

## **BPCL PUTS IN PLACE A COMPREHENSIVE STRATEGY TO DEAL WITH COVID 19 & LOCKDOWN APART FROM RUNNING BUSINESS**

We're witnessing tumultuous times that have never been experienced before. The world has been shaken with the continued spread of the COVID – 19 pandemic. In tune with necessity, India has taken stringent preventive steps by enforcing a total lockdown with only the essential services operating.

Bharat Petroleum, being the lifeline of the nation, has a pivotal role to play in provision of vital products and services that fuel the nation. Our staffs in Refineries and Operating Locations are expending tremendous efforts to ensure that supplies of LPG and auto fuels to the market are made on time, despite the enormous hurdles they face in terms of logistics and workforce. Concomitantly, our sales team and channel partners (Dealers & LPG Distributors) are also working diligently to ensure that LPG deliveries continue unabated in the midst of this turmoil and hardship.

A task force headed by Jayesh Shah, Executive Director (HRS), is supervising all matters related with COVID-19, rolling out the advisory for the employees, seeking and processing the information for the well-being of employees.

Administrative Offices are working with skeletal staff, while remaining employees are asked to work from home. To support our staff to Work from home effectively, our IS team has enabled more than 6,000 employees on a secured Collaboration Platform, where meetings and file sharing could instantly be held.

Operational locations are operational, to ensure supply continuity of critical products like LPG and Petrol / Diesel. We have a large work force consisting of our employees and those who are employed with more than 16,000 Fuel Stations and 6,000 Bharatgas distributors, tank trucks crew, who are out in field playing pivotal role in provision of vital products and services that fuel the nation. LPG has seen spurt in the demand, however, we are extremely proud of the fact that they have risen to the occasion and are doing phenomenal work ensuring home delivery of LPG cylinders to consumers, across the nation, despite the huge challenges.

Across our network we have made it mandatory that all our employees, contract workers, Transport Crew, and all other stakeholders, will use Masks, gloves, etc. Those who are more exposed to risk like Security Guards, LPG delivery boys, Retail Outlet Driveway Sales men/women, additional protection has been mandated. This is apart from the basic preventive measures like social distancing, frequent hand washing, sanitising, which has also been made mandatory. All our operational and backend premises are repeatedly disinfected with sodium hypochlorite or phenolic solutions, including installing of sanitization tunnels at some depots.

As a welfare measure, we have announced an ex-gratia payment of Rs. 5 lacs to the family of staff at our Fuel Stations (Driveway Sales Men & Women, etc), POL Operation Locations (Depots & Installations), LPG Bottling Plants, LPG Distributorships (Delivery Boys, Showroom & Godown staff etc) Pipeline TOPs & Intermediate Pumping Stations, and crew of all

transports services, including bulk LPG trucks, in case of unfortunate event of death due to the infection and impact of Corona Virus.

It is the mental strength that makes us resilient in tough time. Therefore, we are encouraging our employees to use more and more LinkedIn Learning e-learning portal and Vizdome, our in-house video learning portal where a large number of modules are available for our employees to improve their skills. An e-learning 'housie' has been launched to bring an element of competition to learn more in a fun way.

We are proud that BPCL as an organisation have risen to the occasion and proved to be an indomitable force working wholeheartedly to serve your customers. We take pride in standing true to our core purpose of 'energising lives' of the nation.

S. Sundararajan  
Dy. General Manager (PR & Brand)

10<sup>th</sup> April 2020