

BALMER
LAWRIE

ONLINE

BLOOM

MONTHLY

BULLETIN

150
years of commitment
and beyond...

EDITORIAL

The results for the quarter and year ended 31st March 2016 were approved by the Board in its Meeting held in Kolkata on 26th May, 2016. The Company posted highest ever profits. The total income for the fourth quarter of the FY 2015-16 increased by 7.8% and stood at Rs 661.55 crores as compared to the same period last year. While the Profit Before Tax (PBT) for the quarter ended 31st March 2016 was Rs 86.34 crores, the net profit (PAT) for the quarter was Rs 66.60 crores. The gross income of the Company stood at Rs 2895 crores for the year ended 31st March 2016. The net income clocked was Rs 2711.59 crores. While the PBT for the year ended 31st March 2016 increased by 11.5% to Rs 234.54 crores, the PAT increased by 10.7% and stood at Rs 163.20 crores. All the six Strategic Business Units registered profits and the Board of Directors has recommended a dividend of 200% for the FY 2015-16.

The Swachh Bharat Pakhwara was successfully observed from 16th to 31st May 2016. This issue of BLOOM brings you glimpses of the various activities that were undertaken. All of you are requested to track the Swachh Bharat Ambassadors Chain in the intranet, and actively participate in the Clean India Mission. 5th June was observed as World Environment Day; we will bring you details of the various programs in the next issue of BLOOM.

Recently as part of his five-nation, six-day day trip, Hon'ble Prime Minister, Shri Narendra Modi met the US President and addressed a joint meeting of Congress on Capitol Hill in Washington on 8th June. Many of you would have heard or read the Prime Minister's address, in which he wonderfully brought out the strong relationship between the world's two democracies - India and US - and their rich history. In his address he highlighted his to-do list, which he said was long and ambitious. He summed it up through the following points, which I feel every Indian citizen must know and support.

- ❖ A vibrant rural economy with robust farm sector;
- ❖ A roof over each head and electricity to all households;
- ❖ To skill millions of our youth;
- ❖ Build 100 smart cities;
- ❖ Have a broad band for a billion, and connect our villages to the digital world;
- ❖ And create a twenty-first century rail, road and port infrastructure.

Shri Narendra Modi, our Prime Minister said that these were not just aspirations but were goals to be reached in a finite time-frame and, to be achieved with a light carbon foot print, with greater emphasis on renewables. He said that his dream was to economically empower the youth and citizens of India through many social and economic transformations and he wants to achieve this by 2022, the seventy-fifth anniversary of India's independence.

Hope you enjoy this issue of BLOOM! Do not hesitate to send your suggestions or feedback. You may email them to me at mukhopadhyay.mohar@balmerlawrie.com.

Mohar



Mr. Prabal Basu, C&MD and Mr. K Swaminathan, Director [Service Business] visited the Temperature Controlled Warehouse [TCW] in Hyderabad on 20th May 2016. During the visit, they inspected the facility, took stock of the operations and met all employees.



Mr. Prabal Basu, C&MD and Mr. S S Khuntia, Director [Finance] inaugurated the Microsoft Exchange Server - Mailbox services of Balmer Lawrie (BL) on 24th May at the Corporate Office, Kolkata. The Mailbox services is managed by the BL IT team and hosted at BL's own Data Centre. Now all BL employees, having a company email id, will have the privilege to own two mailboxes - one balmerlawrie.com (maintained by NIC) and the other balmerlawrie.in (maintained by BL).

Salient features of "balmerlawrie.in" mail boxes are as follows:

- ❖ All the interoffice communication will be routed through the same local intranet, ensuring that messages are delivered more quickly
- ❖ Limited restrictions on the attachments type in comparison to .com mail box
- ❖ Global Address Book (GAL) - Enter any BL employee name in the "To" box of Microsoft Outlook and press Ctrl+K, you will be able to view the email id of the employee and other details
- ❖ Full Mailbox access from anywhere using Outlook web app (OWA)
- ❖ Synchronization with Mobile Devices to access your E-mail, Contacts, and Calendar - Mails will be synced automatically between Mobile / Laptop / Desktop / iPad etc.

All the employees' email ids, which were created as xyz@balmerlawrie.com have also been created as xyz@balmerlawrie.in. Kudos to Team IT behind this initiative!

15 APRIL 2016



A Land Lease Agreement was signed between Visakhapatnam Port Trust (VPT) and Visakhapatnam Port Logistics Park Ltd. (a wholly owned subsidiary of Balmer Lawrie) for setting up the Multi Modal Logistics Hub at Visakhapatnam. The Agreement was signed in the presence of Hon'ble Minister of Road Transport and Highways and Shipping, Secretary (Ministry of Shipping), Chairman (VPT) and Dy. Chairman (VPT) on 15th April at the Maritime India Summit held in Mumbai. Mr. Prabal Basu, C&MD and Mr. K Swaminathan, Director [Service Business] represented Balmer Lawrie.



Logistics, Bangalore has been awarded a contract by ISRO for handling and transportation of 3 Satellites from Bangalore to French Guiana (South America) for launch from Kourou. The first Satellite was transported in a chartered aircraft, AN-124. In photo, Mr. Pavithran M, Chief Branch Manager [Logistics], Kolkata is seen handing over possession of GSAT 18 Satellite and allied equipment, the first of the 3 Satellite series, to ISRO officials at Felix Eboué Airport, Cayenne, French Guiana (South America) on 30th May 2016.



CFS, Chennai played host to Mr. Tom Lui, Jr. Vice President of M/s Evergreen Shipping Agency (India) Private Limited and Mr. Abraham Mathew, Branch Manager of Trans Asian Shipping Services Private Limited in the month of May 2016. Both these organisations are esteemed customers of Balmer Lawrie.

CUSTOMER SERVICE AT ITS BEST!



A world of difference
a Balmer Lawrie Brand

Providing excellent customer service has always been the topmost priority for Balmer Lawrie. SBU: Travel & Vacations when servicing customers always tries to go out of their way to make their vacations a memorable one. This applies to both external and internal customers. Last month, Mr. Rajendra Sanap from Greases & Lubricants, Silvassa was planning a holiday with his family within India. Initially he wanted to travel to Uttarakhand and had already obtained a quotation from another travel agent for the same. Based on his requirement for 3 adults, T&V quoted for a package based on 3 and 4 star hotels. Mr. Sanap reverted with his feedback which mentioned that the package for 4 star (only breakfast), for 3 adults provided by T&V was more than that received from the other travel agent. Mr. Sanap was requested to advise the name of the hotels being provided by the other agent. After getting the hotel names from Mr. Sanap, T&V requoted based on the same hotels and the offered prices were much lower. As Mr. Sanap is a Balmer Lawrie employee a further 10% discount was offered.

Mr. Sanap was planning to travel with T&V for the Uttarakhand package, but unfortunately his train ticket for travel to Delhi did not come through and he could not take the trip to Uttarakhand. But as he was very keen to go on a holiday on Friday, 20th May late night, he booked his ticket from Mumbai to Bangalore for travel on 21st afternoon at 2.00 pm and return on 26th May from Bangalore to Mumbai. Mr. Sanap called Ms. Leera Sequeira on Saturday, 21st May at around 9.00 am in the morning and advised that as his train tickets had not come through for Delhi and he had booked flight tickets to Bangalore for 5 nights travel, T&V should plan his holiday to Mysore, Coorg and Wayanad. It being a weekend and holiday season, getting hotel rooms in the last minute was a big challenge. However, Ms. Kashmira of T&V went out of her way and managed the bookings. The same was confirmed by 1300 hours and Mr. Sanap who was already at the airport for his flight, was informed. He gave the go ahead and team T&V reconfirmed all the services. They ensured that he had a good holiday and also advised him that he could make the payment on his return as he was already traveling.

Mr. Sanap was delighted with the last moment arrangements and conveyed his thanks to Ms. Leera and Ms. Kashmira. Kudos to the duo!

On another occasion, one of the relatives of Mr. Aniket Preetish, Asst. Manager [HR], RHR-WR was planning a trip to Himachal Pradesh. Team T&V approached him and organized his trip to Himachal. While on the trip he sent the below mentioned message to Team T&V:

"We are really happy and thankful to you. Arrangements are excellent quality of stay at Manali especially superb and beyond expectations." - Mr. Suhas Seraphim, NABARD



North Industrial Lube Sales team of SBU: G&L conducted a Channel Partners Meet at Hotel Country Inn, Sohna on 25th & 26th May. Twelve of G&L's regular industrial distributors from the Northern Region participated in the Meet. The program covered technical training on various aspects of lubrication and demonstration of field used oil analysis, to equip our industrial distributors with requisite technical knowledge for handling customer queries effectively.

The performance of G&L's distributors in 2015-16 was also recognized by awarding the better performing distributors in order to encourage others.



The Regional HR – Western Region Meet with Ms. Manjusha Bhatnagar, Director [HR & CA] and Mr. Biswarup Chakrabarti, Administrative Head – Western Region was organized on 6th May in Mumbai.



Mr. Subhendu Das and his team developed the Master Data Management (MDM) User Manual, which has been appreciated by all processors who have been using it. MDM deals with maintaining the Master data in SAP through a predefined specified process. MDM can also be defined as a comprehensive method of enabling an enterprise to link all of its critical data to one file, called a master file that provides a common point of reference.

The main purpose of this User Manual is to guide the processor through the steps of execution of processing a specific action pertaining to the concerned module. Few of the various types of actions executed in SAP which are featured in this manual are Creation/Updation of Vendor, Customer, Material, Maintaining Bank Details, Mass Upload of a specific type of data, Bill of Materials and Routing.



In the month of April technical training programs on lubrication and lubricants were initiated for the Marketing, Production, Quality Assurance and ARL teams of SBU:G&L, in an endeavour to update and enhance their technical knowledge.

In continuation of the training programs for Level 1, the session for the 2nd Batch was held on 9th and 10th May at the Balmer Lawrie Training Centre, Kolkata. The training session was attended by fifteen participants representing SBU:G&L across regions.



A training program on industrial safety was organized for non-officers in Chennai on 11th May. The program was conducted by Deputy Director, Industrial Safety and Health, Chennai.



The Vigilance Department organized a two-day training program on online vendor registration and the e-procurement process for both BL officials and vendors of all SBUs in the Chennai Region, in co-ordination with M/s C1 India, Corporate IT, IT - Chennai and HR-SR on 19th and 20th May. The program was inaugurated by Mr. R M Uthayaraja, COO [LC] on 19th May. During the program various queries and issues related to e-procurement were clarified by Mr. Dipankar Mondal, AVP [Vigilance] & SA to CVO, Ms. Ritu Mittal and Mr. Anurag Arora of Corporate IT through videoconference.

This initiative gains significance at a time when all purchases over and above Rs. 2 lakhs are mandated to be carried out and finalized through electronic mode, as per recent CVC guidelines. Apart from complying with CVC guidelines, the prime objective of this program was to educate/prepare all categories of vendors, including small-scale vendors to make them feel comfortable to participate in electronic mode of tenders and to increase the level of participation in e-tenders and ultimately reduce cost of procurement.



A training session on Personal Protective Equipment (PPE) for Site Workers at MMLH, Vizag was organized on 24th May. During the session Mr. Lokeswaran B [Manager-Civil] trained the workers to ensure greatest possible protection for themselves in the workplace.



During the monthly stock-taking day on 1st June development activities were organised for Jr. Engineers and Managers of IP, Navi Mumbai. The day commenced with a session to communicate and deliberate on the production and allied targets for the month. The Jr. Engineers contributed actively to the session and shared their thoughts on what resources and support were required to drive performance to higher levels. This was followed by two parallel technical training sessions - one on the vital Helium Leak Detector machine and the other on the painting system. Simultaneously the camp for annual health check-up of all Jr. Engineers was conducted by an external medical team. The day ended with an interactive session between Managers at the plant and Ms. Shobha Nandakumar on various policies and HRMS related issues.



at 18
YOU GROW UP
at 18
YOU DRIVE
at 18
YOU GIVE BLOOD
GIVE A BLOOD
INDIAN RED CROSS SOCIETY

G&L, Silvassa has a mess which is managed by employees of the company. Mr. Roshan Anand, Asst. Manager [Production] won the "Best Mess Manager" of G&L, Silvassa award. The award was handed over by Mr. Sreejit Banerjee, COO [G&L] during his visit to Silvassa in the recent past.

There was a requirement of blood by one of our contractual employees in Silvassa. Mr. Jitendra Rohit, Junior Officer [HR] promptly volunteered, donated blood and helped the employee.

OFFICIAL LANGUAGE UPDATES



दिनांक 27 से 28 मई तक गोवा में पेट्रोलियम एवं प्राकृतिक गैस मंत्रालय के तत्वावधान में हिंदुस्तान पेट्रोलियम कॉर्पोरेशन लिमिटेड एवं भारत पेट्रोलियम कॉर्पोरेशन लिमिटेड द्वारा संयुक्त रूप से द्वितीय पेट्रोलियम राजभाषा सम्मेलन का आयोजन किया गया जिसमें श्री रत्न शेखर आदिका, वरिष्ठ उपाध्यक्ष (मानव संसाधन), श्री वी आर रायमाने, प्रधान (मानव संसाधन)-पश्चिम क्षेत्र, श्री शिव नाग कुमार चेरुकुपल्ली, प्रबन्धक (राजभाषा एवं मानव संसाधन), श्रीमती ममता प्रसाद, प्रबन्धक (राजभाषा), श्री पवन कुमार त्रिपाठी, सहायक प्रबन्धक (राजभाषा एवं प्रशासन) एवं श्री महेंद्र दास, कनिष्ठ अधिकारी (राजभाषा & प्रशासन) भाग लिए। इस दो दिवसीय सम्मेलन में राजभाषा कार्यान्वयन के विभिन्न पहलुओं पर प्रकाश डाला गया।

हिन्दी बोलना आसान है,
हिन्दी में समझना आसान है,
हिन्दी में काम करना उस से भी अधिक आसान है
यदि प्रयास करें।
आपके छोटे से प्रयास से बहुत कुछ परिवर्तित हो सकता है
बस हमें आपके उस छोटे से प्रयास का इंतज़ार है...



पश्चिम क्षेत्र के कुछ कार्यालयों में मई 2016 में राजभाषा कार्यान्वयन समिति की तिमाही बैठकों की आयोजन की गई। लॉजिस्टिक्स अंधेरी कार्यालय, लॉजिस्टिक्स तथा टी एवं वी गोवा कार्यालय तथा वेकेशंस कार्यालय विले पार्ले की बैठकों की झलकियां चित्र में।

HSE [HEALTH, SAFETY & ENVIRONMENT] UPDATE



CFS, Chennai conducted a training program on 'Handling and Transportation of Hazardous Material (Haz-Mat)' on the CFS premises for a group of 25 persons. The group included executives, officers, yard supervisors, trainees, transport supervisors, surveyor, reach stacker and forklift supervisor. A training session on operation of the fire hydrant system was also organized for the security staff. Kudos to team CFS for their continuous focus on HSE!



To improve the electrical safety system in the Corporate Office, our Administration Department replaced the old Relay Control Panel (RCP) of the HT side. The new RCP will strengthen the fault detection and protection mechanism thereby improving the electrical safety system.

CSR UPDATE - Glimpses of Swachh Bharat Pakhwada



Corporate Office, Kolkata



Eastern Region Community Involvement

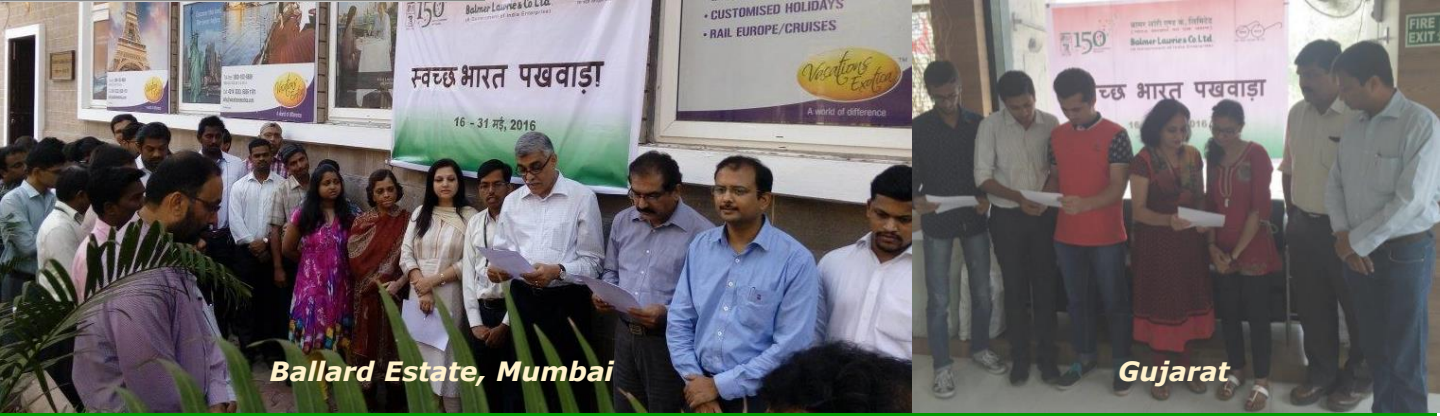


Southern Region



Northern Region

Nagpur



Ballard Estate, Mumbai

Gujarat



Community & Employee Involvement, Western Region

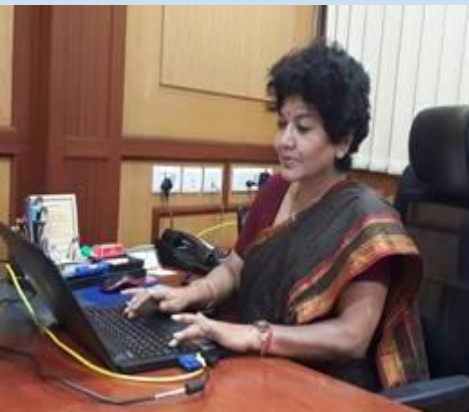


Community & Employee Involvement, Western Region



Community & Employee Involvement, Western Region

The Swachh Bharat Pakhwada was observed across all units / establishments from 16th to 31st May 2016. Various activities and awareness programs were organised during the fortnight for both employees and the communities in and around our work centres. In the eastern region awareness programs were conducted in Dara village, while in the western region the Balmerol Swachhta team visited Sayli Village and conducted an awareness program for the villagers on hygiene and importance of cleanliness. The team also cleaned a portion of the village along with the villagers and school children. Cleanliness drives were organised in other units as well. In photo are glimpses of the various activities undertaken pan India during the fortnight.



During the Pakhwara, the Swachh Bharat Ambassadors chain was launched by Ms. Manjusha Bhatnagar, D[HR&CA], who has been nominated as the First Swachh Bharat Ambassador of Balmer Lawrie. D[HR&CA] nominated nine members of the Top Management Team - C&MD, D[M], D[S], D[F], SVP[HR], COO[LC], COO[L], COO[G&L] and CIO. Each of these Ambassadors will be nominating nine other employees, who in turn will take forward the chain. The idea works on nomination and one person can nominate nine people as Ambassadors. This is how the chain would grow. The leader who has the longest chain by 30th June 2016 will be getting a special recognition / award from the company. The chain can be tracked on our company's intranet.

Congratulations to the winners of the Swachh Bharat Pakhwada Quiz!

- ❖ Chaitali Dutta, Taxation & Internal Audit, Corporate Office - Kolkata
- ❖ Krushna Chandra Das, Quality Control, G&L - Silvassa
- ❖ Mrityunjay Acharjee, Taxation & Internal Audit, Corporate Office - Kolkata
- ❖ R Navaneetha Krishnan, RHR-South, Chennai
- ❖ Justus Praveen Ambrose, RHR-South, Chennai

स्थानान्तरण / Transfer

श्री आशीष पांडे, प्रबंधक [आईटी], कॉर्पोरेट आईटी - कोलकाता को टी&वी - गुडगांव में प्रबंधक [आईटी] के रूप में स्थानान्तरित किया गया ।

Mr. Ashish Pandey, Manager [IT], Corporate IT - Kolkata has been transferred to T&V - Gurgaon as Manager [IT].

श्री सौरव बनर्जी, कनिष्ठ अधिकारी [उत्पादन], आईपी - सिलवासा को आईपी - कोलकाता में कनिष्ठ अधिकारी [उत्पादन] के रूप में स्थानान्तरित किया गया ।

Mr. Sourav Banerjee, Jr. Officer [Production], IP - Silvassa has been transferred to IP - Kolkata as Jr. Officer [Production].

आपको नए कार्यभार की शुभकामनाएं।

Wish you all the best in your new role!

पुनः पदनाम/ Re-designation

श्री गौतम पाल, वरिष्ठ प्रबंधक [तकनीकी & वाणिज्यिक], लॉजिस्टिक्स [सीएफएस] - कोलकाता को वरिष्ठ प्रबंधक [तकनीकी & संपर्क], लॉजिस्टिक्स [सीएफएस] - कोलकाता के रूप में पुनः पदनामित किया गया है ।

Mr. Gautam Paul, Sr. Manager [Technical & Commercial], Logistics (CFS) - Kolkata has been re-designated as Sr. Manager [Technical & Liaison], Logistics (CFS) - Kolkata.

श्री सुजय घोष, मुख्य प्रबंधक [लेखा & वित्त], जी&एल - कोलकाता को मुख्य प्रबंधक [वित्त], जी&एल - कोलकाता के रूप में पुनः पदनामित किया गया है ।

Mr. Sujoy Ghosh, Chief Manager [Accounts & Finance], G&L - Kolkata has been re-designated as Chief Manager [Finance], G&L - Kolkata.

श्री अभ्रजीत सेट, उप प्रबंधक [संपर्क], लॉजिस्टिक्स [सीएफएस] - कोलकाता को उप प्रबंधक [वाणिज्यिक], लॉजिस्टिक्स [सीएफएस] - कोलकाता के रूप में पुनः पदनामित किया गया है ।

Mr. Abhrajit Sett, Dy. Manager [Liaison], Logistics (CFS) - Kolkata has been re-designated as Dy. Manager [Commercial], Logistics (CFS) - Kolkata.

आपको नए कार्यभार की शुभकामनाएं।

Wish you all the best in your new role!

विदाई / Farewell



श्री अंकुर चटर्जी, मुख्य प्रबंधक [एस&डी - एसएपी], ग्रीस & लूब्रिकेंट्स - कोलकाता 35 वर्षों से अधिक सफलतापूर्वक सेवाएं संपूर्ण कर 31 मई, 2016 को सेवानिवृत्त हो गए ।

Mr. Ankur Chatterjee, Chief Manager [S&D - SAP], Greases & Lubricants - Kolkata superannuated on 31st May, 2016 after successfully completing more than 35 years of service.



श्री अशोक जगन्नाथ चौधरी, वरिष्ठ प्रबंधक [ले&वि], यात्रा & वेकेशंस - दिल्ली 36 वर्षों की सफलतापूर्वक सेवाएं संपूर्ण कर 31 मई, 2016 को सेवानिवृत्त हो गए ।

Mr. Ashok Jagannath Chaudhari, Sr. Manager [A&F], Travel & Vacations - Delhi superannuated on 31st May, 2016 after successfully completing 36 years of service.

हम आपके भविष्य की मंगलमय कामना करते हैं।

We wish you all the best in your future life.

नए सदस्य / New Member



श्री गिरीश मंगला दास वघेला की नियुक्ति 18 मई, 2016 को लॉजिस्टिक्स, मुंबई में वरिष्ठ प्रबंधक [समुद्री] के रूप में हुई।

Mr. Girish Mangaldas Waghela joined Logistics, Mumbai as Sr. Manager [Ocean] on 18th May, 2016.



सुश्री सोफिया लैंसी डी'मेल्लो की नियुक्ति 30 मई, 2016 को यात्रा & वेकेशनस, मुंबई में उप प्रबंधक [यात्रा] के रूप में हुई।

Ms. Sophia Lancy D'Mello joined Travel & Vacations, Mumbai as Dy. Manager [Travel] on 30th May, 2016.



श्री प्रभात कुमार की नियुक्ति 2 मई, 2016 को आरओएफएस, कोलकाता में सहायक प्रबंधक [आरओएफएस] के रूप में हुई।

Mr. Prabhat Kumar joined Refinery & Oil Field Services, Kolkata as Asst. Manager [ROFS] on 2nd May, 2016.



श्री दीपक कुमार सिंह की नियुक्ति 6 मई, 2016 को यात्रा & वेकेशनस, बंगलोर में सहायक प्रबंधक [बिक्री] के रूप में हुई।

Mr. Deepak Kumar Singh joined Travel & Vacations, Bangalore as Asst. Manager [Sales] on 6th May, 2016.



श्री बासुदेव सिंह की नियुक्ति 17 मई, 2016 को ग्रीस & लूब्रिकेंट्स, सिलवासा में सहायक प्रबंधक [ले & वि] के रूप में हुई।

Mr. Basudev Singh joined Greases & Lubricants, Silvassa as Asst. Manager [A&F] on 17th May, 2016.



सुश्री रक्षा कामथ एच की नियुक्ति 23 मई, 2016 को यात्रा & वेकेशनस, बंगलोर में सहायक प्रबंधक [एफआईटी बिक्री] के रूप में हुई।

Ms. Raksha Kamath H joined Travel & Vacations, Bangalore as Asst. Manager [FIT Sales] on 23rd May, 2016.



सुश्री प्रीति लता की नियुक्ति 25 मई, 2016 को लॉजिस्टिक्स, नई दिल्ली में सहायक प्रबंधक [हवाई प्रचालन] के रूप में हुई।

Ms. Priti Lata joined Logistics, New Delhi as Asst. Manager [Air Operations] on 25th May, 2016.



सुश्री दीपिका त्रिपाठी की नियुक्ति 2 मई, 2016 को यात्रा & वेकेशनस, नई दिल्ली में अधिकारी [बिक्री & प्रचालन] के रूप में हुई।

Ms. Deepika Tripathi joined Travel & Vacations, New Delhi as Officer [Sales & Operations] on 2nd May, 2016.



श्री प्रदीप कुमार की नियुक्ति 2 मई, 2016 को यात्रा & वेकेशनस, नई दिल्ली में कनिष्ठ अधिकारी [बिक्री] के रूप में हुई।

Mr. Pardeep Kumar joined Travel & Vacations, New Delhi as Jr. Officer [Sales] on 2nd May, 2016.



सुश्री नबनीता की नियुक्ति 4 मई, 2016 को यात्रा & वेकेशनस, कोलकाता में कनिष्ठ अधिकारी [यात्रा] के रूप में हुई।

Ms. Nabanita Basu joined Travel & Vacations, Kolkata as Jr. Officer [Travel] on 4th May, 2016.



सुश्री स्वेता चेतलापल्ली की नियुक्ति 16 मई, 2016 को यात्रा & वेकेशनस, हैदराबाद में कनिष्ठ अधिकारी [बिक्री & प्रचालन] के रूप में हुई।

Ms. Sweta Chetlapalli joined Travel & Vacations, Hyderabad as Jr. Officer [Sales & Operations] on 16th May, 2016.

*बामर लॉरी परिवार में आपका स्वागत है एवं आपलोगों को हार्दिक शुभकामनाएं।
Welcome you to the Balmer Lawrie family and wish you all the best!*