

BALMER
LAWRIE

ONLINE

MONTHLY

BULLETIN

BLOOM

EDITORIAL

Life after lockdown will not be easy. Though we have adopted the new ways of life both at home and at work, we must remember that these new ways will become the 'New Normal'. We have to learn to live with COVID-19! Many of us have joined back work and are taking all the necessary precautions as per advisories of the Administrative Ministry and Ministry of Home Affairs, Government of India. Our Company has adopted SOPs to keep the workplace safe and secure and ensure containment of the disease at all units and establishments pan India.

The world has never witnessed a pandemic like this before. All of us together are fighting this unprecedented and unimaginable pandemic throwing up new challenges each passing day. If all of us have to beat COVID-19 successfully, we have to turn this crisis into an opportunity. So, while we adopt the 'New Normal', we must endeavor to remain physically fit, mentally strong and positive, control our needs and wants, help the underprivileged and pray for the well-being of all. At work, we have to go that extra mile for our Company to sustain and survive. In order to stay safe, it is important to constantly remind ourselves of social distancing, follow basic hygiene, wear a mask and gloves, wash our hands frequently and use sanitizers.

PREVENTION



WASH HANDS



USE SOAP



AVOID CROWDS



WEAR MASK



AVOID HANDSHAKE



DISINFECTANT

Please do send your suggestions, feedback and contributions to me at mukhopadhyay.mohar@balmerlawrie.com.

Stay healthy, stay safe!

Mohar

बामर लॉरी एण्ड कं. लिमिटेड
(भारत सरकार का एक उद्यम)



Balmer Lawrie & Co. Ltd.
(A Government of India Enterprise)

ADIEU MESSAGE FROM MR. K SWAMINATHAN

Mr. K Swaminathan, Director [Service Business], laid down his office on 29th February 2020 after successfully completing over 30 years of service. Below is an adieu message from Mr. Swaminathan.



I had spent nearly 32 years in Balmer Lawrie (BL), which obviously is almost 90% of my total professional career. The learnings from this great enterprise cannot be conveyed in a para / page. But I am taking this opportunity to advise all youngsters (including those who feel young) as to what they should guard against and what they should pursue.

One has to stay up to date in one's chosen area. As one moves along in an organisation, typically, good amount of time is spent on so many routine jobs leaving no time for understanding the monumental changes that are happening elsewhere in the industry / country. All of us send our junior team members for courses to hear about the new things because, we feel we cannot spend two days in one program. We should not make the mistake of falling behind. I heard one experienced person say like this: "Lock yourself in a cupboard if you have to... get away from mobile, WhatsApp, mails and read and learn and listen to keep up to date. Then no one can touch you. No one can say 'he is finished', no one will say 'he belongs to yesterday'. Because, you will know as much as they do and more as you have the experience to go with it".

BL provides a great environment to think innovatively, to do the jobs in a different way if that's better than what was followed for generations. This company has no illusions about its past. It is also proactive and willing to adapt / adopt.

COVID 19 has taken the sheen out of the performance of many organisations in the last quarter of 2019-20 and BL is no exception. But this is again a learning and we need to be ingenious to still do better than our peers. This urge to be the best among the peers will help us get the desired level of satisfaction at the end of the day.

BL is considered as a traditional company with a rich cultural heritage. These aspects should not be lost sight of in our daily work life:

Customer orientation – maintaining that personal touch – so much essential to be ahead of competition.

Innovation – thought leadership

Importance of human resources – respecting the views of juniors, provide an enabling environment for getting the best out of every employee

Swiftness in response – least time delays in dealing with all stakeholders' queries

Maintaining talent pool – team should comprise of individuals with different skill sets to ensure that what is required for the organisation to succeed is available in abundance in the team.

Had worked with great individuals in BL in the last 3 decades and learnt a lot from them. The same responsibility is there in all of you to keep this trend in BL.

I could meet quite a few of you in February 2020 but still I may have missed meeting some. Here I am wishing you all a great career in BL. Wish BL gets into record books for both longevity and profitability.

The COVID-19 pandemic has forced the world to review a lot of things, one major area being how we learn. Many of us have seen it in our houses with our children. Learning will no longer be the same, classrooms will barely be there. In keeping with the changes in Balmer Lawrie, the CHRD team has launched a set of e-Learning programs. The series is titled 'Munchies for Your Mind'.

Launched on 21st April 2020, the series is being made accessible to all personnel in Grade O1/ FTO1 and above. The first course was on Leadership Essentials. The series comprises around twenty eLearning courses. The courses that have been emailed to all employees till 15th May 2020 cover topics like Managing Conflict, Delegation Essentials, Stress Management, Presentation Skills, COVID-19, Building Peer Relationship, Communication Skills, Finance for Non Finance Managers, Listening Skills and Customer Service Skills.

The team is ensuring that every alternate day a module is made available for learning. The platform is versatile and one can access the module even on the go through their smart phones as well. A day after the course is emailed, a snippet on the course module for quick read and recap and a feedback form is also being sent to all personnel. The information and feedback gathered through post-course feedback forms will be used to improve future offerings. In days to come learning will not be a matter of choice, it will be a differentiator which will impact survival and growth. All personnel are therefore encouraged to make the best use of the opportunity by culling-out learning hours for their self-development and professional growth.

Leveraging the digital platform in such a scale is a first of its kind initiative in Balmer Lawrie. Director [HR&CA] and C&MD have appreciated the initiative in their message.

Munchies for your Mind Series!!

„I never teach my pupils, I only provide the conditions in which they can learn“

Albert Einstein
1879-1955

Anyone who stops learning is old, whether at twenty or eighty. Anyone who keeps learning stays young. The greatest thing in life is to keep your mind young.

— Henry Ford —

I am still learning.
- Michelangelo at age 87



In our endeavour to create and nurture a learning culture within the organisation and positively impact performance, CHRD has launched the e-Learning series 'Munchies for your Mind'. The modules cover various management/ work-skill topics.

The modules are like 'nuggets' spread over 30/45 minutes. Efforts have been made to capture the necessary nuances in each of the modules and I am sure each one of you would find it adding value to you as a professional. While going through the modules one can test her/ his learning, take quizzes, which makes the modules interactive to the extent possible.

This initiative is for all of us and I recommend each one of you to go through all the courses. So, make use of the lockdown period positively and enhance your learning! I would also request you to send in your suggestions to the Corporate HR Team for us to be able to continue to augment this or similar e-learning initiatives in future.

Adika Ratna Sekhar
Director [HR&CA]



'Munchies for your Mind' is a very good initiative by the Corporate HR Department. The topics are well captured in the e-Learning modules.

I went through one of the modules on my mobile. I am happy that we have leveraged technology to facilitate learning in the organisation, especially at a time when we are facing unexpected disruptions due to the COVID-19 pandemic.

I will urge all of you to make best use of this learning opportunity.

Prabal Basu
Chairman & Managing Director



Pradhan Mantri Ujjwala Yojana
Clean Fuel Better Life...



Post Coronavirus pandemic, the business world is going to be different. Business leaders would be required to lead changes across dimensions. To help our organisation overcome the challenges of today and tomorrow, and to lead in the times of crisis and beyond, 'Coaching' is essential. In the near future, each Manager in the organisation shall have to coach their critical resources to adapt and adopt to new ways of doing business for organisational resilience. Considering that Coaching is a skill that can be learnt, the Company hosted an on-line Learning Initiative for the Senior Leadership (Grade E-7 and above), which was spread across 3 sessions of 2 hours each. The Workshop was conducted by Dr. Ashis Sen, who is recognized for his seminal work on coaching Senior Executives in several large and mid-sized organizations including Fortune 500 Companies.

Coaching is a powerful and meaningful relationship through which managers aim to solve performance problems or develop employees' capabilities. It can be best understood as a helping or facilitative relationship that inspires the one who receives coaching to maximise their personal and professional potential which is particularly important in today's complex and uncertain environment.

The various objectives of coaching could be helping a coachee overcome performance problems, develop people / process skills and capabilities, increase productivity and improve promotability by leveraging individual's potential. In the past few years a number of studies have been conducted that clearly demonstrate the value, efficacy, and impact of coaching in a number of contexts. The benefits of coaching in organisations are as follows:

- Empowers individuals and encourages them to take responsibility
- Increases employee and staff engagement
- Improves individual performance
- Helps identify and develop high potential employees
- Helps identify both organizational and individual strengths and development opportunities

During his workshop Dr. Sen focused on the FUEL coaching model. The acronym FUEL stands for 'Frame the Conversation', 'Understand the Current State', 'Explore the Desired State' and 'Lay out a Success Plan'. It requires the coach to operate with an open-mind and ask open-ended, non-leading questions to guide the conversation. This is contrary to a framework that involves telling, directing, instructing, and giving advice and therefore the model is essentially non-threatening and the coachee finds her/ himself in the role of a decision maker thus leading to greater ownership of outcome. This model is very versatile as it can be used for both directive (coach initiated) or non-directive (coachee initiated) conversation.



I am confident that this workshop will enhance people skills of the Leadership Team of Service Businesses and prepare us better to combat the challenges we face, which have only exacerbated owing to the COVID-19 crisis.

Employees are a company's most valuable asset and if the businesses want to survive and succeed this crisis, they need to invest in developing their Managers - who are the first in line to harness the potential of the Employees.

The message that clearly emerged from this workshop was how much people value someone listening to them, being interested in them, wanting the best for them and being on their side. It essentially, transforms the way you relate to people - particularly how you conduct difficult conversations, which become more manageable with the aid of a coaching approach. I am sure that this workshop will go a long way to bring the best out of our teams and bring solutions to the table to tide over the crisis.

Adhip Nath Palchaudhuri, Director [Service Business]



I am very happy to state that we are increasingly turning to virtual learning in order to create a Learning ecosystem in the Company for upskilling our employees during this lockdown. To drive the business towards meeting the current economic needs during these difficult times, we need to embrace coaching approach for our workforce.

It is an established fact that Leaders who coach employees are able to build more talented and agile teams, which leads to healthy growth of the business.

The business environment has turned upside down after the spread of Coronavirus pandemic. The extent of this crisis has been so adverse that the existing business paradigms are out the window. Coaching can encourage Executives to take advantage of this blank slate to rewrite the rules. The situation is ripe to be a first mover (rather than a slow or even a fast follower) and seize a business opportunity such as a different customer, new market or a new organization design.

The Workshop on 'Managers as Coaches' has highlighted that Leaders are responsible for development of their people to a great extent. This is where 'Coaching' as a process plays an important role in strengthening the communication between the Leaders and their team members. It will help in build partnerships for continuous improvement and further contribute to our organisation's strategic objectives.

Adika Ratna Sekhar, Director [HR & CA]

HSE [HEALTH, SAFETY & ENVIRONMENT] UPDATE

Balmer Lawrie is taking all the preventive and protective measures at all units and establishments for the containment of the COVID-19 pandemic. The Company has adopted a Standard Operating Procedure for resumption of work after the lockdown which states the precautionary measures to be taken by all employees and other stakeholders, in order to ensure a safe and secure workplace post COVID-19.



Tool Box Talk on COVID-19 at IP Chittoor



Social distancing is being maintained at all units of the Company



Regular sanitization is being done at each and every unit / office



Thermal scanning and hand sanitization are a must at the entry point at all Balmer Lawrie premises



PPE Distribution at ICP, Raxaul along with demo on how to wear the same



Fire Mock Drill at CFS, Manali

'New Normal' - Philosophy of Life after Lockdown is over

- ✓ Ensure social distancing in workplace / canteen / public place
- ✓ Avoid public gathering
- ✓ Wear mask in public place / office / public transport
- ✓ Wear hand gloves where necessary
- ✓ Wash hand with soap / use sanitizer frequently
- ✓ Download and use Aarogya Setu App
- ✓ Have healthy, nutritious and readily cooked food
- ✓ Have food rich in Vitamin C viz. Amla, Lemon, Citrus fruits
- ✓ Have food rich in Zinc viz. Papaya Seeds, Watermelon Seeds, Pumpkin Seeds, nuts, chicken, eggs, mushrooms, spinach, broccoli, kale, garlic
- ✓ Take ginger, raw turmeric, tulsi (basil leaf), chawanprash or any other similar food to boost immunity
- ✓ Have luke warm water / tea periodically during the day
- ✓ Preferably ensure 8 hours sleep at night
- ✓ Do simple breathing exercise / pranayama daily
- ✓ Do simple physical exercise / walk everyday
- ✓ Maintain joyful and happy life free from greed and anxiety

✓ Check your score in the following chart. If the score is more than 6, seek a consultation with Doctor:

COVID-19 CHECKLIST



SCORE 1 TO 3 POINTS FOR EACH QUESTION

SYMPTOMS		POINTS SYSTEM
	Do you have cough?	1 pt
	Do you have colds?	1 pt
	Are you having Diarrhea?	1 pt
	Do you have sore throat?	1 pt
	Are you experiencing MYALGIA or Body Aches?	1 pt
	Do you have a headache?	1 pt
	Do you have fever (Temperature 37.8 C and above)	1 pt
	Are you having difficulty breathing?	2 pts
	Are you experiencing Fatigue?	2 pts
	Have you traveled recently during the past 14 days?	3 pts
	Do you have a travel history to a COVID-19 INFECTED AREA?	3 pts
	Do you have direct contact or is taking care of a positive COVID-19 PATIENT? (3 PTS)	3 pts

Score results:

- 0-2 May be stress related and observe.
- 3-5 Hydrate properly and proper personal hygiene. Observe and Re-evaluate after 2 days.
- 6-12 Seek a consultation with Doctor.
- 12-24 Call the DOH Hotline 02-8-651-7800



Adapted from DOH Guidelines
www.doh.gov.ph

Stay healthy, stay safe!

Farewell

- **Mr. Shyam Sundar Khuntia**, Director [Finance], laid down his office on 30th April, 2020 after successfully completing 4 years of service.
- **Ms. Sunita Dua**, Manager [HR], Regional HR - Northern Region, Delhi superannuated on 30th April, 2020 after successfully completing around 32 years of service.
- **Mr. Gautam Chakraborty**, Deputy Manager [Operations], CFS - Kolkata superannuated on 30th April, 2020 after successfully completing around 33 years of service.



- **Mr. K Narasimman**, Officer [HR], Regional HR - Southern Region, Chennai superannuated on 30th April, 2020 after successfully completing 33 years of service.

We wish you all the best in your future life!

New Members



Mr. Anil Kumar Singh joined Travel & Vacations, Ahmedabad as Senior Manager [Sales] on 20th March, 2020.



Mr. Raghavendra Sharma joined Regional HR - Northern Region, Delhi as Deputy Manager [OL & Admin] on 22nd April, 2020.



Mr. Mohammad Danish joined Temperature Controlled Warehouse, Rai as Junior Officer [Warehouse Operations] on 19th March, 2020.

Welcome you to the Balmer Lawrie family and wish you all the best!