

PSO TIMES



**CEO & MD'S
MESSAGE
TO EMPLOYEES**

**PSO WINS MAP'S 35TH
CORPORATE
EXCELLENCE AWARD**

**ELECTRIC VEHICLE
CHARGING FACILITY**

**LAUNCH OF
EURO 5 FUELS**

**HSE
CORNER**

**EMPLOYEES'
CORNER**



Every Journey Begins Here



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CEO & MD's Message to Employees

Dear Team,

We have successfully completed an extremely challenging year and are standing at the brink of a new one. We have demonstrated our strength by fulfilling our obligations in an adverse operating environment.

Having weathered the challenges posed by the pandemic, drastic drop in oil prices resulting in heavy inventory losses, increase in demand coupled with supply chain constraints; we withstood every trial and emerged triumphant. The past year has had a significant impact on all of us, I would like to thank you all for your support and dedication during these difficult times.

At the dawn of the new fiscal year, we are facing unique challenges. FY21 would be a year of strong accelerated delivery of our targets. The Corporate Plan for FY21 is now approved and in place with stringent timelines and deliverables.

In order to become the high performing and efficient business that PSO can and should be, I have outlined some key focus areas which will help shape our future.

Observe Our Core Values

Our new 'Vision', 'Mission' and 'Values' already have been approved by the Board and are now in place! The new Vision and Mission have given us an opportunity to look beyond our traditional oil marketing business we will now explore new horizons and new ventures to turn into a conglomerate so as to create a value for our owners, specifically the Government of Pakistan. I urge every one of you to embody our core values – integrity, teamwork, innovation, caring & giving and inclusive leadership.

Our values should define how we operate every single day. They should reflect in our interactions with our customers, business partners, colleagues, and our communities. We must also enroot ethical awareness in our thoughts and behaviors.

The Code of Conduct is designed to help you act according to the Company's highest ethical standards. It is important that you understand and follow the Code of Conduct, comply with all applicable laws, and refrain from business situations that would jeopardize our Company's integrity. We hold each other accountable for creating a company we can all be proud to work at.



Effective Budget Utilization

Please bear in mind that the business plan and budgets assigned are trust money to be spent for business growth. The focus should be on gaining value for money and overcoming operational inefficiencies. Use your budgets wisely and prudently. Rationalize and save costs where possible. We must continue to align our cost structure to a leaner operating environment and be prepared to confront headwinds as we go along.

Timely Implementation of Projects

Our success is also predicated by our ability to deliver projects without compromising on timelines or quality. Conceiving the project is important but its implementation is far more important. Projects (especially critical capex-driven ones) should be well planned with a clear road map and deliverables. There should be a clear timeline for every activity. The BoM has expressed their reservations on the delay in implementation of projects, so let's make sure that we deliver ahead of time going forward.



Teamwork

It is important to recalibrate ourselves for the changing times and move forward together as a team. I encourage all of you to evaluate not only what is best for your part of the business, but also the potential impact on other parts and on the Company as a whole, while making decisions. Handshake of various levels and functions is a must to achieve mutual targets. Excuse management and blame games will not be tolerated. There will be no working in silos. Let's work towards building a more cohesive and effective organization.

Automation and Digitization

Technology has always been a great leveler, but even more so during these difficult times of COVID-19. If remote collaboration and communication continue to be the norm, then technology will usher in a new work culture for one and all. Being technology driven is no longer a choice, but a necessity as we become increasingly dependent on reliable technology for all kinds of organizational needs. Staying current in the latest technology will be essential to remain competitive in a post COVID-19 world. To enable the same, an IT steering committee has been put in place that will ensure optimum utilization of SAP as well as taking steps for automation and digitization to reduce human intervention and facilitate decision making. Going ahead, we must ensure our digital readiness so that when the unforeseen occurs, we are ready to respond with resilience and agility.

Customer Service

Lastly, we need to understand the basic fact that we, as employees, are being paid by our customers for the goods and services we offer to them. With impending deregulation, our survival as a company is highly dependent on the level of customer services offered at various customers' touch points, specifically at the forecourt of our outlets. Our field force in particular is responsible for inculcating customer service to our forecourt attendants while ensuring upkeep and maintenance of our outlets and converting them in to islands of excellence. The same applies to our locations of operations.

Please keep these points at the forefront as we enter into the new financial year and start making significant strides Insha-Allah.

We have stringent targets for FY21 and the Score Card for each department will soon be finalized. The year ahead will bring its own challenges but I'm sure by working together, putting our customers at the heart of everything we do and staying completely focused on the task in hand, we can easily achieve and exceed these targets.

In conclusion, the future is bright and we should feel optimistic. Let's kick things off with renewed energy and direction. Thank you for your support!

I look forward to working with you all for an even brighter future. Stay safe!

Regards,

Syed Taha
CEO & MD
Pakistan State Oil
July 01, 2020

PSO wins MAP's 35th Corporate Excellence Award



PSO wins the Management Association of Pakistan (MAP)'s 35th Corporate Excellence Award in the Oil Marketing Companies (OMC) segment. PSO was selected as the winning OMC after a detailed analysis and review of various companies' leadership styles, corporate governance, customer focus, human resource, strategic planning, social responsibility, risk management, IT infrastructure, and other key factors. We congratulate the PSO team, our dealers, and all key stakeholders involved in making this possible! As Pakistan's flagship OMC, PSO will continue to set new standards of excellence in the industry as well as the nation.



Upgradation to SAP Hana

Leading the industry best practices trend, PSO's Information Technology department, on 23rd March 2020, upgraded its SAP ERP system to SAP HANA Database. This seamless digital transformation journey of SAP ERP system to SAP HANA Database is a result of extensive research and testing carried by PSO IT team (on both technical and functional levels) which spans / is spread over a period of almost one year. PSO is amongst the pioneers to lead this technology trend in our industry.

The SAP HANA Database is an in-memory computing technology that enables better system performance, faster reports (OLAP) processing and introduction of new SAP FIORI

Application and its implementation is a step towards the future of technology adoption, including Big Data Analytics, IoT, and Machine Learning etc. in PSO.

We are proud to enlighten the PSO fraternity that this SAP ERP upgrade activity is performed by PSO in-house IT team, which is a distinction in the industry.

The IT department would also like to acknowledge the support of the PSO's C-suite whose agility and vision made the feat of SAP ERP upgrade conversion to the SAP HANA Database. We are also thankful to all the departments who provided immense support during the UATs (user acceptance testing) phase of this project.

Disaster Recovery Drill

As a part of Business Continuity Plan by IT Team, a Disaster Recovery (DR) drill is conducted on annual basis for ensuring the availability of SAP System and continuity of business operations on secondary site at Lubricant Manufacturing Facility.



The Annual Disaster Recovery Drill for the year 2020 (DR-20) was successfully managed by the IT team at the secondary DR site on March 17, 2020. In DR-20 a total of 57 representatives of 28 functional departments participated. Team IT would like to appreciate the cooperation and efforts made by the PSO family for a smooth DR-20.

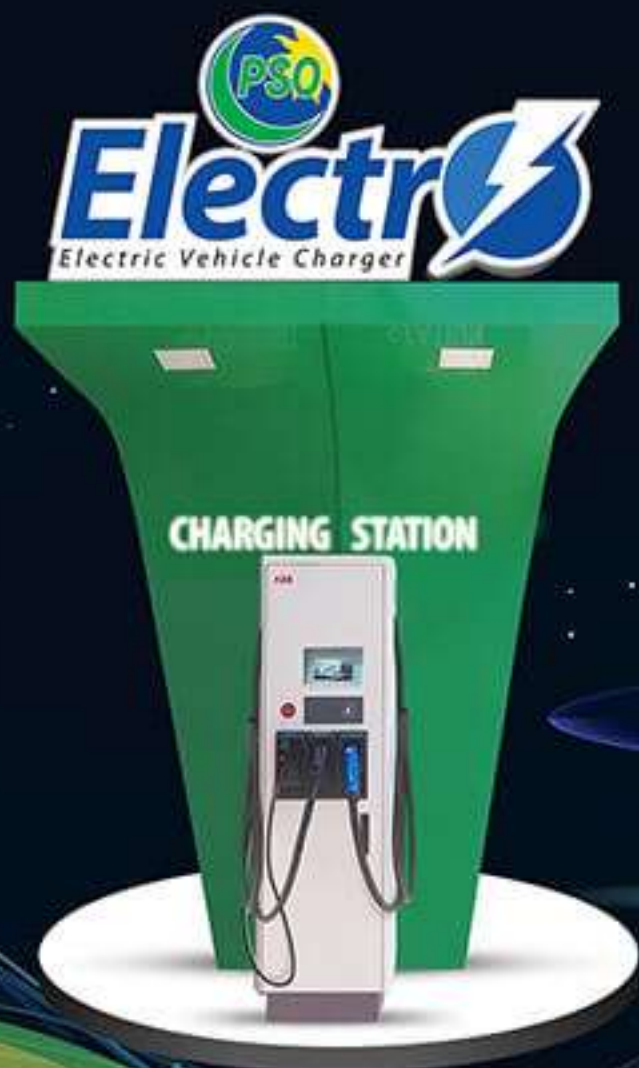
PSO Becomes the First OMC to Embrace E-Procurement Through SAP Ariba



SAP Ariba is a cloud based E-Procurement solution which shall enable PSO to offer convenience and ease of use to vendors by conducting its Procurement procedures online through a digital platform. The solution shall also enable PSO to boost productivity and efficiency by having streamlined and faster automated processes via an integrated SAP Environment that helps promote a paperless environment while having a greater supplier reach through the vast Ariba Network of suppliers. PSO is the first OMC to embrace E-Procurement through SAP Ariba by entering into an agreement with Excellence Delivered (ExD) for the project's implementation, which is a major step in its quest towards Digital Transformation.

PSO Installs its First Electric Vehicle Charging Facility in Islamabad

PSO, the largest Oil Marketing Company of the country, continues to pave the way for a sustainable future for Pakistan by successfully installing and commissioning its first electrical vehicle charging station under the brand name "PSO Electro" at PSO Capri Gas Station, F-7, Islamabad on 29th July 2020. The Federal Minister for Power and Petroleum, Mr. Omar Ayub Khan and Special Assistant to Prime Minister on Petroleum, Mr. Nadeem Babar were the chief guests at the inauguration ceremony.



FULLY CHARGED FOR THE FUTURE



Plug into the Future!

Another First by PSO - Launch of Euro 5 Standard Fuel in Pakistan

Towards a Greener Future

EURO 5 
HI-OCTANE 97



As the Nation's own Oil Marketing Company (OMC), PSO continues to revolutionize the industry by becoming the first OMC to upgrade Pakistan's fuel standard from Euro 2 to Euro 5. PSO's Hi-Octane 97 Euro 5 was launched at a grand ceremony held at PSO Service Station-2, Diplomatic Enclave, on August 18th, 2020, Islamabad. Minister of Energy, Mr. Omar Ayub Khan, and Special Assistant to the Prime Minister on Petroleum Division, Mr. Nadeem Babar were the Chief Guests at the ceremony. PSO's Euro 5 standard Hi-Octane 97 RON fuel is available at selected PSO retail outlets in all the major cities of the country.

Drive the Change.



Independence Day - August 14, 2020



Managing Director & CEO, Pakistan State Oil, Syed Muhammad Taha hoisted the national flag at PSO House, Karachi on Independence Day. The flag hoisting was followed by the National Anthem. MD & CEO, Syed Muhammad Taha and DMD Operations, Syed Jehangir Ali Shah planted tree saplings as part of GOP's tree plantation drive for a Clean & Green Pakistan. Company officials and staff were also present at the occasion to express solidarity and love for their homeland.



State of the Art Fuel Testing Facility for Euro 5 Fuels

PSO developed a state of the art fuel testing facility (Ultra Low Sulphur & Lubricity) in accordance with International ASTM methods for testing of Euro-V fuels grades in the month of **July 2020**.



- Lubricity testing equipment determines the lubricity of diesel fuel which relates with life of engine components, such as diesel fuel injection pumps and injectors.



- Ultra Low Sulphur Analyzer provides measurement of total sulfur in petroleum and petroleum products.



BCSR Award 2019

PSO secured 2nd Position in the Fuel and Energy Sector of Best Corporate and Sustainability Report (BCSR) Awards 2019 among over 110 Companies who participated from all over Pakistan.

This award shows PSO's commitment to promoting accountability and transparency with excellence in Corporate Reporting.



Administration & Security Services

Administration & Security Services Department remained actively involved in ensuring security at all PSO locations and providing comfortable working environment for the employees. Security Staff did marvelous job during the challenging times of lock-down due to COVID – 19. The commitment and loyalty of security staff to the company is praiseworthy that while most of the employees were working from home, not even a single security guard / supervisor shied away from their duties and regularly performed duties. Despite COVID situation Mock Exercises / Drills were conducted at PSO locations country-wide involving Law Enforcement Agencies. Self-defense training session for female staff, aimed at capacity building to respond to any unwanted situation, was arranged at PSO House for two days. Through strict monitoring and reporting of violations to the management efforts were made to ensure smooth supplies and good quality / quantity fuel to the customers.

Disinfection of PSO Locations

PSO puts the health and safety of its employees on top priority.

The HSE Department facilitated professional disinfection services at all PSO locations in collaboration with M/s SGS Pakistan.

To ensure safety compliance, the importance of disinfection and various other guidelines were shared with the teams at all PSO facilities' in order to fight against the spread of COVID-19.

We believe COVID19 is a global pandemic and everybody has to play their part diligently.

Likewise, as a responsible corporate citizen, PSO is and will continue to adhere to every safety guidelines



Women's Self Defense Workshop

PSO cares about the personal and professional well-being of all its employees.

The recent spate of attacks has increased the need for women to be aware of fundamental defense tactics that they can use in a potentially hostile situation.

PSO organized a 2-day workshop to empower its female employees with basic self-defense techniques on September 23 & 24, 2020 at PSO's head office in Karachi.

We are thankful to all the strong ladies who participated in the workshop. More power to you!



CSR Initiatives



Cancer Care Hospital and Research Centre (CCH&RC)

PSO CSR Trust supported CCH&RC for procurement of 'One Absolute and relative Dosimetry Package.' The cheque was handed over to Dr. Sheheryar, CEO CCH&RC by Mian Shakeel, BM Lahore.

Akhuwat

PSO CSR Trust joined hands with Akhuwat for construction of complete building of girls' hostel at NJV School, Karachi. The cheque was handed over to Mr. Nazir Tunio, Akhuwat by Mr. Sheheryar Omar, SGM Marketing.



Health, Safety and Environment

Back to Office - COVID-19

PSO Head and its Divisional Offices resumed work-from-office from September 15, 2020 with thorough care in observing all precautionary measures to avoid the spread of COVID-19. Here are some tips for our managers to mitigate the risk of spread but not limited to:

- Constantly remind employees to practice physical distancing specially during group discussion, meetings and events etc.
- Encourage employees who appear to have COVID-19 symptoms or have a sick family member at home to notify their supervisor, stay at home and get tested immediately.
- Remind employees that they may be able to spread COVID-19 even if they do not show any symptoms and that's why it is important to wear face mask and practice physical distancing.
- Discourage handshaking, hugs, etc.



Our Star Reward for Pump Staff at Faridia Filling Station (Multan)

We are here appreciating the efforts of our Retail Outlet Staff at one of our outlets in central region, PSO 11-Faridia COCO Site.

- A Suzuki pick up van came for refueling; while it was in the queue, attendant spotted smoke in the cabin of vehicle.
- The attendant responded immediately with the help of driver and pushed the vehicle outside the retail outlet.
- Thereafter they used DCP fire extinguisher available at the outlet to extinguish the fire.
- The fire had started from internal cabin wiring of the vehicle due to short circuiting.
- The Retail Outlet staff vigilantly responded to the situation and extinguished the fire.

As a result of the presence of mind and efficiency of the Retail Outlet staff, no injury or property damage occurred.

- The situation was well controlled by staff, no reportable injury or damage to Retail Outlet property occurred.
- Prompt efforts of the retail outlet staff to push the vehicle out and then extinguish, thus protecting human life, property, environment and reputation of the company.

Team PSO 11-Faridia Coco Keep up the good work

Safety is Everyone's Responsibility!!!



Winter Safety Tips for Retail Outlets Operations

Winter brings with it a set of new safety & health challenges, here are some tips to keep you safe:



- Check equipment for earthing & grounding connections as dry winter weather can result in higher static electricity build-up.
- Use of heaters, stoves, fire place or any sort of open flame at Petrol Stations is **STRICTLY PROHIBITED**.
- Keep slip free conditions & prevent snow buildups at outlet.
- Ask customers to switch-off the engine.
- Use warm clothing to protect yourself from low temperatures.

Improving Process Safety at Facilities (Management of Change)

Management of Change is one of the critical elements of Process Safety Management and managing risks at facilities. The MOC element helps ensure that changes to a process do not inadvertently introduce new hazards or unknowingly increase risk of existing hazards. The MOC element includes a review and authorization process for evaluating proposed adjustments to facility design, operations, organization, or activities prior to implementation to make certain that no unforeseen new hazards are introduced and that the risk of existing hazards to employees, the public, or the environment is not unknowingly increased.

PSO's Technical Review Committee approved following new MOC cases in Q1, FY 21:

- Rehabilitation of Tank 5302 at Habibabad Depot
- Modification works for Euro V Handling at Sihala Installation
- Commissioning of Tank 2605 at Faqirabad Depot
- Modification works for Euro V PMG Handling at Tarujabba Depot
- Construction of new boundary wall at Tarujabba Depot
- Double block & Bleed system KTA

New PSO Specifications Now Available

Following new specifications were approved by PSO's Technical Review Committee in Q1, FY 21; and are available at PSO Intranet for ready reference by all user departments:

- Shop Stop Model (Rev 1)
- Battery Operated Fork Lift Truck
- Retail Outlet Dip Hatch Cover
- New Steel Drums (Lubricants)
- Pump Attendants Uniforms (Rev)
- Lavatory Items
- Door Step Oil Change Van Equipment
- Positive Displacement Product Transfer Pump

HSE Champions Rewards at Facilities

HSE Champions were nominated at various PSO facilities as per HSE Reward and Recognition System. These HSE Champions are the ambassadors of good HSE practice at our operation locations and help-out staff in various HSE related issues such as HSE awareness campaigns, tool box talks, near-miss reporting etc. Upon successful completion of all the assigned targets to HSE Champions they are eligible to receive rewards from the facility incharge for their efforts. Below are HSE Champion rewards being provided at PSO Mehmoodkot Installation.



Word Search

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| R | E | W | A | R | D | S | L | P | E |
| T | C | R | M | R | O | Z | E | F | S |
| N | A | Y | C | S | M | T | S | U | A |
| U | R | C | I | Y | R | S | R | E | H |
| O | I | S | O | O | E | B | T | L | C |
| C | E | Q | L | L | H | C | Z | I | R |
| S | N | T | H | O | S | O | U | N | U |
| I | T | S | T | I | A | M | I | K | P |
| D | A | D | I | G | I | C | A | S | H |
| C | P | B | Q | J | A | Z | P | K | R |

DISCOUNT

PURCHASE

REWARDS

DIGICASH

PETROL

CASHLESS

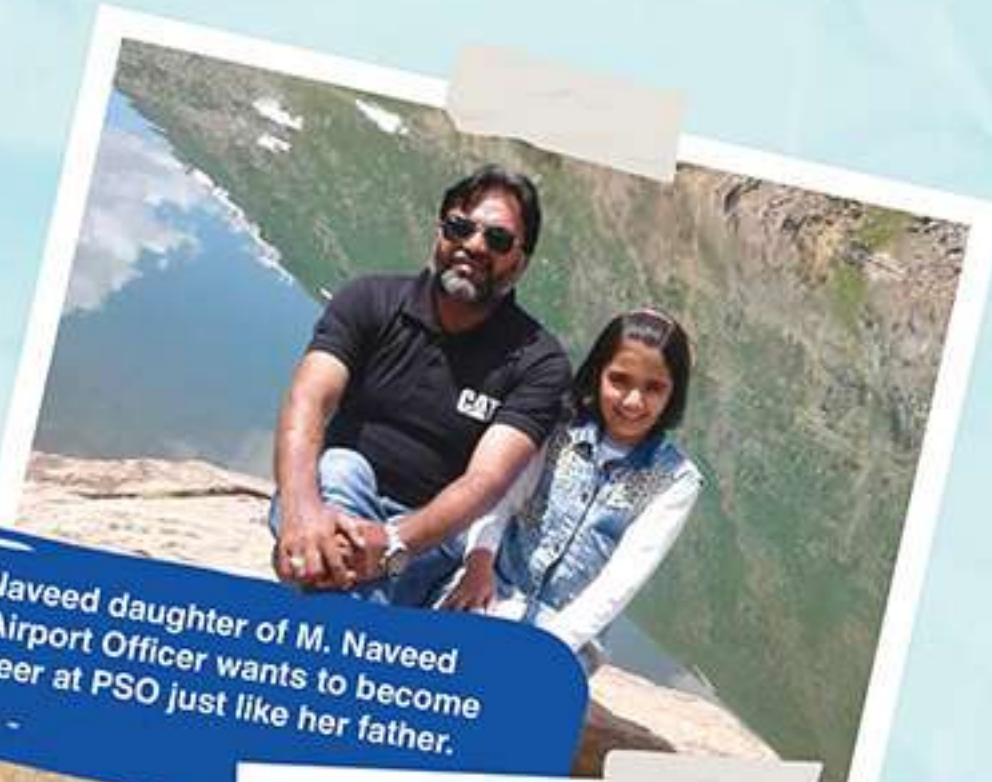
FUELINK

CARIENT

Employees' Corner



Doris Dias with her group making music together



Fatima Naveed daughter of M. Naveed Ashraf, Airport Officer wants to become an Engineer at PSO just like her father.



Doris Dias learning to play the keyboard



Muhammad Farman
Player of The Tournament Award
PSO Interdepartmental Cricket
Tournament



Sheroze Ahmed Khan's trip to Northern Areas of Pakistan



Shumaila Awan with friends at Khunjerab Pass China Border



PSO Interdepartmental Football Competition Champions Award



Plantation Activity carried out by Nadeem Minhas with PM Tiger Force in Islamabad

Certificate of Achievement

Usman Ali Qadri

Has completed the following course:
DRAFTING AND NEGOTIATING COMMERCIAL CONTRACTS: A GUIDE TO CONTRACT LAW
NON-LAWYERS
COLLEGE OF LAW

This is a practical course which focuses on identifying the key knowledge and skill require professionals when negotiating and drafting commercial contracts that involve parties, the businesses.

4 weeks, 2 hours per week

Jimmy Jung
James Jung
Director of Programs, College of Law
College of Law

 The College of Law



Clicked at the Husaini Bridge which is also called the Suspension Bridge Hunza Nagar



Muhammad Jawad's son Huzaifa, who took part in a tableau at his school dressed as a peacock

Usman Qadri's Certification of Drafting & Negotiating Commercial Contracts on completion of the course from College of Law, Sydney, Australia



Farhan Ittikhar's son Saud Farhan



Thank you Warda Hassan for paying a beautiful tribute to PSO!!



Ali Arsalan's Photography

DEO 8000 آپ کی ہمت کی طرح جاندار

- انجن کو دے زیادہ طاقت اور بھرپور حفاظت
- API CI-4 معیار کے مطابق



YOUR TRUST, OUR RESPONSIBILITY!

When you come to PSO, you strengthen Pakistan. We are humbled by your love and support. We will continue to stand by the nation under all circumstances.

Thank you for choosing PSO!



Electr
Electric Vehicle Charger



FULLY CHARGED FOR THE FUTURE

PSO Launches Electric Vehicle Charging



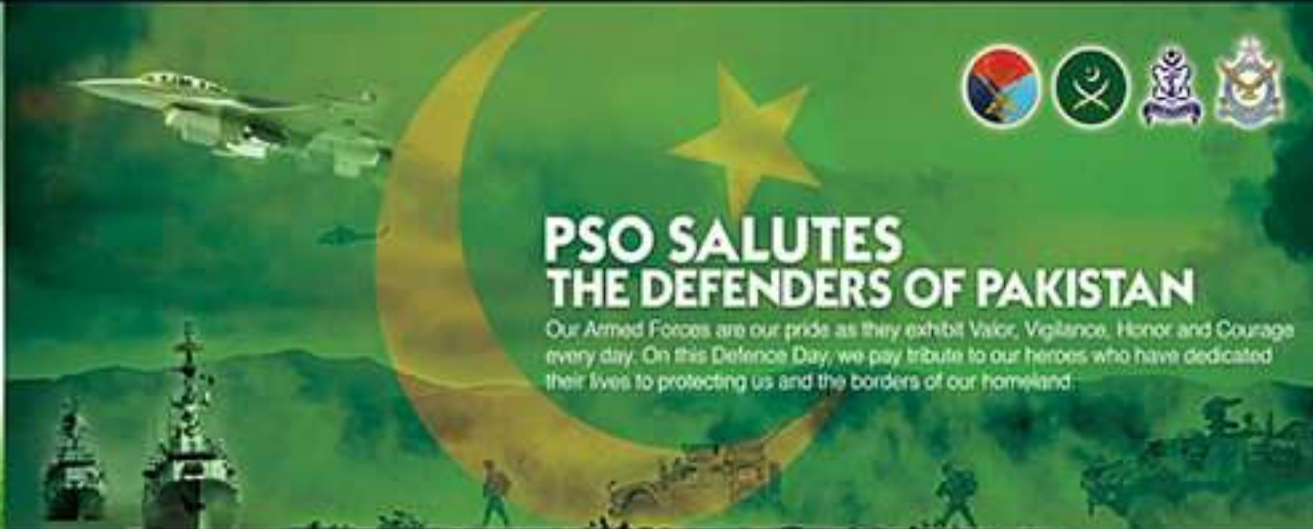
Plug into the Future



Pakistan's First
Euro 5
Standard Fuel

Now Available*

EURO 5
HI-OCTANE 97
Drive the Change



PSO SALUTES THE DEFENDERS OF PAKISTAN

Our Armed Forces are our pride as they exhibit Valor, Vigilance, Honor and Courage every day. On this Defence Day, we pay tribute to our heroes who have dedicated their lives to protecting us and the borders of our homeland.

Every Journey Begins Here

Ta'aluq Care Line: 0800-03000 | www.psopk.com

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