

2019 THE YEAR THAT WAS!**CELEBRATING ANOTHER
SUCCESSFUL YEAR**

FROM THE CHAIRMAN'S DESK

Alexis Thelemaque

Chairman & Managing Director

Total Oil India Private Limited



Dear Colleagues,

Firstly, I would like to wish you and your loved ones a very happy and prosperous 2020. On this occasion, I am pleased to launch the first edition of 'TOTAL PULSE' our quarterly TOIPL newsletter, reflecting on our collective efforts and achievements at a glance.

With over five months in Total India, I am pleased to further build on the solid foundation that has been laid in the country over the past 26 years upholding the strong values of Total. Safety being our core value, 2019 has been yet another safe year for our operations with conformity to a zero 'Total Recordable Injury Rate' (TRIR). Nevertheless we continue to constantly review our safety processes and practices to maintain the highest safety standards in all our business operations, sharing the same with our contractors as well.

Despite a challenging external environment, the company has turned in robust results for 2019, owing largely to the consistent performance and pioneer spirit demonstrated by the team, efficient processes, high standards of quality control and our strong discipline in cost management. With a clear focus on customer experience, we concluded the year with our 'Customer Week' providing all our teams the opportunity to engage with our customers. Keeping customer satisfaction as a priority, we need to be agile and constantly innovate to provide products and services in line with their expectations. We have thus created a co-working space- INNO Café, that will provide us an enabling environment for 'out of box' thinking. I encourage each one of you to contribute your ideas and provide us a competitive edge in this rapidly changing environment. We will continue to support corporate social causes in the communities in which we operate, Road Safety and Youth Inclusion & Education, being our key pillars. Our 'Centre of Excellence for Drivers' in Bhiwandi and the VIA programme for Road safety education in schools are testament of this commitment. However, above all, our people are our strongest asset and their growth, personal development and engagement are central to our performance. The launch of 'Better Together' our global HR programme supporting One Total, will help serve these expectations.

As a responsible global energy major, Total is committed to assist India in diversifying its energy mix and to ensure a supply of affordable, reliable and clean energy. Hence, we have partnered with the Adani Group to jointly develop multi energy offers to the market. This cooperation includes Liquefied Natural Gas (LNG) Fuel Retail and City Gas Distribution.

In conclusion 2020 will be a year of action with many projects in the pipeline, however we will continue to recalibrate ourselves for the evolving times and to move forward together as a team. I know I can count on each one of you to realize our collective ambition.



2019

TOIPL
SAFETY
INDICATORS

1105 DAYS
without a fatal accident

TRIR: YTD 2019
0.00

12 Sliding
months
0.00

VISION 2020

**Loic Dereux – CEO, Lubricants**

Keeping the customer at the core of our objective, 2020 will be a year of growth and new partnerships.

**Thierry Collin - CFO**

Simplify to reach a better efficiency for benefit of businesses, without degrading the quality of our internal control level.

**Sasi Chemmenkottil - CEO, LPG**

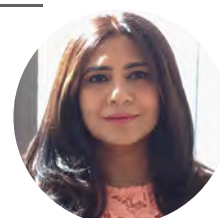
An accident free 2020, with volume growth, key drivers being Auto LPG & Cylinder segments. Strong team with average age of 27 years is ready to take on the challenges for a great new year !

**Pradeep K Mittal - CEO, New business**

Drive growth through new customer acquisition. Safety & Customer service will be the key pillars of our Vision 2020.

**Sunil Kumar Shetty - VP, HR & Ethics**

Strive to create a vibrant workplace, by hiring quality talent, offer rich learning and development of experiences through projects such as Better Together.

**Kanchan Dahiya – VP, Public Affairs, Communication & CSR**

Continue to build a trusted brand through purpose driven communication, innovation, digital culture and impactful societal actions.

**Smriti Parikh – VP, Compliance & Internal Control**

Develop a compliance culture going beyond preventing fraud and corruption towards promoting good governance. Encourage reduction of risk through efficient & effective controls.

**Sanjoy Guha – VP, Strategy & Development**

To be recognized as a preferred choice to partner within India, strategically or through equity sharing, by leveraging synergy opportunities resulting in value add to industry, shareholders and community at large.

**Girish KOTBAGI – VP, HSEQ**

Continue our pursuit of safety as a core value and cornerstone of our business thus reinforcing our reputation of being the gold standard in all matters related to safety.



SAFETY FOR ME, FOR YOU, FOR ALL



Namakkal Plant
celebrates
5860
accident free days

Bangalore Plant
celebrates
2000
accident free days

Mangalore Maritime terminal
achieves safe and successful
handling of 500th PSU's vessel
– BW Energy

Jodhpur Plant
celebrates
3100
accident free days

Mangalore Plant & Bangalore Terminal
receives Unnatha Suraksha Puraskara
for their management system and
safety practices by National Safety
Council

Maduranthakam Plant
celebrates
3380
accident free days

World day for safety was celebrated on
26th April, 2019, to reiterate the
importance of safety to all the internal
& external stakeholders of Total.
Various activities were conducted
through out the day that included
Online safety quiz, presentations on
safety and safety awards



BUSINESS HIGHLIGHTS



Total India commissioned its 77th ALDS (Auto LPG dispensing stations) station in Mangalore. Significant business expansion to new geographic regions in East & West has led LPG on its path to become a pan India player. TOIPL LPG division also achieved highest ever top service rating of 91% in a Group conducted mystery audit

Semi synthetic engine oil to Royal Enfield for factory fill and service fill



Partnership with leading ride sharing company Ola to supply lubricants for their fleet



**NEW
WINS**



Special Fluids (Plaxolene TD 346) to Reliance. This product is used in manufacturing of Stylamer, which is an emulsion grade Styrene Butadiene Rubber (SBR) from Reliance owned Relflex's elastomer range



Styrelf (Bitumen) to M/s HG Infra for the important Delhi - Mumbai corridor

TALK THE WALK

OUT OF HOME



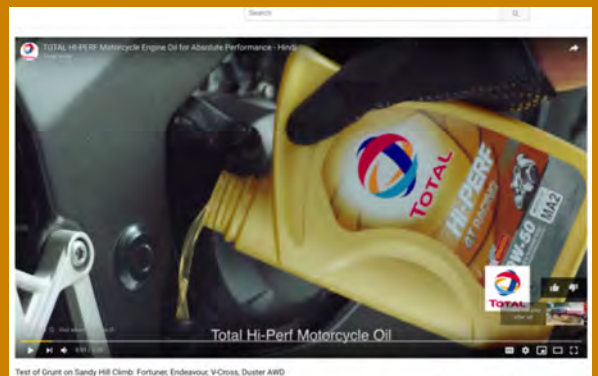
CAB BRANDING



OIL SERVICE CAMP

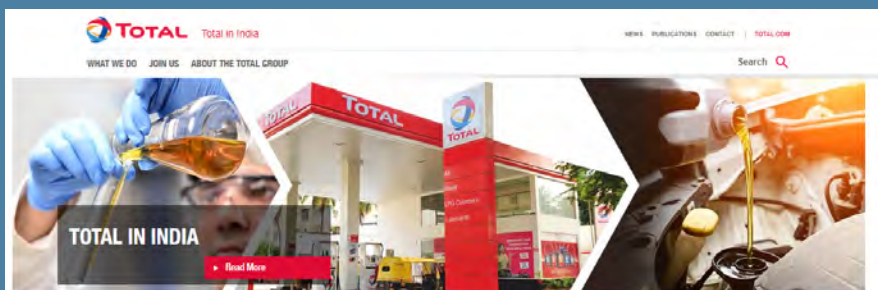


DIGITAL YOUTUBE

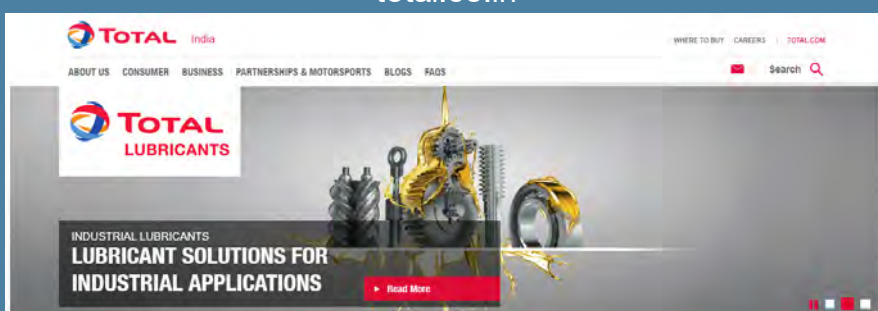


WEBSITE

total.in



total.co.in



FACEBOOK

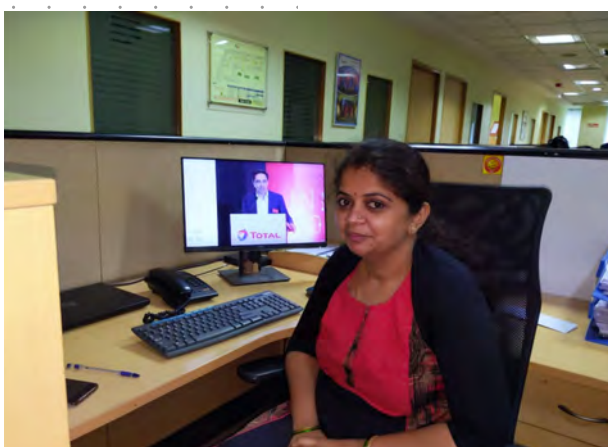


INNOVATION AT TOIPL

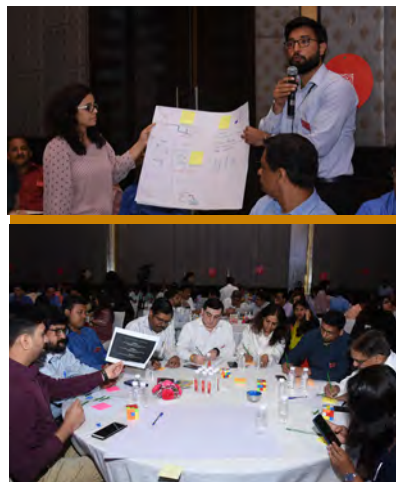


L to R (Alexis Thelemaque – Chairman & Managing Director, Total India, Aakarsh Naidu - Founder of The Startuppreneur, Dr. Arundhati Chattopadhyay – Director of National Productivity Council, Mukesh Jain - CTO - Insights, AI & Data, Capgemini India, Ajay Panse - Innovation Strategist & Champion, Tata Consultancy Services, Shirish Garud - Senior Fellow, The Energy and Resources Institute.)

INNODAYS launched on 22nd October under the theme 'Innovate Together – Think Human, Be Open, Be Lean, Think Sustainable'. A high level panel discussion on 'Open Innovation' to provide an external view and highlight industry best practices to evolve an ecosystem for innovation in a corporate was initiated.



180 employees based in Mumbai participated in the event. While all other office in India received a live broadcast of the same.



Fostering the spirit of innovation with workshop on Design Thinking and Customer Journey Mapping



Congratulations to Arjun Nanu, Anas Palliyali and Alen Abraham. Winning innovation award from the Group for:
DETECTION OF VALVE PROFILE & PIN DAMAGE

SHARING OUR EXPERTISE



13th International Oil & Gas Conference and Exhibition, PETROTECH- 2019
New Delhi 10 - 12th Feb

Organized under the aegis of the Ministry of Petroleum and Natural Gas in India, Christian Cabrol, Senior Vice President- Asia Pacific & Middle East, Marketing & Services represents Total in the session on 'Energy Transition - Impact on Downstream Industry



CERAWEEK 2019
New Delhi 11 – 15th Mar 2019

Patrick Pouyanné, Chairman & CEO, Total speaks about Total's ambition in India, a country with a growing demand for energy where the Group is developing its LNG and retail activities for the benefit of all categories of customers



One Young World Summit
London 22 – 25th Oct 2019

Total India's Rohil Kapoor and Neelam Singh : part of a 22 member delegation representing the Group at The ONE YOUNG WORLD SUMMIT in London

SHARING OUR EXPERTISE



WLPGA 2019 Asia LPG Summit
New Delhi 5 – 6th Feb 2019

Sasi Chemmenkottil, CEO - LPG division elaborates on Total India's role during last 20 years in developing technologies through innovation for spreading the use of commercial LPG during the panel discussion "Looking beyond domestic - Infrastructure to support", moderated by KM Mahesh, Director – LPG, Ministry of Petroleum & Natural Gas.



Vibrant Summit 2019
Ahmedabad 22nd June, 2019

The Bitumen and Lubricants division of TOIPL participates in a conference and exhibition organized by Gujarat Contractors Association in Ahmedabad.



Excon
Bengaluru 10 - 14th Dec 2019

Total India participates in Excon 2019, the largest construction equipment exhibition showcasing Lubricant Solutions for Mining and Infrastructure development in India

OUR DRIVING FORCE



DIVERSITY & INCLUSION

A step towards fulfilling our commitment towards diversity and inclusion, "Total Women's Initiative for Communication and Exchange" (TWICE) network forum has been launched in India. With an aim to enable 'Women' to share their strengths as well as learn from colleagues, this network will focus on topics such as personal leadership, work life balance, job rotations through a series of webinars and TWICE meetings.



CAMPUS TO CORPORATE ORIENTATION

9 young management graduates were recruited from MBA institutes. Campus to Corporate transitioning is a strong component of the 15 day orientation programme preparing them for responsibilities in their respective roles.



The Better Together project has been rolled out with an aim to steer cross functionality, encourage mobility across profiles and promote a management style that passes on the company's values and expertise. Three key pillars identified as being crucial to achieving this objective: Developing Talent, Promoting the Manager- Coach and Building a good place to work

OUR SOCIETAL COMMITMENT

Center of Excellence

TOIPL with its implementing partner (NGO), Sambhav Foundation, has set up a Centre of Excellence at Bhiwandi, Maharashtra to train Heavy Commercial Vehicle (HCV) drivers on Defensive Driving Skills and Road Safety.



A state of the art simulator setup for practical training of Defensive Driving techniques



Safety training experts will train our drivers on how to take necessary safety measures



Theoretical training sessions



Center of Excellence entry



Via Project

A Road Safety education programme developed with the support of Global Road Safety Partnership developed for school-going children by Total Foundation and Michelin Foundation launches in Mumbai & Delhi.



CARING FOR OUR CUSTOMERS



Lubricants Distributor's meet 11th-14th April, 2019.
Conference focusing on the distributor's role in Total's success
Felicitation of the top performers and acknowledgement of long association with Total India



LPG Distributor –Dealer Meet 8th to 10th April
Presentations made by the distributors and Auto LPG Dealers on best practices.

CUSTOMER WEEK

In line with the MS ambition of focus on 'Customer Proximity', we celebrated a 'Customer Week' across all our locations and facilities. We endeavor to stay connected to our customers and their experiences, with both our product & services. We aim to increase customer centricity across all business activities ensuring a lasting partnership.

- Alexis Thelemaque



COMING SOON...

**BWF INDIA OPEN
24 – 29TH MARCH 2020**



Breakthrough Performance



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Kanchan Dahiya

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Abhijeet Bose

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