



byco
blend

Spring 2019



IMAGINE, INSPIRE, INNOVATE

“A winner is a dreamer who never gives up”

Nelson Mandela

BYCO CELEBRATES WOMEN'S DAY

International Women's Day is a global day to celebrate women's achievements through developing progressive mindsets and promoting inclusive behaviors. It has been observed from the late 1900's and is now recognized internationally each year on 8 March. The objective is to celebrate the given rights and recognizing women's identity by encouraging their empowerment and celebrating achievements in society.

Byco observed Women's Day with its female employees by arranging a full day event to promote this year's theme of #BalanceforBetter, where the world expects balance between genders.



Mrs. Uzma Abbasciy celebrates Women's Day with the female team members of Byco



EDITOR'S NOTE

Dear Readers,

Assalam o Alaikum!

Welcome to the Spring 2019 edition of the Blend.

With the major devaluation suffered by the Rupee against the US dollar, coupled with volatility in global oil prices, the past quarter has been a challenging one for Pakistan's oil industry. Despite this, Byco managed to show a profit in our half yearly financial results with gross profits of Rs. 1.4 billion and net profit still in the positive of Rs. 89 million. Byco's Gross Sales showed a healthy growth to Rs. 123.5 billion.

Byco celebrated the 6th anniversary of the safe continuous operations of our Single Point Mooring in January of 2019. Simultaneously we reached the milestone of importing 10 million tons of POL products since the SPM's inception.

Byco was the lead sponsor of the International Petroleum Conference which was co-hosted by the Ministries of Petroleum, Energy and Geo & Jang Group at Islamabad. Mr. Wasi Khan was part of a panel discussion, presenting Byco's recommendations for policy holders on the Oil industry.

Byco celebrated International Women's Day on 8 March, where Byco's female team members attended a seminar on the benefits of an inclusive and diverse workplace. Mrs. Uzma Abbasciy graced our offices for a short celebration and delivered an address of some inspirational words.

Byco and Telenor Microfinance Bank have joined hands to roll out Easypaisa services at Byco's outlets nationwide. Easypaisa offers the cutting edge payment solutions and will facilitate Byco's customers with exclusive discounts from Karachi to Kohat.

Keep in touch with us at info@byco.com.pk

Best Regards

Shehryar Ahmad

Continued... BYCO CELEBRATES WOMEN'S DAY

The day started off with a training session on "The Benefits of an Inclusive Workplace and Women's Empowerment". All the participants were encouraged to think equal, highlight issues that need to be addressed and celebrate how far they have come in terms of gender balance. The second session covered several aspects of workplace diversity and inclusion. This explained the importance and benefits of being inclusive, advised us to forge positive visibility of women and some ways to build it.

All the activities planned were aimed to equip Byco's female employees with knowledge, techniques, skills and tools required to create a gender balanced world through role play scenarios and ice-breaking group activities. The main purpose of this event was to endorse diversity and inclusion in the workplace by promoting their talent, innovation, creativity and contributions.

The event concluded with a group lunch followed by the cake cutting ceremony by Chief Guest, Mrs. Uzma Abbasciy, where she encouraged Byco's female employees to build positive visibility of women by making a point of supporting each other's work, appreciating their contributions and giving them the due recognition. Moreover, she also advocated to create the kind of environment where everyone can feel comfortable and confident, and to be themselves.

Byco's ingenuity to support Women's Day using the hashtag #SheWorksatByco embraces workplace diversity because Balance is for better.

**Anum M. Merchant is a part of
the Human Resource Department at Byco**

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EASYPAlSA JOINS HANDS WITH BYCO



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IBA - BYCO COLLABORATION



EASYPAlSA JOINS HANDS WITH BYCO

Byco and Telenor have agreed to roll out Easypaisa services and fuel payment solutions at Byco's retail outlets nationwide. Easypaisa would allow customers to pay for fuel through QR Code at Byco stations, and deposit and withdraw funds from their Easypaisa accounts as well.

Easypaisa is the second largest mobile money payment solution in the world with over 75,000 easy paisa shops in more than 800 cities across the country.

By joining hands with Telenor, Byco has signed up as the Franchisee for Easy Paisa. Byco's fuel stations will be retailers for Easypaisa and will be able to carry out Easypaisa transactions. Byco will be able to accept payments for fuel, offering a 10% discount per litre to customers who use Easypaisa to pay for fuel.

Mr. Fayaz Ahmad Khan, Head of Petroleum Marketing Business, remarked at the signing ceremony, "Byco is proud to partner with Telenor Microfinance Bank to introduce Easypaisa payment solutions at our retail outlets network across Pakistan. Byco is Pakistan's most innovative Oil Company, and believes in providing maximum convenience to our customers. Easypaisa offers the cutting edge of payment solutions and will facilitate our customers from Karachi to Kohat in their payment needs".



Mr. Azfar Saeed Baig, VP, Byco and Mr. Shahid Mustafa, CEO, Telenor Microfinance Bank agree to launch Easypaisa at Byco's outlets nationwide. Also pictured, Mr. Naeem Asghar Malik, CFO, Mr. Fayaz Ahmad Khan, Head of Customer Services, Mr. Mudassar Qadeer, Senior Manager Retail Sales and Mr. Shehryar Ahmad, General Manager, Communication

BYCO ATTENDED THE CCPS CONFERENCE

Byco participated at a meeting held by The American Institute of Chemical Engineers (AIChE) and The Center for Chemical Process Safety (CCPS). The meeting was attended by over 40 National and International organizations and educational institutes.

Mr. Rehan Sajjad and Mr. Syed Shujat Jamal represented Byco in this meeting where Rehan Sajjad presented a paper on Safety Critical Document (SCD), a system which is currently in its development phase at Byco. SCD is established to identify highly hazardous processes that can create catastrophic events in case of any incident. This system helps management highlight and depute more resources on processes which are critical for safety, thereby utilizing the limited resources in today's challenging environment.

SCD is part of Risk Assessment and Process Hazards Analysis which is a crucial element of the DuPont Process Safety Management. Byco has used various international standards like Occupational Safety and Health Administration (OSHA), National Fire Protection Association (NFPA) and Environmental Protection Agency (EPA) to develop this system and established benchmarking with renowned companies like Parco, Shell and Total.

The efforts to implement process safety at BPPL were highly appreciated by the meeting attendees. They commented that such a detailed systematic study to highlight critical safety aspects in refining sector of Pakistan has never been conducted before. A shield was awarded to the BPPL Team for their important contribution to the event.



Sumair Khalid is part of Byco's EHS department

NED Maintenance and Operations Training

A 2-day course on “Maintenance Management & Operational Excellence”, was held at N.E.D. University. The course was conducted by Mr. Syed Azeem Uddin Ahmed; SVP & Country Head of HBL’s Engineering and Facility Management. Capt. Farhan Jabbar, Byco’s Head of SPM, Mr. Shahbaz Zafar SPM Projects Manager, and Mr. Tariq Masood SPM Operations Manager took attended the course.

The course advocated the establishment of a culture of maintenance in process industrial organizations while using project management tools for planning, executing, monitoring and controlling operations. Mr. Ahmed, the instructor, stressed converting all planned maintenance jobs (whether predictive or preventive), into small projects which ultimately reduce costs, improve quality and deliver timely results. Mr Ahmed gave examples of how project management tools help in bringing operational excellence in any process industry, and especially so in the marine sector.

Mr. Syed Azeem Uddin Ahmed is a Chartered Marine Engineer with vast offshore experience. He shared his expertise with the participants, which includes large scale marine projects such as Production Rigs and offshore Maintenance Platforms. The participants from varied industries also shared their experiences during group discussions and case studies. Participants shared that the course was useful to them in their occupations. The attendees came to know about Byco’s SPM and operations from the interactive discussions that took place during the course.



Captain Farhan Jabbar, Commander Kaleem Ishaque, and the SPM team attend training by N.E.D. University

Tariq Masood is Byco’s SPM Operations Manager

INFORMATION TECHNOLOGY CUSTOMER HELPDESK (I.T.C.H.)

Byco’s Management Application System (MAS) department is continually bringing about changes to facilitate employees. Recently, MAS launched the Information Technology Customer Helpdesk (ITCH), which is a helpdesk portal for Byco employees. Requests and complaints related to IT can be registered on the ITCH portal in order to get a faster resolution.

ITCH provides a single point of contact for its users that helps resolve technical issues. It serves as a basis to resolve problems immediately so that users can get back to their usual operations. A database of all complaints is maintained in order to resolve the same issue in the future at an even faster pace. It moves us closer to a “paper-less” environment and industry-wide best practices.

ITCH aims to provide greater transparency and central control in dealing with IT related problems. The main objective is to minimize server downtime to zero. Hence, it is continuously innovating to provide excellent customer service.

ITCH provides the following benefits to the users:

- Increased Efficiency
- Customer Satisfaction
- No continuous follow-up
- Fast problem solving
- Accountability

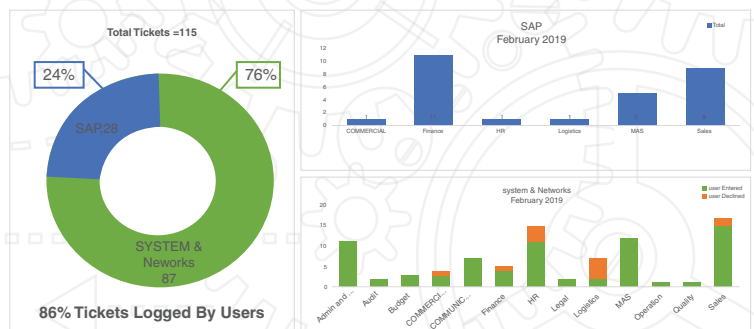
How does ITCH work?

The software works on a ticket-based mechanism. The user needs to log in to the helpdesk portal (<http://webportal/helpdesk/>) using their own credentials, that is the username and password. Once entered, the

system automatically saves the credentials and the user does not have to go through the hassle of entering it again.

After logging into the helpdesk portal, the user generates a ticket based on multiple options. These options include whether it is a complaint or a request, a software or a hardware issue. A ticket is generated based on the complaint or request priority and severity of the problem. The ticket is then routed to the helpdesk where it is assigned to the support staff based on their expertise in resolving issues.

This entire process is aimed to enhance the user experience by providing them with quality assistance.



Zeeshan Manzoor is I.T. Systems Manager, Byco

MRS. UZMA ABBASSCIY ADDRESS ON INTERNATIONAL WOMEN'S DAY

“Assalam o Alaikum!

Happy Women's Day.

I would like to start by paying a tribute to Mohtarma Fatimah Jinnah and a quote from our Quaid:

'No struggle can ever succeed without women participating side by side with men. There are two powers in the world; one is the sword and the other is the pen. There is great competition and rivalry between the two. There is a third power, stronger than both, and that is of women.'

I am happy to be celebrating this day with the empowered, determined and unstoppable women of our Byco family. Byco encourages diversity and we value the contribution of our female staff and value how they manage the workplace and their homes with a smile.

Women are the untiring architects of society and backbones of all strong institutions. We, at Byco, strive to create an environment where female employees feel incentivized, yet relaxed to be able to deliver

better results. There is zero tolerance for any type of harassment. We hope you will continue treating this company as your own and help in making it grow beyond our expectations.”

- Uzma Abbassciy



Mrs. Uzma Abbassciy speaks to Byco's female employees on International Women's Day

ENCOURAGING COMPETITION

The word 'competitive' has many connotations. In some areas, the word signals courage and the ability to strive. In other contexts, it has become synonymous with greed and narcissism. Some people are averse to competition, while others choose to compete for the thrill of it. In spite of the innumerable conflicting opinions that may engulf the word, competition will always remain a significant part of getting ahead in life.

One of the domains where competition holds immense importance is schools. Many parents dislike competition. They feel that competition places too much pressure on children and causes unnecessary stress. They do not want to see disappointment on their child's face. To avoid this they discourage their children from competitive situations altogether.

However, a shelf full of "participation" trophies and certificates does not inculcate the traits required to achieve long-term success. Participation should be based on healthy competition which can help the child develop skills to achieve success in life. Parents' opinion of "safety first", the prevailing climate of stress avoidance, and the innate desire to find comfort everywhere are factors creating a generation of children who are not prepared for a world that requires boldness to succeed.

A healthy competitive environment at school provides an ideal platform for children to display their skills, and gives them an opportunity to refine them further. When children are encouraged to compete in activities like sports, debates or musical events, they learn the essence of independence, hard work, determination, persistence and the euphoric satisfaction that comes from winning. When children

receive critical analysis and feedback about their performance, they get profound insights about their abilities, strengths and weaknesses. Apart from ensuring a competitive atmosphere in extra-curricular activities, it is also significant to create a competitive environment in academics. Academic competition can challenge students to work harder and encourage them to enjoy the academic content. Teachers should make use of different activities like team-based competitions to make the academic material more engaging and the class environment more stimulating.

In school competitions, not everyone wins or receives a trophy. Competitions prove to be a valuable learning experience, teaching the children to be strong and resilient in the face of defeat. Children learn the importance of not allowing defeat to destroy their self-esteem or shake their perseverance or hinder their willingness to take part in future competitions.

Competition can have catastrophic repercussions if not handled properly, putting children under immense stress and placing on them a huge burden of working hard to meet certain expectations. This is why healthy competition is important. Competition that is managed fairly, aims to inculcate in children resilience, and fosters a myriad of essential skills is the kind of competition that should be entrenched in schools. Unfortunately, the win-at-all costs mentality that is established in the minds of many gives rise to a destructive kind of competition that undermines a child's ability and motivation. Hence, it is important that parents, teachers and coaches ensure that any competitive activity is designed with valuable lessons that will help the child be better prepared for life, which (like competition) provides adversity and continual opportunities to learn and grow.

Mahnoor Anwar is a part of the Communications Team at Byco

EXPERIENCE IS POWER

“The only source of knowledge is experience”

This famous saying by Albert Einstein says it all. Knowledge is power and experience is the best source of knowledge. My experience at Byco was no less than extraordinary. Being given real responsibilities at Byco helped me to learn the daily nuances of how a business operates. I had always been interested in the field of business and decided to pursue my degree in marketing, management and data science. Currently studying at the University of Buckingham, I can relate business concepts and theories to real-world practices which I gained spending a year at Byco's Marketing and Communications department. Our team of 4 was highly efficient in executing its targets and I was lucky to be part of many successful marketing campaigns which lead us to increase the company's revenue and profits significantly in FY18.

Our drive to keep learning and furthering Byco towards its goals allowed us to work with top professionals in many industries, one of those industries being crisis management. During my time at the company I was able to establish good working relationships with leading industry professionals, some of whom I consider to be my mentors. The most important insight I can provide, based on my experience, is to the question of “what bosses want”. To my under-

standing, a boss wants to help make their superiors' life easier and if you can aid that process, you will be highly successful in the professional space.

I am glad to have worked with Byco where I was able to gain practical experience and establish professional relationships which I believe will surely help me achieve my goals in the long run



Syed Shayaan Azeem with Maira Siddiqui, Zarlasht Adnan, Wajeaha Paracha and Anum Merchant

**Syed Shayaan Azeem is a former member of
Byco's Communications Team**

BYCO CELEBRATES SPM'S 6TH ANNIVERSARY

Byco Petroleum's Single Point Mooring (SPM) completed its 6 years of safe continuous operations in January. It also marked the import of 10 million tons of POL products.

A ceremony was held at Byco's refinery to celebrate the 6th anniversary of Byco's SPM's safe operations. The SPM team was recognized for their efforts to ensure the continued excellent performance of the SPM.

Byco's SPM is Pakistan's only floating terminal and revolutionizes the handling of crude oil and refined petroleum products in the country. The SPM has been operating since 2012 including during the severe monsoon season, which was previously considered impossible for the area. It has been set up in the deep sea and is connected to a storage tank via 15 km of both on-shore and sub-sea pipelines.

Mr. Mansoor Shafique Qureshi remarked at a ceremony marking the achievement: “Byco's SPM is a national asset for Pakistan. Its continuous safe operations are a testament to our promise of keeping safety Byco's top priority. I want to congratulate the entire Byco team on this singular achievement and on having imported 10 million tons of POL products since the SPM's inception.



Mansoor Shafique Qureshi presents memento to Captain Farhan Jabbar, Head of SPM

BLOOD DONATION CAMP AT THE REFINERY

The Indus Hospital is a symbol of hope for the most vulnerable members of our society. It provides premium healthcare in its state-of-the-art facilities to those in need. It has a very modern Blood Centre which arranges blood donation camps for the collection of blood by those who are willing to donate.

As a responsible corporate citizen of Pakistan, Byco arranged a blood donation camp at their refinery with help of The Indus Hospital to take part in this noble cause to save lives by working for the welfare of patients.

A huge number of Byco employees took part in this Blood Drive. The enthusiasm and the spirit of the employees was commendable. Indus Hospital was able to collect over 50 pints at the end of the one day Blood Donation Camp.

**Dr. Khan is the Manager
of Medical Services at Byco**

ANYONE WHO WILL GOSSIP WITH YOU, CAN GOSSIP ABOUT YOU

Break hearts and ruin lives. I am cunning and get stronger with age. The more I am quoted, the more I am believed. Once I damage a reputation, it's never the same. I make headlines and headaches. I grow grief and kill careers. Even my name hisses.

"GOSSIP"

One of the main concerns at work is how we talk about each other. You show up on a Monday morning and assemble around the coffee maker to share weekend stories. Before you know it, the conversation turns to what feels like a harmless little chitchat about your coworker's. Sometimes, it seems as if people have nothing better to do than gossip about each other. They talk about the company, their coworkers, and their managers. They frequently take a partial truth and turn it into a whole speculative truth.

They speculate about the company's future, whether coworkers will get fired, and what other employees are doing in their personal lives outside of work. In short, employees are capable of gossiping about anything.

It is often fueled by simple curiosity on the part of employees who are concerned about rumored changes at the company or about allegations regarding their colleagues. Whatever the motive, still the effects of workplace gossip are mostly negative, especially for the person who is the subject of the gossip. The only way to reduce the negative effects of workplace gossip is to help silence it.

People who gossip are most likely unhappy workers who did not get something their way, disagreed with a change of direction and are now holding grudges, or did not get that promotion they felt entitled to. They are quick to gossip, and even quicker to hammer leadership for "dumb decisions." Keep a close eye on them. They spread their rumors by enlisting others into their negative spin campaign.

Gossip and negativity in the workplace are typically symptoms of serious issues, such as jealousy, insecurity, miscommunication and overall unhappiness.

There is really no positive outcome to gossip in the workplace. It is a huge waste of time, it hurts employee morale, and it can spread faster than a bad cold. If you perceive that gossip is a problem in your office, what should you do? You may not be able to change the corporate culture overnight, but you can change your own way of relating to it with these positive steps:

1. Change the subject – You know when your colleague sitting in the next cubicle pops his head over your divider wall and whispers something about the boss? Or when you get to the pantry and someone starts telling you something that has nothing to do with work? One of the keys to avoiding gossip is to learn how to change the subject of your conversation. Decide not to join and just ask an unrelated question.
2. Keep your goals and priority in mind – Always remind yourself of the goals that you want to accomplish in your work day. When you are busy or have a lot of work to do, usually, you will never have time to gossip. People do it when they have plenty of free time. It is when you are idle that your mind will have to search for something to do or someone to talk to.
3. Walk away – Come up with an exit strategy and politely remove yourself from the gossip. It is true that you may not be gossiping when you are just a bystander, but your act of being there is encouraging others to gossip more. Don't contribute to a toxic work environment.
4. Ignore the gossipers – Show gossipers that you are at work and have no time to talk to them. They will understand and start looking for other targets.
5. Encourage positive gossip – Encourage a positive work environment where people share helpful stories about work and motivate each other to reach a common goal. Gossip is a double-edged sword - as fun as it can be to gossip about other people, when we do so, we invite gossip about ourselves, which is rarely entertaining. Do a serious favor for your friends (and yourself) by ignoring gossip and becoming a more positive person.

**Manisha Laloo Kamblay is part of
Byco's Administration Department**

SART DEPLOYED AT SPM

Byco SPM has deployed state-of-the-art technology to manage its operations. One example of such technology is the SART. The Search and Rescue Radar Transponder (SART) is used to locate a distressed vessel by creating a series of dots on a rescuing ship's radar display. A SART will only respond to a 9 GHz X-band (3 cm wavelength) radar. Shipboard Global Maritime Distress Safety System (GMDSS) includes one or more search and rescue locating devices. The radar-SART may be triggered by any X-band radar within a range of approximately 6 nautical miles (15 kilometers). Each radar pulse received causes the SART to transmit a response which is swept repetitively across the complete radar frequency band.

Training was conducted at the Zero Point by Shakil Abid who is the Assistant Manager, SPM, and also the Chief Marine Officer. The objective of the training was to create awareness amongst the operation staff about the basic usage of SART at the terminals so that each employee is aware of the equipment on board and can operate it when it is required



Search and Rescue Radar Transponder

**Shakil Abid is Assistant
Manager at the SPM**

PERKS OF INTERDEPARTMENTAL COMMUNICATION AND COLLABORATION

“Coming together is a beginning, staying together is progress, and working together is success.” (Henry Ford)

Employees of a company resembles bricks in a wall; the stronger the bond between employees, the stronger the system and the better the financial results.

Employees should motivate one another. Recognition and appreciation of people's efforts is a first step to spark employee's inherent ability or talent which she / he should utilize in their routine work.

Bonding with coworkers enriches the work day, leading to a better work environment, and keeps individuals energetic and excited for work every day. Strong emphasis on teamwork creates great working relationships.

I still have a clear memory of my first day at Byco when I walked in the maintenance department with low confidence, suffering from a cultural shock, and trying to assimilate myself with the surroundings. But that feeling did not last for a very long time. My manager always helped me in this regard by involving me in every in-house meeting and assigning me tasks with other employees in order to encourage team work.

Collaboration between departments is more than simply “cooperating” with other departments. It involves a shared vision, mutual

respect, and in-depth understanding of each other's role in a project with the goal of achieving excellent business outcomes. Relationships among department heads can have a significant influence on how well team members collaborate and it is important to create a culture of collaboration with in the

leadership team. This can foster a sense of collective responsibility for the organization's success, and build a sense of trust between departments. To strengthen interdepartmental collaboration there is a need to develop a system of clear goals and design workflows through which the information required by other departments could move easily and effectively. Without sharing knowledge teams cannot gather at a single goal. Managers should schedule short and regular cross-departmental meetings between department heads to share updates and immediately address any issues and concerns, and encourage each department head to schedule similar meetings between their teams. This will help deepen interdepartmental relationships and increase collaboration.

When we speak of interdepartmental collaboration, there is no guaranteed stage of excellence or satisfaction. It is a continuous effort towards improvement. It takes a lot of hard work to get interdepartmental communication right, and there are a lot of obstacles in the way. Let's break the ice and see that Byco is actually only one team!

**Moiz Muzammil is a part of the
Rotary Maintenance Department at Byco**

LIFE @



Byco observed International Women's Day. From left to right: Munira Salman, Amberreen Inam, Farhangesh Gul, Jasmin Herbert, Manisha Laloo, Muneeza Patel, Wajeeha Paracha, Mahnoor Anwar, Marium Hassan and Komal Niazi



Byco and Telenor co-hosted a training session on Easypaisa and lunch for Byco's dealers at the Pearl Continental Karachi



Byco organized a sales marketing event for its lubricants dealers in Sadiqabad



Byco sponsored the Daredevils team in the DSL cricket tournament. Pictured with the team: Mr. Ali Aslam, Byco's Senior Manager

BYCO



Mr. Abdul Sattar, Manager Industrial Relations, and Haroon Rasheed, Head of Technical Trainings, distributing goods to the flood victims of Lasbela



Byco celebrated the 6th anniversary of safe operations of its SPM at the Zero Point



Byco sponsored the International Petroleum Conference co-hosted by Ministry of Petroleum and Jang Group / Geo TV at Islamabad. Pictured: Mr. Wasi Khan, Director, Mr. Fayaz Ahmad Khan, Head of Customer Services, Mr. Shehryar Ahmad, Head of Communications, and Mr. Muhammad Omer Khan, Brand Manager



Mrs. Uzma Abbasciy celebrates International Women's Day at Byco



The Petroleum Marketing Team and Byco's Communications department attend Easypaisa training

JUNOON REUNITES AFTER 13 YEARS!

*Mitti Main Miljaeygay,
Bhullo Na
Jayengay tho phir,
Lotkay Na Ayengay*

When legendary Sufi Rock band Junoon announced that they would be re-uniting after a gap of 13 years for a concert on Christmas in Karachi, I couldn't miss this once in a lifetime opportunity and immediately bought a ticket for my wife and myself.

13,000 fans had paid heftily to come to the immaculate setup at the Moin Khan Academy in DHA. Ali and Salman had finally buried the hatchet for their fans to enjoy their music again. Junoon's concert of the century was all about nostalgia, fun, Déjà vu and adrenaline. Everyone in the audience, young or old, was brimming with nostalgia, as they sang along with the band to the tunes of "Mahi", "Saeen", and "Jazba".

It was a crisply chilled night. Opening acts started at 7, and by 8, once Junoon hit the stage it was like reliving my past. Seeing all my rock 'n' roll heroes which we idolized in college days finally on stage was mind-blowing.

Being hardcore Junoon fans, it seemed as if all of Karachi had decided to attend the concert. The crowd consisted of kids from 3 to grandmothers of 60 even, and at one point I thought I can have a mini reunion of all my old school and college friends' right there.

To this day the closing number's lyrics are now emblazoned in my consciousness (along with the fireworks that complemented them that night):

*"Hai Jazba-e-Junoon tho Himmat Na Haar
Justuju jo Karay Who Chueh Aasmaan!"*



Junoon performing in Karachi



Byco team members at the concert

**Khawaja Khurram is the General
Manager of the MAS Department at Byco**

WORK ETIQUETTES - LONG GONE AND FORGONE?

The term 'etiquettes' governs the case of how one should and is expected to behave in a certain environment that comes across as civilized and polite. The increasing need to be socially more connected has altered some of the ways of how one should conduct themselves in a workplace setting and the irony is that it is expected to be normal and justifiable.

The freedom we can exercise on a social media platform, the power of saying everything and just anything without considering whether it is appropriate has taken a toll on the basic manners that one should bear when they are placed in a working environment.

I do believe that everything evolves to match the present times but politeness, good manners and kindness can never go out of style I consider it as personal security as it will always give one a heads up of how one has to behave appropriately in a given situation. This will render one more comfortable and our communication more comprehensible. The important thing to note is that etiquettes are not rules that you have to abide by but should be more importantly considered as guidelines that help us become better people and better human beings. We are not supposed to list down all the good manners that are deemed important but everyone should reconsider the changing working dynamics and uphold the basic morals that should be ingrained in us and can pass on to the future generation in coming times.

**Komal Niazi is a Senior
Officer of Byco's Finance Department**

UK'S UN-WRITTEN CONSTITUTION

An un-codified constitution is one that is not written down in a single document, rather, it is made up of rules found in various documents and court judgments. Most countries in the world have an official, written, codified constitution. However, countries like UK, New Zealand and Israel do not have one.

The British Constitution is derived from a number of sources:

- Statutes: laws passed by the Parliament
- Common Law: laws developed by courts and judges through cases
- Works of Authority: books written by constitutional theorists that act as a guide to the constitution

Having an un-written constitution comes with its pros and cons. Unlike the written constitution which is rigid and difficult to modify, UK's unwritten constitution is flexible and can be amended to align with the changing times without involving elaborate procedures.

An unwritten constitution gives more power to the Parliament who are elected representatives, and less to the judiciary. In case of a written constitution the supremacy of the Parliament could be taken over by the courts because then the constitution becomes sovereign which would give more authority to the judges and they could overrule an elected Parliament.

There are some risks associated with not having a written constitution as well. A written constitution is more detailed and explicitly states the limitations of the government but, an unwritten constitution lacks clarity about what a state can and cannot do, what its responsibilities are and for what it could be held accountable for. Hence, it is difficult to determine whether or not something is or is not unconstitutional.

In the end it does not really matter whether a country has a written constitution. Political systems are not perfect and each system has its own sets of pros and cons.

**Aiza Nasir Ali is part of
Byco's Human Resource Department**

BYCO WINS BIG AT NATIONAL SAFETY AWARDS IN USA

The National Safety Council is a public organization promoting health and safety in the United States of America since 1913. Members include more than 55,000 businesses, labor organizations, public and private agencies.

The NSC Congress & Expo is conducted annually attracting safety and health professionals and industry suppliers from different countries. The event promotes health and safety products, services and new safety technologies.

A special part of this event is the National Award Ceremony where Safety Professionals and Organizations across the globe compete with each other for various award categories i.e. Green Cross for Safety Award, Safety Excellence Award, Safety Innovation Award, Influential Women in Safety Award and Rising Stars of Safety..

For the year 2018, Ammar Hussain from EHS department at Byco was awarded "Rising Star of Safety" by National Safety Council. Ammar was invited to receive the award in person from NSC President and CEO Deborah Hersman at Houston. To recognize and encourage such achievement, Byco's management sponsored Ammar's travel and stay for this event. Ammar represented Byco for the first time at this prestigious event under an award winning category.

Ammar elaborated Byco's "EHS Initiatives and Management Commitment" at the Young Professionals Division Meeting and Executive Forum in a series of events following this ceremony.

The event convened some of the best EHS professionals from across the globe to share best practices and to recognize their contributions in the field of Health and Safety.

This global appearance is another feather in Byco's cap and we strongly believe many more are yet to follow!



Ammar Hussain receiving the Rising Star award at the National Safety Awards held in Houston, USA

**Ammar Hussain is Assistant
Manager of Byco's EHS Department**



The International Union for Conservation of Nature sent a team to visit Byco which included Canadian environmental expert Randal Glaholt



Mr. Fayaz Ahmad Khan, Head of Customer Services, gifting a motorcycle to a customer at a sales event in Sadiqabad



Byco's female employees attended a training seminar at the Byco training center in observance of International Women's Day



Admiral Zaka-ur-Rehman, DG, PMSA, attended the 6th anniversary of Byco's SPM



Byco is collaborating with IBA on an Experiential Learning Project on its Sustainability program. IBA's ELP team visited the Urban Forest and is pictured here with its CEO Shahzad Qureshi and Mahnoor Anwar of Byco's Communication in front of Byco's Trees planted at the Urban Forest



Mr. Azfar Saeed Baig, V.P. AHR, and Mr. Umair Baig, Senior Manager with Byco's Graduate trainees of 2019



Captain Farhan, Head of SPM, and Mr. Jawad Javed, Manager, Contracts, at the Pakistani-Dutch Maritime Knowledge Seminar



Mr. Naeem Asghar Malik, CFO, with Mr. Ali Aslam, Senior Manager, at the CFO Conference sponsored by Byco



Graduate trainees having an interactive session with the management of Byco at the Pakistan Society of Training and Development (PSTD)



Mr. Wasi Khan, Director, presents a token to the Federal Minister of Maritime Affairs, Mr. Ali Zaidi, at the International Petroleum Conference in Islamabad. Also presenting: Mr. Fayaz Ahmad Khan, Head of Customer Services, and Shehryar Ahmad, Head of Communications

ENTERPRISE RISK MANAGEMENT

Risk and reward go hand in hand. “Calculated” risks have to be taken in order to maximize returns or profit. We all face different sorts of risks in our lives and managing them effectively ensures our wellbeing. Similarly a business concern has to meet its challenges and overcome obstacles in order to reach its goals and achieve its objectives. It is therefore important for it to have a risk management framework embedded in all its business processes.

Enterprise Risk Management (ERM) is a systematic approach to identify all present and potential risks, assess their impact and probability of occurrence and accordingly develop mitigation plans to manage them

Some benefits of having an ERM framework include:

- Greater likelihood of achieving objectives
- Channelling management focus appropriate to the level and severity of risks
- Fewer surprises or crises
- More focus internally on doing the right things in the right way
- Increased likelihood of change initiatives being achieved
- Capability to handle more risk in order to gain greater reward
- More informed decision-making

Adopting a systematic approach to risk management is critical for Byco due to fluctuating oil prices, changing business dynamics and the regulatory environment. This framework will ensure that all risks are appropriately documented in Risk Registers, assessed for their probability of occurrence (P) and potential for loss or impact (I), with existing mitigation measures noted and, wherever necessary, new ones implemented to further reduce the impact of the residual risks to tolerable levels. The entire exercise will be done in house, coordinated by Byco’s Internal Audit Division (IAD), and completed within the calendar year. The final results will be shared with the Board of Directors who have ultimate oversight over the affairs of the Company and implementation of mitigation plans stewarded by its Board Audit Committee (BAC) every quarter.

Risk Champions have been nominated from all Divisions and workshops are being planned for them by the IAD so as to familiarize them with the Lean ERM process that they will be running.



Munira Salman is Internal Audit Manager at Byco

OVERUSING THE WORD DEPRESSION

The phrase 'I am depressed', is far too common these days and somehow the overuse of the term 'depression' has become synonymous to saying I am sad or unhappy at the moment. As a result, most people take the word 'depression' to describe their temporary state of unhappiness which in turn dulls the seriousness of the term 'depression'.

For those who are unaware, depression is a mood disorder that causes one to persistently feel sad and lose interest. It can cause deep emotional and physical changes in a person who is suffering from it. The person tends to withdraw from family and close friends, is unable to concentrate, and feels that life is not worth living. The person suffering from depression becomes irritable, frustrated, guilty, unhappy, and disappointed. Their appetite changes and they experience significant weight loss or gain. They have sleep problems and feel worthless. Persistence of such feelings can even lead to suicide!

Many people use depression to describe situations as being "depressed" because they have a ton of work to do, or because they have gained a few extra pounds and then get over it. The fact is if you are sad for whatever reason and you get over it in a couple of days then you are not depressed! If someone is "clinically depressed", that is something altogether different. Most people don't realize or acknowledge someone with clinical depression since there are taboos in our culture regarding mental health challenges. They cannot sympathize with them and are unable to truly console them.

For people suffering from depression every single second of their life is a battle and they are struck with grief all the time. All their hopes and passions wither away so much that they feel it is meaningless to exist. Next time someone incorrectly uses the term depressed for when they are just feeling a little low, make sure they know the difference between feeling low and being clinically depressed.

**Marium Hassan is part of the
Refinery Sales department at Byco**

INTERESTING FACTS

- To produce a single pound of honey, a single bee would have to visit 2 million flowers
- You are born with 300 bones, by the time you are an adult you will have 206.
- No word in the English language rhymes with month, orange, silver or purple
- Ketchup was sold in the 1830s as medicine
- Every day more money is printed for monopoly than the US Treasury.
- Coca Cola was originally green.
- Chewing gum while you cut an onion will help keep you from crying.
- Cherophobia is the fear of fun
- If you try to suppress a sneeze, you can rupture a blood vessel in your head or neck and die
- You are 1% shorter in the evening than in the morning
- $111,111,111 \times 111,111,111 = 12,345,678,987,654,321$
- The cigarette lighter was invented before the match
- A person can live without food for about a month, but only about a week without water



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