

**WHEN THE GOING
GETS TOUGH,
THE TOUGH GET
GOING!**



**Mangalore
terminal**



**Hyderabad
Bottling plant**



**Bangalore ALDS
station**



**Namakkal
Plant**



**Hyderabad Bottling
plant**



**Namakkal
Plant**



**Bangalore
Bottling
plant**



**Madhurantakam
plant**



**Bangalore
Bottling
plant**

**“Kudos to our
LPG staff who continue
to supply essential
products and services”**



SAFETY FOR ME, FOR YOU, FOR ALL

49TH NATIONAL SAFETY DAY CELEBRATION

National Safety Day is celebrated every year on 4th March to commemorate the establishment of The National Safety Council in India. The theme for National Safety Day 2020 was:-

Enhance Health & Safety Performance by Use of Advanced Technology

National Safety Day was celebrated across all TOIPL's sites and ALDS stations by organizing various events and promotional activities for employees & contractors.

LUBES



A Safety Equipment Exhibition was held for all employees and contractor staff to increase awareness of Personal Protective Equipment in lubes blending plant.



Prize being given to Sujit Raikar for winning the 'Good Housekeeping Competition'. The criteria was 5S Sort, Set in Order, Shine, Standardize, Sustain.

BITUMEN



A quiz competition was held for contractors based on the Golden Rules and general plant safety. A prize being awarded to Prakash Kalwi for winning the quiz competition.



LPG



A Safety Equipment Exhibition was held for all employees and contractor staff to increase awareness of Personal Protective Equipment at all LPG sites.



A Deviation hunt was organized in the Namakkal plant. Those who found maximum deviations in plant area within 1 hour were declared winners. Each group comprised of operators, security staff and contract workers.



"Good Housekeeping Competition" was organized at different sections of all the LPG plants. Participants were grouped in different teams and carried out the 5S audit in each location.



QUARTER 1 2020



TOIPL
SAFETY
INDICATORS

1195 DAYS
without a fatal accident

TRIR: YTD 2020
0.00

12 Sliding
months
0.00

COVID 19 – SPECIAL FEATURE



Virtual townhall – “Stand together”

Two virtual townhalls were organized via Microsoft Teams by the CMD of TOIPL, addressing all employees concerns and assuring them support during the pandemic. Each session was attended by over 400 employees.



Alexis Thelemaque - Chairman & Managing Director

Our Total values of 'Safety' and 'Stand Together' must guide us and help us navigate through these testing times. Our Management Committee together with all of you, have put in place a robust Business Continuity Plan and I am certain each one of us will demonstrate our commitment and ability to continue meeting the needs of our customers and business, by assisting each other through this unprecedented time. The Management will hold regular meetings to review and ensure you have all the infrastructure support needed to operate from home, while staying updated about the health and safety of each one of you.

Actions initiated by TOIPL to tackle COVID-19



Girish Kotbagi – VP (HSEQ)

The Covid-19 virus pandemic has stunned the world. From the first case detected on 8th Dec 2019 in Wuhan, China, the virus has affected 197 countries in less than 4 months! Total China was the first entity in the Group to face the crisis and much of our initial learning came from there. **TOIPL in consultation with APMO, acted quickly in sourcing Personal Protective Equipment (PPE) like safety masks, IR thermometers, sanitizers, goggles before there was paucity for these in the market.** The Group responded quickly to set up a Co-ordination Committee at HO level and a Regional Co-ordination Committee (RCC) at Singapore Chaired by Christian Cabrol- Senior VP, MS APMO. The weekly RCC meetings helped disseminate and clarify the guidelines issued by medical experts in Paris, which in turn guided our strategy. TOIPL has put in place an Epidemic Response Plan detailing various measures it would adopt to respond to rapidly developing events.

These measures put in place, like communicating on the need of meticulous personal hygiene, posters on best practices, illustration on hand cleaning using soap & water, recording body temperature twice a day, arranging for alcohol based rubs at various places, deep cleaning and disinfection of premises including common facilities in buildings, segregation of shifts at the operating sites, awareness programs and trainings for various stakeholders are all part of the plan. The Business Continuity Plan was reviewed to update it for an epidemic situation which included cataloging of all critical processes, and assessing whether the IT tools were available for critical resources to enable telecommuting. Gaps were closed very quickly anticipating the rapid turn of events which could overwhelm us. Based on frequent communication by the Government and guided by the need to ensure the safety of our employees, the CMD informed the Management Committee to facilitate work from home.

The trials started from 16th March and within a week, the lockdown started culminating into a nationwide shutdown on 25th March. Thanks to some good anticipatory planning and excellent teamwork, we were able to equip ourselves for remote working.

COVID 19 – SPECIAL FEATURE



Sunil Kumar Shetty – VP (HR & Ethics)

COVID -19 has been a huge learning experience from the Human Resources angle.

Undoubtedly, the health and safety of our employees has been given utmost priority in line with the WHO directive. Alcohol rubs at all offices & industrial units, disinfecting workstations, monitoring body temperature were some of the immediate actions undertaken.

We regularly issue advisories on basic hygiene to educate employees on protection and prevention of COVID-19. As we gradually moved towards BCP, travel restrictions vis a vis an addendum to the travel policy during emergency was implemented to ease employees' anxiety and concerns.

As of today, the country is in lockdown and working from home is fully operational. Managers are advised to connect and engage with their teams digitally. We have shared the reference guide on Manager as Coach to refresh one of the pillars of the Better Together campaign. This downgraded situation also provides us an opportunity to continue our self-development, hence we advised all employees to undertake the series of E-learning courses available on Lizzy (Total learning tool).

A virtual townhall chaired by the CMD on COVID 19- STAND TOGETHER was conducted for all the employees. All concerns and fears arising among the employees regarding the current situation were addressed by Alexis Thelemaque as well as the other members of the Management Committee. This initiative was well appreciated by all the employees and depending on how the situation evolves we shall continue to stay connected via Microsoft Teams pan India.

I must admit a robust Business Continuity Plan and the Group guidelines have greatly assisted in defining specific policies during this period. This is a critical aspect till the situation exists and I urge all of you to stay safe! The world will learn from this event and it will leave an everlasting impact on how organizations function.



Matthew George – AVP (IT)

The COVID-19 pandemic came to India at a faster pace than imagined, followed by a quick advisory to work from home (WFH). Undoubtedly, the most critical need to implement remote working is IT! As a quick response we were ready with survey results for the employees who had implemented the LIFT tools on their smartphone. This survey sensed a caution to those who did not have it and hence aided to complete the installations. The IT department was flooded with requests for laptops as a replacement for desktops. We were closely following the news about the spread of the virus and were proactively working to get as many laptops ready.

The two major challenges we faced were, the delay in delivery of the new laptops from DELL and second, the staging issues to Windows 10 of the existing old stocks as TGITS was also working at half its capacity. We therefore had to replenish old stocks, making some quick fixes to get these old laptops ready for use as VISION machines.

IT worked with its full strength even after TOIPL announced that employees could WFH. The challenge was to fulfill the requirements from the business divisions, and I should say it was well done by the team to arrange 19 operational laptops as replacements for desktops! In addition, we were able to send almost 30 desktops home and in addition provide over 40 WiFi dongles for laptop and desktop users.

In addition, we were able to send almost 30 desktops home and in addition provide over 40 WiFi dongles for laptop and desktop users. I applaud my team for doing such a wonderful job during this crisis and special thanks to TGITS for their support. I wish to add that the Group's decision to implement LIFT last year has proven to be an advantage at this time of crisis.

COVID 19 – SPECIAL FEATURE

#WorkFromHome can be fun

#WFH IS NO MONKEY BUSINESS



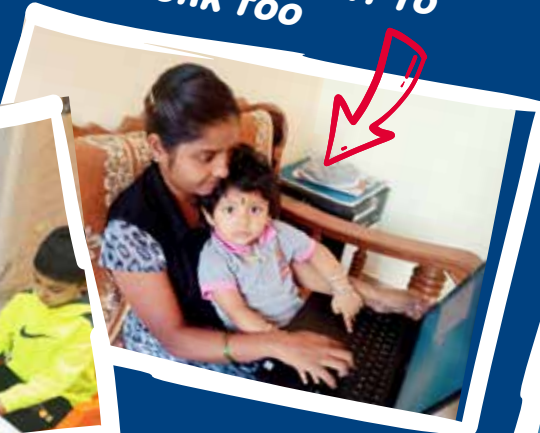
GRASS ALWAYS SEEMS GREENER ON THE OTHER SIDE



LETS SEE WHO GETS DONE FIRST?



MOMMY I WANT TO WORK TOO



THE CAT IS OUT OF THE BAG



MULTITASKING!



MY DAILY DOSE OF VITAMIN D



SWINGING MY WAY THROUGH



BUSINESS HIGHLIGHTS

OPENING OF NAMBIYUR PLANT FEBRUARY 2020



The LPG Division of TOIPL announced the start of the Nambiyur plant located at Erode, Tamil Nadu. The plant consists of Gantry, Bullet area, pump house, filling shed, storage shed, water pump house and water storage area. The plant complies with all safety standards and has a capacity of 100MT. It currently executes in the markets of Erode and Trippur. It further plans to execute in Bhavani, Palladum and Dharapuram markets as well.



KARNATAKA STATE BEST INDUSTRY AND BEST WORKER AWARD(TOIPL BANGALORE PLANT)

TOIPL Bengaluru plant won the First Prize for the “Best Industry” in the Oil and Gas category and Mr. Devaraju (Operator from Bengaluru Plant) bagged first place in the best worker category.

CHANNEL FINANCING FOR LUBES DISTRIBUTORS

Lubricants division of TOIPL launched a financial scheme for its distributors. This scheme is by State Bank of India (SBI), for working capital requirements of lubes distributors, for goods purchased from TOIPL.



ONBOARDING OF DISTRIBUTORS – AC DELCO

The AC Delco business was launched by the lubricants division in January 2020 with a rationalized product range and new product labels. 116 key distributors were brought onboard within a month and were oriented into the new business approach, discount structure, product benefits and scheme incentives. More distributors are currently in the process of being brought onboard.



The LPG Division of Total India expanded their business in major districts of Bihar, Jharkhand, West Bengal and Odisha, thereby partnering with 10 distributors in the month of March.



**Fuel your business growth
with SBI e-DFS.**

Meet your working capital
needs with easy finance.

HIGHLIGHTS



Flexible credit limit to meet
working capital needs and
peak seasonal requirements



Easy mobile
accessibility



Adequate maturity period



Cash credit facility



60⁺
60 days credit over and above
the existing limit



Attractive interest rates
8.85% p.a. to 9.05% p.a.



Need-based cash-credit limit
varying from ₹ 10 lakhs onwards

Contact: The company representative for further details.
total.co.in

TALK THE WALK

TOTAL QUARTZ – Breakthrough Performance

TOIPL promoted the Total BWF partnership on YouTube and Facebook from 15th March to 29th March. Click on the icon to view the video.



2M+
Unique viewers

3.9M+
Views

Launch of Lubricants Catalogue on Website

Our lubricant product catalogue for automotive and industrial segment is now live on the Total India website. Click on the icon below to learn more.



TOTAL – OFFICIAL ENERGY PARTNER, IIT BOMBAY – TECHFEST 2020 3RD – 5TH JANUARY 2020

Techfest is the flagship technology festival of IIT Bombay and recognized as Asia's largest science and technology festival. TOIPL associated with the Techfest as the official 'Energy Partner'.



TOTAL HI-PERF booth with VR biking game

183K+
Footfall 2020

308K+
Facebook Followers

4.7 Million+ hits
Website Hits



Free electric buggy service was offered to ferry visitors within the campus.



Corporate branding was done across the campus

INNOVATION AT TOIPL



INNO CAFE

TOIPL recently launched "Inno Café" at the Head Office. This dedicated space will provide an enabling ambience to drive the culture of innovation.



The first interaction on Innovation at the Inno Café was done with Mr. Christian Cabrol, Senior Vice President, Asia-Pacific/Middle East, Marketing & Services. The team was pleased to have an interactive and informative session with Mr. Cabrol.

SHARING OUR EXPERTISE



Technical Training Session – Pune
22nd January 2020

Gaurav Gogne from Bitumen division was invited at the College of Military Engineering for a Technical Training Session as a Guest Speaker for Border Roads Organization. He spoke about Bitumen and its derivatives followed by a Q&A session.



South Asia LPG Expo 2020 19th-21st February 2020

Sasi Chemmenkottil - CEO, LPG Division delivered a talk on "The Future of LPG in India" at the South Asia LPG Expo 2020. He was also invited to a panel discussion on the "Role of Private Players in Expanding Usage of LPG".



National LPG Conclave 2020
28th February 2020

Sasi Chemmenkottil - CEO, LPG Division delivered a talk on "LPG vs Other Industrial Fuels – Perceptions vs Reality" at the National LPG Conclave 2020 hosted by the Indian Oil Corporation Limited.

WOMEN'S DAY SPECIAL

DIVERSITY & INCLUSION

Providing opportunities to our women within and across boundaries



Kanchan Dahiya - VP
(Public Affairs, Communication & CSR)

Having over 20 years of work experience in different domains - Sales and Marketing, Human Resource and Communication, I believe change is the only constant. *Having spent over 12 years in Total and being a management committee member for over 8 years as well as a mentor for the Women's Network, I could not agree more that our company truly values diversity and acts strongly on it.* Contrary to popular belief, as women we do take measured risks and find unique opportunities in challenges as I did moving across geographies, India to UAE to Paris, while maintaining a perfect work life balance. We women tend to look for validation from external sources more often than is required, hence right from an early age, I worked to create an identity for myself and played to my strengths, constantly upgrading my skills and competencies in the process. I never stop learning and believe minds are like parachutes, they work best when open. As women, I believe our strength lies in a right balance of the head and heart. We believe in collective wins!"



Smriti Parikh - VP
(Compliance & Internal Control)

I have been with Total for four and a half months now and through some challenging times, such as the situation we are in right now. I have worked for more than 17 years in governance & related functions with 2 big business houses in India, and 2 of the Big 4 global accounting firms. This prior experience has given me a perspective on diversity which I am sharing with you:

Being a woman in a male dominated industry is not a new experience for me. I come having experienced diversity (or the lack thereof) from very well known business houses, some of which are similarly engineering male dominated workforces. It's an uphill battle for us women to reach higher management positions in such organizations. The challenges we face are very different from our male colleagues. Also, the requirement and urge of having to prove your worth is higher.

We as women have the potential to increase collaboration and bring balance to our teams. We as managers need to recognize and encourage this potential.

Creating an inclusive culture needs to not just be driven from the top but also percolated to each level and every manager, only then can we make real CHANGE happen!

WOMEN'S DAY SPECIAL

DIVERSITY & INCLUSION

Providing opportunities to our women within and across boundaries



Shweta Shah - AVP (Taxation)

I am a Chartered Accountant with a professional experience of around 18 years in taxation, I have held positions in multiple industries like Pharmaceutical, Heavy Electricals, Agro chemical, Energy and Consulting. Hailing from a small town in Jharkhand, I have set my own standards, being a strong-headed woman with a strong passion to achieve success. I crossed boundaries and moved to Mumbai in search of better opportunities. ***With this ambition in mind, I have always strived to live my dreams, harness my strengths, abilities and potential.*** Currently I hold a senior position at TOIPL, as an integral part of the Corporate Affairs team. Working at Total has offered me a platform to not only grow professionally but also develop personally. As an organization that provides equal opportunity to all employees, inclusion is a reality and not just a good to have! The TWICE network at TOIPL is motivating and encouraging for women like me, who have a vision to learn, grow and develop. I wish to inspire some of the younger female talent who have recently joined the company, while elaborating on the values of 'Teamwork' and 'Solidarity'.



**Neelam Singh - Manager
(Trade Marketing and Sales Strategy)**

During my career of nine years in Sales and Marketing, I have handled various challenging and enriching assignments. I started my career with Gulf Oil as a Management Trainee and later turned Sales Manager for After Market and OEM development. Currently at TOIPL, I am responsible for Trade Marketing, Sales Strategy for Aftermarket & Exports business for Lubricants.

Considering the changing scenarios, I feel gender diversity is just a tag. However, there is a definitely a need to provide a platform for women to prove themselves in any role. True to these needs, gender diversity is of strategic relevance, as women bring important perspectives, positively impacting productivity and revenue (proven by many studies).

India has no dearth of talented women; the need of the hour remains the change in mindset and developing a robust pipeline of potential women leaders.

My own experience of working in retail, where women are rarely seen, has been challenging and thrilling. Interacting with small retail shops, roadside mechanics, travelling at odd hours and unkempt places has been a different learning experience and has helped me overcome many mental blocks. This journey has made me believe in myself and helped me outperform. After working for over a year in Total, I strongly believe that Total is genuinely making efforts to respect and promote gender diversity by trying to be an equal opportunity employer. I strongly feel that women today can take up any role in this fast-changing world. I hope someday women will be the one to lead the future.

OUR SOCIETAL COMMITMENT



Road Safety Program

Following the launch of the Centre of Excellence in November 2019, over 900 drivers have been trained at the center.



A truck simulator is setup for practical training of Defensive Driving.



Drink drive simulations were conducted to make the drivers aware of the driving patterns of drunk driving.



Learning pedagogy using case studies was implemented, thus bridging the gap between theory and practice.



Drivers were felicitated upon successful completion of their training.

Via Project

The Road Safety Education Programme has been successfully completed in over 50 schools in Mumbai and Delhi, educating over 5000 students on Road Safety.



CARING FOR OUR CUSTOMERS

Customer Meet, Bhilai- January 18, 2020



The Industrial Lubricants division held an event to increase our presence in infrastructure, mining and industrial cluster in the central region of India. Over 100 customers were a part of the event and several prospects for opportunities in the region were evaluated.



International Women's Day- March 8, 2020

With an objective to empower women in areas of self-defence, the lubricants division organized a self-defense training session for the family members of the format store distributors and dealers (Total Lube Station, TOTAL QUARTZ Autocare and Total Motozone).

COVID-19

How to protect yourself and others

March 2020

Cover your nose and mouth with a disposable tissue when coughing or sneezing.



Dispose of used tissues properly immediately after use.



Regularly wash hands with soap and water.



If you have flu-like symptoms, quickly call your country's emergency medical hotline before going to a doctor or emergency room



Keep a 2 meter distance from people exhibiting flu-like symptoms.



If you have flu-like symptoms, stay home and away from work or crowded places.



Avoid hugging, kissing and shaking hands when greeting.



Avoid touching eyes, nose or mouth with unwashed hands.

