

APNA HAI TOTAL

SEVENTH
EDITION 2020



SAFETY BEGINS WITH TEAMWORK

FIRFFIGHTING DRILL. NBCD KARSAZ

ONE LAST TIME: OLIVIER'S CORNER

Assalam-o-Alaikum!

"It's bittersweet to leave a workplace you've enjoyed so much. I might joke about the Monday blues, after a weekend spent with family and friends but that's all that is; a joke. This place and the work we have done here, holds immense importance for me and it has been a privilege being part of this team. The successes we have enjoyed have been a direct result of your cooperation and joint effort and your ability to bring out the best in each other.

16th July 2016 was the day I took charge of this wonderful organization, which is being run by the most competent staff, managers, dealers and distributors. I have had the honor of being part of the team which has ushered Total PARCO in a new era of alternative energy solutions via the introduction of solar lamps. These products reflect TPPL's commitment towards sustainable energy solutions.

In the last few years we have grown together and tried to optimize our potential but we still have a long way to go to be recognized as one of the Top organizations in the country. Nevertheless, our achievements in the form of new products & services such as the Total Wash, variety of Shop Food Services offering in our Bonjour shops and a step towards digital transformation, cannot be



undermined.

I would once again, like to remind everyone of our collective attempt to maintain high safety standards, an aspect we all recognize to be of utmost importance in achieving sustainable business operations.

Modern day needs of customers are complex but we have to remain resilient to adapt to the changing environment and deliver quality products and services as we always have. Hygiene and cleanliness on the retail stations will always add value under the Total PARCO brand and our commitment as an OMC license holder in the country.

Our core strength however, lies in the strategic partnership of TOTAL with PARCO, an exemplary model of public-private partnership, which highlights the TOTAL Group's commitment to Pakistan.

TOTAL Group's esteemed local partner, PARCO, is **Pakistan's most modern refinery, with a capacity of 100,000 BPD**, which constitutes 25% of the country's refining capacity, and a strategic storage of over one million tons. "

Total PARCO Pakistan Limited, the largest international oil marketing company in Pakistan, is recognized as the market leader in product quality, customer service, safety and environmental protection, serving local communities in the country since the last two decades.

This is the time to capitalize on the advantage of having partnered with such a prestigious brand by giving unmatched performance and reliability to make the company the market leader, in days to come.

You have been tremendous partners and deserve the credit and respect, and, I feel privileged to be handing over the charge to Mr. Mehmet Celepoglu as the next CEO of TPPL.

I'm excited about my future elsewhere, while I continue to be enthusiastic about all the milestones you will keep accomplishing while upholding our core values of showing respect for each other, being performance minded and keeping your goal in sight, embracing and prioritizing safety, being pioneer spirited, innovative and standing together, under the leadership of Mr. Mehmet. With so much to be grateful for- brilliant colleagues, a homely yet ethically charged working environment and such high-stake work, leaving becomes challenging.

I am going to miss you all. Thank you for being such an integral part of my journey for the past three and a half years. Hopefully, this is not good bye and our paths will cross sometime in the future!"

Bonne Chance et Merci beaucoup!!

Olivier

BON VOYAGE OLIVIER SABRIE !

Mr. Olivier Sabrie joined Total PARCO Pakistan Limited in July 2016. His tenure is laudable, as his hard work and consistency led to the launch of many renowned projects. His 24 years of experience in TOTAL gave him superior understanding of how to empower a workforce and to deliver productive results alongside successfully managing and upholding Total PARCO's vision.

Olivier remained a steady influence for TPPL's employees. Under his tenure TPPL received many prestigious awards. His ever ready attitude towards meeting business partners, customers and clients is surely unmatched. Lastly, how can we forget just how highly invested he has been in connecting with the Pakistani culture and ingraining himself in a workplace that was once foreign to him.

To bid farewell, to Mr. Olivier, two separate events were held for him, in Karachi and Lahore.

His Successor and New CEO Mr. Mehmet Celepoglu, MD PARCO Mr. Tariq Razavi, DMD PARCO Mr. Shahid Mahmood Khan and other members of the Total PARCO team, presented souvenirs to him. His memories with TPPL were shared during the event along with the comments and goodbye messages from Excom members and employees. The event concluded with a fancy dinner and a musical performance. We admire his persistence to push us to perseverance and will forever be thankful for all he has done for Total PARCO.

Bon Voyage Olivier, you will surely be missed.





FIND OUT MORE ABOUT **MR. ZAZA KANDELAKI**

– VP Lubricants TOTAL PARCO!

Mr. Zaza Kandelaki is a well-known name in the lubricant industry and as a result of his endeavors to expand his business portfolio in the International market; Mr. Zaza joined the lubricant business line in 2019, as the Vice President for Lubricants at Total PARCO.

Mr. Zaza is an Engineer by profession, and began his career as a commissioning engineer in his home town of Georgia. He eventually moved to France in the early 90s and began his life long career in the lubricant business by joining ELF Lubricants, which eventually merged with TOTAL.

Prior to moving to Pakistan, he served as the Managing Director for TOTAL's affiliate in Kazakhstan.

Here at Total PARCO, Mr. Zaza has taken up the task to lead a team of more than 100 people, from across departments: sales, supply and production, technical services and commercial management.

Mr. Zaza plans on using his experience of more than 2 decades in the lubricant industry and his in depth understanding of the dynamics of the lubricant business, to expand Total PARCO's business portfolio and mitigate the challenges posed within this industry.

LIVE FIREFIGHTING TRAINING

- NBCD School Karsaz

Safety is of utmost importance at Total PARCO. Therefore, the company constantly makes efforts to put certain mechanisms in place to create a hazard free work space for its employees.

In honor of this commitment, Total PARCO Pakistan Limited's location staff, collaborated with the Pakistan Navy NBCD School Karsaz, to attend live firefighting training sessions in Karachi, on the **25th and 26th of January 2020**.

A total of 28 individuals participated in the two-day drill activity. The training sessions covered a variety of aspects including the types of fires and the principles behind fire extinction. Furthermore, the participants were introduced to various firefighting apparatuses and their application. The sessions were not just theoretical but participants were given hands on training with regards to the use of fire extinguishers, breathing apparatus, protective clothing, and foam mixtures. Escaping a smoke filled building, was a key training point, simultaneously teaching the application of first aid measures: CPR, treating scalds and handling casualties.

When a fire happens, it usually does so without any prior warning. Hence, preparation is key to effective response to workplace fires. Fire drills help prepare employees to respond quickly, calmly, and safely. These sessions therefore gave employees an opportunity to practice emergency procedures in a simulated but safe environment.



DISTRIBUTOR'S LUBRICANT CONVENTION / 2019

Twenty-two top performing distributors, from both the Automotive & Industrial segment, were invited to attend the Distributor's Lubricant Convention, hosted in Singapore. The senior management of TPPL led by the CEO & VP Lubricants alongside the core team of Lubricant Business line were among the attendees.

Key highlights of the Lubricant business line at TPPL were presented at the respective convention, followed by recognition of the contributions made by the distributors to



various business activities. Prior to the convention, attendees were taken on a visit of the Lube oil blending Plant in Singapore. The convention did not shy away from awarding top performing sales representatives of TPPL, from both the Automotive and Industrial segments.

This was an excellent platform for the TPPL management, staff and business partners to share their year-long experiences and expectations and set a mutual way forward.

The convention concluded with an all day, thrilling excursion to Sentosa Island, Singapore!





Women empowerment recognition Award

RECOGNIZING WOMEN AT TOTAL PARCO

Total PARCO became the first ENERGY Company in Pakistan to be recognized for "Notable Growth in Women Empowerment" at the Chamber of Commerce and Industry of Overseas Investors (OICCI) Women Empowerment Awards 2019.

The ceremony was attended by around 400 people including CEOs, HR Executives and corporate professionals from different OICCI member companies, as well as diplomats and other distinguished guests.

TPPL's efforts on creating gender diverse workforce were applauded at a National level. This has been a result of the initiatives taken by the leadership at TPPL to promote gender balance in the organization. Promoting gender equality and improving the standing of women is critical to sustainable development and economic boost.



KEY HIGHLIGHTS FROM 2019



Keamari Terminal
Expansion Project



Celebrating World Day
for Safety 2019



TOTAL Car Care Products
now in Pakistan



The Startupper
Challenge



Conducting the
Transport Seminar



Launching
TOTAL Wash



TOTAL products
now available on Daraz



Signed MOU
with Hascol Pakistan Limited
for joint operations at Daulatpur
and Sahiwal Depots



Honoring Pakistan's
first ever Female
HTV Driver



Corporate Dinner for
MEDEF Delegation



Upgrading
the Intranet



Presenting Moliere's
'The School For Wives'



Celebrating the
'Bastille Day'



Keep your business
fueled up with the TOTAL Card



The Lube Oil
Blending Plant
Expansion Project



Championing Youth
Inclusion and Education with
The Citizens Foundation



Pakistan through
the gaze of a French Wanderer



ORS
goes Digital



Launching
the Solar Products



Thanking the TPPL staff
for their commitment to
saving lives



Steps forward
for society with SOS
Technical Training Institute



Total PARCO
stands together with Shaukat
Khanum for Cancer Awareness



Empowering the skills
of talented craftspeople



Total PARCO and Alif Laila
Book Bus Society come together
to promote the joy of reading



Fighting Smog
this season
at Total PARCO



REWARDING HARD WORK AT THE DEALER CONVENTION!

The Retail Dealer Convention is a business initiative aimed at engaging our priority retail dealers during a three day event. The convention held at PC Bhurban, gave an opportunity to our dealers who were invited with their families, to relish a small getaway, from the busy city life. Total PARCO has always been on the forefront of bringing innovation to our customers and partners since they are an absolute priority.

TPPL planned special activities for the respective families, ranging from awareness sessions on building healthy nutritional needs to giving them a chance to



enjoy at, nail art and henna booths. The convention concluded with a high end Gala dinner followed by a concert to the attendees delight.

Our partners highly appreciated this initiative and valued the time and effort put in by Total PARCO, to bring them together to not only learn about the latest trends and technology offered by TPPL, but also spend quality time with their families.

LAUNCHING THE INSPECTION OF CONFORMITY OF CONTRACTORS (ICC) AUDITS

Total PARCO is committed to achieving and sustaining operational excellence across all facets by delivering high quality projects. TPPL's ultimate aim is to cater to customer needs, achieving optimal customer satisfaction by maintaining high quality standards, simultaneously ensuring environmental protection and occupational health and safety of all its relevant stakeholders.

To achieve aforesaid performance in line with global practices, TPPL has been maintaining separate HSEQ Management Systems including ICC Audits for various Contractors.

An ICC Audit is the process of selecting and managing new potential contractors. The first step entails forming a Procurement committee, with the HSE department playing an important role in the procurement process. An ICC pre-qualification grid is then used to assess the HSE component for potential contractors (doing high-risk works), during the tender phase.

The implementation of, Inspection of Conformity of Contractors (ICC) is an important milestone for TPPL for it will not only ensure continuity of reliable operations, but also, make delivery of quality services and projects to our customers, more rampant.

SHARING THE CHRISTMAS CHEER WITH THE MIRACLE SCHOOL CHILDREN

Tis the season of joy and giving; a time to celebrate the spirit of Christmas with loved ones, sharing warmth and spreading joyful cheer amidst society, as a whole. Keeping the Christmas spirit alive in TPPL as well, a visit to The Miracle School in Lahore was arranged and colleagues joined in the Christmas festivities with students of the school on 10th December, 2019.

The Miracle School came into being in 1999 in Lahore. The vision of the institute was to provide free education, medical coverage, food, books, clothes etc. to the less privileged whilst imparting scripture studies as well. It is committed to enrich the children with strong moral values, good education and skills that enable them to become productive responsible citizens of the country, enabling them to do jobs at the required age & protect them from child labor.

TPPL team initiated a Candy Donation drive ahead of the event within the company and joy of the season triggered with team making goodie bags from the sweets & candies that poured in from employees from various locations. The students were thrilled to meet the TPPL team including the Senior Management and had some great fun moments led by CEO TPPL, Mr. Olivier Sabrie. With "Jingle Bells" playing in the background, the goodie bags were distributed amongst the children by "Santa Claus" at the school premises added to the Christmas cheer for the young ones.

The students entertained the audience by excellent performances depicting the Birth of Jesus Christ, followed by joyful carols "Joy to the World Our Lord is here.." and dances rejoicing the Christmas moments along with TPPL's management, before proceeding towards lighting of the Advent Candle together, Ms. Gaelle LE Breton-Director from the Alliance Francaise, Lahore was also present and enjoyed the event with the students. TPPL team reinforced their societal commitment of Youth Inclusion and extended financial support for the education of the students along with school bags for them and some giveaways for the teachers. Later on in the week TPPL also donated a few Total branded solar lamps for the school backed by a community engagement cross functional session on solar as the best form of renewable energy.

TPPL aims to consistently identify avenues, such as these, that work towards uplifting the education of children in today's society.



TOTAL PARCO CONDUCTS SMOG MASK DISTRIBUTION ACTIVITY

With the skies of Lahore and adjacent areas engulfed in smog, it is more pertinent than ever that the correct measures are taken to prevent any adverse health risks being faced as a result of this phenomenon. Smog is, essentially, fog or haze intensified by smoke and other atmospheric pollutants, making it quite harmful for the human body.

In line with being a socially responsible organization for all stakeholders and society as a whole, senior management and staff of Total PARCO Pakistan Limited (TPPL) distributed special particulate matter smog protection masks within the region – including the Lahore Head Office – to provide adequate protection, while generating awareness regarding the hazardous nature of it.

On 9th April, 2019, an activity was conducted at TPPL's Haider SC and LA Town petrol station in Lahore, where senior management and staff enthusiastically engaged incoming motorcyclists at the stations to offer them smog protection masks for free, further emphasizing the



degree of responsibility the company is willing to undertake as part of its societal commitments. The distribution of smog protection masks in Lahore was then further continued at Makki Oil Store, TPPL's valued authorized distributor. Customers and partners alike appreciated the extra mile being taken by the company in consideration of their health and safety. Prior to this, a smog awareness campaign coupled with smog protection mask distribution was also conducted at TPPL's Machike T1 and T2 terminals respectively, where along with employees, tank truck drivers in Machike were also provided with the smog protection masks.

TPPL RECOGNIZED FOR COMMUNITY SERVICE BY THE NFEH



National Forum for Environment & Health (NFEH) is a highly reputable non-profit organization registered under the Voluntary Social Welfare Agencies Ordinance, and affiliated with the United Nations Environmental Program. This Organization aims to promote and facilitate environmental protection and aid containment of the hazardous effects of climate change. It also focuses on promoting awareness with regards to education and healthcare through seminars and volunteer work.

NFEH recently hosted its Corporate Social Responsibility Awards to recognize companies across the country, which incorporate socially responsible practices during their business operations. We are proud to announce, TPPL's commitment towards societal uplift, was recognized and awarded at the 12th International Corporate Social Responsibility Summit 2020, hosted by the National forum for Environment and Health. We led the category for 'Community development and Services'. The event took

place in Islamabad, with prestigious attendees, including, Minister of Maritime Affairs Ali Haider Zaidi, Federal Minister Malik Amin Aslam, Deputy speaker National assembly Qasim Khan Suri, Dr Sania Nishtar advisor to the Prime Minister and Abrar ul Haq, amongst many others.

Total PARCO is a forerunner of corporate social responsibility and takes pride in not only ensuring a safe operational environment for its stakeholders but also facilitating the inclusion of marginalized individuals through education and training programs.

The respective award, by an organization which is recognized internationally and is supported by the Government of Pakistan, is a proud addition to TPPL's laurels, given its strong affiliation with negative impact management and youth inclusion & Education- a priority area.





TRANSPORTER REWARD PROGRAM



2017 was the year Total PARCO launched the Transporter Reward Program. The program's primary aim was to motivate transporters to achieve GOAL Zero i.e. zero accidents. The transporter reward program is based on the 6 pillars of PATROM standards and any transporter involved in an accident which results in fatality, 3rd party fatality or recordable injury, is disqualified.

The scoring for all transporters is governed by a committee consisting of the following personnel: Manager Transport Optimization & Customer Services, Manager Support Transport & Depot Operation, Manager Depot Operations and Fleet Compliance Manager.

16 transporters participated in the Program in 2017 and 2018 and the winners were taken for training at the APTH facility in France. The training course itself was titled, "Heavy Vehicles Driving Instructor" and gave practical insight on the challenges being faced by drivers.

Following are the names of the winners:

2017 – Fairways, PNC, Tristar

2018 – Rasch, Malik Associates, Fairways



PAKISTAN'S FIRST DOUBLE WALLED FUEL TANK COMMISSIONING

TPPL Operations Department recorded its place in history as a pioneer and directional driver for Downstream Oil Marketing business practices in Pakistan.

After a year of perseverance and tireless hard work pertaining, Design, Planning and Execution, Pakistan's very first double walled partitioned tanks with a capacity of 13500 Imperial Gallons each, were safely transported and unloaded in a brick masonry pit at Omer Filling Station Township, Lahore. This was an unprecedented achievement for the Oil marketing business in Pakistan.

A Double walled tank is a leap forward towards Anti Brownfield measures and public safety. It's made up of a SS400 Carbon steel 7mm Inner shell and a 5mm outer shell wrapped over it, with a 5mm space in between the shells that's primarily for fluid or vacuum to test for Hydro carbon leakage.

The Double walled tank was fabricated under the supervision of TPPL's Retail Engineering department, internal and third party quality control teams with stringent measures to validate its quality through various UL-58 Pneumatic tests of inner 5psi interstation space, 3psi and outer shell testing at 20 KV to ensure absolutely no leakage. The outer shell has a 3000 Micron FRP coating.

DWT is a cost effective solution since it reduces reinforced Cement concrete pit construction cost by Rs. 1.2 Million, saving TPPL an average of Rs. 10 Million per annum on construction of prospective retail sites.

The Retail Engineering department is fully motivated to continue providing impetus for new solutions, technologies and engineering practices to ensure absolute safe and optimized regulation of TPPL Retail Network Operations.



EXPANDING THE TOTAL PARCO RETAIL NETWORK



TOTAL PARCO

managed to commission 25 new Retail Outlets in 2019, across Pakistan, taking TPPL's total to 833 retail stations.

The geographical spread of these new sites is across provinces and amongst these sites commissioned is TPPL's first ever site in Lahore with the introduction of a Mezzanine Floor (First floor) at Metro F/S Lahore. These sites have all been equipped with TPPL's modern SFS and TOTAL Card facilities increasing the overall footfall of our customers, consequently creating an efficient network, a larger market share, also giving TPPL, a competitive edge.





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اگر آپ آئندہ آنے والے ایڈیشنز کو ہارڈ کاپی کے بجائے سافٹ کاپی کی شکل میں بذریعہ ای میل سبسکرائب کرنا چاہیں، تو براہ کرم ہمیں اس ای میل ایڈریس پر مطلع کریں:

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