



SPECIAL ISSUE **COVID-19**



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HEROES

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EDITOR'S NOTE

Dear Readers,

Assalam o Alaikum!

Welcome to the Summer 2020 edition of the Blend.

This Special issue is dedicated to all the frontline workers of Byco, Doctors, Nurses, EMT, and other essential services providers who are risking their health to ensure that the rest of us can continue to work from home during the unprecedented global Covid-19 pandemic. We salute you! Thanks to Byco's hardworking and resilient team, our refineries continued to operate and our sales team provided critical fuel to the nation despite the nationwide lockdown to combat the pandemic.

Byco immediately responded to signs of the pandemic by launching an informational awareness campaign, making sure everyone of our stakeholders knew what precautions to take to ensure that the spread of the disease was minimized, and put in place SOP's of social distancing and other precautions at our refineries, forecourts and offices. We extended a helping hand to the vulnerable populations neighboring our refinery in Hub, Balochistan. Collaborating with Saylani Welfare Trust, Byco's Refinery Administration distributed critical food and supplies to the underprivileged families and daily wage workers who were the most affected because of the lockdown.

Due to the very challenging environment faced by the company, Byco reported a net loss of Rs. 2.67 billion for the first nine months of FY20. The COVID-19 pandemic, followed by a nationwide lockdown deeply affected demand for Byco's products. Falling international oil prices, coupled with negative impact of PKR-USD exchange rate, and an increase in inventory losses have made this a very difficult period for Byco and the entire oil refining industry.

Byco stands firm with Pakistan through the challenges, and is working hard to rise through this period stronger in sha' Allah. Byco announced during an Extraordinary General Meeting that it intends to install two major upgrades, the Fluid Catalytic Cracking (FCC) and Diesel Hydro Desulphurizing (DHDS) units, allowing Byco to reduce the sulphur content of diesel produced and convert furnace oil into gasoline and diesel.

Mash' Allah, Byco is the first company in Pakistan to induct a dedicated Oil Spill Response Craft (WSSII). It is the only company in Pakistan equipped with oil spill handling capabilities that enables the company to be fully prepared for any oil spill.

Keep in touch with us and share your feedback, articles and photos at communication@byco.com.pk

Best Regards,

Shehryar Ahmad

Head of Communications

REDUCING OPERATING COSTS

In recent years, the Oil refining sector in Pakistan is going through a challenging time due to falling profit margins. The major reasons are declining Furnace oil consumption, devaluation of rupee and volatile international crude oil prices. In this scenario, the only options available are to increase annual production and reduce operational cost in order to maximize profit margins. Reduction in furnace oil consumption restricts the production capacity of the refinery. So the best option is to find out ways to reduce operating expenses.

According to Byco's Annual Report for FY19, operating expenses were reported at PKR 885 million out of which approximately PKR 185 million is the planned annual budget of chemical consumed during operations.

Further breaking down the cost, out of PKR 185 million, PKR 129 million was utilized on PPD (Pour Point depressant). Pour point represents the



BYCO ANNOUNCES PLANS TO INSTALL DHDS & FCC UNITS AT EXTRAORDINARY GENERAL MEETING



Pakistan's largest oil refining company with a design capacity of 155,000 barrels per day

Pakistan's largest oil refining company, Byco, announced its decision to establish a diesel hydro de-sulphurising (DHDS) unit and a fluid catalytic cracking (FCC) unit after an Extraordinary General Meeting of Byco's shareholders was held to approve this decision.

The units include among others, the diesel hydro de-sulphurising units, including the pre and post treatment plants which include an amine system, sour water system and sulphur plant; and the fluid catalytic cracking unit, including the pre and post treatment plants which include vacuum distillation, selective hydrogenation process, alkylation, cat naphtha hydrotreater, cat reformer, dimersol, gasoline merox, sweet frac, C3 | C4 splitter and gas con.

These additional processing units shall enable Byco to reduce the sulphur content in the diesel it produces and convert furnace oil into gasoline and diesel.

Oil refiners have been facing significant difficulties since power producers were shifted towards RLNG in place of the traditional use of furnace oil. Byco is the first refinery in the country to announce plans to resolve this crisis by upgrading its facilities to ensure environmental compliance and sustainable profitability. Earlier Byco innovated by exporting its HSFO to ensure smooth throughput.

Mr. Amir Abbassciy, Byco's Chief Executive Officer, commented: "Alhamdulillah, we announce yet another decision taken to future proofing our business through continuous improvement of our systems and processes. We have been planning and preparing for these upgrades at our refineries for some time. The addition of the DHDS and FCC facilities will make Byco a stronger and more profitable entity and will make our products both more environmentally sound and competitive in the marketplace. We are thankful to our Shareholders, stakeholders, the Ministry of Energy | Petroleum Division; Ministry of Finance; Ministry of Commerce, OGRA and our financial institutions."

REDUCING OPERATING COSTS

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lowest temperature at which oil is capable of flowing under gravity. It is one of the important low-temperature characteristics of heavy oil like Furnace oil. When the temperature is less than the pour point of a petroleum product, it cannot be stored or transferred through a pipeline. This chemical is used in furnace oil to reduce the pour point.

Byco's Production Department came up with a solution to reduce this cost by replacing PPD with alternatives. At the Platformer unit, Seal Oil is generated which has been regarded as a waste product which previously was either discarded or sold at a very low price. However, the production team figured that this Seal Oil has the best

ability to reduce the pour point whereby keeping all other specifications of furnace oil as per standard. After several experiments, Pour Point Depressant (PPD) was replaced with Seal Oil instead. This not only gave better results, but it reduced the operation costs by approximately 10% per annum and a waste product turned out to be useful for the company's operations.

The activity was initiated by Mirza Faisal Naseem Baig, Senior Manager Production, and was applauded by Mr. Rashid Badruddin, VP, Operations.

Mr. Arslan Ali is part of the Production Department at Byco

BYCO INDUCTS DEDICATED VESSEL FOR OIL SPILL RESPONSE



Byco has become the only company in Pakistan to operate a dedicated Oil Spill Response Craft (WSSII) at its Single Point Mooring (SPM). This specialized craft gets into action immediately to position equipment for Oil Spill Response onboard and is supervised by the Byco OSR Team. The Spill Response Craft, in addition to operating the containment boom, also has an Auto sprinkling system. This enables it to cover a wider area with Oil Spill Dispersant. In rough weather conditions, this system becomes even more effective as use of the containment boom would otherwise be impossible.

Contamination of water due to oil poured on it as a result of an accident or human error is termed as an oil spill. Oil is among the most important energy sources in the world and because of its uneven distribution, it is transported by ships across the oceans and by pipelines across land. This has resulted in several accidents. These accidents usually occur while transferring oil to vessels, during transportation, breaking of pipelines, as well as while drilling in the earth's crust.

While massive and catastrophic spills receive much attention, smaller and chronic ones occur on a regular basis. These spills contaminate the coasts and estuaries and can cause serious health problems to human beings. Oil spilling into rivers, bays and oceans is most often caused by accidents involving tankers, barges, pipelines, refineries, drilling rigs and storage facilities.

Some common oil spills occur when people make mistakes or are careless, through equipment breakdowns, natural disasters such as hurricanes or there are deliberate acts by terrorists, countries at war, vandals, or illegal dumpers.

The spilt oil floats on ocean or river water though very heavy oil can sometimes sink in freshwater, but this happens very rarely. Oil usually spreads out rapidly across the water surface to form a thin layer that is called an oil slick. As the oil continues spreading, the layer becomes thinner and thinner, finally becoming a very thin layer called a sheen, which often looks like a rainbow.

Depending on the circumstances, oil spills can be very harmful to marine birds and mammals and can also harm fish and shellfish. Oil destroys the insulating ability of fur-bearing mammals, such as sea otters, and the water-repelling abilities of a bird's feathers, thus exposing these creatures to the harsh elements. Many birds and animals also ingest (swallow) oil when they try to clean themselves,

which can poison them. Depending on just where and when a spill happens, up to hundreds or thousands of birds and mammals can be killed or injured.

Oil spills into rivers, bays, and the ocean are most often caused by accidents involving tankers, barges, pipelines, refineries, drilling rigs, and storage facilities. Spills can be caused by people making mistakes or being careless.

A spill may take weeks, months or even years to clean up. Oil spills at sea are generally much more damaging than those on land, as they can spread for hundreds of nautical miles polluting a great extent of coastline, killing marine life, destroying ecosystems and damaging local economies, fishery and tourism.

Oil spills should be cleaned up as quickly as possible to limit damage to the environment. The primary tools used to respond to an oil spill are mechanical containment, recovery, and cleanup equipment. This includes booms, barriers, and skimmers, as well as natural and synthetic absorbent materials.

If containment and recovery equipment is properly deployed, damage to spill areas can be reduced. It is for this reason that effective response to oil spills must be based on efficient planning and use must be made of the right equipment by trained professionals. The teams involved in the process must have an understanding of their roles. They should know the procedures involved and should be able to operate the equipment correctly.

It is a fact known within the sector that amongst various OMCs, Byco is the only one professionally equipped to handle oil spills. Its SPM Terminal Team has highly trained personnel who have vast and diverse experience in the Marine sector and handle oil spills efficiently in ports and terminals. The motto "Clean Seas & Green Pakistan" is akin to a national motto that is strictly abided by Byco's OSR team.

Deployment of the craft also ensures that the International Conventions on Pollution Prevention are not violated by any vessel operating in Pakistan's territorial waters, keeping the area pollution-free and safe from disposed waste.

**Shakil Abid is Assistant Manager
OSR at Byco**

BYCO EXTENDS A HELPING HAND TO COVID-19 AFFECTED VILLAGES IN HUB BALOCHISTAN

COVID-19 has greatly affected everyone around the globe. Businesses are at a standstill. Due to this the underprivileged and daily wage workers need the most protection. In these tough times of the COVID-19 pandemic, Byco takes a step forward to protect society's most vulnerable. Byco joined hands with Saylani Welfare Trust to distribute ration bags to families and daily wage workers in numerous fishermen's villages in the vicinity of its refinery in Hub, Baluchistan.

The move was followed by a countrywide lockdown that has forced millions of people to stay indoors and left hundreds of thousands of laborers and daily wage workers bereft of income. Byco distributed ration bags twice to more than 1,000 families in Mouza Kund, Hub, Balochistan.

The ration bags had basic necessities such as food and groceries which could last for about a month for a family of five. These were distributed to vulnerable families and daily wage workers, particularly low-income groups whose livelihood has been badly affected by the coronavirus pandemic.

As a socially responsible corporate citizen, Byco has always stepped forward in supporting the nation and its communities by contributing to crisis response and relief efforts with direct donations to food banks, education, and welfare and health services. Byco owes it to the community to do everything it can to make sure they have what they need in these hard times, and it will continue to do its utmost to play its part in helping our country recover from this crisis.



Byco distributes ration to the affected villages of Hub, Balochistan

COVID-19 is a global challenge that can only be met by countries, communities, and companies working together. Byco stands tall with the nation in these hard times and reiterates its resounding commitment to the nation in helping it recover from this crisis.

Zaheer Peerbuksh is part of the Administration team at Byco

WHAT THE FUTURE MIGHT HOLD

There is a concept known as Universal Basic Income (UBI), which has been gaining popularity in recent years. In this concept, the state takes responsibility of providing basic living expenses to its citizens. This economic study is one of the most ambitious policies of our time and has opened the door to many possibilities for the future.

But the question which arises is: If the government pays for your entire expense, without any strings attached, would you ever pursue education and look for a job?

As the world progresses in technology and automation, the number of jobs that require manual labor is significantly dropping, pushing many below the poverty line. Regardless of global efforts to end poverty, it is still on the rise. But the implementation of UBI can solve the poverty issue by paying everyone enough money to lift them above the poverty line.

The most debated concern about UBI is that giving away money might discourage people from working, or they might even waste it on drugs. A recent study conducted by the World Bank refutes this claim entirely. They have related drug usage with excess amounts of wealth; a richer individual is more likely to waste money on drugs than a poor person.

Canada has successfully conducted a few test runs which have shown promising results. Of the participants, only 1 percent stopped working entirely mostly to take care of their children. The other people devoted themselves to finding a better career path and pursuing education. Removing the fear of poverty can empower people to pursue their dreams and allow them to lead a happier life.

UBI can be beneficial to the economy as well. A study conducted in the United States showed that a UBI of \$ 1000 can grow the GDP by 12 percent, enabling poor people to spend more and thereby increasing demand.

The jury is still out on UBI's viability. Some portray it as the only way forward, while others believe that it may weaken the economy. The truth lies somewhere in between. There are many factors when considering such a policy, such as the wealth, size, and culture of the country. Therefore, it has to be adjusted accordingly.

Emad Mehmood is part of the Communications Team at Byco

BYCO REFINERY TO RESUME PRODUCTION DUE TO IMPROVED FUEL DEMAND

In late March, the Ministry of Energy had issued an order to stop all import of petroleum products to all Oil Marketing Companies to ensure that domestic refineries products are fully consumed. Fayaz Ahmad Khan, Vice President of Commercial at Byco said: "Due to improved demand across the country, Byco has resumed production at its oil refinery."

Mr. Khan praised the Ministry of Energy in its efforts to support the domestic refining industry: "We request the Government to kindly abolish the IFEM, and deregulate the pricing of petroleum products. This will allow market players to compete on prices and services, and save consumers money. Byco thanks the Ministry of Energy for its strong support to the E&P and Refining sectors by halting the import of petroleum products since April 1st. Byco is hopeful that the Ministry can continue to facilitate improving demand for products so that we can raise our capacity utilization through firm consistent orders from OMC's."

Demand for petroleum products had earlier dwindled in Pakistan as a result of the closure of all schools in the country and the



Byco stands with its customers by ensuring continuous supply of fuel during the pandemic

subsequent nationwide lockdowns. The Ministry of Energy therefore took the measure of banning import of all petroleum products. Byco had put its refinery in "cold circulation" earlier due to drying up of demand. Byco stands tall with the nation in showing resilience in the face of the pandemic and is confident Pakistan will emerge stronger as we eventually recover from this crisis.

FIRE PREVENTION AT HIGH PRESSURE

Fire is an occupational hazard for the Oil refining industry, where both the feedstock and output are extremely flammable. Understanding the risk is half the battle; once all the risks are identified, an effective prevention strategy can be developed.

The most important factor when treating a flammable substance is its state of nature. The gaseous state is the hardest to contain as they have to be pressurized for storage and usage which significantly increases the magnitude of a potential fire. While all the containment facilities and storage vessels are manufactured according to international safety standards, accidents are mostly caused due to lack of inspections and repairs.

The conditions inside the storage facility are maintained to keep the gaseous fuel in a liquid state. It is imperative that the pressure and temperature of the vessel are within the safety range to prevent an explosion. To control the internal pressure, a relief valve is installed to stabilize the internal conditions.

BLEVE (Boiling Liquid Expanding Vapor Explosion) is a term that is used to refer to an explosion, which is caused by a rupture of the vessel containing a pressurized liquid which is above its boiling point. This is one of the worst outcomes when dealing with a compressed fuel as this results in a massive fireball which can

trigger a chain reaction of explosions. The elimination of BLEVE is possible by the employment of various techniques. There is no universal method to prevent BLEVE but every situation requires a tailored technique to suit the need of the Industry.

One method to prevent BLEVE is the active protection method, which refers to an application of water to cool the container and prevent the weakening of the structure. In this method, the external surface of the storage container is left exposed, so any external corrosion can easily be identified and mended. The effectiveness of active protection depends on the mobility of the deployment, which means that the coolant must quickly come into contact with all exposed areas, and any delay might cause irrevocable damage to the container or might even fail to prevent BLEVE.

Syed Wajahat Mujtaba is part of the Emergency Response department at Byco

SAFETY PRECAUTIONS AT BYCO'S FORECOURTS

The impact of COVID-19 is being felt throughout the world. Even in Pakistan the government has taken strict actions and implemented social distancing and partial lockdowns. Amidst these challenges, Byco continues to provide vital petroleum products to its customers keeping the health and safety of its employees and customers as its top priority. Byco's forecourts have been given strict guidelines that are being followed at all retail stations. These include measures such as retailers and attendants being trained and advised to:

- Wash hands for 20 seconds or use hand sanitizers frequently
- Maintain a safe distance of 1 meter between our customers and the staff
- Ask customers to pay with debit / credit cards wherever possible
- Avoid touching face
- Mandatory face masks for all employees at the forecourt
- Disinfect the forecourt dispensers and filling area (high touch areas)

Some of our retail sites are also distributing masks, sanitizers for drivers, and for customers. Byco in accordance with government directives is taking all necessary precautions at retail sites to ensure maximum safety of customers and employees.

These are extremely challenging times for especially those who are on the frontline and serving the community. Covid-19 is a global pandemic and everyone has to play their part diligently to get through this together.



Social distancing measures taken at Byco's forecourts to ensure safety of its employees and customers

Asjad Nomani is part of the Petroleum Marketing Department at Byco

IMPORTANCE OF SOCIAL DISTANCING

As the Novel Coronavirus spreads rapidly, researchers all over the globe are racing to find a cure and a vaccine in order to end this crisis. Experts in the field believe that at least one year would be required for a vaccine to be developed, and even then it would be a record time development. Historically, the MMR vaccine (used to prevent Mumps) is the fastest developed vaccine to date and it took around 4 years. Therefore, realistically the world would already be recovering before the vaccine is available for the general public.

Our only hope is a cure to treat the virus. Until that is available, we must try to slow down the spread by practicing social distancing. World Health Organization (WHO) and expert epidemiologists agree that social distancing is the best solution to contain the growing crisis.

Social distancing doesn't imply that we should cut all ties with our friends and family, but the need of the hour is to create a physical barrier with them so the transmission of the virus is slowed. We need to alter our normal behavior and have to adapt to our new reality. We must accept that this virus is here to stay for a long time and have to react accordingly.

These are guidelines we all must adhere to in order to shield ourselves and our loved ones:

- Maintain a distance of at least one meter from people at all times.
- Self-monitor for common symptoms of coronavirus; self-isolate if any symptom materializes.
- Try to get necessities (food or otherwise) delivered instead of going to the market.
- Keep your mouth covered by a mask when in public.
- Do not participate in social gatherings, such as visiting a friend or attending an event.

Syed Mehroz Ali is part of the EHS department at Byco

NEW YORK – THE CITY THAT NEVER SLEEPS

The Corona Virus has affected almost every human being around the globe and has locked most of us in our homes, taking away many of the things that we hold dear. This includes traveling, which now is only allowed in extreme necessity.

Traveling is one of the activities I miss most during this period. I can't help but let my mind wander to my first international trip to New York City, the best city in the world.

My obsession with New York began by watching the hit sitcom "Friends", an impressive story of six friends living in Brooklyn. From that day onwards, I dreamt of visiting the Big Apple to experience the life of a New Yorker.

When you visit New York for the first time, it's like you have entered into another dimension with a completely different way of life. When I was there, I stayed in Queens, only a little distance from Manhattan. It is one of the most crowded regions of New York - so crowded that it looks like a sea of people where you have to struggle to stay afloat.

Manhattan is home to many attractions, such as Central Park, the Empire State Building, and the World Trade Centre monument. The entire region is surrounded by tall skyscrapers, which are over 1000 feet. Looking from the ground, these buildings seem to touch the sky.

During my stay, I visited the World Trade Centre memorial. Witnessing the destruction caused, I was solemnly depressed. While I was there, I admired the beauty of America's largest man-made waterfall named Reflecting Absence, which was created to honor the victims, where every individual's name is carved in bronze and placed around the twin memorial pools.

The World Trade Centre memorial reminds me that we humans always overcome. No matter how big the obstacle is, we always come out stronger. We shouldn't despair and think of the current period as a punishment, but as a time for reflection. We should use this time to improve inwards so that when we are ready to go outside, we truly deserve it.



World Trade Center Memorial, New York

Komal Niazi is part of the Finance Department at Byco

SAFETY PRECAUTIONS

As Covid-19 cases are exponentially increasing daily, we must take every safety precaution recommended by experts in order to protect ourselves and others around us.

Byco has implemented work from home indefinitely for their employees until the danger of the pandemic subsides. But some employees will have to come to the office in some capacity to ensure the smooth flow of the business. Working inside the office during the pandemic can be especially challenging, where chances of getting infected are higher than working from home. For this very purpose, Byco has added many safety measures such as disinfection tunnels, hand sanitizers, contactless attendance, and contactless water faucets. Other than that, SOP's have been developed for added safety. But all these precautions are useless without compliance. We need to make sure that when we are inside the office premises, we follow all guidelines.

The topmost priority is to wear a mask at all times, and even then keep a safe distance of one meter from everyone. Beware that most people with COVID don't exhibit any symptoms and can still be a carrier of the virus.

Another risk is from contact with an infected surface. Disinfect your workstation daily before starting work, and make sure no one else handles them. Do not use any stationary except your own and disinfect your hands by soap or sanitizer after.

Refrain from socializing within the office premises, and only stay at the office as long as necessary.

Following are some guidelines to follow for disinfecting your workstation:

- Unplug your devices before disinfection.
- Use a lint-free cloth, such as alcohol pads to clean computer accessories.
- Excessive disinfectants can cause damage to electronics.
- Do not use aerosol sprays, bleach, or abrasive cleaners.

Zeeshan Manzoor is Manager Management Application Systems (MAS) at Byco

LIFE @



Safety precautions and social distancing measures were put in place at Byco's forecourts in order to ensure safety of its employees and customers from Covid-19



Hands-free attendance management was installed nationwide



Byco conducted assessment tests for Graduate Trainee Engineers candidates. Pictured: Mr. Fawad Iqbal, Manager, Talent Acquisition, conducting the induction drive while ensuring safety precautions



During the first week of March, a series of workshops were organized before the lockdown titled "Meri Milkiyat: Ownership – A road to excellence", by Mr. Junaid Ahsan, CEO of Talent Experts International. The purpose of this training was to strengthen ownership and enhance trustworthiness among teams at Byco

BYCO



Byco's HR team conducted a virtual learning session on "Beating Fear, Stress & Anxiety", conducted by renowned motivational speaker and author, Mr. Qaiser Abbas, for the benefit of Byco's management



Mr. Farhan Jabbar, Head of SPM Operations, plants a tree on World Environment Day at the SPM Zero Point



Mr. Sana Ullah, Head of Retail Development, presents "Employee of the month" award at Al Tariq Forecourt to encourage employees and appreciate their efforts



Byco joined hands with Saylani Welfare Trust in order to distribute ration to the daily wage workers in numerous fishermen villages in Hub, Balochistan. Pictured left to right: Colonel Shamsuddin, Head of Security, Syed Abdul Sattar, Manager Industrial Relations, Farrukh Iqbal Qureshi, GM, EHS, and Zaheer Peerbuksh, Senior Officer, Industrial Relations



On 24 February 2020, Byco attended a World Bank training on “Ease of doing business methodology” in collaboration with The Overseas Investors Chamber of Commerce & Industry (OICCI). Pictured left to right: Mr. Muhammad Shahid, Finance, Mr. Kamran Zulfiqar, Communication, Mr. Mohammad Jawad Javed, Contracts and Mr. Muhammad Hussain, Human Resource



Mr. Mohammad Wasi Khan, Director, Byco, appeared on GEO TV to talk about the challenges faced by oil refining sector



Byco observed the first anniversary of Byco – DHA Urban Forest pilot’s plantation originally planted on 15 May 2019 at AK Khan Park



Byco celebrated World Environment Day on 5 June 2020, by conducting a tree plantation drive at the refinery and the SPM Zero Point



15 participants from South region and Sukkur attended a 2 day workshop on 26 & 27 February, at Audi Centre in order to gauge understanding of the functioning of Byco's retail outlets



Mr. Sana Ullah, Head of Retail development conducted a 2 day workshop for the petroleum marketing sales staff, field engineers and non-fuel retail team to enhance their knowledge on business operations



Byco installed walkthrough disinfection gates at its refineries as a response to Covid-19 and to ensure safety of its employees



Byco conducted disinfection and sanitizing of all its locations nationwide



During Eid, after the lockdown ended and due to a fall in petroleum prices, there was a very strong demand for fuel at Byco's petrol pumps

SHRINK YOUR EGO TO MAKE ROOM FOR SELF-DEVELOPMENT

Manners, hard work, intelligence, and responsibility are all desirable qualities, but shrinking your ego is crucial when it comes to achieving lasting success. Ego is your sense of self-esteem and self-importance. Not being able to shrink your ego to make room for other people's ideas, and for your own self-development will ultimately prevent you from living your best life. Most of us fail to identify that we even have such a problem and perhaps we might even consider having a bigger ego to be a desirable quality. While ego is not all bad, it is necessary to keep it in check. Here are certain ways to shrink your ego to make room for a positive attitude:

Take constructive criticism as constructive feedback

Some people might consider constructive criticism as a personal attack. While none of us likes to be criticized, it is impossible to improve performance without constructive criticism.

Listen to others and value their opinions

A complete disregard for other people's opinion and only putting out what you want to say is a common trait and is often a conversation killer. Not only does it prevent one from empathizing with the other, it also makes the person a bad communicator.

Put yourself in situations that challenge you and help you grow

The fear of being challenged stops one from growing or investing in their personal development. Fearing rejection and failure is often a source of regret.

Ask questions when you do not understand something even if you think you might seem foolish for doing so

How many times have we resisted the urge to ask questions and respond with a 'yes, I have understood.' Just so we don't appear foolish? An egotist fails to learn new things just because of this; fearing of appearing foolish, for not knowing something, and believing that they have all the answers to everything. Of course, it is not humanly possible to know everything.

Stop being defensive

Not everything is a personal attack. When everything seems like a personal attack getting defensive is quite natural. The underlying cause is seeing the worst in people.

Avoid trying to be above everyone else and taking everything as a direct hit to your self-worth

Thinking you are better than everyone is unrealistic, as everyone has something to teach you. No one likes a know-it-all. People appreciate those who accept they do not know everything and are open to learning new things.

Stop living your life with an imaginary audience

When you feel cautious or embarrassed for even the slightest mistake you make you will always live your life with this fear of being judged with an audience that's not even there.

Marium Hassan is part of the Refinery Sales team at Byco

DIGITAL IS THE NEW NORMAL

"It's not the strongest of the species that survives, nor the most intelligent, it is the one that is the most adaptable to change". – Charles Darwin

During the Coronavirus Pandemic, the biggest question on people's mind has been 'When will we get over with this pandemic?', 'When will normalcy resume?', or 'Will life ever be the same again?'

However, the answer to these questions is not available. People are adapting to the changing needs and so are companies. Without change, none of us can survive this tough time. The positive aspect of it is, we have learned how to use technology - be it the art of doing business, learning online or connecting digitally without needing to be present physically. The global pandemic has, in essence, created a forced experiment. Organizations that may have been resistant to explore digital ways of doing work have come face-to-face with a situation that now requires it, and these organizations are now ultimately finding this a lot more effective & efficient.

Within every challenge lies an opportunity, including the COVID-19 crisis. The world has definitely changed, and remote work may in fact be the new normal. This pandemic has sparked a sudden economic shift from physical to digital worldwide including Pakistan. For instance, the lockdown has significantly boosted online shopping, with many people making digital purchases for the first time. Meanwhile, app-enabled food and grocery delivery services (like Foodpanda and newly launched dMart by Daraz) are experiencing an unprecedented surge in demand, and some ride-hailing companies (like Bykea) have pivoted drivers to deliver food and other items.

The current situation has also given rise to E-learning around the world, and Pakistan is no exception. We all have become a part of the global village. You may be sitting anywhere in the world and attend a webinar, training or lecture at your own convenience. Earlier, online courses and certifications were not considered credible enough but now even Ivy League colleges offer that option. Moreover, there are dedicated portals such as LinkedIn Learning, Coursera, Google's Digital Garage, Udemy, etc., whereby students and professionals can enhance their skills.

With most of the world's white-collar workforce working from home due to the COVID-19 pandemic, virtual meetings on platforms like Webex, Zoom and Microsoft Teams are essential in keeping teams running. Entities have realized their employees are more acceptable to this change than they expected. Employees are far more proficient at running applications and connecting virtually than they thought, and this fact is quite evident as Zoom's active users increased 151% year on year in March, breaking its own records.

This is an apt time for organizations to foster new ways of working with their teams dispersed worldwide. This not only reduces costs, but enables businesses to move faster. This entails deploying digital tools that go beyond teleconferencing to improve how the organization plans, collaborates, innovates and executes. It is now essential to embrace the change and build a culture around it in which employees are empowered with the tools, confidence and trust they need to adapt and thrive.

Kamran Zulfiqar is Manager Brand and Advertsing at Byco

BE “HAPPIER” IN 2020

Happiness seems too far from most people’s consciousness this year. Is it worthwhile to even talk about happiness during the current moroseness surrounding the COVID-19 pandemic and restrictions to prevent its spread? Can people be happy during these times? Is it acceptable to be happy during these times?

Research proves that happier people experience less stress, remain calm, are more energetic, and recover from illness faster. So, it is really vital to embed happiness in our lives, especially during these trying times.

It is absolutely normal to have feelings of sadness, fear, anxiety and anger in these uncertain times. But if we don’t manage our emotions positively, this can adversely affect our well-being, making us even more vulnerable. A complete absence of negative emotions in our life is not possible, so in order to be happy we need to prepare ourselves in dealing with them and balancing our emotions effectively.

The question we must ask ourselves is: how can we be happy in the midst of such a crisis situation with so many imposed restrictions? Before answering that, it is important to clarify a common misconception about the term “Happiness”. It is wrong to equate happiness with wealth, buying expensive brands, entertainment, or a fleeting sense of pleasure or joy. True happiness is attained not from material things, but from things that bring meaning into our lives.

Keeping this in mind, below are seven tips, based on established research, for becoming H.A.P.P.I.E.R. If we inculcate the following qualities in us, we will be able to significantly increase our happiness level.

Healthy The foremost thing to cope with the pandemic is Self-Care. In order to be healthy, we should get plenty of sleep, eat a healthy and well-balanced diet, keeping ourselves physically active and using some relaxation technique like meditation, yoga, or deep breathing exercises.

Altruistic It may sound counter-intuitive because when we do something for someone else, we typically give away some of our personal resources, such as time, energy, or money. Despite these costs, such acts of kindness and generosity raise levels of happiness and emotional well-being, giving charitable people a pleasant feeling.

Positive It is really important to focus on the bright side of life and expect positive results. We should practice positive self-talk, and connect with other positive people. We should also try to appreciate and find joys in simple and ordinary things in life in order to combat the negative thoughts.

Purpose-driven A life without purpose is a life without a destination. In order to have an enduring and eternal gratification, we need to base our lives on values and principles like ethics, truth, love, justice, and civility. We should try to align our thoughts, acts and behavior with our bigger purpose/vision in life.



Indebted Yes this is a crisis, but still there are countless blessings to be indebted for and have a sense of gratitude. We have shelter; we have more opportunities to have quality time with our family; we are gainfully employed, we get monthly salaries, and the list continues. Gratitude is a virtuous quality that helps us become more optimistic. Just by focusing on things to be thankful for, we do better.

Engaging Man is a social animal and needs to remain engaged with other people and have meaningful social relationships. During this time of ‘social distancing’, we can still engage via ‘distance socializing’ and communicate digitally with our friends, colleagues, and family. And for people living with us, we should appreciate spending quality time with them.

Resilient We should keep reminding ourselves that “This too shall pass”. We can build our resilience muscles with the help of the above list. We should be focusing on things we can control your life; we can’t control the virus, the search for a vaccine or the shortage of PPEs and testing. But we can control ourselves in adhering to the safety precautions.

There is no question that world is evolving from Pre-Covid times and now, and we will have to adapt with these changes to be successful. To find a greater appreciation of life and a deeper level of happiness during this crisis, everyone must be willing to change over time. This will happen gradually and we will reach the destination is reached in due course.

Muhammad Hussain is Manager Learning and Organizational Development at Byco

TEAM EXCELLENCE

A team is a group of individuals who work towards achieving a common goal. Often teams are made up of cross-functional departments of a company, created to manage a specific task and upon completion, they are disbanded to resume relevant departmental work.

The need for a cross-functional team arises, when an organization faces a multi-pronged challenge that cannot be completed by resources from a single department. The management then creates a team consisting of individuals from each department which then coordinates until all goals are met.

For a team to be effective, all members should have a distinct specialty, where the team should work like a well-oiled machine and each part has its own responsibility. A team is only as good as the leader, therefore leaders assigned should be experienced in team management and should nurture creativity, motivation, and teamwork.

Factors that affect team performance are:



Experience & Qualification

If team members have prior experience they can reach their goals faster. A higher qualification allows them to employ effective methods to solve any obstacles they may face.

Open-Mindedness

If team members are open to new ideas, they are more likely to innovate and find a better solution than if they would stick to what is known. New ideas should always be encouraged in a team as long as they don't affect the outcome.

Team Dynamics

Effective communication also plays a major role in the team's performance. If all members have good interpersonal and intrapersonal skills, the team performs seamlessly without any hindrances. A team can only function properly if there is trust between them and where they can rely on others to deliver their outcomes perfectly.

Abdur Rehman is part of the Logistics and Terminals department at Byco

THE GREAT REALIZATION

2020 - The year of uncertainty, precariousness, sadness, sorrow, and standstill. While this is true, 2020 is also the year of change, belief, tenderness, and warmth. The slight ray of hope of getting through these tough times with our loved ones is what keeps us going each day. Our brains are hardwired to focus on the negative effects only, which causes us to ignore the positive impacts of any action or situation, but it is essential to be optimistic and value what we have rather than what we cannot control.

The world before the coronavirus pandemic hit us had been progressing at unimaginable rates. With industrialization, globalization and advancements in technology, nature and its beauty was disregarded as railways, roads and skyscrapers were built to show how developed a nation was. Skies engulfed by thick clouds of smoke, seas covered in plastic and trees being chopped to pave the way for developmental projects meant that Mother Nature was not only being neglected, but also destroyed. With a phone in almost every hand, physical activities now found their replacement in online games. As the work-life balance tumbled, in the race to provide the best for their children, parents forgot that the most important thing they could provide was affection and care. As life revolved around skyscrapers, planes, cars, and smartphones, we forgot the true essence of being around loved ones.

And then came the virus as it changed the course of events. Work from home meant that roads were empty and family time became a priority. Parents and children started communicating with each

other, and new habits emerged. Today, most of us sit together in the evening for tea or go for a walk or cycling with each other to kill the time. While social distancing has cut us off from friends and other family members, zoom meetings have now become the norm, spreading smiles and laughter. Cooking, painting, dancing, and singing are now on the rise for which earlier we had no time. As gyms closed, our streets are now filled with young and old alike, jogging, running, or walking to keep their fitness regime intact. The skies have become bluer, the earth greener and the water cleaner as we are forced to stay at home. The skies and stars, the earth and trees, the water and fish are all thriving. So, should we rethink our earlier routines and practices? Should we go back to the 'normal' once all this ends or is it time to redefine 'normal'?

Today we pray for a miracle, that we might wake to find a covid-19 free world. As we wait for that day, we should take time to ponder upon the infinite blessings we have and start focusing on the positives for a change.

"As for the future, it remains unwritten. Anything can happen, and often we are wrong. The best we can do with the future is prepare and savor the possibilities of what can be done in the present." – Todd Kashdan

Mahnoor Anwar is part of the Communications department at Byco

WHEN THE GOING GETS TOUGH, THE TOUGH GET GOING

The spread of COVID-19 has not only threatened lives, but has dealt a severe blow to the business community. The world right now seems fragile, but our ancestors have gone through worse and came out better. If history is a witness, hardship always is followed by ease.

As the world came to a complete halt, and every country started initiating a strict lockdown, it forced many businesses to the brink of bankruptcy. However, only those businesses survived that adapted to change, innovated their processes, and used the situation to their advantage. By accessing the consumer's needs and delivering efficiently, Byco's lubricants team has also initiated such efforts that bore fruit in the months of March and April.

The lubricants business has launched its Commercial Road Transport (CRT) channel, which focusses on converting logistic service providers. CRT channel was recently able to convert its first customer to Byco Intelu Diesel Engine Oil. Conversion activity is ongoing and more conversions in the coming months are expected.

The industrial team was successful in engaging a few of the largest business groups in Pakistan. The new prospects are among the major volume buyers for the month of March and April.

The High Street team of Hyderabad and Sukkur region also conducted a marketing activity in collaboration with Byco's distributor, M/s Shaikh Younus Autos. The Byker brand-consumer activity resulted in the sale of a significant volume of lubricants.

Situations in business are not always favorable, but results depend upon determination, hard work, and innovation brought in by the sales and marketing team. Hard work and resilience of the employees can go a long way and be fruitful for the company.

**Imran Khan is Manager
Lubricants department at Byco**

INTERESTING FACTS

- The moon is moving away from the Earth at a tiny, although measurable, rate every year. 85 million years ago it was orbiting the Earth about 35 feet from the planet's surface
- At any given time, there are 1,800 thunderstorms in progress over the earth's atmosphere
- In space, astronauts cannot cry because there is no gravity and tears can't flow
- Most lipstick contains fish scales
- A "jiffy" is an actual unit of time: 1/100th of a second
- Leonardo Da Vinci invented scissors
- Recycling one glass jar saves enough energy to operate a television for three hours
- There is enough fuel in a full jumbo jet tank to drive an average car four times around the world
- It takes approximately 12 hours for food to entirely digest
- Most of the dust particles in your house are dead skin
- There are more living organisms on the skin of a single human being than there are human beings on the surface of the earth
- Babies are born without kneecaps. They appear between the ages of 2 and 6
- Wearing headphones for just an hour will increase the bacteria in your ear by 700 times
- Butterflies taste with their feet
- Penguins can jump as high as six feet in the air
- The jellyfish is 95% water
- Most elephants weigh less than the tongue of the blue whale



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Byco's response to Covid-19



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