

# NEO-BILITY

A Jio-bp Publication

## SOWING SEEDS FOR THE FUTURE

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Stop Work Authority campaign



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## MESSAGE FROM CEO'S DESK

In an exclusive message from our Chief Executive Officer, Harish C. Mehta, he reflects on the year gone by and talks about the exciting times ahead.

Dear Colleague,

Season's greetings to you and your family.

2021 will soon be history and we are all looking forward to 2022 with aplomb. Reflecting over the past 365 days, 2021 will be etched in Jio-bp legacy for laying the foundation stone of an entire array of business and customer experience initiatives. With that it comes as no surprise that we can count a long list of firsts for our young organization.

Starting the year with first batch of additive imports to inaugurating our first greenfield dealer NRO, we have added new feathers to the Jio-bp crown each month. Our continued engagement with a plethora of industry leading partners has helped create a strong foothold for Jio-bp in the electric mobility space. As the year winds up, even heavily impacted aviation sales are gaining good speed. The fact that we could do all this despite the raging second pandemic wave, muted market demand and travails of starting a new organization speaks highly of each of our Jio-bp family member's work commitment, resilience and tenacity.

While we have had our highs, it is equally essential to work on the areas where we could have performed better. Prospecting, roll-out (NRO, MDU & EV), re-branding, and procurement process could have been better. The good news is that we have resolved the key bottlenecks and simplified the processes to give us a strong up-start in all these areas towards the end of the year. With more than 20 new outlets commissioned in December 2021, we

are now geared for a run-rate of setting up one outlet per day.

With the frenzy of activities over the last quarter, we have the momentum on our side. We all must pledge to go full throttle in nurturing the seeds planted in 2021 to fully grown trees by the end of 2022. Jio-bp aims to accomplish the following top four things in the New Year:

- **Strong brand launch:** Expedite rollout of NROs, re-branding and all new CVPs
- **Continued sales push:** Weave above with data analytics to outperform industry
- **Strengthen Advanced Mobility:** Expedite execution and emerge as preferred partner
- **Assess-simplify-innovate:** Leveraging digitisation; continue this cycle across all functions to drive growth

Having a diverse mix of steady-state, growth oriented and start-up business units, Jio-bp has a unique strength offering each one of us enough opportunities to further our professional and learning aspirations. Key is for each one of us to continue playing our role as a founder-owner delving in entrepreneurial thinking to expedite our execution plans. Taking complete ownership for our goals and working as a team towards fulfilling our ambitions is the way forward.

*With that in mind, I wish you and your loved ones a Happy and Healthy New Year. Thank you and happy reading!*

Harish C Mehta,  
Chief Executive Officer,  
Jio-bp

## NOTE FROM EDITORIAL TEAM

A year makes a world of difference!

We have had a very exciting year at Jio-bp! There have been many path-breaking firsts for us, and it is hard to believe how quickly time has passed. Together we have witnessed many milestones and many learnings on this journey.

The theme of this issue is “Sowing seeds of the future”, capturing milestones and achievements which will blossom into fruits of labour

in the years to come. Also included in the newsletter are snapshots of our achievements, human stories - featuring our employees’ efforts of going above and beyond to help others, and Tete -a- Tete, featuring our National Sales Head in a candid conversation.

We hope you enjoy reading the publication and find it interesting and informative. We wish you and your family

a happy, healthy and prosperous New Year.

As always, we encourage and welcome all feedback, comments and questions you may have on anything about the articles and suggestions of topics you would like to see in future newsletters. If you want to contribute to the newsletter, please write to us at [corporate.communications@jiobp.com](mailto:corporate.communications@jiobp.com).

### First row (Lto R):

Ankita Agarwal  
Bernadette Dsouza  
Bhupendra Patil  
Binoy Murlidharan  
Christopher C Dsouza

### Second row (Lto R):

Debopam Chell  
Durgesh Kashyap  
Litty Anthony  
Nishant Sinha  
Paritosh Dawande

### Third row (Lto R):

Prarit Agarwal  
Pratiksha Thakur  
Rajeev Barman  
Rakesh Dahare  
Remi Nandi

### Fourth row (Lto R):

Saiprasad Vurakaranam  
Seema Anand





# VOICES FROM THE FIELD



**Sudhanshu Shekhar**

Sales Representative - Nashik-  
Maharashtra 1

The past 17 months have been remarkable at Jio-bp, filled with many learnings and challenges. I have learnt various aspects of sales, marketing and channel management from the senior management and the channel partners.



**Geetesh Kawade**

Sales- Navde - Maharashtra 1

We were all looking forward to this great day to happen. The inauguration of the first Jio-bp Mobility Station at Navde.



**Riya Banerjee**

Sales Representative - West Bengal

A dream doesn't become a reality through magic. It takes sweat, determination and hard work. This is what Jio-bp prepares its employees for.



**Ritik Borde**

Staff-Wild Bean Café -  
Khedshivapur

The customers appreciate the new Wild Bean Café at our RO. The customers love the range of options available to them at reasonable prices.



**Swagat Parija**

Sales Representative - West Bengal

During my tenure of around three years as ASR in the company, my overall experience has been quite amazing. This was my first job, and I have learnt so much about the petroleum industry in a shortspan.



**Viren Patadiya**

Sales – Network Development Manager  
- Gujarat

Witnessing the joint venture of two global giants is indeed an exciting experience. I have personally witnessed the migration of this JV and have contributed to the entire process, starting from legal agreements to new SOPs, branding etc.



**Neelakash Naiykar**

Sales Representative - Tamil Nadu

Working in Jio-bp has always been like a roller-coaster ride which has made me strong to take up any challenge. Fieldwork gave me much confidence to tackle any situation and to bring more volume of sales to Jio-bp.



**K Goutham**

Sales Representative - Tamil Nadu

It's been more than three months since I have been associated with the Jio-bp family, and my journey throughout the period has felt seamlessly amazing. I feel very lucky that I have joined the company at such a crucial time that marks the start of a new era in fuel retailing.



**R Varun**

Sales Representative - Tamil Nadu

It has been six months since I have been associated with Jio-bp, and since day one, I have learnt something new every day. I am really excited about the outlet rebranding to Jio-bp and am confident that this transition will be very successful.



**Deeplata Jangid**

Sales Representative- Rajasthan

I feel very proud working with Jio-bp, as this organisation is always exciting me, with its new initiatives. People in the market already know about the Jio-bp brand and are desperately waiting to see the first Jio-bp retail outlet.



**Shiva Sai**

Sales - Truck Stop Manager - Rajasthan

I have noticed during my market visits that people, customers, and prospects are already aware of the brand Jio-bp.



**Shivendu Srivastava**

Sales - State Maintenance Manager - Orissa

Jio-bp is a brand which is a synonym of excellence and trust. The journey so far has taught me many new things, but mainly going beyond limits to deliver high customer satisfaction.



**Dhananjay Sahu**

Sales Representative - Orissa

Jio-bp, the brand itself creates a spark in everyone's eyes, whoever hears it for first time. All channel partners, customers and RO staff are curious to experience the new look and feel of the outlets and are very excited to experience the new offerings.



**Amit A Kumar**

Sales - Network Development Manager- Delhi and Haryana

It has been a privilege to be associated with Jio-bp as it will transform the retail petroleum business in the years to come. Our company is coming up with additivised fuels that will give an edge and new experience to the customers.



**Varun Parashar**

Area Sales Representative - Delhi and Haryana

I am very privileged and honored to be associated with the huge brand Jio-bp. With the new branding coming up, all of us at the field are very excited and enthusiastic.



**Mohan Kanike**

Area Sales Representative - Karnataka

The first time I heard about the joint venture of RIL and bp, it got me really excited. Also, Castrol- the world's leading lubricant oil has now become an offering by Jio-bp; after knowing this dealers are much more motivated and now we are planning to start QLC at few locations.



**Nishok Karmegan**

Area Sales Representative - Karnataka

Jio being a household name of every Indian now and with bp joining hands together- we are going to hit the jackpot. Castrol lubricants along with QLC planned at outlets will give us upper hand in lubricants business also.



## STORIES FROM RIL AND bp

### Best from both our worlds

#### RIL Story: TA'ZIZ and Reliance Launch Strategic Joint Venture for \$2 Billion Chemicals Projects in Ruwais

Abu Dhabi Chemicals Derivatives Company RSC Ltd ("TA'ZIZ") and Reliance Industries Limited (RIL), have agreed to launch 'TA'ZIZ EDC & PVC', a world-scale chemical production partnership at the TA'ZIZ Industrial Chemicals Zone in Ruwais. The new joint-venture will construct and operate a Chlor-Alkali, Ethylene Dichloride (EDC) and Polyvinyl Chloride (PVC) production facility, with an investment of more than \$2 billion.

Representing the first production of these chemicals in the UAE, the project will enable the substitution of imports and the creation of new local value chains, while also meeting growing demand for these chemicals globally. The TA'ZIZ Industrial Chemicals Zone is a joint venture between Abu Dhabi National Oil Company (ADNOC) and ADQ.

The project builds on ADNOC and Reliance's long-standing strategic partnership and is Reliance's first investment in the MENA region. The signing of the joint venture terms, which are subject to regulatory approvals, was witnessed by His Excellency Dr. Sultan Ahmed Al Jaber, UAE Minister of Industry



and Advanced Technology and ADNOC Managing Director and Group CEO and Reliance Industries Chairman and Managing Director, Mr. Mukesh D. Ambani. The joint venture terms were signed by Mr. Khaleefa Al Mheiri, Acting CEO of TA'ZIZ and Mr. Kamal Nanavaty, President Strategy and Business Development of Reliance Industries Limited.

H.E. Dr. Al Jaber, said: "This strategic partnership with Reliance Industries builds on the strong and deep-rooted bilateral ties between the UAE and India and highlights the attractive and compelling value proposition offered by TA'ZIZ as we grow a globally competitive industrial ecosystem. We are

delighted to partner with Reliance Industries in this new joint venture which will manufacture critical industrial raw materials for the first time in the UAE, supporting our national strategy to empower the industrial sector to become the driving force of a truly dynamic economy over the next 50 years."

"This joint venture marks a major milestone in ADNOC's downstream expansion and the development of the TA'ZIZ Industrial Chemicals Zone. It will help strengthen domestic supply chains, drive In-Country Value and accelerate the UAE's economic diversification, in line with the leadership's wise directives."

## bp and Infosys to Develop ‘Energy as a Service’ Solution for Campuses and Cities

bp, a global integrated energy company, and Infosys, (NSE, BSE, NYSE: INFY), a global leader in next-generation digital services and consulting, today announced that they have agreed to develop and pilot an energy as a service (EaaS) solution, which will aim to help businesses improve the energy efficiency of infrastructure, and help meet their decarbonisation goals.

Infosys and bp intend to co-develop a digital platform

that can collect data from multiple energy assets and use artificial intelligence to optimise the energy supply and demand for power, heat, cooling and EV charging. The companies will pilot the digital platform at the Infosys Pune Development Center – in an environment that replicates a small city, where energy is generated, stored, and consumed at multiple points. Once the pilot is successful, they will aim to roll this model out across other Infosys campuses in

India, and with some clients, to help manage energy and help reduce emissions. In addition, the companies have agreed to collaborate on integrating solar energy production into the campus’ energy system. Energy that is generated through this integration, will be monitored and optimised by the digital platform and can be stored or redirected to the building power supply, heating and cooling systems, and also to an EV charging infrastructure.



## 2021 REFLECTIONS SEEDS FOR FUTURE

### January

#### **Stop Work Authority campaign** *Inculcating Safety-first culture*

Stop Work Authority campaign was launched in January 2021 by our Chief Executive Officer, Mr Harish C. Mehta with the vision to improve the safety culture at Jio-bp. Stop Work Authority empowers all employees to manage safety in real-time, including unsafe work situations or high-risk dangerous work situations.



### February

#### **First batch of additives Imported** *exclusively developed additives for India*

Bringing top-class fuel products to the Indian consumers is core to Jio-bp proposition. The vision was to sell additivised fuels to Indian consumers at no extra price and bring millions of consumers – truckers, card drivers and bikers to Jio-bp forecourts for our top-class

products.

The project was fairly complex, importing additives, storing at a third party warehouse, distribution to supply locations, additive costing at terminals / other locations, from where these powerful fluids will make their way to Jio-bp retail outlets.

Our team completed the first important landmark in February 2021 – the first set of fuel additives hit the Indian shores. This was followed by a three-month-long market trial at the selected terminals to test the entire supply chain and terminal operations.

The arrival of the fuel potion was indeed a milestone in RBML'S journey, and these differentiated additivated fuels are poised to make customers' journey better.

### March

#### **First-ever CNG agreement** *Tied up with GAIL Gas*

GAIL Gas limited, a wholly owned subsidiary of GAIL (India) Limited and a leading City Gas Distribution (CGD) company, is poised to accelerate the business in multiple cities. Currently, GAIL Gas is operating in 14 geographic areas spread across 23 districts with 150

CNG stations operational pan India.

Jio-bp signed its first ever formal CNG Agreement with GAIL Gas on 30<sup>th</sup> March 2021 to set up CNG facility in at least 24 ROs spread across 5 states.

Jio-bp's existing & NRO network provides strategic fit for setting up CNG stations with existing CGD players like GAIL Gas.

### April

#### **First Express Oil Change outlet** *Castrol EOC operationalized in Ratlam*

Jio-bp puts consumers at the centre of its universe and is poised to offer consumers differentiated products and services to set new benchmarks in mobility solutions. To complement the lubricant offer and expand further into the value chain, Jio-bp introduced an automotive solution offer at its retail outlets.

The Indian two -wheeler industry has seen spectacular growth in the last few years. The need for a quality services are growing and Jio-bp is



leveraging this opportunity by setting up Express Oil Change outlets at its retail outlets by providing lube change facility while consumers visit for fuel thus, saving consumers precious time by offering them quality lubricants and premium experience.

Jio-bp, in partnership with Castrol, is offering a network of Express Oil Change outlets to provide quick and reliable oil change facility to consumers aligned with a retail outlet's prime focus of keeping the consumer moving.

The first Express Oil Change facility was set up at a retail outlet in Ratlam, Madhya Pradesh and operationalised in April 2021.

## May

### **Mission Suraksha**

#### *Launched COVID war-room and vaccination support*

Inoculation against COVID-19 became the first priority for all the countries, businesses and communities, especially in light of the second wave in India.

As the cases were rising in the country, our HR-Operations team set up a war-room to provide medical support to affected employees and families.

Once the roll out of vaccination opened up for the private sector, Jio-bp undertook the project "100% vaccination" for all employees and their families, including agency staff. To get the ball rolling, our leaders who are our role models, have led the way by getting themselves vaccinated first and sharing their stories. To further accelerate this process senior business leaders were identified as "Vaccine Champions" within each function. The task for each vaccine champion is to assist their respective team towards the goal of 100% vaccination.

## June

### **Mobile Dispensing Unit for COVID relief**

#### *Free fuel to COVID ambulances*

Jio-bp started a program in collaboration with Reliance Foundation to provide fuel free of charge to COVID emergency services vehicles across the country. In Mumbai, Noida, Gurugram and Kolkata, the company's fuel stations are located outside the city limits, therefore in an effort to support and extend its scheme to the city's ambulances deployed for COVID services, the company flagged off Mobile

Dispensing Units in the cities, and these will be stationed at government approved locations.

Under the programme, the following vehicles were able to fill up without charge at the company's network of about 1,421 retail outlets across India.

- Government and hospital (including private hospitals) vehicles including ambulances used for movement of COVID 19 patients
- Vehicles involved in the movement of medical oxygen- government and private
- Vehicles authorised by Chief Minister's Office for emergency duty for COVID care.

Under the pan-India program, a total of 2203.59 KL (HSD: 2115.13 KL & MS: 88.46 KL) fuel amounting to Rs 20.21 crores was dispensed to 56283 emergency vehicles (53272 HSD & 3011 MS) from 13th May to 30th June 2021.

## July

### One Year of Jio-bp

*Foundation Day celebrated on 10<sup>th</sup> July 2021*

Together, we celebrated the very best of Jio-bp over the first year of operations. Starting with light hearted experience sharing from all the key stakeholders, we went on to publicly felicitate all ARBA award winners in a keenly watched event.

## August

### Incorporated wholly - owned subsidiary

*Birth of RSIL*

RBML Solutions India Limited (RSIL), a wholly owned subsidiary of the company was incorporated with the objective to identify an optimum structure to enable JV plans for convenience and derive operational excellence.

RSIL started its business operation from 1<sup>st</sup> August, 2021.

## September

### First Convenience outlet

*Shop with Wild Bean Café inaugurated in Khedshivpur*

Convenience is a key value proposition for Jio-bp and the first convenience store was opened at Khedshivpur, in Maharashtra.

The offer is focused on immediate consumption and customers on-the-go, and our Wild Bean Café products have been developed by our own chefs. The launch was a result of collaboration of different functions to achieve this major milestone for Jio-bp.



## October

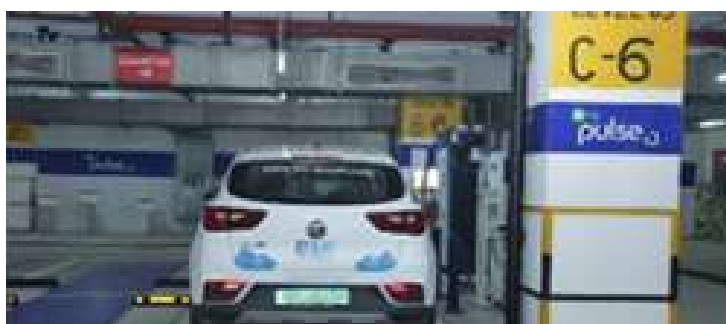
### First Mobility Station

*Jio-bp flagship outlet inaugurated in Navde*

Jio-bp launched its first Mobility Station at Navde, Navi Mumbai, Maharashtra. Working in a challenging pandemic-affected environment, Jio-bp is bringing a network of world-class Mobility Stations offering multiple fuelling choices to the customers. While reimagining mobility solutions in India, the Jio-bp brand is poised to provide an unmatched and distinctive customer experience. The existing network of over 1,400 fuel pumps will be rebranded as Jio-bp, presenting a new range of customer value propositions over the coming months.

India's market for fuels and mobility is rapidly growing. It is expected to be the fastest-growing fuels market in the world over the next 20 years. Jio-bp Mobility Stations are designed to help meet this growing demand and are ideally located to suit customer convenience. They bring together a range of services for consumers on the move -

- Multiple fueling choices while providing a world-class retailing experience
- Additivised fuel across the network at no extra cost - first time in India
- EV charging infrastructure- across India
- International on-the-move brand, Wild Bean Café
- Free, quick and reliable oil change service for two wheelers at Castrol Express Oil Change.



### **November** **EV charging hub**

*Jio-bp launches one of India's largest EV charging hub*

Jio-bp pulse, in collaboration with BluSmart inaugurated one of India's largest hubs in November 2021- the first EV charging hub of Jio-bp pulse in collaboration with Blusmart went live at Reliance Mall, Dwarka, New Delhi. This facility with 86 charging points will be one of the largest charging hubs serving electric vehicle owners in the country. With this and many more in the offing in the coming months, Jio-bp aims to be a leader in mobility and low carbon solutions, bringing cleaner and affordable options to Indian consumers.

All transactions can be done through the Jio-bp pulse charging app. The hub operations are monitored centrally through our central CCTV network.

### **December** **Strengthened Advanced Mobility ecosystem**

*Partnerships announced with Mahindra Group*

Jio-bp and the Mahindra Group announced a non-binding MoU for exploring creation of EV products and services, alongside identifying synergies in low-carbon and conventional fuels. The partnership aimed to leverage the strengths of both companies in the areas of EV products and services. The EV market in India is still in a nascent stage and through this MoU, various possibilities and orientation of database, operations support systems, software, pilot and commercial-scale business model and types of charging and swapping facilities are proposed to be explored and implemented subject to techno-economic feasibility and necessary approvals.

# SNAPshots

## Jio-bp's first green field Mobility Station launched

The first Jio-bp branded green field Mobility Station is now open to public at Turkapally, Telegnana. The site was inaugurated by our Chief Executive Officer, Mr Harish C. Mehta on 9<sup>th</sup> December 2021. Several other dealers and prospects witnessed the launch and we got great feedback from them on branding as well as new value propositions of Jio-bp. This Mobility Station

has additivised fuels and Flexipay offerings to begin with. A Convenience shop with Wild Bean Cafe is expected to be operational in next few weeks.



## First additised fuel TT dispatched from own Terminal in Rewari

At Jio-bp, we are revolutionising the fuel retail industry by offering additivised differentiated fuels as base fuels at no extra cost. These fuels contain ACTIVE technology, which has been successfully tested in a range of Indian vehicles including commercial and passenger vehicles in various driving conditions. The exclusive

ACTIVE technology formula forms a protective layer on critical engine parts which helps stop dirt binding to the metal surfaces and keeps engine clean.

Manual additisation capability has been built over last several months at RIL's terminals for ACTIVE technology fuels. First such additive blend fuel tank



truck was dispatched from Rewari terminal on 9<sup>th</sup> December 2021. Teams from Jio-bp, RIL and SAP worked relentlessly to achieve this milestone.



## Jio-bp wins ‘Digitally Advanced - Company of the year’ at FIPI Oil and Gas Awards 2021



Jio-bp has been awarded the ‘Digitally Advanced Company of the Year - Special Commendation’ by the Federation of Indian Petroleum Industry (FIPI). The award was presented by Hon’ble Union Minister of Petroleum & Natural Gas and Steel, Shri Hardeep Singh Puri, to Mr Sarthak Behuria, RBML Board Chairman, Mr Kartikeya Dube, Chief Financial Officer and Mr Nirav Shah, Head-Digital, Jio-bp, at the FIPI Awards ceremony held at

New Delhi on 26<sup>th</sup> November 2021.

The award recognises Jio-bp’s performance in leveraging innovation, technology and digitisation to provide unmatched customer experience and achieve operational excellence in oil and gas and path-breaking initiatives undertaken under digital technologies to maximise value from its operations.

The FIPI Oil and Gas Awards

have been created to recognise the oil and gas industry leaders, innovators, and pioneers. The objective of the FIPI Oil & Gas Awards is to celebrate the industry’s most outstanding achievements. Through these awards, the organisation rewards those companies and individuals who have demonstrated an unparalleled ability to succeed and continually set standards of excellence.



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## Standing by in times of distress

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The outbreak of COVID-19 not only impacted the economy in the nation but also led to major loss of human life worldwide. The social and emotional disturbance caused by the pandemic has been irreparable.

Everything in the country paused fueling at pumps and essential services. Unfortunately, the pandemic took away 17 of our Jio-bp family members, including RO staff working at Retail Outlets and TT Crew Drivers. The entire Jio-bp team will forever remember them for their grit and contribution in trying times.

Each impacted family received a claim amount covered under COVID 19 insurance as part of our insurance policy. This policy covered approximately 22,200 staff, which guaranteed financial security to the staff.

The claims activity was led and supervised by Mr Rajeev Sood from the Retail Operations with his colleague Ms Jasveen Kaur Ghai. They sincerely worked to settle insurance claims, from collecting and organising claim related documents to interacting and associating with the Insurance team to process claims quickly.

Many Area Sales

Representatives, Operators, Dealers, Transporters and other employees lent a helping hand towards the families to cope during this difficult time. Together we shall continue to support our frontline warriors and Jio-bp family members during these tough phases of life.

Each family of deceased received the claim amount covered under COVID 19 insurance. This policy covered approximately 22,200 staff (RO staff, TT crew, MS /HSD, ALPG, ATF, TCC staff, e-Commerce staff, EV business, warehouse staff, state trainers, third party auditors) which guaranteed financial security to the staff.



## Felicitation of Winners of the Kerala Onam Scheme

Kerala Onam Scheme wherein the grand winner was rewarded with an Alto car, and three runners up received Bajaj bikes. The scheme received participation from over 1.5 lakh customers

with active involvement from channel partners, leading to outperforming the industry for October Motor Spirit sales.

Our leadership team handed over mementos to our dealers

for their excellent performance and used this platform to share our roadmap of migrating our Retail Outlet to Mobility Stations.

## Sales team breaking the myth of off-season

“Don’t wait for opportunity; create it” our state teams have followed this saying as their mantra.

They have conducted various promotional activities for generating demand during the off-season (monsoon season).

With our collective efforts,

200+ ROs been covered under various schemes like Instant Reward Scheme, Lucky Draw, Instant gratification, Free Meal, Free vehicle servicing, Scratch Card, and others. Lucky Draw seems to be the flavour of the season, followed by Instant Gratification. These sales promotional events helped in the acquisition of new

customers as well as retention of existing customers.

While designing and executing these schemes, teams have demonstrated the core values of customer first, one team, respect, and others.



## The next flight at air bp-Jio



On 18<sup>th</sup> October 2021 the Union Ministry of Civil Aviation (MoCA) allowed domestic flights to operate with 100% capacity, coinciding with what is usually the beginning of the peak season for the aviation business in the country. With that, the Jio-bp network has witnessed a rebound in volumes with ATF throughput exceeding

Pre- COVID-19 levels, which was handled efficiently by the operations team, ensuring 100% safe and incident-free operations. The team has achieved greater milestones with their efforts:

- The team won Spice Jet’s domestic flight fuelling allocations for Ahmedabad (6 flights) and Jaipur (4 flights) airports with an incremental volume potential of 15,000 KLPA effective Oct’ 21. This will improve the market leadership position of Jio-bp at these two airports.
- ATF sales to airlines have crossed 1000 KL per day in

Nov’ 21 across the network for the first time since the incorporation of RBML. The sales team has converted leads into opportunities culminating in fuel orders for international cargo operations of SpiceJet and Go First at Delhi, international scheduled operations of SpiceJet and IndiGo at Ahmedabad, besides winning contracts of new domestic operator Star Air across multiple locations.

- ATF Rail dispatches from Jamnagar Refinery to Rewari Terminal recorded the highest ever figure in the month of October 2021.



## Convenience – Anything, Anytime, Anywhere



In today's increasingly fast-paced world, consumers are getting more impatient and want everything immediately. They are less willing to spend time on

necessities like shopping for groceries. Convenience is the fastest growing area within retail. The more we can take the stress out of a customer's journey and create a

one-stop-shop, the more likely they will choose us. We aspire to become India's leading on-the-go brand.





## TÊTE-À-TÊTE

In an exclusive interview with our National Sales Head, Dhruva Chandrie, we explore his leadership style, fitness mantra, favourite books and much more.

### **Q** How would you describe your leadership style?

**A** Participative and delegative leadership. I believe in playing on the strengths of each team member, which helps in getting the best out of people. Team communication is clear, and each member is encouraged to be participative in interactions or otherwise and express themselves freely, including questioning some of the directives given. This is like maintaining a fine balance between goals

and emotions.

As a business leader I am responsible for empowering my team to succeed first and foremost. Rather than asking the people, I lead to serve me and my goals, I mentor and encourage my team to hit their goals. Since their goals are aligned with the company vision, the business will be successful when each team member is successful.

### **Q** Please share important leadership lessons that you

### **have learnt (and from who)?**

**A** I have learnt from our Group Chairman Mr. Mukesh D Ambani. that if you focus on the goal, you will overcome all obstacles. If you focus on obstacles, you will never reach your goal.

“Outstanding leaders go out of their way to boost the self-esteem of their personnel. If people believe in themselves, it’s amazing what they can accomplish.”  
**From Walmart Founder, Sam Walton**



**Q What are your views on time management?**

**A** Benjamin Franklin - 'Don't put off until tomorrow what you can do today.'

One of the biggest advantages of time management is that it allows us to be more efficient by controlling how we spend our time. We can focus better on important tasks, and better focus leads to better efficiency. I would urge everyone to put into practice the 4Ds of time management.

The Ds are: Do, Defer (Delay), Delegate, and Delete (Drop). Placing a task or project into one of these categories helps you manage your limited time more effectively and stay focused on what matters most to you.

I find the leadership team at Jio- bp managing their time extremely effectively.

**Q What are your views on work-life balance, and what**

**do you like doing when you are not working?**

**A** The saying goes that all work and no play makes Jack a dull boy. Further, maintaining a work-life balance helps reduce stress and helps prevent burnout in the workplace. And so, I make a conscious effort to spend time with my family, especially on weekends. I have been toeing for some time now, a strict no to work commitment on Sunday.

**Q What is your fitness mantra?**

**A** I am an avid practitioner of Iyengar Yoga that keeps me physically fit and able to handle stress. An hour a day, six days a week.

**Q What do you like to read?**

**A** I enjoy fiction and non-fiction.

**Q What are your favourite movies or TV shows**

**A** I like to watch action, thrillers and drama in Hollywood and Indian. I find

that the European TV shows on Netflix have great scripts and high production quality.

**Q What advice would you give to young professionals?**

**A** We are in the midst of a dream project and would be once again re-defining fuel retailing in India. The exposure and experience that this would give young professionals would be unparalleled. The unprecedented scale, level of tech, range of tasks, and the pressure these bring them on while executing this project and growing the sales would prepare them as future leaders.

**Q How would you describe your leadership style?**

**A** I like to give trust and space for people to deliver, within the frame of clear expectations. With trust comes accountability, and I have been impressed with how the leaders in RBML are each stepping up to the challenges we face.



## Distributing Free Meals to the Homeless

For the past 6 months, Jainam K Shah has been handing out free meals to the people in the streets of Vadodara, Gujarat.



- Jainam Shah

A ray of hope emerges from individuals who are doing their part to help those in need as the country battles the deadly virus.

Jainam Shah is a techie who originally hails from Vadodara, Gujarat and has been living in the dream city of India, Mumbai in Maharashtra, for work purposes. For the last 6 months, he has had the opportunity to stay in his home town due to the pandemic and works from home. Digital is his passion, and he describes himself as flexible, emotional, and optimistic.

He watched homeless people plead for food with folded hands or point at their stomachs each day. Their helplessness and desperation moved him and their suffering reminded him of how fortunate we are to have so much at our



disposal. But despite everything, we yearn for what we currently lack. Over the past six months, he has been giving away free meals to the homeless every Saturday. Additionally, he donates clean clothes to old age homes and orphanages.

“I believe it is also important to consider this as an investment - an investment in happiness. As a result, helping others can empower you and make you feel happier and more fulfilled. The smallest step creates the biggest impact,” said Jainam. He also shared a story he came across on social media that inspires him, wherein Twinkle



Khanna recently shared that when her son asked why they are rich and others are not, she replied, “so that we rich can help needy people in the community.”

You can be content with the fact that you’ve brightened someone else’s day by helping others. Helping others allows you to appreciate the positive forces in your life that others may not have. “Help others to help yourself”, says Jainam.



**1 What is e-payment?**

- a. Electronic payment for buying and selling through the Internet
- b. Payment of online software
- c. Payment of online services

**2 How can you pay at any Jio-bp Mobility Station or Reliance petroleum pump?**

- a. Cash & Credit card
- b. Mobile Wallet: UPI, Paytm, GPay, RuPay, VISA and MasterCard
- c. All the above

**3 What is the name of the fully integrated “cashless”, quick and secure digital payment solution of Jio-bp?**

- a. Digital pay
- b. E-Cash
- c. Flexipay

**4 What is an advantage of Flexipay?**

- a. Convenience
- b. Low risk
- c. Cheaper

Please send in your correct answers to corporate.  
communications@jioBP.com.

**First three** correct answers will win gift vouchers  
worth **Rs. 1,000** each.





## *Nature inspires*

I left my hometown to pursue higher studies in Mumbai and then, after completion, joined RBML. This Covid-19 pandemic has exposed a lot of problems prevalent in our society, but as an artist I prefer to look at the positive side of things – the silver linings. For me, the silver lining came in the form of work from home. It allowed me to return to the lap of nature, the place where I grew up. That is when I decided to start painting. Painting is my way of expressing gratitude for the wonderful world the Almighty has created. It allows me to not just capture nature's beauty but also to look at things differently and add my colors to an already beautiful world. An inspiring quote by Scott Adams

has remained with me since long. He says "Creativity is allowing yourself to make mistakes. Art is knowing which ones to keep." I started with landscape art because it was a way to reproduce the settings and sceneries from some of my most beautiful memories. With all the death and destruction caused by Covid-19, it proved to be a great stress buster; almost therapeutic. My earliest inspiration for painting comes from my mother. I paint as a way of selfexpression and as a means to let my creative energies flow. It is the process of creation that excites me. It makes me happy just the way cooking and playing the piano also does.

- **Alpana Garkoti**



## *Getting our perception right*

***How often do we misconstrue leadership with the position of power or hierarchy? One question that often intrigues our mind, "Does authority create true leaders?"***

The answer is a resounding no. Leadership is all about being responsible and taking ownership. It is about making things happen and ensure desired outcome, irrespective of the fact whether one has direct control on people and their action. Leadership lies in the willingness to lend our helping hands and ears; to love and be compassionate to others and to work cohesively towards a greater purpose. Leadership begins by being selfless; to have a passion, to make the existing situation better than what was received and to work towards collective growth. Leadership manifests through actions viz., inspiring, motivating and creating a happy environment, be it at our office, home or society. Leadership demands us to be an enabler and channelize peoples' aspirations towards success. In our own little capacity, we all can lead and make a notable difference. So, next time don't resist yourself to lead. Demonstrate it at every point of your being.

- **Debopam Chell**





## Ushering festivities

Diwali is a festival of light and prosperity, but how can we prosper if our Mother Earth is harmed? With an aim to minimise the environmental impact during the festive season, we believed it was time to show our younger generation some new and responsible ways to celebrate the festival of lights.

The biggest challenge was to convince the children not to burst crackers. It becomes especially difficult for them to abstain when they find their friends playing with firecrackers. To avoid such a situation, we, as parents of kids belonging to the same friend circle, decided to do away with crackers during this Diwali. We explained to our children the harmful effects of fireworks. We described the true significance of festivals, which is about spending time together with family and friends. With the money saved from not buying crackers, we promised to arrange a grand Diwali party for them.

We started preparations for our eco-friendly celebrations weeks before the festival. We encouraged our children to make lanterns using non-plastic materials which were hung outside our windows. We bought traditional clay diyas and handpainted them, which added colour and light to our festivities and enhanced the beauty of our Rangolis.

The Diwali party was a grand success, with the kids having a gala time. In our bid to encourage our kids to have a more environmentally responsible celebration, we adults found a beautiful and novel way to celebrate Diwali without the usual noise and fumes of the crackers.

Eco-friendly ways of celebrations have become a way of life. For the last few years, during Ganesh Chaturthi, we have avoided getting the plaster-of-paris idols and have opted for pure red/brown mud idols. We are enthralled by the beauty of our 'Bappa', and it feels as if Mother Nature has lovingly sculpted it with her own hands.



With the Covid-19 protocols in place this year, we got the Ganesha idol via contactless home delivery. We enjoyed decorating our house and the idol, with the excited children chanting 'Ganapati BappaMorya' at the top of their voices. We ensured that all decorations were environment friendly. Using their craft skills to test, the children used coloured papers, gum, scissors and stencils to decorate.

Aarti (prayer) is the highlight of Ganesh puja. We enjoyed singing various hymns in praise of the Lord. No festival is complete without the traditional delicacies. Bappa's favourite ukadichemodaks (steamed sweets) were on display, and we enjoyed having the sweet eating competitions. Everyone from the eldest to the youngest participated wholeheartedly. On the day of the Visarjan, we chose to perform the immersion at home instead of going out. We immersed the idol of Bappa in a big drum filled with water. Since the idol was made with soil, it dissolved in a few hours and the separated soil and water was given to the trees around our building, thus symbolising the true returning of Bappa to the source from where he had come. A sustainable celebration of festivals makes us realise that what truly matters is the love, togetherness and the positive energy that fills the surrounding, thus giving us a chance to create fond memories to cherish in the years to come.

**- Mayura Bendre**





## INDIA @ TOKYO 2020: *Start of an era?*

With his 87.58m javelin throw in the Tokyo Sky, Neeraj Chopra registered arguably the greatest ever sporting feat for India. Make no mistake, gold, in any event, is glorious, but getting one in the blue ribbon “Track and Field” event beating 120+ yrs of history is at an altogether different level. A few months have passed since that evening, but celebrations continue ringing across India. A quick snapshot of the event in the blog below: Prelude (Event in Number, Training, Mera No.1), The Games (Almost there, Awesome, Some more push needed) and Conclusion (Performance, Government Support and Prognosis).

Indian sports (even outside of cricket) is headed in the right direction. Rio was Nadir, Tokyo was Work-in-Progress. With age on their side (for all medallists and medal contenders in Tokyo), Olympics experience and continued government support (& possibly even private in a much bigger way), Paris 2024 (only 3 yrs away) will be a watershed edition for India. 4+ instances of National Anthem playing with a top 20 finish is very much on the cards. Celebrating the historical Indian performance at Tokyo 2020 - Olympics and Paralympics with our homemade gold-winning javelin throwing Bappa and rangoli.\*

As a practice for the last ten years, we have been creating a rangoli during Ganpati and Diwali, celebrating contemporary issues. Alongside regular festivities, this helps add a dollop of colourful personal touch to these festivals. This time too, on Diwali was no different; celebrated with our #JobWellDonerangoli appreciating all that got us here. Be the vaccine manufacturers, doctors & nurses, essential services providers, our domestic help, etc., by depicting the mark of India’s 100 crore vaccines achievement.



**Durgesh Kashyap**



SAY HELLO TO A  
**HAPPY**  
*New Year*  
**2022**

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