

ISSUE 09 | MAY 2023





## Message from the **CEO'S DESK**

Jio-bp's Chief Executive Officer, Harish C. Mehta reflects on the past quarter and talks about the exciting times ahead.

#### DEAR COLLEAGUE,

One year may not be a long time in the corporate world, however, if the last 12 months are anything to go by, Jio-bp has lived through an experience of a lifetime. As trucks rumble back into our mobility stations across India, it is a good time to reflect on how we created opportunity in adversity during this period.

Starting with our bread and butter, Fuel Retail, Jio-bp has created perpetual value by convincing our customers to pay a premium for our MS with Active Technology. With the pioneering HSD fuel economy claims, we are at the cusp of creating new normal for the Indian trucking segment. Even as we grow our Mobile Fuelling segment with network ramp-up of MDU and patented packed containers, segment wise pricing has helped us unlock incremental value. Initial results from our bulk Diesel Exhaust Fluid (DEF) dispensing project are also promising.

Jio-bp electric mobility has exhibited promising growth in 2022-23. Covering 11+ states; selling 3 GWH+ energy; strengthening relations with OEMs, fleet aggregators and real estate majors, we have brought in the concept of "supercharger hubs" to Indian mobility landscape. 1000+ new charging points in a single year and the Golden Peacock Award for Innovation is testimony to Jio-bp Pulse moving in the right direction.

While Fuel Retail and Electric Mobility are tugging at the opposite ends of the business environment; Jio-bp Aviation business has silently scripted their own success story. Not only have we clocked 4X of our previous all-time EBITDA record, we have successfully driven transparent MoPAG based pricing for the entire Indian Aviation industry. Besides allowing entry into the vaunted markets of Mumbai and Delhi, this has helped us earn sizeable volumes from both existing and new domestic players.

Elsewhere, we are working with our group company, Reliance Brands, to build on the encouraging pilot for the load matching business. Wild Bean Café is seeing good network traction both within forecourt and outside in major cities across India.

I have always maintained that strengthening fundamental functions is integral to drive any corporate's growth story. Here, I am proud of seeing the continued advances in Safety, Digital and Communications. Digital Team's project with Asteria, to use Drone Technology for CNPT assessment was recently awarded at Geo Spatial Awards 2022. Also FC&A plays important role in maximizing profitability through effective cost management and ensuring support to all strategic projects.

Pioneering proven customer value propositions, latent market demand, committed channel partners, excellent functional support, conducive operating environment and dedicated employee base stands as the collective backbone for the organization. In Jio-bp's short tenure, this is amongst our best operating conditions. Let us all go full throttle on our sales and network ambitions in all our mobility verticals. Together, we can and we will!

Regards, Harish C. Mehta

## NOTE from EDITORIAL TEAM

Message from our team across functions and businesses.

#### Dear Readers,

In this issue we reflect on the past quarter, events and success stories.

We thank everyone who contributed to this publication, without whom there wouldn't have been this newsletter issue.

As always, drop us a line at corporate.communications@jiobp.com with any suggestions on topics you would like us to cover or things you like or do not like about this newsletter. We are all ears!

We encourage binge reading!

Thanks, Editorial Team Neo-bility

#### **EDITORIAL TEAM**

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#### RELIANCE JIO AND GSMA ROLL OUT A NATIONWIDE DIGITAL SKILLS PROGRAM

Reliance Jio and GSMA (a global organization unifying the mobile ecosystem to discover, develop and deliver innovation foundational to positive business environments and societal change) announced the national roll-out of their Digital Skills Program this February, a joint initiative under the broader GSMA Connected Women Commitment initiative. The program aims to provide need-based training to rural women and individuals from marginalized / low-income groups to help them make meaningful use of digital access.

As per the GSMA women in India are 41% less likely than men to use mobile internet. A total of 330 million women in India still do not use mobile internet, compared to 248 million men. Lack of literacy and digital skills is one of the top reported barriers to mobile internet use.



As a part of this program, the GSMA and Jio teams worked together to assess prevalent digital skill gaps and develop need-based digital skills training toolkits that are India specific. The toolkits were designed post extensive field research and user feedback. Over 1,000 rural women and men from Uttar Pradesh and Tamil Nadu participated and provided inputs for the refinement of the digital training toolkits during the trial phase.

The national roll-out phase is now underway, with the program being rolled out across 10 states with a focus on reaching women and marginalized groups. Reliance Foundation will be supporting the rollout through its large network and self-help groups, particularly in rural areas.

Over the next few months, both Reliance Jio and Reliance Foundation will be focusing on scaling up the program.

#### bp LAUNCHES PLANS FOR LOW-CARBON GREEN HYDROGEN CLUSTER IN SPAIN'S VALENCIA REGION



bp launched the green hydrogen cluster of the Valencia region (HyVal) at its Castellón refinery. Led by bp, this public-private collaborative initiative is intended to be based around the phased development of up to 2GW of electrolysis capacity by 2030 for producing green hydrogen at bp's refinery. HyVal is expected to play an instrumental role in decarbonizing the operations of bp's Castellón refinery. Its transformation including green hydrogen, biofuels and renewable energy could see bp invest a total of up to 2 billion Euro in Castellon by 2030.

Green hydrogen generated by the electrolysis of water using renewable power will support decarbonization of the refinery's operations, replacing its current use of 'grey' hydrogen generated from natural gas. Its production of biofuels is expected to increase three-fold, to 650,000 tonnes a year by 2030. Green hydrogen will also be used as a feedstock in biofuel production, specifically of sustainable aviation fuel (SAF).

HyVal was launched on 28 February 2023 by Andrés Guevara, president of bp Energía España, in a presentation attended by more than 200 people, including Spain's Minister of Industry, Commerce and Tourism, Reyes Maroto, the president of the Generalitat Valenciana, Ximo Puig, and the mayor of Castellón, Amparo Marco.

In addition to being used by bp at the refinery, the green hydrogen produced will also be used in key hard-to-abate industries in the Valencia region, such as the ceramic industry replacing the natural gas used in their processes, chemical industries for the production of green ammonia and in heavy transport.

"The production of green hydrogen will be another step in strategic energy autonomy for Spain and more widely for Europe." Carolina Mesa, bp's vice president Hydrogen, Spain and New Markets.

# MURTHY VAKKALANKA

In an exclusive with our Project Director, Murthy Vakkalanka, we explore his leadership style, fitness mantra, lifestyle, favourite reads and much more.

### How would you describe your leadership style?

I am a hands on leader who leads by example. I want to make transformational difference and am willing to listen and coach my team to perform better. I believe in delegation of authority and I am willing to take risk on behalf of the team.

## Please share an important leadership lesson that you have learnt (and from whom)?

Through my career I have been lucky to get leaders who have believed in me and motivated me to perform better. I have learnt that trust and collaboration are very important to be a successful leader.

### What are your views on time management?

As the saying goes the busiest of individual has time to do everything. Hence, it is most important to manage time in a manner that we distinguish priorities and understand what is urgent and what is important. Once we understand these it is very easy to allocate time and complete everything within timelines.

#### What are your views on work-life balance and what do you like doing when you are not working?



I think work life balance is one of the most important things for a motivated individual. Accordingly, I try to ensure breaks during my work cycle and also push colleagues to follow this. On weekends I visit my farm, spend time with nature. I like to travel and watch sports.

I am regular at the gym. I ensure that I visit at least 3-5 days a week and do a mix of yoga, cardio and weights. I have been a sportsman and love to cycle during weekends.

#### What do you like to read?

I am not an avid reader. This is one thing I regret but I do try to get some motivational books to read once in a while.

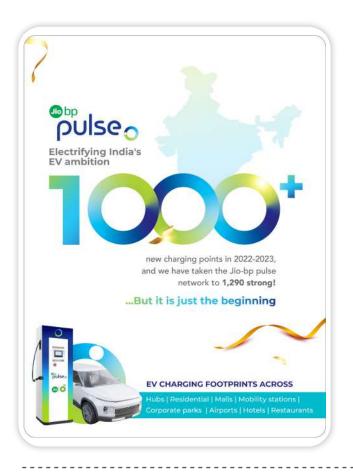
### What are your favourite movies or TV shows?

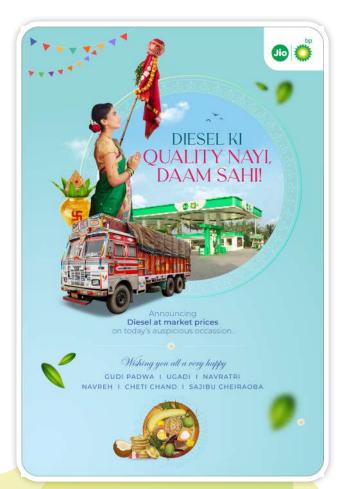
I am not a movie buff but I love going to plays and music shows. I watch a lot of sports on TV. I follow English Premier League and also the Indian Super league besides cricket. I also occasionally watch F1 on TV.

### What advice would you give to young professionals?

My biggest advice to youngsters would be to follow their passions. They should aim for the sky and they can make a huge difference to this world. They should always work with innovative thinking, looking for new avenues and should never stop learning in life.

#### IMPORTANT DEVELOPMENTS









#### CULTURE

### Health first: Jio-bp achieves 100% PME completion in 4 months

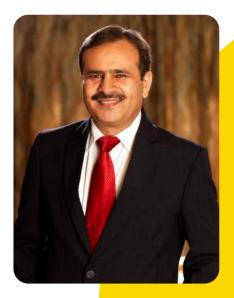


The extended pandemic had impacts on our health, known and unknown. This made Periodic Medical Examination (PME) all the more critical. At Jio-bp, employee well-being has always been in topmost priority. Keeping that in mind, our CEO, Harish C. Mehta launched Own Your Health campaign in December 2022, through which we urged senior business leaders designated as "PME champions" to lead by example and endeavor for 100% PME completion of their respective teams.

We had started with 18% PME at the beginning of this campaign, and within a span of 4 months we have achieved 100% compliance. This indeed is an incredible achievement by the Jio-bp family, led by the senior leadership.

"I have always maintained that you are Jio-bp's single most important asset and your well-being is our top most priority. All business plans will count for nothing if your personal health is compromised"

-Harish C. Mehta



#### **Embracing Equity wholeheartedly at Jio-bp**

International Women's Day | 8 March 2023

We celebrated International Women's Day with great zeal and enthusiasm by way of a virtual Townhall. There were group discussions, heartfelt conversations and the senior leadership expressed their vision on how we as an organization prioritize equity.



Snapshots from Women's Day Townhall, with presence of Jio-bp Board Chairman, Sarthak Behuria, CEO, Harish C Mehta and a special message from Jio-bp Board member, Emma Delaney

We also had dedicated fuel filling points for female customers, which were operated by lady staff for convenience and hassle free filling at many retail outlets.

That's not all, a specially curated newsletter was published on Women's Day celebrating women, where we introduced a new property





sented to



Snapshots of celebration across retail outlets and head office

day but a celebration of in every way and we are

p IWD2023 special diary



## Jio-bp bags Golden Peacock Award for Innovative Product/Service

We are delighted to share that Jio-bp pulse was awarded with the Golden Peacock for Innovative Product/Service for the year 2023 at an event on 15 March 2023.

This award, commending the innovative practices at our EV charging hubs, was presented by His Highness Sheikh Nahayan Bin Mabarak Al Nahayan, Cabinet Member & Hon'ble Minister of Tolerance & Coexistence, Government of UAE and His Excellency, Sunjay Sudhir IFS, Ambassador of India to UAE at a glittering ceremony in Dubai



Sandeep Bangia and Anant Tandon from EV team receiving the award on behalf of Jio-bp

#### Jio-bp bags three international safety awards.



We are proud and elated to share that Jio-bp has won 3 International safety awards from British Safety Council, UK .

The businesses of Jio-bp which are winners of International Safety Awards are :

- 1. Petro Retail
- 2. Aviation

3. Our aviation fueling station at GMR Hyderabad International Airport Limited (GHIAL)

These safety awards demonstrate Jio-bp's commitment to health, safety, and wellbeing throughout 2022.

Kudos to the entire team!

#### **EVENTS**

#### India Energy Week 2023

As the first major event under India's G20 Presidency, India Energy Week 2023 (IEW) followed the Honourable Prime Minister, Narendra Modi's pledge at COP26 to cut India's emissions to net-zero by 2070. Held under the patronage of the Ministry of Petroleum & Natural Gas, Government of India, from 6- 8 February, IEW was the only and all-encompassing international energy event supported at the highest level of Indian government. Senior members from Jio-bp including Board Chairman, Sarthak Behuria and CEO, Harish C Mehta attending Hon'ble Prime Minister's address at the event







#### bp's senior officials visit Jio-bp mobility station at Navade

Senior officials from bp, SVP Strategic Corporate and Partnership, Andres Guevara and SVP Purchase and Contracts - enablers, strategy and sustainability, Narmina Nabiyeva visited Jio-bp mobility station, Navade on the 28 March 2023 and 12 April 2023 respectively.



bp SVP Strategic Corporate and Partnership, Andres Guevara with the Jio-bp team



Jio-bp CEO, Harish C Mehta presenting coffee table book to Andres Guevara



bp SVP Purchase and Contracts enablers, strategy and sustainability, Narmina Nabiyeva with the Jio-bp team

#### **GROWTH STORY**

## Piramal Realty partners with Jio-bp for installation of EV charging stations across its residential developments

Piramal Realty, the real estate arm of the Piramal Group & Jio-bp announced their partnership to provide world-class EV charging solutions across all Piramal's residential projects in the MMR (Mumbai Metropolitan Region). As part of this partnership, customers and visitors to Piramal's residential projects will be able to charge their electric vehicles seamlessly at Jio-bp pulse EV charging stations at sites with the Jio-bp pulse mobile app.



Piramal Realty is constantly seeking new ways to contribute towards creating a healthy, sustainable ecosystem while meeting the evolving expectations of customers who aspire to

adopt a greener lifestyle. The installation of electric vehicle charging stations is in line with this goal. Sustainability is a key pillar of Piramal Realty's business strategy and is integrated at all levels of its operations. The availability of EV charging infrastructure within its residential complexes ensures convenient charging of electric vehicles and boosts the confidence of potential EV buyers.

Under this partnership, Jio-bp has installed the first set of EV charging points at Piramal Vaikunth in Thane.

## Jio-bp to be the exclusive charging partner for bp's 11 million USD investment in Magenta Mobility

bp is investing 11 million USD in one of India's largest electric mobility solutions providers, Magenta Mobility, which specializes in the electrification of logistics and last-mile delivery – the journey from a distribution center to a home or business. It currently operates in seven cities across India and will use the capital to continue its expansion, bringing electric vehicles (EV) and its pioneering tech-enabled services to its customers across the country.

Magenta Mobility plans to expand its fleet to 4,000 three and four-wheel EVs across the country over the next year. Jio-bp will be the exclusive EV charging partner for Magenta Mobility's fleet. Within few years of operations, Jio-bp has constructed and launched many of India's largest EV fleet charging hubs along with hundreds of public charge points in various cities and major highways across the country.



#### Jio-bp introduces E20 blended petrol

On 8 February 2023, Jio-bp announced the initial rollout of E20 petrol. In line with the roadmap set by the Government, Jio-bp has become one of the first fuel retailers in India to make E20 blended petrol available. Customers with E20 petrol compatible vehicles will be able to opt for this fuel at select Jio-bp outlets, and the offering will soon be expanded across the network.



The E20 fuel is a twenty percent blend of ethanol and eighty percent of fossil-based fuel. E20 blending in petrol is being introduced in the country by the Government of India with the aim to reduce the country's oil import cost, energy security, lower carbon emission, better air quality, self-reliance, use of damaged food grains, increasing farmers' incomes, employment generation, and greater investment opportunities. Further, the government has advanced the target of E20 fuel from 2030 to 2025.

#### 'Active technology' field validation trial flagged off

Backed by bp's research and global expertise, Jio-bp brings globally acclaimed 'Active Technology' enhanced fuels to the Indian market. The exclusive Active Technology formula forms a protective layer on critical engine parts which helps to clean away [existing] harmful engine dirt and protect against its build up.



In our continued efforts towards developing

new propositions for our diesel customers, first truck for the sixth month long field validation trial was flagged off by our CEO, Harish C Mehta at Sanpada (Palm Beach) mobility station on 23 January 2023. Over the trial period, all operating parameters and fuel performance of the trucks would be closely tracked in a controlled on-road environment.

#### Jio-bp's 12th CNG station inaugurated



Our joint venture's 12th Compressed Natural Gas (CNG) station was inaugurated on 25 March 2023. This is yet another step towards offering environment friendly CNG to our valued customers and to reach our net zero target. This is the 2nd CNG station with AvantikaGas as partner and 3rd CNG station in the heart of India, Madhya Pradesh.

Jio-bp also recently inaugurated its 1st CNG station at DODO facility (KVR Auto Fuels) with IOAGPL in Calicut, Kerala. On the occasion of the launch, first 500 customers were offered Jio-bp brand memento as part of CNG promotion.

#### **Expanding Fuel4U offering**

Mobile fuelling operations has been activated at 80% of network totalling to almost ~1,200. On 2 February 2023 the launch of mobile dispensing unit was done in Indore in the presence of Krishna Pendyala – Head Mobile Fuelling, Sanjay Kaushik – RSM West along with the state team.



#### EV station launched at bp Mumbai office



In our continuous effort to de-carbonize employee transport at workplaces, we have set-up EV Charging Station at bp Office at Bandra Kurla Complex, Mumbai. This is the second office of bp which has been electrified by Jio-bp pulse.

Provision of both AC and DC charging has been made available, such that employees as well as fleets can charge their EVs.

Sashi Mukundan, President- bp India and Harish Mehta, CEO- Jio-bp inaugurating the EV charging facility at bp office

#### Wild Bean Café expanding its presence

We are proud to share that the latest Wild Bean Café was inaugurated at Xperia Mall, Mumbai recently. With the opening of this outlet, we go head-to-head in competition for the first time ever with Starbucks, who is our café's next-door neighbour.

Jio-bp CEO, Harish C Mehta, alongside David Pitron, bp VP Global Convenience Proposition Development were present to cut the ribbon. Elizabeth Sawant, VP Strategy Customer & Products at bp was also present at the occasion.

Another Wild Bean Café was launched at Infosys Bangalore campus recently.





World's first Wild Bean Café at a metro station was also inaugurated recently at the Hyderabad metro. Carrying 450,000 passengers per day, it was the perfect choice for our first metro Wild Bean Café.

Some glimpses

#### air bp-Jio wins jet fuel supply contract from Arab Air Carriers organisation and Etihad Airways

We are pleased to share that air bp-Jio has won the prestigious Jet fuel supply contract from Arab Air Carriers Organization (AACO) and Etihad Airways at Ahmedabad Airport. Under the AACO contract, air bp-Jio will be fuelling the scheduled flights of member Airlines like Air Arabia, Air Arabia-Abu Dhabi, Kuwait Airways, Air Cairo at Ahmedabad, and ad-hoc flights of Flynas, a Saudi low-cost airline of AACO consortium at 2 other Indian airports. Both AACO and Etihad Airways had come out with Jet fuel tender for their fuelling requirements at Indian airports.



There were multiple rounds of bidding with air bp-Jio emerging amongst top 3 contender in each round for Ahmedabad Airport.Both the air bp and air bp-Jio teams have worked in tandem to win this prestigious contract and derive value for the JV. This is the first significant international volume win for air bp-Jio since the resumption of scheduled commercial international flights in India post pandemic. Besides, this win provides a platform to air bp-Jio to consolidate its market position in Ahmedabad and leverage air bp relationship to increase its visibility among foreign carriers operating to and from India.

#### First ever commercial fuelling in Mumbai by air bp-Jio

air bp-Jio proudly announces the commencement of Aviation Turbine Fuel (ATF) supplies to Vistara flights at Mumbai Airport from 1 April 2023. This marks the beginning of our increased presence in Mumbai and scaling up of operations with daily fuelling of 22 Vistara flights.

To commemorate the event, standees were displayed at the tarmac, also representatives from air bp-Jio were felicitated by Indian Oil Sky tanking ltd. (IOSL) on the first scheduled flight fuelling.



#### air bp-Jio bags IndiGo contract for Aviation Turbine Fuel supplies at Delhi and Mumbai airports

air bp-Jio proudly announces winning a two year contract for ATF supplies to IndiGo at 14 Indian airports including for the first time ever at Delhi, Mumbai, Rajkot, and Surat. The win showcases the strength of air bp-Jio value proposition to IndiGo, the country's largest carrier in terms of market share (56.8% in March 2023). With this air bp-Jio has emerged as the second most preferred supplier for IndiGo.

To commemorate the first day of fuelling at the new locations, customary pleasantries were exchanged with the ground team and pilots





#### **Digitalized Asset Compliance Monitoring Portal**

Jio-bp's Mobile Fueling division owns one of India's biggest fleets of Mobile Dispensers (MDUs) in door-to-door diesel delivery vertical. Besides rigorous preventive maintenance discipline, these MDUs must also fulfil a number of statutory compliance obligations to be street legal.

#### What was the challenge?

Mobile Fueling team was losing precious man-hours in organizing, monitoring and timely reporting of the compliance statuses.

#### What we achieved?

The recent deployment of compliance management service now allows centralized service for storage, monitoring, tracking and notification for over 900 compliances for MDUs spread across 18 states. What's significant is that this complete design-to-deployment feat was achieved in little over a month.



#### Sports Day winner felicitated



Jio-bp sports day felicitation event held last week was marked with incredible enthusiasm, cheering for winners, participation from our leaders and key note from CEO, Harish C Mehta.

It's no secret that sports enriches our lives by teaching us to collaborate, be agile, face diversity and work as a team. And, through this event Jio-bp's focus on health, wellness was displayed yet again!

With over 250 employees participating in over 15 categories, we witnessed them unleash their competitive spirits.

#### Freight4U team conducts Town Hall

Freight4U team organized a Town Hall on the occasion of successful completion of load matching business and to also mark the beginning of a new financial year. The event was held at Reliance Corporate Park on 4 April 2023. During the event Freight4U Business Head, Ameet Ahuja emphasized on the achievements, recognized high performers and set goals for the team.





#### **Mobile Fuelling Annual Business Meet**

The Mobile Fuelling (MF) organized MF annual business meet to conclude the financial year 2023 and lay the foundation for the financial year 2024. It was held at Reliance Corporate Park (RCP) from 12 to 14 April 2023. Celebrating the one team



philosophy of the organization integral members from varied teams participated to share their experiences and resolve the field concerns.

#### Career acceleration program



Jio-bp CEO, Harish C. Mehta interacting with the participants

Career acceleration program (CAP) has been an integral part for the growth at Reliance Industries Limited. This program opens a gamut of opportunities for the aspiring leaders. Jio-bp CEO, Harish C. Mehta attended the felicitation program for the 6th CAP batch. His encouragement to the budding leaders, engagement and energy during interactions inspired each one. It is also worth mentioning that 5 people from Jio-bp have qualified for this batch.

#### **Coursera Orientation for employees' families**

Coursera has been our key partner in building deep skills through its online courses. On this platform, as employees, we can undertake online courses from the world's leading institutes and organizations. Our company has now extended Coursera access to Jio-bp employee family members as well.

Jio-bp's Learning and Development team collaborated with Reliance's Corporate Learning & Development/ Coursera Team & organized virtual training sessions for employees and their families.

We are glad to share that a total of 358 colleagues and their family members took part in the sessions.

Kudos to the organizers and the participating teams for keeping up the spirit of learning!

## Picture corner

Images from our teams across functions and businesses.

### TEAM BUILDING ACTIVITIES





HR team's offsite at Khopoli

FaaS team's offsite at Daman.





Fuel Retail team's offsite at Igatpuri.



Marketing team's outing at Alibaug.

Business Development-EPC team's offsite at Igatpuri

### HOLI CELEBRATION AT JIO-BP







Holi Celebrations across Jio-bp outlets



MS Scheme bike winner felicitation at Karnataka

MS Scheme car winner felicitation at Odisha





### CELEBRATION OF NATIONAL SAFETY WEEK



Celebration of National Safety Week-2023 across all State Offices and Retail Outlets by Jio-bp team and outlet staff.

## WORLD EARTH DAY '23









Winners of the

PHOTOGRAPHY CONTEST

Dahip Hodekar, CES Maintenance



Puchita Malaviya HR



Rakesh Dahare, Safety

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