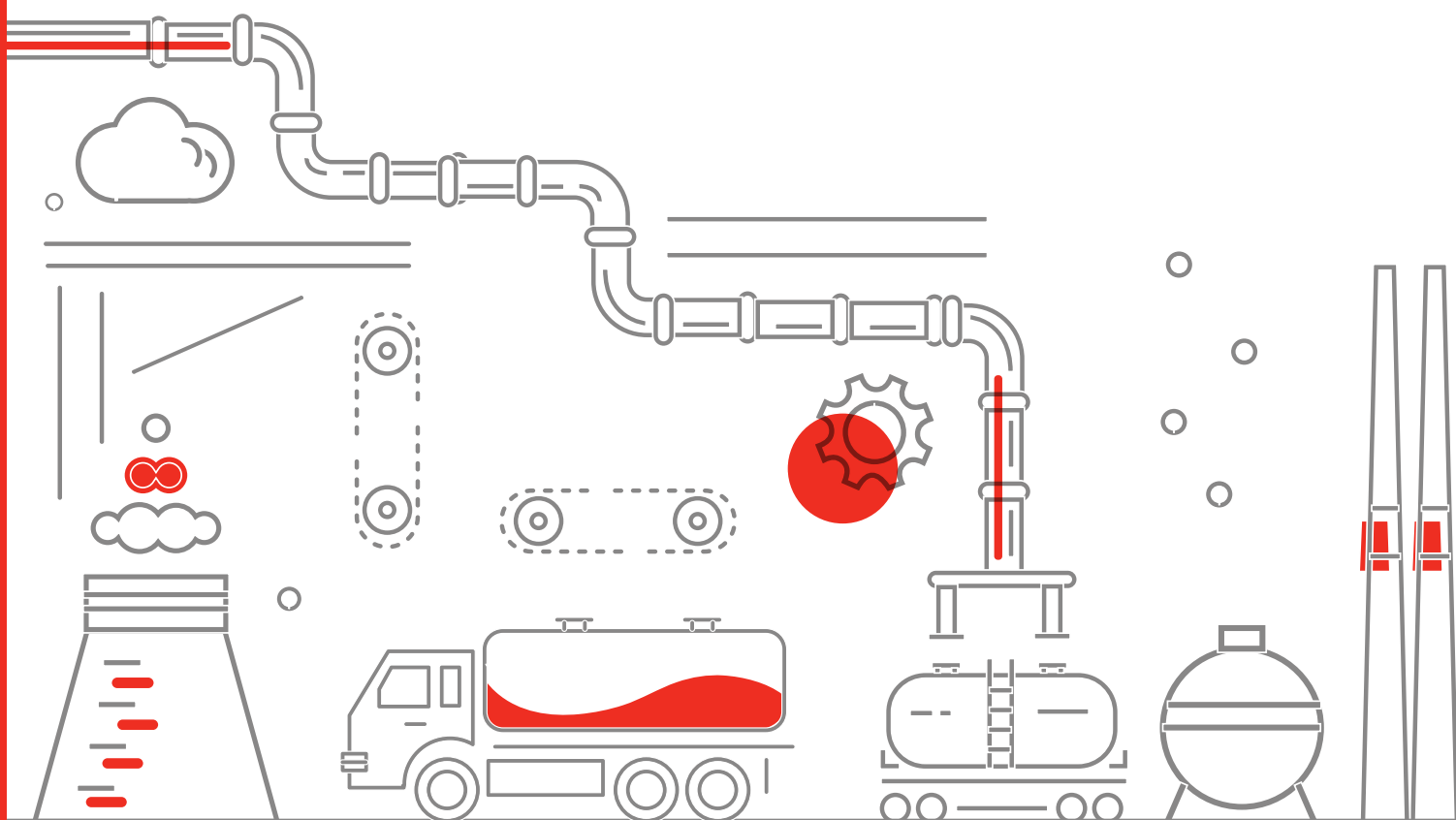




غاز الامارات  
EMIRATES GAS

# EMGAS Corporate Brochure

Member of ENOC Group



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# Company Profile

Established in 1974, through the vision of the late H. H. Sheikh Rashid bin Saeed Al Maktoum (then ruler of Dubai); Emirates Gas LLC (EMGAS), a subsidiary of Emirates National oil Company (ENOC), is the market leader in the Liquefied Petroleum Gas (LPG) industry in the UAE.

EMGAS has one main terminal in Jebel Ali and four LPG Bottling plants at Al Qusais, Ajman, Fujairah and Umm Al Quwain. EMGAS has its own integrated assured supply chain including an upstream refinery and gas processing plants within the ENOC group thus, positioning itself as a major player in the region. Internationally EMGAS has on lease a Bulk LPG Terminal in the Republic of Djibouti and also owns and operates through a joint venture with Horn Fuel Trading (HFT) an LPG Bottling Plant in Puntland, Somalia.

EMGAS has introduced several innovative products apart from LPG, like: EGAP, CEG, Pro-Power, R 290 and alternative automotive fuels such as Compressed Natural Gas (CNG), in the UAE which contribute to diversifying the energy mix to respond to the increasing demand on energy and sustainable development in the region.

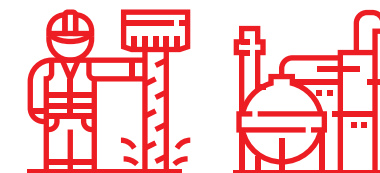
EMGAS has launched several value added services for its customers including state of the art web enabled services, Mobile App., Integrated Maintenance and Supply services and customized solutions for special projects.

As an established, reliable and trusted brand for over four decades, EMGAS has built an outstanding reputation as a professional organization capable of delivering on its mandate. Open feedback, constant skill-

upgrading to initiatives and customized loyalty programs such as GasPlus ensure that our staff and partners are equipped with the latest expertise to serve customers effectively.

As the leading organization in the LP Gas industry in the UAE, EMGAS works closely with local authorities to formulate and implement policies and practices pertaining to the industry in the interest of public safety.

We at EMGAS strive to be a role model organization by adopting world class standards and best practices that have benefited the industrial, residential and commercial development of Dubai and the UAE over the years.



## EMGAS Vision

To be a dynamic and reliable petroleum gas partner of choice.

## EMGAS Mission

"To retain and enhance our position as the leading and pioneering petroleum gas company in the UAE by continuing to exceed customer requirements, abiding by industry standards of corporate governance, honoring community values and vigorously pursuing growth opportunities in local and international markets."





# EMGAS Markets

## UAE Market

LPG is the energy your business needs for every place and every process. In the UAE EMGAS LPG delivers a clean, efficient and cost effective energy solution for almost any business or applications (e.g. Powder Coating Applications, Heating, Drying, Cutting, Cooking, Steam Generation, hot water generation, lighting, transportation, aero sports and propellants).

Security of supply is ensured as EMGAS has a large storage capacity at its Jebel Ali plant, which is supplied through pipelines from an ENOC owned upstream refinery wherein there is additional storage capacity. At EMGAS, we take pride in our world class safety standards and uncompromising customer service. Our legacy of values and excellence delivered as the premium supplier of LPG for your business, has been built over four decades as we continually strive to do business safer and better.

## Commercial Markets

Commercial establishments such as hotels, malls, restaurants, caterers, laundries, etc. and other institutions such as hospitals, residential buildings and staff accommodations choose EMGAS as it is known for high quality LPG products and services.

## Industrial Markets

EMGAS LPG provides the ideal fuel for various industrial applications. It is a clean, efficient and cost effective energy solution for a large cross section of industries like packaging, glass manufacturing, bottle containers, news print publishing, battery manufacturing, ceramic manufacturing, aluminum extrusions, powder coating etc.

EMGAS LPG meets your energy needs in delivering a clean, efficient and cost-effective fuel for your furnaces and other equipments and/or application. EMGAS offers comprehensive assistance in setting up your LPG installation, from concept to commissioning and later in

rendering technical advice. EMGAS LPG can be controlled and used very efficiently with appropriate control systems in place.

## International Markets

EMGAS supplies its products to a number of countries in the Middle East, Africa, South and Central Asia. EMGAS has a strong presence in East Africa through a terminal at Djibouti and a LPG Bottling Plant in Somalia. EMGAS is now poised to become a major player in the International market by setting up infrastructure and other facilities to market LPG thus leading a major initiative to provide clean, environmentally friendly LPG to millions of households.







# EMGAS Products



LPG is a petroleum product consisting primarily of Butane and Propane in different ratios. Its liquefaction at low pressures makes it possible to store large amounts of energy in small volumes; for ease of storage and transportation. Releasing the pressure vaporizes it to gaseous form, ensuring efficient, complete and clean combustion. In order to meet varied customer needs, EMGAS offers different grades of LPG.

## LPG Applications

LPG is used as a fuel for domestic (cooking), industrial (cutting, melting), horticultural, agricultural, heating and drying processes. LPG can be used as an automotive fuel in addition to other specialized applications and it can also be used to provide lighting.

## LPG Availability

Cylinders are used by households, restaurants, workshops and small industries. Cylinders are available in: 5.5KG, 11KG, 22KG, and 44KG.

For large volume users, we supply LP Gas by tankers. Emirates Gas has a large fleet of modern tankers in sizes varying from 5MT to 25MT.



Propane, a component of LPG, is supplied for applications where higher vapor pressure is required, in comparison to LPG. EMGAS Propane is a highly consistent, high quality product sought after by customers.

Propane is highly beneficial for Industries like glass manufacturing, high rise buildings, Synthetic Natural Gas (SNG) manufacturing, cutting applications and in oil and gas services.

## Propane Availability

Propane is available in Bulk and 2, 10, 44, 180 KG cylinders



## Emirates Gas Aerosol Propellant (EGAP)



EMGAS was the first company in the region to supply Aerosol propellants. EMGAS Aerosol Propellant (EGAP) has proven to be a viable replacement of Chlorofluorocarbons (CFCs) which contribute to the destruction of the ozone layer. EGAP being hydrocarbon based, does not contain ozone depleting substances and provides an economic and environment friendly alternative to CFCs.

## EGAP Characteristics:

- High chemical stability
- Purity – as low as max 1 ppm sulphur
- Non-toxic / Non-corrosive
- No oily residue or stain on evaporation
- Odour free – especially important to perfume and air-freshener manufacturers
- Available in a number of grades to suit the vapour pressure requirement of the customer

## EGAP Applications:

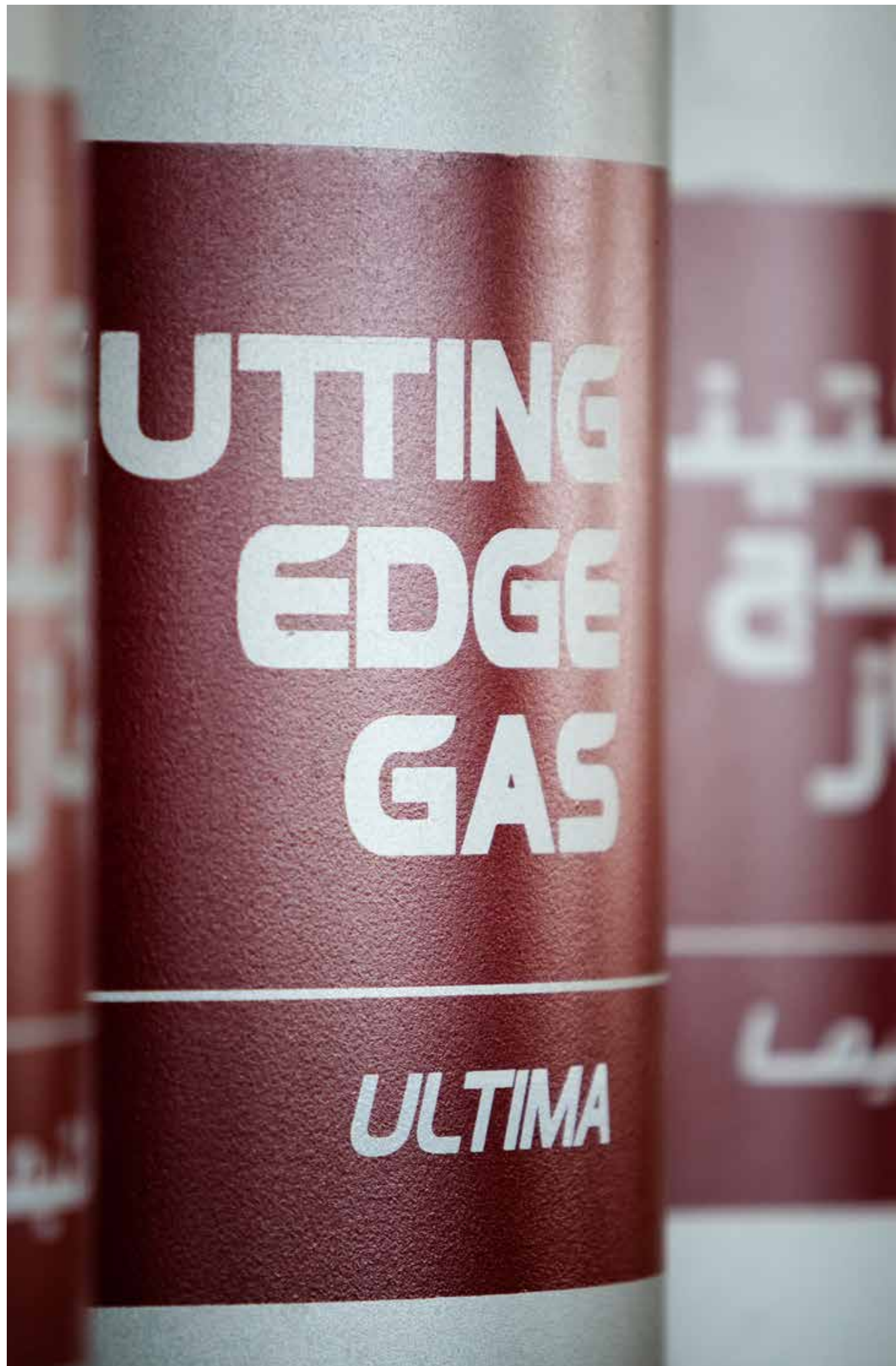
Various Industries that use EGAP are: perfumes, cosmetics, pesticides, air-fresheners, paints, food grade packaging material etc.

## EGAP - Grades:

EGAP is available in a wide range of grades from 100% Propane – 100% Butane with several intermediary grades, produced by carefully blending propane and butane and the range has been customized to cater to the needs of different industries.







### CUTTING EDGE GAS (CEG)

Traditionally, Acetylene has been the preferred fuel for metal cutting applications. However, many consumers find it impractical as it is inconvenient to handle a large number of cylinders and safety and cost-effectiveness were being compromised. EMGAS brings you incredible performance at lower cost by introducing CEG; an effective fuel for metal working applications. CEG is a new generation product from EMGAS suited for customers looking for a convenient and cost effective fuel gas packed with power and performance. It is predominantly Propane with a special additive that enhances its cutting performance.

#### CEG Applications:

Ship yards, fabrication companies, engineering works, construction companies, machine shops and industrial machines involved in cutting, heating, gauging and brazing are involved.

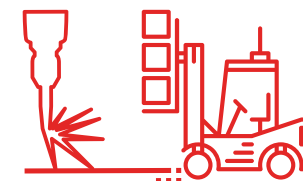
#### CEG Availability:

CEG is currently available in 44KG and 22KG Cylinders as well as in mini bulk tanks of 180 kg.

#### CEG Features:

- It is an effective replacement to Acetylene
- Quick piercing and penetration of metal
- Capable of cutting higher metal thickness
- High flame temperature and heat value
- Less number of cylinders, compared to Acetylene
- Cost-effective
- Smooth finish
- Safer and operator friendly
- Environmentally friendly - burns clean – no soot or smoke

### PRO-POWER



Continuously innovating to meet evolving customer needs, EMGAS has launched Pro-Power, a new range of cylinders filled with high-quality propane to fuel forklifts.

It packs a powerful performance to give the forklifts vital thrust and consistent power to lift heavy loads in varied terrain.

Pro-Power also complements EMGAS's commitment to sustainable development as it burns cleanly, with significantly lower emissions and without any spillage, thus marking an eco-friendly approach for forklift operations.

Pro-Power prolongs engine life enabling customers to save through reduced maintenance and life-cycle cost. It also provides versatility in operation since it can be used indoors and outdoors completing all operations efficiently.

#### Pro-Power Availability

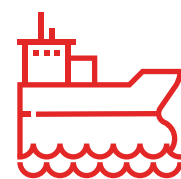
Pro-Power is delivered by EMGAS throughout the UAE and is available in 11 and 17 KG Cylinders.







### CoolGas



EMGAS has developed a new product-service offering called CoolGas to assist ship owners and repairers of bulk LPG ship carriers that require a refrigerant to cool the gas carrier cargo tanks to sub zero temperatures in order to receive refrigerated LPG cargo at loading locations on arrival. This EMGAS product-service is available at various ports in Dubai.

## R 290

R 290 from EMGAS is a very high purity Propane with a minimum Propane content of 98% and nil moisture. This environmentally friendly, hydro carbon refrigerant is an ideal replacement for CFCs and HCFCs . The high quality propane (R 290) has low global warming potential.

R 290 is presently available in Bulk and 44 KG cylinders and can be made available in other capacities based on customer requirements.

EMGAS welcomes enquiries from customers for testing the product in various applications involving R-22 and can offer to the customers a supply in bulk or small packages, and a range of cylinder sizes.





## Compressed Natural Gas (CNG)



Natural gas is a gas that comes from within the earth and consists of more than 90% methane, and other associate gases. The octane rating of natural gas is 130. CNG (compressed Natural Gas) is stored at high pressure of 200 bar or about 3,000 psi.

EMGAS took the initiative of introducing CNG to the Emirate of Dubai to provide a clean and green alternative automotive fuel to users in Dubai.

This initiative is in line with Dubai Vision 2021 and the Dubai Clean Energy Strategy 2050 to implement the vision of H.H. Sheikh Mohammed bin Rashid Al Maktoum, UAE Vice-President and Prime Minister, and Ruler of Dubai, with the aim of providing sustainable development by setting laws and regulations to reduce air, water and land pollution and using more environmentally friendly transportation fuels to reduce carbon footprint.

CNG offers several benefits including environmental, lower cost of maintenance, better engine performance and safe upkeep. It can also be an alternative automotive fuel.

### The Environmentally Clean Advantage

- CNG is the cleanest burning fuel operating today
- CNG vehicles produce the least emissions of any motor fuel
- In gasoline vehicles, fueling emissions account for at least 50% of a vehicle's total hydrocarbon emissions
- CNG is a fossil fuel that generates less air pollutants and greenhouse gases
- Tailpipe emissions from gasoline operated cars release carbon dioxide, which contributes to global warming. This is greatly reduced with natural gas

### The Performance Advantage

- Natural gas gives the same mileage as gasoline in a retrofitted vehicle
- Dedicated CNG engines are superior in performance to gasoline engines
- CNG has an octane rating of 130 and has a slight efficiency advantage over gasoline
- Because CNG is already in a gaseous state, Natural Gas Vehicles (NGVs) have superior starting and drivability, even under severe hot and cold weather conditions
- NGVs experience no vapor locking

### The Maintenance Advantage

- Some fleet operators have reduced maintenance costs by as much as 40% by converting their vehicles to CNG
- Intervals between tune-ups for natural gas vehicles are extended 30,000 to 50,000 kilometers
- Intervals between oil changes for natural gas vehicles are dramatically extended – anywhere from 10,000 to 15,000 additional kilometres
- Natural gas does not react to metals the way gasoline does, so pipes and mufflers last much longer

### Safety Advantage

- Naturally safe (Source: Natural Gas Association)
- Due to the design criteria of CNG, cylinders' leakage from within is almost non-existent
- Robust design of the CNG cylinders will prevent fragmentation in case of catastrophic failure of the cylinder
- Natural Gas with specific gravity of 0.587 - it is lighter than air so in case of leaks it rises up and dissipates into air
- Flammability range of Natural Gas is much narrower than liquid fuels (other fuels form puddles on the ground in case of leaks)
- Multifunctional valve, which is installed in the cylinder, is manufactured with high standards of quality and equipped with all safety devices installed, incorporating relief device, burst disc, excess-flow and many more safety features
- CNG is now considered the safest fuel within the transportation sector

### CNG Applications

Passenger and commercial cars, vans, buses, trucks and waste collection vehicles

### Availability

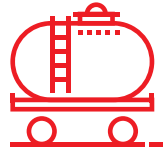
EMGAS is the only authorized supplier of CNG to automobiles in the Emirate of Dubai. EMGAS has already installed three dedicated Daughter Stations at customer premises to cater for their CNG requirements. These CNG Daughter Stations will supply CNG through a fleet of dedicated trailers, thus ensuring that the stations are always topped up with CNG to deliver the fuel to the customers fleet of vehicles.

EMGAS encourages Fleet Customers to consider this economic and environmentally-friendly alternative fuel as their primary fuel option for a sustainable and clean environment in Dubai.



# EMGAS Services

## Bulk Storage Tank Leasing



EMGAS has an inventory of purpose designed LPG tanks of various capacities starting from 500 IG that can be leased to customers. This enables savings on capital investment, expedites projects and offers readymade solutions.

EMGAS maintains these tanks for the duration of the lease agreement and offers replacement tanks when they are taken out for testing or other purposes.

## Bulk Tank Certification



EMGAS offers service of Bulk Tank Certification by reviewing the documents and inspecting the tanker on an annual basis. If the pressure vessel is in fit condition, a certificate is issued to the inspecting authorities for processing the application for renewing a road tanker permit if required.

## Integrated supply and Maintenance Services



EMGAS meets customers' requirements for dealing with a single agency for all their Central LPG needs by way of Free Annual Maintenance Contract integrated with the supply agreement. This ensures safety and reliability of the customers Central Gas Bulk facility.

## LPG Installations - Guidance and Advice



EMGAS deploys its technical, marketing and applications expertise, gained over long years of operation, in the development of reliable, high-quality and customized LPG solutions.

For any requirement from standard LPG heating processes to leading edge industrial applications, EMGAS can provide the correct gas based solution. It provides conceptual and detailed technical advises for installing and operating Central Gas systems as per International standards and local regulations. Technical assistance in areas of storage, gas characteristics and usage optimization are provided to customers, consultants and gas installation contractors at every stage from inception of the project to commissioning and operation of the facility.

## e-business and online Ordering



As an additional value-added service, all registered EMGAS customers can order on-line for delivery of bulk LPG, Propane or EGAP. Customers are also sent SMS updates upon placing an order and delivery status so that customers can track their supply.

The e-business platform offered by EMGAS is through a dedicated and secure log-in facility, ensuring total security.

## Pre Delivery Inspections (PDI)



To ensure safe delivery and correct operation of Bulk gas storage tanks and installations, EMGAS follows a well-defined and comprehensive Pre-Delivery Inspection process before the first delivery of any installation. Subsequent checks are performed before LPG, Propane or EGAP is delivered to the customer installation.

Periodical safety audits in the areas of LPG use and regular feedback during deliveries are also part of the services offered.

## Decanting and Depressurizing



All bulk tank installations require periodic decanting for maintenance or revalidation. EMGAS offers expertise in decanting bulk vessels at the customer's site.

The company has a specialized vehicle for decanting and de-pressurizing any bulk LPG, Propane or EGAP installations. In addition, EMGAS employs trained and experienced technical staff to supervise the process and ensure maximum safety and efficiency.

## Smart System for Inventory Management



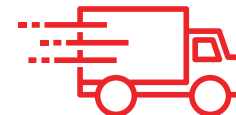
EMGAS provides an innovative remote gauging system for monitoring product levels in customer storage tanks. This enables EMGAS to continuously monitor the tank levels and, in conjunction with the customer, plan deliveries to accommodate any changes in the normal consumption patterns of LPG or Propane at the customer's installation.

The system minimizes the risk of low stock levels or a tank run-out at customer installations thereby ensuring there is no economic loss or work stoppage, and facilitates customers to opt for an Inventory Management System offered exclusively by EMGAS.

Build, Own, Operate and Maintain (BOOM) Central Gas Projects EMGAS collaborates with major developers in Dubai in executing BOOM projects.

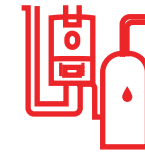
As the leading supplier of gas in the UAE, EMGAS invests in large scale projects that ensure required standards and reliability in supplies.

## Emergency Deliveries



While customers are encouraged to follow a process of systematic ordering, EMGAS also meets urgent delivery orders through the provision of additional bulk tanker trucks and a delivery crew, who are on stand-by. This enables EMGAS to complete supply on an emergency basis within four hours of the request. A 24-hour standby service is also in place for the convenience of customers.

## Central Gas System



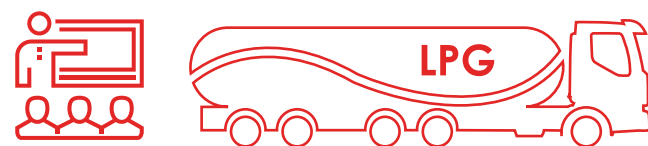
A leader in the supply of LPG, Propane, Butane and other specialized products in the UAE, Emirates Gas also provides a complete, end to end service for building an LPG Central Gas Systems. EMGAS Carries out /facilitates feasibility studies, design, Civil Defense approvals, engineering, procurement, fabrication, installation, commissioning and supply of central gas systems through a network of LPG pipelines linking from storage tanks located in the tank farm to the points of use. The LPG Central Gas Systems are designed and custom built in line with related laws and standards for a variety of end users including factories, commercial buildings, residential communities, retail outlets, labor accommodations and restaurants.

An LPG Central Gas System typically has an underground/ above ground or mounded LPG storage tank connected to various utility appliances through a network of engineered LPG pipelines and accessories such as vaporizers, emergency shut down systems, gas detection systems, gauging system, gas meters and pressure regulators as well as LPG receipt pipelines connected to a filling point. An LPG Central Gas System is provided with cutting edge control systems to monitor and regulate pressure and distribution of gas. It is designed to be compatible with the Civil Defense's approved gas leak detection and monitoring systems that can be inter-phased to the customer's fire alarm panel with emergency stop capability for enhanced and integrated control of the system.

LPG Central Gas System components and services includes the following:

- Initial Civil Defense design approval, shop floor drawings until obtaining Completion Certificate for LPG Central Gas System from Civil Defense.
- Installation of Gas storage tanks and centralized network (with all related fittings).
- Receipt and service LPG pipelines network with Vaporizers , Filtaire & other accessories.
- Filling Line and Filling point
- First stage and intermediate /second stage Pressure Reduction and Distribution Panel (PRDP).
- Gas Leak Detection and Monitoring System (gas detectors, control panel, emergency stop, etc.)
- Gas meter (Optional)
- Civil Defense Completion Certificate for LPG Central Gas System.
- Annual Maintenance Contracts.

## LPG Safety Trainings



EMGAS conducts regular training for its Bulk customers and Cylinder distributors to familiarize consumers with various safety aspects of LPG. The focus is primarily on safe procedures and practices to be followed during storage, transportation and installation of LPG bulk tanks and cylinders.

EMGAS shares information and training on adhering to the best industry practices and local regulations governing the gas installation design and operation.

Our Cylinder distributors and the cylinder delivery staff undergo regular training and refresher courses on technical aspects as well as soft skills.

## Beyond Gas – Accessories

As a step towards meeting all customer and the industry requirements for LPG system, Emirates Gas now markets Gas system accessories for LP Gas, Natural Gas & Cryogenic applications. EMGAS is a reseller of LPG accessories internationally acclaimed companies like Cavagna from Italy, RegO products from Engineered Control System USA, Algas. SDI from USA for LPG Vaporizers, Rochester Gauges from Belgium for Level Gauges, Sagemcon from Italy for Gas Meters, etc.

Emirates Gas is the exclusive agents for Gas system accessories of Cavagna, in the UAE.







## Certifications

### IMS- Integrated Management System

EMGAS values Environment, Health, Safety, Quality, Reliability and Efficiency (EHSQRE) as its core business processes, and each and every employee at all levels of business activity is fully committed to manage the business activities in a way to ensure full compliance of the EMGAS EHSQRE management system. The complete business process of EMGAS is certified to five international standards.

- ISO 9001: 2015- Quality Management Systems
- ISO 14001: 2015- Environmental Management Systems
- ISO 45001: 2018- Occupational Health and Safety Management Systems
- ISO 50001: 2011 Energy Management System

EMGAS management is fully committed to ensure that all its operations meet and exceed the requirements of EHSQRE standards.

The web-enabled Customer Care System (CCS) application provides transparency and assists in tracking the life cycle of a customer query until its logical conclusion. It also keeps the customer informed of the progress/resolution of the complaint until it is resolved.

## Awards and Recognitions

### Dubai Quality Award

EMGAS is the proud recipient of the Dubai Quality Award in 2018 and 2013 editions for achieving the highest standards in business excellence.

Held Under the patronage of His Highness Sheikh Mohammed bin Rashid Al Maktoum, UAE Vice President, Prime Minister and Ruler of Dubai, the Dubai Quality Award is presented to organizations in the UAE that have demonstrated a commitment to best practices in their fields and for continually improving their business performance delivering excellence to all stakeholders.

### The Sheikh Khalifa Excellence Award (SKEA)

EMGAS was awarded the Gold category in the Sheikh Khalifa Excellence Award, in recognition of its capabilities as a valuable business partner, providing best in class customer service, operational efficiency and achievements in human capital development.

The Sheikh Khalifa Excellence Award (SKEA) was launched by the Abu Dhabi Chamber of Commerce & Industry (ADCCI) in 1999 as a blue print, a roadmap and a methodology for continuous improvement aimed at enhancing the competitiveness of the Business Sector in the UAE.

### Dubai Award for Sustainable Transport (DAST):

The Dubai Award for Sustainable Transport sponsored by Roads and Transport Authority (RTA) aims to educate and encourage institutions to play an active and positive role in sustainable transport.

EMGAS won several awards over the years under Transport Safety Category and Environmental Protection Category:

- 1st place in the "Transport Safety Category" in the 4 Edition of DAST Awards in 2012
- 1st place in the "Environmental Protection Category" in the 5th and 8th Edition of DAST Awards in 2013 and 2016

### CSR Label

EMGAS has been awarded the Corporate Social Responsibility Label by Dubai Chamber of Commerce and Industry (DCCI) since 2011 for eight consecutive years.

CSR Label is an initiative of DCCI launched in 2010 to recognise and encourage companies who excel in their CSR policies and best practices.

EMGAS participated by providing a submission document that was thoroughly assessed for its CSR management and performance in all four criteria namely, Environment, Community, Marketplace and Workplace. EMGAS performed consistently well amongst the recipients of the Award.

EMGAS was the first Oil and Gas Company to have successfully qualified and won the CSR label on its debut.

### Environmental Performance Certificate (EPC)

EMGAS was awarded the "Environment Performance Certificate" by Ministry Of Environment and Water (MOEW) of UAE in 2010, 2012 and 2013 to its various plants located at Jebel Ali and in the Northern Emirates.

MOEW has given guidelines to industries operating in UAE to obtain EPC to reflect their efforts to achieve environmental goals at par with international companies. This is recognition of our consistently safe and environmentally sound plant operational practices.

### Superbrands:

Underlining its credentials in its world-class brand identity, values and proven success in customer engagement, EMGAS won the Superbrands honor for the fifth consecutive year.

The award is a testimony of EMGAS's progress towards excellence and leadership over the years, it recognizes EMGAS's distinct set of brand values and reputation. We recognize that our customers "own" our brand and we are committed to deliver the values that our brand stands for.



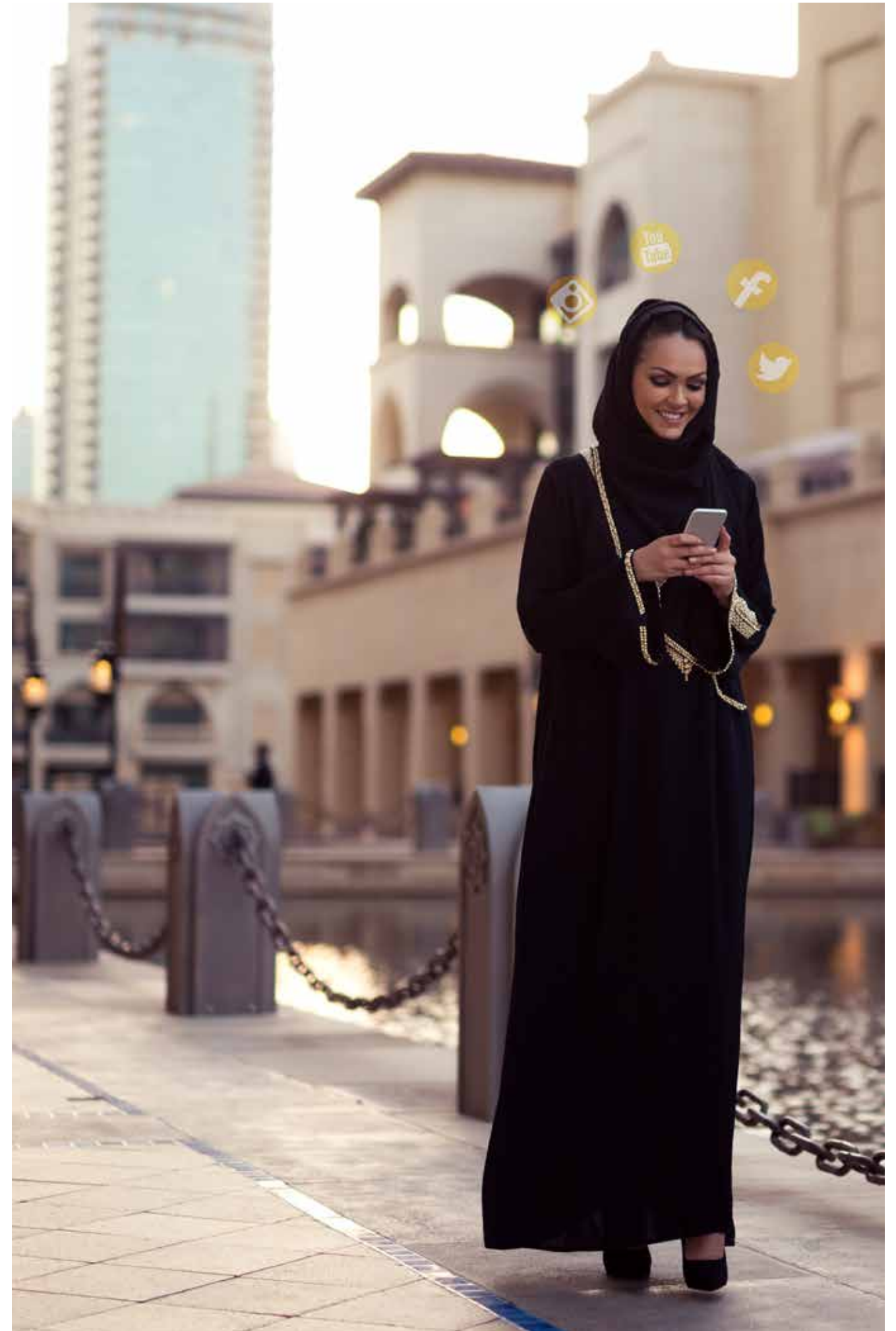




## Innovation in EMGAS

EMGAS is innovative in its approach in the application of LPG and other gas products which manifested in offering a wide range of products and services such as: Pro-Power Cylinders, Cutting Edge Gas, R 290, CoolGas, Safety Improvements in Cylinder Valves, to name a few. The company was the first in the region to offer a comprehensive web-portal to meet customer's LPG needs.

EMGAS supplies composite cylinders to Al Khail Gate Community in Dubai. Every apartment has been fitted with a safety system which is directly linked to Dubai Civil Defense. Customers can order cylinders online or through a dedicated mobile app.





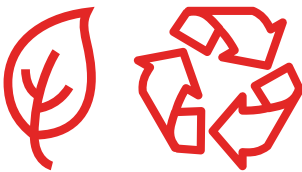
# Customer Happiness and Care

Through experienced Account Managers and Customer care teams, EMGAS ensures solutions that match customer requirements in a professional and efficient manner leading to customer happiness and satisfaction. This is measured on a regular basis. Consumers have access to various modes of contact and providing feedback through dedicated telephone lines for customer care and emergency response. They can also contact EMGAS via email and through the web portal [www.emiratesgas.com](http://www.emiratesgas.com)

# EMGAS Corporate Social Responsibility

As a socially responsible company, EMGAS organizes CSR activities on a continuous basis which focus on safety, social causes and sustainable development. EMGAS' CSR efforts are given a direction by the CSR Policy and we are governed by the expectations of International Guidance Standard on Corporate Responsibility ISO 26000 and CSR Label Framework. EMGAS has been rated "Advanced" (4 Star) in the voluntary assessment of our CSR performance by a 3rd party accreditation agency.

EMGAS strives to do better each successive year and endeavors to be an active and responsible member of the community we operate in.



Emirates Gas LLC | P.O. Box 7736, Dubai.  
Tel: 04-2312555 | Fax: 04-8846427/04-2673909  
Emergency Response Help Line:  
**800 EMGAS/ (36427)**

صندوق بريد: 7736 دبي - الإمارات العربية المتحدة  
هاتف: 04-2312555 | فاكس: 04-8846427/04-2673909  
خط المساعدة في حالات الطوارئ:  
**800 EMGAS/(36427)**

