

पेट्रो प्लस PETRO PLUS

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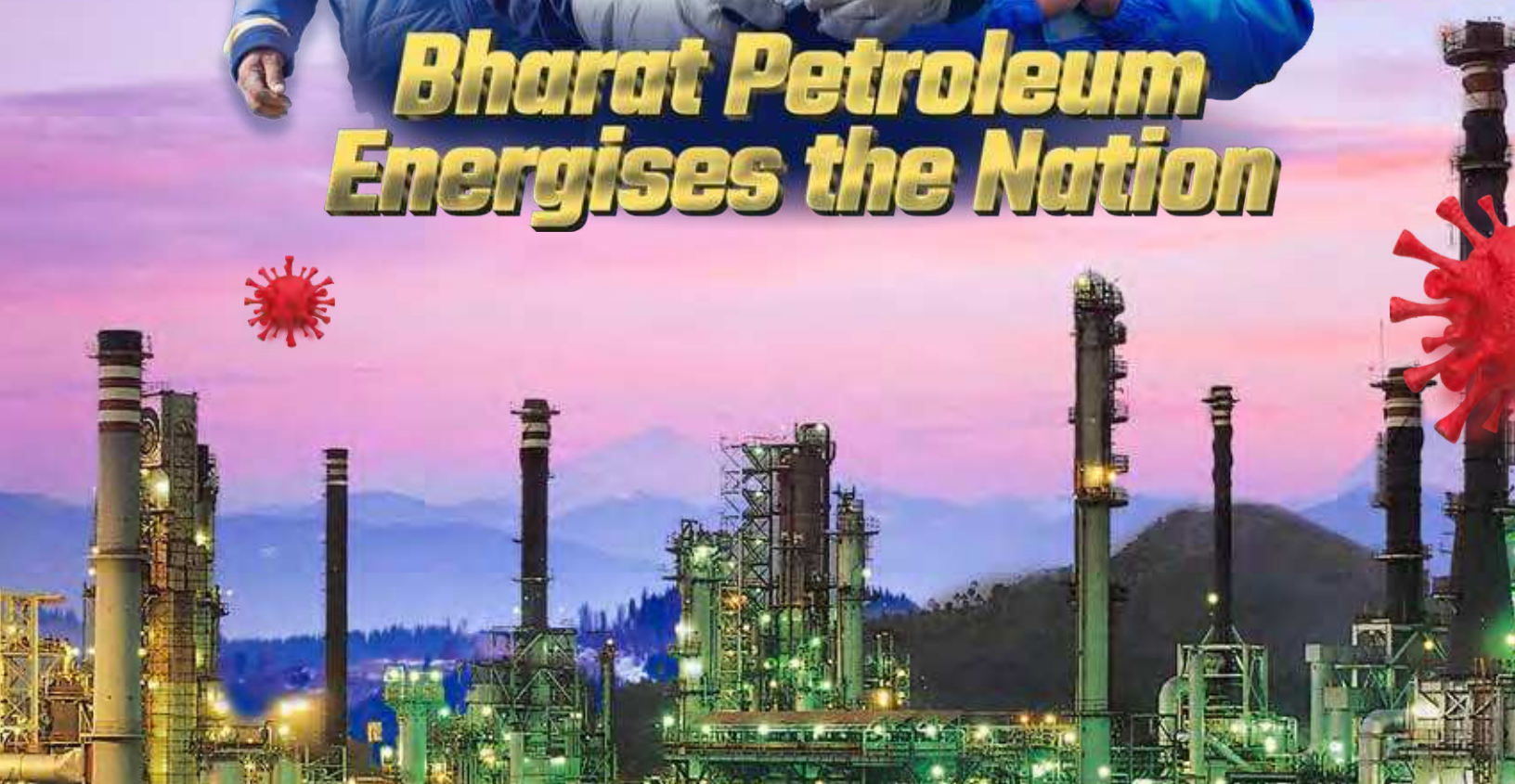


Energising Employees

VOL-IX / Issue 2 / 2020



Bharat Petroleum Energises the Nation



EDITORIAL

There's only one subject that has full sovereignty over our waking hours, and perhaps even invades our dreams – it is the COVID-19 pandemic ! The whole world has been held to ransom by this microscopic virus and we're still struggling to extricate ourselves from its invincible clutches. As the lifeblood of the country, Bharat Petroleum has been occupying centre stage in its valiant efforts to ensure that essential products and services are provided to the nation seamlessly.

Confucius had wisely said, "The gem cannot be polished without friction nor man without trials." We are being tested and are straining every sinew to emerge from this challenge as towers of strength, mentally, physically and emotionally equipped to face this adversity head on. Moreover, we're also committed to being role models at work, at home and in society, as we strictly adhere to the safe and healthy practices mandated for us, and encourage others to do likewise.

The feature article gives the reader a bird's eye view of the exemplary way in which Bharat Petroleum has responded to this crisis, giving top priority to the interests of all its stakeholders, as well as the company, the country and the world.

More than 2,400 years ago, the philosopher Socrates claimed, "I am not an Athenian or a Greek, but a citizen of the world." It is well-nigh time that all of us bury our differences, renew our bonds and stake our claim to be citizens of the world, as we join hands to unitedly fight this deadly virus and restore peace and happiness to Planet Earth.

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BHARAT PETROLEUM ENERGISES THE NATION

As India fights valiantly to protect its people from the deadly COVID-19 pandemic, Bharat Petroleum's Corona Warriors are rallying to the clarion call of our Hon'ble Prime Minister, surmounting enormous challenges to fuel the wheels of the nation during the lockdown. They are keeping the nation energised – filling the fuel tanks of first responders and essential service providers, fuelling communities, and keeping kitchen flames burning for households, while also shoring up the spirits of stranded souls.

“It was the best of times, it was the worst of times, it was the age of wisdom, it was the age of foolishness, it was the epoch of belief, it was the epoch of incredulity, it was the season of Light, it was the season of Darkness, it was the spring of hope, it was the winter of despair...” These immortal words from ‘A Tale of Two Cities’ penned by Charles Dickens in 1859 seem so prophetic of the situation today.

On one hand, we're besieged by the invisible force of the COVID-19 pandemic, held prisoner in our homes, manacled by lockdown and isolation, with uncertainty, unpredictability and helplessness giving rise to imponderable anxieties and deep despair. On the other hand, this is an opportune time to connect meaningfully with our family, bond with our loved ones and close friends, reach out to the underprivileged and the suffering poor and be silent spectators of Nature unveiling its mesmerising beauty.



We have been transformed and like the furry caterpillar metamorphoses into a dazzling butterfly, we will emerge from this chrysalis of change, wise and resilient, laden with hope and optimism of a bright, glorious future !

The Story Unfolds

As the ominous shadows of the ubiquitous Coronavirus reached Indian shores, it unleashed a reign of terror and dread that no one had ever witnessed before. Was this our day of reckoning ? Everything changed in a flash of realization. The nation came to a standstill under a long, interminable lockdown, and we were compelled to come to terms with the new normal. While the streets went silent and communities mutely retracted into their abodes, a pall of gloom was cast over the entire nation. But for us in Bharat Petroleum, this was the call to action !

We were never cut out to be silent sentinels. The nation needed us in this traumatic time and we were ready to give our ‘blood, toil, tears and sweat’ a la Winston Churchill for the cause. And the BPCL Corona Warriors were born !

They were the heroic soldiers, the frontliners, the service providers, the bravehearts who stepped out of their homes daily for courageous and indefatigable action.

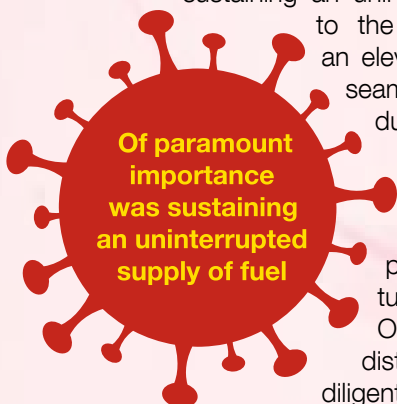
The Bharat Petroleum Corona Warriors are the bravehearts who stepped out of their homes daily for courageous and indefatigable action

As our C&MD, Mr. D. Rajkumar proclaimed, “We salute the undaunted spirit and relentless dedication of all our employees, channel partners and delivery staff, who are attending to the cause of fuelling the nation amidst such a threat to personal existence. Let us pledge to observe all precautionary and preventive measures in these times of severe stress and uncertainty and join forces to build a safe and healthy India.”

Keeping the Supply Lines Running

With four petroleum refineries, more than 16,000 retail outlets and 6,000 LPG distributorships, Bharat Petroleum implemented a multi-pronged strategy to keep its operations, as well as its supply and distribution channels functioning in an effective and safe manner during this turbulent period.

The first and foremost imperative was to ensure normalcy in daily life by maintaining supply lines of essentials for communities and organizing frontline workers of essential and emergency services. Of paramount importance was sustaining an uninterrupted supply of fuel. Rising to the challenge, BPCL sprang into an elevated mode of action to ensure seamless continuity of operations during the pandemic.



Our refineries have been running in optimized configurations, so that there is no shortage of petrol, diesel, lubricants, aviation turbine fuel and LPG cooking gas. Our storage terminals, depots and distribution points are operating diligently to serve our customers and communities. The entire BPCL family, including

our employees, channel partners and delivery staff, is dedicated to our mission of ‘energising lives’ despite logistical challenges and hardships faced during these challenging times.

Apart from fueling land-based frontline services across the nation, our aviation service is also refueling emergency cargo flights that transport medicine, critical supplies, and air ambulances that fly serious patients to faraway healthcare centres. Now that the lockdown is partially lifted, our aviation team is busy fueling flights for domestic passengers across the country.

Safety First, Safety Must

Fast on the heels of the deadly pandemic came the Health Advisories, the do’s and don’ts, and detailed instructions on all the preventive measures to be adopted, like social distancing, personal hygiene, frequent hand washing, self-isolation and educating people about the adverse effects of the Corona virus. Safety mandates were also strictly enforced. Avoiding infection all along the production, supply and distribution chain is the top priority for everyone. A detailed SOP (Standard Operating Procedure) has been implemented to ensure safety of plant personnel, location staff, transporter crew as well as customers. Those who are more exposed to risk like Security Guards, LPG delivery boys, Retail Outlet Driveway Salesmen/women, additional protection has been mandated. All our operational and backend premises are repeatedly disinfected with sodium hypochlorite or phenolic solutions, including installing of sanitization tunnels at some depots.

All BPCL employees wholeheartedly participated in the important lifesaving initiative of the Government of India in the war against the deadly virus, by downloading the Mobile





App, 'Aarogya Setu' and ensuring that their family and friends did likewise.

WFH Practices

Office work has undergone a sea change. Administrative offices and non-critical locations are working with skeletal level of staff, resorting to staggering of working days and hours. Work-From-Home (WFH) is the new norm adopted



for many others, thus obviating all non-essential travel. Paperwork is avoided or minimized in favour of digital documents. And connecting remotely makes it possible to avoid social contact altogether for various organizational requirements.

Virtual conferencing, which was already an existing practice in the company, is being utilized extensively for group meetings and file sharing. More than 6,000 employees use this platform for collaborative work. A task force has been set up to supervise all matters related with COVID-19, ensuring the welfare and safety of our employees and all stakeholders.

Cook Food, Serve Love

To the delight of families, LPG cooking gas is being delivered to their doorstep and on time. Besides, they are getting cylinders that are sanitized at the plant. Adding further to the convenience is the availability of online booking and payment, as usual. Prompt intervention and resolution of customer requirements is another focus area for BPCL.

Doorstep delivery of diesel is another service of the Company that reaches out to customers during these difficult days. FuelKart diesel bowzers deliver this vital fuel to hospitals and designated industries, helping them maintain continuity of their services.

LPG Demand Spikes

One remarkable metric of the lockdown is the elevated demand for domestic LPG cooking gas. LPG bottling plants, which were earlier running in two shifts, are now

All BPCL employees downloaded the Aarogya Setu App and ensured that their family and friends did likewise

At retail outlets, all staff wear masks at all times and practise social distancing and frequent hand sanitization. Customers are also hand-sanitized before fuel is dispensed to them.

At LPG Plants, apart from ensuring personal safety and hygiene, sanitization of workplaces as well as disinfection of tank-lorries and LPG cylinders is carried out diligently. Every LPG cylinder at the plant is sanitized with sodium hypochlorite solution, using sprinklers at four different stages – at the entry gate, after unloading, after refilling and finally at the exit gate.

Extensive deployment of digital technology is also helping in infection prevention. All the retail outlets and Bharatgas distributorships are equipped with digital payment systems, and customers are urged to use contactless transactions.



Safety and hygiene mandates are strictly enforced

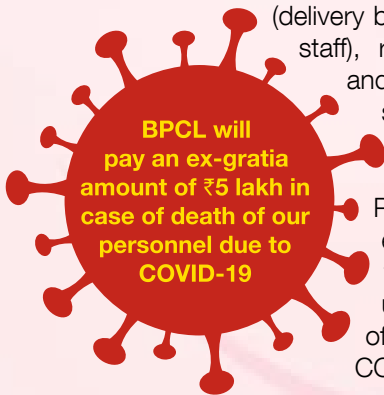
operating round the clock to meet the additional demand for LPG refills. Delivery staff have been trained to maintain social distancing and personnel at bottling plants undergo thermal scanning, are sanitized, and dressed in boiler suits.



Moving massive numbers of LPG cylinders poses several challenges during the lockdown. However, when there is strong determination and dedication, nothing is impossible. During the first 5 weeks of the lockdown, BPCL has delivered 5 crore LPG cylinders, thanks to our delivery boys, who are out on the streets, serving communities bravely, despite facing all sorts of challenges.

Ex-gratia for the Bravehearts

In recognition of the brave and selfless service provided by personnel at POL operating locations (depots and installations), LPG bottling plants, LPG distributorships (delivery boys, showroom and godown staff), retail outlets, pipeline TOPs and intermediate pumping stations, as well as crew of all transport services, including bulk LPG trucks, Bharat Petroleum has announced an ex-gratia amount of ₹5 lakh to the family, in case of the unfortunate event of death of any such personnel due to COVID-19.



Free LPG for 3 Months

Our weakest sections of the society need to be provided relief. BPCL and other public-sector oil marketing companies (OMCs) are providing three 14.2-kg LPG refills (or eight 5-kg ones) free of cost to PMUY beneficiaries during April to June 2020, as a relief provided under the Government's PMGKY (Pradhan Mantri Garib Kalyan Yojana).

For this purpose, OMCs have transferred over ₹ 5000 crore into PMUY beneficiary accounts in April, 2020. A beneficiary receives an amount equal to the retail selling price of the

cylinder directly in her bank account, which she utilizes to make the payment at the time of LPG delivery.

Banking at Doorstep and Fuel Stations

Bharat Petroleum offers banking facility at more than 6,600 fuel stations across the nation. These have come in handy, especially during the lockdown. Also, the freeze on travel has left many people with a severe shortage of cash, as they are unable to access ATMs or visit banks.



BPCL retail outlets have come to their rescue by disbursing cash through the Aadhaar-enabled payment service of FINO Payments Bank by literally going door to door and providing this banking service.

As a responsible corporate citizen, we decided to step up our efforts, as the common people in the rural areas were finding it difficult to visit banks due to the lockdown and withdraw money from ATMs to transfer to their families located at other places. Pensioners have also been finding it difficult to withdraw their pension amount. This is where BPCL has come to their rescue by providing them FINO bank digital payment facility at their doorstep.

Serving the Army at Remote Locations

Fueling the nation's border defenders in forward areas is another proud service of Bharat Petroleum. This time-honored tradition founded on trust continues with the same alacrity even under the lockdown, despite numerous challenges. Braving all odds, our tank-lorry drivers undertake a 6-day-long arduous round trip from Numaligarh Refinery and its supply points to reach isolated locations at elevations of thousands of feet in Arunachal Pradesh under all weather conditions, to serve the Army, the paramilitary forces and the Border Roads Organisation.



Annadan – Solidarity and Compassion at Heart

India has a migrant worker population of about 139 million. They live far away from their native places, employed mostly in daily wage jobs. Facing uncertainty in the wake of the nationwide lockdown, many of them started returning to their homes in a stressful on-foot journey in the absence of transportation. Soon they began facing food and water shortage.

Thousands of BPCL highway retail outlets are providing humanitarian support to the migrant workers

Thousands of highway retail outlets of the BPCL network are providing humanitarian support to them in all affected states. They are regularly distributing food packets and serving meals and water to the distressed and stranded migrant workers as well as the truck crew. They are also being provided shelter, toilet and shower facilities at our retail outlets.

Meanwhile, every day, Mumbai and Kochi Refineries are serving meals to thousands of migrant labourers and the poor living in the neighbouring villages, who have lost their livelihood during the lockdown. Mumbai refinery also distributed hygiene kits to Mumbai Police.

Projects Restarted

With the lockdown partially relaxed in certain regions on 20th April, 2020, BPCL has resumed projects involving over ₹14,000 crore of investment, following all COVID-19 protocols to ensure safety of the workforce. The constructive



move, geared towards contributing to the revival of the economy, will be a source of livelihood for more than 3,000 workers and their families. Progressively, more than 6,000 workers would be deployed on these projects.

The projects are spread over the entire value chain of the company – refineries, exploration and production, pipelines, city gas distribution (CGD) network, marketing infrastructure, and new fuel stations. These projects would involve an expenditure of about ₹1,900 crore during the current financial year.

Further, the company is likely to restart another 88 stalled projects involving an estimated investment of

BPCL has resumed projects involving over ₹14,000 crore of investment





₹ 23,210 crore very soon, mainly at Kochi Refinery in Kerala. Further, restart of work for CGD networks in various Geographical Areas will provide employment to another 3,600+ people at an annual expenditure of an additional ₹ 2,000 crore.

Brand Image

Brand & PR synchronised social, digital and print media to create a brand image of the company as the major value contributor for individuals and society, leaving lasting impressions on consumers.

The communication strategy entailed reaching more than 1 crore people, through a combination of 133 videos & 185 static posts on our work, our people and activities. There were 46 celebrity testimonial videos to promote our Corona Warriors in the field. More than 21 articles were published in the news media and three in TV channels, covering our entire supply chain, showcasing how the company is responding to various consumer segments. Younger followers of our Instagram handle were reached with celebrity chats to bring some entertainment, with good success of more than 18,000 joining live.

Building Soft Skills

As resilience and toughness are the key ingredients to meeting challenges in these trying times, HRD and ESE have been issuing advisories and organizing webinars to boost the mental strength of employees. HRD has also encouraged them to use LinkedIn Learning, EBSCO and Vizdome to upgrade their skills. An e-learning 'housie' was launched to bring an element of competition to learn more in a fun way.

BPC Tarang broadcast episodes covered psychologists, doctors and the IS Team to help employees cope with the evolving situation. To motivate our employees, the 'Saluting Corona Warriors' series was also launched, showcasing the frontline staff, including workmen.

Humble Contribution

To strengthen the hands of the Government in the fight against the virus and in their relief missions, Bharat

Petroleum and its subsidiaries have contributed ₹ 175 crore towards the 'PM CARES Fund' as our humble contribution. Our employees have also contributed their one-day salary totalling ₹ 4.27 crore for the cause.

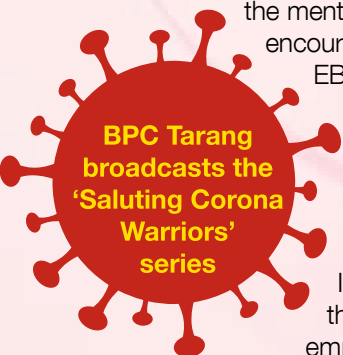
Future Outlook

Every cloud has a silver lining – even the darkest ones. And as we all look forward to better times ahead, we remain firmly committed to our mission to support communities in all possible ways.



This COVID-19 crisis has added immeasurably to our wealth of experience. We now realise it more deeply than ever before how tightly we are all bonded to each other in society. And helping our fellow citizens in this calamitous situation has given a higher purpose to our duty and conscience.

Moliere, the French playwright had remarked, "The greater the obstacle, the more glory in overcoming it." Our mettle has been tested and we have emerged in glowing colours in this trial by fire. Together, we are determined to overcome this challenge with the famed Bharat Petroleum spirit of courage and compassion. We'll continue to live up to our motto of 'energising lives', reaching out to others, making a difference to every life we touch.



Bharatgas
COOL FOOD. WARM LIVES.

**His commitment
crosses every
hurdle**

Delivering Bharatgas at your
doorstep, despite all challenges

#ThankYouCoronaWarriors

Bharat Petroleum
energising lives

**No Mission
Impossible**

#ThankYouCoronaWarriors

Even in tough times, your commitment
to serve India, remains unshaken

Bharat Petroleum
energising lives

**Fuelling The
Lifelines**

#ThankYouCoronaWarriors

Bharat Petroleum fuel pumps are open to fuel medical,
administrative, essential and emergency services - the nation's lifelines

Bharat Petroleum
energising lives

**You are holding the fort,
while the nation battles
an invisible enemy.**

#ThankYouCoronaWarriors

Salute your heroism and herculean efforts
in 'Energising Lives' of the nation, in trying times.

Corona Warriors



In its major role as the lifeline of the country, Bharat Petroleum has left no stone unturned in providing essential products and services to fuel the nation. Our staff in Refineries and Operating Locations are tirelessly striving to ensure that supplies of LPG and auto fuels to the market are made on time, despite the tremendous challenges they face on several fronts. Our sales team and channel partners are also going beyond the call of duty to provide prompt deliveries and services, to the utter delight of the customers ! We salute our bravehearts, our Corona Warriors, who've made our company and our country proud ! Here are a few interviews of our dear crusaders !



Sanjay Yadav, TM LPG, Allahabad

I'm proud to state that Allahabad LPG Plant is the only plant in India that works in 3 shifts ! Moreover, Allahabad territory is one of the remotest, with 151 distributors servicing 16 lakh customers and 30 K cylinders being delivered every day. We have a 300 strong workforce filling 150 lorries daily. Can you imagine the volume of business ! All the preventive measures are being strictly followed. PPEs like masks, hand sanitizers and soap were distributed and the staff were educated on the do's and don'ts. The challenge was to sanitize the empty cylinders before taking them into the plant. We're currently filling 12 lakh cylinders per month against our monthly average of 7 lakh per month, catering to Pradhan Mantri Garib Kalyan Yojana (PMGKY). My family is in Lucknow due to my daughter's exams, so I'm the lone soldier here combating the COVID-19 pandemic.



Tushar Paimode, TM Retail, Manmad

Manmad is Asia's biggest installation, feeding 10 districts, with 3-4 rakes despatched daily. The main control point for the Mumbai-Bijwasan Pipeline is at Manmad, so we're doing our level best to support the country in this time of crisis. It's important to take care of team members, so we have 100% compliance with all safety instructions. A major issue was that all trucks were stranded on the road or at check posts when the lockdown was announced. The dealers immediately stepped up to take care of the tank lorry crew. Keeping morale high is a great challenge, so I'm in continuous touch with my team and the network. My hobbies are playing the tabla, photography and trekking; also, spending quality time with friends and family. I salute all Corona Warriors who are fighting this war, doing their duty and supporting the nation.



Sankarnarayan Das, Plant Manager (Lubes), Wadilube Installation, Mumbai

Wadilube is one of the largest lube blending plants in India with a capacity of 300 TMT per annum. It boasts of a staff strength of 500 working in the plant. We provide lubricants to the Railways, Indian Army, Defence, Electricity Boards, State Transport units etc. which are the vital backbone of the country in these trying times. We are happy to have received the full support of the Labour Unions. Also, I believe that trust between members of the team is the main factor in ensuring the smooth running of the plant. I would also like to thank the vendors for their wholehearted support.



Arpan Bhardwaj
Site Engineer (E&P), Lalru Depot

I'm proud of the three projects at Lalru - construction of fire water storage tanks, two bay extension of LPG tank lorry decantation gantry at Lalru LPG plant and the major project of revamping of double spur common - LPG and POL Tank wagon decantation railway siding at Lalru. I'm currently overseeing the construction of our first road-fed POL Depot at Nallagarh in Himachal Pradesh. Currently, BPCL has to pay taxes in Punjab and also in Himachal; after the Depot is commissioned, product can be transferred on stock transfer to Nallagarh Depot, leading to savings of ₹2.5 Crore per month !



Arivuselvan V, SM Aviation, Calicut AFS

Hailing from the 2006 batch, I have 33 staff catering to 50 flights per day. BPCL is a major supplier at Calicut Airport. We're working 24x7, ensuring timely refueling of flights carrying cargo & medicines. The safety precautions include disinfecting frequently touched points like the steering wheel, aircraft coupling etc. I'm proud of being saluted as part of the team serving the nation during these difficult times. I thank all my BPCL colleagues who are working hard in the field.

Thank You

Thank you

Nurses, doctors, first responders, volunteers and essential workers
Facing an enemy vicious and mean, battling the virus COVID nineteen
Working for the good of society, many have fallen in the line of duty
Frontline heroes in a global war, the world has a lot to thank you for

Women and men in action, playing their part in every nation
Farmers keeping the country fed, people working to bury the dead
Showing the best of humanity, young people helping the elderly
We are all indebted to you, and so we are saying thank you

People in town and country, doing the extraordinary
Working, struggling, doing their best, little time to sleep or rest
We must cherish and value, praise and appreciate what they do
So I really hope and pray, the world will never forget to say

AHSANTE - ありがとう - ευχαριστώ - ഛവനം - GRACIAS - OBRIGADO - DANKE - SHUKRAN - TAK -
TASHAKOR - MERCI - HVALA - SALAMAT PO - O SEUN - NKOSI - SIYABONGA - TODA - GRAZIE -
СПАСИБО - DANK U - 謝謝 - SHUKRIYA - धन्यवाद - நன்றி - 감사 - THANK YOU

- George Rampersad (Internet)



कोरोना वायरस

देश की जीवन रेखा के रूप में अपनी प्रमुख भूमिका में, भारत पेट्रोलियम ने राष्ट्र को ईंधन देने के लिए आवश्यक उत्पाद और सेवाएं प्रदान करने में कोई कसर नहीं छोड़ी है। रिफाइनरियों और परिचालन के लोकेशनों में हमारे कर्मचारी यह सुनिश्चित करने के लिए अथक प्रयास कर रहे हैं कि बाजार में एलपीजी और ऑटो ईंधन की आपूर्ति समय पर की जाए, जबकि वे कई मोर्चों पर कठिनाइयों का सामना कर रहे हैं। हमारी बिक्री टीम और चैनल पार्टनर भी ग्राहकों की संतुष्टि के लिए त्वरित डिलीवरी और सेवाएं प्रदान करने के लिए कॉल ऑफ ड्यूटी से भी परे जा रहे हैं! हम अपने बहादुरों, हमारे कोरोना योद्धाओं को सलाम करते हैं, जिन्होंने हमारी कंपनी और हमारे देश को गौरवान्वित किया है! यहाँ हमारे प्रिय क्लाइंट्स के कुछ साक्षात्कार दिए गए हैं!

इनसे मिलिए हमारे कोरोना वारियर श्री अनिल तिवारी। आप मुंबई रिफाइनरी में टेक्नीशियन के पद पर कार्यरत हैं तथा आप मैकेनिकल मेंटेनेंस डिपार्टमेंट में पंप मेंटेनेंस



का कार्य देखते हैं। आपका कार्य रिफाइनरी के लिए बेहद महत्व का है तथा आपकी पूरी टीम रिफाइनरी के पंप्स में कोई भी समस्या होने पर उसे ठीक करने की ज़िम्मेदारी निभाती है। आपने अब तक भारत पेट्रोलियम को अपने जीवन के अमूल्य 34 वर्ष दिए हैं। अनिल जी के अनुसार, जब हमें अपनी कंपनी और अपने काम का महत्व पता चलता है कि हम देश को ऊर्जा प्रदान कर रहे हैं तब ऐसी स्थिति में यदि हम ही कमजोर पड़ जाएंगे तो देश कोरोना से इस लड़ाई को कैसे जीतेगा, यही सोच हमें काम करने की प्रेरणा और ऊर्जा देती है। ऐसे समय में जब पूरी दुनिया घरों में कैद है, अनिल तिवारी जी एक योद्धा की तरह लगातार विपरीत परिस्थितियों में अपना काम करते हुए आवश्यक सेवाओं की आपूर्ति सुनिश्चित करने में सहायक बनते हैं। आमतौर पर देखा जाए तो यह उनकी नौकरी है लेकिन आज के परिप्रेक्ष्य में यह महज एक नौकरी नहीं है बल्कि यह सेवा है। अनिल जी को सेवा की यह प्रेरणा अपनी पत्नी से मिलती है जो कुशल गृहणी होने के नाते बिना किसी अपेक्षा के पूरा घर संभालती हैं तथा इनकी माताजी की निरंतर सेवा करती हैं। अपनी निजी जिंदगी में अनिल जी बेहद ज़िंदादिल इंसान हैं तथा इन्हें बॉलीवुड से बहुत प्यार है, इतना अधिक कि ये बॉलीवुड को अपना धर्म तक मानते हैं और खूब सारी नई-पुरानी फिल्में देखते हैं, गाने सुनते हैं और गुनगुनाते भी हैं। आपको अपने घर के कार्यों में अपनी श्रीमती जी का हाथ बंटाने का बहुत शौक है और अपने कामों से उन्हें सरप्राइज़ देने में आपको बहुत खुशी मिलती है। अनिल जी भारत पेट्रोलियम के साथ जुड़कर काम करने के अवसर को अपने पूर्व जन्मों का फल मानते हैं तथा सच्चे सेवभाव से इस कठिन दौर में भी योद्धाओं की भांति काम में जुटे हुए हैं। ऐसे बहादुर कोरोना वारियर को हमारा सलाम !

इस लॉकडाउन के समय जब हममें से ज्यादातर लोग घरों से अपना काम कर रहे हैं, हमारे कुछ साथी भारत में निर्बाध रूप से ईंधन पहुँचाने के लिए अपनी जान की बाजी लगा रहे हैं। हमें हमारे इन बीपीसीएल कोरोना



वारियर पर गर्व है। ऐसी ही एक कोरोना वारियर हैं- श्रीमती सुशीला देवी जी जो पिछले 28 सालों से पियाला एलपीजी प्लांट में कार्यरत हैं। इन सालों में हुए बदलाव के विषय में वो कहती हैं- पहले हम टाइप राइटर पर टाइपिंग करते थे अगर कुछ गलती होती थी तो फिर से उसे बनाना पड़ता था। कंप्यूटर से बहुत कुछ आसान हो गया है। सुशीला जी मानना है कि उन्हें जो भी मिला है, वह कंपनी से, पियाला परिवार से ही मिला है। सुशीला जी कंपनी को लेकर बहुत से सुखद अनुभव बताती हैं। नौकरी के इंटरव्यू को साझा करते हुए बड़े गर्व के साथ वे बताती हैं कि कैसे उनसे पूछा गया था कि वे अकेली महिला होकर कैसे प्लांट में पुरुषों के बीच काम करेंगी। तब उन्होंने तपाक से जवाब दिया था- काम करना है तो करना है। इसमें अकेले दुकेले का कोई मतलब नहीं। इन 28 सालों के बाद पीछे मुड़कर देखने पर उन्हें अपने अनुभव बड़े सुखद लगते हैं। वे अपने जीवन के उतार चढ़ाव के विषय में बताती हैं कि कैसे कंपनी ने उन्हें हर मुश्किल में उनका साथ दिया। कोरोना को लेकर प्लांट में अपनाए जा रहे सुरक्षा उपायों को लेकर वे बताती हैं-एंट्री गेट पर ही एक सेनीटाइज़र टनल बनाया गया है, जिसमें से हर एक को होकर गुजरना होता है, फिर उसका तापमान मापा जाता है और सभी को मास्क दिया जाता है। उसके बाद फ्लोइंग वाटर और साबुन की व्यवस्था की गई है। उसके बाद कार्यस्थल पर जगह-जगह सेनीटाइज़र और साबुन-पानी रखवाया गया है। सोशल डिस्टेंसिंग के पालन के लिए दूरी-दूरी पर गोले बनाए गए हैं। अंदर इन्सानों के साथ-साथ सिलेंडरों को सेनीटाइज़र करने के लिए 4 बार सेनीटाइज़र करने की व्यवस्था है। सुशीला देवी जी मानती हैं कि कोरोना इतनी जल्दी नहीं जानेवाला ऐसे में हमें लोगों के घर-घर सिलिन्डर तो पहुंचाना ही है। हमारी लड़ाई कोरोना के साथ-साथ भूख से है और हम ये जंग जीतकर रहेंगे।

‘शूकर दातेया, शूकर दातेया’ अर्थात हे ईश्वर आपका बहुत-बहुत धन्यवाद। इन पंक्तियों को बड़ी ही सुरीली आवाज में गाने वाले कोरोना वारियार श्री वजीर चंद जी लालरु एलपीजी प्लांट में जनरल



ऑपरेटर के रूप में इस कोरोना के कठिन समय में भी अपने काम पर हाजिर हैं। वजीर चंद जी बड़े गर्व के साथ बताते हैं- बीपीसीएल में काम करने में उनको इतना मजा आता है कि कैसे 32 साल 5 महीने बीत गए पता ही नहीं चला। उनके लिए इस कंपनी में काम करना, जैसे समाज की सेवा करने का एक बहुत बड़ा माध्यम है। वे हमेशा अपनी सेवाएँ देने के लिए तैयार बैठे रहते हैं। अपने शुरुआती दिनों को याद करते हुए वे बताते हैं कि कैसे वे दिया हुआ अपना काम मन लगाकर करते थे और दूसरों का भी बहुतसा काम खुद खींचकर करने की कोशिश करते थे, जिससे उनका नॉलेज बढ़े। अब तो बहुत कुछ बदल गया है। अब तो प्लांट में सब मशीनें औटोमैटिक हो गई हैं, जो बहुत अधिक सुरक्षित भी हैं। ये पूछे जाने पर कि कोरोना से सुरक्षा के लिए आप लोग क्या-क्या कर रहे हैं? वजीर चंद जी बड़े विस्तार से बताते हैं कि हमारी कंपनी हमेशा से ही सबसे पहले सुरक्षा का ध्यान रखती है-सेफ्टी फर्स्ट। वो बताते हैं कि कंपनी ने बहुत शुरुआती दौर में ही मेडिकल कैंप लगाकर हमें बरती जानेवाली सावधानियों की जानकारी दे दी थी। इसके बाद वो हाथ धोने और मास्क पहनने से लेकर प्लांट के भीतर अलग-अलग स्टेज पर की जानेवाली सेनेटाइजेशन प्रक्रिया और जांच की विस्तार से जानकारी देते हैं। वजीरचंद जी के परिवार में उनके अलावा उनकी पत्नी और एक बेटी है, जो इस साल 12 की परीक्षा दे रही है और लॉकडाउन के नाते अभी उसके 2 पेपर होना बाकी हैं। वजीरचंद जी को अभिनय का शौक है और वो आस-पास होने वाली रामलीला में रावण का किरदार निभाते हैं। ये पूछे जाने पर कि आप रावण का किरदार क्यों निभाते हैं। इसका उत्तर वे बड़ी संजीदगी से देते हैं- राम और रावण ने इंसान को समझाने के लिए नाटक खेला है। हमें ये बताने की कोशिश की है कि रावण मारा जाता है और राम की विजय होती है, उनका मानना है कि कोरोना रूपी रावण भी बहुत जल्द मारा जाएगा।

भारतगैस के कोरोना वारियर्स को सलाम

कहां रहती थी बूढ़ी आंखे और कहां थी उनकी न्यू जेनरेशन, आखिर कोरोना ने करा ही दिए बुजुर्गों को उनकी नई पीढ़ी के दर्शन.

ये जो परदेस से रौनक लौटी है,
ये बहुत ही नौटी है.

खाने -पीने की शौकीन,
मीठा तीखा चटपटा या फिर नमकीन.

बुआ, दादी, चाची और मां एकबार फिर किचन की शान है,
रेडियो सुन रहे दादू के पिज़्ज़ा खाने के अरमान हैं.

दीदी की नई रेसिपीज दादी को भा गई,
कुछ यूं घर की रौनक देखो वापस आ गई.

चाचू की पीठ पर चढ़े छोटू की नूडल्स की फरमाइश है,
लॉकडाउन थोड़ा और बढ़ जाए ये दादू दादी की ख्वाहिश है.

लगा था इस भागदौड़ में नये शहर के ही होकर रह जाएंगे,
किसे मालूम था कि कभी दादू के हाथ की चाय पी पाएंगे.

कोरोना ने जानें तो बहुत ली मगर ये भी सच है कि जिंदगियां लौटाई हैं,
परदेस में रहने वाली सांसे देखो घर वापस आई हैं.

अब डाइनिंग टेबल पर रोज़ ठहाके लगते हैं,
ये दिल जो एकबार मिल गए, अब कहां जुदा हो सकते हैं.

ऑल थैंक्स टू भारत पेट्रोलियम.
भारत गैस वॉरियर्स का दिल से शुक्रिया.

ये योद्धा लॉकडाउन और कोरोना के खौफ के बीच आप तक पहुंच रहे हैं,
ताकि हर घर में चूल्हा जलता रहे, और प्यार बस यूं ही बढ़ता रहे.

- साई आरजू, न्यूज एंकर

Refineries Answer the Clarion Call of the Nation

With their continuous throbbing, pulsating rhythms, our Refineries are the heart of the nation, the lifeblood fuelling the wheels of progress. In these difficult times, they provide necessary sustenance to a country starving for the bare essentials. Our Hon'ble Prime Minister has called the entire country to rally around to combat this deadly pandemic and BPCL is in the forefront, responding to his call for action, armed with grit and determination.

Our Refinery superheroes have excelled by putting in extraordinary efforts to maintain round-the-clock operations, ensuring that vital supplies of fuels reach customers in time. The challenges were many, the hurdles almost insurmountable, but this has never deterred our heroes. They faced innumerable issues in terms of manpower and resources, but they worked it out ! Moreover, full responsibility was given to sustained adherence to personal hygiene, social distancing, awareness sessions, health checks and observing all HSSE guidelines and precautionary measures, keeping quality, safety and time uppermost.

CSR Initiatives

Through the CSR initiatives of Kochi Refinery, BPCL has extended timely health care support to stem the pandemic in Kerala. Major initiatives include ₹1 Crore support to National Health Mission and IMA (Cochin) for enhancing the intensive care facilities at the Government Medical College Hospital, Ernakulam which has been identified as the tertiary care centre for COVID patients. Similar support of ₹1 Crore for enhancing ICU facilities at Kannur Medical College, Govt hospitals and for enhancement of laboratory facilities and procuring ICU equipment. At Pathanamthitta, where COVID-19 was first detected in Kerala, over ₹50 lakhs support to the District Administration for procuring biomedical equipment for General Hospital, Pathanamthitta and District Hospital Kozhencherry.

Aroma Launch



Due to the stringent COVID-19 prevention measures, personal cleanliness and safety suddenly took centre stage and along with it, an acute demand for sanitizers. Bearing time, cost and quality in mind, the Centralised Quality Control Lab of Kochi Refinery indigenously developed a hand sanitizer for employees, cracking the formula within a day ! Christened 'Aroma', the handrub helped the Refinery tide over the pressing need for sanitizers. The QC team, led by Mr. T.V. Karunanidhi, GM (QC) created this hand-friendly blend using natural and food-grade ingredients only. The components include iso-propyl alcohol, ethyl alcohol, glycerine, aloe vera gel, aqua, perfume, moisturisers & emollients. Besides meeting WHO standards & guidelines, the sanitizer is very cost effective, around 1/8th the cost of commercially available products.

Safety and Hygiene

The safety and hygiene protocols mandated as part of the COVID -19 pandemic have been very high all through, factored in the Refinery's SOP. Visitors are strictly prohibited in the Refinery and Quarantine protocols are being maintained for anyone entering the premises.

- Sanitization of Refinery entry points, control rooms and office locations with Sodium Hypochlorite as per routine protocol
- Sanitization of Plants, vehicles and systems for round the clock safe operations
- Social distancing at all work stations and passages. Staggered lunch to avoid crowding
- Aroma and other hand sanitizers provided at all locations with strict compliance of office hygiene protocol before taking over each shift
- COVID-19 KR Dashboard with up to date info on employee guidelines and actions
- Awareness posters and sessions in regional languages for employees and contract labour



One lakh hand-sanitizers were provided to healthworkers and public utility services workers in Ernakulam in association with Indian Medical Association. These were primarily distributed to health volunteers, public vehicle drivers and waste management workers. Personal Protection Equipment (PPE) kits and masks were also distributed to Health Care workers through IMA. Over 100 Infrared Thermometers for ESI Dispensaries and hospitals to combat COVID 19 were distributed partnering with Insurance Medical Services Department, Govt. of Kerala.



At Mumbai Refinery, over 5000 Grocery Kits were distributed to migrant workers, over 4000 hygiene kits to Mumbai Police around Chembur and over 4000 Hygiene Kits to the neighbouring villagers at Mahul, Ambapada and Gavanpada. Over 10,000 meals were provided to migrant workers working at the refinery or residing in Mahul.

In the Time of Pandemic

This is Timeless....

And people stayed at home
 And read books
 And listened
 And they rested
 And did exercises
 And made art and played
 And learned new ways of being
 And stopped and listened
 More deeply
 Someone meditated, someone prayed
 Someone met their shadow
 And people began to think differently
 And people healed.
 And in the absence of people who
 Lived in ignorant ways
 Dangerous, meaningless and heartless
 The earth also began to heal
 And when the danger ended and
 People found themselves
 They grieved for the dead
 And made new choices
 And dreamed of new visions
 And created new ways of living
 And completely healed the earth
 Just as they were healed.

- By Catherine M. O'Meara (Internet)



COVID 19 – Preventive Measures

Basic Protective Measures



Maintain social distancing of at least 6 feet (1.8 m) distance between yourself and others at all places.



Regularly and thoroughly clean your hands with an alcohol-based hand rub or wash them with soap and water every 30 minutes. This should also be done after receiving any document or parcel from others.

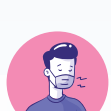


Avoid touching eyes, nose and mouth.

Practice respiratory hygiene / etiquette including covering coughs and sneezes.



If you have fever, cough and difficulty breathing, seek medical care early.



Prompt identification and isolation of potentially infectious individuals.



Use of biometric form of access control to be suspended.



Door Frame Metal Detector to be used instead of manual frisking.

If you are coming from outside, remove your footwear before entering the house and the clothes should be washed with soap / detergent solution.

Don't go close to your family members until you have a full body wash.



Additional Preventive Measures

Sanitisation of workplaces:

All offices and locations shall be sanitized using 1% sodium hypochlorite or phenolic disinfectants. All indoor areas such as entrance lobbies, corridors and staircases, escalators, elevators, security guard booths, office rooms, meeting rooms, cafeteria should be mopped with a disinfectant. High contact surfaces such as elevator buttons, handrails / handles and call buttons, escalator handrails, public counters, intercom systems, equipment like telephone, printers/ scanners, and other office machines should be cleaned twice daily by mopping with a linen / absorbable cloth soaked in 1% sodium hypochlorite.



Frequently touched areas like table tops, chair handles, pens, diary files, keyboards, mouse, mouse pad, tea/coffee dispensing machines etc. should specially be cleaned.



Thermal Guns: Infrared thermal guns should be provided at all entry gates of all offices, operating locations, project sites, and residential complexes. Each person entering the premises should be scanned and temperature with identity recorded.



Hand sanitizing stations should be installed in office / location premises (especially at the entry) and near high contact surfaces. HSSE

Disposal bins: Yellow coloured disposal bins/bags to be provided for collection of rejected PPEs or used cleaning materials.

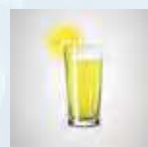


Display boards / posters shall be put up at offices, locations, retail outlets, LPG distributorships and residential areas of Bharat Petroleum on Do's & Don'ts for COVID-19 prevention, hand wash procedures etc. in vernacular language.



Daily dose of **physical activity** (aerobics, isotonic exercise, yoga etc.) to boost the immune system.

Drink lime juice twice daily as the antioxidant activity of Vitamin C can decrease inflammation and help improve the immune system.



Employees

Use masks covering nose and mouth and hand gloves throughout

• **Masks** : Respiratory viruses (like Coronaviruses) target mainly the upper and lower respiratory tracts. Hence, protecting the airway (including mucous membranes of the mouth and nose) from the particulate matter generated by droplets / aerosols prevents human infection. A triple layer medical mask is disposable, fluid-resistant, and provides protection to the wearer from droplets of infectious material emitted during coughing / sneezing / talking.



• **Gloves** : When a person touches an object/surface contaminated by a COVID-19 infected person, and then touches his own eyes, nose or mouth, he may get exposed to the virus.

Commuting to Office Locations



- o Avoid using public transportation services like trains, buses, etc.
- o Ensure proper sanitization of vehicle
- o Check with the driver about the symptoms of COVID-19

At Workplaces

- o Ensure that the workstation including all furniture items are properly sanitized
- o Concept of 'Lunch at Desk' or staggered work timings



Additionally, detailed SOPs have been issued by SBUs, Projects, Pipelines etc. for their storage locations and projects, as well as at retail outlets, distributorships, lubeshoppes, godowns, etc. which need to be religiously followed.

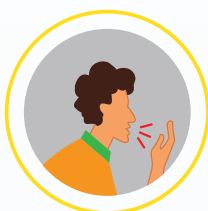
We urge everyone to implement all preventive measures so that each one of our employees, contract workmen and other stakeholders come out of this pandemic unscathed.

Swasth Raho Mast Raho

SYMPTOMS OF CORONAVIRUS



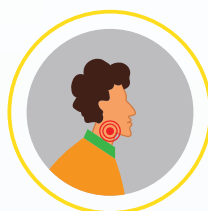
FEVER



COUGH



SHORTNESS OF BREATH

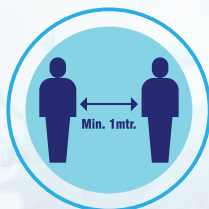


SORE THROAT



HEADACHE

PREVENTION IS BETTER



Practice Social Distancing



Wash your hands with soap for 20 seconds



Use an alcohol-based hand sanitizer



Use a face mask



Avoid touching your eyes, nose and mouth

Source : Health Advisory : Aarogyam : Corporate HSSE

Celebrity Speak

Celebrities from all walks of life have complimented the heroic efforts of our BPCL Parivar, who've pulled out all stops, going beyond the call of duty to serve the nation. We bring you their glowing words of praise.



DINESH KARTIK

These are very unsafe times for everybody to be outside. Thank you Bharat gas and all its employees in helping us get the gas on time.



SIVA CHIDAMBARAM

At this juncture, amongst the essential services, we have to appreciate and thank Bharat Petroleum and Bharat Gas distributors for their services in distributing the gas cylinders which are essential for our daily cooking needs.

BOMBAY JAISHRI

India is in lockdown but there are many out there who are helping us lead our lives with ease and with all the supplies we need, and one of them is Bharat Gas delivery boys of Bharat Petroleum who are going door to door with LPG cylinders.



PANKAJ UDHAS

We know that India is in a lockdown to save ourselves from Corona Virus pandemic. BharatGas delivery boys from Bharat Petroleum are in the streets delivering LPG cylinders to every doorstep. I salute these Corona Warriors for their selfless service. These are the real Karm-yoddhas of today.



JWALA GUTTA

I would like to take a moment to appreciate Bharat Gas who are doing a commendable job so we stay home, we are able to cook, and we are able to serve our loved ones.

PRITHVIRAJ TONDAIMAN

Our Central Government and the State Government has taken every measure possible to keep us safe inside our houses. At this very crucial time, the most important thing we need are essential supplies and services. I would really like to thank all our frontline warriors.



VIVEK OBEROI



BPCL is making remarkable efforts in the time of this pandemic by keeping its refineries functional, depots on, delivering LPG cylinders, supply chains of all its essential oil and gas across the entire country of India reaching you on time so you stay home and stay home. These warriors are providing every facility amidst this alarming situation of lockdown. Every household of the country and I salute these warriors of BPCL.



DHARMESH DARSHAN

I want to use this moment to thank each and every employee of Bharat Gas, BPCL, that you have delivered gas cylinders to billions of our homes and maintained the spirit of Bharat. Without any prejudice, without any delay, you provided this service which encouraged us to stay at home and save hundreds of lives.



MANISH GOEL

In these difficult times when we are told that our safety is in staying at home, these people are delivering LPG cylinders day and night in every lane, every locality, in fact in the whole country, to the safety of our homes without any delay. I salute these warriors.

SANJAY MANJREKAR

I want to wish all the Bharat Petroleum warriors, the guys who deliver LPG cylinders to our home despite the situation, keep the fire burning in the house so we can cook, they put their lives at risk. All the foot soldiers, the back-end office of BPCL, well done! My heartfelt gratitude and god bless and take care and thank you very much for your service.



RAMESH SIPPY

All the essential services, medical and otherwise are so important in this time of crisis. And I would like to make a special mention of the Bharat Petroleum gas service whose workers are really really working so hard to bring the essential service like gas to the common man, to everyone's house and on time.



PAPON

We are going through these times of Corona pandemic and everyone is locked at home. There are some people out there who are doing things as they have to as their duty. I want to salute all those delivery boys of Bharat Gas who are still delivering gas cylinders at every doorstep. They are performing their duty without worrying about themselves. These are our Corona Warriors and I salute them.

JAVED ALI

As India is in lockdown to save ourselves from Corona pandemic, Bharat Gas boys from Bharat Petroleum are on the streets delivering LPG cylinders to every doorstep. I salute these Corona Warriors for their selfless service, our karm-yodha of today.



सेलिब्रिटी की आवाज़

जीवन के सभी क्षेत्रों की बड़ी हस्तियों ने हमारे बीपीसीएल परिवार के वीर प्रयासों की सराहना की है, जिसने देश की सेवा करने के लिये कर्तव्य की सीमा से परे जाकर सभी बाधाओं को पार किया है। हम आपके लिये उनकी प्रशंसा के शब्द लेकर आए हैं।



अभिषेक एवं सिद्धार्थ निगम

हम सब भारत गैस परिवार का तहे दिल से धन्यवाद करना चाहते हैं कि वो इतने मुश्किल समय में भी हमारी सहायता और सेवा कर रहे हैं। बहुत जल्द हम इस कोरोना वायरस को खतम करेंगे और सब पहले जैसा हो जाएगा।



विंदु दारा सिंह

आई वांट टू थैंक एवरी पर्सन जो भारत गैस में काम करते हैं, भारत पेट्रोलियम में काम करते हैं। हम सबको कोविड में तकलीफ आ रही है, लेकिन एक चीज जिसकी बिल्कुल तकलीफ नहीं आई वो है गैस।

मधुरिका मोंगा

भारत पेट्रोलियम द्वारा डिलीवरी मेन का पाँच लाख का इन्शुरेंस सराहनीय है। मुझे ये डिलीवरी मेन उन वीर सैनिकों से कम नहीं लगते जो घर जाकर गैस डिलीवर कर रहे हैं जिससे कि हम सेफ रहें, हम सुरक्षित रहें।



दलेर मेंहदी

हमें भारत पेट्रोलियम का भी बहुत-बहुत शुक्रिया अदा करना चाहिए जिनके एम्प्लॉईस, वर्कर्स और डीलर्स ऑल ओवर इंडिया अपनी अपनी सर्विस दे रहे हैं, जिनकी बदौलत एंबुलेंस और हमारी रोजमर्रा की चीजें आ रही हैं, जा रही हैं।



नितीश भारद्वाज



इस लॉकडाउन की गंभीर परिस्थिति में जहाँ हम सब लोग अपने-अपने घरों में बंद हैं, एक बहुत बड़ा संकट खुद मुझे आया कि मेरा गैस सिलेण्डर 2-3 दिन चलने की स्थिति आ गई थी। मैंने केवल एक फोन किया मेरी गैस एजेंसी को और उन्होंने कहा कि हमारे डिलीवरी बॉयज़ हर घर में सिलेण्डर दे रहे हैं जहाँ गैस की कमी थी।



मुकेश ऋषि

मेरा दिल किया कि आप सबको मैं शुक्रिया कहूँ कि ऐसे समय में आप भी अपने एरिया में एक फोर्स की तरह काम कर रहे हैं और अपनी ड्यूटी समझकर लोगों तक उनकी जरूरत की चीज पहुंचा रहे हैं।



बबिता फोगट

आप सब लोग अपने घर में रहें और सुरक्षित रहें। इस महामारी के समय में भी भारत गैस के कर्मचारी घर-घर जाकर गैस की सप्लाई कर रहे हैं। ये एक सराहनीय कार्य है। मैं उन सब की प्रशंसा करती हूँ। मुझे यह भी पता चला है कि भारत पेट्रोलियम ने अपने सभी डिलीवरी स्टाफ के लिए 5 लाख की अनुग्रह राशि का प्रावधान किया है।



संदली सिन्हा

मैं भारत प्रीमियर गैस को धन्यवाद देना चाहती हूँ कि वो तत्परता के साथ काम कर रहे हैं, सिलेण्डर टाइम पर पहुंचा रहे हैं, और अंडर सेनीटाइज्ड कंडीशन काम कर रहे हैं।

रेशम टिपनिस

इतनी कठिन परिस्थिति में, लॉकडाउन सिचुएशन में भी वो घर तक होम डिलीवरी करके सिलेण्डर पहुंचा रहे हैं। इसलिए आपसे नम्र विनती है कि पैनिक मत होइए। जब भी आपको सिलेण्डर की जरूरत हो प्लीज उन्हें कॉन्टैक्ट कीजिए।



विजेंद्र सिंह

इस महामारी के समय में भी भारत गैस के कर्मचारी घर-घर जाकर सिलेण्डर की डिलीवरी कर रहे हैं, जो कि बहुत बड़ा काम है, बहुत सराहनीय काम है। मैं तहे दिल से योद्धाओं का धन्यवाद करता हूँ।



राहुल रॉय

यहाँ पर सिलेण्डर काफी हैं, आपको पैनिक होने की जरूरत नहीं है। इनकी सर्विस कमाल की हो रही है ये लोग गैस आपके घर तक पहुंचा देंगे।



मनोज मंतशिर

मैं उन लोगों को शुभकामनाएं देना चाहता हूँ जो मुश्किल के इस दौर में बड़ी मुस्तैदी के साथ हमारे घरों में चूल्हे जलने की वजह बने हुए हैं। बीपीसीएल के तमाम एम्प्लॉईस, खास तौर से वो ग्रासरूट एम्प्लॉईस जो एक-एक घर में सिलेण्डर पहुंचाते हैं।



सूरज थापर

भारत गैस की सप्लाई इतनी अच्छी है। हमारे एरिया में तो मुक्त गैस सर्विस है, वो इतने फास्ट हैं कि 24 घंटे के अंदर-अंदर गैस सिलेण्डर आपके दरवाज़े पर होता है।



Numbers Count !

*Every number tells a story of a human aspect involved.
In the equation, there are people behind the numbers.
We call them Harbingers of Hope*

Over 3 lakh Masks & Personal Protective Equipment
for Corona Crusaders



5 crore LPG cylinders delivered

by our brave delivery boys



Almost 4 lakh Meals
for migrant labourers and daily wage earners



Around 1,700 Barrels of MAK Lubricants delivered

Greasing the wheels of industry



Our Humble Contribution to PM CARES Fund

₹ 175 Crore contributed by Bharat Petroleum & subsidiaries

₹ 4.27 Crore by employees

Almost 9 lakh Food Packets

in humanitarian aid



Around 1,000 Emergency & Cargo Flights Refueled

Fueling the flying angels



Uninterrupted Supply at more than 16,000 Petrol Pumps

Mobilising the first responders and communities



Courageous Personnel

manning Storage Terminals, Depots and Fuel Stations



Around 1.5 lakh Bottles of Hand Sanitizers

for people on daily missions



Keeping our Refineries Humming

for the resilient nation



.....and the journey continues

Bharat Petroleum
Energising Lives. Creating Hope.

* Figures as on 11th May, 2020

Information Systems Keeps Businesses Agile & Enhances Productivity

While the COVID-19 pandemic has changed the global landscape and led to major health concerns, the lockdown in most parts of the world has pushed organizations to adopt a full-scale Work from Home (WFH) model. Managing an entire remote workforce is an unprecedented challenge with bottlenecks including gap in process, policies and technologies that enable employees to work from home safely and securely. In addition, cyberattacks are on the rise and cyber criminals are exploiting weak security controls and using social engineering to mislead employees, leaving businesses vulnerable.

Cyber Security Best Practices For Employees



Use apps/services such as Microsoft Teams, Google Hangout, Zoom, Cisco WebEx, GoToMeeting, etc. for meetings and collaboration.



To ensure data privacy, be extra careful with Personally Identifiable Information (PII) of your customers.

As the Internet is the backbone of Work from Home, use a stable internet connection and a secure network. Do not use public hotspots or open Wi-Fi and connect to office network strictly through company provided means.



For email security, use strict spam filtering for official and personal emails, do not open password protected PDF, PPT, Excel or zip files or enable macros in word files received from unknown senders.



Install only licensed software versions of those approved by your office IT team.



Beware of phishing and scam attempts with indicators like a suspicious sender's address, generic greetings and signature, spoofed hyperlinks and websites, poor spelling, grammar and layout, suspicious attachments and email forms creating urgency or lottery wins asking users to fill personal/financial information.

Don't install software over the Internet like games, browser plugins, etc., free antivirus, freeware/shareware or any unapproved software



Be on the lookout for other social engineering fraud attempts like vishing, pretexting, smishing and quid pro quo.



Perform a full scan of hard drives, pen drives & SD cards with an updated antivirus before you open/use them and avoid sharing official USB drives with other personal computers of family/friends around you



One of the fastest proliferating scams are donation scams related to Coronavirus; whenever you decide to donate, be extra cautious and ensure you donate at legitimate & official charity sites.

Ensure strong password security protocols and maintain password hygiene.



While surfing the web for data collection and information, visit only trusted sites and always check for https or the lock sign while browsing

While our IT teams are putting forth all efforts to identify risks which can have the greatest impact on various business models, it is the collective responsibility of all employees, at every level, to ensure security and business continuity of our organization.



Home is Where the Heart is!

Realising that the most important factor for an organization to successfully work from home is an efficient IT system, the IS team has been relentlessly working behind the scenes to enable all BPCL employees to effectively work from home in these trying times. Resources were augmented to ensure that all the IT systems and applications that support our businesses work smoothly and seamlessly without any disruptions.

Team IS is collaborating well to enable businesses to work remotely to serve our customers and end consumers. IS has enabled around 6000 employees on a collaboration platform called Microsoft Teams, which has video conferencing, online meetings, file sharing, instant chatting etc. It is available on laptops, mobile phones and iPads, so you can always remain connected with your teams wherever you are.

Tremendous support has been received from our IT service partner, Wipro and the team has been achieving 85% of same day closure of tickets consistently. All users can log their calls on the BITSS application and the team will reach you wherever you are to resolve your issue.

Our vendors are finding it most convenient to submit their digitally signed invoices online. For the first time ever, Digital Invoices have surpassed physical invoices – in numbers, 32K digital versus 19K physical; in amount – ₹781 crore Digital Invoice versus ₹ 593 crore physical. We have around 4700 vendors who submitted digitally signed invoices.

On the digital file management system, eOffice, more than 2400 digital signatures were done by officers in a week and about 300 new digital notes were created in 10 days !

Working from Home has become like a movement. Appreciating the need to support in these difficult times that the country faces, our clerical staff across the company have also come forward and are working from home. Our Corporate Data Center and Disaster Recovery Center are the nerve centers of BPCL. They come under essential services and need to run 24x7x365 days of the year. The support staff have to be physically available at all times. Our BPCL staff, along with a few of outsourced support, are managing the shifts very well in both the Data Centers. It's amazing to see their commitment and dedication to our company ! Team IS assures the businesses of their full support. They are determined to do whatever it takes to make sure that all systems and applications are up and running without any disruptions. Their message is "Stay home, stay safe and connect digitally."



*Happy, healthy, safe and comfortable,
Peace, love and warmth;
A place to stay, a place to play -
To cook, to eat, to work and pray,
To create, to learn, to grow and rest;
Yes, this place is truly the best !
To decorate, to interact, to exercise,
To dream, to do and stay energized;
The one place we would all embrace
With family to rejuvenate.
A beauty parlour, home theatre,
A garden, a hobby and activity centre,
A virtual office that's truly abuzz,
A special place for each of us.
Did it take humanity a lockdown
To own our space in a place called 'Home' ?*

*To walk the long and winding road,
The hours endless, the journey pointless;
The miles just adding on,
Day and night of no consequence....they move on,
Carrying their possessions on their backs
The migrant workers keep trudging on;
No food, no water, no succour,
Feet cut and blister torn,
Sweat dripping, burdened and worn,
The steps though countless
The hope lives on...
Their destination, a place called 'Home'.*

*Just spare a thought for the many 'homeless',
No place to lay their head,
They use the sidewalk for a bed,
They feed on scraps from a nearby bin.
What is their crime ? Is poverty their sin ?
By the sweat of their brow,*

*They toil for a wage;
But everything is shut "No work, no pay".
Will they live to see the light of day ?
A family to feed and sustain,
There's uncertainty, suffering and pain.
What would they not give for a tiny space of their own,
A special place that they could call 'Home' ?*

*What about the battered and bruised
Women thrown out from their homes ?
Is it the greed to extract more and more ?
Or the torture and exploitation that will never go ?
Domestic violence has plagued their days,
To survive they must silently escape,
Or continue in a living hell,
The sad story they'll never live to tell.
Shelter homes, a blessing - have addressed this need,
To help women in distress, have planted the seed
Of safety, bonding and family.*

*Thank you, Lord for my beautiful home,
For the tiny space I can call my own,
For the love and care as a family we share,
For the bonding and togetherness that happens there;
For the safety and shelter that it provides,
Truly home is where the heart resides.*

- Sharon Pires, Secretary, LPG WR

HSSE Plans, Prepares, Prevents and Protects Us

Bharat Petroleum has been always in the forefront of pioneering initiatives and we continue to be frontliners in the fight against the COVID-19 pandemic. Apart from implementing all the guidelines issued by the Govt. of India every step of the way, BPCL has gone way beyond expectations by ensuring the health and safety of not only our employees, their families and all stakeholders, but by providing yeoman service to the nation.

Corporate HSSE (Health, Safety, Security and Environment) has been issuing Health Advisories on the Coronavirus right from 24th January, 2020 covering details of the






Prevent the worst and put safety first



Employee in Office



Contract Workman



Security Guard



Employee at Location



LPG Delivery Boy



Transport Crew



Driveway Salesman

There is an old saying, 'An ounce of prevention is better than a pound of cure'. Undoubtedly, prevention is the best strategy against coronavirus. Please follow the Directive issued by Corporate HSSE on Personal Protective Equipment.

coronavirus, its symptoms, and the protection measures required; the next one detailed how COVID-19 spreads, preventive measures to mitigate risks



etc. and recently, the PPEs (Personal Protective Equipment) to be worn by each category of Bharat Petroleum workforce including employees, contract workmen, transport crew, LPG delivery boys, Retail Outlet Driveway Sales men/women and all other stakeholders.

All Operating locations and Offices (which are partially functioning) have taken innumerable steps to prevent spread of the pandemic. These include procurement and issue of N95/Triple layered masks, nitrile gloves, goggles, protective coveralls etc. Additional PPEs are being provided to those who are more exposed to risk like Security Guards, RO Salesmen and LPG delivery boys. This is apart from the basic protection measures like social distancing, frequent hand washing, respiratory hygiene etc. All Operating plants and Offices have been provided with thermal guns and sanitizer stations. Most of these premises have been disinfected with sodium hypochlorite or phenolic solutions. Some are in the process of installing sanitization tunnels. Standard Operating Procedures for each operation or activity during COVID-19 has been developed by all Business Units based on the directives and guidelines issued by Corporate HSSE. Locations are also in the process of preparing the Pandemic Emergency Response Plan.

With our HSSE Motto being "Safety First and Safety Must", Bharat Petroleum will take every protection possible so that none of its people are harmed due to the COVID-19 pandemic and all will emerge from the crisis unscathed.

Lockdown

Yes there is fear.
Yes there is isolation.
Yes there is panic buying.
Yes there is sickness.
Yes there is even death.

But,
They say that in Wuhan after so many tears of noise
You can hear the birds again.
They say that after just a few weeks of quiet
The sky is no longer thick with fumes
But blue and grey and clear.
They say that in the streets of Assisi
People are singing to each other
Across the empty squares,
Keeping their windows open
So that those who are alone
May hear the sounds of family around them.
They say that a hotel in the West of Ireland
Is offering free meals and delivery to the housebound.
Today a young woman I know
Is busy spreading fliers with her number
Through the neighbourhood
So that the elders may have someone to call on.
Today churches, synagogues, mosques and temples
Are preparing to welcome
And shelter the homeless, the sick, the weary
All over the world people are slowing down and reflecting
All over the world people are looking at
their neighbours in a new way
All over the world people are waking up to a new reality
To how big we really are.
To how little control we really have.
To what really matters.
To Love.

So we pray and we remember that
Yes there is fear.
But there does not have to be hate.
Yes there is isolation.
But there does not have to be loneliness.
Yes there is panic buying.
But there does not have to be meanness.
Yes there is sickness.
But there does not have to be disease of the soul
Yes there is even death.
But there can always be a rebirth of love.

Wake to the choices you make as to how to live now.
Today, breathe.
Listen, behind the factory noises of your panic
The birds are singing again
The sky is clearing,
Spring is coming,
And we are always encompassed by Love.
Open the windows of your soul
And though you may not be able
To touch across the empty square,
Sing.

- Fr. Richard Hendrick (OFM) - Internet

BPCL Goes Viral !

Brand & PR synchronised social, digital and print media to create a brand image of the company as the major value contributor for individuals and society, leaving lasting impressions on consumers. The communication strategy entailed reaching more than 1 crore people, through a combination of videos, static posts, celebrity testimonials and celebrity chats for young followers.



Facts & Figures*

Posts	430
Videos	166
Impressions	1.4 Crore
Reach	1.2 Crore
Video Views	41 Lakh
Engagements	9.37 Lakh

*Data as of 26th May, 2020

Tweet

Bharat Petroleum @BPCLimited · May 1
 #PMUY beneficiary Ms Vimla Devi thanks Hon'ble PM for transferring funds into her account under #PMGKY for LPG refill & helping during this time of crisis.
 More than 8 Crore #PMUY beneficiaries are provided with 3 free LPG refills during this need of an hour
 @dpradhanbjp



Vimla Devi
 PMUY Beneficiary, Prayagraj

0:23 | 1.2K views

6 | 39 | 130

bpclimited



View Insights **Promote**

830 views

bpclimited Our Driveway Sales Person from Mumbai comes up with a unique way to educate everyone of the precautions during #CoronaVirus pandemic. You stay home, while #BPCL is with you to take care of essential services you need - Always! #IndiaFightsCoronaVirus

Tweet

Bharat Petroleum @BPCLimited · May 3
 Thank you @vivekoberoi for acknowledging the services of Bharat Petroleum #CoronaWarriors to the nation during this pandemic. #SaluteCoronaWarriors @dpradhanbjp @PetroleumMin



0:24 | 2.3K views

5 | 60 | 229

Tweet


BPCRetailBhubaneswar @BPCRBhubaneswar · Apr. 12
 Our Retail Outlet DSMs have downloaded Aarogya Setu App & completed self assessment. @jainsuk3 @palit1963 @BPCLimited @BPCLRetail #IndiaFightsCorona #AarogyaSetuApp



27 | 113 | 901

BPCL in the Spotlight

The COVID-19 pandemic has impacted the whole world and redefined the way we do business. Bharat Petroleum has responded swiftly and efficiently to the changing dynamics, remaining true to its core purpose of 'Energising Lives' of the nation. All functions have gone the extra mile to render service, especially the LPG & Retail BUs in Marketing and the Refineries ensuring product availability.



ANI
 4 layers of sanitisation for LPG cylinders, enough stock to meet demand: BPCL
 ANI | Updated: Mar 30, 2020 22:25 IST

By Shailesh Yadav
 Ghaziabad (Uttar Pradesh) [India], Mar 30 (ANI): There is enough stock of cooking liquefied petroleum gas (LPG) and there is no need to worry, said Pawan Kumar, Head, LPG division of BPCL, Northern Region, on Monday.

ANI team visited one of Bharat Petroleum Corporation Limited's (BPCL) LPG bottling plants situated at Loni, Ghaziabad district in Uttar Pradesh, which caters to the LPG needs of 14 districts of western UP.

According to Kumar, Loni's bottling plant caters to the cooking gas needs of 30 lakh customers. Daily 225 trucks deliver 75,000 to 80,000 LPG cylinders. This plant also fulfils around 7 lakh Ujjwala scheme holders.



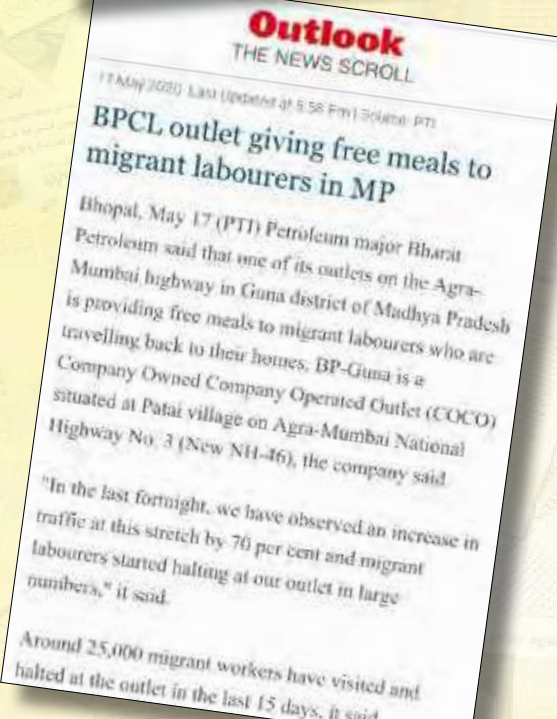
THE ECONOMIC TIMES Oil & Gas
State oil companies to contribute Rs 1000 crore to PM-CARES fund
 "I am grateful, and delighted, to announce that the oil & gas establishment is ready with a contribution of ₹1031.29 crore by the PSUs and other oil JVs for the PM-Cares Fund. Additionally, ₹61 cr. has been contributed by colleagues of PSUs from their salaries for the NPM-CARES." Oil Minister Dharmendra Pradhan said on Twitter on Monday.
 By Sanyukta Dasgupta ET Bureau | Last Updated: Mar 30, 2020, 06:48 PM IST

New Delhi: State oil companies will together contribute Rs 1000 crore to the PM-CARES fund to fight the spread of Coronavirus and also offer Rs 5 lakh to the family of any worker involved in cooking gas distribution in the event of his death due to Covid-19 infection.



THE TIMES OF INDIA
Covid-19: LPG cylinders being sanitized before delivery to customers
 NEWS VIDEOS INDIA
 Mar 18, 2020, 07:04 PM IST | Source: PTI

Bhopal (file employees in Puri wear mask) sanitizing LPG cylinders before handing them to customers. The cylinders are being sanitized so that there is no chance of Covid-19 infection. Covid-19 has changed the way businesses would be conducted, and the sanitization of LPG cylinders before delivery is one example of this.



Outlook
 THE NEWS SCROLL
 17 May 2020 Last Updated at 5:58 PM | Source: PTI

BPCL outlet giving free meals to migrant labourers in MP
 Bhopal, May 17 (PTI) Petroleum major Bharat Petroleum said that one of its outlets on the Agra-Mumbai highway in Guna district of Madhya Pradesh is providing free meals to migrant labourers who are travelling back to their homes. BP-Guna is a Company Owned Company Operated Outlet (COCO) situated at Patali village on Agra-Mumbai National Highway No. 3 (New NH-46), the company said.

"In the last fortnight, we have observed an increase in traffic at this stretch by 70 per cent and migrant labourers started halting at our outlet in large numbers," it said.

Around 25,000 migrant workers have visited and halted at the outlet in the last 15 days, it said.



THE HINDU
 KOCHI
BPCL taking steps to ensure fuel supply
 SPECIAL CORRESPONDENT
 KOCHI, APR 18, 2020 11:01 AM
 UPDATED: APR 18, 2020 12:05 PM

The Bharat Petroleum Corporation's Kochi refinery has put in place operational plans to ensure optimum supply of fuel as market volatility continues amid the lockdown.

New work protocols had ensured continuous and optimum production of fuel, including cooking gas for Kerala and parts of its neighbouring States, said Murali Madhavan, executive director of the refinery, in a press release.

He said 200 employees worked in each of the 12-hour shifts instead of the normal eight-hour shifts. They travel from different parts of the district and neighbouring districts to the Ambalamugal refinery complying with the social distancing protocols. "They are unsung heroes ensuring fuel supplies," he said.

PSUWATCH
Fast, Accurate, Engaging

How is Bharat Petroleum dealing with COVID-19 while ensuring fuel supplies

The government has disbursed more than Rs 29,352 crore so far under the PMKGP to ensure availability of basic amenities to the poor

▲ PHOTOGRAPH BY SHRI LINGGA



force headed by Jayesh Shah, Executive Director (HRS), is supervising matters related with Coronavirus crisis

1. Petroleum has made it mandatory for employees, contract workers, port crew, and all other stakeholders, to use masks, gloves

2. State-run Bharat Petroleum, being the lifeline of the nation, has a pivotal role to play in the vital products and services that fuel the nation as it reels under a nationwide lockdown to spread of Coronavirus. "Our staff in refineries and operating locations are expending efforts to ensure that supplies of LPG and auto fuels to the market are made on time, despite the hurdles they face in terms of logistics and workforce. Concomitantly, our sales team and stores (Dealers & LPG Distributors) are also working diligently to ensure that LPG deliveries, unhindered in the midst of this turmoil and instability," said Bharat Petroleum in a statement. Aided by Jayesh Shah, Executive Director (HRS), is supervising all matters related to the crisis, rolling out the advisory for employees, seeking and processing the information for the employees.

Bharat Petroleum administrative offices working on skeletal staff

Administrative offices are working with skeletal staff while remaining employees are asked to work from home. To support our staff to work from home effectively, our IT team has enabled more than 6,000 employees on a secured Collaboration Platform, where meetings and file sharing could instantly be held. Operations and functions are operational, to ensure supply continuity of critical products like LPG and Petrol / Diesel. We have a large workforce consisting of our employees and those who are employed with more than 16,000 Fuel Stations and 6,000 Strategic Distributors, tank truck drivers, who are out in the field playing a pivotal role in the provision of all oil products and services that fuel the nation. LPG has seen a spurt in the demand, however, we are extremely proud of the fact that they have risen to the occasion and are doing phenomenal work ensuring timely delivery of LPG cylinders to consumers, across the nation, despite the huge challenges," the statement said.

Masks, gloves are mandatory for employees

Across our network Bharat Petroleum has made it mandatory for employees, contract workers, Transport Crew, and all other stakeholders, to use masks, gloves, etc. Additional protection has been mandated for those who are more exposed to risk like Security Guards, LPG delivery boys, Retail Outlet Delivery Salesmen/women. This is apart from the basic preventive measures like social distancing, frequent hand washing, sanitising, which has also been made mandatory. All our operational and backend premises are regularly disinfected with sodium hypochlorite or phenolic solutions, including installing of sanitisation tunnels at some depots. "As a welfare measure, we have announced an in-kind support of Rs 5 Lacs to the family of staff at our Fuel Stations (Delivery Sales Men & Women, etc), Retail Operation Locations (Depots & Installations), LPG Refilling Plants, LPG Distributors/dealers (Delivery Boys, Showroom Attendants) staff etc) Petrol / CNG & Intermediate Pumping Stations, and crew of all transport services. Including book LPG trucks, in case of unfortunate event of death due to the infection and support of Corona Virus," Bharat Petroleum said.

'BPCL proving to be an indomitable force in crisis'

"It is the moral strength that makes us resilient in tough times. Therefore, we are encouraging our employees to use more and more LinkedIn Learning & learning portal and Moodle, our in-house video learning portal where a large number of modules are available for our employees to upgrade their skills. An e-learning 'portal' has been launched to bring an element of competition to learn more in a fun way. We are proud that BPCL as an organisation have risen to the occasion and proved to be an indomitable force working selflessly to serve your customers. We take pride in standing true to our core purpose of 'emerging lives' of the nation," said the statement.

THE ECONOMIC TIMES Oil & Gas

Oil firms delivering over 60 lakh LPG cylinders daily during lockdown: Pradhan

Indian Oil Corp (IOC), Bharat Petroleum Corp Ltd (BPCL) and Hindustan Petroleum Corp Ltd (HPCL) over video-conferencing to access the distribution of LPG cylinders in districts following the coronavirus outbreak and the subsequent 21-day nationwide lockdown

PTI | Last Updated: Apr 03, 2020, 07:44 PM IST

New Delhi: PSU oil firms are delivering an average over 60 lakh LPG cylinders daily to consumers during the nationwide lockdown to feed household cooking needs, Petroleum Minister Dharmendra Pradhan said on Friday as he pushed companies to prepare to deliver three free cylinders to over 8 crore Ujjwala beneficiaries.

UNI United News of India
BREVITY ACCURACY SPEED
India's Multi Lingual News Agency

Wednesday, Apr 29 2020 | Time 14:45 Hrs(IST)

Oil companies serving clients during lockdown

Aurangabad, Apr 2 (UNI) Oil companies like IOC, BPCL and HPC are providing essential services to consumers during the period of lockdown that is currently being implemented to prevent the spread of Novel Coronavirus.

"Customers do not feel the lack of LPG gas in their homes, and all our distributors and distributor networks are desperately trying to ensure that cylinders are distributed to each household so that they are safe in their homes", said Bharat Petroleum Corporation Limited statement on Thursday.

It further stated, "We are telling our customers through SMS messages, social media, etc. that the safety of our customers is our main concern, they need to stay home and we will distribute the cylinders in their home.

To avoid cash / money handling, they should make online payment through online as well as online book.

LPG is exempted from lockdown status as it does not fall under the required conditions."

THE TIMES OF INDIA
CITY

Petrol dealers give groceries to 200 families in Nashik

DISNEY | PTI | THE TIMES OF INDIA | Apr 26, 2020, 09:06 IST

NASHIK: The Nashik district petrol dealer welfare association has donated grocery packets to over 200 families where one of the family members are disabled.

Secretary of the association Subhash Patel said, "Many people are going through financial crisis due to the lockdown. On behalf of our association, we have donated grocery packets to 200 families that will easily last them for the next 15 days."

ET Energyworld.com
From The Economic Times

Oil firms to give Rs 5 lakh ex-gratia for delivery boys, others working in LPG supply chain



New Delhi, Mar 30
(I) State-owned Indian Oil Corp (IOC), Bharat Petroleum Corp Ltd (BPCL) and Hindustan Petroleum Corp Ltd (HPCL) on Monday announced an ex-gratia of Rs 5 lakh in case of

coronavirus-related death of any LPG delivery boy or other personnel involved in the supply chain. While the entire country has been locked down with most confining themselves to homes, cooking gas (LPG) supplies have continued uninterrupted with all the distributors and hundreds of delivery boys providing cylinders to 27.5 crore users on demand.



Shri D. Rajkumar CMD BPCL interacted with entire LPG team

New Delhi: Shri D. Rajkumar, CMD, BPCL along with Shri Arun Singh, Director (Marketing) interacted with entire LPG Team, including Sales Officers, to review performance of LPG value chain, with special focus on "Prime Minister Garib Kalyan Yojna" for PMUY consumers, DBT, creating awareness for booking and ensuring prompt deliveries of refill, while ensuring adherence to COVID-19 protocol. Total 263 participants, from across the country

ET Energyworld.com
From The Economic Times

Energy News / Latest Energy News / Oil & Gas

Companies working on off days to meet LPG demand

Data shows IndianOil, HPCL and BPCL together operated 192 out of their 196 bottling plants across the country on Mahavir Jayanti to roll out 52 lakh cylinders, or nearly 87 per cent of the current daily deliveries to consumers

TNN April 09, 2020, 07:52 IST



NEW DELHI: State-run fuel retailers operated their LPG bottling plants at full steam on Monday, Mahavir Jayanti, and will do so on Good Friday – both gazetted national holidays when the units

remain shut – to avoid build-up of backlog as they begin supplying three free refills to eight crore poor households from this month.

Outlook

THE NEWS SCROLL

15 APRIL 2020 Last Updated 08:06 PM (SOURCE: PTI)

BPCL supplying petroleum products to Army amid all odds during lockdown: Company official

Jaipur, Apr 15 (PTI) The Bharat Petroleum Corporation Limited (BPCL) is serving the Army and paramilitary forces in remote Arunachal Pradesh districts despite all odds during the ongoing nationwide lockdown to contain COVID-19 pandemic, official said. Petroleum products from Nimaligah in Assam's Golaghat district are taken to Tawang and West Kameng districts in Arunachal Pradesh, a BPCL official said.

The challenges are big, but in our resolve, BPCL Deputy General Manager (Brand & PR) S S Sundararajan said. In March, BPCL supplied 404 kl of petroleum products to the armed and paramilitary forces apart from the BRD, he said. As the nation is under lockdown, the long journey becomes full of challenges, he said. To begin with, the route is an extremely rocky route and the end finding food and water along the route is quite a challenge, Sundararajan said. To put an end to this problem, the BPCL has been providing drivers with non-perishable food, water and other essentials, he added. Upon reaching the destination, the Army helps the drivers to get their vehicles checked and give them food for the return journey, if necessary, Sundararajan said.

In the mountainous regions of Tawang and West Kameng districts of the state, destinations are located at very high altitudes. Damingzin is located at an altitude of 14,000 feet, while Brundin is located at an altitude of 9,000 feet, he said. At such lofty elevations, the air is thin and the oxygen level is low. This causes breathing difficulty, exhaustion and fatigue, said the DGM. At such heights, the road is a thin, twisted band of steel between BPCL and the armed force services that helps keep our national borders safe from the year-end especially during the pre-test, trying times, he said. We salute their selfless and unflinching service on the frontlines of border defence. Our heads also bow in recognition of the courage of our motivated men on the wheels for going beyond the call of duty in the service of the nation, which is a solemn commitment of the entire BPCL family, Sundararajan added. PTI UPL SGN SBY

BusinessLine

Companies

Bharat Petroleum re-start Rs 14,000 crore projects as lockdown restrictions ease

The Economic Times | Updated April 21, 2020 | Published April 21, 2020



State-run refiner Bharat Petroleum Corporation Ltd (BPCL) has re-started 167 projects with all necessary Covid-19 safety protocols, involving over ₹14,000 crore as the nationwide lockdown was partially relaxed on Monday.

This effort will help in its own way in reviving the economy, apart from adding to the livelihood of more than 3,000 workers and their families during these difficult times, BPCL said in a statement.

More than 6,000 workers would be progressively deployed on these projects. Out of these 167 projects, 84 projects are outside the municipal limits, while 83 projects are within municipal limits, but have engaged residential workforce.

These projects would involve an expenditure of about ₹1,900 crore, during the current financial year and are spread across the entire value chain of the company — refineries, exploration and production, marketing infrastructure,

THE ECONOMIC TIMES Oil & Gas

BPCL Kochi Refinery takes steps to maintain petroleum products supply

The crude oil processing has been reduced now to around 60 % in view of the lower product demand. To meet the rising demand for LPG, BPCL had taken steps to improve LPG production in its refineries by appropriately modifying operations.

ET Bureau | Last Updated: Apr 18, 2020, 05:37 PM IST



Kochi: Though the outbreak of COVID 19 has hit the demand for petrol, diesel, fuel oil, bitumen, aviation turbine fuel (ATF) and other petroleum products, the requirement for cooking gas and liquefied petroleum gas (LPG), has gone up, according to BPCL Kochi Refinery.

"BPCL Kochi Refinery is braving all the logistic challenges that have risen with the COVID 19 outbreak and employing all innovative means to ensure continuous supply of the fuels. We are giving utmost

importance to ensure production and distribution of LPG which is critical at this point of time," said Murali Madhavan, executive director (Kochi Refinery).

Ensuring continuous production in such a condition has posed high logistic challenges since capacity of storage of each product inside the refinery and installations become critical. Crude oil being a complex mixture of different products which are fractionated out during the refining process, there are limits for selective production of products, he said.

The crude oil processing has been reduced now to around 60 % in view of the lower product demand. To meet the rising demand for LPG, BPCL had taken steps to improve LPG production in its refineries by appropriately modifying operations.

Some of the surplus products which are not getting consumed within the country like diesel and naphtha are being exported. Project implementation work has been stopped for the time-being.

The refinery has put in place an unprecedented operational plan involving new work protocols to safeguard the health of its employees and contract workers that ensures continuous production of petroleum fuels matching the highly volatile market conditions following the COVID 19 pandemic.

The Shillong Times
ESTABLISHED 1945

BPCL braves lockdown to serve brave soldiers on easternmost frontiers

By From Our Correspondent... On Apr 13, 2020

GUWAHATI: Bharat Petroleum Corporation Limited (BPCL) has braved the prolonged lockdown stalling the country because of the COVID-19 pandemic to serve the nation's protectors – the Army, the paramilitary forces and the Border Roads Organisation in the deep interiors of the northeast border area in Arunachal Pradesh.



BPCL employees contribute Rs. 4.27 crore to fight against COVID 19

Mumbai: BPCL employees contribute Rs. 4.27 Crore from their salary to strengthen our fight against COVID 19 pandemic, standing true to our core purpose of EnergisingLives of the nation.

THE NEW INDIAN EXPRESS

Home • Cities • Kochi

Amid lockdown, BPCL Refinery employees ensure steady supply of cooking gas

BPCL Kochi refinery has been producing 1,800 metric tonnes of LPG per day and the production has not come down during the lockdown.

By Express News Service

KOCHI: Ever since the lockdown came into effect, the workers of BPCL Kochi Refinery have been working tirelessly to ensure steady supply of fuel, mainly cooking gas, to all households in Kerala and neighbouring states. These unsung heroes have been sticking to a well-charted duty schedule without compromising on social distancing norms to ensure smooth production of Liquefied Petroleum Gas (LPG). BPCL Kochi refinery has been producing 1,800 metric tonnes of LPG per day and the production has not come down during the lockdown.

Outlook

THE NEWS SCROLL

03 APRIL 2020 Last Updated at 7:32 PM | SOURCE: PTI

"Driver Seva Mobile App" launched to help stranded drivers on account of lockdown

New Delhi, Apr 3 (PTI) Supply chain optimisation platform Locus on Friday said it has launched a "Driver Seva Mobile App" to help drivers stranded during the lockdown on account of coronavirus outbreak.

The app has been supported by Bharat Petroleum Corp Ltd (BPCL) and All India Motor Transport Congress (AIMTC), an apex body of transporters that has been raising the issue of stranded drivers.

"Locus, a global B2B SaaS company that automates human decisions in supply chain, has initiated the "Driver Seva Mobile App" project along with Highway Delite, a travel app startup, to do its bit in easing the situation for the truck drivers who are stuck on highways due to the lockdown," the company said in a statement.

BPLC Stays Ahead of the Learning Curve



Learning and development traces its genesis to the 19th century industrial revolution and has slowly evolved to be a survival requirement with the digital revolution. The COVID-19 pandemic has only accelerated this change, with digital and analytics solutions mandated for the organization to navigate and succeed. Digitising analog business models will be a necessity and the key to winning in this phase will be leveraging human and technological capabilities.

To meet this challenge, the learning strategy was slated to develop employees' critical digital and cognitive capabilities, along with adaptability and resilience. In the short-term, BPLC provided necessary inputs, which will ensure that

employees get acclimatized to the new way of working and help managers lead their team remotely with confidence. In the long-term, the focus is on building the necessary digital skills which will prepare our employees to identify opportunities, create new digital business models and provide the competitive edge to the organization.

BPLC, which has a long legacy of driving learning through digital platforms (HMM & Skillssoft) and innovative platforms (Mercurix, Socratix etc), continued leveraging such platforms to drive learning during the lockdown period. Following were some of the initiatives taken up with phenomenal success:

LEAD THE NEW NORMAL

While your teams login for change, and work out of home learning to adapt to the **"New Normal"**, you would have suddenly found yourself managing a completely remote team.

Following tips will help you and your team to be productively engaged, regardless of where you work.



- a) Made available best-in-class content, such as LinkedIn Learning and Great Learning libraries. These offered content covering Leadership, Digitalisation, Technology, Information Systems, Project Management, Finance, HR etc. Within a month of introducing these learning opportunities, more than 50% of the management staff utilized the opportunities and together invested about 7000 hours of learning. The Great Learning content is specifically aimed at building capabilities in Artificial Intelligence, Machine Learning, Robotic Process Automation, Data Science etc. The next phase of learning is to provide curated learning paths in their functional domain, to those enrolled on the platform, while they continue to learn in their areas of interest.
- b) The existing content resources - EBSCO (articles, journals, e-books etc.) and VIZDOME (internal tacit knowledge resource) - were also promoted by extending curated content to the learners by identifying relevant topics.
- c) Realising that employees love gamification, e-learning was promoted through a Tambola game. The objective was to familiarize employees with the learning content resources available and to understand what it offers. Thus, the game guided learners to all parts of the learning resource. The innovative nature of the learning process ensured 30% in learning activity during the two weeks.

WORK THE NEW NORMAL

It's a rise of a new dawn in the working culture of the corporate environment. We're basically witnessing 10 years of change in one week. We are heading into a new world, and we need to adapt to the **"New Normal"**.

The new normal, where we all need to get together, while staying apart and keep moving forward. Emerging is a serious digital divide and you don't want to be found on the wrong side of it.

SO LOGIN.

Change the way you work from home. For that is the only normal today.



1. Set up your workspace.

Make a work corner for yourself. Find your zen zone.



2. Create a daily routine

Start with team check-ins, Prioritize work, Resolve doubts, Be available during working hours, Review Progress



3. Plan and stick to a schedule

Make plans for your work commitments and create a schedule with timelines.



4. Use digital tools effectively

Make use of technology to avoid pause in work



5. Invest in Learning

Utilize the opportunity to build your skills and expand your knowledge.



6. Differentiate what is working and what is not

Make real time changes to better yourself



7. Stay Positive

Participate in activities that keeps your mind happy.



8. Stay Healthy

Resort to healthy eating habits and maintain a home-exercise regimen.

- d) Building capabilities in core technical knowledge was the focus in respect of the Refinery non-management staff. They were extended access to Tata Steel MDC e-learning modules, which catered to trades such as electrical, mechanical, instrumentation etc. About 350 employees from Kochi Refinery and Mumbai Refinery have enrolled in the first phase.
- e) To sustain high energy and enthusiasm levels during this lockdown period, employees were encouraged to pursue their personal interests and keep themselves happy. This was helped through creation of an exclusive iPassion channel on VIZDOME. The amazing talents of BPCL employees were manifested through 56 videos uploaded ! A 'Likes' contest is currently on, where the iPassion videos with maximum number of likes will be rewarded.
- f) Traditional form of classroom training has been the victim of COVID and will not return to normal soon; hence, BPCL replaced this with digitally enabled webinars. The webinar themes focused on the Economic Impact of COVID, Leading in Crisis, Navigating Work-From-Home, Clearing the Digital Blur, Managing Virtual Teams etc. Every webinar was attended by about 200 employees, clearly indicating their appetite for learning.
- g) Helping employees to build their immunity, BPCL organizes a daily Wellness session every evening between 6.45 to 7.45 pm. This has been subscribed to by about 275 employees.
- h) Webinars on Financial Planning assist employees in managing their personal finances and securing their assets.

BPCL will continue leveraging digital learning options, ensuring that learners get learning anytime and anywhere. BPCL initiatives are comprehensive in nature with the focus on overall well-being of the employees, with special emphasis on building the skills/capabilities for today and tomorrow. Individuals and organizations are on a learning curve, as managers figure out how to lead their teams virtually, how to build bonds without the benefit of an informal coffee/lunch, individuals figure out how to move ahead with work without the shadow of managers and organizations figure out how to move as well-oiled machines in this 'distance' economy.

As with all challenges of the past, this too shall pass, but not before erasing many of the past structures, systems and policies and putting in place new practices and processes. BPCL will be your guide, instilling confidence through the learning opportunities, as all the employees of BPCL march ahead, united against the challenges of disruption with skills/capabilities as our weapons and resilience/adaptability as our energy. Continue to learn, unlearn and relearn as you walk up the ladder of success !

Will you Walk with Me?

*As you miss your morning walk, can you walk this road with me ?
I've helped to build your house dear sir, can you share my agony ?
Just a few steps, not very far, as the blisters taunt my feet,
Can you share a sip or two with me, of hopelessness and heat?*

*No one cares, no second look, no plane to bring me back,
My child on hips, my future bleak, my life in one limp sack.
Unseen, unheard, no voice, no vote - the stream unwanted flows,
No open arms, no petals fall, the sound of closing doors.*

*My child looks up, eyes question me, to this nation I belong,
No time for migrants walking home, but for spirit, queues are long.
And yet for those who labour low, we have no wheel or bus,
No train, no food, no care, no speech - no fancy words or fuss.*

*We walk the walk, you talk the talk, watch tragedy with ease,
Society sinks in symphony, don't miss the real disease.
"Oh give them cake, if there is no bread", ignore their whine and noise;
And they'll die down or disappear, a mass without a voice.*

*Snap your fingers when you need them next,
and they will walk this path once more,
To build your home, or lift your load or mop your marble floor.
Migrant guest, you're like God himself, remembered only in our need,
All other times, not seen, not heard, just camouflaged by greed.*

*These images will haunt us, the visuals take a toll ,
The hopeless eyes, the tired feet, a nation without soul!
Atmanirbhar - too big a word tag along my path with me,
I'm vocal and I'm local, but no one seems to see.*

*I'm vocal and I'm local, but no one seems to see
Jodi tor dak shune keu na ashe tobe ekla cholo re,
Tobe ekla cholo, ekla cholo, ekla cholo, ekla cholo re*

- By Anil Abraham (Internet)

When this is over,
may we never again
take for granted
A handshake with a stranger
Full shelves at the store
Conversations with neighbours
A crowded theatre
Friday night out
A routine checkup
The school rush each morning
Coffee with a friend
The stadium roaring
Each deep breath
A boring Tuesday
Life itself.

When this ends,
may we find
that we have become
more like the people
we wanted to be
we were called to be
we hoped to be
and may we stay
that way – better
for each other
because of the worst.

- Laura Kelly Fanucci (Internet)

ESE Connect



The COVID-19 pandemic has brought unpredictability and insecurity to almost every organization – and definitely every family - on the planet. Organizations and their staff find themselves in circumstances, where they struggle to offer assurances that "everything will be alright." However, as with most adversities, challenges and pain, this also offers hope, growth and improvement.

Such situations have given extensive scope to BPCL ESE to connect meaningfully with staff and their families, fulfilling the company's motto of 'a great place to work'. As an entity dedicated to caring for employees and their work related concerns, ESE's role attains even greater significance with its punchline, 'BPCL ESE here for you'.

Work From Home

Follow your morning routines – of waking up on time, exercise, meditation.

Workspace – Set up a workspace with adequate light and wifi connectivity, where you can work with minimum distractions. Maintain good posture.

Have a clear plan for your day – To stay focused and productive, structure your day and stick to a plan.

Use technology to connect with your team members - Make effective use of Skype, WhatsApp, Microsoft Teams etc.

Periodically take a break - to re-energize from work and interact with your family members.

Utilize your saved commute time – for family or self-care or creativity.

Some ideas include – family breakfast, reading, journaling, pursuing a hobby, teaching your kids. Use your creativity in this regard.

Tough times don't define you, they refine you

While the pandemic will exacerbate psychological issues around safety and security for staff and their families, an unpredictable social and economic environment is likely to increase anxiety. Family members are particularly vulnerable and may be at greater risk at times of social distancing and isolation. As social connections atrophy, they may feel loneliness and the associated melancholy or depression that so often accompanies isolation. Moreover, a lack of physical activity and personal space, and the push by some staff to "optimize" their children with accelerated learning, may cause additional stress on the family unit.

The good news is that engaged, invested families are able to overcome such challenges. They will find ways to connect with frequent touch points via technology, resulting in strengthened bonds. They may reconnect with tradition, faith, or other activities that build hope and community. They are happy to give of themselves to help their children with reading and other mutually enjoyable learning activities. Staff who flourish through this challenging time will learn to listen, understand, play, learn, laugh and grieve together.

In the difficult scenario of lockdown, while office staff started working from home, the field staff of Retail, LPG, I&C, Aviation, Gas BUs and Refineries are working in the field as usual, putting in tremendous efforts to ensure no pain to the general public on supplies. Moreover, they shouldered additional responsibility of taking utmost care of the health and safety of employees and stakeholders.

Managing Life during Isolation

Manage your work schedules – Amidst family and home demands while working from home, manage your schedules and work your plan.

Maintain hygiene – Wash your hands every hour. Sanitize them regularly. Clean your house thoroughly and stay indoors.

Eat well and stay hydrated - Good nutrition can help support a healthy immune system. Follow a healthy menu that incorporates a variety of vegetables and fruits, whole grains, proteins, and healthy fats.

Get enough sleep – Adults need seven to eight hours of sleep every night.

Exercise regularly – Exercise is a great stress buster. Regular exercise can help support your immune system and promote good cardiovascular health.

Constructively use social media - in a positive and creative manner.

Stay Connected – to colleagues, friends and family and share your concerns and feelings.

Practice gratitude - Count your blessings and be grateful for what you have.

Stay positive - to successfully cope with this crisis.

Every dark cloud has a silver lining and this is your chance to thicken that lining and come out of this experience stronger.

The ESE team are in regular touch with staff, offering them and their families moral and psychological support through webinars and informative mailers. ESE launched a unique initiative in March 2020 - the biweekly newsletter, titled 'ESE Interconnect', covering a wide range of topics concerning life during lockdown. The themes focused on improving

How to Practice Mental Self-Care in Time of Pandemic

IN THESE TIMES, IT'S POSSIBLE YOU'RE EXPERIENCING

- Worry and panic regarding health and safety
- Anticipatory anxiety, questions about the meaning of life
- A loss of control and uncertainty
- Loneliness due to isolation and social distancing
- Frustration and distress due to changed routines



To cope with these effects, here are some things you

Should do



- Routines; stick to old ones or create new ones
- Focus on what you can control (sanitation, social distancing)
- Mindful breathing or physical activity to calm the anxiety
- Stay connected with your support systems
- Consume verified positive news stories (from sources like WHO, CDC)
- Reach out to professionals (especially, if you have pre-existing mental health conditions)

Shouldn't do



- Overwhelm yourself with news updates
- Consume and distribute unverified information/rumors
- Constantly talk or think about the pandemic and its consequences
- Emotionally distance yourself (ONLY practice social distancing)
- Ignore sleep or diet; use substances to cope
- Make assumptions without fact-checking

If you want to talk about your feelings or have some apprehensions that you want to discuss, contact our EAP counsellors for further support. We're here to help!

Leading Virtual Teams

Set Tangible Deliverables - Manage outcomes rather than activities with clear goals and deadlines.

Hold regular meetings with visuals - Meet your team regularly using a visual format like Microsoft Teams, Zoom, Skype or FaceTime.

Remember your team's emotional needs - They may have concerns about their health and that of their loved ones. Focus on well-being and support them.

Make sure you communicate clearly and often, in both directions.

personal productivity while working from home, practice of mental self-care, leading virtual teams, improving personal strength and perspective, health & wellness, fostering resilience in difficult times and practice of gratitude in daily life. While the webinar on Mental Health and COVID-19 enhanced emotional wellbeing, other webinars by Dr. Reddy's Lab were also well received.

Envisaging their wider role, ESE geared up for augmented services by EAP 1 to 1 help and the vendor provided immediate confidential psychological counselling for employees and their families. ESE also amplified their communication through personal telephone calls to

all team leaders. Posters and wallpapers included ESE helpline numbers, COVID-19 prevention measures, EAP vendor details and the registration process involved. A special interview with the psychological counsellor on BPC Tarang focused on the threats of COVID-19 and its remedies, as well as making optimum use of the lockdown. The ESE team has kept staff morale high during this difficult time and encouraged them through personal and digital connects.

ESE has played a pivotal role as facilitator, ensuring a healthy, vibrant and energized workplace, so that every employee lives up to our core purpose of 'energizing lives', making BPCL 'a great place to work'!

Dealing With Uncertainty in Life

Acceptance: Embrace uncertainty as an essential part of life - Accept that you can't control everything.

Acknowledge feelings - Give yourself permission to feel the difficult feelings. Write down what you're stressed about.

Reflect on past success - Reflect on what helped you before.

Avoid avoidance and keep moving - Remind yourself that there are consequences for not facing uncertainty head on.

Maturity of mind is the capacity to endure uncertainty

Practice of Gratitude in Daily life

Gratitude helps people feel more alive, sleep better, express more compassion and kindness, have stronger immune systems, more positive emotions, relish good experiences, improve their health, deal with adversity, and build strong relationships.

1. **Start with any little thing.** e.g. the breath in your body, a safe place to sleep, food to eat and a friend to call.
2. **Do one thing today that you are good at.** Rediscover your talents and hobbies such as painting, writing, dancing, etc.
3. **Keep a Gratitude Journal.** Jot down each day, answers to the following three questions - Who or what inspired me today? What brought me happiness today? What brought me comfort and deep peace today? This practice would help us find more meaning and joy in our lives.

Pause for a moment to be thankful for all the beautiful things we take for granted every day.

Fostering Resilience in Difficult Times

Resilient people demonstrate flexibility, durability, an attitude of optimism, and a mindset that's open to learning. Resilience can be developed by modifying both our thoughts and actions. The following four strategies can help build your resilience reserves:

Reframe your Interpretations - to explain situations in a more positive light while still accepting reality.

Identify what you can control - and take action on it.

Maintain social connections - When facing a hardship, personal strength matters as well as someone else who cares. Build strong relationships.

Seek support - In case we're unable to handle things on our own, seek the support of family members, friends or a counsellor.

Physical Health Maintenance during Lockdown

Stay active - Regular exercise helps expel toxins from your body, which can energize your cells and metabolism. It also increases your body's production of antibodies and T-cells, causing them to circulate more rapidly, adding strength to your immune system.

Make a routine - Exercise moderately for at least 2-3 hours a week. Try taking a break and do short and easy exercises or even a few yoga stretches.

Watch your diet - For a healthy immune system, have a healthy diet with moderate amounts of Vitamins A, B2, B6, C, D, E, selenium and zinc. Eat healthy and whole foods in a rainbow of colours, including probiotics.

Pay attention to your breathing - By breathing slowly and consciously, you can reduce the effect of stress and cope better. Take 20 deep breaths every hour. Or practise simple pranayama.

Set your body clock - Focus on supporting your circadian rhythms. Get some sunlight during the day and set a strict time to end computer, phone and tablet use to improve sleep quality and melatonin secretion.

Keep yourself well hydrated - Drink water consistently throughout the day to flush toxins out of vital organs.

Take breaks throughout the day - Take movement breaks every hour and change postures when starting to fatigue.

The first wealth is health

Bharat Petroleum Dazzles at RPTM 2020



Performance Improvement Award (KR)



Innovation Award (MR)



Innovation Award (CRDC)

BPCL radiated the brightest at the 24th Refining and Petrochemical Technology Meet (RPTM 2020) in Bengaluru from 19th-21st January 2020, bagging a whopping 5 out of 8 awards for Refining, Innovation and R&D. Kochi Refinery was declared 'Winner' in 'Innovation Awards 2018-19' under the 'Best Innovation in Refinery' category for BPMARKK (Usage for Predicting Crude Yields). Kochi Refinery also received the Refinery Performance Improvement Award (Second Prize) for commendable performance among Indian Refineries.

Corporate Research & Development Center (CRDC) was adjudged the 'Winner' in 'Innovation Awards 2018-19' under the 'Best Innovation in R&D Institute' category for 'K Model: Quick & Accurate Prediction of Crude Oil Blend Compatibility and Blend Optimisation of N Number of Crude Oils'. In the same category, CRDC was also awarded for the development of 'Bharat-DWC Technology'. Mumbai Refinery received the Award for 'Innovation in Refinery' for 'In-line Crude Blending'.

Mumbai Refinery has added another feather in its cap by getting the Best Conceptualisation and Representation prize for its Intelligent Plant Concept on Digital start-up – Gasoline Treatment Unit, using state-of-the-art Business Wi-Fi network and mobility solutions from Team GTU and Team Digital. MR was adjudged the winner amongst 78 other concepts from across refineries. This concept is getting patented, marking a spectacular beginning of MR's journey to design and operate Intelligent Plants and become the best-operated refinery globally.



Intelligent Plant Concept Award

BPCL Bags Manufacturing Supply Chain Award



BPCL has been adjudged the Winner in the Manufacturing Supply Chain Awards presented by Future Supply Chain Solutions Limited, under the category of 'Quality Excellence in Planning, Processes & Systems' for the implementation of our Secondary Optimization pilot project in the Company. Retail Logistics, Finance & SCO along with V-Plus Transportation task force worked on Optimization of Secondary Distribution Network for Retail and suggested optimized linkages for distribution of MS/HSD from primary sources to retail outlets. AspenTech PSCP (Petroleum Supply Chain Planner) was the Linear Programming (LP) tool used. The implementation started in October 2019 in Maharashtra and was extended to Tamil Nadu from December 2019 onwards. Till Feb-2020, the total savings on Secondary Optimization for Retail is ₹ 2.53 Crores. This initiative will be rolled out pan India from 1.4.2020.

Internal Audit Conferred with Best Application of Technology Award



Internal Audit team has emerged as the winner in the "Best Application of Technology" category and was conferred with an "Excellence Award" for extensive use of technology at the Annual Conference 2019 organized on 19th & 20th December 2019. The award was conferred on BPCL for the implementation of "One Click" Audit and leveraging technology as a tool in improving internal controls and governance.

Digital PSU Award

BPCL bagged the Digital PSU Award at the 7th PSU awards organised by Governance Now. Two digital initiatives of BPCL, "Retail Auto Invoicing System (RAIS)" and "Leveraging Machine Learning for solving IT issues in BITSS" (BPCL IT Services System - for IS related Complaints Management) were jointly the winning entries by BPCL. The Awards honour the efforts of PSUs that have been key to the country's economic growth and social development.



SCOPE Corporate Communication Excellence Award

BPCL has been awarded the First Prize by SCOPE for the Best Corporate Communication Campaign & Program – Internal Communication at the SCOPE Corporate Communication Excellence Awards 2019 held at New Delhi.



Kochi Refinery Bags NSCI Suraksha Puraskar 2019

Kochi Refinery has been adjudged as the winner of the ‘Suraksha Puraskar 2019’ in the Very Large Industries category by the National Safety Council of India, Kerala Chapter. KR also received the First Prize for the ‘Best Performance of Safety Committee’ in the Very Large Industries category.



PRSI Awards for Brand & PR



Bharat Petroleum bagged several awards at the Public Relations Society of India (PRSI) National Awards 2019. These were for the Corporate Website, Best Use of Social Media in Campaign for the MAK Oil Change campaign, Best Use of Social Media for PR & Branding for BPCL Customer Service and Best House Journal (Hindi). The awards were presented at the PRSI Conference held from December 13–15, 2019 at Hyderabad. The theme of the conference was “CSR: A Brand Building Gateway for Corporates”.

Bangalore LPG Plant Receives State Safety Award

On 4th March, 2020 Bangalore LPG plant was awarded for ‘Outstanding Performance in Best Safe Practices in the Oil Industry for year 2019-20’ by the Department of Factories & Boilers, Industrial Health and Safety, Government of Karnataka. The wholehearted efforts of the team in ensuring safety at the workplace, conducting training for existing staff and newcomers, health check-up camps, awareness talks, welfare measures, Swachh Bharat initiatives and involvement of all stakeholders in awareness drives and festivities were appreciated.



Bareilly LPG Wins NSCI Safety Awards

Bareilly LPG Plant has won the 4th level Award : Prashansa Patra in the NSCI Safety Awards – 2019 among the MSME Sector across India. They have won ‘Certification of Appreciation’ from 2015 to 2018, but this is a higher level award.

Jobner Installation Receives State Safety Award



On the 49th National Safety Day, Jobner Installation received the Second Runner-Up position under the Medium Scale Industries category in the Rajasthan State Safety awards organized by the Factories and Boilers Department, Rajasthan in association with the National Safety Council-Rajasthan Chapter to celebrate National Safety Day. The theme of this year's safety day was "Enhance Safety and Health Performance by use of Advance Technologies". Jobner Installation won this award for the second year in a row, demonstrating its efforts towards safety, health and welfare of the workers.

Kochi Refinery's Safety Excellence Records New High

Presenting some of the finest moments in its journey of excellence in Safety Performance, Kochi Refinery was adjudged Winner of Safety Award 2019 amongst Very Large Factories of Kerala, in the Safety Awards instituted by Department of Factories & Boilers, Govt. of Kerala.



Corporate Governance Award for HSSE

Corporate HSSE won the Corporate Governance Award from the Indian Chamber of Commerce (ICC) for taking positive steps to manage and measure its economic, environmental and social performance and integrating sustainability into its core business models. In an attempt to recognize and honour endeavours taken towards creating a Sustainable Development model for the society at large, ICC organized the Corporate Governance & Sustainability Vision Awards on 18th February 2020 at New Delhi.



SKOCH Leadership Awards 2020



Corporate HSSE received the "Order of Merit" Award under the category "Sustainability" and Kochi Refinery won the Silver Award under the category "Green Initiatives" at the SKOCH Leadership Awards on 11th January, 2020. Bharat Petroleum was nominated by the SKOCH Jury under 5 categories - Reduction in Emissions under Sustainability, Corporate Governance, Green Initiatives at KR, Safety Management System and Skill Development.

Foundation Day Touches Hearts



“It’s our Foundation Day !” On 24th January every year, we celebrate a major milestone in the history of the Corporation, when BPCL became a Public Sector Unit on 24th January, 1976 laying the foundation for an inspiring journey of growth and development. On this day, we hail our much vaunted culture and values and share camaraderie and bonhomie with our colleagues and business partners with passion and enthusiasm. Offices are festooned with floral decorations and balloons and as we enter the portals, we’re warmly greeted with a chocolate.

At CO, the special event commenced with lighting of the lamp by Mr. R. Ramachandran, Director (Refineries), Mr. Arun Kumar Singh, Director (Marketing) and Mr. N. Vijayagopal, Director (Finance), followed by the staff singing to the tunes of the energizing BPCL Anthem with gusto. In his keynote address, Mr. Ramachandran dwelt on how BPCL has been a positive influence in the life of each employee and has helped in fulfilling the dreams and aspirations of staff and their families. He also stressed on the resilient spirit that is the hallmark of each BPCLian.

The dramatic corporate film was screened, followed by the prize distribution for the Essay and Slogan contest winners. The icing on the cake was the exciting Quiz on the milestones achieved by BPCL, which the audience enjoyed thoroughly.

As the evening drew to a close, the illumination of the office warmed the cockles of each one’s heart, as it was so symbolic of the way BPCL has been energizing lives in the country for the past 44 years !

Launch of Next Gen BMCG



After the great success of Bharat Metal Cutting Gas (BMCG), R&D and LPG developed Next Gen BMCG with improved properties of lower fuel consumption, reduced cutting time and lesser piercing time, thus reducing customers’ cost with better quality, smoother finish and increased efficiency. This was launched on 7th January, 2020 by Mr. Sanjay Bhargava, ED (R&D) & Mr. Peethambaran T., ED (LPG).

BPCL First in the Country to Export VLSFO

With the export of its first parcel of IMO 2020 grade Very Low Sulphur Fuel Oil (VLSFO) from Kochi to Singapore on 7th February 2020, BPCL created history as the first Oil Marketing Company in India to export this product. Stringent IMO standards aimed at preventing pollution from marine and shipping operations are re-shaping the marine fuels landscape and the global cap on sulphur content for general shipping stands reduced from 3.50 % wt to 0.50 % wt effective 1st January 2020.

I&C Signs MOU With TNSTC



In order to retain our volumes, I&C's Chennai and Coimbatore territories signed an MOU with TNSTC (Tamil Nadu State Transport Corporation) for supplies of HSD to its units on 22nd February 2020. The State Transport Undertaking uplifts around 55 TKL monthly that is proportionately shared by all OMCs.

I&C Inks MOU with Rossari Biotech

On 7th January 2020, I&C inked its maiden MOU with M/s. Rossari Biotech Ltd. for Petrochemicals - supply of 6 TMT Acrylic Acid and 2.5 TMT Butyl Acrylate Acrylic Acid from our Kochi Refinery. Rossari Biotech are specialty chemical manufacturers, using acrylic acid for manufacturing a range of polymer additives that enable to get the best performance at optimum prices.



BPCL Teams Rock AIMA Competition



The 4th National Competition for Managers (PSU) category conducted by All India Management Association (AIMA) at Delhi on 26th February 2020 saw BPCL making a significant impact by winning the 1st Runner-up and 2nd Runner-up titles. The team of Sree Madavan, Sr. Manager Finance (Retail), HQ and Shyam Gupta, Sr. Manager Business Analytics & Insights (Retail) emerged 1st Runner-up. The duo of Soosai Raj V, Asst Manager, Maintenance, Kochi Refinery and Sameer Raashid, Engineer, Maintenance Kochi Refinery emerged 2nd Runner-up in the National Finals.



Kochi Refinery Sets a New Safety Record

Kochi Refinery has crossed yet another safety milestone in its safety journey by crossing 65 Million Man Hours without any LTA on 8th May 2020.

The Great Realisation

'Tell me the one about the virus again, then I'll go to bed.
'But my boy, you're growing weary, sleepy thoughts about your head.
'Please! That one's my favourite. I promise just once more.
'Okay, snuggle down my boy, though I know you know full well
The story starts before then, in a world I once dwelled
'It was a world of waste and wonder, of poverty and plenty
Back before we understood why hindsight's 2020
'You see the people came up with companies to trade across all lands.
But they swelled and got bigger than we could ever have planned
'We'd always had our wants, but now it got so quick.
You could have everything you dreamed of in a day and with a click.
'We noticed families had stopped talking. That's not to say they never spoke.
But the meaning must have melted and the work life balance broke.
'And the children's eyes got squarer and every toddler had a phone.
They filtered out the imperfections but amidst the noise, they felt alone.
'And every day the sky grew thicker, till we couldn't see the stars.
So we flew in planes to find them while down below we filled our cars.
'We'd drive around all day in circles. We'd forgotten how to run.
We swapped the grass for tarmac, shrunk the parks till there were none.
'We filled the sea with plastic cause our waste was never capped.
Until each day when you went fishing, you'd pull them out already wrapped.
'And while we drank and smoked and gambled, our leaders taught us why,
It's best to not upset the lobbies, more convenient to die.
'But then in 2020, a new virus came our way.
The government reacted and told us all to hide away.
'But while we were all hidden, amidst the fear and all the while,
The people dusted off their instincts, they remembered how to smile.
'They started clapping to say thank you, and calling up their mums.
'And while the cars keys were gathering dust, they would look forward to their runs.
'And with the sky less full of planes, the earth began to breathe.
And the beaches brought new wildlife that scattered off into the seas.
'Some people started dancing, some were singing, some were baking.
We'd grown so used to bad news but some good news was in the making.
'And so when we found the cure and were allowed to go outside,
We all preferred the world we found to the one we'd left behind.
'Old habits became extinct, and they made way for the new.
And every simple act of kindness was now given its due.
'But why did it take a virus to bring the people back together?'
'Well, sometimes, you got to get sick, my boy, before you start feeling better.
'Now lie down, and dream of tomorrow, and all the things that we can do.
And who knows, maybe if you dream strong enough, make some of them will come true.
'We now call it the Great Realisation, and yes, since then there have been many.
'But that's the story of how it started, and why hindsight's 2020.'

- Tom Roberts (Internet)



WE LISTEN TO UNDERSTAND

Bharat Petroleum's Employee Satisfaction Enhancement (ESE) is an integral part of our collective effort to ensure our organisation's journey towards excellence and success.

Just like we promise to be a reliable, caring and innovative brand which energises lives, BPCL ESE provides a comprehensive system providing support, understanding & guidance to its employees.

BPCL ESE | Here for You

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ESE ROSHNI PLUS

An Employee Assistance Program (EAP) which is a confidential counselling service providing support and guidance as you meet life's challenges.



Work Life Stress



Self-Confidence



Marriage & Parenting



Anger Management & Relationships



Diet & Nutrition



Weight Control

24 x 7 Online | Telephone Counselling | In-person Counselling | Wellness Coaching



To avail services register on
1to1help.net or Call **1800-270-1790**
(Free Services for BPCL employees and their dependents)



Aarogya Setu

वे सुरक्षित | हम सुरक्षित | भारत सुरक्षित



**Bharat
Petroleum**

energising lives

Govt Launches 'Aarogya Setu App'

a Bluetooth-based  COVID-19 Tracker



The app will **alert users if they come in proximity** to an infected person.



Inform users about best practices & **relevant medical advisories**



The App is **privacy-first by design** and available in Android & iOS



The App has highly scalable architecture & is **available in 12 languages**

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