



APNA HAI TOTAL

First Edition
2019

SAFER HIGHWAYS AHEAD!

A paradigm change
in driving culture



TOTAL PARCO GEARS UP FOR ROAD SAFETY!

OLIVIER'S CORNER

Dear All,

We leave behind another year of joint commitment and bonding with a lot to relish on the combined efforts having taken over by some highs and lows of performance in a locally challenging economic environment. This has indeed made us stronger to compete in a market with changing dynamics - some within our control and some beyond - but still we have to keep on striving as the difference between success and failure is a great team. Diversity, innovation, initiative, skill, knowledge and culture make us more competitive and more resilient with a drive to be able to navigate better in a constantly changing global business.

The platform is set to channelize our energies for collective glory on a direction no better as described through the URAAN project or encouragement on bringing new ideas for the improvement of company net income. Safety as a value, Respect for each other, Pioneering spirit, Standing together & Performance mindedness at work will be the essence for making our dreams come true for the company.

I want to take this as an opportunity to extend my heartfelt appreciation to you all for your efforts and look forward to your continuous support in making 2019 an even better year!

"Diversity, innovation, initiative, skill, knowledge and culture make us more competitive, more resilient with a drive to be able to navigate better in a constantly changing global business."



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TOTAL PARCO GEARS UP ROAD SAFETY!

Reinforcing a shared commitment for enhancing road safety on national highways and motorways, TOTAL PARCO Pakistan Limited (TPPL) and the National Highways & Motorway Police (NH&MP) inaugurated an HTV (Heavy Transport Vehicle) Simulator facility at the Motorway Police Training Center in Sheikhpura on the 25th of September, 2018. The facility simulates real world scenarios such as road tire bursts, roll overs and driving challenges in heavy traffic and poor weather conditions, providing drivers with a better understanding on how to react in emergency situations. Every day, about 500 trucks travel on Pakistan's roads and highways, covering a distance of over 41 million kilometers to deliver TOTAL PARCO's petroleum products to more than 600 retail service stations across the country. TOTAL PARCO continues to engage and promote the importance of safety to over 1,000 drivers in Pakistan in an effort to ensure safe business operations and to be considered as a leader of safety in the Oil & Gas sector.

The remarkable investment made by TOTAL PARCO on the HTV simulator remains unique and is another initiative with an aim to **"Keep Pakistan Clean"**- now focused to clean roads



and unsafe driving behaviors. We are pleased to share that since the inauguration of this initiative in end of September 2018, about 370 drivers have already been trained on real world scenarios till date, making them vigilant on how to react in emergency situations on roads.



JOINT FIRE DRILL WITH PORT QASIM AUTHORITY AT LUBE OIL BLENDING PLANT- PORT QASIM

TOTAL PARCO believes that a strong safety culture is essential to our business, with a culture of ownership and personal responsibility for safety and health at the workplace being pivotal. We, therefore, invest in new trainings and initiatives to ensure a safe work environment at all times, and support a zero-injury safety culture.

In order to evaluate readiness and response to an emergency fire situation, a joint drill with Port Qasim Authority (PQA) firefighting team and Lube Oil Blending Plant in-house emergency responseteam was conducted on 6th December 2018. 6 firefighters from Port Qasim Authority participated in the exercise along with 9 firefighters from Lube Oil Blending Plant. A tank fire scenario was created for the drill. Port Qasim Authority fire tender reached the plant in 12 minutes and 20 seconds after receiving the emergency phone call. The drill was conducted in an orderly and efficient manner, with a

satisfactory time for evacuation recorded at 3 minutes. Post drill remarks along with valuable firefighting tips were shared by PQA firefighting Team Leader, Manager Supply Chain and Plant Administration.

Training through workplace fire drills provides a sense of preparedness to employees who, in turn, can add value to the overall health and safety of the organization. Attentiveness, devotion and awareness of staff present enabled us to measure our ability to respond to a fire incident.

At TPPL, safety is considered both an individual and a collective responsibility. This joint safety drill was a reinforcement of a shared commitment to safety culture.



CELEBRATING INNO DAYS



Innovation in TOTAL plays an integral role in shaping the future of energy! TOTAL PARCO Pakistan Limited (TPPL) celebrated the global INNO DAYS 2018 across all offices, warehouses and depots. A Rubik's cube souvenir was shared with all employees across Pakistan on the INNO DAY.

The main event was held in the head office, Lahore, which was attended by more than 100 staff members. The event culminated in the award to the top 3 best innovative ideas out of the ones submitted by teams of 3-5 colleagues during the competition: "CALL FOR IDEAS", based on the global theme of INTELLIGENCE. The competition was open to all employees stationed across Pakistan. A jury comprising of VP HR&A - Mr. Kashif Chaudhry, VP Internal Audit, Control &

Compliance - Mr. Kamran Ilyas and VP Operations - Mr. Nawed Tanwir Abbasi evaluated ideas ranging from main stream business to support functions based on a criteria. 5 ideas were shortlisted out of which the following 3 made it to the winning streak which were awarded by CEO -Mr. Olivier Sabrie on the day:

- Total BRIGADE
- E-Cube Club
- Total RAFTAAR

The INNOVATION CHARTER which acts as the law of Innovation in TPPL was also unveiled on the same day. Immense acknowledgment also goes to the INNOVATION TASK FORCE, whose support and efforts made INNO DAY possible.

INAUGURATION OF 650TH NEW IMAGE RETAIL STATION



On 10th November 2018, TOTAL PARCO Pakistan Limited (TPPL) inaugurated its 650th new image retail station at the premises of Sangam Filling Station in Faisalabad. The site - in the presence of the senior management of TPPL & distinguished guests - was inaugurated by the CEO-Mr. Olivier Sabrie. The city of Faisalabad contributes a major share in gasoline consumption for TOTAL PARCO and Sangam Filling Station - with a seven pillars canopy - became the ideal outlet for the inauguration of its 650th new image retail station. This milestone reflects TPPL's determination to demonstrate its long term commitment to the local development of Pakistan.

The objective of the new service station concept is to reinforce its network identity with a resolutely contemporary image, installations that are more energy efficient and sales outlets that are more discreet, blending harmoniously into their environment. A key factor for visibility and growth, this new identity is hinged around a set of standards that harmonize the look of the service stations.

The quality of the welcome and clearer product and service identification characterize the new-look stations, which give priority to customer comfort and safety. In addition, with low-energy buildings fitting more seamlessly into their environment, the new service stations reflect TPPL's commitment to sustainable development and better energy.

The ceremony was also attended by Mr. Shoaib Akhtar, Brand Ambassador for TOTAL EXCELLIUM HOBC and to conclude the event, commemorative shields were given to the dealer and the senior management of TOTAL PARCO.



SHAHSAWAR LEAGUE 2019



After the great success of the inaugural Shahsawar League in 2018, the second edition of the league took place in January 2019.

TOTAL PARCO selected the top 12 contracted drivers from a pool of around 1400 drivers belonging to 8 different transporters. The selection of these drivers was based on the outstanding HSEQ performance and zero accidents in 2018. The accumulative experience of these drivers was about 95 years and they had approximately driven a collective 650,000 KMs in 2018.

This year, the Shahsawar League was organized in Lahore, with the event kicking off on 21st January. On the same day, a day & night cricket match was organized. Four teams comprising of Shahsawars and TPPL transporter team were made. The winning team of the cricket tournament was “Islamabad Shinwari” with the runner-up being “Lahore Qalandars”. The aim of this activity was to create an environment of trust and develop a strong and friendly relationship with these drivers. This would help them to communicate with the company openly and share areas of improvement both on the road and within TPPL.

The next day, the drivers were taken on a recreational trip to old Lahore city. Even though the majority of the drivers had made numerous trips to Lahore in the past, this was their first ever visit to the old city, where they got to witness landmarks including Badshahi & Wazir Masjid.

A pool of ideas was generated focusing on improving the working conditions of drivers and safety culture. TOTAL PARCO will select the top 3 ideas and implement them in 2019. This would help further improve safety on the roads.





During the 3 day stay, the drivers received gifts for their personal use and their families from TOTAL PARCO as a memento of appreciation and acknowledgement. All drivers were given smart phones so that they can share and communicate with TPPL officials.

The event was formally concluded by CEO & VP HSEQ. Both interacted with these champions and shared their views on importance of having safe transportation. CEO congratulated the winning drivers and shared that TPPL wants to be the standard for HSEQ within the industry. He stressed that along with safety, quality is also an important factor for customer satisfaction and has to be given due care and priority.

CEO further emphasized that the company is extremely concerned and is seriously moving towards improving the working conditions of drivers. The launch of the driving simulator, Shabsawar league and improved rest areas are some of the initiatives undertaken last year for drivers. The importance of drivers' role in



an efficient and safe supply chain was also stressed upon. All of the Shabsawars were trained on the driving simulator and the new curriculum. The efforts by TPPL's Transport Team in improving driver training and rest facilities were appreciated by the drivers.

At the end of the event, prizes were distributed to the drivers by CEO TPPL & VP HSEQ.

DEALER'S REWARD PROGRAM

In November, 2018 on the 8th Dealers Reward Program ceremony, 36 winners were awarded Shields. These High Performing Dealers proceeded to a 5 days trip to Cape Town, South Africa. The trip after the Award Ceremony, accompanied by TPPL Management, was a grand prize of the Program so as to reinforce commitment and targets. Yearly performance of all active sites was gauged and the 36 winners were announced accordingly.



DEALERS' REWARDS PROGRAM
2017-18
PRIZE DISTRIBUTION CEREMONY





CORPORATE GIVEAWAY SHOWCASE



There is a consistent demand from various business units for corporate giveaways so the Procurement

Team at TOTAL PARCO Pakistan Ltd (TPPL)

launched a comprehensive giveaways tender which covered all relevant giveaway items and would be valid for at least one year.

The idea behind this activity was:

- Avoiding unnecessary repetition in the process of tendering for same giveaway items.
- Creating ease for business units to purchase item(s) any time of the year without going through tendering process every time.
- Save time, resources and cost for both procurement and the business units.

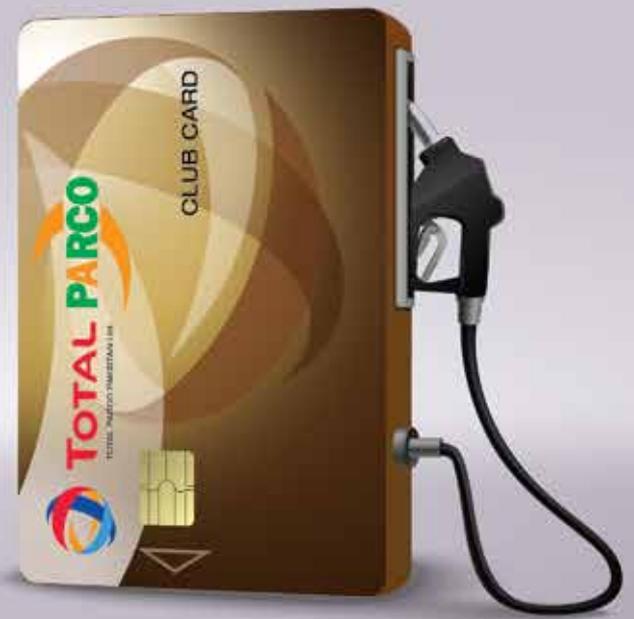
Business Units' shared giveaway requirements after which a Tender was floated to 70+ vendors from pre-qualification pool (Heat 1, 2, 3).

The samples were displayed in Karachi & Lahore offices for selection by Executive Committee Members and Nominees. 44 items from 10 vendors were short listed in one go. The 1st TOTAL PARCO **Corporate Giveaways Catalogue** was the outcome shared with all stakeholders.



CLUB CARD

ACTIVATION AT JAZZ HEAD OFFICE



On 19th December, 2018 TOTAL PARCO's Club Card Team set up an exuberant Total Stand at the Jazz Head office in Islamabad to engage and register Jazz employees for the Total Club Card. Fun filled activities were arranged for the Jazz employees on the day through which they could win exciting gifts and convert to Total Club Card from any other competitor's fuel card. The activity resulted in a Consumer Engagement of 200+ people and was able to close on-spot registrations of 130 new consumers.



WORKING TOGETHER STANDING TOGETHER



TOTAL PARCO always cares about its employees as it believes that happy employees are the sound foundation of a successful organization. In today's competitive and stressful environment, it is very important to nurture the human capital and create an environment where every employee feels valued, fulfilled and recognized. Hence, in order to have a healthy and joyful break from work, TPPL arranged for an Annual Gala this year in Lahore, Karachi, Multan, Faisalabad and Islamabad. It was a very good opportunity for the employees to spend

quality time together along with their families and engage in fun filled activities. In order to further strengthen the bonding of employees working with TPPL for an extended period of time, a "Long Service Awards" ceremony was also arranged in December whereby employees gathered to recognize, appreciate and cherish their colleagues. We are confident that by working together, standing together and recognizing each other's achievements, we can surely strengthen this bond even further in times to come.

CANCER AWARENESS DRIVE - TOTAL PARCO & SHAUKAT KHANUM JOIN HANDS

Information and education are key to cancer prevention and early detection. Sound decision making about its treatment is the key factor in its control & management. Unfortunately, due to the lack of adequate healthcare facilities in Pakistan, this treatable disease is usually detected at advanced stages when nothing can turn its course.

TOTAL PARCO Pakistan Limited joined hands with **Shaukat Khanum Memorial Trust (SKMT)** in its nationwide awareness campaign on the various types of cancers. Cancer Awareness Sessions were planned in TOTAL PARCO's offices nationwide i.e. Lahore, Karachi, Islamabad, Multan and Faisalabad by SKMT consultants in which cancer awareness details, definition of Cancer (along with signs and symptoms of the disease) and precautions and preventions were shared with employees followed by employee queries which were addressed by SKMT consultants. The sessions were concluded with a reinforcement message stating that it is the responsibility of every one of us to spread Cancer awareness learning with families and friends.

LET'S MAKE A DIFFERENCE IN THE LIVES OF PEOPLE AND IN OUR TOTAL PARCO FAMILY!



ENGAGEMENT WITH BRAND AMBASSADOR - EXCELLIUM HOBC IN THE CITY OF KARACHI

Being one of the metropolitan cities of the country, Karachi is the key strategic geographic segment for TOTAL PARCO Pakistan Ltd. It is not only a revenue pillar for growing the customer and consumer base but also a city for establishing a strong brand image for the company. TOTAL PARCO organized Customer service days with Mr. Shoaib Akhtar on its top performing sites. Shujaat Service Station was the lucky station where Shoaib Akhtar's presence surprised EXCELLIUM HOBC customers. Shoaib Akhtar thrilled customers by sitting in their cars. This was shared live on social media through videos and selfies taken by the customers. Shoaib Akhtar also explained to them the benefits of



EXCELLIUM HOBC, drove their cars with them and distributed autographed cricket bats and balls as souvenirs.

Our CEO - Mr. Olivier Sabrie - joined the activity at Sana service station which is located at the heart of Saddar with Senior Management and Shoaib Akhtar, which turned out to be immensely popular with the customers. Mr. Shoaib Akhtar also took Mr. Olivier Sabrie for a bike ride in front of all the people who enjoyed these fun filled activities. Cake cutting added

more sweetness and enthusiasm to the bustle and lead to a widespread engagement of the happening on social media. While at the Khawar Shaheed Service Station, which is one of the flagship sites, Shoaib Akhtar concluded his site visits by signing on the brandings - which added more authenticity to the messages on EXCELLIUM HOBC Campaigns communicated to the consumers. An exclusive engagement session with Dealers of the South network which have EXCELLIUM HOBC



offering at their stations was held. Shoaib Akhtar, along with Manager Network - South Mr. Shahzad Rizvi, distributed autographed souvenir bats and balls to all the business partners in recognition and appreciation of their contributions. After the site visits Shoaib Akhtar then mingled with the Karachi regional office



staff and shared the story of his cricket journey and other great memories. He motivated the employees to have bigger goals and dreams and emphasized on how Team Play can make you WIN! On the same evening the Regional Cricket Team of TOTAL PARCO gathered for a night net practice session. VP HR&A - Mr. Kashif Chaudhry, VP Operations - Mr. Nawed Abbasi and VP Corporate – Ms. Naila Malick, along with the Brand Ambassador, were present with players

gave a presentation to the Brand Ambassador on the Additization



technique of EXCELLIUM HOBC followed by a practical demonstration which was much appreciated by Shoib Akhtar.

The engagement with Shoib Akhtar turned out to be motivating and engaging for the employees.



True teamwork of Retail Sales, Corporate, Marketing, Engineering Operations and HR was displayed at its finest in this activity, resulting in one of the best 360 degree stakeholder engagement days.

within Karachi region to tap the talent and at the same time to get them trained for upcoming corporate cricket events. The next day was hosted at Keamari Terminal by VP-Operations - Mr. Nawed Tanwir Abbasi and his team accompanied by VP Corporate - Ms. Naila Malick, where the Terminal staff





TOTAL PARCO AND DAACHI FOUNDATION JOIN HANDS



TOTAL PARCO Pakistan Limited (TPPL) collaborated with the DAACHI Foundation as co-sponsor of an ARTS & CRAFTS exhibition in November, 2018. The collaboration confirmed TPPL sponsoring 25 under privileged crafts-persons as part of their societal commitment towards promoting Culture and Heritage in the Country. A joint effort with the DAACHI Foundation was also made to discourage the use of plastic bags by offering the first 200 entrants per day a free TOTAL PARCO/Daachi co-branded, handwoven cotton bag. TPPL also facilitated the Behbud Foundation – Lahore with a free stall inside the exhibition arena as a gesture of goodwill for the promotion of their products and support for empowering women trained in various skills at Behbud facilities. The 3-day event had almost 8000 visitors praising the art and creations of the entrepreneurs with a purchasing opportunity of items through 150 stalls, all under one roof.



TOTAL PARCO Pakistan and TCF Join Hands



One of TOTAL PARCO's core CSR values includes supporting academic and professional education through various social initiatives. In this regard, the management of TPPL, as per its commitment, organized a Road Safety awareness session by HSEQ Team followed by an Art Contest at TCF School – Cowasjee Campus, Karachi on the theme of road safety.

of the school. In the Ceremony, students enthusiastically participated and a group of students performed a skit on road safety followed by singing of a national song. The ceremony concluded by distribution of medals to the winners and donations followed by distribution of lunch boxes from TOTAL PARCO to all students and staff members.

Top 30 winners - out of more than 260 participants from Classes 8th, 9th and 10th - were awarded medals and certificates on the basis of their art creations in a poster format. The 30 lucky winners were also provided education sponsorship for 12 months by TPPL in addition to the allocation of free fuel for one year through Total Club Cards for the two school vans dedicated for the pick & drop of the school teachers. An award ceremony took place on the 17th of October 2018, chaired by CEO TOTAL PARCO, Mr. Olivier Sabrie as the Chief Guest and was attended by the senior management



CHRISTMAS GATHERING at Miracle School



This Christmas, TPPL combined a CSR activity with employee engagement by channelizing employees' participation in the Miracle School donation drive and conducting “**Candy Donation Drive**” from the offices of Lahore & Karachi.

“Giving is not just about making a donation. It's about making a difference” (Kathy Calvin)
Over a short span of one week, the collections contributed by employees were enormous for the school children. 900+ goodie bags were attained from the collections at Lahore and Karachi offices.

The Christmas Gathering was held at Miracle School, Lahore on 7th December 2018. VP-Corporate - Ms. Naila Malick was the chief guest of the event accompanied by a few employees from other regional locations.

After the opening ceremony, students of the school performed a welcome skit followed by lighting of the Advent Candle. Later, the students entertained the audience by performing a play related to the birth of Jesus, thereafter singing Christmas Carols where all participated joyfully. Ms. Naila Malick presented an endowment cheque to the chairperson of Miracle School on behalf of TOTAL PARCO Pakistan Ltd. Distribution of goodie bags to the school children by ‘Santa Claus’ thrilled them at the end of the ceremony.



INAUGURATION OF NEW MOBILE QUALITY LAB & TRANSPARENCY BREEDS LOYALTY CAMPAIGN



TOTAL PARCO is towards driving Customer and services. Our mobile mobile quality labs deployed Karachi, Faisalabad and quantity and quality stations included in TPPL customers receive the best on every visit.



passionately committed Satisfaction for all products quality network consists of in Lahore, Islamabad, Multan regions to conduct verifications at all Retail portfolio and ensure that quality and accurate quantity

On 20th November, 2018 CEO TPPL- Mr. Olivier Sabrie, inaugurated “New Mobile Quality Lab” dedicated for the Multan region at Red Clay Filling Station. The cake cutting ceremony at the inauguration was followed by **“Transparency Breeds Loyalty Campaign”**. During this campaign TPPL quality team engaged walk in customers to witness the product quality and quantity on the spot. The customers were also given a chance to visit mobile quality lab. A video for the mobile quality unit work, developed to help understand how TPPL ensures quality monitoring at its Retail stations through its mobile quality network, was displayed during this activity. Reviews and feedback from customers were taken during these customer engagement sessions which helped the HSEQ Team to improve the Quality Control system as per the customer expectation.

AUTOMATED EXTERNAL DEFIBRILLATOR



An Automated External Defibrillator (AED) is a portable electronic device that automatically diagnoses the life-threatening cardiac arrhythmias of ventricular fibrillation and pulseless ventricular tachycardia, and is able to treat them through defibrillation, the application of electricity which stops the arrhythmia, allowing the heart to re-establish an effective rhythm. With simple audio and visual commands, AEDs are designed to be simple to use for the layperson, and the use of AEDs is taught in many first aid, certified first responder, and basic life support (BLS) level cardiopulmonary resuscitation (CPR) classes.



Safety is a value in TPPL. TPPL took the initiative to provide AED Devices all across its offices and sites for the safety of employees, contractors and visitors based on respective locations. 15 such devices are installed in different locations including offices, depots and blending plant. Training sessions for the use of AED machines for employees have been successfully conducted at Head Office, Lahore, Regional Offices - Karachi, Islamabad, Faisalabad and at Rawalpindi, Taru Jabba, Machike and Gatti Terminal.

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STRETCH TARGETS WITH A TWIST

“Stretch” targets bring to mind a dreary picture of Management overloading their teams urging them to surpass even their best work performance – hard work getting rewarded with yet more work being assigned. But it’s not so as 3:30 PM the mood changes in Karachi office of TOTAL PARCO. With the ringing of a bell followed by everyone in the Finance Hall getting up from their desks and standing- facing each other in a group Stretch Break routine led by Finance Team in Karachi Office which has been going on daily for almost a decade and a half.

The ‘pilot’ role rotates amongst the team for each day’s session. The pilot greets everyone and begins the routine by demonstrating some gentle body stretches for the others to follow. Repetitive strain injuries (RSIs) are a special risk for people routinely working on computers. Hunched posture and prolonged working with no breaks result in pain or discomfort and can cause injuries which could even require surgery in a worst-case scenario. Prevention is the key here and doing the right exercises at the right time just for a couple of minutes goes a long way in maintaining a healthy work environment so all exercises are designed to avoid RSI.



This is definitely a ‘stretch’ target everyone looks forward to achieving!

SMOG MASK & SMOG INFORMATION CARDS ACTIVITY

Safety First, Environment always and Health for all in this Smog Season!



The province of Punjab remains most vulnerable in the winters as the atmospheric pollutants can cause serious health issues. Smog Masks and Information Pocket Cards were distributed to the community at large at Machike and some Retail Stations in Lahore. The activity was initiated on 10th November 2018 by the CEO - Mr. Olivier Sabrie at Sangam Filling Station, Faisalabad by distributing it to local bikers and rickshaw drivers. The distribution of the information cards and masks at Machike Area for the employees, TL drivers and customers at Retail stations was highly appreciated by the community. The Schools and government authorities positively joined hands to promote and distribute these information cards and masks in the Machike Schools and Sheikhpura Commission offices. Team members visited Retail stations in Lahore where the activity was planned and engaged with customers regarding the use of the mask and safety instructions during the Smog. Retail, Operations and HSEQ teams significantly supported the Corporate Team in making this initiative a success.

TOTAL PARCO believes in creating value for our Stakeholders through activities like these which are directly linked to Environment, Safety and Health in areas of operations.

Healthier Us, Healthier Pakistan!

Beach Cleaning Drive

CLEAN OUR ENVIRONMENT, SAVE MARINE LIFE

On 10th October -2018, TOTAL PARCO Pakistan Limited (TPPL) conducted a Beach Cleaning Activity at the Sea View Beach, Clifton, Karachi to compliment the motto of **Clean Our Environment, Save Marine Life**. Brand Ambassador for EXCELLIUM HOBC - Mr. Shoab Akhtar, the Executive Committee members and approximately 100 employees in the Leadership of TPPL's CEO Mr. Olivier Sabrie participated in the activity. The employees joined in the oath of **'Keeping Pakistan Clean'** with Mr. Shoab Akhtar. This initiative was clinical for the 'Keep Pakistan Clean' drive resulting in the collection of 758 Kilograms of garbage over a period of 1 hour in a combined team effort where six teams contested for best three on the greatest contribution of collection of the garbage in the stipulated time frame. A human chain along the sea shore formed by the employees of TOTAL PARCO symbolizing the sense of unity in driving this cleanliness effort across Pakistan brought the activity to an end.



Thank You

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