

National Logistics Excellence Award 2021



सत्यमेव जयते

Ministry of Commerce & Industry
Government of India



CJ Darcl Logistics Ltd.

**Category: Best Road Freight
Service Provider**

Rank : 1st Runner Up

SUMMARY OF BEST PRACTICES



OPERATIONAL EXCELLANCE	SUSTAINABLE PRACTICES	CERTIFICATIONS & COMPLIANCE	EMPLOYEE DEVELOPMENT & WELFARE	CUSTOMER SERVICES	TECHNOLOGY & INNOVATION
<ol style="list-style-type: none"> 1. Zero tolerance approach on fatality & collision. 2. Journey risk management. 3. Restriction on night driving. 4. Genuine vehicle deployment. 5. Vehicle check as per customer QC norms. 6. In transit crisis management. 7. Defensive driving training to fleet crew/pilots. 8. Vehicle tracking through GPS/SIM based mechanism. 9. Business continuity management during pandemic. 10. Deployment of delivery exec to minimize National loss. 	<ol style="list-style-type: none"> 1. Human & Labor Practices are driven with Global Ethical Trade Initiatives Codes for ensuring No discrimination, harassment and Child labor in our entire supply chain. 2. Health & Safety is driven by Occupational Health & Safety standards to ensure no adverse effect on Human assets. 3. Business Ethics is governed by Corporate Governance practices and entire stake holders are bound with the company Code of Conduct. 4. Environment aspects focused on Carbon Neutrality and strategical planning is going on with Grant Thornton to achieve Net Zero Carbon by 50% in 2030 and 100% in 2045. 	<p>CJ Darcl obtained globally recognized management system certificates-</p> <ol style="list-style-type: none"> 1. ISO 9001 for Quality Management Services. 2. ISO 45001 for Occupational Health & Safety Management Services. 3. ISO 14001 for Environment Management Services. 4. ECOVADIS compliant. 5. SEDEX compliant. 6. IBA – Indian Bank Association approved. 7. Dun & Brad certified. 	<ol style="list-style-type: none"> 1. Various learning & development programs for employees i.e. (BTP) Business Training Plan - for operational & behavioral coaching for branch staff & fleet crew / pilots. (TDP) - Talent development plan for middle management to enhance skills & personality development. (MDP) - Competency coaching for Senior management for alignment with company goals. 2. COVID Vaccination Drive for Employees. 3. Strong support to all employees during Pandemic – No single layoff. 4. Health Insurance for all employees 5. Monetary contribution for Employee’s marriages. 6. Hometown Travel Allowance once a year. 7. Scholarships for Employee’s kids on merit. 	<ol style="list-style-type: none"> 1. We provide 100% visibility to customers of their shipments through Control Tower & TMS. 2. We thrive to provide our customers for delivery in full having error free services. 3. Real time vehicle placement through our bidding platform. 4. One stop logistics solutions for all requirements of our customers i.e. Road/Rail/Air/Coastal /Multimodal/FF/W&D etc. 5. Cost Effective Logistics solutions. 	<ol style="list-style-type: none"> 1. State of Art Transport Management Solution deployment. 2. Technology driven Freight Management <ul style="list-style-type: none"> - Freight Intelligence - Route Excellence 3. Fleet Digitization. 4. Customer Partner connect through: <ul style="list-style-type: none"> - Customer Portal - Vendor Portal - Vendor Self Services on App - Scorecards for Vendor & Fleet Crew - Integration with Business Partners systems. 5. Data driven decision making & performance evaluation leveraging Power BI/AI based systems <ul style="list-style-type: none"> - Freight Digitization Platform - Intelligent Chat Bots - Enhanced Self Service 6. Technology Frameworks: <ul style="list-style-type: none"> - Using Agile product development methodology like SAFe. 7. Data Lake Implementation.

BEST PRACTICES – INITIATIVE 1

ZERO TOLERANCE APPROACH FOR FATALITY & COLLISION

BUSINESS IMPACT CREATED

1. Accidents and fatality case gone down significantly which resulted in saving of precious human life and national resources.

CALENDAR YEAR	TOTAL SHIPMENTS		
	SHIPMENT	ACCIDENTS	ACCIDENT/100 SHIPMENT
2015 & 2016	1082345	503	0.05
2017 & 2018	899059	379	0.04
2019 & 2020	1082185	363	0.03
2021 (Till Aug)	514488	122	0.02

2. Freight deduction on account of claim & premium of transit Insurance got decreased resulting in increased profits.

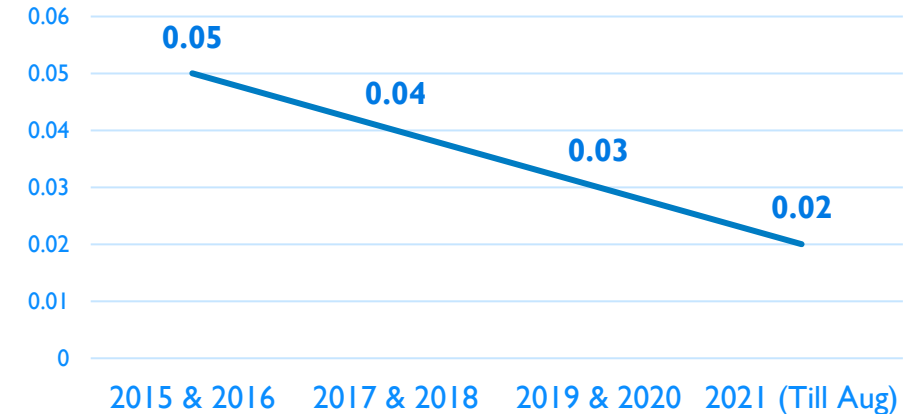
FIN. YEAR	TURNOVER	CLAIM DEDUCTED	CLAIM DEDUCTED %GE OVER TURNOVER	NET CLAIM INSURANCE PREMIUM PAID % V/S TURNOVER
2019-20	2380 Cr.	15.58 Cr.	0.65	0.17
2020-21	2868 Cr.	14.31 Cr.	0.50	0.11
2021-22	(Contd..) 1606 Cr.	5.36 Cr.	0.33	0.03

3. Increased customer satisfaction resulted in increased wallet share & customer's trust in all our service verticals.

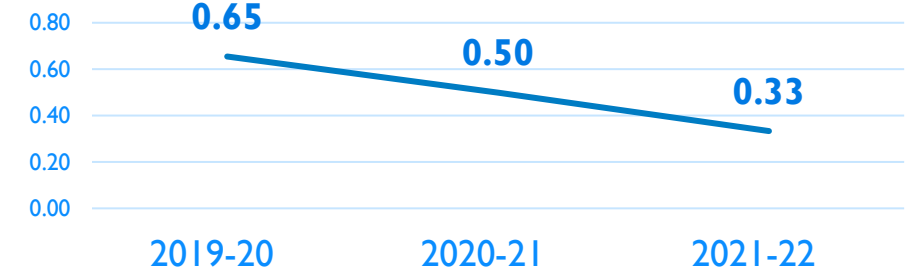
TRANSFORMATION POTENTIAL & SCALABILITY

Collaborated with safety security teams of valued key customers e.g. Nestle, TATA, Volvo etc. helping in fleet crew training for defensive driving enabling mentioned objectives as a whole for the organization & society.

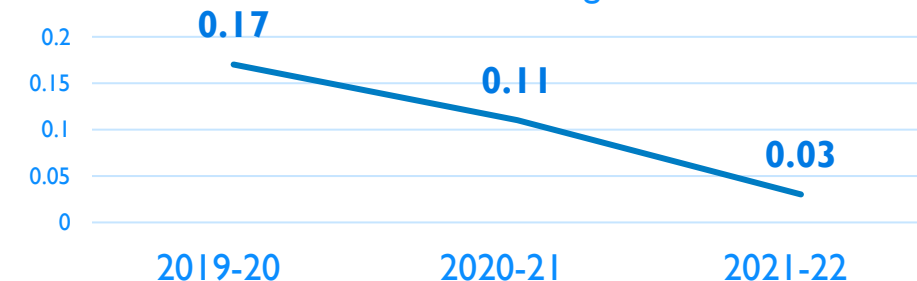
Accident/100 Shipment Ratio



Claim %ge Ratio over Turnover



Marine Insurance Premium %ge over Turnover



BEST PRACTICES – INITIATIVE 2



ADOPTION OF TECHNOLOGY TO TRANSFORM INDIAN LOGISTICS

BUSINESS IMPACT CREATED

1. 100% Visibility of Shipments enabling increased control & safety.
2. Ensure on-time delivery by enabling alerts & notifications in case of critical event i.e. Route diversion, over speeding, Idling for long time etc.
3. Vehicle Sourcing through our technology platform (CDO) enables competitive pricing.
4. eLR – Digitalization of LRs.
5. Auto E-Way bill validity date & Extension dates updating through system intelligence via auto QR scanning/Docket no.
6. E-POD / E-Invoicing to customers for faster & efficient processing.
7. Internal Ticketing System for timely resolution of customer issues.
8. System based freight forecasting considering all hard & soft constraints.

TRANSFORMATION POTENTIAL & SCALABILITY

1. Control Tower / TMS / Shipment Tracking Dashboards (Beta version) are successfully implemented. Implementation of Alpha version is in process.
2. Data driven decision making & performance evaluation leveraging Power BI/AI based systems - Freight Digitization Platform, Intelligent Chat Bots, Enhanced Self Service etc.
3. Technology Frameworks - Using Agile product development methodology like SAFe.
4. Data Lake Implementation.

The screenshot shows the 'Shipment' tracking interface on a mobile device. It displays a list of shipments with details such as location (PANIPAT, HOSHIARPUR, VAPI), Estimated Delivery Date (EDD), and last update time. Each shipment entry includes a vehicle number (e.g., PB07BR5324, DN09V9977) and a 'Call' button. The interface is clean and user-friendly, with a search bar at the top and a list of items below.

The screenshot shows the 'Find Loads' screen in the mobile application. It features a search bar for 'Hisar, Haryana' with a 25 Km radius. Below the search bar, there are options to 'Mark as favorite' and a prominent 'FIND LOADS' button. The 'Your Loads' section shows a list of available loads, including 'Hisar, Haryana' and 'Bhiwandi, Maharashtra'. Each load entry includes details like 'Lorry/Body Type', 'Capacity', 'Product', and 'Distance'. A 'Live Auction' section is also visible, showing '04h : 25m : 45s left' and a 'Place Bid' button.

The screenshot shows the 'Issue Tracking' dashboard in the web application. It features a search bar and a table of issues. The table has columns for 'Issue No', 'Issue', 'Assigned To', 'Related To', 'Current Status', and 'Sort By'. The first issue listed is 'ENTR0018030' with the description 'Vehicle Caught By Police' and a status of 'Delayed 140 days 11 hr'. The dashboard also includes a sidebar with navigation options like 'Live Tracking', 'Fleet Management', and 'Issue Tracking'.

CUSTOMER RETENTION & REORDER THROUGH KAMs

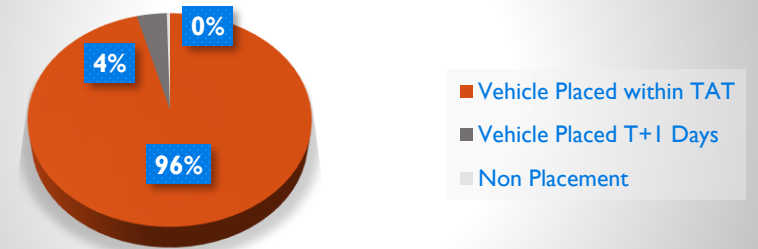
BUSINESS IMPACT CREATED

1. Appointing Local shipper KAM & National shipper KAM for all customers enabled increased service levels.
2. Effective In-transit crisis management.
3. RCA & CAPA in every service failure helps in restricting recurrence.
4. Proactively sharing service scorecards to valued key customers helps in increasing trust and confidence in our services.
5. Best solution offerings in customer's RFQs considering load optimization, route optimization & match back load.

TRANSFORMATION POTENTIAL & SCALABILITY

1. Constant thrive in improving customer satisfaction towards customer delight.
2. Meeting Customer service KPIs while understanding customer's SCM goals while keeping social & environmental responsibilities.

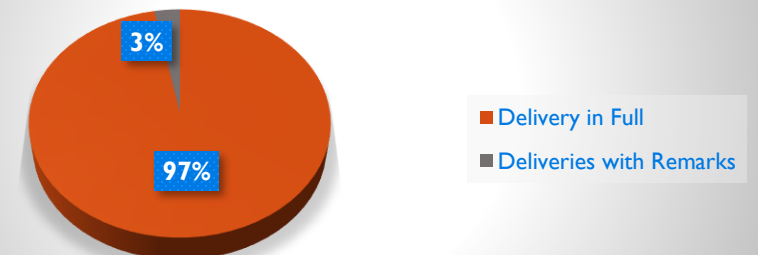
Placement Scorecard



Delivery Time Scorecard



Delivery in Full Scorecard



* CBD Business Vertical data for Aug'21

On Time Placement, Good Quality Vehicle, On Time and damaged free deliveries, Accurate and timely MIS are key Indicators to achieve the 100% customer satisfaction specially in Construction Equipment Road Transportation in difficult hilly & Mines terrain (Nonjtrai).

- ✓ Real time vehicle placement against requisition through our online platform
- ✓ Deployment of dedicated safety supervisor who ensures vehicle quality as per customer’s SOP, check driver’s profile, vehicle genuineness and give safety training before start of journey.
- ✓ Educating drivers by playing safety video and related materials in driver’s rest room.
- ✓ Resolved In-transit machine damage due to over height of machine with the help of sensors which would guide the driver of any obstacles ahead. This small alarm helps to the pilot to be careful while crossing through height barriers.
- ✓ Vehicles are tracked through both GPS & SIM based tracking systems, so that in case of any one’s tracking mode unavailability, tracking not lost due to optional technology availability.
- ✓ Digitization of all documents including eLR, E-POD, E-Invoicing, E-Way bill checking & notifications. Sharing all dashboards to customer for real time visibility.

Key Performance Indicators	Target	2021		
		Indents (Nos.)	Deviation (Nos.)	Performance (%)
Pickup Precision(with in 24 Hrs.)	98%	899	13	99%
Delivery Precision	98%	899	20	98%
Safety & Accident Free*	100%	899	1	100%
Vehicle Quality	100%	899	0	100%
Vehicle Nos. Replacement	100%	899	0	100%
Quality Communication	100%	899	0	100%
Transit Document Quality	100%	899	0	100%
Emission Norms (Sustainability)	100%	899	0	100%

Special care due to:-

- Highest delivery standards
- Zero tolerance for even any scratch
- Time Bound delivery
- End to End tracking through specialized and trained manpower
- Proper Insurance Coverage
- Single window Dashboard.
- Sensor based technology to reduce the cases of over height damages.

Our performance has been over 98% consistently from past 2 years. We have gained our customer confidence and trust and we both proudly feel that we have achieved something remarkable together. As a result, we are currently handling over 90% of their outbound movements.



Thank you

