

We are passionate about the success of our people, business, and communities around us. We keep YOU at the centre of everything we do.

Dear Reader,

Welcome to the 30th edition of SUPERGAS Connects! In this milestone issue, we're thrilled to bring you a lineup of exciting developments, all centred around our commitment to you - OUR ESTEEMED CUSTOMERS.

Dive in and discover what's new!

Happy Reading,
SUPERGAS team.

Highlights

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New Era of Excellence at SUPERGAS!

With great enthusiasm, I would like to take a moment to express my gratitude to SHV Energy and my predecessors at SUPERGAS for their exceptional leadership and for creating a strong institution. Since taking on the CEO role five months ago, we have actively embraced positive changes within our leadership team. I am privileged to lead such a dynamic, passionate & cohesive team. There have been concerted actions to further strengthen our customers' experience. I would say that team SUPERGAS is "firing on all the cylinders".



AJAY SANGHI
CEO

Be it the recently launched SUPERGAS Care App or our ongoing ambitious customer experience project, we remain steadfast in our commitment to secure our competitive edge and distinguish us from others in the market.

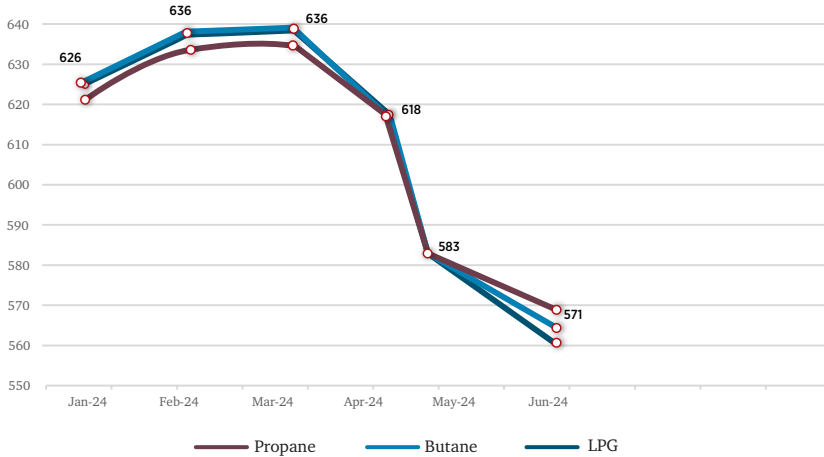
From modernising filling plants and digitising processes, we aim to improve efficiency & productivity. We are proud to say that we are using 85% green energy for our operations as of this month. We have also embarked on a mission to further strengthen health and safety in our LPG logistics by training our drivers in state of art training centres and establishing transport command centres to address any road safety violation on real time basis.

We remain committed to helping the underprivileged sections of our community through our CSR activities. As we steer SUPERGAS towards our ultimate goal: "Courage to care for the generations to come"; our commitment to our people, the planet, and our performance remains our compass.

Thank you all for being an integral part of this wonderful journey.

The Energy Feed

Saudi Aramco CP - 2024



CP Movement LPG
Jan'24 to Jun'24

The LPG market, over the last 6 months has shown a mixed trend on account of the supply-demand gap. It can be witnessed that in the past 6 months, CP has shown the highest level on February'24(\$636/MT) due to increased demand on account of the winter season. Since, March'24, CP has shown a bearish trend on account of the US building surplus inventory and weakening demand from China. Various geo-political situations did impact the CP movement on a momentary basis, but CP was moved and settled at almost \$10 to \$30 lower than the previous month's closing from Jan'24 to June'24.

EACD Plus Timer Upgrade for Effortless Fuel Optimisation

We are excited to introduce a new timer feature in our EACD plus device. This unique feature offers real-time, accurate data on the operational hours for each cylinder bank. This enhancement ensures optimal gas usage by allowing our customers to monitor operating hours precisely. With this feature, users can quickly identify irregular gas consumption relative to the expected usage patterns.

This capability not only helps maintain efficiency but also ensures timely LPG ordering, avoiding any potential disruptions. This innovative addition inspires our ongoing commitment to innovation in LPG storage systems to enhance customer satisfaction.



Electronic Auto Changeover Device Plus

Maximizing Safety and Efficiency with Cavagna Valve

We're committed to your safety and constantly innovating to improve your experience. We identified that the current combo valve in 450kg Maxima cylinder lacks an isolation valve on the off-take side, which could potentially lead to gas leaks if the valve malfunctioned. Addressing this we've designed and installed new Cavagna combo valves with a built-in isolation mechanism.

As of now, over 47% of Maxima cylinders have been upgraded, and we expect to complete the process for all cylinders by July 31st, 2024. This upgrade is a step towards ensuring better safety for our customers and more efficient fuel usage.



Click, Tap, Done- SUPERGAS Care App

With SUPERGAS Care, LPG ordering and management have become a whole lot easier for our customers. We are app-solutely thrilled that we have successfully onboarded 85% of our Industrial customers and fulfilled 76% of the Customer's orders through the app in the last 3 months.

While our early users rated the app 4 out of 5, we have started working towards onboarding our Franchisee Partners to digitize the process of order management and swift resolution of complaints.



Sustainable Avenues Ahead- Futuria's presence in India



BINDU LATHWAL
PROJECT DIRECTOR INDIA FUTURIA FUELS

India's vast agricultural residues and Municipal Solid Waste (MSW) present a ripe opportunity for scaling up renewable liquid gases like bioLPG and rDME. Inspired by ethanol program (E10) in India, Futuria Fuels, a sister concern of SUPERGAS has envisioned a similar R10 initiative, blending 10% locally produced rDME with fossil LPG.

We've launched a 'Call for Proposal' to explore the feasibility of producing rDME in India, aiming for a commercial plant capacity of 50Kt/y. The project has generated interest throughout the value chain, leading to the choice of Thermax Limited as a partner for a pre-feasibility study in India aimed at producing 50,000 metric tons of rDME annually.

" Biofuels is a very exciting space as part of India's energy transition story. Thermax is already working on biomass-based CNG, biomass-based steam and power and biomass-based hydrogen. With this partnership, we will explore DME based on biomass which has ability to address part of the energy transition challenge" - Ashish Bandari, MD & CEO Thermax Limited

Modernised and Upgraded Uluberia Filling Plant

We are excited to share our latest strides in innovation and sustainability with the upgrade of Uluberia Filling Plant nearin Kolkata, inaugurated by SHV Energy's Global COO, Mr. Steven Sels, and India CEO, Mr. Ajay Sanghi. With state-of-the-art automation, modernised process equipment, occupational health centre and more, we anticipate improved productivity, heightened safety standards, and a continued focus on customer centricity.



Your experience matters to us!

We are coming forward with a Customer Experience Project, and we want you at the heart of it. Your thoughts about SUPERGAS are incredibly important to us—it help us grow and improve.

Soon our team will reach out to you to help us understand you and your experience better. For now, we invite you to fill out the form and share your journey with us.



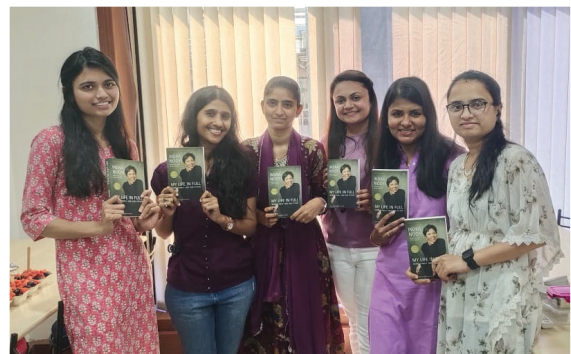
<https://forms.office.com/e/zXrCZPZTJi>



D&I - A Narrative of Inclusion & Belongingness

In the era of emphasizing diversity and inclusivity, SUPERGAS has made significant strides by promoting women into leadership roles, reshaping our organisational structure, and enhancing creativity and growth. This initiative began a few years ago and has successfully integrated a diverse workforce, particularly at the senior and middle levels by 2023. SUPERGAS's D&I roadmap aims for substantial female representation by 2025.

Women stepping into key positions has brought fresh perspectives and revitalized our teams, fostering a collaborative and inclusive environment. The impact of these changes reaches beyond our corporate settings, as we continue breaking stereotypes and barriers. Committed to this transformative journey, our D&I goals for 2024 will further empower our employees and cultivate a thriving workplace for all.



Customer Speaks

Franchisee Testimonial

I express my sincere gratitude for the exceptional support that you have provided during our 25-year relationship with SUPERGAS. Your support has not only helped us achieve our goals but also taught us the true meaning of teamwork. We have always felt confident in knowing that we could rely on you whenever we needed assistance or guidance, and for that, we are grateful. We appreciate the time and effort you have taken to mentor us and help us grow as a remarkable service provider during these glorious years.



SUDHARSAN SOMASUNDARAN
SUDHARSHAN GAS



RAJ KUMAR
PLANT ENGINEER
SYNERGY PUNCHING PVT. LTD.

Industrial Testimonial

We greatly appreciate the efforts made and continuous support from by SUPERGAS to provide 4*450Kg Maxima Installation as per IS guidelines and ensuring safety. We are happy with our experience with consistent and on-time delivery of SR-Grade LPG supply, Auto ordering system for hassle-free operations and convenience, safety audits and safety training on safe handling of cylinders. We thank SUPERGAS for the exceptional technical support and safety parameters, and we are looking forward to a long-term business association.

Events

Planet Week



Tree Plantation at our Customer OJI India Packaging Pvt. Ltd.

From April 22nd to 26th, we've embarked on a journey of sustainability, education, and action! Tree planting initiatives across our filling plants, terminals, and at our esteemed customer locations to Creative drawing competition of our employee's children on the theme Planet Vs. Plastic, we have conducted various activities to empower ourselves. At SUPERGAS, our ambition goes beyond performance – it's about the people we serve and the planet we share.

Health & Safety Week



Safety Pledge at Tuticorin Terminal

We celebrated Health & Safety Week at SUPERGAS from 4th to 10th March 2024, themed "FOCUS ON SAFETY LEADERSHIP FOR E.S.G. EXCELLENCE." Emphasizing the integration of health & safety leadership with Environment Social Governance (ESG) principles, we conducted various activities. Highlights included training on SHVE's 9 Life Saving rules, First Aid/CPR training, and recognition for outstanding H&S practices by our technicians, operators, and contract workers. We also offered training on safe LPG handling to our customers across industrial, retail, and auto gas sectors, reinforcing our commitment to safety and sustainability.

Indebted to the Contributors - Rajesh Kumar | Shivam Kumar | Swetha Tamatapu | Sama Mallareddy