Report to Shareholders

The Board of Management of PSO is pleased to present the thirty-third annual report and the audited financial statements of the Company for the year ended June 30, 2009. This Report presents the financial, operational, human resource, and corporate responsibility performance of the Company, and highlights the key business challenges faced by us during the year.

During FY09, despite global and domestic economic recession, PSO successfully maintained its market leadership in major products of its business portfolio i.e. Motor Gasoline (Mogas), Hi-speed Diesel (HSD) and Fuel Oil (FO).

GLOBAL AND DOMESTIC BUSINESS ENVIRONMENT

Pakistan’s macroeconomic environment faced massive challenges of the war on terror, the deepening of the global financial crisis which pierced into the domestic economy through a substantial decline in the country’s exports, the return of expatriates due to layoffs in international markets, a visible slowdown in foreign direct inflows and the devaluation of the Pakistani Rupee.

The extremely volatile nature of oil prices remained at the heart of the global financial crisis. During the first half of FY09, western economies slowed down and hedge funds invested trillions of dollars in the energy sector. But when the banking industry collapsed, hedge funds had to raise cash by liquidating their investments in the energy sector, sending oil prices tumbling. By December 2008, oil prices had collapsed by 75%.

The global crash of oil prices in the international market, however, helped Pakistan in addressing the mounting trade deficit mainly due to a significant decrease in the imports value of the country. This also helped the government in withdrawing the huge subsidies it was giving to the consumers in the backdrop of very high international oil prices. The support from the IMF and other bilateral and multilateral donors helped Pakistan in improving its fast depleting foreign exchange reserves.

PETROLEUM INDUSTRY OVERVIEW

FY09 witnessed a very sharp fluctuation in international oil prices which touched the highest level of US$ 141/bbl in July 2008 against the lowest level of US$ 33/bbl in December 2008.

During FY09, local refineries produced 9.6 million tons whilst the deficit requirement of around 9.8 million tons was imported. The major chunk of the demand was in FO and HSD for which 5.1 million tons and 4.3 million tons were imported respectively.

A significant reduction in the refining capacity of different refineries was witnessed mainly due to the above mentioned reason.

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PSO PERFORMANCE

During FY09, PSO sold 12.9 million tons of POL products (excluding exports of 0.17 million tons) as compared to 13 million tons (excluding exports of 0.11 million tons) during the preceding year. The Company was able to sustain its sales volumes despite the overall economic slowdown and the decline in petroleum products consumption in the white oil segment.
GUJRANWALA
Punjab, Pakistan - 32°10'N, 74°12'E

Gujranwala is a city in Punjab, Pakistan. It is an agricultural marketing center as well as a commercial and industrial center, with its rural areas producing a large variety of agricultural goods.

The Gujranwala railway station was built in colonial times and is a famous landmark of the area along with the Sialkoti gate.

Gujranwala is famous for its world-renowned sports goods, textile mills, cutlery manufacturing, and large agricultural processing plants. The main crops of Gujranwala are rice, wheat, potatoes, barley, and pearl millet.

A network of 152 retail outlets across Gujranwala positions PSO as one of the leading petroleum products in the city.
Black Oil

In Black Oil, PSO enhanced its market share appreciably from 82.3% in FY08 to 85.8% in FY09. This actually reflects on the Company’s ability to meet the FO demand from the power sector.

PSO’s sales volume grew by over 10.2% as the power sector mainly relied on PSO as competitors showed least interest in supplying Furnace Oil to the power sector in the backdrop of the mounting circular debt.

White Oil

In White Oil, despite a negative growth of 9.1% in the sales volume, PSO continued its market leadership with a 59.4%-market share.

The decrease in white oil volumes was mainly due to the overall economic downturn which resulted in a 5.5% decline in overall industrial volumes as well.

Mogas

In Mogas, PSO registered an increase of 2.4% in sales volumes as compared to the preceding year. The increase in sales was largely attributable to the narrowing price gap between Mogas and CNG due to which consumers preferred to drive their cars on petrol. During FY09, PSO continued its leadership in Mogas with a market share of 48%.

HSD

HSD sales volumes by PSO during FY09 witnessed a decline of around 11%. The reason behind this negative growth was the lackluster economic activity and slow transportation across the country. However, during FY09, PSO continued playing its leadership role in this product category with a market share of 61.2%.

JP1

In JP1, PSO continued to provide fuel at 9 airports across the country and registered an increase of 7.3% in its sales volume as compared to the preceding year. The Company maintained its leadership with a market share of 66.4%.

Your Company ended FY09 with an overall market share of 71.3% as compared to 70.5% during FY08.

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Black Oil

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<tr>
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<tbody>
<tr>
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<td>4,624</td>
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<td>S K O</td>
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<td>Total</td>
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Source: OCAC
PSO Major Highlights - FY 2009

- Sold 7 million tons of furnace oil – the highest in the last 8 years.
- Efficiently managed supply to the power sector despite the liquidity crisis.
- Imported approximately 90% of the country’s PSO imports.
- 3.4 million tons of HSD
- 5 million tons of FO
- Helped in the revenue collection of more than Rs. 161 billion to the GOP (Sales Tax: 97 billion, taxes: 1.4 billion, PDIS: 61 billion.
- Extended support to various charitable organizations in the health, education sector including contribution for the rehabilitation of IDPs due to the Swat operation.
- Arming at bringing further efficiency in the oil transportation business, regular training sessions at various locations were organized. The aim of these sessions was to keep contractors abreast on the dynamic marketing environment/competition and also to ensure that adequate training be imparted to drivers on the importance of safe driving.
- Moving New Vision Retail Outlets Network

The rapid development of New Vision Retail Outlets (NVROs) in the past few years is one of the top management innovations in the history of the Company. Together with the dynamic retail environment, the NVROs were a part of a strategy to bring the Company at the forefront of the oil sector.

- Computerized Maintenance Management System

A state-of-the-art Computerized Maintenance Management System (CMMS) has been deployed to bring in efficiencies in the oil sector. This system has been implemented to ensure complete traceability of complaints at all locations throughout the country. It will also provide real-time data regarding all pending complaints along with any repetitive defects in any equipment. The system also serves as an information hub and helps in quick and accurate decision making.

- Reaching 100,000 Cards’ Customers Landmark

During FY09, PSO’s Card Business continued to grow and further consolidated its market share. The Fleet & Corporate Card customer base of PSO reached a milestone of 100,000 cardholders serving 100,000 cardholders’ customers, endorsing the popularity & success of the Fleet & Corporate Card solution.

- Non-Fuel Retail (NFR) Business in order to diversify its earnings. PSO has emerged as the leading player for the convenience of its valued retail space and by leveraging the advantage of a captive target market.

- Vehicle Identification System

PSO successfully introduced yet another technology-driven initiative for large corporate accounts, namely, the Vehicle Identification System (VIS). The Vehicle Identification System (VIS) not only ensures the delivery of fuel to authorized accounts, namely the Vehicle Identification System (VIS), but also provides convenience and services that distinguish PSO from the competition.

- Industrial Consumer

During FY09, PSO recorded 7 million tons sale of furnace oil to the power sector which was the highest in the last six years. In addition, the Company managed to win contracts with all the major oil producing and refining companies (OMCs).

- Business Diversification - Non-Fuel Retail

With today’s growing competition in the fuel business, PSO has planned heavier emphasis on the Non-Fuel Retail (NFR) Business in order to diversify and strengthen the bond with its customers in a bid to provide convenience and services that distinguish PSO from the competition.

- Collaborating with renowned local and international banks, PSO has launched its own credit cards, namely the PSO Fleet & Corporate Cards. The company has also introduced advertising platforms at the PSO’s value chain, to leverage the advantage of a captive target market.

- Pooling in-store alliances for PSO’s Shop Stoppers.

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- UBL PSO Partnership

Another success on the cards horizon was the launch of the UBL PSO Auto Credit Card. A first of its kind in Pakistan, the unique selling proposition of the card is that it is tailored specifically to alleviate the pressing need to provide convenience and services that distinguish PSO from the competition.

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JHELUM

Jhelum, Pakistan - 32°56'N  73°43'E

Jhelum is a city in northern Punjab, and located on the right bank of the Jhelum River. The name of the city is derived from the words Jal (pure water) and Ham (snow), as the river that flows through the city originates in the Himalayas.

The Rohtas Fort, the most famous landmark of the Jhelum district, is also a UNESCO World Heritage Site. It is a fortress fort built by the great Afghan King Sher Shah. This fort is about 4 kms in circumference and is the first mingling of the successful amalgamation of Pukhtun and Hindu architecture in the sub-continent.

There are a variety of industries in and around Jhelum city, including an extensive fan and industry and wood, glass and flour mills. PSO has established itself firmly in Jhelum with a far-reaching network spanning 158 retail outlets.
Total Quality Management

In order to achieve significant operating efficiencies, the Company has already implemented the ISO Certification at its major departments and facilities. During FY09, the ISO 9001:2000 and ISO 9001:2008 Quality Management System Certification was earned by HSE, NFR, Imports, Marketing Planning and Logistics Management departments.

Growth in Gasoline Fuels Business

Since July 2008, Pakistan has become the world’s largest CNG consuming country, with more than 2 million CNG vehicles on the road. PSO maintained its leadership position in the CNG market with more than 2 million CNG vehicles, and a volumetric growth of 20%, as compared to the industry growth of 15%. Currently, 253 CNG stations are operating throughout the country as compared to 240 during FY08.

Challenges in the Lubricant Business

During FY09, the Company sold 26,000 MT of its different lubricant brands in the retail and industrial markets. After the termination of our agreement with BP Castrol, during FY09, the Company introduced Anadi, NBR and ESPO as new brands to market. During FY09, the Company signed Technical, Commercial and Supply agreements with Air Total and other reputed operators. The focus of these technical training sessions was to create awareness of the need for precautionary measures to be taken against CNG incidents/accidents and safety precautions.

In this regard, PSO arranged a series of CNG Technical Training Seminars throughout the country during FY09. The training sessions were arranged for CNG Operators, Engineers and business partners (PCS) CNG operators. The focus of these technical training sessions was to create awareness of precautionary measures to be taken against CNG incidents/accidents and safety standards to be maintained at CNG stations.

Corporate Technical, Commercial, and Supply agreements were signed with Shell for the international coverage for a three-year term. In addition, to this, a series of contracts of Air Total, Fergana, Boyabat, Azer, and KPD were also signed.

During FY09, PSO’s Jet A-1 sales were recorded at 414,000 MT which was 7% higher compared to last year. This resulted in an increase in market share from 63.9% to 66.4%.

Gasoline Business

The Company successfully arranged the filling of nine (9) new packing of lubricants such as:

- DEO 20 liters
- DEO 5000 4 liters
- Carient Ultra 4 liters
- DEO 8000 10 liters
- Carient Plus 3 liters
- DEO 3000 10 liters
- DEO 8000 1 liter

The Company also introduced two new refilled containers of 10,000 liters capacity each, as a phase-wise replacement of old equipment with the latest technology equipment:

- PMS successfully completed the Prit & Post Officers in each department in scheduled, non-scheduled flights by delivering 22,281 MT of Jet A-1 without a single delay/mishap, which was 23.6% more than last year.

Marine Business

In the Marine business, PSO signed a 5-year contract with the Pakistan Navy for the supply, detailed engineering and Purchase of HSD. The Company was also awarded a PMS supply contracts from the Maritime Security Agency & KPT.

During FY09, PSO successfully delivered 26,000 MT of Jet Fuel in 661 tank trucks. Over 3,750 Jet fuel loaded Tank Trucks were exported during FY09 without any complaint.

Information Security

During FY09, PSO was also awarded the ISMS certificate in March 2009, in recognition of its secure multi-site provision of IT Services to PSO offices and Departments. PSO is the first Company in the Oil & Gas Industry in Pakistan that achieved this milestone. ISO 27001:2005 reflects the quality management system of an organization. The objective of ISO 27001 is to provide organizations with a common basis for maintaining information security and assurance for the confidentiality, integrity and timely availability of information assets. In Pakistan, only 11 organizations including IT companies/organizations mainly of IT companies, are ISMS certified.

Corporate Social Responsibility

During FY09, PSO undertook various initiatives in the area of Corporate Social Responsibility (CSR) in line with its social responsibility guidelines for corporate social responsibility. The objective of the campaigns was to create awareness about significant social issues in an effort to stimulate positive change.

Health Sector

During FY09, the Company continued to support charitable organizations well known for working in the health sector, namely the Thalassemia Care Centre Badin, Civil Hospital Karachi, Marie Adelaide Impingo Centre, Children Cancer Foundation Trust Karachi, Al Ishlah Medical Trust, The Layton Rahmatullah Benevolent Trust’s Misrora, Aga Khan University Hospital, Aahat Begum Trust for Blind, Foundation and many more.

Community Care

From the Company building platform, the Company directed generally for the rehabilitation of flood affected areas in Baluchistan and also extended its support to meet the immediate emergency needs of the victims of Swat. PSO also extended its support to the Prime Minister’s Relief Fund. Employees of the Company also contributed towards this noble cause by donating a day’s salary.

Education

Reaching the quality of literacy in the development of a nation, PSO supported institutions like the Heritage Foundation, Friends of Literacy & Mass Education, Karachi Vocational & Training Centre, The Citizens Foundation, Dr. A. Q. Khan Institute Microwave, Kughar Memorial Trust, Islamia etc. During FY09, two schools were established under “Climate Change Capital Limited’’ project, which include many more in the development stages in partnership with The Citizens Foundation. PSO also joined hands with the University of Karachi by providing its premises to establish a campus in District Badin to educate and impart training to the students and the general public residing in the area.

Public Service Campaigns

PSO also conducted several public service advertising campaigns regarding road safety, fuel saving, illicit distribution of ‘dabba’ petrol and CNG related issues. The objective of the campaigns was to create awareness about significant social issues in an effort to stimulate positive change.

PSO ANNUAL REPORT 2009

The Company donated generously for the noble cause by donating a day’s salary.

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Islamabad, Pakistan - 33°40'N, 73°10'E

Islamabad is the capital city of Pakistan, and is located in northern Pakistan. Crowned as the “City of Peace,” Islamabad lies at the foot of the Margalla Hills on the Potwar Plateau near Rawalpindi. Modern Islamabad presents a blend of traditional Islamic and contemporary architectural styles.

One of the important buildings in Islamabad is the Supreme Court of Pakistan. This building is situated on the Constitution Avenue, in close proximity to the Prime Minister's Secretariat, the President's House and the Parliament Building. The building has come to be recognized as a landmark and is easily identifiable due to its unique plan and elevation that houses 11 Courtrooms. The library of the Supreme Court contains an impressive collection of over 72,000 books, reports and journals.

The capital city houses 305 PSO Retail Outlets with one outlet being the first to provide a blend of ethanol with gasoline (E-10) to customers.
Contributions to the National Exchequer

During FY09, PSO contributed Rs. 341 billion to the government exchequer in the form of corporate tax, excise duty, sales, import duty, petroleum developments levy (PDL) and dividends.

Employee Training & Organization Development

Employee training is one of the most important investments a company makes for its long-term growth. As competitive pressures increase, employee training becomes increasingly more important.

During FY09, PSO provided quality training opportunities to its employees so that their skills and competencies were enhanced. 225 training programs and workshops were organized which benefited 2,710 employees. By strengthening our Employee Development Programs, we were able to provide approximately 1,500 training inputs to our workforce through internal and external trainers. Inputs have specially been designed to keep work effort and customer satisfaction in line with providing training. Our emphasis in employee development programs has been on Autonomy, Leadership, Presentation Skills, Team Work, Time Management, Emotional Intelligence, Corporate Governance, Ethics etc. The Company also provided training to non-management staff at depots and terminals to increase their level of safety and occupational health awareness so that all work is carried out keeping in view the best safety practices which would help to reduce or eliminate accidents at the workplace.

We have also been training Universities by providing learning based professional internship programs during summer and winter vacations by giving them projects for professional experience. During FY09, 300 internships were induced in PSO, which is a second, and another 300 students from different universities were assisted in project work.

FINANCIAL RESULTS

During FY09, the Company’s sales revenue touched Rs. 719 billion compared to Rs. 615 billion last year mainly due to heavy bank borrowings to address the liquidity crunch resulting from circular debt. The Company owed Rs. 64 billion to local refineries and hence resorted to short-term borrowings (HUBCO, KAPCO, PEPCO) and PIA who defaulted on payments to PSO. As on June 30, 2009, receivables from these entities stood at Rs. 79 billion. Consequently, the Company faced serious liquidity problems owing to receivables from the IPPs (HUBCO, KAPCO, PEPCO) and PIA who defaulted on payments to PSO. As on June 30, 2009, receivables from these entities stood at Rs. 79 billion. Consequently, the Company faced serious liquidity problems owing to receivables from the IPPs.

These factors also adversely affected other players in the oil sector of Pakistan during the review period.

Circular Debt

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Strategy to Overcome Liquidity Problems

The Company has formulated various strategies to overcome these liquidity problems. These include rigorous monitoring of the net working capital position of the country in reducing its import bill in the coming years but will also provide motivation with an economical fuel option.
Bio Diesel
PSO initiated research and development work on bio diesel during FY08. Tests have been conducted on vehicles and generators. The Company is now in consultation with the Government of Sindh, the Government of Balochistan, the Ministry of Food Agriculture & Livestock, the Ministry of Petroleum & Natural Resources, the Ministry of Food Agriculture & Livestock, the Alternate Energy Development Board, the Pakistan Agriculture Research Council, and the Small and Medium Enterprise Development Authority to make further inroads in this important area which has the potential to save precious foreign exchange for the country.

Developmental Initiatives/Business Process Re-engineering
Steps towards implementing a paperless office environment

Electronic Approval Systems
The Companywide implementation of the Lotus Notes workflow applications is a revolutionary change in PSO’s corporate culture. It provides the ability to automate, manage and monitor business processes and helps reduce the hurdles of paper-based work as it has already included the approvals process significantly. Paperless environment will no longer be a mere cliché in every business process and will eventually be made electronic. During this year, a series of applications were developed. These include the Leave Request, E-Recruitment, Joining Report, Mobile Registration Form, Material Creative Form and Note for Approval Application. SAP implemented workflow application has hence been released for selected user groups. All these applications are aimed towards an automation of the entire procurement process which is a multi-stage process involving various stakeholders and approvals. The entire process is streamlined with the help of Lotus Notes to ensure that the providing of requisitions, technical evaluations, and notes for approval of the requisitions can be executed efficiently and effectively. By automating the entire process, the Company has saved considerably on processing time, cost, and paperwork. The electronic approval application has involved training all key personnel involved in the process from procurement officers to line managers to top management. The training exercise was held in four major cities, namely Karachi, Lahore, Multan, and Islamabad where more than 125 key users of various locations were trained on the usage of this application.

Procurement Process Automation
The procurement and service department with the support of the IT department has successfully launched and implemented Procurement Process Automation (PPA) – a Lotus Notes application for the electronic approval of Purchase Requisitions, Technical Evaluations and SAP Note Approvals. This system is a step to achieve efficiencies in the procurement processes.

The scope of the PPA is to review and award approvals required for Purchase Requisitions. Technical Evaluation Reports and Note for Approvals. Salient features of this application are:

- Efficiency in completion of Procurement Cycle resulting in considerable timesavings.
- Aiming towards a paperless environment,
- Review of documents and awarding approvals electronically,
- Provision of a single comprehensive platform for all concerned signatories for the above.
- Efficiency in completion of Procurement Cycle resulting in considerable timesaving,
- Paperless environment will no longer be a mere cliché in every business process and will eventually be made electronic.
- The system of internal control is sound in design and has been effectively implemented and monitored.
- There are no significant doubts upon the Company’s ability to continue as a going concern.
- There has been no material departure from the best practices of corporate governance, as detailed in the listing regulations.

Capital Budget - Automation of budget appropriation
A Lotus Notes based application for the electronic approval of capital expenditure sanction has been formulated in line with the paperless environment objective of PSO. The department along with the Corporate Planning department conducted a training session/demonstration of the said automation. The system were live in January 2009.

Electronic Approval Systems

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PESHAWAR

Peshawar is the capital of the North-West Frontier Province and the administrative centre for the Federally Administered Tribal Areas of Pakistan. Located in the heart of the Khyber Pass near the Afghan border, Peshawar is the commercial, economic, political and cultural capital of the Pashtuns in Pakistan.

The Qissa Khawani Bazaar or the romantic ‘Street of Story-tellers’ extends from west to east in the heart of the city of Peshawar. In days gone by, the bazaar was a camping-ground for caravans on military adventures.

With 308 outlets across Peshawar, PSO is the trusted choice of both residents and long-haul transporters alike.
OUTLOOK AND CHALLENGES

PSO has also been geared towards addressing and meeting the energy challenges of the country in the face of the limited domestic refining capacity that has resulted in the import of refined products. The future energy demand in Pakistan is expected to grow, which is largely due to the expected natural gas constraints for the power generation sector and a reduction in hydro-electric potential. In an economic environment that is marred by mounting circular debt, the Company has been successful in fulfilling the energy demand of the country with its prudent utilization of resources.

Driven by the commitment to ensure product availability to all sectors of the economy, the Company will continue to import the deficit products in a cost effective and timely manner, effectively saving valuable foreign exchange for the country.

PSO’s future performance will be reliant on cost savings, increased sales and high operating efficiencies. Various initiatives have already been introduced with the ultimate aim of generating sustainable earnings by focusing on different operational areas and business diversification.

The Company is fully aware of the challenges faced by its lubricants business and, to address these, we have already launched promotional campaigns to create awareness of our range of lubricants in the market. In the long-term, the Company will continue to import the deficit products in a cost effective and timely manner, effectively saving valuable foreign exchange for the country.

Karachi: August 12, 2009

Managing Director

Ziauddin Ahmed Road, Karachi

As auditors of the Company, for the year ending June 30, 2010.

Yousuf Adil Saleem & Co. and Messrs KPMG Taseer Hadi & Co., Chartered Accountants.

Ordinary Business

1. To confirm the minutes of the Thirty-Second Annual General Meeting held on October 15, 2008.

2. To consider and adopt the audited accounts for the year ended June 30, 2009, together with the report to the Shareholders and Auditors’ report thereon.

3. To lay information before the members of the Company of the appointment of Messrs. M. Vonin Adil Saleem & Co. and Messrs. KPMG Taseer Hadi & Co., Chartered Accountants, for the year 2009-2010.

4. To approve payment of 50% interim dividend already paid for the financial year ended June 30, 2009.

5. To transact any other Ordinary business of the company with the permission of the Chairman.

Karachi: 20, August, 2009

By Order of the Board

Chairman

Notice of Annual General Meeting

Notice is hereby given for the Thirty Third Annual General Meeting of the Company to be held at the Pearl Continental, Club Road, Karachi on Tuesday, September 29, 2009 at 11:00 AM to transact the following business:

Ordinary Business

A. For attending the meeting:

i). In case of individuals, the account holder or sub-account holder shall authenticate his/her identity by showing his/her original Computerized National Identity Card (CNIC) or original passport along with the Facilitated Pass number and their account number at the time of attending the meeting.

ii). In case of a corporate entity, the Board of Directors resolution/power of attorney with the specimen signature of the nominee shall be produced at the time of the meeting.

B. For appointing proxies:

i). In case of individuals, the account holder or sub-account holder shall submit the proxy form as per the above requirement.

ii). The proxy form shall be witnessed by two persons whose names, addresses and NIC number shall be mentioned in the form.

iii). In the case of a corporate entity, the Board of Directors resolution/power of attorney with the specimen signature of the nominee shall be produced at the time of the meeting.

iv). In the case of a corporate entity, the Board of Directors resolution/power of attorney with the specimen signature shall be submitted to the company (in case of limited liability companies) or the Registrar to the Companies Division (in case of unlimited liability companies) for registration.

Notes

1. A member entitled to attend and vote at this meeting may appoint any other member as his/her proxy to attend and vote. A proxy form is enclosed.

2. The Share Transfer Books of the company will remain closed from September 21, 2009 to September 29, 2009. Transfers will be accepted at the office of the Company’s Share Registrar, M/s THK Associates (Pvt) Ltd, State Life Building No. 13, Dr. Ziauddin Ahmed Road, Karachi up to the close of business on 19th September, 2009 and will be held in trust for the Company.
Balochistan, Pakistan - 31° 15’N, 66° 55’E

Quetta is the largest city and the provincial capital of the Balochistan Province of Pakistan. It is an important marketing and communications centre for Balochistan with the neighbouring countries of Iran and Afghanistan. The encircling hills have the resounding names of Chiltan, Takatoo, Murdar and Zarghun.

Hanna Lake nestled in the hills ten kilometres east of Quetta, a startling turquoise pool within bare brown surroundings.

Ziarat residence, where the Quaid-e-Azam Mohammad Ali Jinnah lived and spent his last days is also situated in the proximity of Quetta. Situated at an elevation from 1,676 to 1,900 meters above sea level, Quetta is referred to as the fruit basket of Pakistan as it is famous for the cultivation and distribution of dry fruits. The Quetta district has 166 PSO retail outlets establishing PSO as a key provider of POL products in the city.