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**We are Diverse yet Inclusive in ensuring  
the Sustainability of our ecosystem!**  
Annual Sustainability Report-2021





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**SHREEKANTA PARIDA,**  
**VICE PRESIDENT - MARKETING**

**FROM THE EDITOR'S DESK**

## The year 2021 has been remarkable in our journey in SUPERGAS

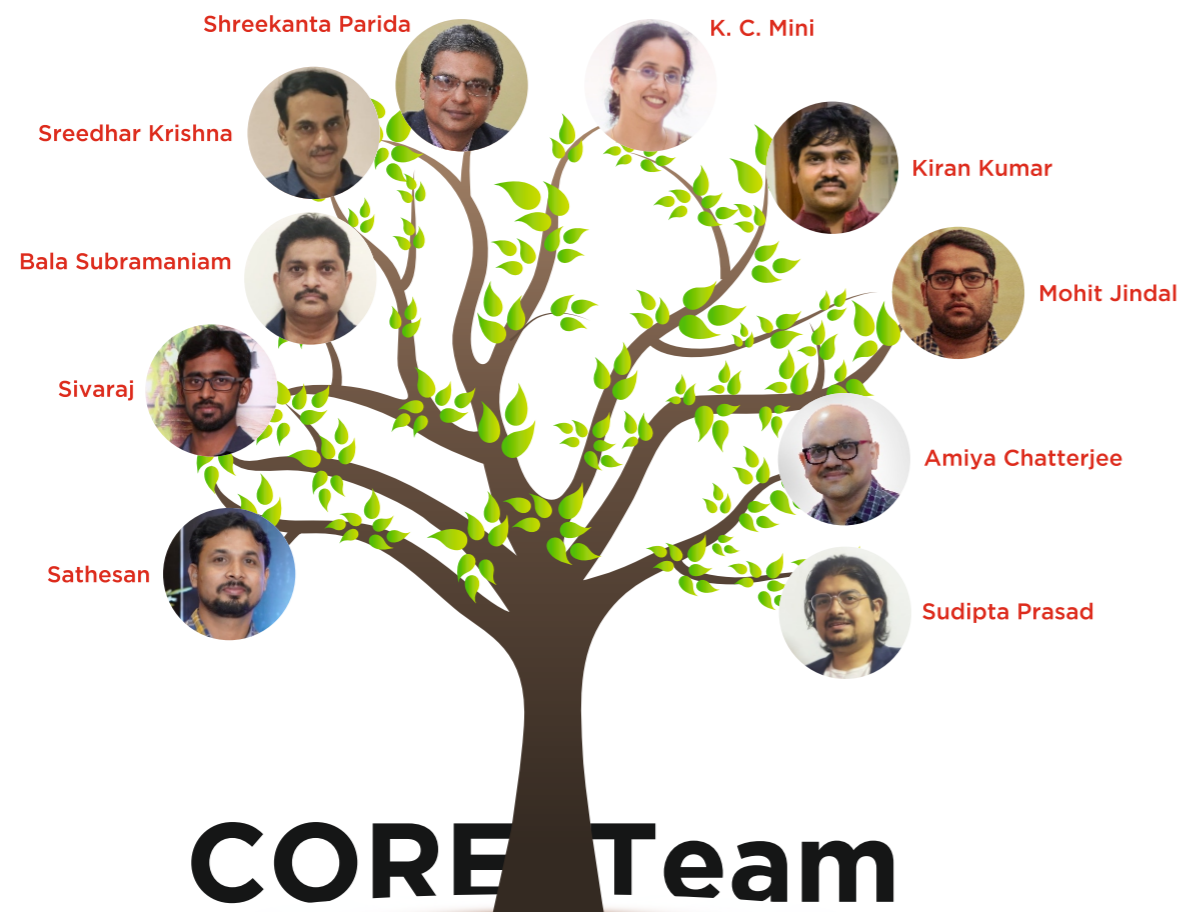
It's been a year full of challenges, learnings, and apprehensions, as we are bouncing back to normal looking at the health & well-being of people around. However, it made us realize how vulnerable we are irrespective of the new age of technology, science & developments! At the same time, it resonates with a strong fellow feeling of human touch, extending support to people in need and a sense of togetherness to tide over the challenges. Similarly, if we look at the sustainability landscape, the challenges and apprehensions are many like poor air quality, climatic changes, consumerism without thinking much about the future generations and many other interwoven aspects. Can we together bring that human touch and fellow feeling for our grandchildren from whom we have borrowed this world? Can we spread the awareness, message and be an element of change to make our planet a better place to live and let live? Fortunately, there is clarity and urge of working together to combat this issue through various forums. As a responsible organization, SUPERGAS too has a contribution in it, whether measuring the carbon footprint & aiming to reduce it, exploring future fuels, process automation to give that sustainability touch & many more initiatives. We are happy that, yes, we did roll out the EACD Plus (Electronic auto change over device plus) auto ordering for Maxima installations. These are our ways forward, aligning with our purpose statement "Courage to care for generations to come"—what a powerful connection of planet, people & performance. We are committed, and we together would put our best efforts to exhibit these in the daily working. The Annual Sustainability Report-2021 briefly corroborates the above. Hope you would enjoy going through the articles and share with others. Happy Reading!



## You don't need to have Sustainability in your job title

SHV Energy's main goal is to make clean and safe energy options accessible and affordable to as many customers and companies as possible. Looking ahead to 2022, we will continue Advancing Energy Together by executing our strategy and making consistent progress towards our goals, including reducing our CO<sub>2</sub> emissions. We can only meet our shared goal by working together, which is why we expect every employee to contribute to SHV Energy's global sustainability goals. I will leave you with the inspiring message that has underpinned our successful global sustainability awareness campaign throughout 2021 – "You don't need to have sustainability in your job title to drive positive change."

**BRAM GRABER,**  
**CEO - SHV ENERGY MANAGEMENT BOARD**



## Sustainability : Each and every one of us can contribute!

Our Sustainability Awareness Campaign was a resounding success in 2021, engaging colleagues in all the business units and functions with a range of content, including webinars, articles, animations, and posters.

In late 2020, we launched a global campaign designed to increase awareness and understanding of climate change, air quality and how these topics relate to SHV Energy's strategy. The campaign is 25by2025, referencing our 25% CO<sub>2</sub> reduction goal by 2025. In 2021, we moved into the engagement phase of this campaign. The hero piece of the campaign was the launch of our 25 Actions from all the business units. We asked all business units to submit their rolled out actions on sustainability so that other business units could benefit from it. We then selected 25 actions from this list with impact and inclusivity in mind. The campaign also featured great inputs from SUPERGAS; one poster covered the reduction of mileage through virtual sales team visits and the other poster-solar energy usage for our operational needs.



**FRANK RIETDIJK,**  
**GROUP SUSTAINABILITY MANAGER**  
**SHV ENERGY GROUP SUSTAINABILITY**

«We can't run a business in a dead planet: We have plans to prioritize green issues and social goals in the ever changing world, post the Corona virus era»



Our explicit purpose statement “Courage to care for generations to come” on the foundation of values of Integrity, Trust, Curiosity, Inclusion and Passion could not have come at a better time; as the guiding principles of running our business. It is all about caring for people, the planet and performance to have a sustainable business & continuity of life. I am glad that we in SUPERGAS India have been putting our efforts in the right direction and made good progress in 2021 to try and make a difference in improving Environment and Society at large.

I want to reiterate my commitment and that of our business unit to accelerate the initiatives which we have already taken in impacting social challenges positively through a cleaner environment, more empowered women, safer and healthier work environment for our employees and upliftment of society through support to education for the underprivileged.

While all of the mentioned is our employees' collective responsibility, the onus of leadership lies with our Management team and the supporting Sustainability/C.S.R./ Health, Safety and Inclusivity ambassadors to show the way. I take the opportunity to thank all the employees who have been contributing with their efforts and especially the ambassadors of each cause for supporting the organization in moving forward in its path to excellence. However, each of us needs to think bigger and look for ways and means to scale up and accelerate faster in all our initiatives in 2022.

Wishing all a safe, happy, healthy and even more productive and successful 2022.



SANTANU GUHA, CEO - SUPERGAS



STEVEN SELS, MANAGEMENT BOARD MEMBER SHV ENERGY MANAGEMENT BOARD

## The need for the energy transition has never been more apparent.

In recent years, we saw climate change move higher and higher on the global agenda. Our status as a family-owned company, that is international in reach and local in focus, uniquely enables us to be part of the solution. We cherish the tradition of learning from one generation to the next, as it gives us a long-term perspective.

Our company's strategy is based around making cleaner, greener energy options accessible and affordable for as many customers and businesses as possible, without compromising on the highest health and safety standards or negatively impacting the environment. Vital tools in achieving our goals around sustainability are our LPG, LNG and bioLPG products. These enable us to provide cleaner energy options to the significant but often overlooked off-grid segment of both consumers and businesses, replacing options like oil or coal and therefore reducing emissions and improving air quality. We are proud of how our employees help us drive sustainability throughout the group, both in their everyday behaviours and with the high standards they hold to. Every day, they work to 'Advance Energy Together', providing customers with cleaner, more sustainable options, and innovating and developing the energy products of the future. We challenge all of you to share ideas on tackling climate change, combating air pollution and preserving biodiversity. In the end 'We do not inherit the Earth from our ancestors; we borrow it from our children'.

## Sustainability Data

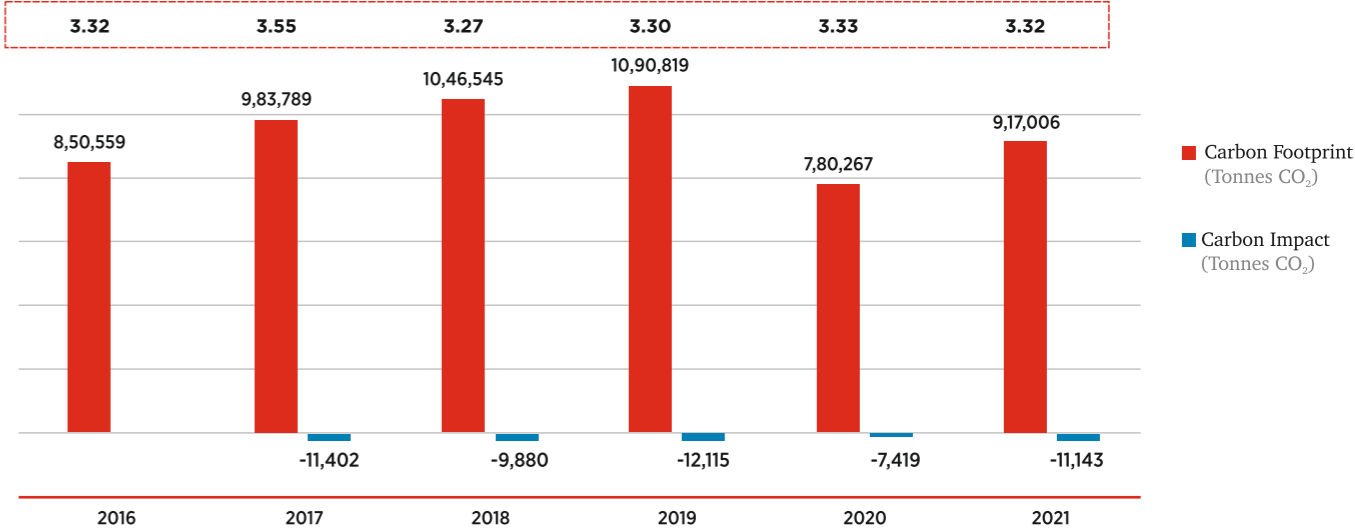
### Concept of Carbon Impact

Carbon impact is the reduction in Carbon footprint for various initiatives taken. For example Conversion from Liquid Fuel to LPG and similarly use of HLV instead of Electrical vapouriser.

### 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.

### Net Carbon Intensity



SUSTAINOVATION

# Where Sustainability meets Innovation

«Sustainability focuses on meeting the needs of the present without compromising the ability of future generations to meet their needs»

SUPERGAS is committed to sustaining the environment by combating climate change and tackling air pollution. As a part of our mission: Advancing Energy Together,, we aim to reduce 25% Carbon footprint by 2025 (#25by2025). In fact, our purpose statement states: Courage to Care for Generations to Come. Our LPG. helps consumers and companies improve their lives, switching from liquid fuels (HSD, LDO, FO, & SKO) and solid fuels (coal, wood); thus reducing CO<sub>2</sub> emissions and improving air quality.

On the other hand, we continuously assess and look for opportunities to lower our emissions throughout the value chain:

- Our direct emissions: from our facilities and vehicles
- Our indirect emissions: purchased electricity, outsourced operations, employee business travel etc.

Innovation in an organisation can grow sustainably only if it becomes part of its culture. One of the primary focus areas of the Innovation Team is to develop an innovation culture within our organisation. Taking a step towards this, we have recently concluded an internal online open ideation campaign:

**S.O.C.H.O. – Think to Change**

To drive this belief with greater focus, we decided to include Sustainability as one of the 5 Idea Boxes in this campaign. Aligning our sustainability efforts is a never-

ending task, as new insights and learnings always illuminate further questions to be thought through & answered. The Innovation Team thus encouraged idea contributors from all departments to observe, think, and contribute sustainability-related ideas in this campaign.

The response was overwhelming, with several ideas flowing in from our employees (white collar & blue-collar alike). The innovation team is in the process of evaluating these ideas. The shortlisted ideas would be driven in iterative sprint cycles



SUDIPTA PRASAD,  
MANAGER - INNOVATIONS

through a structured Innovation Funnel, ultimately contributing to our sustainability goals.



1

2



## Do You Know

### Charge your mobile on the go!

Piezoelectric effect is the ability of certain materials to generate an AC (alternating current) voltage when subjected to mechanical stress or vibration or to vibrate when subjected to an AC voltage or both. The most common piezoelectric material is quartz. When fitted with our shoes, there is a device with a quartz crystal that will generate electricity (AC to be converted to DC). This will charge your mobile on the go. You can walk, run or exercise, thereby charging your mobile. What a nice innovative idea to stitch together Health and Safety with Sustainability!



### Clean Water Via Solar-Powered ATMs

Clean water is probably something that we all take for granted, but it's not a reality! In fact, one in ten people worldwide lack access to safe supplies of drinking water. While water filters are available in some areas, they're often expensive for the most vulnerable communities. Innovatively, a Gujarat based Indian company developed its innovative solar-powered water ATMs to create greater equity in access to this utterly essential resource.

Local franchisees act as water stewards for their community and can even make money by owning the ATM. They pre-pay for water and pick it up to dispense into the ATMs, which treat the water with reverse osmosis and ultraviolet rays. Thus people in the community have access to clean water any time using a pre-pay card that can be recharged via mobile phone.



## Sustainability Initiatives in Business



### Carbon Savings Certificate to Customers

The Industrial Sales Team distributed Carbon Savings Certificate to all the new energy switch customers of 2021. As a process, all new energy customers would be receiving this certificate as and when they are commissioned followed by digital sharing of Annual Carbon Certificate each year.



### Auto Ordering Process in Maxima

Some good progress has been achieved in the auto ordering for Maxima (450 kg using EACD Plus) so that it saves time, telephone calls, and efforts; it's definitely a sustainable move. At the end of 2021, 104 Customers have gone live in this project and this is going to be rolled out to the rest in 2022.



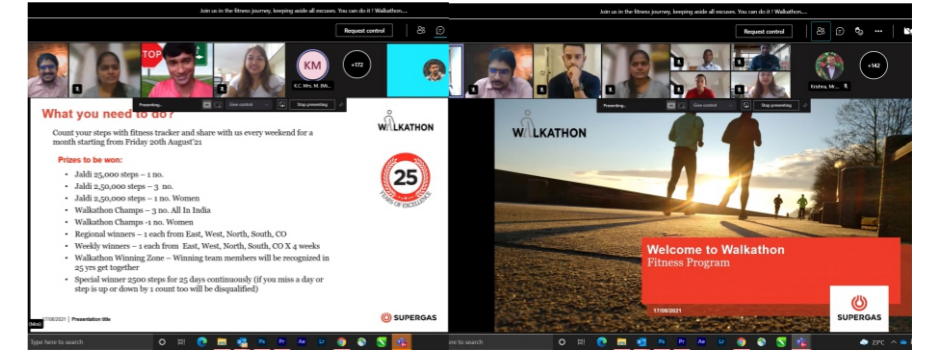
### Digitizing Records

Major Productivity and sustainability initiative of digitizing plant records, "Truck In/Out Project", is implemented across all the 16 Operations locations. This helps in saving person-hours and also helps in saving 600 kg of paper per annum. It's a win-win approach to sustainable business growth.



### C.S.R. and Sustainability

SUPERGAS Foundation supported the development of Greenbelt at Sarigam in Gujarat and also donated 20 Waterproof LED Street Lights of 150W capacity to Kolar Village.



### Walkathon

We encourage sustainable healthy habits. To sensitize on health and keeping oneself fit, the first-ever SUPERGAS Walkathon challenge was organised for all employees. Around 200 plus employees took part in this event & tracked their steps for one month. It is interesting to see many colleagues incorporating this healthy habit into their daily life.



### Installation of Solar power plant at Tuticorin

The refrigerated LPG terminal at Tuticorin is currently under expansion. Being a refrigerated terminal, a considerable amount of electricity is consumed. Post expansion, the consumption will increase multiple folds. After exploring many options for reducing Carbon footprint, SUPERGAS concluded to go ahead with the Solar power plant installation. The SunSource team evaluated the energy consumption of our future expansion & considering the statutory part, they sized it to 3.6 MWp solar power plant. Projects will be executed under the captive group model at the beginning of 2022.



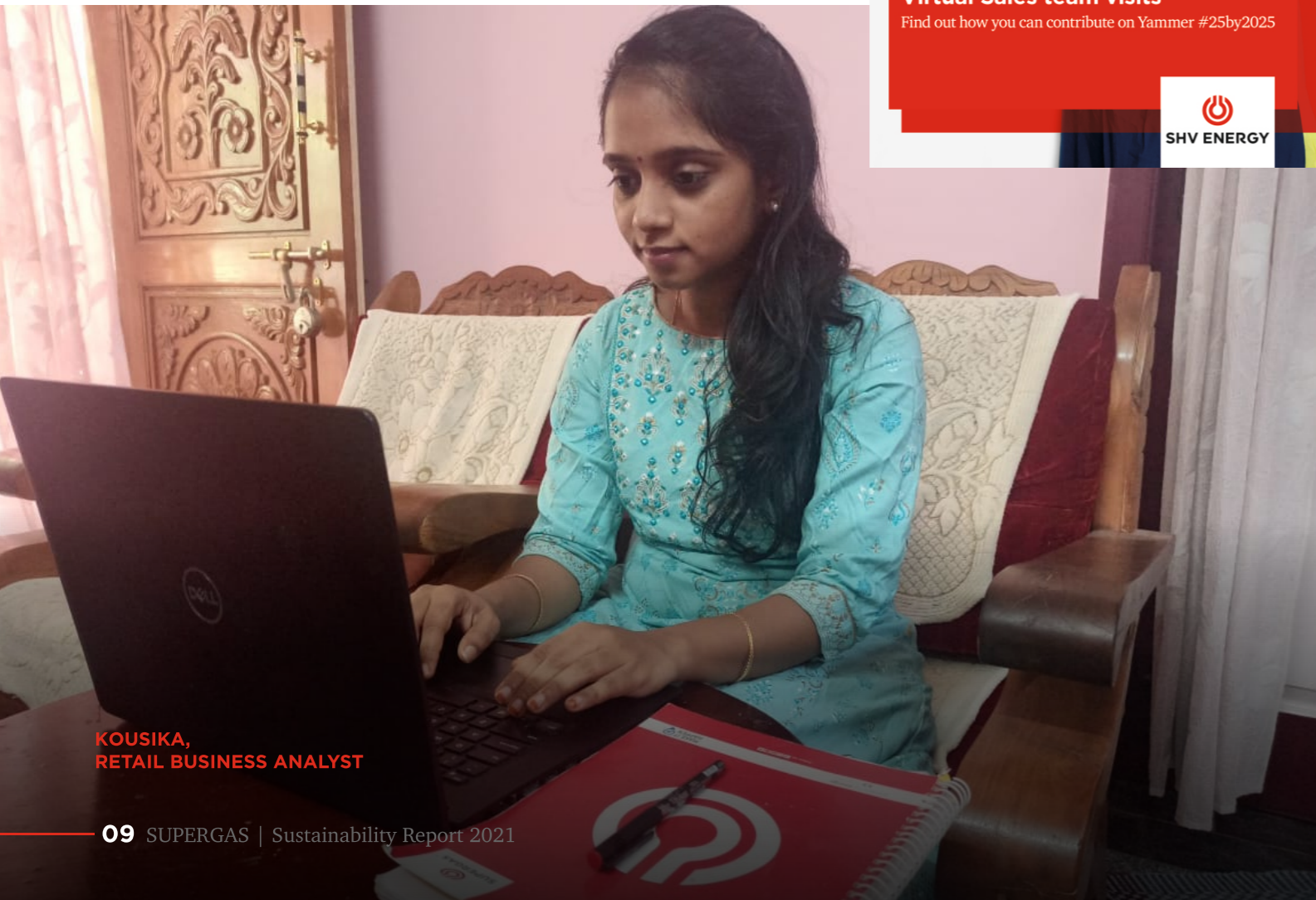
# My Sustainability through Virtual Sales Visits

«My role as a Territory Sales Manager is making sure what our SUPERGAS's customers prioritise. Sustainability is an area of interest already at many customer places. It's developing, and more and more customers want to join the movement»

I am the face of our Action 'Virtual Sales Visits'. I'm maintaining the balance of meeting my customer's needs, whilst cutting transport emissions, through virtual sales visits. Conducting some of our sales visits virtually rather than in person can be more convenient for both customers and us. Of course, this change of approach was accelerated by the pandemic. However, we soon saw its potential. We are still able to carry out our sales, retain customers and bring in new customers.

For me, at my home, Sustainability is a

way of living. I have stopped using plastic bags and I also use my AC outlet pipe, which releases condensed water, to water my garden. I try to make a little contribution like this to Sustainability wherever I can.



KOUSIKA,  
RETAIL BUSINESS ANALYST

## Supplier Code of Conduct

Acceptance of the Supplier Code of Conduct is now an integral part of supplier registration in our Procurement Portal facilitated by the global procurement team.

This is also a key element of Supplier Sustainability as envisaged by SHV Suppliers have agreed to comply with various clauses concerning safety, environment, people and integrity before they can register themselves in the portal.

In SHV, India is the first country to register 100% acceptance of the Code of Conduct, a process that started in 2020 and continues to maintain the 100% record. In 2021, 226 suppliers registered themselves in the portal and accepted the Code of Conduct, while the total count of active suppliers registered in the portal stands at 687.

While it is a good step towards forging better compatibility between the suppliers and SHV, we also gather from a recent survey that our suppliers have accepted this process wholeheartedly and are willing to walk the extra mile to ensure compliance with the Code of Conduct.



# W.E.D. and Plantation Drive

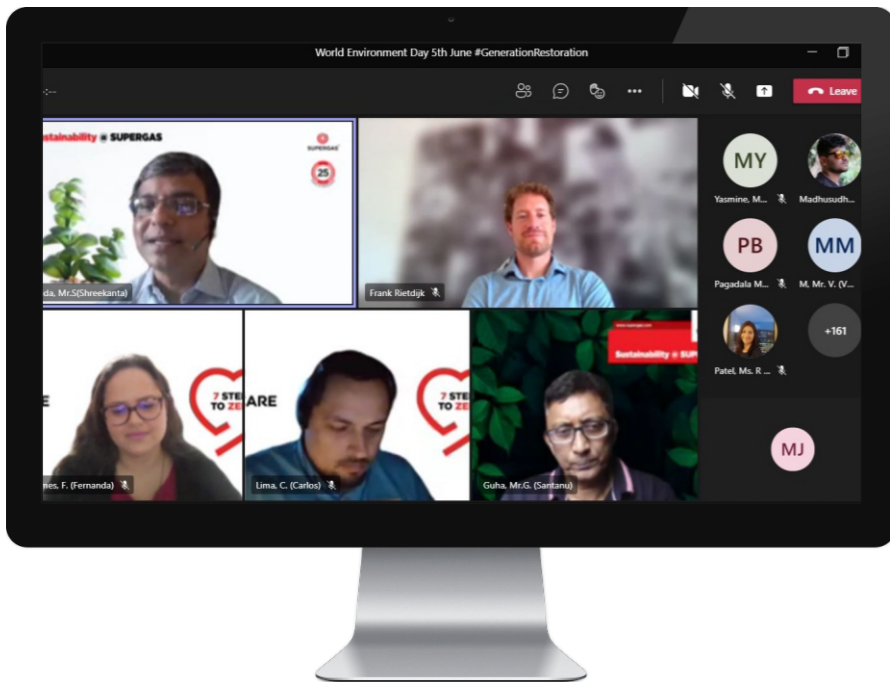
#World Environment Day (W. E. D.) - 5<sup>th</sup> June 2021

The World Environment Day celebration is a good forum to present & sensitize on the concept of Sustainability and various initiatives to the grassroots level across our organisation.

Along with our employees, we ensure that our Service providers & contractual workforce are also a part of this celebration through interactive sessions, quiz programs, drawing competitions, etc. This enables the company and its employees to be on the same path of commitment towards Sustainability.



**SREEDHAR KRISHNA,  
SR. MANAGER-OPERATIONS**



More than 205 participants listened raptly to the inspiring stories on sustainability culture, how we are strengthening the DNA of the company, Greenhead filling and the new project of #F.O.F. (Factory of Future)

## Interactive session with our employees on W. E. D.

### OUR SPECIAL THANKS TO

as the Guest speakers

**Mr. Frank Rietdijk**  
SHV Group Sustainability Manager

**Ms. Fernanda Gomes**  
Sustainability Lead, Supergasbras

**Mr. Carlos Lima**  
Operation Lead, Supergasbras

# Employees Speak on Sustainability



“  
«Doing basics right while meeting our own needs so that Future Generations’ ability to meet their needs are not compromised»

**AJAY SANGHI,  
DIRECTOR - OPERATIONS**



“  
«Live & Let Live»  
**DEV DUTTA MASANTA,  
SENIOR MANAGER - FINANCE**



“  
«Being Balanced without harming surroundings»  
**T. PADMAVATHI,  
SENIOR EXECUTIVE - ERP**



“  
«Sustainability to me is Yes to our future»  
**PUSHPENDRA KUMAR ATRI,  
ASM - INDUSTRIAL SALES**



“  
When we are talking about Sustainability, it starts with the product we deal with. It definitely reduces the greenhouse effect and has a greater impact on Sustainability among fossil fuels. We are deeply engrossed with Sustainability and henceforth, our thought process always moves along with that. So we decided to replace the electrical Vapouriser with a Heaterless Vapouriser (HLV) which is a bold step towards Sustainability. HLV is simple, safe and sustainable! We introduced Transport Management (TM). As the next sustainable initiative, optimising the vehicle loading efficiency and clubbing load! Further, we improvised our auto change over system with an auto ordering facility, and this shows our attitude towards Sustainability. The introduction of is another milestone towards Sustainability. Our team is working on the Lean Six Sigma process, which will help in Sustainability! Thus Sustainability is the backbone of our success and growth!

**MALAY SAHA  
GM - SOUTH EAST**



“  
Sustainability is living in harmony with our natural environment and growing organically to meet the requirement of the present generation without compromising the need of future generations.  
**TEJASHREE B,  
SENIOR MANAGER - HR**

# Employees Speak on Sustainability



“  
For me, Sustainability protects the natural environment, human and ecological health while driving uncompromised innovation. The greatest threat to our planet is believing that someone else will save it. It's we or none!

**VINEELA KAKARAPARTHI**  
SENIOR EXECUTIVE - MARKETING



“  
«Making my choices based on need rather than greed»

**SUCHETA DAS**  
EXEC. TRAINEE - OPERATIONS



“  
Sustainability is most often defined as meeting the needs of the present without compromising the ability of future generations to meet theirs. It has three main pillars: economic, environmental, and social. These three pillars are informally referred to as people, planet and profits.

**GOPAL PANCHOLI,**  
EXECUTIVE - FRONT OFFICE



“  
«Better environment improving people's lives & Ability to strengthen the future»

**SUPRIYA BERA,**  
COMMERCIAL OFFICER



“  
«Reducing negative business impact on the environment»

**SANDEEP KUMAR**  
EXECUTIVE - TECHNICAL



“  
«Sustainability is about finding a way of balancing the needs of people and our global economic system»

**VINOTH J,**  
SITE MANAGER - TUTICORIN PROJ.



“  
Sustainability is the purest form of utilizing the current resources without compromising future generation needs & wants. Sustainability ensures that they are allocated enough so that both present and upcoming era can benefit from it.

**SHAIK MIDDE ASIF,**  
EXECUTIVE - TECHNICAL



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

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