

NEO-BILITY

A Jio-bp Publication

Issue 005 | March 2022



TURNING
AMBITION
INTO
ACTION

MESSAGE FROM 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,

The quarter gone by has been a befitting finish to an eventful year at Jio-bp. While we have had our share of compelling events, two of them stand out for me. Appearing at opposite ends of the risk spectrum, I am particularly pleased about how Jio-bp team has reacted to these events.

Firstly, we had pleasure of interacting with Mr. Bernard Looney, CEO, bp along with the bp executive leadership team. Over two days, we showed how Jio-bp is riding India's energy transition by reinforcing conventional mobility and creating strong foothold in advanced mobility. It was heartening to see Mr. Looney enthused about Jio-bp's execution of new customer value propositions. The fact that each of these were built on the back of technology enabled innovation was much applauded. While bp team appreciated that our network aspirations are larger than any such project undertaken by bp in their operating markets, Jio-bp must build the momentum and get the network count ticking.

Secondly, as you are aware, retail margins have come under heavy stress on account of the global geo-political situation. I urge everyone to be cognizant of the current business environment and continue taking measures to optimize our expenses. Every penny saved is indeed a penny earned. Having said that, work across all our new propositions and businesses is ongoing including strengthening our core fuel offering with on boarding of additive dosing facilities across India. The fact that we could do all of this while staying completely aligned to market retail price speaks volumes of belief in our vision.

As I write, rebranding is catching speed, new retail outlets are advancing full potential achievement, prospecting is going strong, network ramp-up is stabilizing, EV charging station count across formats are growing, CNG site is coming onstream, aviation sales are exceeding industry growth and much more. Across our entire portfolio, we have green shoots emerging and I am convinced the curve will only go upwards over the year. Building on this momentum, we are rolling out the FY 2023 plans within the next couple of weeks. I urge each one of you to take complete ownership of your goals and continue playing your role as a founder-owner drawing upon entrepreneurial thinking to jointly work towards our vision.

Thank you and happy reading!

Regards,
Harish C. Mehta

NOTE FROM EDITORIAL TEAM

Message from our team across functions and businesses.

Dear Readers,

In this issue, we will recount the various projects and activities in which Jio-bp and our team members have been actively involved since the beginning of 2022.

As we move the needle from ambition to action, with focus on expanding fuel offerings including greener choices like EV and CNG, this issue's cover story dwelves deeply into this topic.

We thank all the teams and people who contributed to the publication, without which there wouldn't have been this issue.

As always, drop us a line at corporate.communications@jiobp.com with any suggestions on topics you would like to see us cover or things you like or don't like about the newsletter. We're all ears!

We encourage binge reading!

Thanks,
Editorial Team
Neo-bility



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Prarit Agarwal
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Rajeev Barman
Rakesh Dahare
Saiprasad Vurakaranam

EXTRAORDI *Naari*

Snapshots of International Women's Day celebration across businesses and geographies.

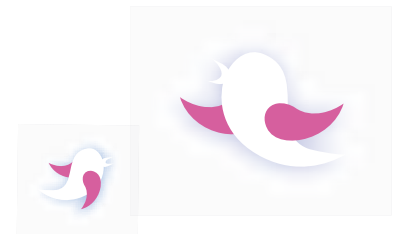


Felicitation of women customers at Retail outlet.





Women Bike Rally organized at Vadodara, Gujarat.



'Break the Bias' Panel discussion.



Retail outlet staff celebrating Women's Day.

STORIES FROM RIL AND bp

Best from both our worlds:

Reliance New Energy Limited acquires assets of Lithium Werks

Reliance New Energy Limited, a wholly owned subsidiary of Reliance Industries Ltd, signed definitive agreements to acquire substantially all of the assets of Lithium Werks BV (“Lithium Werks”) for a total transaction value of US\$ 61 Million including funding for future growth. The assets include the entire patent portfolio of Lithium Werks, manufacturing facility in China, key business contracts and hiring of existing employees as a going concern.

Founded in 2017, through acquisition of certain assets of Valence and A123 industrial division, the management of

Lithium Werks brings 30+ years of battery expertise and nearly 200 MWh annual production capacity including coating, cell and custom module manufacturing capability.

Lithium Werks is a leading provider of cobalt free and high-performance Lithium Iron Phosphate (LFP) batteries. With the recent resurgence in demand for LFP batteries, Lithium Werks is uniquely positioned to take advantage of the global opportunities before it through its integrated portfolio of LFP solutions:

1. World class IP portfolio with ~219 patents related to LFP process and technology, including exclusive rights to superior LFP nano-technology, cell design, proprietary carbo-thermal reduction manufacturing method and several next-generation electroactive materials.
2. Exciting product development pipeline underpinned by unique IP and design & engineering expertise.
3. An integrated cell manufacturing capability.

bp to invest £1 billion in UK EV charging infrastructure

bp today announced new plans to invest £1 billion in electric vehicle charging in the UK, supercharging the roll-out of fast, convenient charging across the country.

bp pulse, bp’s EV charging business, intends to make the investment over the next 10 years helping to meet the UK’s fast-growing demand for EV charging and support the country’s transition to low carbon transportation for both consumers and fleet vehicles. The company also

expects this to support hundreds of new jobs in the UK.

The investment will allow bp pulse to deliver more rapid and ultra-fast chargers in key locations, expand fleet products and services, and launch new home charge digital products and services to enhance the customer experience.

The investment will see bp pulse: Approximately triple the

number of public charging points in its UK network.

Accelerate the roll out of state-of-the-art 300kW and 150kW ultra-fast charging points that are able to provide EV drivers up to 100 miles of range in around 10 minutes of charging, depending on the model of electric vehicle.

Upgrade its current EV charging technology across its public charging network to improve reliability

COVER STORY

Turning ambition into action: Leveraging Indian energy transition



Benjamin Franklin famously said, “Change is the only constant”. Few things exemplify this better than the Indian road logistics sector today. Let’s look at three statements made for this market in 2030-31:

- Unlike globally, Indian road transportation fuel (HSD+MS) sales will grow at 1.8% CAGR.

- In line with global trend, 30% of 320 million strong Indian vehicle parc will move to electric vehicles.
- Gas based (CNG and LNG) vehicles could account for up to 50% of new vehicles sales in India.

On standalone basis, each statement above could easily signal a tumultuous change

in the industry. Three of them occurring in unison combined with the fact that India is slated to account for 85% of global incremental energy makes this the most defining decade in the history of this industry. With differences blurring, consumer preferences evolving and technology improving by leaps and bounds, this

transition is already throwing up an entire array of opportunities and entropy is only expected to go up.

Cognizant of the potential, Jio-bp had proactively undertaken a strategic shift towards being a preferred mobility solutions provider moving on from being limited to one fuel category. This shift is reflected in our firm's ambitions of ensuring almost a three-way split in our revenue portfolio between liquid fuel, gaseous fuel and electric vehicle charging. Over the last couple of years or so, our resolve towards fructifying these ambitions have come under some severe stress testing on account of the external environment.

However, the key to success, has always been about continuing to make incremental progress and despite all that goes around us, Jio-bp has been doing exactly that. If 2021 was all about developing ambitious concepts and doing the background work, 2022 has been about converting these ambitions into on-ground action highlighted in the many firsts registered by Jio-bp through the course of the year.

Looking around, we continue to strengthen the existing liquid fuel offering with incremental network and industry defining customer value propositions. Not content with status quo, we have a pipeline of offerings targeted at continued elevation of customer experience. Starting literally from scratch, Jio-bp today has signed or is in the final stages of signing over 2 dozen agreements giving us CNG access across the country. Furthermore, we already have few exclusive CNG ROs ready to open for public and a healthy pipeline.

In electric charging, we have moved from being an exclusive battery swapping provider to being amongst the

select few firms in the country offering both swapping and charging options to our customers. Not only do we have 320+ operational charging points backed by an industry leading consumer app, but we are already partnering with demand aggregators, OEMs and technology providers.

In summary, there is lot of action happening all around us. And this is when we have just about started converting our ambitions into action. Leveraging the energy transition, Jio-bp is committed to creating a nation-wide multi-fuel network providing enriching experience for customers and indeed the same for its employees.



SNAPshots

bp CEO, Bernard Looney visits India

Bernard Looney, Chief Executive Officer, bp along with Giulia Chierchia, EVP strategy, sustainability & ventures, and William Lin, EVP regions, cities & solutions had a jam-packed agenda this March during his first visit to

India since taking up the CEO reins.

The senior executive team's visit included a trip to the Jamnagar refinery, inauguration of Jio-bp's EV fleet charging hub in Delhi, a

virtual tour of flagship Navde Mobility Station with Jio-bp's leadership team, demonstration of Jio-bp's digital innovation alongside Bernard's first meeting with Hon'ble Prime Minister of India, Narendra Modi.



Jio-bp CEO, Harish C. Mehta presenting **bp CEO, Bernard Looney** a coffee table book showcasing our company's offerings and value propositions.

Senior stakeholders from **bp** and **Jio-bp** at New Delhi.



Virtual tour of Jio-bp's Flagship **Mobility Station, Navde** anchored by Maharashtra 1 State Head, **Nikhil Zanvar** was organised for the bp delegation.

Giulia Chierchia charging up an EV car alongside members of the Jio-bp leadership team including CEO, **Harish C. Mehta**, Chairman **Sarthak Behuria** and MC member, **Neale Smither**.



BP CEO EXCLUSIVE



GLOBAL DIALOGUES

BP'S GOAL: NET ZERO BY 2050

TV 18

Watch **Bernard Looney's** interview with CNBC TV18, the country's top business news broadcast, wherein he highlighted bp's work with Reliance Industries, calling it **"possibly the strongest partnership that we have globally."**

Jio-bp MC member, **Neale Smither** presenting the coffee table book to **Emma Delaney**, Executive VP, Customers & Products, bp at London office.



Inaugurating largest Jio-bp dosing infrastructure at Jamnagar



Teams at Jamnagar – RRTF, RIL- Projects, and Jio-bp worked together bringing their much-vaunted project execution strength and technological wherewithal for in-line automated additive dosing readiness at Jamnagar, weathering the pandemic impact on both vendors and at the construction site with minimal impact to project timelines. This project with

over thirty additive dosing points is the largest additivisation system and RRTF Jamnagar is the largest supply terminal for Jio-bp network.

The additive dosing system deployed here is the most advanced technology in the world and Jamnagar RRTF has further enhanced the efficiency of the project with nitrogen blanketing for

additive storage tanks and unloading of isotainer.

Surinder Saini, Cluster Head, Jamnagar Manufacturing Division along with APEX committee members of Jamnagar and RRTF SITE President, Samir L Patel inaugurated the facility on 24th March 2022.

Dosing infrastructure inauguration



Additive facility at Bhopal launched by Jio-bp CEO, Harish Mehta



Additive facility at Kanpur launched by Jio-bp MC member, Neale Smither



Automated additive facility at Rewari launched by Jio-bp Board Chairman, Sarthak Behuria and MC member, Neale Smither

100% fuel additivation is at the very heart of our differentiated customer offering. In addition to brand elements, additivated differentiated fuels as base offer at no extra cost will be the common binding thread across the entire Jio-bp network. Towards ensuring the above, Jio-bp has taken up the mammoth exercise of creating curated additive dosing infrastructure across our over dozen (and counting) strong supply points. Accounting for over a third of our sales volume, dosing infrastructure was inaugurated at the rail

terminals at Bhopal, Kanpur and Rewari and this is a huge milestone in our quest of delivering our offering.

Starting from scratch, teams from RIL, bp and Jio-bp have worked together on this complex project. Not only was every single nut and bolt conceptualized, debated and finalized in record time, the joint team also weathered the pandemic impact on both vendors and construction site with minimal bearing to the timelines. Quality of the entire setup was exemplified by the fact that the system could dose additive at

tolerance levels that are over ten times better than suggested by the technologists.

Flagging off the first tank truck with automated additivated fuel from Bhopal (by CEO, Harish Mehta), from Rewari (by Jio-bp Board Chairman, Sarthak Behuria) and from Kanpur (by Management committee member, Neale Smither), the Jio-bp leadership team rightly opined that we are well and truly on path for rewriting the new normal for fuel standards in India.

Raising the bar in Q&Q assurance

With an intent to further strengthen our Quality and Quantity (Q&Q) proposition leveraging technology, we have rolled out Electromechanical (EM) locking solutions for tank trucks (TT), at over half a dozen fuel supply locations, over 330 tanker trucks and close to 300 outlets. Living our value of “One Team”, a cross functional team of retail operations and digital

worked together across multiple business states to complete this project.

Petroleum and Explosives Safety Organisation (PESO) approved EM locking locks are placed on tank trucks. Smart keys to open the locks are integrated with outlet mobile application and OTP for mobile application is subject to TT being inside geo fenced location of the

outlet. The solution also has the functionality to capture an end-to-end audit trail for each movement.

With this solution in place, our channel partners are more confident about the security and integrity of the product en-route. Needless to say, feedback from channel partners is encouraging.



JNPT Terminal



MCT Bhopal



Khopoli RO- MH-1

“EM locks are 100% beneficial! I am doubly assured of volumes in all tank trucks which come to my outlet.”



Dharmesh Agarwal,
Dealer, Navapur RO -,
Maharashtra-1

“EM locks roll out at MCT Bhopal has made me more assured on all my tankers. We are very satisfied with this initiative.”



Inder Jat,
Transporter – Jai Ho Logistics, Madhya Pradesh

“Post implementation of EM lock, we have assured on value for money. The feature where the lock gets active for opening only when the TT is within the geo fence of the RO and the feature of OTP being triggered to operators’ mobile number is a significant development.”



Nishant Naidu,
COCO – Operator –
Hinghanghat,
Maharashtra-2

“My team and I are now more confident about the quality and quantity of the product which we receive through tankers. The fear of pilferage has reduced after rolling out of EM locks. To add, my sales are increasing. I am happy!”



Sunil Dongle,
COCO Operator – Dhani,
Madhya Pradesh

Jio-bp launches EV charging zone at RCP



On our Founder Chairman, Shri Dhirubhai Ambani's birthday and Reliance Family Day, Jio-bp launched an EV charging zone at Reliance Corporate Park (RCP) to encourage EV adoption amongst our colleagues and vendor partners. The Jio-bp team, with support from the RIL Corporate Services team, have developed and commissioned these charging slots within the RCP premises.

Located in the parking area opposite building 2 and adjacent to the Reliance Fresh outlet, 11 slots have been dedicated in parking zone P11 for EV charging.

[Click here to enrol yourself for free EV charging facility at RCP](#)

Steps to avail free EV charging facility at RCP post enrollment

1. Download and install the Jio-bp pulse Charge app from the Play Store / App Store Or Scan the QR code.



Play store



App store

2. Enter phone number used in enrollment form to create an account and register yourself.

3. Scan the QR code on the charging unit to start the session.

4. Plug-in the charging gun in the vehicle and select your charging options



as per Time or Amount or Energy.

A good start to 2022 for mobile fueling



January 2022 turned out to be quite an action-packed month for our mobile fueling business. The business expanded its distribution

capability by adding Mobile Dispensing Units (MDU) in Karnataka, Bihar, Chhattisgarh, Odisha, Haryana and Uttar Pradesh-

East. The rollout was a testimony to One-Team behaviour amongst multiple business units state, FC&A, projects, IT-automation, Statutory and mobile fueling. The involved teams ensured the commercial readiness and deployment of the MDUs. The icing on the cake was

creation of a historic sales milestone in the mobile fueling business. Under supervision of Amit Kumar and Surya Ojha, Bihar clocked the highest first day sales from a sole MDU. The fact that this exceeded the previous high by over 60% shows the strength of our offering and the latent market demand. The previous high was set by Virendra Bisht from Rajasthan.

January also witnessed the strengthening of our mobile fueling channel partner cadre in south and eastern India. With our MDU filling facility roll-out gathering steam, we are confident to further build on the momentum and undo the ramifications of the pandemic.

What's more?
Fuel4U also introduced whatsapp based

eCommerce platform. Any registered customer can now place an order through whatsapp ordering assistant on 7021744444. Given the simplicity and ease of use, this can potentially transform the customer ordering experience altogether.

Kudos and more power to the team!

Launch of air bp-Jio

The aviation business is excited about the launch of its new brand 'air bp-Jio'. This brings together the shared vision of two very powerful corporations, air bp – a world leader in aviation fuel services and Jio – a household name in India famed for its innovative offers and customer-focused solutions.

The new brand will help achieve the vision to be the partner of choice for all stakeholders in aviation fuel business in India. The aviation team have invested a significant amount of energy and resources in upgrading safety and operation standards and benchmarked them to global best practices,



launched new and innovative offers to airlines and is working on expanding the business to new airports to offer a wider reach to our customers to serve them better.

Our customers can now experience world-class service at Indian airports through technology-enabled, secure and seamless aviation fuel supplies under the air bp-Jio brand.

In the coming weeks, all mobile and fixed assets of the aviation business in India will sport the new brand logo, including the dedicated supply vehicles carrying ATF to airport locations. This will provide immense visibility to the new brand.

With India touted to be one of the top 3 leading aviation markets in the next few years, the advent of this new brand will help us grow our business and set us apart from the competition!



TÊTE-À-TÊTE

In an exclusive interview with our Head, Business - air bp-Jio, G R Reddy, we explore his leadership style, fitness mantra, favourite books and much more.

Q. How would you describe your leadership style?

A I believe in participative leadership involving team members in the decision making process. This ensures that team members feel included, engaged and motivated to contribute. The essence is to convey a clear sense of purpose and business deliverables so that the team works as a whole to deliver the best possible results. Positive reinforcement and recognizing the innate ability of people to contribute goes a long way in building great teams.

Q Please share an

important leadership lesson that you have learnt (and from whom)?

A I am lucky to have a long list of leaders with whom I had the good fortune of working and learning a lot. Great leaders are those who inspire people by the way they have lived their lives. One such person is Dr. V. Kurien who was the Chairman of National Dairy Development Board when I joined that organization as a young executive in late 1980s. It was a great learning experience to interact with him and learn from his life story as to how to overcome insurmountable

hurdles, how to build great teams and empower them and how work without purpose is meaningless.

Q What are your views on time management?

A We all struggle with time management issues. Part of this is due to our cultural upbringing which makes it difficult to saying No to a person of authority. We thus end up with much more on our plate than can be managed – leading to disappointment and discontentment all across.

Time Management starts with being organized, with well-planned work

schedules, prioritizing and most importantly an ability to say no if you are already overwhelmed.

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

A Work-life balance has become an important topic of discussion and concern in recent past due to the large number of health issues – both physical and mental that is dogging work force including young professionals. Luckily organizations including our own are advising everyone to strive for this balance. For an extremely growth focused organization like ours this is a challenge and therefore it is up to each one of us to strike our own balance of what we are comfortable doing and stick to it.

When not working, I read, watch TV, spend time with family and off-late catching up on old friends which is a great way to relive the childhood. Only last week I caught up with a friend after 36 years. It was a great experience and left me feeling exhilarated reminiscing on our school/college days.

Q What is your fitness mantra?

A I was never a fitness freak and struggled a lot with weight management issues. But one-hour brisk walk is a great way to begin your day and keeps you invigorated the whole day. I am into intermittent fasting as a way to improve my health and vital parameters. Fasting is an age old tradition and if followed correctly this can be a way effective tool for good health and fitness.

Q What do you like to read?

A I am an avid reader of all books that are non-fiction. Being an aviation enthusiast, I devour all books and articles on aviation sector. I enjoy reading biographies and autobiographies of successful and iconoclastic personalities not to mention wonderfully thought provoking books by the great thinkers of the world. At present I am reading Vikram Sampath's controversial biography on Savarkar. My advice to all youngsters is to spend at least few hours a week reading books – doesn't matter on what topic it is. It will open one's perspective and doors to a wonderful new world.

Q What are your favourite movies or TV shows

A Being from South India, I grew up watching movies of all kinds in my childhood and younger days. My record is watching 3 movies in 3 different theatres in a single day. Now-a-days I enjoy comedy and feel good movies the most. I am not much of a TV buff, but OTT platforms have opened up my eyes to world cinema and beautiful diversity that it brings with it. I also enjoy watching historical TV series and interesting documentaries on the OTT platforms.

Q What advice would you give to young professionals?

A Youngsters entering the professional world now are lot more focused, motivated, ambitious and know what they want. Unfortunately, several of them are so caught up with the daily grind that they stop learning – this can be suicidal in this constantly changing world. Also please get out of your comfort zone. It's an exciting world of opportunities. Grab them when you can. Finally, enjoy life beyond office hours and you will have a fun life with a successful career.

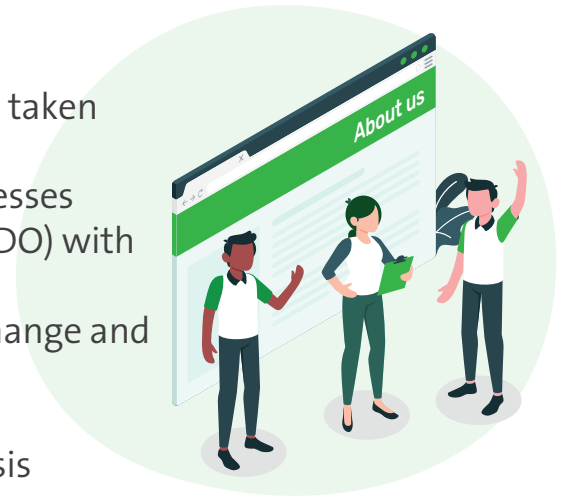


GROWTH STORY

FY 2022 at a glance

Core Business:

- **Fuel retail:** Improved market effectiveness to 2.84x & taken eCommerce to ~1,200 sites
- **Network:** Expedited prospecting and improving processes
- Launched Mobility Station (COCO and Greenfield DODO) with sustained rebranding
- Launched website, convenience stores, Express Oil Change and 100% additivated fuel as base offer
- **Operationalized RSIL:** Wholly owned subsidiary
- **Aviation:** Bettered industry by 12% on annualized basis



New Beginnings:

- 1st across formats in EV (On-the go / fleet / cluster charging station) and 1st charging app
- 1st swap station at Castrol dealership
- Mechanical completion of 1st CNG station

Culture:

- **Safety:** 68 million accident-free man-hours
- Sustained push for platform and industry 4.0
- Upped gender ratio to ~9.5% of fuel retail and growing
- Included employee & channel in decision making through Pulse of Jio-bp





Mask distribution drive

The COVID-19 virus still continues to coexist with us and even as life gets back to normal, we need to take necessary precautions. This includes wearing facemasks, maintaining social distancing and washing

hands regularly. In continued reinforcement of our fight against the pandemic, we are pleased to receive 1.25 million masks from bp. These are being distributed across the length and breadth of India. The masks are being well

received and distributed amongst staff, contracted staff at locations and transport crew. With almost every person who has had a near or dear one impacted, this was a good safety initiative to remind people of the risks.

Mission Anna Seva

Jio-bp Punjab state team has commenced langar (free food distribution) at four sites for three weeks. Operating under Reliance Foundation's 'Mission Anna Seva' banner. As part of the campaign we are providing meals to marginalised communities and frontline workers.

and other needy people. Beneficiaries have recognized this effort during these peak winters as a key lifeline.

company outlets in the state.

The campaign is being communicated through Gram panchayats, Gurudwaras, local administration, and other mediums to maximise the reach. Our teams have been serving food to over 1500 persons daily from poor farmers, migrant labourers

Having observed the social impact of the campaign in serving the needy during these difficult times, Jio-bp will soon be extending the campaign to the remaining





Art by - Alpana Garkoti



Art by - Yogita Pawar



Positive Outlook

A positive frame of mind helps tide over difficult situations with less adverse impact, be it physical, mental, emotional or professional.

Positivity is not merely a wish but a process to realign and fight back when faced with adversity, keeping the desired objective in mind. It demands being hopeful but act with resilience.

The first step of being positive is to accept the situation, the way it unfolds. Instead of feeling pity, remorse and helpless at results, evaluate objectively, assess what is controllable and what's not. Don't worry on uncontrollables, instead seek help from people you trust, take control of what you can mend.

Having identified the controllables, up-skill yourself, eliminate shortcomings, focus on course correction, remain committed to the goal, channelize actions and exercise relentless perseverance. Repeat these till you are convinced that you have left no stones unturned. Remember positivity emanates from self talk that happens deep inside us but manifests in our actions, the way we conduct ourselves.

- Debopam Chell



QuizTIME

- 1** *What is the name of employee and channel research survey panel?*
 - a. Pulse of Jio-bp
 - b. Jio-bp's Voice
 - c. Voice of Jio-bp

- 2** *What is the correct brand name of our EV charging infrastructure?*
 - a. Jio-bp pulse
 - b. Pulse
 - c. Jio bp Pulse

- 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** *Which of the following are our convenience store formats?*
 - a. C-store
 - b. Micro
 - c. Walk-up/ Walk-in
 - f. All of the above

Please send in your correct answers to corporate.communications@jioBP.com and **win exciting prizes!**





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