

COMPANY REPORT:



GCC NATIONAL OIL COMPANIES CORPORATE KNOWLEDGE RATING 2018



Gulf Intelligence
~ Celebrating 10 Years of Knowledge Exchange ~



10 YEARS

ANNIVERSARY

GIQ Corporate Knowledge Rating (CKR): GCC NATIONAL OIL COMPANIES

Origins



THE 3rd GCC PETROLEUM MEDIA FORUM

“Information is knowledge and knowledge is power. We have more information at our fingertips today than ever before – it must be used wisely.”

H.E. Suhail Al Mazrouei, Minister of Energy, UAE

The GIQ Corporate Knowledge Rating (CKR) was established to measure a company's performance on how successful it is in creating and sharing knowledge to the public. It is a comprehensive tool of assessment on the amount of knowledge a company contributes to the world, which allows stakeholders to evaluate an institution's commitment to transparency.

GIO Gulf Intelligence
Corporate Knowledge Rating

1. Petroleum Development Oman (PDO)	1046
2. Abu Dhabi National Oil Company (ADNOC)	803
3. Saudi Aramco	724
4. Qatar Petroleum (QP)	632
5. Kuwait Petroleum Corporation (KPC)	632
6. Bahrain Petroleum Company (BAPCO)	332



THE 3rd GCC PETROLEUM MEDIA AWARDS DINNER

The Top Ranked NOC for Corporate Knowledge

The inaugural awards ceremony for the top ranked national oil company for corporate knowledge took place in front of 1000 delegates and under the patronage of the GCC's Energy Ministers.

Petroleum Development Oman (PDO) won the inaugural award, receiving the highest Corporate Knowledge Rating amongst the GCC national oil companies. PDO performed the highest in all categories measured throughout online and offline content channels.



GIQ CKR Methodology



THE GIQ CORPORATE KNOWLEDGE RATING (CKR)

Adoption & Solicited Assessments

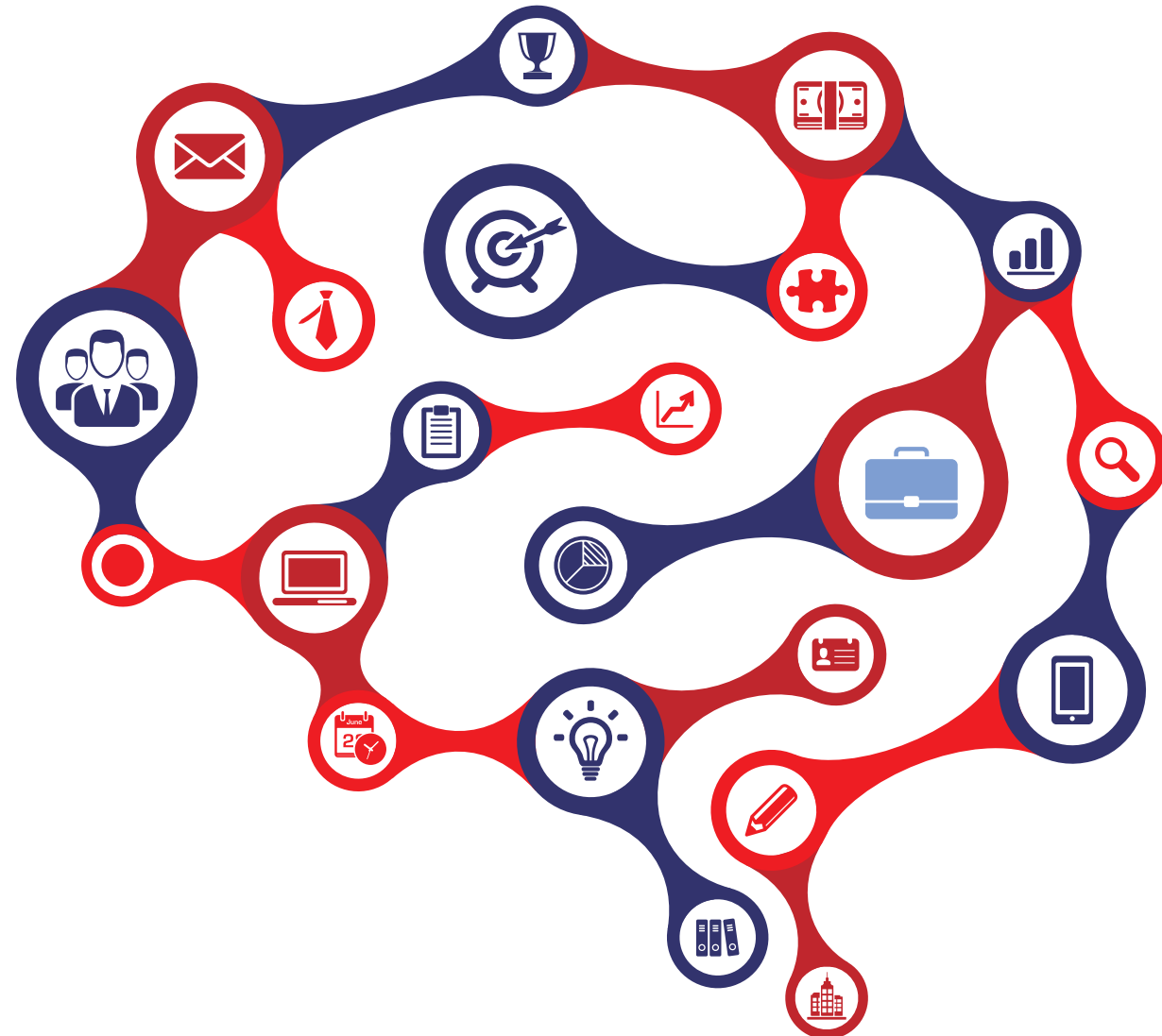
Gulf Intelligence produces solicited mid-year and annual GIQ Corporate Knowledge Rating (CKR) Assessments that provide companies with the data, insights, and benchmarks needed in order to improve their knowledge creation and distribution strategies for public consumption.

GIQ Corporate Knowledge Rating (CKR): GCC NATIONAL OIL COMPANIES 2018

EXECUTIVE SUMMARY

The GIQ Corporate Knowledge Rating is a standalone methodology that provides a quantifiable answer to a pertinent question – how much knowledge does a company create and make available to its external Stakeholders?

The creation of the Rating is founded on the belief that a robust knowledge exchange between industry and the public is a critical pillar of transparency, the foundation for developing a knowledge economy. For the purpose of scoring and ranking companies on the Index, we defined knowledge as publicly-available content a company creates that engages its stakeholders; and engagement was defined as the ability to attract, retain and educate an external target audience. This matrix allows the CKR to measure the amount of knowledge a company creates and shares with its external stakeholders. The CKR analyzed the GCC's six National Oil Companies and identified the Top-Ranked GCC NOC for Corporate Knowledge over the duration of 2018. GCC NOCs have a responsibility to contribute to the development of knowledge economies within their respective countries.



Methodology: How does the GIQ Corporate Knowledge Rating Work?

Key Parameters of the GIQ Corporate Knowledge Rating:

- ✓ The CKR defines **Knowledge** as content that is engaging – the content attracts, educates and retains a defined audience.
- ✓ The CKR defines an **Audience** as spectators on a given channel for publication consumption that are relevant to a company's activities.
- ✓ The CKR defines **Channels** as platforms where content engagement can be monitored and measured, such as company websites, social media (Twitter, LinkedIn) and news.
- ✓ The CKR utilizes a branded GI Score to measure other channels, such as forums, press releases, reports, magazine features and interviews.
- ✓ The CKR uses **Digital Analytic Tools** to monitor channel engagements, which paints a broader picture of how engaging the knowledge content on those channels is.

GIQ CKR Methodology



CKR: BAPCO Online Assessment 70%

Website

How engaged is your audience with the content that is on your company’s website?

- Website engagement is defined as the amount of time measured that a person is actively interacting with a company’s content on its website.
- The more time a user spends on a company’s website dictates how valuable, timely, and relevant the platform’s content is.



BAPCO fell into the lower tier of GCC NOC’s for Digital Website Content Engagement. Each unique daily visitor to BAPCO’s website spent on average 114 seconds viewing content. PDO ranked first in this space with each daily visitor spending on average 240 seconds viewing content on PDO’s website. To put this into perspective though, 55% of daily viewers around the world spend less than 15 seconds on websites.

Bounce Rate

49.40% ▲ 116.00%

Daily Pageviews per Visitor

2.20 ▼ 25.50%

Daily Time on Site

1:56 ▼ 37.00%

Social Media

Twitter

How engaged is your audience with the content that your company shares on twitter?

- The level of a company’s influence on twitter is directly correlated to the quality of content that it creates and publicly shares.
- Scores are not just based on number of followers and tweets but rather how insightful a post is and the corresponding audience engagement rate that each post receives.

LinkedIn

How engaged is your audience with the content that your company shares publicly on LinkedIn?

- LinkedIn content engagement can be defined as the number of likes and comments that each post (piece of content) receives. The higher the engagement rate the more timely, relevant, and valuable a company’s LinkedIn content is.

Digital Content Engagement

What is your audience’s sentiment towards the content that your company creates and shares across the web?

- Sentiment is critical because it measures how well your content is received by the public. Did your content produce positive, negative, or neutral sentiment?

CKR: BAPCO Offline Assessment 30%

The CKR GI Score is generated by Gulf Intelligence’s editorial team

- GI has produced more than 60 thought-leadership publications on behalf of clients visit www.thegulfintelligence.com
- The GI Editorial team is made up of world-class journalists with a combined experience of more than 50 years, who formerly worked with *Bloomberg*, the *Financial Times*, *Energy Intelligence*, the *BBC*, *Dow Jones* and *The Wall Street Journal*.

Hard data numbers that measure engagement are important but at the same time other aspects of knowledge must be considered that go beyond mere online performance.

- What Forums did the company employees participate in during the fiscal year? How was the quality of knowledge they shared and the audience’s reception towards it?
- What press releases has company issued during the fiscal year? How was the quality of the content in the press releases? Were they transparent and did they convey a clear message to the public?
- What whitepapers and op-eds has the company distributed? How would you rate the quality of knowledge generated and distributed?
- How strong is your CEO’s profile? Does your CEO actively engage with the public by creating and sharing knowledge?



BAPCO’s CEO recieved one of the highest knowledge profile scores out of the GCC NOC’s. Dr. Peter Bartlett participates in numerous forums, is highly approachable for the media, and shares transparent information on the company’s outlook. However, BAPCO received one of the lowest GI Scores due to the company’s below average distribution of data and intelligence reports to public. These reports are difficult to find and obtain, which negatively impacts the audience’s ability to gain knoledge from this information.

Results:

The GIO CK Rankings GCC National Oil Companies 2018



1. ADNOC	1,277
2. Saudi Aramco	1,249
3. PDO	1,158
4. QP	1,154
5. BAPCO	1,067
6. KPC	962

Notes: *Digital tools adjusted for timeframe of Jan. 1st, 2018 - Jan. 1st, 2019
 *GI Score of Publically available information for timeframe of Jan. 1st, 2018 - Jan. 1st, 2019

Results:

The GIO CK Rankings GCC National Oil Companies 2016



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Notes: *Digital tools adjusted for timeframe of Jan. 1st, 2016 - Jan. 1st 2017
 *GI Score of Publically available information for timeframe of Jan. 1st, 2016 - Jan. 1st 2017

Insights:

- BAPCO received the 2nd highest content engagement to audience ratio score out of all of the GCC NOCs that participate on the LinkedIn platform. Transparent posts on company updates and content focussing on community outreach produced the most likes and comments for the NOCs that performed well in this space. Babco can continue to improve their LinkedIn score by producing more video content for the social media platform.
- BAPCO's Twitter influence score was 694 out of 1000 possible points (694/1000) which was below average for NOCs that participate on the social media platform and far behind Saudi Aramco, which received the highest score in this space. BAPCO can improve its score and acquire more followers by producing content that is more retweetable. Saudi Aramco's tweets are shared on average 100+ times and more frequently, where BAPCO's tweets are shared less frequently by its audience.



- BAPCO's twitter influence score was also highly impacted by the small number of followers the company has on this social media platform. BAPCO must continue to promote to its audience that the company does in fact use twitter; a critical platform in present times for communicating and sharing knowledge.
- BAPCO was in the lower tier group of GCC NOCs for Digital Website Content Engagement. Each unique daily visitor to BAPCO's website spent on average 114 seconds viewing content. PDO ranked first in this space with each daily visitor spending on average 240 seconds viewing content on PDO's website. To put this into perspective though, 55% of daily viewers around the world spend less than 15 seconds on websites.

How engaged are visitors to bapco.net?

Bounce Rate	Daily Pageviews per Visitor	Daily Time on Site
49.40% ▲ 116.00%	2.20 ▼ 25.50%	1:56 ▼ 37.00%

- Bapco CEO Profile is one of the highest out of the GCC NOCs. Dr. Peter Bartlett actively participates in forums, conferences, seminars, and interview. He provides knowledge that offers constructive criticisms and real-world solutions to the current challenges that Bahrain and the Region are facing.



- Public engagement on social media for all companies has increased greatly since the 2016 Corporate Knowledge Rating scores were released. Posts on both LinkedIn and twitter have improved in multiple areas, sharing market insights, interviews with senior company representatives, and social responsibility programs. NOCs are moving away from one dimensional self promoting content to more of a thought leadership posture and they are receiving more likes, shares, and comments than to posts as a result.
- Regarding the lower tier GCC NOC's on the CKR, KPC does not have critical social media platforms such as LinkedIn, severely limiting their ability to share knowledge with the public and negatively impacting their CKR Score. Although BAPCO is ranked 5th, the NOC has improved immensely across all measures since the previous release of the CKR and is ranked the highest in the 'Most Improved' category.

To Request A Comprehensive Report Contact:

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