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DRIVEN

T&T NATIONAL PETROLEUM MARKETING COMPANY LIMITED QUARTERLY MAGAZINE

Driven and Focused in a Period of Uncertainty

Aerial view of NP Preysal Service Station

Engineering Excellence:

Chief Operating Officer Claude Job (centre) is flanked by Ian Ramoutar, Manager Engineering & Maintenance Services (L) and Kerwyn Murray, Construction Supervisor at the NP Preysal Service Station

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► NP Bunkering Joins the Conversation on Reducing Carbon Emissions

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For all life's journeys

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New-to-Industry Service Stations

Even before the announcement in the 2020 National Budget of the eventual sale of NP's Service Station assets, the Company has always taken great pride in completing our New-to-Industry Service Station projects. What follows, are updates on two (2) such projects, the NP Preysal Service Station and the NP Mayaro Service Station which were already in the pipeline.

NP Preysal Goes Green: Powers Forward as the Service Station of the Future

Dubbed the service station of the future powered by renewable energy, to keep step with ever-evolving technology, NP and NGC CNG have collaborated on a state-of-the-art solar-powered Service Station with an expansive canopy, reputed to be the largest of its kind in the region. Strategically located at the Preysal exit of the Sir Solomon Hochoy Highway, NP Preysal will have 20 filling spots, ten (10) for liquid fuels (super, premium and diesel), ten (10) for the environmentally friendly CNG and equipped with two (2) spots for electric vehicle charging.

When the service station was conceptualized a few years ago, a decision was taken to promote a green agenda by utilizing solar power extensively in the operation of the Service Station. As part of its design, 320 solar photo voltaic panels which have the potential to generate at least 100kW of power, have been installed on the topside canopy of the Service Station. The renewable electricity, generated from the panels will power several aspects of the operation of the Service Station, including the lighting, liquid fuel dispensing and the electric vehicle chargers. As another valued stakeholder, the National Energy's Sustainable Energy Division managed the installation of the solar panels and tie-in to the power requirements of the facility. Through its partnership with the NGC CNG company, NP Preysal promises to deliver world class service, as it supports the green agenda.



New-to-Industry Service Stations



Solar Technology: An aerial of view of the expansive canopy and solar panel system at NP Preysal Service Station



Charge Me Up: One of the two Electric Vehicle Charging stations at NP's Preysal Site

NP Mayaro Service Station

In keeping with its mandate to locate and construct a viable site to serve the Mayaro community, on Wednesday, November 19, 2019, the sod was turned for the construction of the long-awaited NP Mayaro Service Station. Being constructed near to the proposed Mayaro Connector Road and the Ortoire Mayaro Road, this New-to-Industry (NTI) site will feed directly to and from the Mayaro Interchange of the proposed Princes Town to Mayaro Highway.

NP Mayaro promises a superior and modern filling experience, offering a large storage capacity for all liquid fuels as well as our popular QuikShoppe brand. The ultra-modern site boasts of a covered forecourt with an expansive canopy and will offer an array of affordably priced grocery items, automotive supplies and other items.

For NP, the investment in this new location affirms NP's commitment to satisfying customers with quality, convenient service as well as providing sustainable employment opportunities.



NP Mayaro Service Station under construction

Opening of O'Meara Service Station

As part of the continuing rollout of NP's transformation, at a ribbon-cutting ceremony on Tuesday 4th August 2020, NP marked the official opening of its newest Service Station, the NP O'Meara Service Station. Located on the corner of the Churchill Roosevelt Highway & O'Meara Road, Arima, this new Service Station offers greater accessibility to drivers travelling along the East/West corridor. Additionally, the wide layout of the fuel dispensers on the forecourt is designed with speed of transaction and efficiency in mind and caters to the scores of businesses in the area and conveniently services countless commuters along the Churchill Roosevelt Highway.

This fully modernized site boasts of a compound of over 43,896 square footage and operates on a 24/7 basis. The enhanced forecourt is outfitted with six (6) Multi-product state-of-the art dispensers for Super 92, Premium 95, Diesel and offers CNG via two (2) duo dispensing units manned by Forecourt Attendants on a 24-hour basis.

Pay-at-the-Pump facilities are also offered at this site and there are six (6) Underground Storage Tanks with enhanced storage capacities. The site also offers the sale of NP Gas, Liquefied Petroleum Gas (LPG) cylinders, as well as an Automated Teller Machine (ATM). Fittingly, this Station also includes our popular convenience store brand, the QuikShoppe Plus, available 24/7 and offering ready-to-eat meal options and Ultra Lubricants. NP is proud to offer yet another modern service station to the motoring public.



Ready to Serve: NP O'Meara Service Station stands as a proud addition to the service station network along the East/West corridor

Technology Driven

NP Leads with EMV Chip Card Technology

NP became the largest local Service Station network to begin the migration to Europay, Mastercard and Visa (EMV) compliance with the introduction of the chip-card technology. By being at the forefront of EMV technology, NP is protecting and reducing the threat of unauthorized card access for customers, and is taking proactive steps to introduce safer, easier and more convenient ways for customers to transact their fuel purchases.

EMV is the global standard for chip-based payment transactions and NP has successfully rolled out the fully operational EMV-compliant credit card infrastructure at twenty-six (26) of its Service Stations, thus far. The introduction of EMV technology at NP comes at an appropriate time since compliant point-of-sale (PoS) terminals and fuel dispensers offer customers increased security and reduces fraudulent credit card transactions resulting from lost or stolen cards.

In addition to significant improvement in the approval time for transactions, the use of a personal identification number (PIN) at the time of purchase, further provides peace of mind to cardholders as the chip cards offer greater convenience and choice.

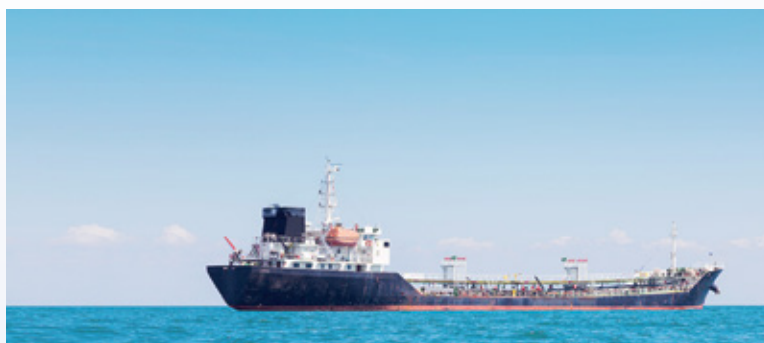
Working closely with key stakeholders, NP's EMV transformation was successfully initiated with a pilot project in October 2019. With the success of its pilot, the rollout across the network quickly progressed with upgrades to both the PoS equipment at the QuikShoppes and the Pay-at-the-Pump facilities on the existing fuel dispensers at the Service Stations.

NP remains committed to introducing innovative payment options to the industry, as the EMV-upgrade rollout continues.



NP Bunkering

NP Joins the Conversation on Reducing Carbon Emissions



In keeping with the International Maritime Organisation's (IMO) target of reducing greenhouse gas emissions by 50% by the year 2050, NP was invited by the Maritime Technology Cooperation Centre to participate in a virtual conference from February 24-26, 2021, which focused on Decarbonization of Maritime Shipping. General Manager Core Business Support, Kevin Motilal, was asked to deliver a presentation from a fuel provider's standpoint on NP's

plans and perspectives surrounding compliant marine bunkers for the region in line with MARPOL Annex VI, and NP's current and future low sulphur/low carbon plans and initiatives in the maritime sector.

In a presentation titled "Decarbonization of Maritime Shipping, Mr. Motilal demonstrated the pathways to decarbonization, utilizing the alternative fuel options available in Trinidad and Tobago including LNG, LPG and Methanol,

in order to achieve the IMO's target. Mr. Motilal also highlighted the advantages as well as the challenges associated with each fuel option.

At the conclusion of his detailed presentation, Mr. Motilal impressed upon participants NP's ability to market itself and deliver on its goal to become a multi-product bunkering hub.

Ultra Lubricants Marks 40 Years

The year was 1981 and the multinational Shell had just exited Trinidad and Tobago's market, clearing the way for the birth of NP's very own brand of lubricants. Having acquired Shell's assets, which included a Lube Oil Blending Plant for Passenger Car Motor Oils (PCMO) and Industrial grades, the stage was set for NP to become a dominant player in the world of lubricants.

Beginning with NP Premium 20W50, Super Lube 20W50, NP expanded its range to include NP Motor Oil 40/50, NP Diesel Oil 40/50, Gear Oil, Automatic Transmission Fluid. On the Industrial side, NP's offering included Hydraulic Oil 46/68/100, Industrial Gear Oil and Industrial Gas Engine Oil (Turbine Oil; Drip Feed Oil).

At that time, NP lubricants proved to be a formidable brand and dominated 80% of the market. In a progressive move, NP continued to improve on its formulations and in 1993 NP acquired a new rotary line. Keeping in step with technological advances, with state-of-the-art equipment upgrades over the years, NP has greatly enhanced the shape and the functionality of its bottles, which complements its expanded range of quality products. NP's transformation continued and in 1998, the NP Ultra Lubricant brand was officially launched.

Today, NP Ultra Lubricants are recognised as one of the premier regional lubricants brands and offers a range of internationally accredited motor oils for all classes of diesel and gasoline engines, as well as other automotive products. Over the years, NP's excellent reputation for blending Original Equipment Manufacturer (OEM) and American Petroleum Institute (API) approved quality lubricants, including its own Ultra Lubricants, has resulted in opportunities to blend for other multi-national brands, thus putting Ultra Lubricants on par with the quality of other international lubricant brands. Here's to Ultra Lubricants' 40th Anniversary, its ongoing success and the other major milestones up ahead.



Ultra Lubricants & TCM Sign Lubricants Supply Agreement

NP Ultra Lubricants has entered an agreement with Total Convenience Management (TCM) to supply fully synthetic and hybrid lubricants and technical services. The strategic agreement was formalized in 2020, at NP's Sea Lots, POS, Head Office and is an acknowledgement of Ultra Lubricants' engine oil quality and cutting-edge technology and reflects TCM and NP's shared commitment to the delivery of premium products and services to the local market.

This supply agreement with the TCM Group is a cause for celebration for both parties, particularly since TCM in January 2020, secured the prestigious 'Deloitte Best Managed Company' Award which speaks volumes to their ongoing commitment to looking inward and benchmarking their practices with the best in the world.

NP prides itself in serving its clients to the utmost standard and in this case, there is a natural nexus between the TCM's vision to continue their relentless pursuit of delivering World Class Service and Ultra Lubricants' World-Class standing as an OEM approved and API Certified lubricant.

Commenting on the opportune timing of this agreement, TCM's Managing Director, Robert Visser stated that "because of our multi-national Corporate clients and expansive fleet, from a technical standpoint it makes good business sense to seek out new methods and approaches to optimise our operations and elevate the status of our fleet's performance and reputation. Signing this agreement with NP Ultra Lubricants supports these objectives."

This is a momentous victory for the OEM approved and API Certified Ultra Lubricants brand as the TCM name, like the Ultra Lubricants name, is synonymous

with excellence due to their outstanding operational and technical service.



Signed, Sealed, Delivered: NP's Chief Executive Officer, John Gormandy (L), stands in solidarity with Kirk Innis (R), of Total Convenience Management (TCM), after signing the agreement.

Powering Towards Agile and Sustainable Performance Regional Distributor Virtual Conference

Highlighting its commitment to support its regional distributors by driving the growth of their business and strengthening the local supply chain in each region, Ultra Lubricants hosted a dedicated virtual conference, on Friday 5th and Monday 8th March 2021 under the theme “**Powering Towards Agile and Sustainable Performance.**”

Organised as part of the 40th Anniversary celebrations of the Ultra Lubricants brand, the distributors’ conference was attended by representatives of twelve (12) regions including Antigua, Anguilla, Barbados, Grenada, Guyana, Montserrat, Nevis, St. Kitts, St. Lucia, St. Vincent, Suriname and Tortola. The Conference also served as a networking opportunity for the regional businesses to engage with global lubricant industry leaders.

Contributing to this virtual conference were representatives from NP’s international additive suppliers, the Lubrizol Corporation: Speciality Chemicals and Renkert Specialty Oils and Products, who shared their perspectives on the “Impact of Covid-19 on the Lubricants Industry” as well as practical guidelines on “Navigating the Challenges of Raw Material Costs, Shipping and Logistics in this Re-emerging Global Economy.”

Additionally, the conference focused on reinforcing product knowledge of Ultra’s range of lubricants while providing participants with valuable insights into sales, marketing and customer service. As part of the interactive sessions, participants were also given a behind-the-scenes virtual tour of NP’s Plant Operations and certified Laboratory, where the Ultra Lubricants

brand, the only lubricant specifically blended to meet the rigorous demands of our tropical conditions, is manufactured.



***Powering Performance:** a cross-section of Distributors and other participants at the Ultra Lubricants Regional Distributor Virtual Conference held in March 2021.*

QuikShoppes - Quik Deals

QuikShoppes: A Quik And Convenient Stop

The NP QuikShoppe brand has been growing aggressively over the past twenty (20) years and that’s because of its offerings and the simplicity and efficiency of its layout, which helps shoppers save time. With more than 38 convenience stores and counting, the QuikShoppe and QuikShoppe Mini chain is well on its way to becoming a serious competitor on the grocery scene.

In support of its larger expansion strategy, on Wednesday, February 03, 2021, NP’s Retail and Industrial Fuels Business Unit collaborated with its Dealers and embarked on a network-wide “Quik Deals” initiative that placed the spotlight on the many discounts and accessible deals available at the QuikShoppes.

Furthermore, many Dealers have incorporated frozen foods and fresh-made menu items as part of their offerings as they focus on turning their stores into food destinations, perfect for today’s busy commuter. With its extensive network of stores in both urban areas and rural communities, the NP QuikShoppe offers consumers the convenience of “topping up” when low on essential supplies.

Indeed, the allure of the QuikShoppe is that it holds true to its mandate of being “Always Open, Always There” with most operating a 24/7 model outside of the current COVID-19 restrictions. Moreover, in comparison with the traditional grocery store, QuikShoppes are typically smaller, offer a wide selection of goods that consumers need quickly, and are easy to navigate; attributes that make all NP QuikShoppes a convenient stop.



***Partnering with Dealers:** Richard Trim (L) and Shurland Simmons (R) of the Retail Department participate in the Quik Deals session*



***Steal of a Deal:** A display of some the items which form part of the Quik Deals available at the QuikShoppes*

NP Trial Street & NP Chaguanas Support Education

As part of NP's goal to modernize its asset base, the Company reaffirmed its commitment to serve the Chaguanas community through the re-opening of the **NP Trial Street, Chaguanas Service Station** on Thursday, March 11th, 2021. With the full support of the Chaguanas Mayor, Faaqi Mohammed, who was on hand for the presentations, schools in the environs as well as customers at both the **NP Trial Street and Chaguanas Service Stations** were treated to giveaways and samples from NP and suppliers within its network.

Located in the heart of Chaguanas, this newly refurbished NP Trial Street site is outfitted with multi-product fuel dispensers, NP Gas, Liquefied Petroleum Gas (LPG) cylinders, and offers an Automated Teller Machine (ATM). The newly re-opened Service Station also offers a QuikShoppe convenience store, operating 24/7 as well as an Ultra Car Care Zone, where the OEM Approved Ultra Lubricants brand is readily available.

In addition to re-opening the station, as part of its Corporate Social Responsibility (CSR) initiatives, NP made a meaningful and tangible contributions to the community by donating a temperature scanner and six (6) soap dispensers, to the Principal of the Chaguanas Government Primary School and a donation of \$5,000 towards school repairs, to the Principal of Presentation College, Chaguanas.



Chaguanas in focus: Chaguanas Mayor Faaqi Mohammed (2nd from right) is flanked by principals of Chaguanas Government School (L) and Presentation College Chaguanas (R) at the re-opening of NP Trial Service Station. Looking on is NP's CEO (Ag.) John Gormandy (Left)



Contributing to Excellence: Brian Seemungal (C), Principal, Presentation College Chaguanas receives a cheque from NP's Chief Executive Officer (Ag.) John Gormandy (L). Looking on is Chaguanas Mayor, Faaqi Mohammed (R).



Protecting our Youth: Principal of Chaguanas Government School (Centre) receives a temperature scanner from NP's CEO (Ag.) John Gormandy (right) and NP's GM Retail & Industrial Fuels, Allison Khan-Ali (left)

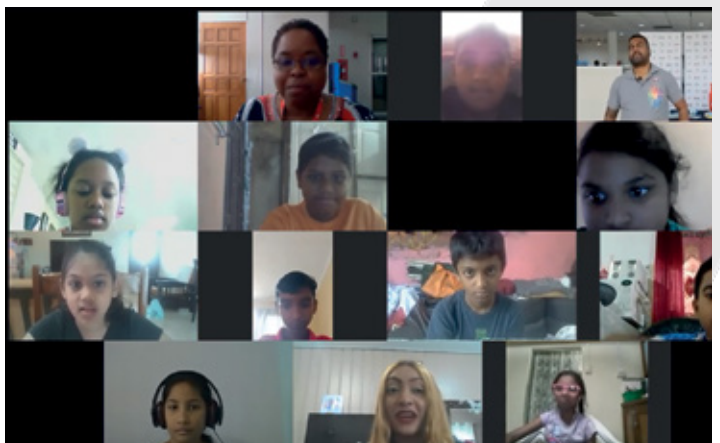
NP Gas School Safety Caravan Goes Virtual

In light of ongoing developments with the COVID-19 pandemic, the Trinidad & Tobago National Petroleum Marketing Company Limited (NP) made the decision to move its NP Gas School Safety Caravan to a fully online, virtual experience. Launched in April 2019, the popular educational programme for primary school students (Standards 3, 4 and 5) teaches and reinforces practices around the safe use, handling, and storage of LPG cylinders, or cooking gas. On 14th January 2021, the NP Gas team successfully delivered the first virtual session to sixty (60) participants of the Crystal Stream Government Primary School, inclusive of students and teachers alike.

Directing the training at the students is an effective way to get the message across to parents, guardians and siblings as students are empowered as change agents and share the safety messages at home. In the interactive sessions, students are taught valuable lessons such as: setback distances from ignition sources, dealing with leaking cylinders, the frequency to replace hoses and regulators, using the correct approved regulator (EN 12864 and EN 16129), the proper installation of a regulator, checking for leaks using the soapy water method, the components of LPG and the safe transportation of LPG cylinders.

For NP, the safety of our community is a top priority and in light of the ongoing health and safety recommendations from the Ministry of Health, NP believes that this is the safest approach for the well-being of our young audiences.

As a responsible Corporate Citizen, NP is motivated to continue with the virtual rollout of this Caravan.



Pick Me: Screen-grab showing a cross-section of students participating in the NP Gas School Safety Virtual Caravan.

Refresh Works



Welcome Signs: One of two signs which greet persons entering/exiting Port of Spain



Refurbished and Ready: Radica Persad (centre), Dealer NP Princes Town is flanked by staff of NP's Retail and ICT Departments