

Issue 22, January 2018

BLOG

Balmer Lawrie
Organisational Gazette



Editorial

This issue of Balmer Lawrie Organisational Gazette (BLOG) focusses on the different Information Technology (IT) initiatives undertaken by our company in the recent past. Compiling and editing this issue of BLOG was indeed a good learning experience as I got an opportunity to peek into the latest IT trends storming the world, the impact of these trends in the business world and our daily lives, the various Government of India initiatives in the digital space and most importantly the various IT initiatives our company is taking to combat competition, create a smarter workplace and enhance business processes, good governance and customer satisfaction.

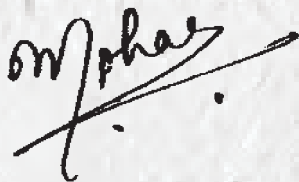
I happened to read an article published in the Fortune Magazine in December 2017, which talks about 4 technology trends that will transform our world in 2018, and those are IoT becoming BIoT, the fintech renaissance, augmented reality going mainstream and varied uses of bots in our daily lives. Today's disruptive innovations rely on existing infrastructure for mobile devices and because of this most companies can now connect with billions of consumers in just a few clicks. One of those is the Internet of things (IoT), which involves adding smart sensors to connected devices so that users can do things like asking a digital assistant to turn off the lights or order a pizza. But blockchain, one of the underlying technologies for the hot cryptocurrency bitcoin, can make IoT devices even more useful. It creates a digital record across hundreds or thousands of computers, vastly reducing the risk of hacking. Combining IoT with blockchain — or BIoT — would bring in a whole host of new services and businesses. For example, BIoT can be used to track shipments, to create smart cities etc.

You could follow this link to learn more, <http://fortune.com/2017/12/26/4-technology-trends-2018/>.

As per IBM, the three key benefits of using blockchain for IoT are building trust between parties and devices by reducing risk of collusion and tampering, reducing costs by removing overhead associated with middlemen and intermediaries and accelerate transactions by reducing settlement time from days to near instantaneous. However, these technology trends would have their own challenges, which have to be taken care of to leverage the benefits to the maximum.

This issue of BLOG would not have been complete without the support of the Leadership and the IT Team. My sincere thanks to all who helped in publishing this issue.

Please send your suggestions, feedback and contribution to mukhopadhyay.mohar@balmerlawrie.com.



LEADERSHIP SPEAKS



Prabal Basu

Chairman & Managing Director

I am glad that the theme of this issue of BLOG is centred on Information Technology (IT). Today, adopting and adapting to technology changes is key to the success of any business. Though we have undertaken various IT initiatives in the company, I feel the need of the hour for Balmer Lawrie (BL) is further technology improvement.

Proactively driving technology improvement is critical to enhance business processes, service deliveries, information systems and new product developments. In fact, I will go to the extent of saying that survival of some of the Strategic Business Units (SBUs) may even be dependent on how quickly we can improve our services through technology enablement. For example in the current days, the Travel and Tourism business is highly dependent on the IT backbone. We are lagging way behind in terms of technology as compared to our key competitors like MakeMyTrip, Goibibo etc. Even in the case of Logistics Services, we need to have a robust tracking/tracing system, which is being offered by our competitors.

There is also a need for urgent action to bring all the SAP Phase I developments to a final stable stage post sorting out of all pending issues. The major issues being raised by many SBUs in terms of necessary reports not getting generated or MIS as required by the business not being available need to be addressed on a war footing. The IT team has to pre-empt situations that could hinder seamless operations in the businesses and be ready with solutions. IT needs to be a business enabler and help in the growth of the business. We now need to look ahead to Phase II of our SAP journey especially in respect of implementing modules for Business Intelligence (BI), CRM etc. We need to take stock of various softwares being used in the company and if any upgradations are required, the same need to be attended to at the earliest.

Another major area of concern is data security and the issue of cyber-attacks, which needs to be handled properly. With a holistic IT policy and robust systems and processes we should equip ourselves to manage any crisis situation. Similarly, another area, where the BL IT team needs to work is our Disaster recovery mechanism so that in case of any unfortunate disaster, the company can respond to it spontaneously with least disruption in the businesses.

IT is a change enabler and has a major role to play in making the organisation future ready. I will urge each member of the IT team to be proactive in liaising with the SBUs and value add in enhancing business processes. However, I would also like to add here that this journey of technology enhancement in the field of IT in BL cannot be undertaken successfully without active support of all stakeholders in all the SBUs and hence, I would urge all members of BL to extend wholehearted support to the IT team to make these initiatives a grand success.

My best wishes to Team IT!

LEADERSHIP SPEAKS



S S Khuntia
Director [Finance]

As Director [Finance], I oversee the Finance and Information Technology (IT) functions of the Company. As this issue of BLOG is focussing on IT initiatives undertaken by our Company, I would like to highlight few points which are imperative in the overall development of the function.

It is extremely important for IT to enable business activities, processes and systems in order to deliver goods and services to customers effectively and efficiently to achieve overall growth of the Company. The team members of the IT Department have to handle IT issues in the Company holistically rather than providing piecemeal solutions. The IT space is changing and advancing at an unimaginable speed and we have to catch up with that to be in the curve. We have to partner with the Businesses and leverage IT in all areas of service delivery to enhance customer satisfaction. Simultaneously the Businesses have to identify the areas for enablement and support the IT team for catching up with the developments. If we have to be one up in competition we have to be proactive, decisive and adopt the new systems and processes. IT will be the enabler in our endeavour to achieve more in ease of doing business and seamlessly integrate with various stakeholders of the Company.

We also have to align ourselves with the various IT initiatives undertaken by the Government of India from time to time. Hon'ble Minister of Finance, Shri Arun Jaitley, while highlighting the Digital India initiatives in his budget speech in February 2018 said, "Combining cyber and physical systems have great potential to transform not only innovation ecosystem but also our economies and the way we live. To invest in research, training and skilling in **robotics, artificial intelligence, digital manufacturing, big data analysis, quantum communication and internet of things, Department of Science & Technology** will launch a Mission on Cyber Physical Systems to support establishment of centres of excellence. I have doubled the allocation on Digital India programme to Rs. 3073 crores in 2018-19." He also emphasised that the Government will explore use of block chain technology proactively for ushering in digital economy. We must take clue from the above and start strategising in alignment with the initiatives of the Government of India.

At Balmer Lawrie we are actively driving digitisation of processes and documents to have a paperless office environment and bring in transparency and good governance while transacting with customers both external and internal, vendors and other stakeholders. For the digitisation project, a consultant has been working to assess the legacy processes and old documents that need to be digitised. The business group and departmental heads have to engage with the consultant to come out with the various processes and documents that can be digitised. Care has to be taken for screening the old documents to ensure all critical documents are preserved and duplicate documents are avoided. The digitisation of old documents are to be preserved in a system not only to store them but also for easy access and search. Based on the consultant's report the decision would be taken for software and hardware required to implement the project.

The IT Department is implementing Project SAMPARK to engage with all the internal customers to understand the requirement, assess the use of existing IT systems and provide a sustainable solution. Request COOs of all SBUs and Departmental Heads to leverage the above project for more effective, and efficient use of IT platforms and systems. The IT Policy has been put in place to have a very clear understanding of the discipline and process to be followed to ensure an orderly reaction to any IT related problems and its solution, so that risks inherent in the IT platform are mitigated. Request all employees of the Company to go through the IT Policy to be in sync with the system. Cyber security and cybercrime are some major concerns as we are getting more wired. The IT Policy framework has addressed the issue to mitigate such risks.

We are undertaking various IT initiatives like Project PRATILIPi for protecting corporate data, Project E -SAKSHAM for Employee Self Service, SAP Payroll and Performance Management etc. I am confident that the IT projects will certainly make work processes simpler and better. I wish all success to these projects and my best wishes for every member of the IT Team!

उल्लेखनीय घटनाक्रम @ बामर लॉरी



एसबीयू-औद्योगिक पैकेजिंग ने सम्पोषित मूल्यवर्धन के लिए बेयर कॉरपोरेशन द्वारा दिया जाने वाला वर्ष 2017 का बेबाई पुरस्कार जीता था। विक्रेताओं के उत्कृष्ट प्रदर्शन को मान्यता देने के लिए बेयर ग्रुप द्वारा बेबाई पुरस्कारों को संस्थागत किया गया। ये पुरस्कार वार्षिक रूप से दिए जाते हैं। बामर लॉरी दशकों से बेयर ग्रुप से जुड़ी हुई है और उनकी अंकलेश्वर, वापी, नोएडा, नागदा, झगड़िया और चेन्नई की इकाइयों के लिए इस्पात ड्रम की आपूर्ति कर रही है। इस पुरस्कार को जीतना स्थिरता के प्रति संगठन की प्रतिबद्धता को प्रतिबिंबित करता है। इस वर्ष असौटी, नवी मुंबई की औद्योगिक पैकेजिंग इकाइयों और सिल्वासा संयंत्र ने निरंतरता के लिए साथ मिलकर (ट्रगोदर फॉर सस्टेनेबिलिटी) (टीएफएस) के लिए हुई लेखा परीक्षा में 200/200 अंक अर्जित किए हैं। आईपी टीम को बधाई!

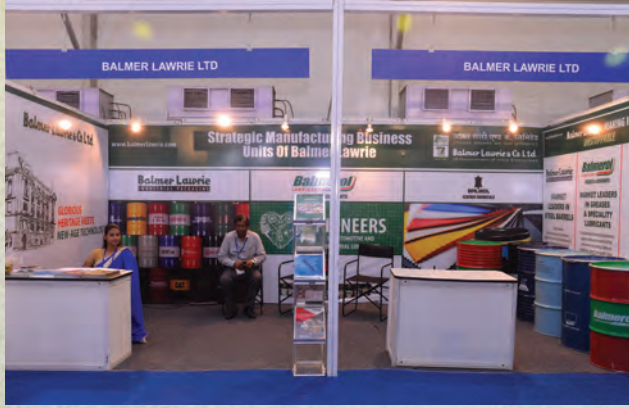
विभिन्न स्थानों पर कंपनी की सभी इकाइयों और प्रतिष्ठानों में 30 अक्टूबर से 4 नवंबर, 2017 तक सफलतापूर्वक सतर्कता जागरूकता सप्ताह मनाया गया। कोलकाता के कॉरपोरेट कार्यालय में श्री प्रबाल बासु, अध्यक्ष एवं प्रबंध निदेशक के निर्देशन में कर्मचारियों द्वारा निष्ठा की प्रतिज्ञा लेने के साथ जागरूकता सप्ताह का आरंभ हुआ। सभी स्थानों पर शपथ ली गई और सीवीसी का संदेश पढ़ा गया। सप्ताह के दौरान "मेरा स्वप्न - भ्रष्टाचार मुक्त भारत" विषय पर आधारित कई प्रतियोगिताएं आयोजन किए गए, जिनमें कर्मचारियों के लिए निबंध, नारा, शब्द खोज प्रतियोगिता और प्रश्नोत्तरी प्रतियोगिताएं, विक्रेताओं, ग्राहकों और बामर लॉरी के ठेकेदारों के लिए इंटरएक्टिव सत्र और और स्कूलों में जागरूकता कार्यशालाओं एवं प्रतियोगिताओं का आयोजन शामिल था। कोलकाता, चेन्नई और मुंबई के स्कूलों और कॉलेजों में आयोजित आउटरीच कार्यक्रम बहुत सफल हुए और इनसे छात्रों को अधिक जागरूक और सतर्क बनाने में मदद मिली।



ग्राइफ इंक. के एक प्रतिनिधिमंडल ने नवंबर 2017 में भारत का दौरा किया, जिसमें श्री पीटर जी. वाटसन - अध्यक्ष एवं मुख्य कार्यकारी अधिकारी, श्री माइकल क्रोनिन-वरिष्ठ उपाध्यक्ष एवं आरआईपीएस, समूह अध्यक्ष, रिस्प, श्री रेनियर हिटिक- उप अध्यक्ष, महत्वपूर्ण वैश्विक खाते, ग्राइफ, आरआईपीएस और श्री लैरी ए. हिल्सहैमर-कार्यकारी उपाध्यक्ष, मुख्य वित्तीय अधिकारी शामिल थे। अपनी यात्रा के दौरान, उन्होंने कोलकाता में कारपोरेट कार्यालय में बामर लॉरी की नेतृत्व टीम से मुलाकात की। ग्राइफ की टीम ने असौटी और नवी मुंबई के औद्योगिक पैकेजिंग संयंत्रों का भी दौरा किया।

बामर लॉरी ने 27 और 28 अक्टूबर, 2017 को, नई दिल्ली में, इंडियन इंस्टिट्यूट ऑफ पैकेजिंग (आईआईपी) द्वारा आयोजित पैकेजिंग इंडस्ट्री (आईएसपीआई) के लिए अंतर्राष्ट्रीय शिखर सम्मेलन को प्रायोजित किया। इस शोध कनक्लेव सह सम्मेलन का विषय था "पैकेजिंग-विकास का वाहक"। बामर लॉरी कई वर्षों से आजीवन सदस्य के रूप में आईआईपी से जुड़ी हुई है। आईआईपी पैकेजिंग के क्षेत्र में एक स्वायत्त निकाय है और भारत सरकार के वाणिज्य और उद्योग मंत्रालय के प्रशासनिक नियंत्रण के अंतर्गत देश के पैकेजिंग मानकों में सुधार के विशिष्ट उद्देश्य के लिए काम कर रहा है। श्री डी सोथी सेल्वम, निदेशक [विनिर्माण व्यवसाय] ने "सतत पैकेजिंग के लिए अभिनव समाधान: एमएस ड्रम्स" पर एक प्रस्तुति दी।





बामर लॉरी द्वारा ट्राइबोलॉजी सोसायटी ऑफ इंडिया (टीएसआई) के तत्वावधान में, 6-9 नवंबर, 2017 को कोलकाता के वेदिक विलेज स्पा रिसार्ट में, औद्योगिक ट्राइबोलॉजी पर नौवे अंतर्राष्ट्रीय सम्मेलन (आईसीआईटी 2017) का सफलतापूर्वक आयोजन किया गया। निदेशक (विनिर्माण व्यवसाय), श्री डी सोथी सेल्वम ने सम्मेलन का उद्घाटन किया। आईसीआईटी 2017 में, उद्योगों में ऊर्जा एवं जीवन में सुधार करने वाले विभिन्न नवाचारों, समाधानों और ट्राइबोलॉजी में उभर रहे प्रौद्योगिकी रुझानों पर प्रकाश डाला गया। सत्र का विषय था "ट्राइबोलॉजी-औद्योगिक विकास के लिए एक मुख्य प्रेरक"। इसके अलावा प्रतिष्ठित वक्ताओं तकनीकी सत्रों को संबोधित किया, जिसमें विभिन्न विषय शामिल थे।

एसबीयू: जी&एल, आईपी एवं एलसी ने 15 से 18 नवंबर, 2017 के दौरान डुमुरजला स्टेडियम ग्राउंड, हावड़ा में आयोजित, अभियांत्रिकी और विनिर्माण प्रदर्शनी सह क्रेता-विक्रेता मिलन उत्सव छठे सीआईआई बिज ब्रिज 2017, में हिस्सा लिया। बामर लॉरी इस कार्यक्रम की सहयोगी प्रायोजक थी। एक स्टाल लगाया गया था जिसमें विनिर्माण एसबीयू के नए उत्पादों को प्रदर्शित किया गया था। यह हमारे ग्राहकों और अन्य हितधारकों को अपनी क्षमता दिखाने के लिए एक अच्छा मंच था।



राजभाषा हिन्दी के प्रचार-प्रसार को बढ़ावा देने के लिए, बामर लॉरी द्वारा 04 दिसंबर, 2017 को अपने कॉर्पोरेट कार्यालय में एक हिंदी कवि सम्मेलन का आयोजन किया गया। भारत पेट्रोलियम कार्पोरेशन, दामोदर घाटी निगम लिमिटेड, भारत संचार निगम लिमिटेड, भारतीय विमान पत्तन प्राधिकरण लिमिटेड और न्यू इंडिया एश्योरेस कंपनी लिमिटेड जैसे अन्य सार्वजनिक उपक्रमों के कवियों को सम्मेलन में भाग लेने के लिए आमंत्रित किया गया। प्रतिभागियों ने अपनी रचनाएं प्रस्तुत कीं जो हमारे समाज के समसामयिक और सामाजिक मुद्दों पर थीं।



कंपनी की सीएसआर गतिविधियों के एक भाग के रूप में, सिलवासा के सायली गाँव में पानी की एक ओवरहेड टंकी बनवाई गई है। इस गाँव में हमारी विनिर्माण इकाइयाँ हैं। 30 नवंबर, 2017 को सायली गाँव के ग्राम पंचायत के सदस्यों एवं पनवेल के रोटरी क्लब के सदस्यों की उपस्थिति में तत्कालीन निदेशक (मानव संसाधन एवं कंपनी मामले), सुश्री मंजूषा भटनागर और श्री स्वामीनाथन, निदेशक (सेवा व्यवसाय) द्वारा इस टंकी का उद्घाटन किया गया। इस टंकी से गांव के लोगों को अब साफ और सुरक्षित पेय जल प्राप्त हो सकेगा।



IT @ Balmer Lawrie

e-Saksham: (SAP Payroll, PMS & ESS)

Balmer Lawrie (BL) plans to implement SAP Payroll, Performance Management (PMS) and Employee Self Service (ESS). This project has been named as “e-Saksham”. A tender was floated on the e-Procurement platform through which PWC has been selected as the implementation partner. The scope of this project will be implementation of Payroll, PMS and ESS, which will be done in a phase wise manner. As per SAP roadmap, in Phase - 2, SAP - HCM and Time Management was already implemented previously. In Phase - 2, implementation of SAP ESS will enable Balmer Lawrie to streamline employee and manager specific HR processes and provide end users a platform to use the Self Services applications integrated directly with SAP. The Payroll Solution will enable BL to do away with the multiple systems in place. There would be only one SAP HCM system which would be the employee data hub. The Payroll run tool would do the automated posting of the employee salary cost to the SAP Finance System. The PMS solution will help the organization in evaluating the performance of employees and their training/development needs.

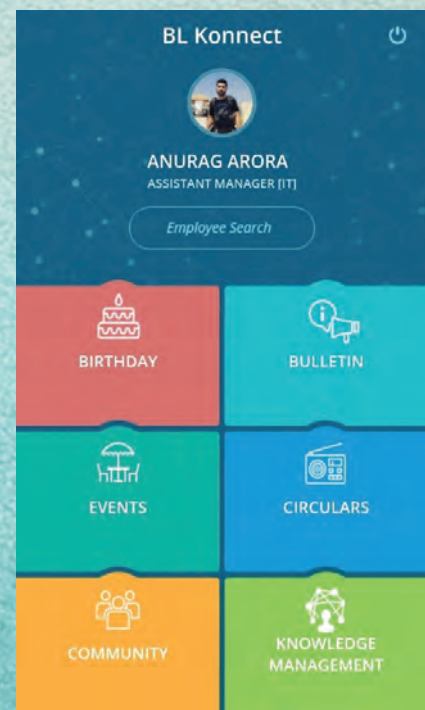
Currently, the system is in design phase. PMS will be rolled out for all employees and organization wide training will be provided.

Project milestones achieved are as follows:

Milestone	Date
Project Kick off	July, 2017
Integrated design workshop for employees	August, 2017
PMS (KPT setting) for all employees	April, 2018
Rollout of Payroll Solution for Executives, Officers & FTC	April, 2018
Rollout for ESS / MSS Solution for all employees – Phase 1	April, 2018
Rollout of Payroll Solution for Unionized Employees	July, 2018
Statutory Fund Accounting Solution for all employees	July, 2018
Rollout for ESS / MSS Solution for all Employees – Phase 2	July, 2018
Rollout for Yearly Payment Solution	September, 2018

Enhancements on BL Intranet

BL Konnect was launched in the year 2016. It has many new age features like Chat, Employee Directory, Communities, Polls, Survey / Quiz, Suggestions, Reward Points (for increasing employee engagement), Birthdays, Notifications, Buy & Sell, Helpdesk etc. In line with the Ministry initiatives with respect to Digitization, a new option “e-Sahayak” was launched on BL Intranet. Many new features have been included under the e-Sahayak option like E-Filing, E-Requisitions, Knowledge Management, New Joinees Requisition etc. To make the application more popular and for ease of use, an Android Mobile Application with few modules has been developed which can be downloaded from the Play Store by scanning the mentioned QR Code. When the usage and popularity increases, other features will be added. Employees can also send any issues related to Intranet on support.intranet@balmerlawrie.in.



Revamped BL Corporate Site

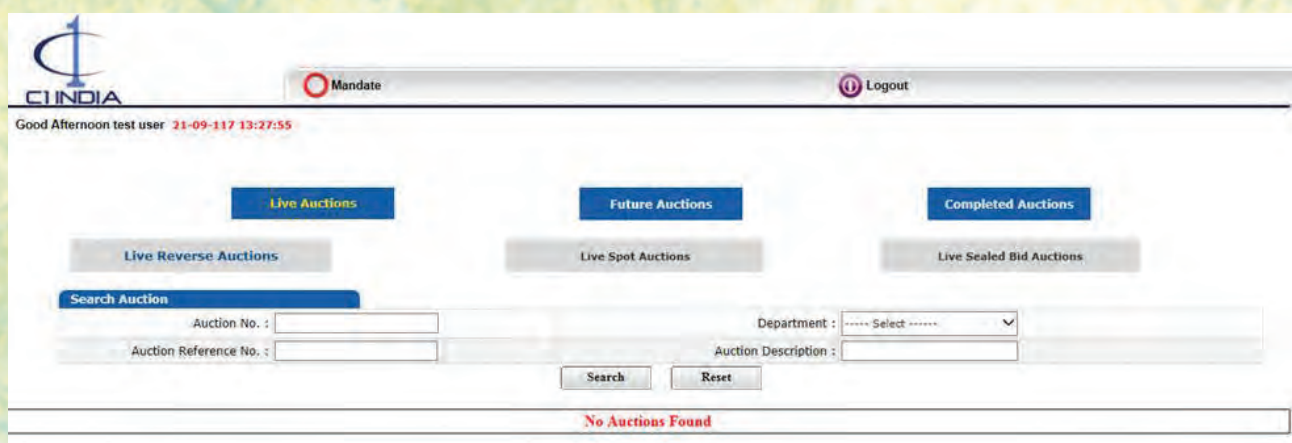
Balmer Lawrie launched its revamped Corporate Website www.balmerlawrie.com on 5th August, 2017. Many new features have been added in the website like:

- New Age Corporate Design
- Individual Microsites for different SBUs
- Mobile Friendly (Responsive Design)
- Accessibility (Vision Impaired)
 - o For Colour Blind people
 - o For Myopic people (Increase / Decrease Text Size)
 - o For Blind (Screen Reader Access)
- Enhanced Content Management System
- Bi-lingual support
- Search Engine Optimization & Analytics



e-Procurement Platform

Balmer Lawrie is using an e-Procurement Platform as per the guidelines from the Ministry. Currently, the company has tied-up with a third party service provide – C1 India. They are providing services like e-Procurement (URL: <https://balmerlawrie.eproc.in>) and e-Auctions (Forward / Reverse Auctions) (URL: <https://auctions.c1india.com/>).



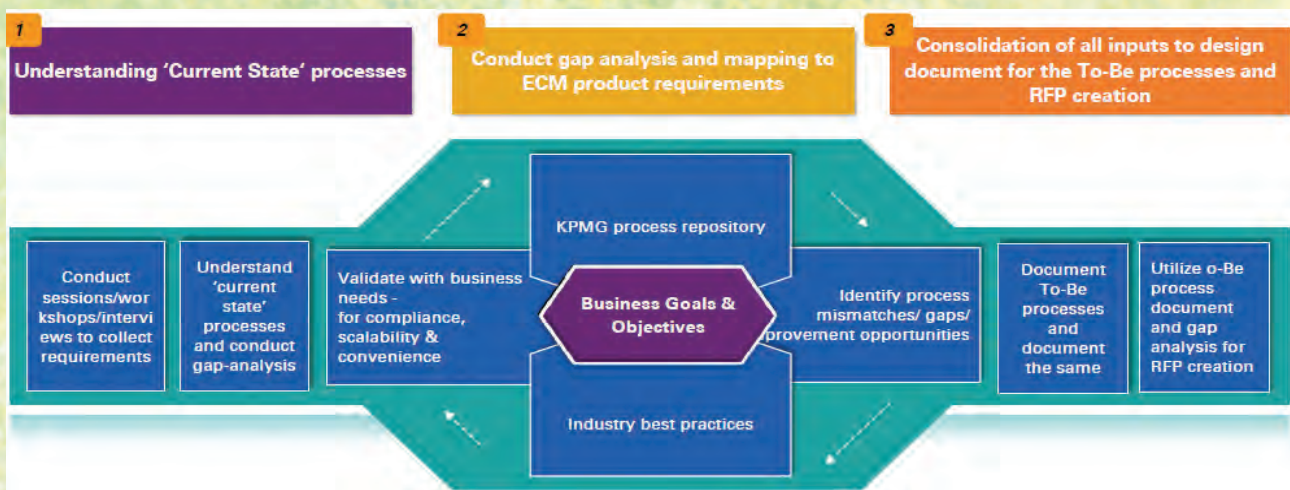
e-Auction Platform

To help the employees, C1 India Helpdesk is available on Saturday also in the Corporate Office at Kolkata. The new Helpdesk details are as follows:

Contact Person	Email	Contact Number	Days
Tirtha Das (Kolkata)	tirtha.das@c1india.com	+91-9163254290	Monday - Friday
Partha Ghosh (Kolkata)	partha.ghosh@c1india.com	+91-8811093299	Monday - Friday
CH Mani Sankar (Chennai)	chikkavarapu.manisankar@c1india.com	+91-8939284159	Monday - Saturday
Ujwala Shimpi (Mumbai)	ujwala.shimpi@c1india.com	+91-022-6865608	Monday - Friday
Helpdesk Support (Kolkata)	-	+91-8017272644	Monday - Saturday
Escalation – 1 Tuhin Ghosh (Kolkata)	tuhin.ghosh@c1india.com	+91-8981165071	Monday - Friday

Digitization and Paperless Office

In its endeavour to create a paperless office, Balmer Lawrie plans to digitize the processes. A tender was floated on e-Procurement platform through which KPMG has been selected as the implementation partner. The scope of this project will be to collect the data and documentation of the processes. The number of documents to be scanned will be estimated by the implementation partner and then a separate RFP will be floated for selecting the technology.



BL - IT Policy for Users

Balmer Lawrie is increasingly dependent on use of Information Technology (IT) in carrying out business operations. Owing to the rapid use of advanced communication network as well as implementation of new business applications, management of IT function has become very critical.

The IT policy document provides the framework to manage IT by means of structured service delivery, service management and IT governance processes. It states the responsibilities of management, executives, employees and vendors to ensure that IT enables Balmer Lawrie's business objectives.

The objectives of IT management addressed by the policy document are as follows:

- Align IT operations with enterprise operations to ensure the linkage of business and IT plans
- Optimize the use of available IT resources, including applications, information, infrastructure and people
- Manage services in a structured manner so as to provide customer satisfaction
- Track and monitor the IT operations, resource usage, process performance and service delivery
- Improve IT services on a continual basis

SCOPE

The IT policy document is aimed to provide a framework for efficient governance and better management of IT services. It aims to encompass the people, process and technology used to improve the service management. To begin with components of IT infrastructure like networking equipment, software, application, licenses and services that are consumed for daily operations or is used by employees /vendors/ business providers in discharging their duties at Balmer Lawrie offices and data centre would be under purview.

Below are the components of the IT Policy which the users should focus on:

• INTERNET SECURITY

- o Internet and Email Services should be used for business purpose only; Appropriate Controls should be placed on websites to ensure the security

• LOGICAL ACCESS CONTROLS

- o Users should not indulge in activities which are unauthorized

• INFORMATION SYSTEMS MAINTENANCE

- o Issues will be logged and resolved in a systematic manner

• COMPLIANCE

- o Users cannot use software which are not authorized. Software will be purchased and maintained for compliance

• IT ASSET MANAGEMENT POLICY

- o Entry and Exit of all assets will be logged systematically. Users cannot possess more than one device.

DESCRIPTION

Internet Security is described as follows:

• Internet Use

- o Access to Internet only using approved software
- o Capturing of Audit Trail for investigations
- o Download Restrictions
- o Approval Required for usage of Blocked Websites

• Email Security

- o Company Email to be used for Business purpose only
- o Use of public email system like gmail, rediff, yahoo etc. for business use is prohibited and will be blocked
- o Email systems to be scanned for viruses
- o BCC will be blocked for all employees
- o Mass mailing can be done by authorized persons only
- o Approved disclaimer will be associated with all email-ids

• Website Security

- o Domains and databases to be purchased and managed by IT
- o Regular audit of web applications and portals
- o Policies for hyperlink, privacy, copyright should be attached to all public application

Compliance is described as follows:

• Unauthorized software

- o Only approved software should be used on desktops (list provided)
- o Employees with unauthorized software will be subject to disciplinary action

- **Purchase & Regulation of Software Use**

- o All requests for purchasing of software must be routed through Corporate IT
- o Unauthorized copies cannot be made of licensed software

IT Asset Management is described as follows:

- Request for device (desktop or laptop) in lieu of existing device can be made only after a minimum period of 4 years (from the date of installation) of usage unless there is a genuine business need to do so
- Once a new device (desktop or laptop) is configured and provided to the user, the old device (desktop or laptop) needs to be returned within 5 days. In no condition a user can be in possession of 2 devices
- A user can have only one device (desktop or laptop) associated with him/her, be it from a partner (GDS) or Balmer Lawrie

- In case of transfer of a user, the laptop will go to the custody of IT dept. and will not be in departmental custody
- Asset marked for release / disposal shall be notified to IT dept. in order to ensure data sanitization process is completed
- User is not allowed to copy any data on any removable media
- All the workstations should have only MS Windows as operating system
- Bring-your-own-device (BYOD) is not permitted in Balmer Lawrie

Note: Acceptable use policy for Email and Internet will be signed by all new employees and violation of the policy may lead to a disciplinary / legal action against the employee.

GST Implementation

Implementation of the Goods and Services Tax (GST) was India's most historical, major and leading tax reform till date, which has mitigated the dual taxation issues and eradicated the cascading effect of taxation from 1st July 2017. Earlier in the pre-GST regime, there were several taxes and rates for different states and the center, and the demarcated rules or taxation laws between the states and the center were having no overlap of fiscal power. Nevertheless, the amendments made in the Indian Constitution for introduction of the GST has empowered the center and states to impose and collect GST at the same time with same rate, which is mutually agreed upon by the states and the center. It has now become a taxation procedure, which is dependent on the origin and destination of the "supply".

The GST implementation in Balmer Lawrie (BL) was not a cakewalk and it had many phases, owing to our diversity, starting from scope determination and impact analysis

to execution and implementation. To identify the scope, limitation, risks and gaps, Deloitte was appointed as our GST consulting and assistance partner. This has boosted the process of implementation after their analysis of all IT legacy systems. Later on, our GST implementation and support partner, TCS along with the internal IT team at BL built up the stage of application in SAP for go-live within the stipulated time frame. Challenges, risks and time were the critical aspects of this project and it would have been difficult to handle this perfect storm independently, unless and until the business users were trained suitably for doing the day to day business activities in SAP smoothly and efficiently. The testing and training went on in parallel with an acceptance and confirmation from each SBU, which has been running the SAP system in Balmer Lawrie in a coordinated manner. BL IT is constantly driving change management and is future ready to handle such big and complex projects.

Master Data Management

Master data is the core data that is essential to operations in a specific business or business unit. This data is mainly static in nature. Functionality of SAP heavily depends on correctness of master data. Therefore, successful SAP implementation depends on proper maintenance of master data, which is the role of the Master Data Management (MDM) team. Objective of the MDM team is to consolidate, cleanse and synchronise a single version of truth for master data within a heterogeneous application landscape. The Balmer Lawrie (BL) MDM team maintains master data such as Vendor, Customer, Materials, Tax Combination, BOM/ Formulation, Recipe and General Ledger Code.

Project: Mission Junoon

The business of travel is ever-changing. Stay static and one will be left behind. To keep up with this dizzying pace, we needed a partner who could help us to:

- stay ahead of the pace of change
- stay ahead with game-changing innovation
- stay ahead of competition

Balmer Lawrie selected Sabre, a Global Distribution Service (GDS) provider in April 2017. Sabre is a multi-national travel technology company and the world's leading provider of innovative technology solutions for the travel industry. It was a challenge for Balmer Lawrie as it had to replace a GDS Provider after 20 years and there would be great change in the technology platform.

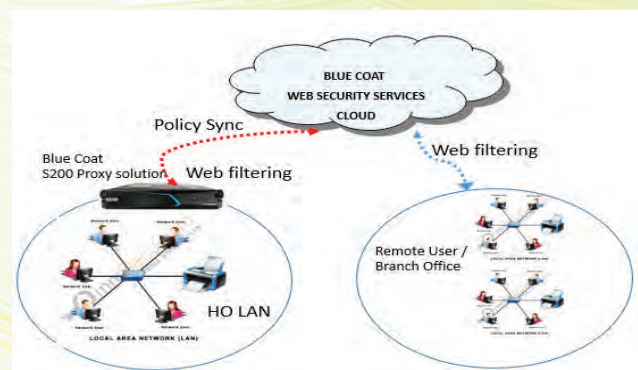
The project was named as "Mission Junoon". The project required huge transition comprising the following:

1. The entire infrastructure was replaced, which included desktops, servers, bandwidth etc. provided by the earlier GDS provider
2. New applications e.g. Self-Booking Tool and E-Commerce portal were implemented, which required integration with ERP of big corporates e.g. ONGC and NTPC
3. Integration of corporate application Mid-Office with Sabre application programming interface
4. Integration of Mid-Office application programming interface with Sabre for defence portal
5. Training to all operation users in new applications and platform

Project "Mission Junoon" went live pan-India on 6th December 2017. Balmer Lawrie will soon launch mobile applications for consumers and standard Self-Booking Tool with mobile interface.

Secure Web Gateway

In the recent years, IT has progressively incorporated numerous technological developments, which has led to an upsurge in the amount of data being generated. There is an extensive dependency for users/employees on the internet. Based on the usage patterns there is a need to protect data from cyber criminals who have been exploiting new security vulnerabilities in the Web for stealing valuable corporate information. In view of the evolving threat landscape and to stay ahead of advanced web threats, Balmer Lawrie has implemented Secure Web Gateway (SWG) solution for URL filtering, advanced threat defence, visibility into encrypted traffic to defend users/employee from internet-borne threats and help in enforcing internet policy compliance.



Implementation roadmap for SWG in Balmer Lawrie

Advantage of Secured Web Gateway:

- Comprehensive protection and control over web traffic
- Strong user authentication
- Web filtering
- Deep inspection of content for data loss or threat
- Uniform access and security policy for the company using web security service by auto sync of policy

Reasons to deploy Secure Web Gateway (SWG) in conjunction with Next Gen Firewall Technology (NGFW):

SWG and NGFW technologies serve different purposes:

All leading analyst firms currently distinguish NGFW from SWG, recognizing both as discrete security technologies with separate markets. Although NGFWs collapse stateful firewall and intrusion prevention is built into a single solution, leading analysts suggest that NGFW cannot replace or perform the functions of a leading SWG, such as Blue Coat's ProxySG. They do not expect the two technologies to overlap anytime soon.

SWG offers superior capabilities not provided by NGFW:

Blue Coat (one of the leading SWG solution provider) has more than 10 years of experience in web filtering technology. This is longer than many NGFW vendors selling their solutions. Blue Coat gathers intelligence on emerging threats from over 75 million users, and processes more than 1 billion requests per day. This provides a level of visibility that is unmatched by any leading NGFW vendor. Blue Coat's own testing identified the top 125 malicious URLs and passed them through both the Blue Coat Secure Web Gateway and the leading NGFW. While Blue Coat flagged all the URLs, the NGFW had significant issues. These included:

- **76 URLs were classified by the NGFW as 'Unknown'**. This means 61% of the bad sites would not even be classified by the NGFW technology.
- **Only 5 URLs were identified as malware**, meaning the other 95% could potentially get through.

There were several serious miss-classifications on the part of the NGFW. Some sites were classified as search engine or personal site. These URLs would not be blocked by even the most diligent firewall admin.

NGFWs achieve impressive numbers by foregoing critical security measures:

NGFWs are designed to allow traffic through the device in order to properly categorize the application, an approach that Network World stated "could easily result in unintended consequences and insecure configurations – a valid concern" during their Clear Choice test.

The SWG solution, on the other hand, is a true proxy – it can terminate connections and forward the content in a newly established connection. This means SWG can view the full payload object before making a decision about it, thereby eliminating the possibility of forwarding malicious content before categorizing the content. This is a major differentiator, as there are known attacks where TCP packets are sent in small chunks and out of order to fool any potential in-line IPS/DPI devices. These packets would be reassembled at the other end and would look legitimate to the client side. Because a proxy reassembles the packets before forwarding it, it is not vulnerable to this type of attack.

Miscellaneous IT Services

Few of the services and facilities rendered by Corporate IT to facilitate Balmer Lawriens to work more efficiently are mentioned below:

Video Conference (VC) Facility

We all know that VC enables a visual connection between two or more people distributed geographically through the internet network to transmit audio and video data for the purpose of communication and collaboration in real time. Video conferencing system consists of cameras, microphones and audio/video processing equipment, multipoint control unit and internet/network connection.

Advantage: 1) No time constraint 2) Significant saving on travel 3) Easy communication and 4) Increased productivity

At Balmer Lawrie, these facilities are available at Kolkata (HO, CFS, G&L), Delhi (Scope Complex), Mumbai (Ballard Estate, Dronagiri) and Chennai (City Office, Manali). VC Facility will be available at more locations during the next financial year.

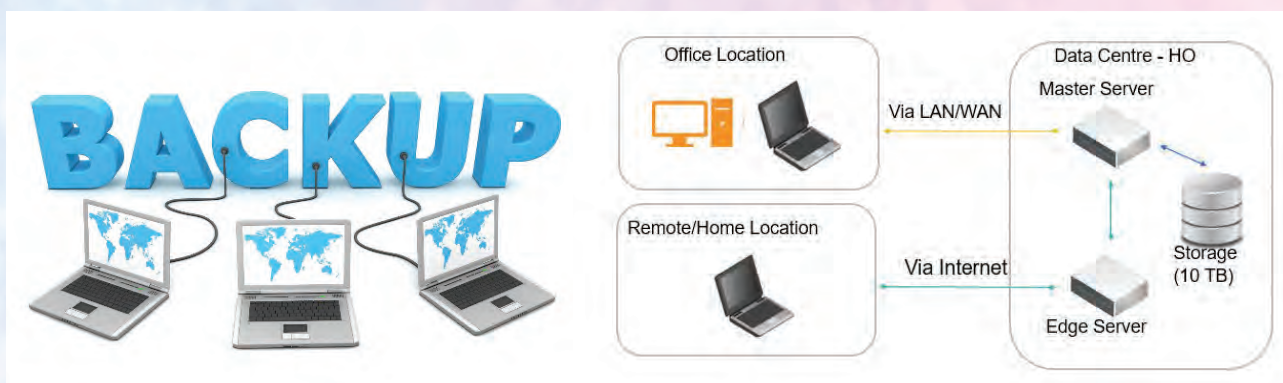


Online IT Helpdesk Portal

To eliminate the gap between a user facing problems related to IT facilities and getting them fixed without any person's intervention, the online IT Helpdesk portal was launched. It is a tool through which IT related issues can be registered directly by Balmer Lawriens from a laptop/desktop. Balmer

Lawriens can manage and track the issue and the progress. This tool will give management information like number of tickets for a period and the time taken to resolve the issues. Right now, this facility is available only in the Corporate Office at Kolkata. Subsequently this portal will be launched pan India in phased manner.

Project Pratilipi to protect Corporate Data



Organizational data is very important to the organization. Data theft, data breach and data loss is a big issue for any organization, especially the data that resides in the laptop/desktop of a user.

Taking periodic data backup is not possible for a user when he/she needs to focus in his/her core function. That is why Corporate IT implemented a centralized Endpoint Backup Solution, which automatically backs up the user data to the data center. This endpoint backup software, backs up the working file (like word, excel, power point, PDF files and HTML files) and the Email files (MS Outlook and Windows Live Mail).

Advantage of this Backup Software:

- User friendly interface to manage the backup and restore the lost files
- Different versions of the files are available on the daily, weekly, monthly and yearly basis
- Common de-duplication across backup delivers huge savings in storage and bandwidth
- Smart bandwidth throttling and auto-resumes
- Centralized IT management provides full endpoint protection oversight with no additional overhead

Enterprise Antivirus (Anti-Malware) Solution

Malware, short for malicious software, is a hostile or intrusive software, including computer viruses, worms, Trojan horses, ransomware, spyware, adware, scareware, and other intentionally harmful programs. Malware is used by hackers to steal personal, financial or business information. Ransomware is a type of malicious software from crypto virology that threatens to publish the victim's

data or perpetually block access to it unless a ransom is paid. From the internet source, it was found that, Kaspersky Lab solutions detected and repelled 277,646,376 malicious attacks from online resources located in 185 countries all over the world in the year 2017. Crypto ransomware attacks were blocked on 186283 computers of unique users.

Corporate IT dept. installed Enterprise Anti-Virus (Malware) Application, which monitors and manages any threat centrally such that the organization can safeguard all the laptops/desktops/servers from cyber-attacks.

Know Your Leader...



1. Your motivation to stay with Balmer Lawrie

Challenging job profile and fabulous IT team to work with.

2. Significant professional and personal achievements

I have successfully executed multiple large transformational portfolios / programs for different type of industries like the Indian Army, Automobiles, Oil & Gas and Telecom sectors. A google map like facility was delivered to the Indian Army in 1997-98. During 2005-06 I executed the largest program of Maruti Suzuki i.e. Dealer Management System and was heading the program from Corporate IT. In two years we rolled out at 700+ locations including software development, rollout, training, change management, setting up Primary Data center/ Disaster Recovery and connecting approximately 700+ sites on Primary MPLS, Secondary MPLS, ISDN and Broadband. The same system is still operational at all the sales, service and spares locations of Maruti's dealerships. Now the location span has increased to 1500+ sites. In 2007, business intelligence reporting was launched under my leadership at Maruti, which provided a different perspective to view the data and was useful in taking quick decisions. The top management was able to view online the sales, order, production, pending order etc. on Blackberry devices.

During my tenure as Program Director at Cairn Energy India Ltd. in 2008-09 I successfully rolled out SAP in the organization which included MM, SD, FICO, PP, QM, IS-OIL, ESS / MSS for 1500+ business users. In 2009-11, I successfully

managed the portfolio of the Bharti Group which included Bharti Airtel, Bharti Field Fresh and Beitel. I managed the Contact Centre Technology which supported Airtel call centres (80 million Inbound and 20 million Outbound). During my tenure at Vodafone, I rolled out the Unify Program for Pre-paid in nine months, which touched approximately 140 million customers. In addition to this, a new post-paid billing platform (Amdocs) was rolled out by me, which had a positive impact on customer management as well as on revenue. I have multiple professional certificates – CCNA, SCNA, SCQA, OCP-DBA, CIQA, ITIL – and have received multiple awards from IDG – CIO 100, Express Computer, CeBIT INDIA & CeBIT Global, CIO and Enterprise IT World.

3. Who all are there in your family?

My wife works as Additional Director at Defence R & D Organization, Ministry of Defence. I have two sons and both are studying in school.

4. Who is the person who influenced you the most and why?

Two personnel in my professional life have influenced me professionally – Mr. B Ghosh (Reporting Manager @ Maruti Suzuki India Ltd. at present Chief Information Officer at Mahindra & Mahindra), Mr. Santosh Kesavan (Reporting Manager @ DRDO, Ministry of Defence at present Director (Sales) at Tejas Network). Mr. Ghosh moulded me as a Manager and under his guidance I learnt to execute large transformational projects within a defined timeline while maintaining quality. Mr. Ghosh is the person who thinks out of the box and also can provide right advice in any area. His sharpness, attention to detail and creating a conducive environment for the team to work influenced me. Mr. Santosh was my mentor and guide during my M.S. program at DRDO. He is having extra ordinary intelligence and is capable of solving any complex scientific problem. During his association, I learned to resolve the complex technical problems and how to concentrate even if outside forces are not allowing you to deliver.

5. What is your favourite one liner?

I am different and I do things differently.

6. What are your hobbies?

Travelling, photography and driving.

7. Which is your favourite travel destination?

Lakshwadeep.

8. Two things that you would want your colleagues to know about you

I like those people who are truthful and have the attitude to learn. I hate people who lie and try to cover up mistakes instead of communicating the truth.

9. Your management style or mantra

Work with integrity and ethically. Don't sacrifice your ideals due to the influence of the outside world.

10. Message for all Balmer Lawrie employees

I request all my IT team members and colleagues that while performing your day to day jobs or activities, please take decisions keeping in mind that our company is on the path of another 150 years journey. Please don't take any decision for a short term gain, which may impact the long term gain for the entire organization. Deliver your best and have trust within team members.

Tete-e-tete with Gen Next of Corporate IT

We met four enterprising youngsters in Corporate IT, Kolkata to delve a bit into their professional and personal selves and understand what in Balmer Lawrie attracts them the most.



Vijay Kumar Das
Dy. Manager [SAP] - MM

Vijay Kumar Das joined Balmer Lawrie on 1st July 2015. Prior to joining Balmer Lawrie, he worked in TCS, Kolkata for more than 4 years in Business Process Consulting as SAP MM Consultant. He had joined the software giant after a year's stint as Asst. Professor in Academy of Technology, Hooghly, West Bengal. Vijay completed his B.Tech & M.Tech in Computer Science and Engineering in the year 2006 & 2008 respectively. After that he went on to pursue his MBA from VGSOM, IIT Kharagpur in the year 2010.

Vijay is an integral part of the core SAP team at Balmer Lawrie IT Dept. In the last two and half years he has been successfully handling the procurement to payment module (Materials Management) in SAP and has been supporting all the Business verticals on day to day Business operations. He played a major role during the SAP go-live at SBU:G&L in July 2015. With the roll out of GST, Vijay ably handled the role of Project Manager liaising between Deloitte and TCS, for the smooth functioning of the procurement to payment module. He enjoyed the experience and feels happy about his contribution. He is pretty excited about a future project and that is mapping IT procurement at the Corporate Office in SAP.

Vijay belongs to a close knit family comprising his parents, three brothers of whom two are married and his wife, who is working in Indian

Overseas Bank. Vijay is the youngest of the four brothers and is doted upon by one and all in his family. He likes to spend his leisure hours with family and friends. Sometimes, he spends time listening to music, watching movies, reading and shopping. A polite and amiable person, Vijay wears a friendly smile on his face always.

Which project did you find the most exciting and which is close to your heart?

Each and every Project handled by me in Balmer Lawrie in the last two & half years was very exciting as well as close to my heart because all of them were having different set of challenges at various stages, with concerns on how to work on the strategy and accomplish outcome within the stipulated timeline.

Goods and Services Tax (GST) Implementation Project was one of them which was having lot of challenges in terms of mapping the GST Rules & Regulations in existing SAP System and migrating different Procedures & Policies in SAP as per guidelines set by Govt. of India. It was India's biggest Tax reform till date which has replaced the most complex, multiple, indirect Tax structure from 1st July 2017. Undoubtedly, it is very close to my heart as I got the opportunity to work with both our GST Consulting Partner and GST Implementation Partner directly with various input from each Business Vertical, especially from Manufacturing Divisions. Besides that, there were so many instances where we, BL IT Team comprising of several SAP Module Consultants, worked jointly with the Business Users to make it happen on time by burning the midnight oil. And I still cherish those moments as the taste of triumph was not so easy and it swelled when the same was well appreciated by BL Management.

What according to you makes Balmer Lawrie a great place to work?

People might raise their eyebrows when they read my thoughts on why I believe that Balmer Lawrie is a great place to work and deliver. On the very first day I realized that all the SBUs and departments have a right and perfect mix of experienced as well as young and dynamic professionals which in turn generate distinct deliverables. At the same time I have found that each and every individual has ample opportunities to expose their skills and gather knowledge. Experience, knowledge and involvement of each senior associate is always an element which has helped me to tune my understanding and exposure on the subject matter in a better way. I believe that I am growing in the same pace with the Organization day by day and will continue to develop in ensuing days for better deliverables. As an associate of this Organization, I always get help from my colleagues and accept criticism in both positive and negative ways which are definitely helping me to become more pro active, dynamic and result-oriented professional.



Tanmoy Bhowmik
Deputy Manager [IT]

Tanmoy Bhowmik joined Balmer Lawrie in May 2015 after a stint with IBM as an Application Architect. Prior to joining the Big Blue, Tanmoy worked with Statoil in Norway after completing his Masters in Computer Applications. Family commitments brought him back to the country and securing a job in Kolkata was an icing on the cake as he could be close to his family. He has been enjoying his work at Balmer Lawrie and has been involved in multiple projects like SAP basis, Reverse Proxy, Online IT helpdesk, Asset Management, and he has been the key person for Bluecoat (Secure Web Gateway), a product that aids the enforcement of our company's IT policy with control on bandwidth usage, web surfing, control on unwanted url access from

system, web proxy, web filtering etc. He is also closely involved in a future project that is GRC (Governance, Risk and Compliance) on SAP Application. A highly energetic and versatile person, Tanmoy puts his heart and soul in all the projects that he is working in.

With a degree in fine arts, Tanmoy has a creative bent and was part of the team for giving ideas and suggestions for the company calendar. He is extremely dutiful and strongly committed to his father, sister, wife and one year old daughter. He loves travelling with his family. He believes in giving back to society and along with his friends have formed a group for helping the underprivileged near his home in Kolaghat.

Which project did you find the most exciting and which is close to your heart?

All the projects are very close to my heart, because every project has different opportunities and challenges.

For me the most exciting project is to build a cutting edge secured IT environment for my organization. In this context the upcoming GRC project will be a key project for me. I believe through this project I can understand my organization more closely.

What according to you makes Balmer Lawrie a great place to work?

If today someone asks me: "what is your job profile", frankly, I have no specific answer. My mind immediately starts reasoning what to say and what not to say. I am really grateful to my organization and my department for they not only provide me the family like culture in the work place, but also give me the opportunity to work in various projects. As an open person I interact with various departments which gives me an insight into the entire operation of the organization. I can hardly get this in other organizations. Previously I worked as a technical person where I could only understand the technology, now I am gradually understanding the usage of these technologies.



Avishek Sarkar
Asst. Manager [IT]

Avishek Sarkar joined Balmer Lawrie on 1st October 2015. Prior to joining the company, he was on deputation from Ma Foi Ranstad, Kolkata. Avishek did his B.Tech in Computer Science and Engineering and was associated with many academic projects before joining the corporate world. At Balmer Lawrie he has been involved in projects like Payroll, Vigilance, BLIL Central Financial Application (CFA) and few HR related applications. During

SAP implementation he had ably handled integration of legacy into SAP financial posting and now he's also managing CFA to financial posting. He is a key member of the ABAP development team and plays a significant role in providing user support and maintenance for SAP HCM. He is currently managing the HRMS system support and development in liaison with the external vendor and is the core team member of SAP-payroll, ESS/MSS implementation team.

A soft spoken and affable person, Avishek belongs to a joint family comprising his mother, elder sister, two uncles and their families. With a creative bent, he loves painting and is highly passionate about photography and clicks any subject of interest. He likes cricket and takes time off to play soccer as well.

Which project did you find the most exciting and which is close to your heart?

As a developer, Payroll to SAP-FICO journal posting through SAP XI/PI is the most exciting project till date. The reason is, it was developed within a week and no ready reference was available. Basically it was developed from scrap.

All projects are close to my heart, but Central Payroll System is something special.

What according to you makes Balmer Lawrie a great place to work?

1. Amazing team of seniors and juniors.
2. Varied technical exposure.
3. Great place to learn various business processes.



Rajib Das
Officer [IT]

Rajib Das's association with Balmer Lawrie dates back to 16th August 2005, when he joined Greases & Lubricants (G&L), Kolkata as a fresher after completing his Diploma in Mechanical Engineering. He had joined the production team and in around nine years learnt the nuances of grease production extremely well. Acquisition of this knowledge helped when G&L was getting ready for SAP implementation. He became part of the core team and thus, began a new journey of working for the IT division from September 2014. Rajib

stood out because of his sincerity, excellent grasping power, good knowledge of the processes and business exposure. He believes that since SAP is a way of doing business, one can do justice only if one understands the business thoroughly. Rajib contributed significantly as a Consultant in three modules - Production Planning, Quality Management and Plant Maintenance. During SAP roll out at G&L, Rajib managed the Plant Maintenance Module implementation in all the units across India and during SAP roll out in Leather Chemicals (LC), Rajib successfully handled moving average price, change management for production planning at LC, Chennai along with plant maintenance. Post SAP implementation at G&L, he has been involved in providing support for all the three modules in all the manufacturing businesses of the company. He was transferred to Corporate IT in March 2017.

Besides work, Rajib has been actively participating in various sports events, extra-curricular activities and other programs organised within the company. Rajib loves spending time with his family comprising his parents, wife who is a homemaker and their lovely daughter of three.

Which project did you find the most exciting and which is close to your heart?

Of course, G&L implementation was very exciting and close to my heart.

As I started my journey in SAP with the G&L roll out project under the guidance of my senior colleague, I learnt a lot from that project, not only in respect of business, but it also enhanced my personal experience.

What according to you makes Balmer Lawrie a great place to work?

Balmer Lawrie is like a family where each one cares about others.

Know Your Fellow Balmer Lawrien...



Niraj Kumar
Chief Manager [IT], SBU: T&V

How long have you been working with Balmer Lawrie and currently what is your role/dept?

It has been more than three glorious years now and currently I am working as Chief Manager- IT positioned as Program Manager for IT products.

What do you like about Balmer Lawrie?

The best thing about Balmer Lawrie is that it is recognised as a Miniratna - I Government of India Enterprise. Also, the company has a presence in both manufacturing and services with a diversified product and services portfolio. The diversity of Balmer Lawrie makes it culturally rich with people belonging to different regions and cultures working under one roof.

What is your most memorable moment in Balmer Lawrie?

Joining such an esteemed organisation in itself is an achievement for me, and so I believe my first working day here to be most memorable moment in Balmer Lawrie. The warm welcome and the comfort level that my team and Reporting Authority extended is still so fresh in my thoughts.

Who is your inspiration in life and why?

Mr. Narayan Murthy – Founder of Infosys, is my real hero and inspiration and I look up to him with great reverence. A gem of a person who rose from the ground level and scaled great heights all on his own is something that is highly admirable. The most inspiring thing about him is that in spite of being so successful and rich, he is well attached to his roots and is extremely down to earth. Moreover, the kind of lifestyle he and his family leads, motivates me to work hard and stay grounded no matter how high my ambitions are or how high I reach.

Place you belong to and who all are there in your family?

I was born and brought up in Bokaro steel city. My small and sweet family comprises of my lovely wife and two very naughty kids.

What are your hobbies?

Swimming & reading

How does it feel to be part of an organisation that has a rich legacy of 150 years?

It indeed feels very special and most importantly I feel proud to be connected to the history and be a part of the 150 years strong and rich legacy. Just thinking about what India would have been 150 years ago gives me goose bumps and now I am part of an organisation which is 150 years old and so deep rooted. I often try to explore its history and working culture back then.



K Vaidyanathan

Sr. Branch Manager [FF], LS - Chennai

How long have you been working with Balmer Lawrie and currently what is your role/dept?

I am cherishing my 32nd year of service and heading the Chennai Branch of SBU: Logistics Services.

What do you like about Balmer Lawrie?

The freedom and the opportunities given to all to leverage one's talents and skills.

What is your most memorable moment in Balmer Lawrie?

There are many; however, I will share a few. One is the first project work we completed for Chennai Petroleum during the year 2002-2004, which brought laurels to our company with similar other projects. I was also part of the team, which handled the first air charter for ISRO satellite to French Guiana from Bengaluru.

Who is your inspiration in life and why?

In personal life, my family is my inspiration especially my younger brother and my wife, who motivates me all the time. Professionally I had opportunities to work under ten bosses at various times who moulded me to what I am now.

Place you belong to and who all are there in your family?

I am from a small town called Kumbakonam, 300 kms south of Chennai. My family consists of my Dad, wife and two children.

What are your hobbies?

Swimming, reading and watching movies are my favourite. Also, I would like to enhance my interest in gardening/farming and travelling.

How does it feel to be part of an organisation that has a rich legacy of 150 years?

I feel proud to have the opportunity to work for such a great company of 150 years with truly amazing people.



Sashi Lakra

Asst. Manager [HR], RHR - East

How long have you been working with Balmer Lawrie and currently what is your role/dept?

I had joined Balmer Lawrie as Asst. Manager (HR), RHR - East in May of 2017 and it has been close to a year now here in Balmer Lawrie.

What do you like about Balmer Lawrie?

It is a closely knit company where everybody knows each other.

What is your most memorable moment in Balmer Lawrie?

The RHR East picnic held last year was a fun filled and memorable experience.

Who is your inspiration in life and why?

Nature inspires me because it grows and does what it has to without thinking about other things.

Place you belong to and who all are there in your family?

My native place is Ranchi, Jharkhand. Besides my father and mother, I have an elder sister.

What are your hobbies?

Watching movies, playing outdoor sports, listening to music.

How does it feel to be part of an organisation that has a rich legacy of 150 years?

I feel proud to be a part of a company which has withstood the test of time. I hope my association with it is also going to a very long one.

**P P Kesare**

Officer [HR], RHR-West

How long have you been working with Balmer Lawrie and currently what is your role/dept?

I joined Balmer Lawrie (BL) as a permanent staff on 1st December 1988. Before that I had worked as a temporary staff for a year or so, in the humble role of a liftman. I pursued my education in night college simultaneously and completed Graduation in Commerce in the year 1993. I was promoted in July 1994 as Clerk in Admin Dept. Later on in 2005 I also completed a PGDM in HRM. I got promoted as Jr. Supervisor (HR) in September 2006. Presently I am working as Officer (HR) WR, looking after processing of salary and benefits of most of the staff located in the Western Region including those on Fixed term Contract. Additionally I look after PRMBS processing and administrative support for our Logistics Services – Andheri office.

What do you like about Balmer Lawrie?

I like the unity in diversity in BL, learning opportunities, guidance from the superiors and freedom to work.

What is your most memorable moment in Balmer Lawrie?

I am a physically challenged person. In the year 2008, I underwent surgery at Miraj dist Sangli around 400 kms from Mumbai. At that time Shri RK Murthy - GM and Mr NG Mutal came down all the way to Miraj to see me. I will never forget that.

Who is your inspiration in life and why?

My father is my greatest inspiration. He was a farmer and had no opportunity to attend school. However he sent me and all my siblings to school so that we could get good education and move ahead in life. Through his example, my father taught me the value of hard work and honesty. These for me are the most cherished values in life.

Place you belong to and who all are there in your family?

I am from a small town in Sangli District, Marashtra called Shirala. In my family I am blessed to have my old mother, wife Unnati, who is a housewife and two daughters Pranoti, who completed her BE (Electronics & Telecommunications) last year and Pranali, who is in her third year in Electronics Engineering.

What are your hobbies?

Watching movies, reading and listening to music.

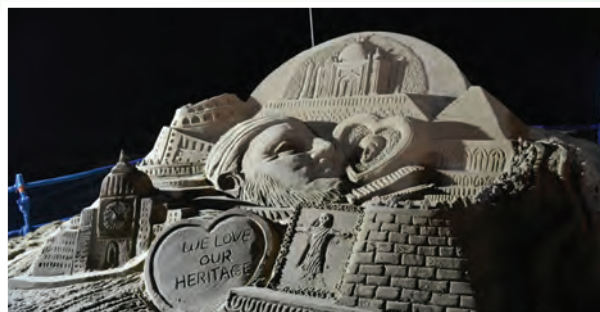
How does it feel to be part of an organisation that has a rich legacy of 150 years?

I feel very proud that my Company is now in to the 152nd year of its existence. I will always remember that as part of the 151st Foundation day celebrations, I was invited to visit Kolkata. It was a happy occasion that my daughter gifted me when she came first in the regional round of the Dance competition held in Mumbai. She won the final round in Kolkata too. That was the proudest day for me both as a father as well as a loyal employee of Balmer Lawrie.

TALENT UNLIMITED



Painting by Joyita Roy, Secretary to SVP [HR], CHRD – Kolkata



Photographs from the International Sand Art Festival 2017, Chandrabhaga Sea Beach, Odisha by Alok Mukherjee, Legal Dept., Kolkata

Swachh Bharat Pakhwara celebrated



As part of the Swachh Bharat Abhiyan, Swachh Bharat Pakhwada was observed from 16th to 31st December 2017. Cleanliness drives were organised across units and establishments, the swachhta pledge was administered in some units and various programs were organised across locations to generate awareness. On 28th December, a medical Camp for scavenging workers of Chennai Corporation, Manali region was organised by our company. 150 workers benefited from the camp which had the provision for testing haemoglobin, blood grouping and typing, random blood sugar, blood cholesterol, blood creatinine, total blood count, blood differential count, urine albumin, urine deposits, urine sugar, Hepatitis B, TB and cervical cancer. General check-up by the physician was also carried out. A medical camp was also organised at Silvassa for the house keeping staff.



Department of Scientific and Industrial Research (DSIR) under Ministry of Science & Technology observed Swachhta Pakhwada as part of the Swachh Bharat Mission between 1st and 15th November, 2017. Our Application Research Laboratory (ARL) at G&L – Kolkata, being a DSIR recognized R&D Unit since November 1981, observed the Swachhta Pakhwada during the same period. Various activities like cleaning of the factory premises, plantation of saplings, extempore speeches by employees, quiz contests and awareness programs were organised to reinforce the significance of cleanliness at the workplace.



Off the beaten track...

I love trekking but never pursued it seriously. Suddenly an opportunity came my way when five of my friends expressed interest to trek the coastline from Chandipur to Digha in December 2017. Unable to contain my excitement I conveyed my confirmation. It was on 22nd of December 2017 when we started our trek from Chandipur. The distance from here to Digha was approximately 65 kms. It was an exciting and thrilling journey of three days and was a great experience for me. On the first day, when we reached the Bahaldalpur Ferry Ghat at 2 o'clock in the afternoon, the *Bhutbuti* ferry boat service was closed due to some local issues. We asked the fishermen there what would be the way to reach Kosafal Ghat. There was complete silence in reply. We understood that we had fallen in deep trouble. We approached all the fishermen and *Bhutbuti* ferry boatmen to ferry us from Bahadalpur to Kosafal but they were all very reluctant.

With no alternative, we approached a team of five men with their small boat (in local language it is called *Chhip Nouka*). We repeatedly requested them to allow us to board their *Chhip Nouka* and ferry us to our destination. After a lot of persuasion they agreed. The distance from Bahadalpur Ghat to Kosafal on main stream was 2.5 kms. The waves in the river was so high that the boat was swinging and it was getting very difficult to keep our feet on the boat. A small mistake could be life threatening. We got into the boat very slowly and carefully, almost crawling into it and started our journey by remembering thirty three crores names of God. After ten minutes of our journey a big wave pushed our boat and it was so high that the boat leaned on one side and water started entering in the boat. We just closed our eyes and prayed to God to save us. The boatmen continuously tried to balance the boat and prevent it from swinging. They tried hard to keep the boat stable and asked us not to get afraid and just sit calmly. After 25 minutes we reached Kosafal cheating death and that moment was like our second birth.

We were awestruck by the scenic beauty that we witnessed in the entire journey but the red crab beach was particularly very beautiful. To cover the entire stretch it took us three days of trekking - 1st day from Chandipur to Kosafal with night stay at Kosafal, 2nd day from Kosafal to Dagara with night stay at Dagara and the 3rd day from Dagara to Digha. In Kosafal and Dagara there was no formal accommodation like a hotel or a lodge. So we had to spend the night in a local school and in the house of kind hearted locals respectively. However, we were overwhelmed with their immense warmth and this made our journey very memorable. In case anyone would like to explore the stretch, please carry sufficient dry food, water, comfortable sports shoes and a pair of kito. The best time to visit would be winters; the monsoons and summer seasons must be avoided.

- **Champak Sarkar**, Manager [A&F], Corporate Office - Kolkata





SAP - BLESS

*Druva
(Pratilipi)*

*e- Saksham
(SAP payroll/
PMS/ESS)*

*Trend Micro
Antivirus*

**GST
enablement**

SABRE
*- Global
distribution
system*

*Balmer
Lawrie
Intranet- e-
Sahayak*

**CORVI -
Logistics**

*Pyrx
-Temperature
Controlled
Warehouse*

*i-Comet -
Logistics*

*MidOffice -
Travel*

**Firewall
Checkpoint**

**Servers
Backup
(Commvault)**

**Active
Directory**

**Microsoft
Exchange**