azerbaijan, Kazakhstan, Turkmenistan, Kyrgyzstan, Tajikistan, Uzbekistan, Georgia, Northern Cyprus, Iraq, Dubai, Russia, Palestine, Ethiopia, Greece, Ukraine, Indonesia, Belgium, the UK, Germany and Italy.

With its annual filling capacity that exceeds 85 million liters, Castrol's plant in Gemlik realizes 12 percent of the annual lubricant production volume of Castrol's total capacity for the region, which targets Europe, Russia, Africa and Central Asian countries. Here Castrol produces 85 million liters of lubricants and derivatives annually, 85 percent of which is sold in the domestic market and 15 percent to the foreign market. Gemlik production plant, one of Europe's largest lubricant plant, has an annual filling capacity of over 85 million liters. At the same time, it has the flexibility to increase its capacity and has a raw material storage capacity of 40 thousand tons.

Castrol Turkey, which is in the top three in the export list of Istanbul Chemicals and Chemical Products Exporters' Association, continues its talks, work ad investments to increase the number of export countries with new destinations to be added in its list within a short time. The company is planning to further increase its exports in 2021, depending on the global production capacity need and network optimization.



Münci Bilgiç
General Manager, Mobil Oil Turk



Mobil is one of the largest lubricant producers in the world. We offer an important service by producing solutions in many areas from automotive to industrial oils, from aviation oils to marine industry. As Mobil Oil Turk, we are proud to be representing Mobil's plant in Turkey, one of the company's 30 plants worldwide. We are the first lubricant and fuel company established in Turkey, and we have been operating in this country for 115 years.



Export has an important place for us both for us and for our relations with neighboring countries. We export our products to 14 different countries from our production facilities in Turkey. We provide a significant added value to Turkey by exporting our lubricant products in the International Maritime field in addition to the Middle East, the Gulf, Europe and Caucasus countries. In this context, it is a significant source of joy and pride for us to be in the third place in the "Lubricant Exports" category at the 2019 Stars of Export Award Ceremony organized by İKMİB.

We will continue our efforts to provide a wide range of solutions to our industrial customers with the quality and confidence we offer, and to be a good friend for automobiles in the automotive sector and a key option for consumers.

Sezgin Gürsu Director – Lubricants, Petrol Ofisi



Petrol Ofisi continues its tradition of leadership in the lubricants and chemicals sector, as well as in the fuels sector. In 2019, with our total sales exceeding 120 thousand tons, we continued our leadership in the lubricants and chemicals market in the 10th consecutive year since 2010 with a market share of 28.6 percent (*). In addition, we became the leader of the lubricants market with a share over 27 percent (*). Again in 2019, we exceeded 10 thousand tons in our exports to 33 countries in 4 continents. We have contributed to our international competitiveness by using flexi bags for shipment, especially in our exports to distant countries such as Chile.



However, our biggest competitive force that differentiates us in the international arena as well as in the national market is our qualified human resources, our advanced R&D power and our strong relations with distributors. We act together with our distributors, who are a part of the Petrol Ofisi Family for us and who represent us in the best way not only in Turkey but also in all the countries we export our products. In addition, we have a dynamic, experienced and expert staff working in sales, production and Petrol Ofisi Technology Center – POTEM.

Undoubtedly, one of the most important factors that bring us this success both at home and in exports is our unique infrastructure in our field. Our factory in Derince is one of the most important facilities in Turkey in the lubricants field with its 144 thousand tons of annual production capacity, its quality, more than 400 different products, 15 thousand tons of finished products, and a total of 65 thousand tons of storage capacity, including 50 thousand tons of raw and semi-product storage capacity.

In POTEM, which can perform a total of 155 different tests with national and international methods, 84 of which are accredited by TURKAK, is the most developed center of our country and the nearby geography. With more than 350 products we develop at POTEM, where we conduct an average of 150 thousand tests per year, we meet almost all the needs in the field of lubricants and chemicals under a single roof, and continue our success in the national and international arena by raising the bar every year.

(*) Source: PETDER 2010-2019 Total Lubricants and Chemicals Data

Mustafa Aktaş Chairman of the Board, Aktaş Group



As Rexoil, we are proud that we have achieved our goals one by one since the day we started our operations. We began this journey targeting the automotive sector, and now we are among the leading brands of the sector in industrial oils, process oils, grease and marine oils. In this process, we can meet the demands of our customers in the best way by expanding our product range and production capacity through the latest technologies.

Rexoil, established in a 9500 sqm area located in Tuzla Organized Industrial Zone, constantly develops its lubricant technology at its R&D laboratories. It closely follows the developments in the lubricants industry both in Turkey and around the world, and provides over 100 high quality products to its customers in 60 different countries.

Our brand REXOIL, which gained an important place in the sector in a very short time, has received the Stars of Export award granted by IKMIB in the Lubricant Exports category for 4 consecutive years. This success makes us very happy to represent our country as the only national brand in a platform where there are global brands.





Reksoil is once again among top five Stars of Export

The Stars of Export awards, given by the Istanbul Chemicals and Chemical Products Exporters Association (İKMİB) every year to honor and encourage member companies in the chemical industry for their success in exports, are granted to their winners for this year. At the awards ceremony, which was held online due to pandemic, Reksoil ranked among the top 5 companies in the lubricants category.

Mr. Aktaş, congratulations on your success in export. How do you evaluate this success of your company? What's your secret?

Thank you. As Reksoil, this is not our first success. We have been among the top five companies in the lubricants category with global companies for over 3 years. Rexoil is sold in many parts of the world and we try to deliver the right product that suits our customers' needs. With our years of experience, teamwork and wide product range, we offer products that appeals to every sector within our manufacturer identity. Since we take our business

seriously, use the necessary instruments to achieve our goals, make long-term plans by observing the future and developing technologies, we are able to offer products needed in every continent.

As Reksoil, what is the share of your domestic sales and exports in all your sales?

As Rexoil brand, we meet domestic and foreign demands with our product portfolio that consists of automotive lubricants, industrial lubricants, process oils, grease and marine lubricants. Our share of exports was



Mustafa Aktaş
Chairman of the Board, Aktaş Group

higher in previous years, but currently the ratio of our exports and domestic sales is equal. Export is undeniably important and absolutely necessary for our country. Our goal is to contribute to our country from abroad by keeping our exports one step ahead.

How is the Turkish lubricant sector affected during the pandemic?

The most affected part during the pandemic was the domestic market. In this period, the decline peaked in April and May. Due to the lockdowns that our government had to impose in line with the precautions, the domestic market started to slow down and even came to a halt. With the normalization process in June, economic mobility has started in the markets. Today we are not too far away from the pre-pandemic conditions.

What about the consequences of the pandemic on you?

The slowdown in the domestic market was felt within our company as well. We continued to supply industrial products to companies that continued to work. In terms of exports, our company was not deeply affected except for a few customs gates that were closed. We were able to deliver our orders to customers by 90 percent. As the marine sector remained active at the beginning of the pandemic, I believe we had overcome this process with the least damage by closing the gap in the domestic market with marine lubricants.

In this context, can you share your future predictions? How the world will be in the future and what should companies do to survive?

With the pandemic, we have seen that companies must always base their plans and measures on the worst-case scenario and must always be prepared. As discussed, there is a possibility of a second wave, but we can only hope that it will not happen. I wish God's mercy on our citizens who lost their lives due to pandemic, and I wish patience to their loved ones.

If the companies use their investments and financial resources in a way that is more efficient and faster to pay off, rather than using them as comfortably and casually as before, they can come out with less damage. Technology develops more and more every day and it can influence and guide us. In order not to be left behind, I believe that we need to keep up with the change and use the materials in the best way.

Lastly, we closely follow the developments in our country. We are proud that our country will have a voice in the rapidly developing electric vehicle market with its domestic automobile factory under construction. As Reksoil, we have conveyed to the authorities that we are ready to do our part. Our goal is to prove that national producers have a voice in the global market by increasing our success in exports.





Engine oil user guide



VISCOSITY GRADE: is the main feature of an engine oil and is important for product selection

Signification of grades



xx refers to viscosity when cold (measured at different temperatures)

The lower the viscosity when cold, the more fluid the oil is at low temperatures and the more easily it can be pumped.

For example, a 0W-20 or 5W-30 oil will make start-ups easier and will protect engines during trips to cold regions. These high technology “fluid” oils will meet the requirements of recent engines.

yy refers to viscosity when hot (measured at 100 °C)

The higher the viscosity when hot, the more viscous the oil is.

For example, a 15W-40 or 20W-50 oil has been developed for use in hot countries, and their “viscous” nature makes them suitable for older engines.



POINTS TO REMEMBER

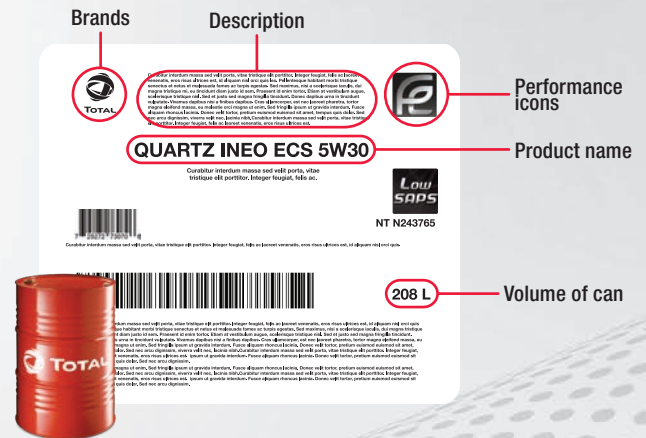
New-generation engine oils and those currently being developed by TOTAL are of increasingly fluid grades: 0W-20, 5W-20, 0W-30 and 0W-16.

How to read a product label for product selection?

Small packaging:



Large packaging:



ÜRETİMDEN SON TÜKETİME KADAR HER AŞAMADA FROM PRIMARY PRODUCTION TO FINAL CONSUMPTION

Sondaj
Kimyasalları



Drilling
Chemicals

Üretim
Kimyasalları



Production
Chemicals

Rafineri
Katkıları



Refinery
Chemicals

Madeni Yağ
Katkı Maddeleri



Lubricant
Additives

Akaryakıt ve
Biodizel Katkıları



Fuel And
Biodizel Additives

Bitmiş Petrol
Ürünleri



Finished Petroleum
Products

adco[®]

Undisputed Leader!

Our work is our most valuable treasure.

Heartfelt thanks to our team members and business partners for their contributions to our leadership* in both the lubricants market and the cumulative market of lubricants and chemicals.



*Source: 2019 PETDER Total Lubricants and Chemicals Data

