

# CORPORATE SUSTAINABILITY

The company aims to create long-term stakeholder value through the implementation of a business strategy that focuses on the ethical, social, environmental, cultural, and economic dimensions of doing business throughout the whole value chain.

Transparency is promoted by having an engaging environment within the company and within the community and is attained through open communications with stakeholders characterized by high levels of information disclosure, clarity, and accuracy.

## Consumer Protection Measures

In line with its vision, APL always strives to protect its valued customers by providing the highest quality products and services. Our quality assurance team ensures premium quality of petroleum products received at our terminals and supply points. We ensure consistency in quality and quantity of all the products supplied to customers at retail outlets and other valuable clients by employing state-of-the-art ground and mobile Quality Assurance Labs - equipped with modern apparatus followed by quick responsiveness to queries on quality whenever required by the customers.

APL's quality policy statement enlightens Company's vision towards continuous quality improvement.

## Quality Policy Statement

It is the policy of Attock Petroleum Limited to provide quality products and services based on needs of our valued customers. We approach the challenge of getting customer satisfaction and loyalty by focusing on two-way communication, unparalleled performance, training, learning from our group experiences and those of others, to foster continuous improvement culture in all functions of organization.

To further enhance its commitment towards Quality, APL management has set the following quality objectives:

- The primary objective of the Quality Management System is to ensure conformance to product specifications of all goods shipped to customers.
- Clearly identify and understand our internal and

external customers stated and hidden needs, to develop a way of working to meet and exceed the expectations of customers.

- Provide confidence to management, our employees, clients, and stakeholders that the requirements for quality are being fulfilled and maintained and that quality improvement is continuously taking place.
- To develop measurement techniques to gauge performance for improving effectiveness of our services, operations and quality management system.





- Fulfill all quality system requirements stated in our Quality Manual, including the requirements of ISO 9001:2015.
- To be a trustworthy and leading oil marketing organization for providing consistent high quality products and services in the market.

With this vision we want to create a culture of continuous quality improvement at APL.

### **Industrial Relations**

APL is the member of Oil Companies Advisory Council (OCAC) a forum of oil industry which is responsible to ensure that its members i.e. refineries and OMCs abide by the ethical standards, observe regulations applicable to industry, including those related to HSEQ, laws of country, conduct business with integrity and honesty. The Downstream Oil Sector (Refining, Marketing, and Distribution) plays a very significant role in Pakistan's economic development, ensuring uninterrupted supply of petroleum product to the country in order to keep the wheels of the economy moving.



### **Business Ethics & Anti-Corruption Measures**

The Company is committed to conduct/govern its business operations and relationship honestly and will not pursue any activity that requires to act unlawfully or in violation of the Code of conduct. Ethical codes and policies are implemented to eliminate corruption; each director and employee is expected to deal fairly with Company's customers, suppliers, competitors and other employees. No one is to take unfair advantage of anyone through manipulation, abuse of privileged information, or any other unfair practice. The Company has zero tolerance to all types of corrupt practices. All employees are required to sign the compliance of Code of Conduct annually, certifying adherence to business ethics and anti- corruption measures.

### **Contribution to National Exchequer**

Please refer to Page 47 for details.

# ENVIRONMENTAL RESPONSIBILITY

Our approach to sustainability includes sharing benefits with the communities where we operate. And we're helping to shape a more sustainable energy future, by collaborating with others on global energy challenges. Compliance to all regulatory requirements as stated in NEQS is strictly adhered to and all operations are carried out in such a way so as to have minimal impact on the environment. Advanced technology, new ways of operating and partnerships are helping to manage our environmental impact as we contribute to meeting the world's growing energy needs.

Moreover, Company continuously keeps on imparting awareness among its employees and its stakeholders-customers, suppliers, and the entire community on their responsibility towards the Environment and motivate them to act on matters such as waste reduction or energy efficiency.



## Environmental Protection Measures

APL is pledged to offer priority to the protection of environment in the conduct of its business. Our Environmental Management System (EMS) is aimed to provide safest and healthiest possible working conditions to its employees and to the people working in outside environment.

For the purpose of protection and betterment of environment APL sticks to the following principles:

- To comply with all existing environmental laws and other requirements in this context and also endeavor to set achievable goals and targets to go beyond prevailing environmental laws.
- To motivate its employees for setting environmental targets and objectives.
- To take corrective and preventive actions for proper functioning of the system.
- To train its employees to recognize and handle unsafe or environmentally harmful conditions.

There will be qualitative and quantitative (where possible) estimation of environmental aspects and impacts. The contents of this policy will be accessible to all the employees, interested parties and the public living in the surrounding environment.

With this pledge at hand we aim to continuously improve our Environmental Management System (EMS).



## Environment, Health & Safety Policy

Attock Petroleum Limited's overriding objective is to ensure that none of our activities harm our employees, the public or the environment. In order to achieve this objective, we embrace a comprehensive policy on the Environment, Safety and Health that includes:

- We consider that none of our activities are more important than health and safety of any individual or protection of environment.
- As a minimum we will comply with all relevant legislation and any other requirements to which we subscribe.
- We will encourage a pro-active safety culture and ensure that each employee is trained, experienced and competent to perform his or her duties.
- We will strive to remove all causes of accidents and events and to minimize the consequences of such if they occur.
- We will ensure that all our operations are performed, and seen to be performed safely.
- We will strive to continually improve performances in all areas of EHS performance and priorities on the basis of risk.
- We will apply our EHS policy, standards, objectives and targets to our Retail Outlets, Distributors, Dealers and Contractors.

## Energy Saving Measures

Lighting system is a substantial energy consumer and rapidly growing source of energy demand in industries, which is also a major component of the



service costs. However, Enormous energy savings are possible using energy efficient equipment and effective controls. Using less energy consuming lighting system reduces heat gain. Electric lighting also strongly affects visual performance and visual comfort by aiming to maintain adequate and appropriate illumination.

Following the ritual of sustainable growth & corporate social responsibility, APL is continuously working on energy conservation to optimize energy consumption across the country. The Company took initiative for energy saving by replacing all existing conventional lighting system with energy efficient LED lights and has completed the replacement at all its Oil terminals RBT, MBT & KBT enabling significant reduction in energy consumption. During the year all conventional lights are replaced with LED lights at office blocks of Rawalpindi Bulk Oil Terminal. Only these energy efficient LED lights are now being installed at the Company's new oil terminal.

The Company further plans to fully or partially switch over to solar generated electricity wherever feasible.

# EFFORTS MADE TO MITIGATE ADVERSE IMPACT OF INDUSTRIAL EFFLUENTS

## Waste Management Plan

APL Waste Management Plan (WMP) provide a comprehensive methodology for the minimization, proper management and disposal of wastes generated during the operation, with the aim of protecting the environment, the health and safety of employees. To facilitate achievement of the Waste Management Plan, a series of specific waste management objectives are being followed:

- Apply the Waste Management Policy to its full extent to protect people, the environment and company assets.
- Achieve and maintain compliance with the National Environmental Quality Standards of Pakistan.
- Ensure that all wastes are managed appropriately and safely according to their characteristics, composition and the availability of recycling, appropriate storage and/ or disposal options.
- Appropriate standardized waste management documentation and reporting systems.
- Ongoing commitment for the minimization of waste, including the



optimum reuse and/ or recycling of materials, and establish goals & measures to target waste minimization.

- Promote and pursue 'continuous improvement' in management of wastes.

All the waste from facilities is segregated into Class I (Hazardous), Class II (Non Hazardous) and Class III (Inert) waste. The hazardous waste is properly disposed-off through incineration process, whereas non-hazardous waste is recycled through approved third party contractors.

## Effluent Monitoring

APL has committed to comply all environmental applicable and regulatory requirements and ensures its effectiveness through NEQS as per Pakistan environmental protection act. To comply with all existing environmental laws and other requirements APL monitors environmental emissions and effluent at all its installation through recognized Laboratories and renowned testing laboratories on an annual basis for the compliance of NEQS.





# HSE AT APL

## Occupational Health & Safety

APL strives to achieve world-class performance and eliminate all possible injuries, occupational illnesses, unsafe practices and incidents of environmental harm caused by Company's Operational activities.

APL is committed to preventing serious injuries and fatalities, which requires operational discipline from assessing hazards to executing each step of the job to conducting a post-activity review. To accomplish this, we have developed our hazard identification tool along with our job hazard and safety analysis procedures. Written safe-work practices are a core part of our comprehensive safety program. These safe-work practices help ensure that potentially hazardous work, such as electrical work or entry into a confined space, is properly planned, permitted, executed and closed out to prevent workplace injuries and incidents. Our workforce truly believes

that incidents are preventable and that "zero incidents" is achievable. We have policies, processes, tools and behavioral expectations in place to assist us in achieving that goal. We take steps to extend these safety principles to our contractors by reinforcing our expectations and monitoring compliance with requirements throughout the life cycle of our projects. This includes engaging with our contractors to improve oversight of their activities.

### HSE Manual

Attock Petroleum Limited is committed to conduct business with strong environment conscience ensuring sustainable development, safe workplaces and enrichment of quality of life of Employees, Customers and the Community. We, at APL, believe that good HSE performance is an integral part of efficient and profitable business management.



Accordingly, the Corporation's endeavor is to:

- Establish and maintain high standards for safety of the people, the processes and the assets.
- Comply with all Rules and Regulations on Safety, Occupational Health and Environmental Protection.
- Plan, design, operate and maintain all facilities, processes and procedures to secure sustained Safety, Health and Environmental Protection.
- Remain trained, equipped and ready for effective and prompt response to accidents and emergencies.
- Welcome audit of our HSE conduct by external body, so that stakeholder confidence is safeguarded.
- Conduct safety audits on monthly basis & Safety manual revision on the basis of GAP Analysis.
- Adopt and promote industry best practices to avert accidents and improve our HSE performance.
- Remain committed to be a leader in Safety, Occupational Health and Environmental Protection through continuing improvement.
- Make efforts to preserve ecological balance and heritage.

## HSE Trainings

### Accomplishments

APL's HSE department has successfully delivered multiple safety trainings to their employees in FY 2019-20 which include:

- Functions of the safety and health program
- Firefighting
- Emergency Evacuation/ Rescue
- CPR (Basic Life Support) & First Aid Training
- Electrical Safety Awareness Training
- Lock Out/Tag Out Training
- Safe Manual Handling of Material Training
- Safety at Workplace Training
- Attendants stationed outside the confined space training
- Oil Spill Prevention & Management
- Training to wear required personal protective equipment

### Commitments

APL's HSE department commitments towards continuing the delivery of trainings to their employees after the FY 2019-20 include:

- Firefighting
- Emergency Evacuation & First Aid
- Critical Tasks Analysis
- Hazardous Materials Safety (HAZMAT) Training
- Safe Use of Power Tools Awareness Training





- Oil Spill Prevention & Management
- Defensive Driving
- Fall Protection and Working at Heights
- Safety at Workplace Training
- Confined Space Entry Training
- Hazard recognition and controls, techniques for identifying hazards, such as job hazard analysis
- Provide additional training, as necessary, when a change in facilities, equipment, processes, materials or work organization can increase hazards, and whenever a worker is assigned a new task

### Achievements

In FY 2019-20 major milestones that have been achieved by Attock Petroleum Limited are unprecedented in the Oil Marketing industry. It was only possible because of the Top Management commitment and efforts made by the best safety practices and the whole project team.

- Construction and commissioning of Sahiwal Bulk-Oil Terminal and Daultapur Bulk-Oil Terminal. Sahiwal Project was

started on August 30, 2017 and Daultapur Project was started on March 26, 2018. Projects went onto their completion without any lost-time accident throughout their Construction Phases. Both Projects have now been commissioned successfully adding 425,520 & 411,480 consecutive safe man-hours to our company's overall statistics.

- Implementation of ISO 9001:2015 standard at APL Shikarpur Bulk-Oil Terminal and APL Mehmood Kot Bulk-Oil Terminal is another major milestone achieved by APL in FY 2019-20. This is a step towards systems development and ensuring "Quality" during all its operations. Compliance with all relevant industry standards and executing all its operations in a safe and environment friendly manner is a core value here at APL.
- In FY 2019-20 another major milestones that has achieved by Attock Petroleum Limited is security, safety and operations takeover of the Fuel Farm at Islamabad International Air Port (IIAP).

---

# CERTIFICATION ACQUIRED AND INTERNATIONAL STANDARDS ADOPTED FOR BEST SUSTAINABILITY & CSR PRACTICES

Compliance with all relevant industry standards and executing all its operations in a safe and environment friendly manner is a core value here at APL.

Systems development and Quality assurance during Company's all operations is evident by the renewal of ISO 9001:2015 (Quality Management System) Certification for another two year's term after expiry of previous certification in March 2020.

The Company is also committed towards Implementation of ISO 14001:2015 & OHSAS 45001:2018 standards as a step towards systems development and ensuring "Environment protection & Occupational Health Safety and Security" during all its operations.

## AWARDS & RECOGNITION

- The Company's Annual Report for the year 2018 was awarded Merit Certificate in Fuel & Energy Sector of the Best Corporate Report Awards jointly organized by ICAP & ICMAP.
- The Company was selected amongst the "Top Twenty Five Companies" by Pakistan Stock Exchange for the year 2018 in recognition of Company's policy and practice of transparency, disclosure of required information and compliance with financial reporting standards.



# CORPORATE SOCIAL RESPONSIBILITY

Corporate Social Responsibility (CSR) is one of the core values and an integral part of the Company's overall mission. APL is committed to play vital role in supporting and working with its stakeholders for sustainable community and social development program and have clear guidelines in place to meet its Social & Environmental responsibilities.

By integrating CSR into our business strategy, APL is helping to drive shared value amongst its stakeholders and enhance its corporate brand image community wide.

## Community Welfare

The Company is fully cognizant of its wider responsibility towards the community. APL takes different measures for prosperity, health and literacy of the local communities from time to time. Multiple Jobs are created at the company's developed Bulk Oil Terminals and hiring are made from the local communities it operates in for their benefits.

APL is also a donor to various trusts working for the public welfare. It includes donation to Attock Sahara Foundation for Meena bazar and sponsorship for Custom Day advertisement for appreciating Pakistan's Customs.

## Rural Development

The Company comprehend the significance of rural development and supported NGOs such as the Attock Sahara Foundation, which is playing a vital role in uplifting the economic conditions of the surrounding communities through various welfare activities. The Company has developed many retail outlets (fuel stations) in the rural and far-flung areas, creating the livelihood opportunities for local inhabitants resulting in improvement of quality of life.





### **Kashmir Hour**

Being a socially responsible OMC, APL expressed solidarity with oppressed people of Indian Occupied Kashmir multiple times by observing 'Kashmir Hour' with passion & spirit in line with the government's decision to observe 'Kashmir Hour' and still support this humanitarian rights cause.

### **Internship Program**

As per APL's Internship Program, the Company considers it a social responsibility to provide opportunity for first hand practical experience to students of Higher Education Commission (HEC) recognized educational institutions of the country to observe and have practical knowledge to be a part of congenial working environment of the Company.

These internships not only provide them the exposure of a corporate environment, but also a platform to apply their



academic skills in order to jump-start their professional careers. Students are provided with an opportunity to experience and preview the practical environment, building their professional confidence through these internship programs.

### **Educational Scholarship**

The Company realizes the importance of basic & higher education in building a strong Nation and always supports the bright students by sponsoring their education.

APL through its trust continued the scholarships awarded to the students in Under/Post Graduate Category.

### **Green Clean Drive**

As part of Company's commitment towards green & clean environment, APL extended support for Tree Plantation in collaboration with Metropolitan Corporation Islamabad (MCI) at Constitution Avenue Islamabad.



## Sports Promotion

Endeavouring its commitment towards promotion and development of sports, APL has participated in OIL & GAS CRICKET CHAMPIONSHIP 2019-20 being the foremost recreational activity arranged throughout the year in the Oil and Gas Sector and succeeded in securing 3rd Position in the tournament.

The tournament was held at various scenic grounds of Islamabad and observed participation of all the leading companies of the sector.

## International Women Day Celebration

APL believes in sharing happiness within community. International Women Day is marked and celebrated at all the COCO sites of the Company to acknowledge the Women's contribution towards the Society.



# HUMAN RESOURCE MANAGEMENT

Competent workforce is the back bone of any Organization. Our employees are the most valuable assets of the Company. APL's Human Resource is the appropriate mix of employees with professional & other academic qualifications.

APL is an equal opportunity Employer. To ensure our workforce competency, we at APL have a sophisticated system of Employee Hiring in place. Through this process we ensure to hire competent personnel with appropriate qualification & skills in line with Job requirements. Candidates' evaluation is based on their academic & professional portfolio. Transparency is maintained in

employee selection, evaluation & hiring.

On becoming part of Team APL, the Company endeavours to facilitate employees in achieving their career progression and helping them refine their personal and professional skills. Training & development programs are planned throughout the year to keep the employees abreast with latest market trends.

Annual performance appraisal of employees is carried out in person to assess & manage the individual performances. It helps to bridge the gap between Organization's developmental needs at Company & Individual level and its Strategic & operational objectives.



## Succession Planning

The Company has a comprehensive succession planning policy in place and ensures availability of competent personnel in each department in line with the policy guidelines in order to maintain its leadership continuity. APL believes in proactive approach

towards succession planning. We recruit employees, develop their knowledge, skills & abilities through different training programs and employee job rotation to more challenging roles to prepare them for future endeavours. APL's Human Resource Department works closely with other

departments to look promptly into the needs for new hiring or filling up of any vacancy. Job requirements & job descriptions are thoroughly discussed with the relevant department's management & the hiring is processed accordingly.

### **Code of Conduct**

To integrate the culture of organizational discipline and core ethical values in conduct of the Company's employees, a Code of conduct is in place which is circulated annually to employees to acknowledge their commitment towards the Company's Disciplinary Mechanism. The Code of Conduct is available on the website of the Company.

### **Human Resource Management System**

To streamline employee database management by providing swift yet reliable employee information, the Company has an integrated Human Resource Management System (HRMS) in place across the organization which is integrated with HR specific business processes



such as employee records management, attendance and payroll.

The Leave Module has been integrated with HRMS and is now fully functional in all Departments of the Company, the employees leave database has been updated on it; employees can apply leaves online and can also view their updated leave record through employee self-service system.

The Annual Appraisals of staff is fully implemented online, focus is discussing the annual assessments with the employees and in case of some grievance on part of any

employee, case to be referred to Appraisal Committee for review.

### **Training and Organizational Development**

Training & Development is the prime focus area of the organization. Training our workforce equips them with new skill sets, refines existing one, reveals employees potential capabilities, enhances productivity & efficiency and improve their leadership skills. APL engages its employees in different in-house and open audience workshops to enhance their working skills at different levels to meet departmental competency



requirements.

During 2019-20 approximately 2 external and 4 in-house training workshops are conducted on following areas:

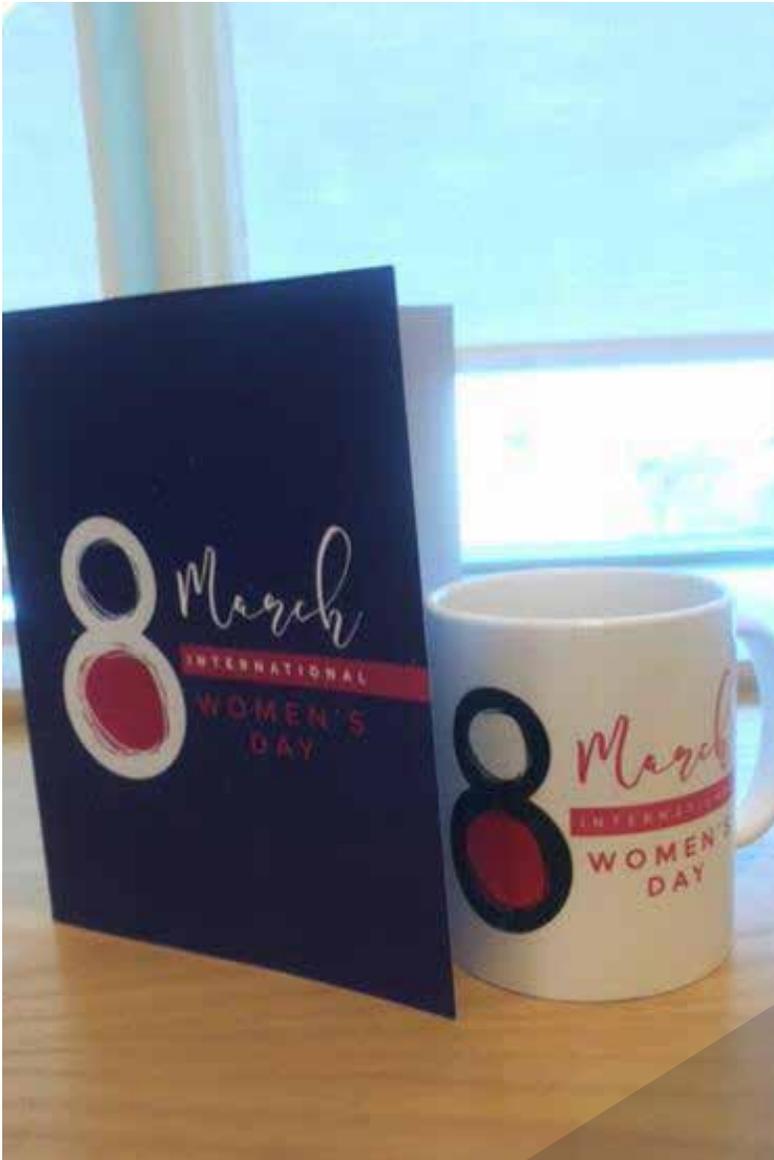
1. Training for Forecourt Staff deputed at APL's COCO Sites on Customer Centricity, Communication Skills, Personal Grooming, Health & Safety along with 7 Do's as per the practice of industry
2. Health, Safety and Environment HSE Conference
3. LNG Conference of Pakistan
4. Retail exposure of Management trainees through Visits to COCO sites and direct customer interaction
5. Microsoft Word
6. Basic and Advanced Excel Techniques

Total of 46 staff members attended and got benefited from these trainings.

### **Employee Benefits**

Competitive Salary packages are offered to employees along with annual bonuses & rewards. Perquisites include Life insurance coverage, Medical coverage and Membership of Morgah Club and Elliot Club- where employee can avail subsidized meals, gym and sports activities.





## Health Care

Besides providing Medical coverage to its regular & contractual staff, company also provides need based medical assistance to its 3rd party staff.

During the year 2019-20 Company has revised its medical policy to facilitate its staff deputed at remote locations.

## Recreational Activities

To develop harmonious working environment among employees, APL considers it to be its prime responsibility to focus its efforts towards different recreational activities/ celebrations. This helps employees develop team work and socialize with each other thus satisfying their social appetite which leads to the improvement of employee motivation and company productivity.

APL shares the happiness and celebrates the birthday of its employees at the Company level as a good gesture to honour the most valuable asset of the Company, its competent workforce.

Special events and days are marked and celebrated. Women's Day is celebrated at Company Operated Sites and Offices of APL to value the APL's female staff services contribution to the Company and mark the occasion of International Women's day.