ENROUTE TA

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CONTROLLING MANAGERS CONFERENCE (CMC) STRENGTHENING OUR ROOTS



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EDITORIAL

Dear Readers,

It is always a bittersweet – nostalgic feeling to go down the memory lane and introspect critically and emotionally the progress that we've made, the milestones that we've crossed, the challenges that we've overcome and the journey that we've been through. Isn't that called as experience!!

All this becomes more exciting when you have a constant support of people aptly named as TEAM (Together Everyone Achieves More), the team which stands with you during the tough times and celebrates in the joyous moments.

In line with this the edition celebrates the TCI Parivar i.e. TCI Team through one of its marquee team event **"Controlling Managers Conference"**.

To add our continuing coverage of our apex HSE program; TCI Safe Safar will make you feel more involved in our objectives.

Please drop your valuable feedback at enroute@tcil.com

We value your appreciation, time and patience, as always.

Have an Interesting Read!!



PREFACE

I am ready to make any sacrifice to please the customer: if not, why am I in business? The customer is king.

- Shri PD Agarwal (PDji)

Incorporated in 1958, as a "One Man, One Truck, One Office" company, TCI is a flag bearer in the field of integrated logistics and supply chain solutions provider. This has been possible due to the vision of TCI's Founder Chairman, Shri PD Agarwal ji (PDji).

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Building on the 60 years heritage, together with a customer-centric approach, extensive infrastructure and 6000+ employee strength, TCI Group follows a strong corporate governance and moves 2.5% of India's GDP (by value). The internal systems are key to create a sense of loyalty and trust so that the organizational goals are aligned. After all, "an organization is only as strong as its people." The numbers itself state this strength.





In this cover story of Enroute, we take you through the history of TCI Group along with the annual event - Controlling Managers Conference (CMC) and talk about the journey that the company has made to reach where it is today.

It is with the amalgamation of many diverse forces that a complete solution emerges. As services are getting more and more specialized and segmented, customized solutions are the need of the day. TCI's range of services encompasses the entire gamut of logistics & supply chain services from the point of origin to the final end customer. TCI has been continuously introducing new and innovative services. From multimodal transportation (road, rail, air and sea) to express delivery solutions, from freight forwarding and customs clearances to warehouse management services, each of the services are linked under a single Customer Relationship management system for maximum benefit to clients.

Our behavior is governed by a set of values communicated by the acronym C.O.R.E.:



The company also believes in sharing knowledge with the industry, especially when it is about using good practices. Therefore, as part of our knowledge initiative we come out with various publications and study reports – both in-house and in collaboration with external institutions – thus reinforcing our knowledge leadership.

The Road Freight Index (RFI), the first of its kind initiative by Transport Corporation of India was started in 1998. The Road Freight Index (RFI) is a tool, which helps to make comprehensive analysis of freight trends, route wise and date wise and helps to forecast the freight trends and freight rates for the near future.





TCI publishes a quarterly magazine named 'Logistics Focus' whose 5000+ copies are distributed across India. The magazine covers different themes on supply chain in each edition. It is circulated internationally as well.

A quarterly in-house publication of TCI Group, Enroute has a sectorial focus and discusses the latest happening and trends. The magazine is circulated across National and International customers.





Transport Corporation of India (TCI), in collaboration with Insurance Institute of India, launched the joint study report "Insurance Requirements of the Indian Logistics and Warehousing Industry and their customers" in April 2018. Objective of the report is to evaluate the insurance requirements of the Indian Logistics and Warehousing Industry (LWI) and their customers for their in-country operations including multimodal transport; and indicating possible solutions.

TCI has released its second CSR Cum Sustainability Report for the year 2010-2014 based on the Triple Bottom Line of Profit-People- Planet. TCI is the first Indian Logistics Company to come out which such a report.



Not only this, time and again TCI Group has been lauded for its industry-specific expertise and been recognized with various awards across different segments.

Take a look at our key awards won in year 2019:



HSE Excellence Safety Champion of the Year

Synnex Group



Effective Retail through Supply Chain to TCI Supply Chain Solutions

ET Now



Large Truck Fleet Operator of the Year to TCI Supply Chain Solutions

Commercial Vehicle Magazine



Manufacturing Supply Chain Service Provider of the Year to TCI Supply Chain Solutions

Kamikaze B2B Media



3PL Company of the Year (Hi-Tech) to TCI Supply Chain Solutions

Alden Global Value Advisors



Outstanding LSP for E-Commerce to TCI Supply Chain Solutions

Alden Global Value Advisors



Operational Excellence in Safety Initiative to TCI Group

Kamikaze B2B Media



Best Reefer Transportation to TCI Cold Chain Solutions

Infinity Expo





Digital Transformation in 3PL Operations to TCI Supply Chain Solutions

Infinity Expo



3PL of the Year to TCI Supply Chain Solutions

Infinity Expo



Strategic Sourcing Partner to TCI Concor Multimodal Solutions Pvt Ltd

Jubilant Life Sciences Ltd



Best in Class Employer of the Year to TCI Group

Kamikaze B2B Media

Responsibility

Contribution to Society

From solving the business challenges to addressing the complex health, safety and educational issues, TCI Group, through TCI Foundation envisions to make a difference in the lives of the people through various activities:

Health



Artificial Limbs Centre

With the technical support of leading prosthetic and other physical aids manufacturer 'Jaipur Foot', the company has established the TCI-Jaipur Foot Rehabilitation Centre at Patna (Bihar). The Centre works on the UN theme "Break Barriers, Open Doors: For an Inclusive Society and Development for All". Through its mobile service equipped with a mobile prosthetic

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Locomotors served during FY19

workshop in a specially designed ambulance, the centre is engaged in delivering its charitable services to the deserving inhabitants who live in remote areas of the country.





TCI Foundation – Lead Agency – National Consortium on Bridge Population

The Ministry of Health & Family Welfare Government of India National AIDS Control Organization principally agreed to designate TCI Foundation as lead agency to manage National Bridge Population (Truckers and Migrants) across India with the support of consortium to be established by the Government.



TCI Foundation Testing Centres

In a breakthrough 50+ HIV positive cases were detected and were linked to ART centres to receive free treatment and to prevent further progression of HIV infection in the communities. Acknowledging the performance of TCI Foundation, the Government of India issued directions to all State Governments to affiliate the Clinics/Health Centres operated by TCI Foundation as designated FICTC centres of respective State Governments.

Safety



Road Safety

The company, in collaboration with Castrol India Limited, established "Sarathi Mitra" road safety training centre at Transport Nagar Chandigarh. It aims to train long distance truck drivers on road safety behavior, financial literacy and vision checkup.

Education



Education Development

TCI-DAV Public School, through its establishment in 2005, envisioned to provide quality and value based primary education to the underprivileged tribal children of tribal Jamhar village in Khunti (Dist.), Jharkhand. The students of TCI-DAV Public School added several achievement to their list in the field of sports and cocurriculum activities in previous academic year.



TCI Institute of Logistics

TCI Institute of Logistics (TIOL), a group venture of TCI, affiliated to National Skill Development Corporation (NSDC) and Logistics Skills Council (LSC) has been set up in order to provide training to the entry level. employees in Logistics sector. TIOL so far has successfully

trained and placed more than 6500 Candidates across different Logistics Companies. It currently has centers at Varanasi, Allahabad , Churu, Jhunjhunu , Hisar , Muzaffarpur , Patna , Berhampur, Cuttack & Siliguri.

Sports



Sports Academy

Under its CSR initiative, TCI has established Urmila Sports Academy at Nyangal Bari village in Chru (Dist.), Rajasthan. The academy serves as a platform to budding and seasoned athletes and helps them enhance their skills. The infrastructure and facilities of the Academy matches international standards and are capable of being used for the conduct of National and International Sports Events. In a large organization like TCI, where the infrastructure comprises an extensive network of 1400+ company owned offices, 12 million sq. ft. of warehousing space and a strong team of 6000+ trained employees, communication is quite difficult. What's even more difficult is the implementation of the message. Thus, TCI does effective communication through conducting an annual event each year – Controlling Managers' Conference (CMC).

The Controlling Managers Conference (CMC)

Generally a three-four days' event at a beautiful location, CMC brings in all the controlling managers of TCI across India along with the senior management under one roof to train and educate them. People are recognized for their efforts and performance through awards and gala dinner is also organized. The event witnesses the presence of external guests as well.

Each year the company brainstorms and finalizes a theme that not only intends to be relevant but also builds a sense of motivation amongst its employees. It also defines the vision that the company holds and values that it believes in. If you look at the themes of the past years, you would notice that they have been chosen meticulously.

The first edition of Controlling Managers' Conference was held in FY 1978-79. Since then we have been **growing.. growing.. and growing!!!**

COVER STORY

INDUSTRY BACKGROUND







We take pride in ourselves by maintaining the legacy of this Controlling Managers' Conference for 41 years now.

Let us reflect on the theme of CMCs that have been held in the past few years:

- 1. 34th CMC 2012: **Ownership Through Core (Gurgaon, Haryana)**
- 2. 35th CMC 2013: Responsiveness Through Core (Chennai, Tamil Nadu)
- 3. 36th CMC 2014: Empathy With Core (Bengaluru, Karnataka)
- 4. 37th CMC 2015: Growth With Core (Amritsar, Punjab)
- 5. 38th CMC 2016: Change...... Transformation (Hyderabad, Telangana)
- 6. 39th CMC 2017: Moving India's Growth Story (Bangkok, Thailand)
- 7. 40th CMC 2018: Strong Roots For A Bright Future (Churu, Rajasthan)

This year, the 41st Controlling Managers Conference was organized in Kochi (Cochin) from 14th – 17th August, 2019.

Trust has always been the foundation on which the company has been built over 60 years. Disruption is the buzz word of business today. Technology has transformed the way we work, travel and communicate and of course, team work always remains the essence of any successful company. Inspired by this, the theme for the conference this year was **"Teamwork. Trust. Technology."**

The four-day conference witnessed participants reflecting on key issues impacting the company in financial year 2019-20 along with the economy and strategizing and reinforcing the business plans.

The event started off on 14th with the participants' arrival, the sightseeing tour of the Fort Kochi Island, followed by the introduction of the participants. On 15th, the morning started on a good note with morning walk and exercise. Post that, as it was the Independence Day, the national flag was hoisted. The conference then began with a key note address delivered by Shri DP Agarwal ji, Chairman & Managing Director, TCI Group. Going forward, Daijiro Shirashi San showed the TLI presentation, followed by Mr. Chander Agarwal, MD TCI Express who discussed about the group's overall performance and strategies ahead, and Mr. Vineet Agarwal, MD TCI reflected upon the way forward along with concluding note.

Each CEO – Mr. IS Sigar, TCI Freight; Mr. PC Sharma, TCI Express; Mr. Jasjit Sethi, TCI Supply Chain Solutions; Mr. RU Singh, TCI Seaways; Mr. Ajit Singh, TCI Concor and Mr. B Sumit Kumar

deliberated on the theme "Trust. Teamwork. Technology." and gave their presentation followed by the divisional assessment. Cultural programme was also organized in the evening.

The next day was spent entirely in outdoor activities and divisional reviews. The evening was followed by the award ceremony and gala dinner. On the last day, participants departed for the airport.

Started with 30 people, CMC now has an involvement of over 160 people. Imagine the efforts and dedication it takes to pull off an event of such magnitude!

At TCI, we are always connected and ever evolving. Working together since decades, we are fully poised to reach even newer horizons and remain the "Leaders in Logistics"!!

Sights from the 41st CMC:



As "Leaders in Logistics", TCI continuously strives to better existing systems, processes and productivity. In the coming years, the company is well equipped to take on new challenges through its various business divisions, joint ventures/subsidiaries and other group companies.

TCI envisions to create superlative value for our customers across India and SAARC/BBIN countries by offering broad range of services and deliver to any corner of the world through specialized ϑ trained professional teams.









FLOURISH YOUR BUSINESS

TCI Cold Chain aspires to bring Global standards in Temperature controlled logistics for discerning clients

TCI COLD CHAIN

COLD CHAIN WAREHOUSE MANAGEMENT

- 5400 multi temperature pallet positions
- Upcoming 7000 pallet positions cold chain warehouse across India
- Blast freezer upto -40 Degree C
- Humidity control for life sciences & healthcare





- Temperature controlled distribution across India
- State of the art vehicles equipped with 3 X temperature
- control: Onboard, Data Logger & GPS for real time check
- Cater to high value and time sensitive cargo





Order Management



Monitoring/Control Panel



State of art WMS







E-way Bill Management

About TCI: • Moving 2.5 of India's GDP by Value of Cargo • 12 Million sq. ft. of warehousing space • 1400+ online offices • Over 12000 Trucks in Operations • 6000+ Strong and Dedicated Workforce • Fleet of 7 Cargo Ships • CHA License • ISO Certified • Public Listed

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SĂFĂR TCI's health and safety programme www.tcisafesafar.com @ ccisafesafar

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It's been 60 years since we delivered our first shipment. Let's take a look on the few narratives of our customers who have shared this journey with us..

A leading green technology based company needed a huge volume of DEA, a hazardous chemical to be transported safely from Gujarat to Uttarakhand.	One of the largest paper mills in Odisha needed sheets to be delivered to Kerala.	India's large Auto OEMs needed Just In Time (JIT), Just In Sequence (JIS) & complex Inbound Logistics (IBL) solutions despite obvious infrastructure challenges.
A large Indian computer hardware brand needed products to be delivered deep inside Madhya Pradesh.	A large E-commerce consumer company needed complex order processing at their distribution centers with orders doubling compared to the capacity created.	Tea buyers in Siliguri needed timely supplies of finished tea from Guwahati.
A prominent pharmaceutical company needed safe distribution of its products Pan India in a temperature controlled environment maintaining zero-damage and on-time delivery.	One of India's largest steel companies needed flat steel plates to be delivered from its Bengal factory to Karnataka.	A leading FMCG company needed a partner for warehousing management & complete delivery mechanism by which the products were delivered from the distribution center to all the retail outlets.

TCI's range of services encompasses the entire gamut of supply chain services from the point of origin to the final end customer. At any moment, there are TCI vehicles, ships, trains, and personnel, driving economic growth of our nation.

TCI stepped in when the country needed its services

When the Kargil war broke out suddenly in 1999, one of the biggest challenges that emerged was in the creation of a supply line. The country needed to create a supply line that would keep feeding provisions and other supplies to its army fighting on some of the highest altitudes in the world. The challenge was not just in the need to get supply to the right point at the right time. It was also in being able to address some of the harshest climatic conditions known to man.

TCI rose to the challenge and worked closely with the Indian Army. It provided a fleet to keep India's soldiers secured with timely supplies. Delivered supplies with clockwork precision by demonstrating the highest logistical standards in the most demanding conditions.



How TCI provided a nervous customer the benefit of a multi-modal solution

Some years ago, an industrialist in Gurgaon who manufactured a number of auto components for one of India's largest automobile companies was worried. He had two options: keep a large components stock or work with a minimal just-in time inventory.

The first option would have consumed his precious working capital and depressed margins. The second exposed him to the threat of stock-outs, affecting his credibility. When everything seemed lost, he turned to TCI for help.

TCI examined his business model, inventory replenishment cycle, sub-vendor locations and transit times from each. After an extensive analysis, TCI assured him: 'We will deliver components from diverse locations just when you need them."

The first consignment arrived on schedule. It has been a few years since; TCI has engaged across a few thousand delivery cycles.

TCI is the invisible hand behind online marketplaces

The success of one of the world's largest online marketplaces has been derived from a unique convergence.

The ability to source products competitively and offer a seamless electronic experience is what most people know. The unknown sequel of the story is the ability to know exactly where the product lies, locating it within minutes, packing immediately and dispatching in no time. Now multiply this by thousands of such activities being conducted every single day, backed by the ability to deliver products across any part of the country with speed. That's what TCI does. It is the invisible hand behind online marketplaces.



TCI covers the length and breadth of the country with its multimodal approach

A company which is a subsidiary of a diversified and integrated metals and mining group wanted to transport goods from its Tuticorin plant to its other plants which were situated at far away locations of Ankleshwar, Silvassa in Gujarat and Indore in MP.

TCI Concor used the multimodal approach (Rail + Road) and the hub and spoke model utilizing its own and vendor's vehicle to deliver the goods nearly 1928 kms away on time and with precision.



SECURE YOUR BUSINESS

CHEMICAL SHIPMENTS? WE HAVE YOU COVERED.

Dry, Liquid & Gas bulk



- 1. Movement of hazardous & non-hazardous Chemicals.
- 2. Movement of bulk liquid chemicals in ISO Tanktainers and Flexi Tanks by Road, Rail & Coastal (Multimodal).
- 3. Movement of liquid & dry chemicals in drums & bags.
- 4. Movement of gases in gas tankers.
- 5. Safe warehousing services in chemically compliant warehouses with HSE standards.
- 6. Movement of Chemicals in dedicated containers.
- 7. Exim movement of bulk chemicals in ISO Tanktainers.

Safety Standards:

- I. Member of NicerGlobe for emergency response.
- 2. ISO Tanktainers Fleet Data Uploaded Online on Bureau International des Containers et du Transport Intermodal (B.I.C.).
- 3. Encouraging Multimodal movement (Rail & Coastal) to reduce carbon footprints.



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TCI - Experts in modern warehousing

An Indian multinational automotive manufacturing company whose products include passenger cars, trucks, vans, coaches, buses, construction equipment, and military vehicles wanted to transform a Conventional warehouse to Modern warehouse, equipped with latest technology, efficient and highly skilled manpower, best infrastructure, standardised processes without compromising cost, productivity, and error-free operational flow. Their major concern being the un-availability of skilled/trained manpower, non-automated processes. As a result, the target productivity levels were not achieved.

The TCI SCS experts analysed the client's challenges and designed a modern warehouse with the best layout and infrastructure. TCI implemented productivity measurements along with well laid SOP's at all the work stations, after providing the sufficient training to the employees. The warehouse is an ISO certified warehouse, with all the standard processes, which are driven by the Six Sigma Trained Employees.

TCI- committed and dedicated to provide superior customer services thus helping effective retail through Supply Chain

One of India's leading Fast Moving Consumer Goods Company, touching the lives of two out of three Indians wanted to boost its service level while reducing cost .TCI SCS partnered with the company to handle its distribution system involving warehouse management and the complete delivery mechanism by which products are delivered from the distribution center to all the retail outlets within their defined specifications.

TCI SCS deployed a world class warehouse layout design equipped with latest technology and skilled manpower. TCI SCS also set out various check points for correct delivery of material. Working with an SOP approach which helped maintain uniform TAT at the warehouse for smooth operations and avoid inventory shrinkage, maintain tight control over inventory by managing vehicle route planning, dispatch plan and delivery to the retailer stockist along with reverse logistics of damaged / expired / scrap material from the stockist.



The illustration below depicts how we've made progress and grown across 60 years..







Our Network

We are driven by today's competitive market and a solutions driven approach. Our extensive networks reach even the remotest part of the country.

A glimpse of TCI's remotest branches:



TCI Freight - Nagercoil Branch, Tamil Nadu

TCI Express - Kanyakumari Branch, Tamil Nadu



TCI Freight - Sunauli (Indo Nepal Border), Branch



TCI SCS - Phaltan (LPHN), Branch



TCI Express -Daman and Diu (XDAM), Branch



TCI Freight -Portblair (Andaman Nicobar), Branch

TCI Supply Chain Solutions is the leader in Concept to Execution of Logistics of entire supply chain.



The core values offered by TCI Supply Chain solutions are Network Design for production, aftermarket or demand fulfillment. We bring to the table **physical & digital expertise** to integrate your suppliers/customers into a **seamless network** enhancing your productivity & control over your supply/demand chain.

Key Industry Verticals:



About TCI: • Moving 2.5 of India's GDP by Value of Cargo • 12 Million sq. ft. of warehousing space • 1400 + Branch offices • Over 12000 Trucks in Operations • 6000 + Strong and Dedicated Workforce • Fleet of 7 Cargo Ships • CHA License • ISO Certified • Public Listed



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TCI's health and safety programme www.tcisafesafar.com © tcisafesafar

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ኛ TCI Seaways

KANDLA

• PIPAVAV

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A New Ship, A New Shore

LAUNCHING "TCI ANAND"

A new ship enhancing the capacity on the western coast in India Regular Service from Kandla-Pipavav–Kochi-Tuticorin and back

SHIP DETAILS:

- 'TCI ANAND" with a DWT 28499 & a design capacity of 1860 (TEUs)
- Vessel capable to carry 860 TEUs laden containers of 30 tonnes gross weight. Vessel will be plying in the
 West-South Coast corridor.
- Her maiden voyage was on 19th October 2019.
- Typical Product Cargoes Tiles Marble, Sanitary wares, Agro Products, Machinery, Electronic & Engineering, Consumer Products, Chemicals, etc.

HIGHLIGHTS OF TCI SEAWAYS:

- Multimodal coastal player with integrated first and last mile capabilities.
- · Good Technical and Operations team for multimodal and marine Solutions.
- Cargo support from inland destinations through extensive road & rail network of 1400+offices.
- 6250 owned containers (TEU / FEU / Open Top / ISO).

OTHER SHIPS



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Launch & Strengthening of TCI Safe Safar

A safety and health programme by TCI





People Reached 3453



Distance Covered (kms) 9 K 47

* as on 3rd Dec., 2019

*and we are still going strong

Inauguration of the "Launch & Strengthening of TCI Safe Safar" by the Honorable Minister for Road Transport & Highways, Micro, Small & Medium Enterprises, Shri. Nitin Gadkari who took the pledge to road safety.

Having successfully conducted over 75+ events across 40+ cities, TCI Safe Safar is on a roll driving awareness about unsafe driving that could lead to accidents and impact families.

Join us in making India's roads safer one kilometre at a time.

Take the pledge to health and safety, just log on to tcisafesafar.com



scan this code

You can also follow #SafeSafar on:

TCI.TransportCorporationofIndia **G**

(in) tci.transportcorporationofindia

To join the programme







