



SUPERGAS[®]

**SUSTAINABILITY
REPORT
2019**



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Editorial

We at SUPERGAS have always gone the extra mile to ensure that our operations do not have an adverse impact on our Environment. To make this journey more sustainable, visible and impactful, we are now launching our first ever Annual Sustainability Report for the year 2019. We hope this report would become the yard stick for all our stakeholders to measure and understand our progress towards a greener business.

Through this report we want to

- Showcase the efforts put forward by our employees and stake holders towards sustainability and celebrate their achievements
- Create more transparency among the stakeholders with respective to the journey of SHV to a more greener business
- Inspire our employees, customers, vendors and stakeholders to join us in this beautiful journey

We take this opportunity to thank all our stakeholders for their contributions in 2019 towards making this world a better place to live in.

If you have any queries or suggestions, please reach out to us at agrgolla@supergas.com

CORE team



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About Us

SHV Energy Private Limited is a 100% subsidiary of Dutch Multinational SHV Energy N.V., Global leader in LPG Industry. It operates in more than 20+ countries and supply LPG to 3 Crore Customers across 4 continents. Established in India in 1996, SHV India has built a reputation as the leading LPG player with national presence having access to 6 import terminals and more than 20+ filling plants. Popularly known by its brand name SUPERGAS, we have retained the coveted CRISIL Rating No.1 since inception for our technical excellence, prompt customer service and strong commitment to safety.



Vision » To Lead in providing Efficient Energy Solutions through LPG in a **Sustainable manner**.«

From the Management



Santanu Guha

CEO,
SUPERGAS, India

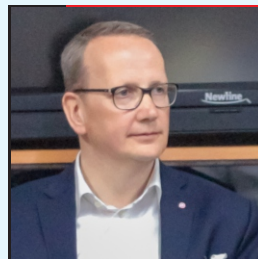
**Happy to see SUPERGAS's
1st Annual Sustainability
Report 2019.**

It's a welcome move in sensitizing people on Sustainability. I believe that all

of us have a role to play in it. Together we must first be aware, spread awareness & practice what we learn.

One important purpose of SUPERGAS is to serve our customers in the most sustainable manner and be a bridge towards our goal of achieving 100% sustainable product mix in our business by 2040.

It is important that we go back to the old African proverb which says that "The Environment is borrowed from our children and not inherited from our parents". We have a much bigger responsibility of doing our best for the Mother Earth & hand it over to our children in a better-cleaner condition than what we had.



Steven Sels

Management Board Member,
SHV Energy N. V.

The need for energy transition has never been more evident and SHV is honoured to be part of this transition by providing access to cleaner & greener energy solutions

without compromising on the highest health, safety and environmental standards.

We are very proud of our employees, who help us drive sustainability throughout our group in their everyday behaviour with high standards they hold onto. Every day, they work to advance energy together, innovating and developing the energy products of the future. I would like to thank you all for these very nice initiatives and I hope you all keep safe.



Shreekanta Parida

Vice President, Marketing

The enthusiastic Sustainability Team at SUPERGAS are working together since 2013 to meet the desired target of 25% reduction in Carbon Footprint. The journey has been fairly successful with silent efforts, various trials, many successes & lot of learnings. It's time now that we bring that awakening in all of us, be vocal among not only SUPERGAS employees but among all our stakeholders and communities around us. We look forward for everyone's contribution in meeting our purpose of "Advancing Sustainability Together"

The mission of SHV India

for sustainable development is to conserve and enhance the environment by initiating realistic actions in the fields of energy, transport, water, waste management and above all through promotion of overall health and well being of people.

Our Sustainability Journey

A little more than 6 years ago, sustainability in SUPERGAS was not such a well-known term – at least not within the rank and file of SUPERGAS colleagues. A few sustainability oriented product development like Heater Less Vaporiser and statutory initiatives like Green belt development were undertaken. But those were not conscious sustainability initiatives that we would be focussing on five years hence. We still remember the first Sustainability week held in 2013, where the term ‘sustainability’ pertaining to business was so alien to many of us that we could barely think of what we could do about celebrating sustainability. That was the time of the introduction of SHV’s first sustainability mascot ‘Susie’ and few take home sustainability advices. A recyclable shopping bag stoked the enthusiasm of the employees. That event marked the beginning of the sustainability journey of SUPERGAS.

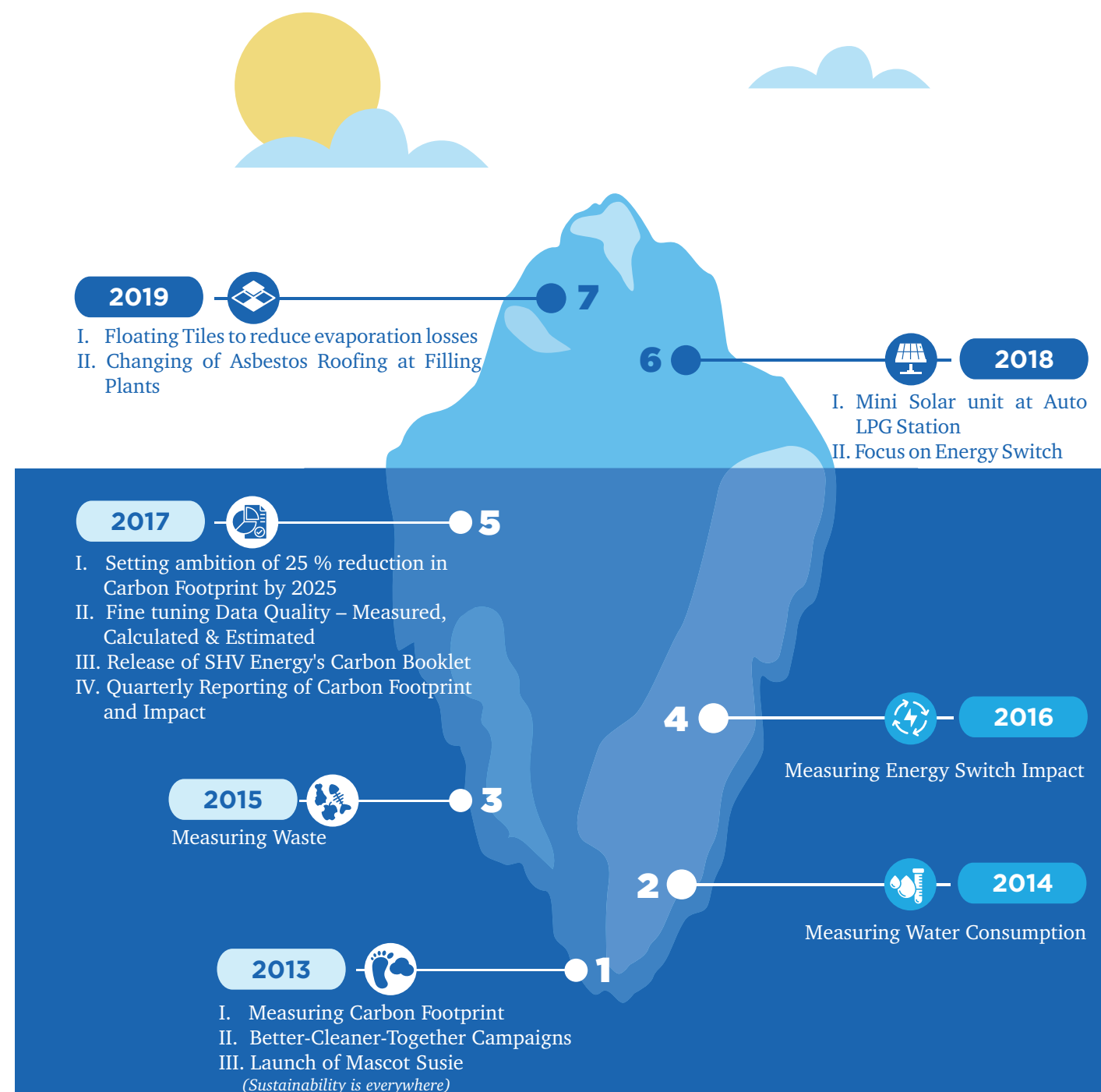
The Metamorphosis

Gradually we started celebrating Sustainability weeks on regular basis. Earth Day, World Environment Day, World Water Day etc. became occasions to celebrate sustainability – across the regions. We invited experts to talk about sustainability, showed impacting visuals, held painting and slogan competitions participated by employees and their families and discussed about Carbon footprint. Meanwhile steered by SHV’s global initiatives, sustainability slowly made way to our business plan, our plant operations, our new filling plant constructions, our office maintenance and our customer focus. Thus in existing filling plants we shifted to energy efficient lights, got rid of asbestos roofing, started rainwater harvesting, switched over to energy efficient equipments, installed floating tiles on open tanks for minimising water loss and of course planted more trees. Similarly in offices we switched over to ceramic cups, changed over to a more efficient air conditioning system and shifted to sensor taps for water dispensing. For new filling plants, we ensured larger skylights to enable usage of more natural light. Even our customers and franchisees are spoken to on our sustainability initiatives and product offerings – yes LPG is one of them - and presented with an occasional sustainability memento like a sapling.

The Way Forward

In our sustainability workshop in November 2019, conducted by Frank Rietdijk, Group Sustainability Manager, SHV Energy, a definite road map emerged. The general consensus was to be carbon neutral in near future with greater emphasis on increasing internal awareness and changing people’s behavior. Marrying CSR activities with sustainability is to be a definite way forward. We also need to leverage the changing technology to increase the sustainability quotient as also reduce usage of paper and waste generations, increase usage of recycled water by 50%. The focus should also be to create more carbon impact through conversions from liquid fuels to LPG.

A whole new front of sustainability beckons us in the coming days. On one hand it requires a strong commitment to the organization’s sustainability goals and on the other; an inner resolve to see the earth a cleaner and greener place. Fueled by the changing technology we have already embarked on the renewables journey like solar. This is likely to be the key for our carbon neutral ambition. We would also explore bioLPG if feasible in the coming years. Going forward our sustainability journey is going to be more collaborative & technology driven. We would strive our best to keep up to the group commitment of 25% carbon reduction by 2025.

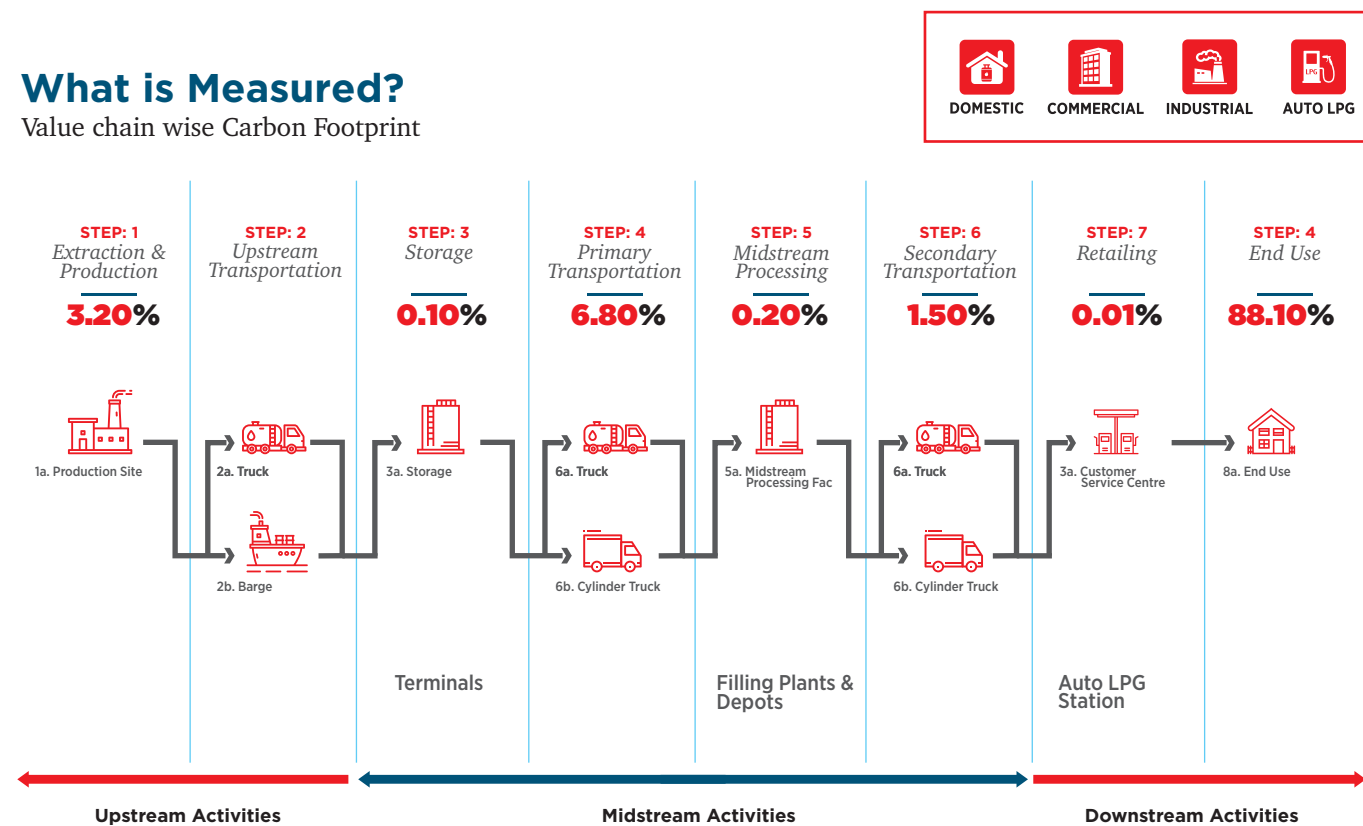


Story of 2019

SHV has an ambitious target of reducing its carbon footprint by 25% by 2025. Keeping Peter Drucker's apt saying **“you can't manage what you can't measure”**. SHV Energy globally have developed measuring tools & methodologies to calculate carbon footprint generated by each of its business units.

What is Measured?

Value chain wise Carbon Footprint



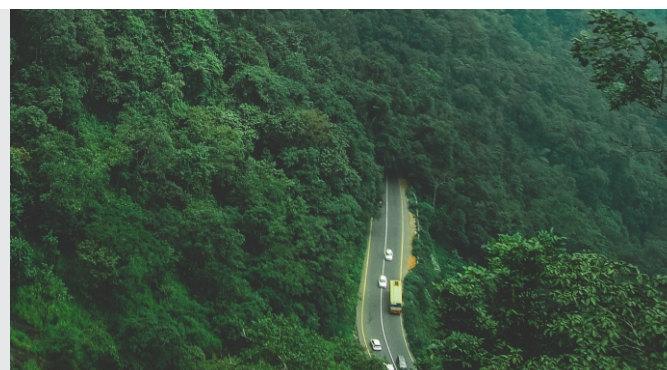
CONCEPT OF CARBON IMPACT

SUPERGAS's initiatives resulting in reduction of Carbon Footprints is known as

“Carbon Impact”

Few examples

Energy Switch from liquid fuels like HSD, FO; Use of Heaterless Vapouriser, Incremental Sale of Auto LPG etc.



CONCEPT OF NET CARBON INTENSITY

Netting of Carbon Impact from the Carbon Footprint is

Net Carbon Footprint

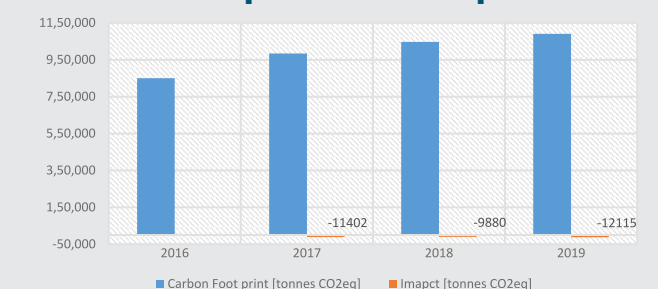
Net Carbon Footprint per Tonne of LPG sold by us is called the Net Carbon Intensity.

Our aim is to reduce the Net Carbon Intensity by

25% by 2025

Base year being 2016

Carbon Footprint and Impact



The Year Ahead

As per the Business Year Plan

- Energy switch Customers
- Volume contribution from energy switch & ALDS

Saving of Paper

Truck in and out digitization pilot

Two Awareness Programs

Nil change in electricity

consumed per MT of cylinder filling as compared to 2019

40 % of Contracted vendor to accept SUPERGAS Supplier's code of conduct



Frank Rietdijk
Group Sustainability Manager,
SHV Energy

In 2019 we made significant progress towards building awareness around environmental protection.

We will go further in 2020 with a global awareness campaign translated into each business unit's local language that helps our employees understand how their work fits into the bigger picture. In the end, sustainability is not solely the responsibility of one team, or individual employees within our organization. It is a collective responsibility for all of our employees, spread across four continents. That's why we always strive to engage every employee to contribute to our sustainability performance, turning their individual behavior into collective impact.



Operations leading the change towards sustainability

In these modern times due to rapid development, we are not only exploiting the natural resources but also contaminating them, thereby putting lives of future generations at stake.

It is need of the hour that we adopt developing a sustainable business model and laying down relevant strategies. “Operations” being the core of any organization has the maximum impact on sustainability .

In SUPERGAS, Operations function has taken multi-pronged steps in Sustainability Management.

Few are as below:

Mitigating Evaporation loss from the fire water tanks at filling plants and terminals

Water is a key element for existence of all living beings. One can’t imagine a world without water. It is high time for us to act swiftly to save every drop of it from getting wasted. One such “innovative” idea was of

“INSTALLING FLOATING TILES”

on the Fire Water Tanks at Filling Plants and Terminals . It helped us greatly in minimising the evaporation losses.

Key highlights

Covered

Open to Sky Tanks

at Chakan, Bavla and Porbandar

These 3 locations would save

6.5 Million Litres

equivalent to annual water requirement of 225 people

Water losses reduced up to

70%

INR 1.8 million

Annual Savings

Adding Solar Power in our infrastructure

Renewable energy helps us in reducing dependency on fossil fuels, which is getting depleted at an alarming pace. Solar energy is one of the most prominent among renewables and helps in eliminating the pollutants contributing to the global warming. Realizing the huge potential for solar power at our locations, we have initiated the drive of solar installations. In 2019, 90+ KW of solar power system had been added to the system.

“SUSTAINABILITY IS A JOURNEY AND NOT THE DESTINATION”,

Operations Team will keep on uncovering more layers of opportunities in everything we do.

Key highlights

60 KW

system at Porbandar Terminal

34 KW

Jaipur Filling Plant

Capacity to produce

162,000 KWH

of electricity each year

INR 1.3 Million

Annual Savings

By 2020we shall have total

300 KW

Power by solar at our plants

125,000 KG

of CO₂ emission will be reduced



Amish Mehta
Vice President

Sustainability is not part of business, it is our business! still echoing this statement from our ex-chairman Mr. Pat Kennedy and it is more relevant now than earlier

We are building on our current approach to Sustainability with a more consistent focus on the way people, culture, equipment, work systems and processes all interact. We continue to take climate action tackling our own emissions and helping customers reduce their's by expanding the choice of lower-carbon products we offer.

We have made progress on improving the safety of our operations internally and at customer's premises and built a strong safety culture. This is largely due to more effective standards & implementation such as the Life-Saving Rules & Safety Management Systems (SMS), but we and society as a whole need to do much more because change is not happening fast enough. Our approach to Sustainability can help us to be ultimately trusted, valued and supported by society.



Tuhin Mitra
General Manager, Purchase

Sustainability is an evolving concept for support functions like Purchase

Our aim is to ensure that our procurements are eco-friendly and have minimal carbon footprint, our vendors adopt sustainability initiatives in their processes and our fleet adopt better fuel options. In the coming days we will ensure that sustainability finds a greater role in our supplier selection.



SUPERGAS Foundation

... smiles do matter



Tree Plantation at Tuticorin

SUPERGAS Owns and Operates a Refrigerated LPG import terminal at VOC Port Tuticorin, It is envisaged to expand the terminal and increase its throughput by 4 times to meet the increasing demand. The Project activities have commenced as of 01.01.2020. SUPERGAS decided to develop a greenbelt and have leased around 2 acres of barren land from VOC port and planted around 1000 Trees of different species. SUPERGAS has also undertaken the responsibility of operating and maintaining these trees for the next 5 years. The fencing is highlighted with display boards depicting messages against use of plastic & educating how to tackle the local issues and how to curb polluting the ocean with plastic. The greenbelt which took over 6 months to develop and costed around 3 million rupees, is estimated to absorb around 4-5 tons of CO₂ annually. Since then, this greenbelt has become a new standard for developing greenbelts and VOC port is insisting all the industries inside the port to follow similar construction standards. This greenbelt has reinforced the image of SUPERGAS, as a company that cares for people & respects the statutory norms.



“ Sustainability means ‘development’
that should take place without damaging the environment and development

in the present should not compromise with the needs of the future generations. We as a ‘Target Oil’ group believe in this and thus are supporting our potential customers to contribute in this initiative; by converting their energy requirement, from liquid/solid fuels to LPG. I feel proud in Leading my ‘Target Oil’ group, where every person is committed to do his best for this initiative.



Susheel Raina
General Manager



Rasmus Ellerbaek
CFO, SUPERGAS, India

“ Sustainability means being frugal
with the resources we are given,

as a consequence business performance and sustainability goes hand in hand. We must continuously strive for making long term decisions which serves our customer’s needs in the most sustainable way. This is at the heart of all decisions we make.

Corporate Social Responsibility & Sustainability walking hand-in-hand

At SUPERGAS, Corporate social responsibility has always been more than an obligation. SUPERGAS Foundation (SGF) is dedicated to support communities where we operate, through various initiatives ranging from adopting girl children, rescuing child labourers, supporting skill-training centers to establishing infrastructure, schools etc.

While supporting these initiatives, SGF too in-built it's initiatives on sustainability.

Roof-top Solar Units:

Shree Bhundiya Pragji Parshotam Charitable Trust is working for mentally challenged, homeless people by providing them all basic essential needs like clothes, shelter, food, recreation, medical treatment etc., at Porbandar. SUPERGAS Foundation donated 7.04 KW Solar Roof-top Unit to the trust’s Ashram. The Solar Roof-top power plant is helping the Ashram in substantially reducing the month on month recurring power bill costs - as this resonates the distinct advantage of sustainability.



Eco-friendly battery operated Garbage collection vehicle:

In May 2019 SUPERGAS Foundation contributed two eco-friendly battery operated garbage collection and disposal vehicles to Kallapalayam village at Coimbatore and also to S. Lingotam village, Choutuppal, Hyderabad. This is to help in ensuring good hygiene and health to the local communities. The villagers are happy that the vehicles are running on battery without the need for recurring diesel costs, which is very much sustainable.



Koshy John
Vice President

“ The greatest threat to our planet
is the belief that someone else will save it

How as an individual I can make a difference. In fact Sustainability is the responsibility of every individual every day. It is about changing our behaviour and mindset to reduce power and water consumption, thereby helping to control emission and pollution levels.



Our Customer's Story

Safety & Sustainability is our Core

We are one of the leading manufacturer of Leaf Springs and it's assemblies, having two units in Jamshedpur, in India. We are supplier of leaf springs to OEM's like Tata Motors Ltd., Vehicle Factory, Jabalpur, Josts India Ltd., York Transport Equipment (I) Pvt. Ltd. and others. We also export to various countries, with our established brand.

SUPERGAS is our LPG partner from the starting of our Unit II in the year 2008. In 2019, they had offered us a new concept of Heaterless Vapouriser, an efficient heater less product. We had installed this, replacing the existing power intensive device. This has proved to be a right decision on our part. We could save more than Rs. 6 Lakhs in electricity cost & more than 100 MT of Carbon footprint in 2019 alone.

This has helped us to contribute to environment by reducing carbon footprint. We take this opportunity to thank SUPERGAS for advising us the right product and wish them all the very best in their endeavour to achieve reduction of Carbon footprint by 25% by 2025.

Rajib Kumar Lalwani

Executive Director



For me sustainability is a process of adopting renewable resources which constantly meet our present needs there by gifting to our future generation to meet their needs consistently

In our terminal, we introduced continuous condensate collection through buffer tank, which reduces electricity consumption by 112,680 KWH per annum, equivalent to 50 MT of carbon footprint reduction per year. This is one example which reflects our efforts in acclimatizing the term sustainability.

R. Prabakaran

Sr. Terminal Manager, Tuticorin



Being in a Project department, I am privileged to have an opportunity to play a vital role to construct SUPERGAS filling plants in a sustainable manner.

Whether it is rainwater harvesting system or having solar power generation system or building filling plant with 100% LED lights, it gives me immense pleasure when I think about my contribution towards environment, economy and society which are the three pillars of Sustainability.

Sabuj Ghosh

Manager- Projects

Our Commitment

November 2019

Dear colleagues,

The cluster Asia Workshop on Sustainability started with a good exchange in sustainability initiatives in both the business units of India and China. This resulted in good energy and lots of insights.

We then discussed our main challenges, which turned out to be creating *internal awareness*. The way of arriving to formulating our challenge was quite innovative and will be stolen with pride for other future workshops. Using the 'Innovation-way-of-working' brought us good discussions. A great learning is that stakeholders that criticise should be mobilised instead of ignored, because it sharpens our understanding.

For next year, we will focus on enhancing *consistency* in our communications, like periodic e-newsletters on sustainability, sharing learnings and successes in town-hall meetings and many more. Interaction between the sustainability team and functional heads is key here, as we can only make this happen if we work together.

We will update you on our progress in 2020

Regards, Team 'Internal Awareness'

POSTCARD

From:

Team 'Internal awareness'

To:

All SHV Energy colleagues



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Providing **Efficient Energy Solutions** through LPG in a
Sustainable Manner