

Key Notes

December 2025



As we close the chapter of 2025 and welcome the bright possibilities of 2026, on behalf of DKI management team, I would like to extend my deepest gratitude to each and every one of our customers, partners and most important of all, our amazing staff members.

The past year was full of significant challenges and remarkable achievement. The leadership team gathered in Kuala Lumpur early this year to define our path from "Good to Great" as an organisation and set up specific goals to achieve in a consistent and strategic approach to deliver our global vision of 2D (Digitalisation and Decarbonisation). As we grow our members of the team around the world, we would like to continue the reinforcement of building DKI's culture marked with our DNA of Caring, Innovative and Customer Focused.

Journey from Good to Great

We are pleased to expand our footprint into Brazil and South Africa with **Omega 5000** and **FastTrack**. Both products have been enhanced with new features and functionality that lead DKI technology in security, safety and reliability of terminal operations. We continue to see

the increase of cloud-based Terminal Automation Systems being adopted by our customers. Indeed, operating Omega 5000 from the cloud (CTAS) can provide a range of benefits over the traditional On-Premise approach including central management, easy scalability and best practice of cyber security.

Driven by the industry's need for cost reduction, efficiency, and ESG compliance, DKI is delivering data-driven operations our customers rely on. Our trusted reputation is built on an end-to-end delivery model, combining deep Operational Technology (OT), Engineering Technology (ET) and Informational Technology (IT) expertise with 24/7 support. We are proud to be recognised for Environmental Performance, Customer Service and Emerging Technology having received Silver awards at the 2025 Global Tank Storage Magazine. Other highlights include a project in Netherlands, where through the application of Cool Sorption technology, it is possible to recover vapours generated from the production of sustainable fuel (from exhausted tyres); in Belgium, where our solution has been designed to be in compliance with the most stringent emissions regulations of 20mg/Nm³ TOC; and in Spain, where we will deploy best-in-class of 3-beds technology for a marine system. These achievements reflect more than milestones, they are the result of DKI team's passion and dedication of delivering 2D vision globally through relentless "Good to Great" journey. We are also most grateful to our customers who have provided such transformational opportunities to us in 2025 aimed at optimising operations with more reliable, efficient and greener fuel storage and distribution infrastructure serving the communities.

In 2026, we remain committed to customer focused innovation and operational excellence. **Digital Twin VRU** and decarbonisation solutions continue to help terminals manage emissions with less energy and we are launching new VRU metrics in TIDE. To eliminate contamination and overfill, customers will be able to rely on our new **FlexSecure** solutions at loading gantries. In truck loading, we are integrating AI into our **TIDE platform** to transform data into actionable insights for risk management, safety/security enhancement, emissions control and cost optimisation. Through these "Whole of Life" solutions, DKI continues to build lasting strategic partnerships with our valuable customers and industry leaders.

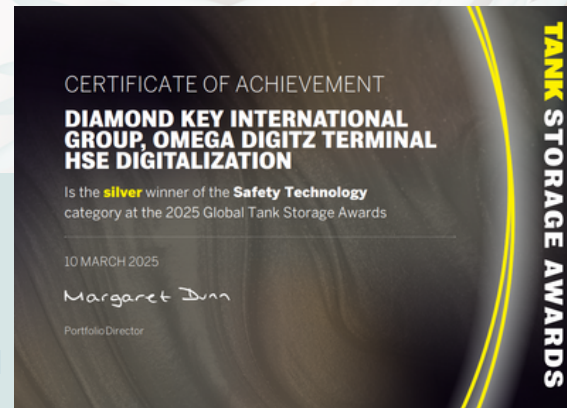
As we wrap up at the festive season, we wish you and your families a Merry Christmas and Happy New Year. We look forward to collaborating and supporting you in the challenging 2026.

Certified Excellence

Silver Winner at the

TANK
STORAGE AWARDS

The recognition was awarded to **Omega Digitz HSE Terminal Digitalisation**, our latest Health, Safety & Environment (HSE) system designed to move beyond traditional, manual processes and deliver a smarter, fully digital approach to terminal safety. This marked our fourth consecutive win by the Tank Storage Awards held in Rotterdam on 10th March.



Omega Digitz Overview Reporting System

The solution features:

- Real-time digital alarm notifications for immediate review and faster Safety-Critical Protective Device (SCPD) bypass approvals
- A centralised HSE data repository that provides secure access to real-time and historical information across the entire terminal network
- Advanced analytics that generate SCPD performance insights to support risk assessment, HSE audits, predictive maintenance, and stronger risk management



DKI Africa Team Receiving Award

Contractor Recognition Award

DKI is proud to be recognised with a **2025 Contractor Recognition Award**, celebrating our strong partnerships and unwavering commitment to Health, Safety, Security and Environmental (HSSE) excellence. Presented at a partner appreciation event in Nairobi, Kenya, this award reflects the dedication of our teams in delivering safe, reliable, and high-quality solutions and the trust our partners place in us.

Performance Excellence Milestone

A new benchmark was set in 2025 with the achievement of a **100% Performance for Excellence (P4E) score**. The result marked DKI as the first vendor to attain this distinction with this specific Fortune 500 oil & gas customer.

P4E is a comprehensive performance scorecard used to evaluate vendor excellence across safety, quality, delivery, and operational performance. Achieving a perfect score reflects consistent, high-standard execution and strong customer trust.



DKI Malaysia Team in Customer's Office Located in Kuala Lumpur, Malaysia



Customer Engagement

DKI Expands Our Footprint in Brazil

A high-impact Brazilian project team was formed to deliver terminal automation, logistics optimisation, and digital transformation across the oil, gas, and energy sectors. Already driving key projects nationwide, this expansion strengthens DKI's commitment to smarter, safer, and more connected terminal operations, powering the next chapter of Brazil's energy infrastructure.

In March, DKI hosted a senior delegation from a leading Brazilian fuel company at our Kuala Lumpur regional office. Subsequent terminal visits in Westport, Malaysia and Tanjung Priok Port



Team Photo at Rio de Janeiro, Brazil

Indonesia allowed DKI to showcase our end-to-end capability from engineered equipment to fully automated terminal project delivery. Visitors were able to see for themselves how a DKI automated terminal processed truck loading safely, effectively and efficiently.

Our guests experienced firsthand how DKI's Omega 5000, SCADA, PLCs, and loading, unloading, blending and additive modules drive safer, more efficient, and more connected fuel supply chains, reinforcing strong partnerships and our commitment to innovation across the global energy sector.



Team Photo at Westport, Malaysia

Where Engineering Meets Opportunity

At DKI China (DKJ) a senior delegation from another leading Brazilian liquid bulk storage operator was hosted for an extensive technical engagement over 23 November to 3 December 2025. The meeting focused on how DKI delivers innovation, automation, effective industrial processes and operational efficiency in a terminal solution. The program included a live terminal visit in Bangkok to observe DKI loading modules in operation. A comprehensive supplier and factory audits at Shanghai, Suzhou, Zhenjiang, Zhangjiagang, Yueyang, and the DKJ factory closed off the visit. The audit sessions enabled in-depth evaluations of manufacturing quality, production standards, and capacity across DKI's supply ecosystem. As a result of the 11 day delegation review a number of key initiatives, commercial and strategic outcomes were agreed:

- Invitation to tender for 2x Master Meters
- Ongoing technical and commercial evaluations for additional equipment
- Active collaboration with DKJ to support quotation development and cost benchmarking for the Brazilian market



DKI China (DKJ) in Yueyang

Personalised Solutions

Smarter Flow. Faster Terminals



Latest Software Version:

Omega 5000:	V10.10.0-RC.17
FastTrack :	V2.2.0-RC.1
GuardAln :	V1.2.0-RC5
TIDE Platform:	V3.6.4
FlexLinc-HMI / AC:	V2.1.2
FlexLinc-BC Armboard Firmware:	V6.26.25Beta38
FlexLinc-BC Meterboard Firmware:	M2.1.2_P3.18.1
FlexCon:	V5.19.7



Demonstration of FastTrack at a Pre-Scheduling Kiosk



an **AI-powered queuing, loading, and traffic optimisation solution**, fully integrates with

Omega 5000. By analysing real-time data and predicting loading times, it automatically assigns the optimal loading bay, reducing congestion and accelerating gate-to-gate operations. Proven at a major oil terminal in Bangkok, the solution reduced loading time by 2-3 minutes per load through optimised loading procedures, automated dispatch, and a transparent, prioritised queue at the site.

Digitalising HSE, Redefining Terminal Safety

A global oil major partners with us to transform manual, human-dependent HSE processes into a connected digital ecosystem. The result: **Omega Digitz, a terminal HSE digitalisation platform** that streamlines SCPD and Barrier Management with real-time risk monitoring, instant digital alerts, and centralised safety visibility. Successfully deployed at a major terminal in Pulau Pinang, Malaysia in August 2025, Omega Digitz is now set for rollout across the customer's global terminal network, setting a new standard for digital HSE excellence. The solution resulted in a Silver award at the Tank Storage awards in 2025.



Pre-Deployment Checks at Customer's Site in Pulau Pinang, Malaysia

Automating Africa's Next-Gen Terminals



Bottom Loading SlimLine Module Arrives on Site

A next-generation, end-to-end terminal automation system has been delivered at a major oil terminal in Kampala, Uganda. The system updates a prior manually operated terminal with a **fully integrated automation ecosystem** and was delivered in just 18 weeks. Built around a **SIL 3-certified PLC architecture**, the solution features smart loading modules that automatically control loading, dosing, and safety using real-time data reducing human intervention while improving accuracy, throughput, and safety. Future-ready connectivity, enabled through seamless SAP integration and a modular digital design, supports scalable integration with Omega 5000 TAS.

1st CTAS Go-Live in the Pacific Islands

A major digital milestone was achieved with the successful go-live of the first-ever **Omega 5000 Cloud Terminal Automation System (CTAS)**, at multiple fuel terminals in the Pacific Islands. The implementation marks the first deployment of its kind in the region and was operationally seamlessly from Day 1. **NO unplanned downtime**. Fully integrated with a newly developed, purpose-built ERP system, CTAS enables a true order-to-cash workflow, eliminating multiple manual and duplicated processes. Load orders, tanker dispatch, Bill of Lading (BOL) generation and real-time operational insights are now automated and synchronised across multiple systems.



DKI Products Built to Perform



Vapour Testing at Coupler Connection on Site

World's First Gas-Tight Vapour Coupler

In April, our latest product was successfully tested at a major oil terminal in Selangor, Malaysia, performing exactly as designed and meeting the API-RP-1004 standard.

Why it matters:

- Eliminates vapour emission at the coupler
- Positive seal of the coupler meaning it has to be fitted correctly
- Sets a new benchmark for frontline safety and regulatory compliance



Gas-Tight Vapour Coupler



VRU: From Insight to Impact

Digital Twin technology is transforming the way **Vapour Recovery Units (VRUs)** are operated, shifting the downstream sector from reactive oversight to intelligent, data-driven performance management.

What it enables:

- Predictive analytics with simulation modelling
- Minute-by-minute vapour generation forecasting
- Continuous, automated performance optimisation
- Real-time data monitoring across sensors and systems

The impact: A move from reactive monitoring to evidence-based, proactive performance management powered by

🔹 **COOLSORPTION VRU solutions.** Helping operators control emissions, reduce downtime, and maintain compliance with confidence.



Cool Sorption VRU Final Checks in DKJ Factory in Yueyang, China



Software Patching Service

DKI's Software Patching Service keeps Omega 5000 on-premise systems secure, supported, and up to date. (Patching is included for Omega 5000 CTAS SaaS sites.)

What we do:

- Deploy updates to sites in line with agreed schedules
- Issue clear Advisories covering impact, risk, and downtime
- Test all updates in DKI Omega environments before release
- Deliver OEM-approved updates for RHEL, Oracle, and Omega 5000

How it's managed:

- Downtime planned and minimised
- Non-critical updates bundled annually
- Critical updates applied within 40 days

Why it matters:

It reduces cyber risk, maintains compliance, ensures stable operations, and removes patching effort for customers.

Confidence Delivered

Customer Care Center (CCC) Achievements

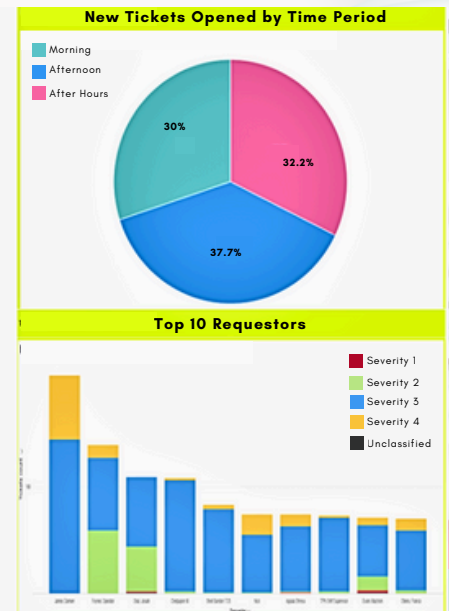
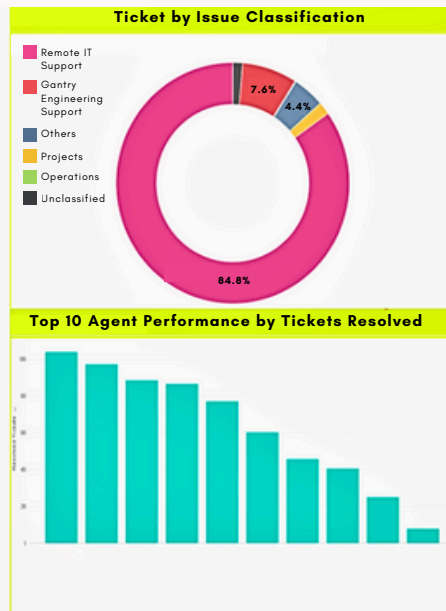
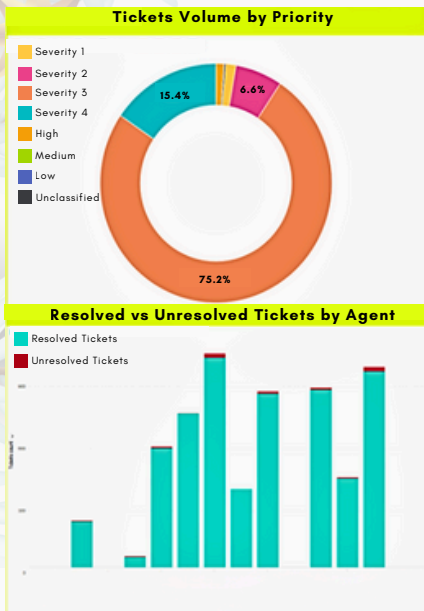
- Positioned CCC as a **single global support hub**, delivering consistent L1/L2 coverage across key and emerging markets
- Improved customer experience and service reliability through standardised global support processes
- Reduced operational risk and downtime by resolving critical incidents across Omega TAS, FlexLinc, TIDE, Digitz, and customer systems
- Achieved **18% reduction** in average case resolution time
- **85-90% First Response SLA** achievement across global time zones
- **98.1% Customer Satisfaction (CSAT)** for support engagements
- **30% more issues resolved directly** at L1/L2 through stronger troubleshooting expertise
- Supported an **increased ticket volume of 20% year-on-year** while maintaining quality
- Developed **15+ new knowledge base articles** to improve customer self-help

Tickets Created:
6,433

Resolved Tickets:
6,344

Satisfaction Rate:
98.1%

Met Service Level
Agreement: 81.65%



What's Next for CCC in 2026

- Introduce enhanced incident management reporting, including root-cause summaries and post-incident reviews
- Build a more comprehensive **CCC Knowledge Portal** for internal teams and selected customers
- Automate repetitive tasks from log extraction, system checks to integration health monitoring
- **Project-critical support** for major customer deployments across Africa, APAC, and the Middle East

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Social Initiatives

“R U OK?” Movement



Celebrating the First “R U Ok?” at DKJ China

What began at DKJ HQ in Melbourne has now reached our teams in China with the first “R U OK?” Day successfully held by our Global Manufacturing team in Yueyang and Beijing office. The session introduced the purpose of the “R U OK?” movement: **building awareness of mental wellbeing and encouraging open, human conversations** in a demanding world. Through a presentation, open group discussions on work-life balance, team building activities, and a shared bike ride around Dongting Lake, DKJ colleagues connected beyond the workplace: talking, listening, and supporting one another.

Where It Began: DKJ First Gen

This is the **DNA of DKJ: caring, innovative, and always customer-focused**. It’s what our first generation built with heart, and what continues to grow our DKJ family every single day. As we move forward, the second generation steps up to shape what’s next, while the first generation continues to guide, support, and pass on the values that matter most. That shared responsibility is what keeps DKJ strong. One DKJ, growing together across generations and excited for the future.



The Pioneers of DKJ



HSE Day at DKJ Malaysia

Importance of HSE

The HSE Day held at DKJ Malaysia in December reinforced that a truly safe workplace supports both physical, safety and mental wellbeing. A Zumba session promoted fitness and stress relief, a mental health and “R U OK?” awareness talk with MIAASA Malaysia advanced emotional wellbeing, and a fire drill simulation strengthened

emergency readiness. Together, these initiatives build healthier teams, stronger resilience, and safer workplaces reflecting DKJ’s ongoing commitment to creating environments that are safe, healthy, and sustainable, physically, mentally, and emotionally as we move toward 2026.



Dirty Santa at DKJ Australia



Secret Santa at DKJ Malaysia

Secret Santa & Dirty Santa Tradition

On 17th December, DKJ teams across Australia and Malaysia wrapped up the year with a shared Christmas celebration full of laughter and

energy. Melbourne brought the fun with a spirited “Dirty Santa” gift exchange, while Malaysia was surprised by not one, but two Santas spreading festive cheer. Different moments, same spirit: connection, camaraderie, and one global DKJ team celebrating together.

