



CNCI NEWS BULLETIN

The Ceylon National Chamber of Industries

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Training Programmes Organized by the CNCI

The Ceylon National Chamber of Industries - CNCI is a registered training institute at the Tertiary and Vocational Education Commission under its Registered Number P01/0497. The CNCI has planned some seminars and course programmes for the year 2015 which will be published shortly. Any training programme organized by the CNCI has a value as they are being aimed at catering to the situational and timely demands of the organizations.

Designing a training session needs a lot of hard work to be done carefully as it involves identification of training needs and focused groups, organizational expectations, determining the applicability of the contents and abilities of the participants, selection of the right resource persons and more importantly foreseeing the effects of the final outcome. Also, it should be one of the most rewarding services that the Chamber can dedicate to the organizations particularly to the member companies and all others in general. Certainly, training will have a domino effect. That is why it is considered that the expenses incurred in training and development is one of the most valuable investments in organizations.

The “one day” seminar conducted on 4th November 2014 on “Online Remittance of EPF & ETF Payments” from 9.00am to 5.00pm at “Raja Bojun” Roof Top Lounge was attended by a number of 120 participants.

The resource persons were Mr. Nihal Rodrigo, Superintendent of EPF of the Central Bank of Sri Lanka and Mr. J.M.S.B. Udugama, Additional General Manager ETF and bank representatives from Bank of Ceylon, Hattion National Bank, People’s Bank, Commercial Bank and Sampath Bank.

The seminar was highly informative, educative and important as it was aimed at filling the gaps of organizational expectations and Legal requirements. According to the Employees’ Provident Fund Act (Amendment), No 02 of 2012 and regulations promulgated in gazette dated 13th May 2013, online payment of member contribution is mandatory for companies having more than 50 employees.

To explain the employee benefits of EPF & ETF Act to the members, giving awareness on the nature of employment and income covered under the EPF/ETF, employer obligations, providing opportunity to clarify matters pertaining to EPF/ETF were among the important seminar objectives.

<< Moments of Seminar >>



 **One Country. One Voice.**

Centres of Stress?

Many people experience stressful situations at home and / or in the workplace, resulting in them feeling low and emotionally fragile. Work related stress at call centres often affects an agent's well being, both mentally and physically. And in the long term, it also impacts the overall performances of the organization.

New recruits are trained for a period of two or three weeks, and many resign after working for just a couple of months. Often, the reason proffered is stress.

While work related stress is not limited to call centres, the situation in these place of work is exacerbated by extremely high expectations on the part of the management. There are many reasons why some people prefer not to work at call centres for too long, even though pay levels are high, with attractive.

Working at call centre is stressful because high targets are assigned to the agents, and they have to achieve them at all costs - even by working on the weekends. Irate clients can also increase agents' stress levels, and there is a tendency to mull over such things even after working hours. Internal politics and rumor mongering also tend to create a very unhealthy work environment.

In a job that requires a high rate of delivery, motivation, by team leaders is critical to performance. Therefore when team leaders are indifferent and not focused on empowering their units, delivery suffers. This is because the agents often become demotivated.

The lack of ergonomically designed furniture in many call centres results in agents developing physical ailments which, in turn, reduces their output. Furthermore, software that is out of date and inefficient networks tend to slow down the overall delivery by agents, resulting in them becoming angry and frustrated. Stress and burnouts are also the result of inflexible working hours, and agents being expected to work for extended periods without breaks. Any job that demands a high rate of delivery can be stressful; however, it is important that managers and team leaders understand the need to migrate this situation as far as possible, in the end the organization also suffers because when service is poor, clients will take their business elsewhere.

Therefore, it is critical that work - related stress is viewed holistically by senior management, and team leaders are trained to manage the stress level of their teams, so that the entire operation turns out to be a win - win situation for both the management and staff.

Source : LMD / November / 2014 - By : Sumaiya Banu Moinudeen

BANK OF CEYLON
SRI LANKA'S No.1 BANK

AWARDED

**ASIA'S BEST
BRAND**



ECONOMIC PERFORMANCE

ECONOMIC INDICATORS - LATEST AVAILABLE

Category	September 2014 US \$ Mn	September 2013 US \$ Mn	Growth (%) US \$ Mn
Exports	903.3	899.0	0.5
Industrial Products	667.9	646.3	3.4
Imports	1667.5	1486.3	12.2
Deficit in Trade A/C	(-764.1)	(-587.3)	30.1
Workers' Remittances	575.0	557.8(b)	3.1
Earnings from Tourism	152.5	121.6	22.2

EXCHANGE RATES - 2014.12.01

Daily Exchange Rates

Currency	Buying Rate (Rs.)	Selling Rate (Rs.)
Dollar (USA)	130.0200	133.1500
Pound (UK)	203.7300	209.9600
Euro (EU)	161.0400	166.6500
Franc (Switzerland)	133.8700	138.9800
Dollar (Canada)	114.0300	118.0900
Dollar (Australia)	109.8500	114.2500
Dollar (Singapore)	99.3400	102.7700
Yen (Japan)	1.0960	1.1327

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 ON THE SPOT
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CNCI Organized a Seminar on Employee Misconduct & Preliminary Investigation

The CNCI had organized another comprehensive full day workshop on "Employee Misconduct & Preliminary Investigation followed by Formal Disciplinary Procedure." It was conducted on October 7th 2014 from 9.00am to 4.00pm at Hotel Taj Samudra, Colombo 03.

The workshop was addressed by Mr. Sarath Ranaweera, Former Commissioner of Labour, with his grand expertise and decades of experience in the field .CNCI believes that the right disciplinary procedure is necessarily important for any organization to see the effectiveness and efficiency of its human capital and also to win their confidence. Further, the CNCI has studied that this is an area where continual development is needed.

The areas covered at the workshop included Misconduct, Explanation by Suspect, Show Cause Notice, Charge Sheet, Holding of Formal Disciplinary Inquiry, Final Report of the Inquiring Officer and Punishment. Many of participants have solved their issues with related to employee misconduct and labor relations.



<< Moments of Seminar >>



HNB
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SEYLAN
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CNCI MEMBER OF THE MONTH



PRINTCARE PLC

In the early 1980's the Sri Lankan tea industry began to see the merits of transferring value to the tea it produced by shipping tea out of the country in a pre packaged form. However, the concept of shipping fully packaged tea ready to get on to supermarket shelves was very different to sending tea in tea chests.

Pre-packaged teas needed the industry to be equipped with expensive tea bag machines and the machines itself needed very precise and exacting packaging. It was not just the machines; putting tea packs directly on to the shelves also meant that the visual appearance had to be attractive and such packs needed to compete with the best that sophisticated markets had to offer.

It was about this time that Printcare's founders started the company in a small warehouse not far from its present location, servicing the nascent tea bag market. Printcare was a pioneer in developing packaging for the tea bag industry in Sri Lanka and the developing world. As Printcare became an integral part of the tea bag industry, its own markets grew beyond the country's shores to other tea companies who began to appreciate Printcare's dedication for supreme quality and exceptional service.

Printcare subsequently moved into other niche packaging and pre-media growth markets - Cartons for its high-end customers, labeling for FMCG products, variable printing for the specialised security printing applications such as phone cards and lottery tickets, digital content creation and management etc.

Printcare's success over the last three decades is a tribute to the value its partners place on the Company. The number and variety of customers who have continued to repeatedly do business with the company over the decades also bears testimony to the vitality of its partnerships. From concept design to delivery each project is treated as unique. Each job is looked at as an opportunity to continuously raise the bar on the level of service and to provide the client with an edge over their global competition. In achieving this success, Printcare's greatest strength has been the quality and diversity of its employees. Its people are at the core of its ability to continuously deliver innovative solutions to its customers and create value for its shareholders. Printcare strives to create a work environment that is safe, ethical and rewarding for each of its approximately 700 employees. Printcare is proud of its contributions to the economic and social development of the locations in which it operates. Its company and its employees are committed to working positively within these communities. Over the years Printcare has engaged in various projects that have benefited the surrounding communities. These have ranged from one off projects such as donations of funds for specific projects to more long term involvement such as the facilitation of learning centers in local schools and community centers at temples, and scholarship programs.

Printcare is a company that strives to achieve perfection in all its endeavors. Printcare consider its customers as active partners in its quest for perfection. At Printcare, perfection is a state of mind and being which it constantly strive to achieve through careful attention to the most minute of details. This is what helps printcare to achieve its vision of "Bringing Life to Brands".

By : Upula Hapuarachy - Operations Manager - Branding



Independent Television Network

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MEMBER'S SUCCESS STORIES

Arpico Opens 'Daily' Outlets At Kaduwela, Ja-Ela, Mathugama



The Arpico retail chain's suburban and semi-urban expansion programme has gained momentum with the recent opening of three more 'Arpico Daily' outlets. The three latest outlets opened at Kaduwela, Ja-Ela and Mathugama are a microcosm of the Arpico shopping experience, representing the product diversity and multi-brand choice that are the hallmark of the larger Arpico Supercentres, the company said .

The Arpico Daily outlets offer fast moving consumer goods, daily essentials, dairy products, fresh fruits, vegetables, meats and seafood, household items such as kitchenware, glassware and plastic items, toys, stationery, garden products and electronics. The new outlet at No 654, Avisawella Road, Kaduwela was ceremonially declared open by Noel Wickremasinghe, General Manager – New Project Development at Richard Pieris Distributors Ltd, with K. A. S Lasantha, the company's Operations Manager and Minodh G. De Sylva – Head of Marketing. The opening of the new outlet at No 245, Colombo Road, Ja-Ela was attended by Messrs Minodh G. De Sylva and Thushara Hettithanthrige, Head of Group Human Resources at Richard Pieris & Company PLC. The Mathugama is located at No 214/1, Aluthgama Road, Mathugama and offers the same product range and facilities as the other new outlets.

The Arpico Chain now comprises of 54 outlets — 16 Arpico Supercentres, 29 showrooms and nine Arpico Daily mini supermarkets. The Arpico Supercentres, the company's flagship outlets, offer extensive parking, bill payments, banking facilities, lifestyle needs and the widest range of products ranging from household goods, electronic appliances to kitchenware and furniture, with the promise to shoppers that they are the most convenient shopping destinations in the country.



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People's Leasing & Finance PLC

Union Chemicals Lanka PLC**Winner at****National Occupational Safety and Health Excellence Awards**

Dr. Mervyn Gunasekara, Chairman of Union Chemicals Lanka PLC Receiving Award From Hon. Gamini Lokuge Minister of Labour and Labour Relations.

Union Chemicals Lanka PLC emerged the Winner at the National Occupational Safety and Health Excellence Awards 2014 (Manufacturing Sector Medium Scale). Dr. Mervyn Gunasekera, Chairman of Union Chemicals Lanka PLC received the award from Hon. Gamini Lokuge, Minister of Labour and Labour Relations at the awards ceremony held at the BMICH on 20 October 2014. Mr. Gamini Gunasekera, Managing Director of the company was also present.



Converting Science to Technology

 **One Country. One Voice.**

EDUCATIONAL PROGRAMS/SEMINARS/EXHIBITIONS

International Exhibitions

- ◆ **RubberTech China & Reifen 2014 - 3rd December to 5th December 2014**
At Shanghai New International Expo center (SNIEC)
- ◆ **8th India Rubber Expo & Tyre Show 2014 - 15th January to 17th January 2015**
At Pragati Maidan - New delhi - India
- ◆ **Fruit Logistica 2015 - 4th February to 6th February 2015-**
At Market Inteligence Ltd- London
- ◆ **Tuscon Gem & Jewelry Show 2015 - 29th January to 9th February 2015**
At Tuscon Expo Centre - Tuscon
- ◆ **Ceramics Expo - 28th April to 30th April 2015**
At Cleveland , Ohio

Local Exhibitions

- ◆ **“Santastic Fair 2014** is being organized from 14-23 December 2014 at Sri Lanka Exhibition & Convention Centre (SLECC), Colombo.
- ◆ **“BMICH X’mas Shopping Expo ”** is being organized from 17-24 December 2014 at The Bandaranaike Memorial International Conference Hall (BMICH), Colombo
- ◆ **“Jewels 2014”** is being organized from 19-21 December 2014 at The Bandaranaike Memorial International Conference Hall (BMICH), Colombo
- ◆ **“Indian Shopping Festival 2014”** is being organized from 2-11 December 2014 at Sri Lanka Exhibition & Convention Centre (SLECC), Colombo.
- ◆ **“Wivaha Bridal Exhibition”** is being organized from 12-14 December 2014 at The Bandaranaike Memorial International Conference Hall (BMICH), Colombo.

Daily News

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