

# INSIDE CGCL

Pipeline News



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Pedro Arasa - **CEO**

## CEO's Greetings

Dear CGCL Family,

Last quarter we introduced **"INSIDE CGCL"** an internal newsletter designed to provide you, our employees, with relevant and timely updates on our Plant's activities and performance, as well as any significant highlights and/or pockets of excellence within our workforce.

In this issue of **INSIDE CGCL**, we feature our latest Plant achievements, recognize some outstanding team performance from the IT and HR Departments and discuss some key successes and milestone delivery for the company.

I look forward to using this platform as another means to engage with you and to recognize your hard work and ongoing commitment to this great company.

Stay safe and do continue to take great care of yourselves and your loved ones.



# Plant Update

## The Quarter in Review (July – Sept. 2021)

- ❑ Total Production volume Q2-225,652 MT with an average daily production of 3049 MT.
- ❑ Energy Utilization per Metric Ton of Methanol Produced was well below Budget at 35.50 mmBTU/MT. compared to budget of 35.95 mmBTU/MT.
- ❑ Total volume of Methanol Shipped for Q2 – 264,445MT

Coordination among CGCL and the Product Off-takers remains efficient and flexible based on emergent market conditions for the period.

The STA start date is confirmed as October 25th, 2021.

To ensure sustained efficient operations during the Covid-19 Pandemic the Production and Engineering Team remains flexible to the work arrangements put in place for the continued safe and reliable operations of our facility.



Lenders Reliability Test (LRT) was successfully completed on September 29<sup>th</sup> 2021.

**Congratulations Team CGCL!**

# Safety Recognition HSSE Corner



**Safety begins with “S” but starts with “You”**

## SOS Recognition

SOS Recognition Tokens for Q2 2021/2022 performance were issued to all CGCL employees. The criteria for recognition was based on:

- SOS required action to be taken
- Action was taken by observer
- Issue was closed
- Due to the corrective actions taken, an incident was likely prevented.



## **Going Beyond:**

Satesh Mungal and Simeon Mohammed



**CGCL’s monthly Safety Observation Target is 160. We encourage you to continue to do your part to keep our facilities safe.**

## **Administrative Group Recognition:**

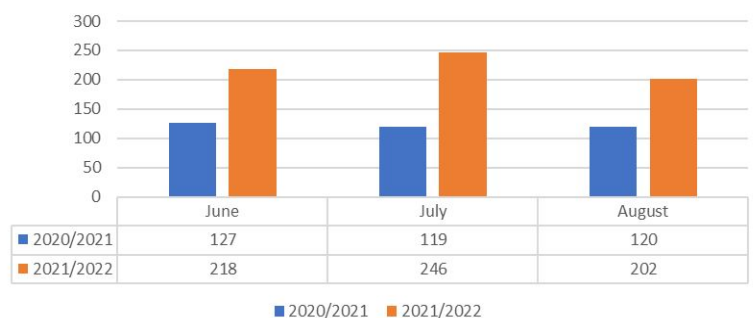
- Fadia Cave (Legal)
- Rekhaleigh Phillip (Finance)
- Kevin Venture (Finance)
- Elizabeth Warner Julien (Corporate Affairs)

## **Technical Group Recognition:**

- Rayadh Mayrhoo (Production)
- Roland Ramsundar (Maintenance)
- Ravie Ragbir (Production)
- Aliza Baig (Production)
- Kern Williams (Production)
- Kevin Gopaul (Maintenance)



## Safety Observation System (SOS) Reports



# Information Technology at your Service!



## Launch of Online IT Helpdesk

The Information Technology (IT) department recently launched an Online IT Helpdesk to help drive efficiency in turnaround and response times to customer issues/queries. Leading the project was Mr. Christopher Roopa who provided support in the configuration, testing, and documentation phases of the project.

**IT has now moved from the Email Helpdesk System to an automated ticketing and issue tracking system.**

The Online Helpdesk system allows employees to log issues against an asset and ensures timely resolution to these issues. The built-in Asset Inventory feature, assists with managing Cyber Security, and there is also an online Chat feature, where employees can directly message any available IT Resource for quick support. The department also published solutions references and a "How To" document for quick reference and troubleshooting. This streamlined approach is in alignment with the ITIL (Information Technology Infrastructure Library) standard which seeks to ensure that incidents or requests are managed properly.

Employees are required to log all requests online to assure proper data capture to perform analysis of service delivery and ensure proper resolutions are implemented.

**The IT Online Helpdesk system is intended to improve the way we deliver customer service to our CGCL employees, and we encourage you to do your part to ensure its success.**

## ADOBE SIGN

Over the past 18 months the knock-on effects of the Covid-19 global pandemic has significantly altered the way we work. From service delivery to executive approvals, it has indeed been a challenge. To address this issue, the IT department introduced Adobe Sign – an easy, safe and reliable E-Signature tool which allows for timely approval and sign-off on all CGCL documents requiring Executive or Managerial level approval.

Adobe Sign provides audit trail, tracking, privacy, and data security for all corporate documents and complies with ISO27001 standards. As you may be aware, Electronic Signatures are widely accepted as legal, trusted, and enforceable in many industrialized countries around the world, including the United States of America, Japan and the European Union.

Adobe Sign was deployed at CGCL in July 2021 and has since been utilized by all departments. The implementation of Adobe Sign is another feature to springboard CGCL into a more environmentally friendly direction, utilizing technology at our fingertips and enhancing or remote working experience and internal processes.

Handwritten signature of Anand Srinivasan

# Human Resources Working for You!

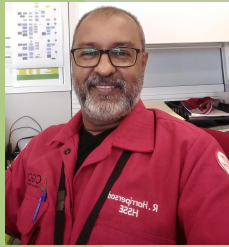
## Launch of a new Performance Management System for CGCL



Leisl Indarsingh  
Manager, HR



Reeval Mungroo



Ronald Haripersad



Ravie Ragbir



Candice Ramnarine



Curtis Paltoo



The above employees are recognized for their significant contribution to the design of the newly customized Performance Management System for CGCL.

Work on the project commenced on January 18 and the team worked tirelessly to deliver upon their March 23<sup>rd</sup> deadline. **The target KPI for roll out was April 01.**

The Team dedicated personal time while continuing to deliver their normal functional assignments over the period and used their combined experience with comparator industry system, referenced resource materials, and collaborated with peers to produce:

- ✓ An integrated Strategic Framework for the new process: Performance Planning, Performance Monitoring, Performance Evaluating with regular check-ins - customized to the CGCL environment.
- ✓ A New template: which captures each phase of the process; contains quantitative measures and functionality for computations as well as a Training & Development Plan and Performance Improvement Plan.
- ✓ SMART goals for two mandatory scorecard areas: Safety & People
- ✓ Customized Behavioral competencies - linked to CGCL Core Values for leadership and non-leadership staff.
- ✓ Process Flow and mapped review cycle timeline.
- ✓ Customized presentations and rolled out 11 sessions from March 23 to April 12 attended by 118 employees.
- ✓ User guideline for the System and Behavioral Competence.
- ✓ Customized Template with editable, printable and locking functionalities.

Special thank to Dane Miller who assisted in the customization of the Performance Management Template.

Estimated cost if CGCL sourced the above services externally, circa

**\$US27,000**

Documents created and circulated to users to support effective use of the new PM System:

1. **Performance Management Overview presentation**
2. **Performance Management Flowchart**
3. **Performance Appraisal Form**
4. **Guidelines for Behavioral Assessments**





## COVID-19 MANAGEMENT

To ensure the continued safety of personnel onsite, CGCL has implemented several measures to manage the risk of COVID-19 contagion:

- Extension of 'Work from Home' arrangements up to November 29, 2021
- Implementation of COVID-19 Guidelines for Work On Site
- Implementation of the COVID-19 Screening Questionnaire and Daily Close Contact Form
- Facilitation of vaccination for employees
- Contact tracing, PCR Testing and support from CGCL's Plant Nurse and Company Medical Advisor as needed
- Regular meetings of CGCL's COVID-19 BCP Team
- Daily monitoring and reporting of data from the Ministry of Health by the Corporate Affairs Team.

**Get the APP to Stay Informed on the Latest COVID-19 Updates**



### Health and Fitness Advice:

#### **Can spraying alcohol or chlorine all over your body kill the new coronavirus?**

No. Spraying alcohol or chlorine all over your body will not kill viruses that have already entered your body. Spraying such substances can be harmful to clothes or mucous membranes (eyes, mouth). Be aware that both alcohol and chlorine can be useful to disinfect surfaces, but they need to be used under appropriate recommendations.



## Japanese Education Corner

### Getting to Know More of Japan

In our last issue, we featured the combination of islands that make up Japan and its mainland > Honshu > Hokkaido > Shikoku and > Kyushu. In this issue we feature the main island of “**Honshu**” pronounced as (**Hon-shoe**).

Spanning across (80,020 sq mi) with a population of approximately 104million, Honshu accounts for nearly 80% of the total population of Japan and is the seventh largest islands in the world. The **Japanese Alps** runs down the center of the island, which is home to many significant sites like Lake Biwa (the largest freshwater lake) and contains most of Japan's best-known cities and destinations including: Tokyo, Kyoto, Yokohama, Nagoya, Hiroshima, Osaka, Nara, Kobe, Niigata, Himeji and Mt. Fuji.

**KEY FACT:** The highest peak and iconic snow- capped mountain (Mount Fuji) has an active cone shaped volcano with a height of 12,388ft, and is considered to be sacred by many Japanese. It easy to get around Honshu given its expansive airports railway routes, and bridges connecting islands from north to south, including undersea tunnels. There is so much to see in Honshu and one thing is for certain - Japanese people have a deep affection and appreciation for beautiful landscapes. Here's two...



Mount Fuji



Lake Biwa



Thank you for taking the time to review  
**Inside CGCL.**

We look forward to sharing these quarterly updates with you and featuring stories of excellence within our organization, in upcoming issues.

### **Inside CGCL's Newsletter Production Team:**

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## **Contact Us**

We would like to hear from you!!!!  
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