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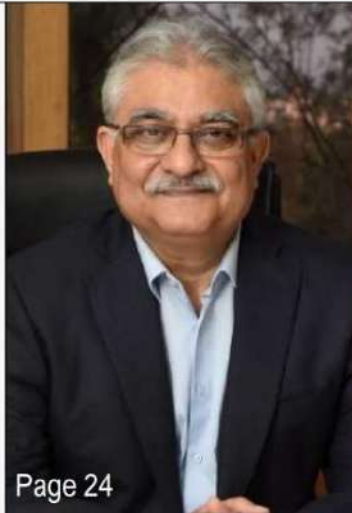
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Challenges In Getting Back On Track



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The mantra of every single person right now

- Reema Jogani, Director - Management, Reema Transport P. Ltd.

The entire world is currently fighting the COVID-19 pandemic together. India seems to have played safe by extending the lock-down several times and valuing human life over economic activity. And that is great but now it is time to slowly but surely come out of the lockdown and resume our various activities.

Reema Transport Pvt Ltd (RTPL) RTPL provides services in Western, Central & southern India. We provide Transportation services in both Ambient & Reefer categories. Our motto towards our various stakeholders' such as clients, employees, drivers, vendors, etc. has been safety first. Our major clientele consists of Customers

from industry Verticals such as Pharma, Chemicals, Confectionaries, FMCG, Packaging and Engineering. We are a Pharma Complaint Transport company and we have been awarded at various forums. We are ISO certified, GDP & CTPAT Compliant.

Challenges faced during Covid pandemic:

- During the initial lock-down, there was no activity but after a few days, clients reached out to us for emergency deliveries. But despite transport services being essential services, there were very few drivers available – for



Reema
TRANSPORT PVT. LTD.

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several reasons

- ❑ The families of drivers did not want them to be on the road and get exposed to the virus
- ❑ Those who were willing to come, were not able to reach office
- ❑ There were little to zero facilities available en-route - no food, water, etc.
- ❑ Roads were closed, vehicles were stopped, officials harassed the drivers even though they had all the necessary documents
- ❑ Return trips were almost non-existent due to an overall lack of business. This made trips unviable.
- ❑ Many vehicles remain stranded at the same locations as they were at when the lockdown was announced.
- ❑ Outsourced vehicles are not easily available but the few that are available are at a much higher cost.
- ❑ Lack of unskilled labour has also impacted loading and unloading not to mention supervising plant officials also not being present. This extended the duration of trips by 2 or 3 times.
- ❑ Clients stopped paying their dues, even some very large ones, many citing frivolous reasons. In today's day and age, making payments online is routine but it seemed that some were taking undue advantage of the situation. This has created great stress on cash-flows as we try to honor our commitments to our vendors.
- ❑ Honoring salary payments to drivers and employees despite of drop in business revenues and slow collections from customers.

Immediate changes and the way forward:

At RTPL we have already started adapting to the current scenario, a few of them are listed below:

- All our offices are sanitized (and shall continue to be regularly sanitized) before our employees start coming back to work.



- We have advised the staff to come on alternate days to ensure adequate distance between them
- A Few of the members who cannot come have been told to work from home and have been given laptops
- Employees are told to drink hot water with lime during regular intervals to ensure they have intake of Vitamin C. The same is provided to them.
- We have equipped our office with masks and infrared thermometers.
- Signage's for maintaining hygiene has been put in offices to remind employees to adhere to it
- We are getting into automation so that more and more employees can work from home. Regular trainings will be given to staff for the same.
- Persons visiting our office will be-temperature checked, will have to sanitize their hands and wear a mask
- The backbone of our industry, the drivers, has been provided with COVID kits. Regular training will be given to them to ensure they

are following the norms and are safe.

- Though all are drivers are not yet back, the few of them who were working with us in this crucial time, we had also provided them with extra money plus basic food requirements, COVID Kits, personal training on hygiene, social distancing and sanitization.

Going forward, we are going online for most of our processes –

- We are utilizing this time training our employees online to ensure they get used to working from home and also get educated on using the online ERP services.
- Educating drivers and employees to use electronic money for various transactions
- Build trust and ensure safety norms for drivers and employees. Give regular training on safety, Covid, etc and have one on one dialogue with drivers and employees to give them assurance of well-being.
- We are educating and encouraging clients to accept Digital POD's and Bills.
- Preparing for increased absenteeism
- Restricting non-essential travel and promoting flexible working arrangements
- Align IT systems and support to evolving work requirements
- Prepare succession plans for key executive



positions

- Close monitoring of cash flows to ensure liquidity at all times, by regular follow ups on receivables and there by making timely vendor payments

Lets hold hands and fight this pandemic. We are all together in this and this shall pass too. Always be positive.

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“Life imposes things on you that you can't control, but you still have the choice of how you're going to live through this.” - Celine Dion

