

Envisioning. Empowering. Exceeding!

Our success is driven by our commitment to customer service, quality, and safety, combined with our key strengths of creativity and innovation to produce intelligent solutions in response to customer needs.

Dear Reader,

The second edition of SUPERGAS Connects in 2022 is here! Can't believe that it's the 27th issue already! Time indeed flies, and we hope this issue lives up to your expectations!!

This issue of SUPERGAS Connects focuses on the grand inauguration of the Tuticorin terminal's expansion project and our strong foothold in the Indian LPG landscape, our safety and innovation initiatives paving a path to ultimate customer satisfaction and participation in the World LPG Week, New Delhi.

Flip on to learn more about the hustle & bustle in our company!

Happy reading,
SUPERGAS team.



Highlights

- The inauguration of Tuticorin terminal
- Safety initiative- Simulator training for drivers, Energy feed and Sustainability outlook 25by2025
- SUPERGAS at the World LPG Week
- Customer Testimonials:
 - Cylinder Franchisee
 - Industrial Customer
- Events at SUPERGAS

SHV Energy Expands

SHV Energy expands its LPG terminal capacity by 30,000 metric tonnes in Tuticorin, India



SHV Energy has expanded the cryogenic LPG storage terminal facility in Tuticorin via the Singapore-based trading unit S&RM (Supply & Research Management). The facility, situated at the port, expanded from 8,500 metric tonnes to 38,500 metric tonnes, representing an investment of about INR 500 Cr. The terminal expansion was inaugurated on the 17th of November in the presence of Mr Bram Gräber, CEO of SHV Energy; Steven Sels, Management Board Member and Mr Santanu Guha, CEO of SUPERGAS. Mr Bram Gräber, a World LPG Association (WLPGA) Board of Directors member, was also present at the World LPG Week 2022, held in New Delhi.

Project Highlights

- Securing the energy needs through LPG
- Strengthening LPG infrastructure by additional storage of 30,000 MT
- Enhancing the LPG throughput from the existing 0.35 MMTPA to 1.2 MMTPA
- Availability of Propane & Butane (apart from straight-run LPG) to cater to the industrial needs
- 3 million plus safe man-hours without any loss-time incident during the project stage



SUPERGAS’s strategy for expanding this terminal is to ensure that our customers have easy and affordable access to LPG.

This expansion will allow us to offer government-run oil companies both the LPG and the storage facilities they need, thereby optimizing logistics and strengthening the overall LPG landscape in India.



Safety Initiative- Simulator Training for Drivers

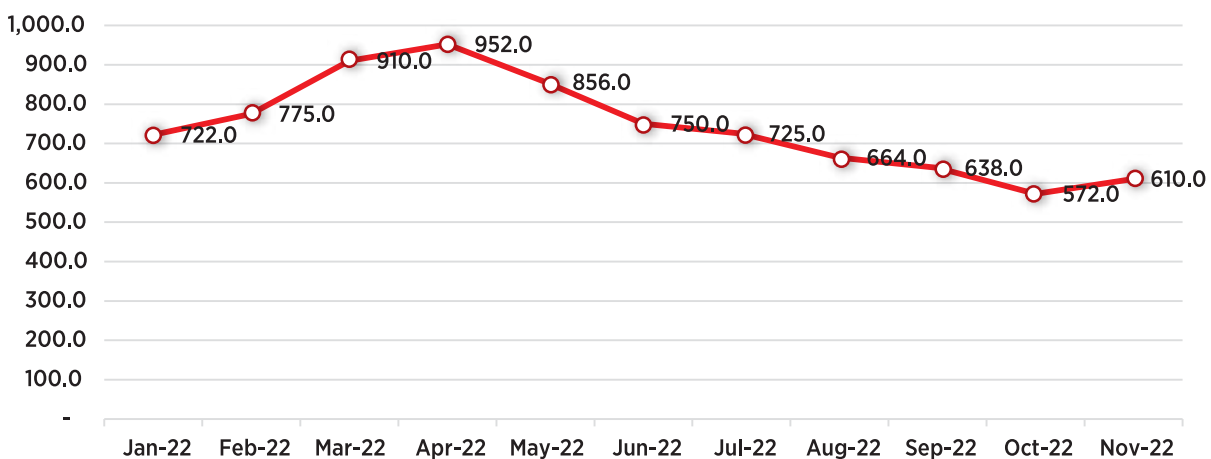
Transport Safety is one of the key focus areas in our business to keep our employees, transporters and the public safe at all times.

Our 3rd party Cylinder Truck & Bulk Tanker drivers spend more time away from our sites than on-site, whilst they are not under direct supervision during that time. Therefore, it is paramount that all drivers must be competent, fully trained, and qualified for the tasks. In addition to our internal transport safety trainings, audits, etc., we have recently approached the “Telangana Institute of Driving Education and Skills” in Hyderabad to train our drivers. The institute is spread over an area of 20 acres & equipped with all necessary facilities and technologies for commercial vehicle driver training, including Driver training simulators. This training includes many of the key topics such as “Defensive Driving,” “Improve effectiveness & reduce fuel consumption,” “Responsibility of Driver in public,” “Driver’s discipline,” etc. Our first batch of drivers successfully completed their training.



The Energy Feed

CP Movement
LPG - 2022



The impact of the Russia-Ukraine war on the world's and India's energy supply is severe and unprecedented. Inflation is reaching historical heights in US/Europe, affecting industry output and looming job recession. Impact on the crude oil is also very dynamic, with crude oil touching the level of \$120/barrel in March'22, and ever since, the crude oil price has been on the drop and had been traded at the lowest in Sept'22 at \$67. Moreover, amid disruption in NG supply, India Inc. is now looking at LPG as a primary fuel for heating and other industrial applications, driving up the requirement for LPG in the country. Moreover, ocean freight has touched a lifetime high in Q3-Q4, and experts predict that it will cool down in coming quarters. Considering many variables like the geo-political situation, recessions and changes in the energy landscape, LPG prices will also remain volatile. Overall LPG market is increasing in India at 3-4 % CAGR and is expected to continue in a similar pattern in the near future.

Humanising Energy

SHV Energy was a sponsor of the

World LPG Association week held in New Delhi from the 14-18th of November

The World LPG Week was held in New Delhi with the theme ‘Humanising Energy’ from the 14th-18th of November.

LPG Week brought together around 2,000 participants from the entire value chain and provided the industry with the opportunity to connect, learn and do business. As a leading global distributor of off-grid energy, SHV Energy has sponsored the World LPG Association LPG Week 2022.

A Few Highlights

- SHV Energy's CEO, Bram Gräber, participated in a panel on Humanising Energy, the theme for this year’s conference. The panellists discussed how LPG could meet the needs of people and contribute to a sustainable future in the face of many pressing global challenges.
- Other SHV Energy guest speakers included Keith Simons, who joined the Global Technology Conference to showcase technological ideas in Renewables and Applications; Muriel Millichap, who contributed to a safety forum on how to promote a ‘just and fair’ safety culture throughout the LPG industry and Rebecca Groen, who joined a discussion about the transition towards renewable and defossilised liquid gases.
- “We advocate measuring emissions using well to-wheels rather than the tank to-wheels,”- Esther Busscher, Director of Sustainable Development, SHV Energy, expressed during the session Public Policy and the Case for Autogas at Autogas Day.
- Koshy John, Director of Sales, and Marketing, advocated for Auto LPG as an exceptional fuel and its potential to cut costs and pollution at Autogas Day.



Sustainability outlook-25by2025

SUPERGAS, being an environmentally aware business, considers more than just profits - it considers its impact on society and the environment.

For us at SUPERGAS, unleashing sustainability success starts with our team.

We have taken up an ambitious goal of reducing our carbon footprint by 25% (over 2016) by 2025. Few of the noteworthy sustainability initiatives are:

- Planting a tree on the occasion of the birthdays of the employees
- Digitalizing selling tools and marketing collaterals; also digitizing the truck-in & out system at Filling plants; thereby saving tons of paper
- Digital sales invoicing & auto-payments reducing the number of cheques and deposit sheets
- Mitigating the risks of uncontrolled release of LPG by adhering to the life-saving rule “keeping gas under control”
- Derisking supplier base to enhance the sustainability of the supply chain and reduce its risk
- Use of Solar energy at various plants & terminals



Progress Through Partnership

Our Invaluable Cylinder Franchisee



**ANAND RAO,
DP DISTRIBUTORS,
HYDERABAD**

1 How did you know about the SUPERGAS cylinder franchisee opportunity?

When SUPERGAS was established in India in 1996, my relative opted for the franchiseehip of SUPERGAS trusting the organization and considering the factors like Dutch multinational, efficient team, and emphasis on business support etc. As a teenager pursuing my education, I used to be actively involved in management and took over the business entirely in 2015 from my relative. DP Distributors is one of the prime franchises of SUPERGAS that were associated with SUPERGAS since its inception.

2 Explain your journey with SUPERGAS?

The journey so far has been very enriching. Other than facing established PSUs as competitors (needless to mention various other private players), placing our product in the competence of easy & cheap availability has been challenging. The credit for our business development goes to working together with the SUPERGAS team, which I would say is able & balanced with a process-driven approach. SUPERGAS's willingness to upskill our team on product knowledge, training on various skills and relentless support is praiseworthy. Their decisions in times of need, like the strikes and pandemic, also add to the business growth. We never had a dry-out scenario in all these years and are thankful for being with the company and look forward to continued association.

4 Please share your learning experience in this journey?

In our 25 years of togetherness, we have learnt so much from SUPERGAS that mentioning each point is impossible. The most crucial point that SUPERGAS taught us is to reflect and learn while we lose any customer. This is business and hence quite dynamic. So, losing one and winning one or more all the time go hand-in-hand. SUPERGAS says it is never a big deal when a customer switches or we lose a customer; the problem arises when we do not gain a new one parallelly. We have a strong domestic and commercial presence with the company's support.

3 How do you see safety as a distinct advantage or a value proposition?

As the most crucial business parameter, safety always has a distinct advantage and value proposition. As learnt from SUPERGAS, we have zero tolerance for safety non-compliance. We are spreading the safety culture through various awareness and sensitizing programs like safety training at customer places. It is encouraging when it's acknowledged as one of the keys to everyone's benefit!

5 How do you see yourself in a span of two five years?

We have a niche customer base in domestic & good volume from the commercial segment. We aim to increase commercial sales and wish to have the support of SUPERGAS, as always, in terms of selling tools and business strategies.

Progress Through Partnership

Our Invaluable Industrial Customer



**RAM GOPAL,
MANAGER,
DUAL RINGS, HYDERABAD**

1 Can you please give a brief about your company?

Dual Rings organization was established in 1998, & our first unit was commissioned in Nacharam, Hyderabad. We were into forging and other mechanical processes from 2011-2017 and embarked on heat treatment from December 2017. We are the trusted product suppliers to the reputed Timken company, serving Caterpillar, the world's leading manufacturer of construction and mining equipment and off-highway engines. We're known for roller bearings, parts of wind energy production units and the offroad automotive industry.

2 Why did you choose SUPERGAS?

Our customer, Timken, recommended SUPERGAS when we wanted LPG for heat treatment and endogas generation applications in our second unit in 2017.

We were impressed by the extensive network of SUPERGAS and decided to proceed with SUPERGAS. Initially, we started off with VOT and then moved to LOT in a span of 3 months. Since ours is a high-potential application with the need for high temperatures, we preferred SUPERGAS due to its superior quality LPG. Also, they approached us for the Supplier Gas System (SGS) model in which investment in installation, AMC, Safety Audit, Safety Training, Insurance, and Spares are all in SUPERGAS's scope, which in a nutshell, is a peace of mind for us.

4 What suggestions would you give us, or what more services do you need from SUPERGAS?

SUPERGAS has guided and supported us during our initial stages with a very professional approach and provided suitable turnkey solutions for all energy requirements. SUPERGAS is a total solution provider for all energy needs. We can confidently say they have stood as forerunners in extending their best support and solutions. We currently order LPG through IVRS and request SUPERGAS to launch an application for the same. We hope this partnership flourishes for a long time and paves the way for a stronger bond between the two organizations. We wish SUPERGAS a very prosperous future.

3 How many years have you been associated with SUPERGAS & how is your journey with SUPERGAS?

We started using SUPERGAS LPG in December 2017. We use LPG for gas carburizing application which is niche. We require the best quality LPG along with uninterrupted supply and trustworthy service. We take pride in our decision to partner with SUPERGAS and give our full credit to SUPERGAS's sustainable solutions. We are delighted to get a very good response from the SUPERGAS team. We're happy with the AMC service and appreciate the sincerity of the technical team.

5 Would you like to convey any message to industry professionals

Considering current pollution issues, every industry should use greener fuels. SUPERGAS provides Straight Run grade LPG, and they are a very safety-oriented company. So, we recommend SUPERGAS as a preferred LPG supplier.

Events at SUPERGAS

Health & Safety Week

Our SHV Global Health & Safety (H & S) Week was held from the 19th to 23rd of September 2022, with the theme of "Visible Felt Leadership", giving everyone the spirit of being a Health & Safety leader! Health and Safety Week intends to promote and create a safety and health culture that can help reduce the number of work-related deaths & injuries. Activities like self-assessment e-tests for the employees, H&S training for office & sales colleagues like first aid and emergency handling procedures, display of H and S posters and paintings by the crew and training on LPG safety were conducted successfully.



SUPERGAS Foundation

SUPERGAS's employees visited the Devnar School for Blind and realized that there is nothing called being visually impaired, as the kids of the school define all the odds and achieve the unthinkable with valuable gifts to share and lessons to teach!

SUPERGAS has bagged the coveted Lapwing Award 2022 of SHV Holdings for the project 'Sustainable alignment of CSR with D&I.' We're grateful for receiving 7 Lapwing Awards so far and the last 3 in a row!



SUPERGAS Foundation
... smiles do matter

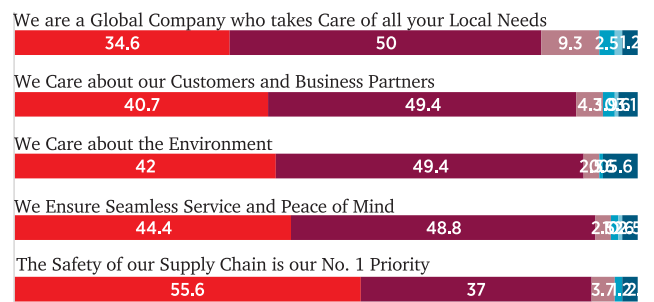


Brand Health Survey

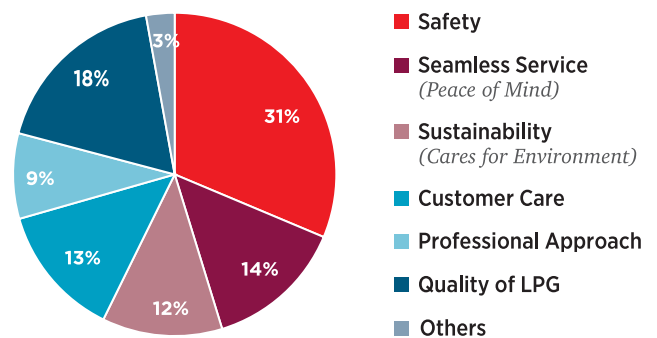
SUPERGAS has recently conducted a Brand Health Survey to analyse the Brand Perception and Awareness of existing customers & as well as others (non-customers).

The Findings

Overall Brand Perception of the existing customers



Brand Values which appeal the Most to non-customers



From The Archives-2012

In Focus

Heater Less Vaporizer (HLV) - A revolutionary energy saving product

Innovation is always borne out of a specific user need. Heater Less Vaporizer (HLV) is a revolutionary energy saving product which is marketed by SHV.

In conventional electrical vaporizer, the liquid LPG is passed through a coil immersed into a hot water bath maintained at a temperature of 60 degree centigrade and above, wherein electrical heaters are used to heat the water. Heat is absorbed by the liquid LPG from the surroundings hot water and converts to LPG vapor whereas in our Heaterless Vaporizer external heating is not required.

The Heaterless Vaporizer works on the principle of thermodynamics- the system is designed to reduce the pressure and temperature of liquid LPG. The process to

bring the cooled LPG to ambient temperature is achieved by a special heat exchanger.

The heat exchanger works on continuous flow of water in ambient temperature from a water storage tank in a closed loop



► Heater Less Vaporizer

circulation without water consumption. The whole process achieves LPG in vapor form at the requisite pressure and flow rate, which is then used at the end application.

The benefits of Heaterless Vaporizer is as follows

- Cost effective: It saves the expensive electrical charges.
- Safe and Environment friendly
- Lower Maintenance: As there is no electrical heater, hence lower maintenance.

To know more about Heaterless Vaporizer (HLV) - SMS 'SUPERGAS' to 56070 or visit www.supergas.com.

Indebted to the Contributors

- 1) Mr. Ram Gopal
(Industrial Customer)
- 2) Mr. Anand Rao
(Cylinder Franchisee)
- 3) Hardik V
- 4) Vineela K
- 5) Raghava K

