

Our Vision

To be the Top Performer of First Choice

At Shell Gas LPG (Pakistan) Limited, we strive to deliver results, perform to the highest standards, develop our people, provide quality customer service and actively pursue consistent safety improvements. A firm foundation based on performance enables us to deliver strong returns and value growth for our shareholders, greater and better choices for our customers and opportunities and improvements in the quality of life of our communities. In an unsettled world, our commitment to performance at every level continues to be both the challenge and the aspiration.

Our Vision

HSSE's Importance in Shell Gas



At all levels, HSSE is managed as any other critical business activity. The Management at SGPL demonstrates strong, visible leadership and commitment by allocating sufficient resources to operate and maintain their HSSE Management Systems and lead by example in their personal actions and behaviours. They ensure that all HSSE policies are properly observed by providing support and resources for actions taken to operate safely and to protect health and the environment and to exert a positive influence on the HSSE management of contractors as they play a major role in achieving a high level of HSSE performance. This is evident by the fact that the Company completed an overall of 1 Million Working hours without LTI in all areas of its operation.



With the zero tolerance approach to accidents & fatalities we have made a considerable investment over the years in improving all areas within the supply chain, including Plant Operations, Road Transport Standards, and believe to have the best road transport Safety Standards within the LPG industry in the country. We continue to aim at reducing risks associated with the business to as low as reasonably practicable (ALARP) while remaining commercially viable.



As a responsible corporate citizen, we always believe that the only way to sustainable development is through a strong commitment to Health, Safety, Security and Environment (HSSE) performance in all areas of our business. The main area of challenge is road transport safety where the Company has made huge investments. The Company is also investing money to provide defensive driving training to drivers. Drivers health and fitness and rest periods are closely monitored to ensure their best safety performance on the road.

Human Resource

At SGPL, mentoring and providing on-job training is being done effectively and efficiently as this is all about making sure the business meets its objectives through its people. Shell's new on-boarding and off-boarding process also helps staff to equip themselves sufficiently before entering into new role, as well as the buddy system is provided to new employees in which an experienced employee passes down information to the new employee.



A comprehensive exercise of competence profiling has been completed for the entire Company in which focus has been given on leadership, functional and HSSE critical job competencies. This competence assessment has resulted in gap identification between the current and desired level of competencies. Online training along with Job training and coaching are provided wherever gaps are identified.

SGPL has received recognition from ICAEW (Institute of Chartered Accountants of England & Wales), where now SGPL is an authorized trainer for local talent interested in CA from England & Wales. Also within the finance domain SGPL has been recognized as authorized approved employer for the training of ACCA (Association of Chartered Certified Accountants) students and affiliates. This is a big achievement for the Company, as it will boost its potential to attract and retain best talent.

With the world economy going through extremely challenging times, many organizations have been driven to streamline their operations, reduce costs and introduce operational efficiencies to respond to the changing economic environment.

At Shell Gas LPG (Pakistan) Limited (SGPL), Human Resource contribution to this process is critical in successfully managing organizational change, maximizing employee engagement, and adapting and revising recruitment strategy and reward structure in response to market conditions.



Shell Group conducted a peoples survey in 2008. The results for SGPL were a significant improvement from 2006 and better than the Shell average in each of main clusters. It was particularly pleasing to see a good score on the question around 'feeling free to speak one's mind without negative consequences and the culture of openness espoused by the leadership.'

Shell Gas remains committed to the philosophy of viewing employees as an asset and is continuing its focus on people development & enhancing skills by providing them various opportunities to learn and excel in hybrid roles.

Operational Excellence

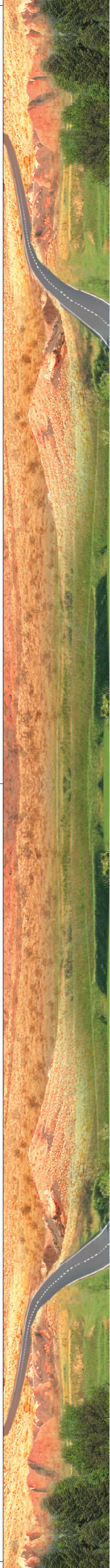
Our operations team continues to strive for superior road transport standards and improved fleet management systems. With the zero tolerance approach to accidents and fatalities we have made a considerable investment over the years in improving Road Transport standards and believe to have one of the best road transport standards within the LPG industry in the country.



At Shell Gas LPG (Pakistan) Limited, Operational Excellence (OE) is a philosophy of leadership, teamwork and problem solving resulting in continuous improvement throughout the organisation by focusing on the needs of the customer, empowering employees and optimising existing activities in the process. It is the policy of Shell Gas to protect health / safety of people and the environment, and to conduct its operations reliably and efficiently. Operational Excellence is the systematic management of safety, health, environment, reliability and efficiency. Our commitment to OE is embodied in Shell's Way value of Protecting People and the Environment, which places the highest priority on the health and safety of our workforce and protection of our assets and the environment.



The Faisalabad Filling plant expansion is complete and would be operational within few months, as most of the requisite permission from the Regulatory Authority has been taken and we are in the process of giving final touches to the plant. This plant has been designed in line with the latest international standards and provision has been provided in the design layout to accommodate state of the art equipment, which will be installed in phases as per operational plan. With state of art filling system and increased electronic filling lines SGPL is all set to deliver its Customer Value Propositions of HSE compliant cylinders, accurate weight and timely delivery.



Innovation



Shell Gas (LPG) Pakistan Ltd is now pioneer in converting industrial applications to Synthetic Natural Gas (SNG). Natural Gas shortages over the last few years have opened up this entirely new segment of SNG. This entirely new segment offers exponential growth. The technical competency of Shell Gas LPG Pakistan limited in this regard, has been acknowledged and appreciated by its customers.

SNG can be used as full replacement of Natural Gas or can be mixed in any ratio with natural gas in the same pipeline for augmentation or peak shaving. Typical applications for SNG include natural gas (NG) industrial back-up systems where natural gas is unavailable & unreliable. SNG peak shaving can supplement Natural Gas supply for all domestic and industrial customers.



LPG / Air Mixed Gas plant provides Synthetic Natural Gas having 100% equivalent Woobe Index (Energy Flow) to Natural Gas equipment like Steam Generation Plants, Textile Equipment, Dryers etc. during natural gas curtailment or load Management from the Sui Northern Gas Limited, Shell Gas (LPG) Pakistan Limited has successfully commissioned the first & the Largest LPG / Air mix SNG Units ever installed in Pakistan.

