

BALMER
LAWRIE

ONLINE

BLOOM

MONTHLY

BULLETIN



EDITORIAL



Balmer Lawrie Online Monthly Bulletin (BLOOM) completes five years! We launched BLOOM on 15th August 2011 with the objective of connecting all Balmer Lawriens irrespective of their SBU/Function or location and I think we have been pretty successful in this endeavour of ours. We have never skipped an issue and have always tried to bring you the publication on time. However, I believe BLOOM is a journey, in which we have to continuously strive to adapt our communication to the changing business environment, innovate and write not only to disseminate information but also induce a deeper sense of connectedness in the members of the Balmer Lawrie family. Through BLOOM, we have highlighted our organisational and employee achievements, the best practices, employee initiatives, happenings across locations etc. Many of our readers would know that the two Os, in BLOOM, overlapping each other emphasizes the need for our Online connectedness towards greater communication. While the double "O" merged together symbolises and reinforces the spirit of collaboration and togetherness on one hand, it conveys a sense of continuity and dynamism on the other. BLOOM will continue to connect all members of the Balmer Lawrie family with a sense of "Oneness" & "Openness".

I'll take this opportunity to thank our Leaders, who have encouraged this medium of communication and all of you, who have sent us feedback and contributions. However, my special thanks to the Regional HR Teams for their unstinted support to bring us news across locations. Please continue to send us your suggestions, contributions or feedback at mukhopadhyay.mohar@balmerlawrie.com. Let's remain connected always!

We just celebrated our 70th Independence Day and our Hon'ble Prime Minister in his historic address to the nation said that we must resolve to take the nation from swarajya to surajya in order to bring a qualitative and positive change in the lives of the citizens of India. The government is working with the mantra of Reform, Transform and Perform, with a focus on substance over symbolism, integrated development over isolated development and empowerment over entitlement. Back here in Kolkata, to take forward one of the very well received developmental initiatives of our Prime Minister, Shri Dharmendra Pradhan, Minister of State (I/C), Ministry of Petroleum and Natural Gas, GOI launched the Pradhan Mantri Ujjwala Yojana (PMUY) for West Bengal on the eve of Independence Day. The GiveItUp campaign contributed immensely to the PMUY initiative. We are running a GiveItUp Campaign on the Balmer Lawrie Facebook page. Check out the campaign and if you have not GivenUp, please do so right away! Let the subsidy go to the Below Poverty Line fellow citizens. Be a proud Indian!

Happy Reading!

Mohar



First Quarter Results announced

The first quarter results as per the accounts adopted for the quarter ending 30th June 2016 were announced. The results were approved by the Board in its Meeting held in Kolkata on 10th August 2016. The total income for the first quarter stood at Rs. 461.73 crores. The Profit Before Tax (PBT) saw a gain of 13.47% and rose to Rs. 57.35 crores for the quarter ended 30th June 2016 as compared to Rs 50.54 crores for the same quarter last year. Correspondingly, the net profit (PAT) during the quarter rose by 14.58% to Rs. 37.01 crores compared to Rs. 32.30 crores for the corresponding period last year. Both the manufacturing and service businesses performed well.



Our C&MD and Directors recently visited the Temperature Controlled Warehouse (TCW) at Hyderabad. They inspected the facility and planted saplings in the TCW premises.



On the occasion of the 'Accessible India Campaign', few of our colleagues from the Delhi office attended the flagging off ceremony of the Motorcycle Rally held on 24th July at the India Gate. This rally was organized by the Department of Empowerment of Persons with Disabilities.



CFS, Kolkata played host to Dr. Somlal Subedi, Chief Secretary, Govt. of Nepal, Shri Chandra Kumar Ghimire, (Ex-Consulate) Secretary, Govt. of Nepal and the Consulate Team, Shri. M T Krishna Babu, IAS, Chairman Visakhapatnam & Kolkata Port Trust (Dual Charge), Shri. S Balaji Arunkumar, IRS, Deputy Chairman, Kolkata Port Trust and the KoPT team comprising Traffic Manager I/C besides others. The dignitaries visited our CFS on 22nd June. During the visit, fruitful discussions were held and feedback was sought on the services rendered by Balmer Lawrie to the trade fraternity in Nepal. The dignitaries appreciated the services of our Company and congratulated the team for the efforts taken during periods of crisis in Nepal (earthquake and strike). The delegation visited the yard and appreciated the improved efficiency and transparency of our CFS.



T&V, Kolkata at your Service

T&V, Kolkata offers BL employees a hassle free and reliable way of booking their personal air tickets. They can choose between retail and corporate fares, where the retail fares are invariably cheaper / economical compared to the fares they can get by themselves. The corporate fares, though more by a few hundred rupees, come with a host of advantages like zero cancellation charges, on-board refreshments and choice of seats. Besides, the SBU offers all types of payment options like NEFT, Cash, Cheque and Credit card with nil convenience fees. The Department has identified a customer relationship officer who can be approached during office hours:

- Landline : 033-22225454
- Mobile : 9939329162
- Email : pandey.r@balmerlawrie.com

SBU: T&V's tours and travel services include Domestic & International Air Tickets, Domestic & International holiday packages, Cruises, Hotels / Resorts, Car / luxury coach rentals, Insurance, FOREX, VISA, MICE, Destination Management Services, Airport Assistance etc.

Customer Feedback for VE

Below is one of the several feedback that COO[T&V] receives time and again.
This email was received on 22nd July 2016.



Subject: My Feedback on Exotic USA tour 2016

Dear Mr. Ravishankar,

This email is regarding our travel with Vacations Exotica in "Exotic USA tour (21 days)" in the month of May 2016

My Feedback regarding Tour Manager

- What should I say about Jayraj? Very Knowledgeable. Knew exactly about the places
- People friendly.
- Very particular on time, meeting point etc.
- Gave ample time on selected spots.
- Was accommodative. Giving more time wherever possible
- Gave time for Photo stop by asking us to get down
- Ensured Discipline amongst the us and we respected his concerns as well
- We enjoyed his Sardar Jokes.
- He always invited people to come and see places with him even after check in in the hotels. He accompanied us to Niagara Falls in the night at 11 / 12 am and went to see the Strip at Las Vegas at 12 / 1 am (Have never seen Tour Managers doing this- just excellent)
- He also tried hard to get booking for Grand Canyon Helicopter Tour for us. He accompanied us at 5 am from the Hotel to the pick up point of Helicopter (which is about 40 min drive from our hotel). And thanks to Jayraj, the experience of Grand Canyon was mind blowing

Next time do inform us which Tour Jayraj is travelling. We would like to join the tour.

My Feedback regarding Vacations Exotica

- One needs to travel through them to experience that what they commit they give
- Prime Hotels – Sheraton and Hilton at places like Times Square, Niagara Falls
- No "or similar" caveat
- Professional Front desk people, Visa guides and Highly trained Tour Manager
- Cover spots which other tour people do not cover (eg Boston in East Coast – an excellent place)

I have travelled though Veena World, Kesari, Thomas Cook etc. Have not experienced this kind of things anywhere. This is my second tour through Vacations Exotica. Fully satisfied. Will definitely recommend to others

Areas of improvement

- Need more publicity. Presently mouth publicity and mutual contacts helping
- More ad campaign required
- Plush front office required to reach out to people. Need investments on this front. Presently people going by brand name and front office experience
- To grow volume, need a reach in interiors of States and not just the metros or tier I cities like Ahmedabad, Bengaluru etc
- Give some freebies – say ice cream, coffee at selected tour spots. It improves customer satisfaction

Thanks & Regards,

PRASAD N. LANKE

**Group Taxation - Kotak Mahindra Bank Ltd.
Mumbai**



PAHAL...a new direction
Direct Benefit Transfer for LPG (DBTL)
Get Your Money, Save Public Money!



Town Hall Meeting at Bangalore



Balmer Lawriens in Hyderabad along with C&MD and Directors during the Town Hall Meet

Town Hall Meetings were held in Bangalore on 25th July and in Hyderabad on 26th July 2016. C&MD and Directors addressed all the employees and took note of various suggestions. The Town Hall Meetings, held annually, provide an excellent platform for employee engagement.



The HR Meet was held in Tirupati on 29th and 30th July 2016. Senior members of Team HR pan India made presentations to the Directors, deliberated on various HR related issues and chalked out the way forward during the Meet. In photo the HR team members pose with C&MD and Directors.



As part of the lateral hire induction program a session on Business Etiquettes was organised on 20th July in the Balmer Lawrie Training Centre at the Corporate Office in Kolkata. This session was conducted by Ms. Manjusha Bhatnagar, Director [HR&CA]. The lateral hire orientation program was organised on 21st and 22nd July in the same venue. During the program the participants were addressed by C&MD and Directors and various sessions were held covering the businesses/functions and culture of Balmer Lawrie.



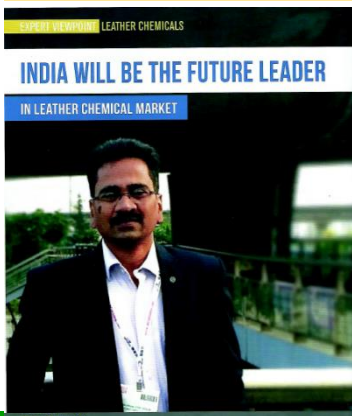
As a continuation of the Technical Training Program on Lubrication & Lubricants (Level 2) for the G&L Team, the program for the first batch was held on 19th July, 2016 in the Balmer Lawrie Training Centre at the Corporate Office in Kolkata. The training programme on "Market Trends & Recent Developments in Engine Oils-DEO, PCMO, MCO & GEO" was conducted by a team external faculty from M/s Indian Additives Ltd., Mumbai. The faculty included Mr. Aditya Rane [Sr. Manger – Services], Mr. Lalit Madan [Manger – Marketing] and Mr. Anhush Gholap [Manager – Accounts]. The session was attended by twenty five participants of G&L across the region. The program commenced with an address from Mr. D Sothi Selvam, Director [Manufacturing Businesses].



A basic training on VAT, CST, Excise and Service Tax was organized for employees of SBU:IP at IP, Navi Mumbai on 25th July 2016. In-house experts Mr. S G Patil, Chief Manager [Taxation] and Mr. A P Bhawe, Sr. Manager [Marketing] conducted the training. Seventeen Executive / Officers from various departments of IP, Mumbai and Navi Mumbai took active part in the session. Working knowledge on commercial taxation matters helps to enhance compliance and save cost. RHR-WR in partnership with SBUs plan to roll-out more such knowledge sharing sessions at regular intervals.



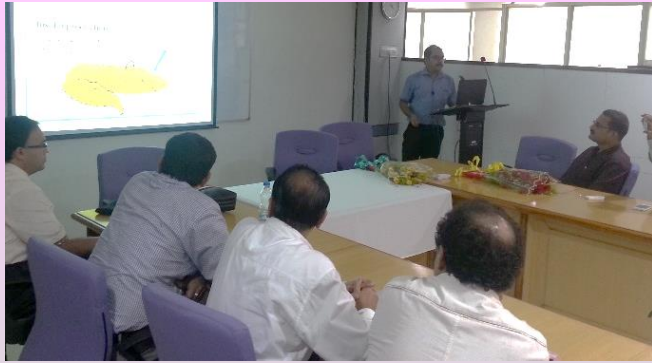
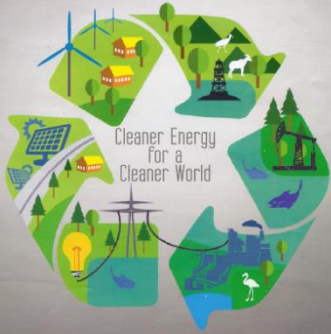
An interactive session on eProcurement was organized by the IT Department in the Balmer Lawrie Training Centre at the Corporate Office in Kolkata on 12th and 13th July, 2016 for vendors and buyers respectively. The training was provided by C1 India representatives. Vendors were also provided with a facility of purchasing on-the-spot Digital Signature Certificates and instant Registration. Fifty vendors, mostly from Kolkata participated in the training. Employees from various departments also participated in the Buyer training session. Buyers and Vendors sought answers to their queries and cleared their doubts through representatives of the Vigilance Dept. present in the session. Overall the training sessions were successful and well received.



Chemical Today, a leading chemical journal published an interview with Mr. R M Uthayaraja, COO [Leather Chemicals] in the July 2016 issue. The digital version of the magazine is available online (in Adobe Flash version) at <http://www.worldofchemicals.com/media/chemicaltoday>.

Kudos to SBU: ROFS!

Balmer Lawrie was mentioned in an article titled "A step towards Hazardous Waste Management Oily Sludge Treatment (Recovery of Crude Oil from Oily Sludge) - First of its kind in Oil India Limited" published in OILnews, the House Journal of Oil India Limited (OIL). This was because of the good work done by our SBU:ROFS in a project, "Oily Sludge Treatment" undertaken by the Field Engineering Dept. of OIL. The SBU was engaged by OIL for collection of oily sludge from various production installations, transportation of the same, operation and maintenance of the plant, dispatch of recovered crude oil and separated water to the designated area in the plant and storing of separated solids and debris for further bio-remediation in OIL designated place.



A Health Talk on Diabetes related Critical Care was organised on 27th July in the Balmer Lawrie Training Centre at the Corporate Office in Kolkata, with the assistance of GD Hospital & Diabetes Institute, Kolkata. A demonstration on CPR was also arranged. Dr. Sujoy Majumdar gave a talk on Diabetology and Dr. Pijush Kanti Roy addressed the audience on Critical Care.

An Orthopaedic Health Awareness session was organised on 15th July in the Balmer Lawrie Training Centre at the Corporate Office in Kolkata. The session was conducted by Dr. Roney Roy who is an Orthopaedic Surgeon of international repute and is an expert in all forms of orthopaedic surgery including Joint Replacement Surgery, Management of Complex Trauma and Diagnosis, treatment and management of Osteoporosis.

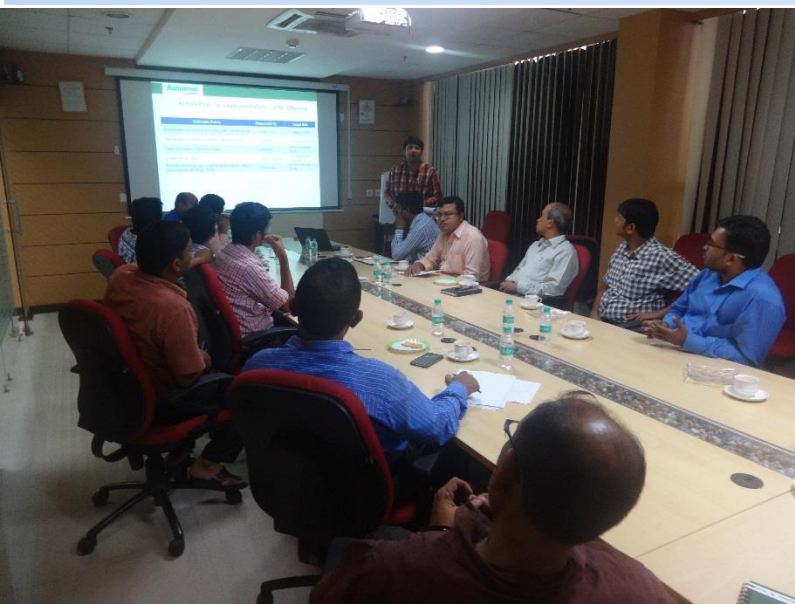
OL UPDATES



13 जुलाई 2016 को मुंबई में श्रीमति मंजूषा भटनागर, निदेशक [मानव संसाधन और कॉर्पोरेट कार्य] और श्री के स्वामीनाथन, निदेशक [सेवा व्यवसाय] द्वारा बेलाई इस्टेट कार्यालय में हिंदी पुस्तकालय का उद्घाटन किया गया। राजभाषा कार्यान्वयन को आगे बढ़ाने की दिशा में कंपनी का यह एक और प्रयास है। इस पुस्तकालय में व्यापार और पेशे से संबंधित पठन सामग्री का भी भंडार होगा। कार्यपालक निदेशक -आईपी, सीओओ [टी & वी], वरिष्ठ उपाध्यक्ष [मानव संसाधन] और विभागाध्यक्षों उद्घाटन के दौरान उपस्थित थे।



CFS, Chennai organised a free health camp for drivers under the 'T2Health' project in the CFS premises on 13th July 2016, in collaboration with Deepam Educational Society for Health (DESH), Chennai. DESH is a non-profit organization working in Tamil Nadu and in many states in India since 1991. DESH focuses on health and capacity building of many cadres of health care workers. DESH has implemented the 'T2Health' project, a comprehensive program focusing on physical, psychological and social health of truckers and labourers in Chennai Container Terminal funded by DP World. Around 60 drivers attended and availed the benefits in the health camp. Free medical tests, which included general check-up, BMI, Blood Pressure & Blood Sugar tests and counselling were conducted apart from distribution of free medicines. The camp ended with a workshop for drivers, cleaners and CHAs covering topics of safe driving and healthy and fit living habits.

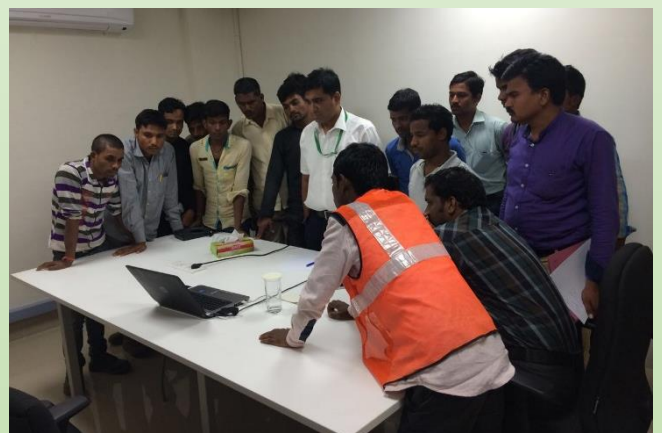


A Café Gurukul Session on Behavior-Based Safety was organised at G&L, Silvassa on 11th July 2016. Mr. Aniket Preetish, Asst. Manager [HR], RHR-WR conducted the session very innovatively for all the employees of G&L, Silvassa.

HSE [HEALTH, SAFETY & ENVIRONMENT] UPDATE



Behaviour-Based Safety [BBS] is the application of behavioural psychology to promote safe behaviour in the workplace using employee involvement. It involves initial identification of practices (behaviours) critical to reducing the risk of injury. These practices and behaviours are then compiled into a checklist that employees use to collect data on safe and unsafe practices within the organization. Finally, teams of employees analyse the data recorded from observations to develop action plans that promote continuous improvement in safety. In line with this, a two-day workshop on BBS was organised in Manali, Chennai. The participants included Plant Managers, Unit HR Managers, Production and Maintenance Managers. The program was highly successful and employees gained deep understanding on the BBS process. It will soon be rolled out in two of the Company's pilot plants.



A safety awareness program was organised for all the employees of the Temperature Controlled Warehouse at Hyderabad. Employees were briefed on the importance of safe behaviour and the hazards associated with the ammonia based refrigeration plant.



A training program on basics of Fire Safety and the precautions to be taken was conducted at the Leather Chemicals Division in Manali, Chennai. Executives and Officers from various departments along with Security staff attended the program. A practical demonstration on the use of the fire hydrant system and rescue operations were also conducted during the program.

पुनः पदनाम / Re-designation

श्री एम कल्याणसुंदर, मुख्य प्रबंधक [औद्योगिक विपणन], जी&एल – चेन्नई (सिटी कार्यालय) को राष्ट्रीय प्रमुख [ओई-टीएस], जी&एल – चेन्नई (मनाली) के रूप में पुनः पदनामित किया गया है।

Mr. M Kalyanasunder, Chief Manager [Industrial Marketing], G&L - Chennai (City Office) has been re-designated as National Head [OE-TS], G&L - Chennai (Manali).

आपको नए कार्यभार की शुभकामनाएं।

Wish you all the best in your new role!

विदाई / Farewell



श्री प्रोद्युत चक्रवर्ती, मुख्य प्रबंधक [प्रशासन], कॉर्पोरेट कार्यालय – कोलकाता 35 वर्षों की सफलतापूर्वक सेवाएं संपूर्ण कर 31 जुलाई, 2016 को सेवानिवृत्त हो गए।

Mr. Prodyut Chakraborty, Chief Manager [Administration], Corporate Office - Kolkata superannuated on 31st July, 2016 after successfully completing more than 35 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 प्रमोद द्विवेदी की नियुक्ति 11 जुलाई, 2016 को ग्रीस & लुब्रिकेंट्स, मुंबई में प्रधान [औद्योगिक विपणन] के रूप में हुई।

Mr. Pramod Dwivedi joined Greases & Lubricants, Mumbai as Head [Industrial Marketing] on 11th July, 2016.



श्री सत्यजीत शंकर गुहा की नियुक्ति 18 जुलाई, 2016 को लॉजिस्टिक्स, कोलकाता में मुख्य शाखा प्रबंधक [फ्रेट फारवार्डिंग] के रूप में हुई।

Mr. Satyajeet Shankar Guha joined Logistics, Kolkata as Chief Branch Manager [Freight Forwarding] on 18th July, 2016.



श्री अमन चढ़ा की नियुक्ति 22 जुलाई, 2016 को ट्रेवल & वेकेशंस, गुडगांव में वरिष्ठ प्रबंधक [कॉन्टैक्ट केंद्र परिचालन] के रूप में हुई।

Mr. Aman Chadha joined Travel & Vacations, Gurgaon as Sr. Manager [Contact Center Operation] on 22nd July, 2016.



श्री पवित्र मोहन जेना की नियुक्ति 1 जुलाई, 2016 को संबद्ध सेवाएं, चेन्नई में सहायक प्रबंधक [कराधान] के रूप में हुई।

Mr. Pabitra Mohan Jena joined Associate Services, Chennai as Asst. Manager [Taxation] on 1st July, 2016.



श्रीमती सोनाली कुमारी की नियुक्ति 25 जुलाई, 2016 को कॉर्पोरेट लेखा & वित्त, कोलकाता में सहायक प्रबंधक [ले&वि] के रूप में हुई।

Ms. Sonali Kumari joined Corporate A&F, Kolkata as Asst. Manager [A&F] on 25th July, 2016.



सुश्री पारूल शर्मा की नियुक्ति 1 जुलाई, 2016 को ट्रेवल & वेकेशंस, दिल्ली में कनिष्ठ अधिकारी [यात्रा] के रूप में हुई।

Ms. Parul Sharma joined Travel & Vacations, Delhi as Jr. Officer [Travel] on 1st July, 2016.



सुश्री सीमा शर्मा की नियुक्ति 1 जुलाई, 2016 को ट्रेवल & वेकेशंस, दिल्ली में कनिष्ठ अधिकारी [यात्रा] के रूप में हुई।

Ms. Seema Sharma joined Travel & Vacations, Delhi as Jr. Officer [Travel] on 1st July, 2016.



श्री जी मनीकायम की नियुक्ति 18 जुलाई, 2016 को ट्रेवल & वेकेशंस, बंगलोर में कनिष्ठ अधिकारी [यात्रा] के रूप में हुई।

Mr. G Manikayam joined Travel & Vacations, Bangalore as Jr. Officer [Travel] on 18th July, 2016.



सुश्री म्रुनमयी किशोर भांडे की नियुक्ति 18 जुलाई, 2016 को ट्रेवल & वेकेशंस, मुंबई में कनिष्ठ अधिकारी [यात्रा] के रूप में हुई।

Ms. Mrunmayee Kishor Bhande joined Travel & Vacations, Mumbai as Jr. Officer [Travel] on 18th July, 2016.

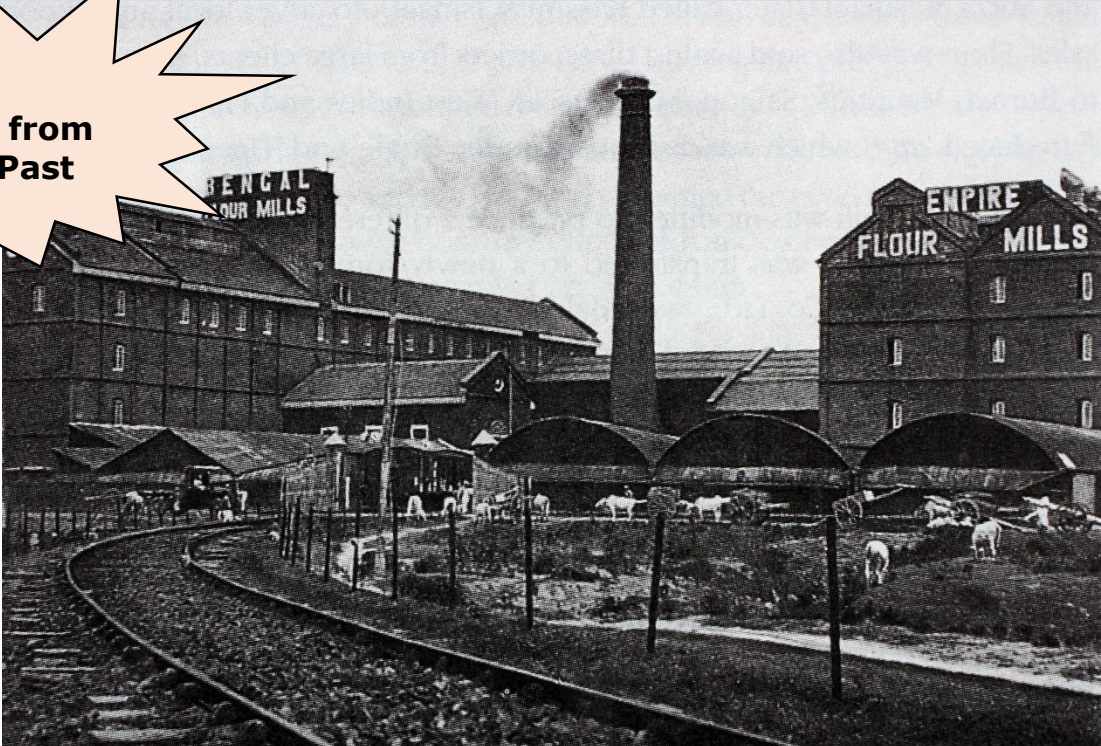


श्री नदीम खान की नियुक्ति 29 जुलाई, 2016 को ट्रेवल & वेकेशंस, बंगलोर में कनिष्ठ अधिकारी [यात्रा] के रूप में हुई।

Mr. Nadeem Khan joined Travel & Vacations, Bangalore as Jr. Officer [Travel] on 29th July, 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!*

**Blast from
the Past**



On 22nd November 1894, Balmer Lawrie & Co. registered a new company, Bengal Flour Mills Co. Ltd., with an equity capital of Rs. 6 lakhs to conduct business as flour and corn merchants and millers. Balmer Lawrie took up the office of managing agent and production commenced in 1895. The mills were situated in Sibpore, Howrah with private access to the Hoogly river and a siding on the Railway. They were equipped with the latest Milling Machinery with a capacity of 52 maunds of flour per hour and their leading brands of flour "Peacock", and "Twin Elephant" were widely known. Other popular brands were marketed in various qualities to meet the diversified demands of the provinces and overseas markets.