



Internship Report on Overview of Facilities Operations in British American Tobacco Bangladesh

Submitted to

Islamic University of Technology
in partial fulfillment of the requirements for the degree of
BBA in Business and Technology Management (BTM)

Submitted by:

I understand that my final report will become part of the permanent collection of the Islamic University of Technology BBA in Business and Technology Management Program. My signature below authorizes release of my final report to any reader upon request.

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A BETTER TOMORROW

Overview of Facility Operations in British American Tobacco Bangladesh

Internship Report



LETTER OF TRANSMITTAL

Date: 21th April, 2022

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Subject: Internship Report on “Overview of Facilities Operations in British American Tobacco Bangladesh (BATB)”

Respected Sir,

As per the requirement by BBA in Technology Management program, under the department of Business and Technology Management at IUT, I have completed my credited internship at British American Tobacco Bangladesh, and based on that experience I have prepared a report titled, “**Overview of Facilities Operations in British American Tobacco Bangladesh (BATB)**”. My internship period in that organization was about four months which was from 1st December, 2021 to 31st March, 2022. I sincerely hope that this report satisfies the overall objectives directed to complete the internship program successfully and gets your kind attention for acceptance. I did my best to finish the report using the relevant data in the most efficient and feasible manner.

I appreciate your invaluable assistance and kind cooperation in every aspect of my work on this report. I will remain extremely grateful to you forever, if you could please take some time to read through the report and evaluate my work.

Sincerely yours,

Md. Muhtasim Azad
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ACKNOWLEDGEMENT

First of all, I am really grateful to be a part of a prominent department like BTM. I would like to thank from the bottom of my heart to my report supervisor Mrs. Farjana Nasrin, honorable faculty member of BTM Department, IUT, who helped me and gave me a proper direction and guideline to come up with this report. It was really a matter of glad for me to work on this particular topic. I have prepared this report as an integral part of the BBA in Technology Management program under the Department of Business and Technology Management, Islamic University of Technology. I am highly indebted to people for their kind advice, suggestions, direction and cooperation that has allowed me to come up with an excellent experience and this fruitful report. I am very grateful to my honorable faculty for giving me the exact direction and proper guidance. It was an amazing experience to work at British American Tobacco Bangladesh (BATB) and complete my internship under their guidance. Everyone in BATB for being so supportive and cooperative throughout my internship experience and I will remain forever grateful to them.

Here, it's my honor to get the opportunity to work with my internship supervisor at the host site, Mr. Nazran Zubaer, (Facilities Operations Manager) and I am very grateful for enlightening me on all the basics of my tasks and patiently explaining me every elaborate detail and guiding me throughout my internship timeline. During this internship period, I have learnt a lot of things from him that will undoubtedly assist me in growing and advancing my career goals. I'd want to extend my warmest wishes to Faiza Sultana (Marketing Skills & Sourcing Officer), as well. In addition, I am also very thankful to my BATB internship colleagues from other departments, as well as my friends, who motivated me in numerous ways to complete the report and the course.

EXECUTIVE SUMMARY

This internship report is based on my experience throughout the internship period to fulfill my graduation from the department of Business and Technology Management. It has been a great opportunity for me to have the chance to complete my internship in British American Tobacco Bangladesh (BATB). Through this report submission, I have summarized all the knowledge and experience I have gained by working here. I was recruited under the direct facilities operations department to function on various parts of Green Terrace, Shift Office and Gatehouse projects. Facilities Operations is all about managing the convenience of the work place, with every supplier in order to keep the organization's production workflow smoother. Pandemic has brought challenges and obstacles for operation of every business so the operation facilities department of BAT Bangladesh ensures that all the operations are in proper function even in this down time.

The objective of this study is to examine the overview of functional process Facility Operations. It is a sub-division of Operations. British American Tobacco Bangladesh consistently provided great results in the facilities and project management sectors throughout its history. As a result, their facility operations procedure must have a solid and valid proposition. I have given a summary of this report and how it is prepared in the first part of the report, and in the second part of the report, I have glorified British American Tobacco Bangladesh with its industrial position and market share. The third section contains an idea of the tobacco industry, and the fourth section discusses the entire cycle of facilities and project management where I worked. Finally, the second to last and final section of this report discusses the responsibilities and learnings of myself from this internship period, obstacles I've faced, solutions to the short comings and some suggestions based on my personal experience and understanding.

Along with this, I maintained the weekly journal of my workings regularly and generated a power point list of necessary documents.

I've included flowcharts of several projects' working processes, samples from internship works, graphical representations, and a lot of technical aspects in the analysis and interpretation section. British American Tobacco Bangladesh's Operations Department is the company's main division. Under this department the Engineering function, is doing a critical part in constructing projects more effectively. The entire approach has been outlined in detail in the report so that the report reader gets a transparent idea of how the facilities wing operates. By doing internship

in this company for the past four months, I've learned about the tobacco industry and how the entire organization operates to a great extent. Facility operations are also important for providing facilities and project management for industries, office spaces, and complexes. This report is an excellent resource for learning about the Engineering and Site Services cycle of facilities and project management.

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SECTION 1: INTRODUCTION



1.1 ORIGIN OF THE REPORT

As per the academic guideline of Islamic University of Technology (IUT), internship is a compulsory requirement for the graduating students from the department of Business and Technology Management at IUT. In the internship program, I was enrolled as an intern at an organization named British American Tobacco Bangladesh Limited at Mohakhali DOHS, Dhaka, for 12 weeks. Accordingly, I have prepared my report on Facilities Operations and its procedure of BAT Bangladesh.

1.2 BACKGROUND STUDY OF THE REPORT

Any course of academic curriculum is worth a lot more when it can be put to use in the real world. Only a little amount of theoretical knowledge is useful unless it can be used in real-life situations. As a result, we must put our theoretical knowledge into practice in order to reap the benefits. To make it more fruitful when we involve ourselves in such a sector to make proper use of our theoretical knowledge in our practical lives, such an application is only made feasible through internship. The title of the internship report is "British American Tobacco Bangladesh (BATB) Facilities Operations Overview." This subject will be more important in my practical life as a BBA student. As part of my academic requirements, I completed an internship report at BAT Bangladesh's Mohakhali DOHS in Dhaka.

1.3 OBJECTIVE OF THE REPORT

Through these three months journey, I would expect to find out how a global company manages and conducts its facilities to maintain the efficiency of the business. BAT B is a manufacturing business operation through different offices and factories all around Bangladesh. The scope of study will allow me to find out how the facility operations department is bridging the gap between the manufacturing and administration process, to maintain efficiency and productivity by ensuring profit for the business.

1.4 SIGNIFICANCE OF THE REPORT

Despite majoring in marketing, I choose to experience Operations in my internship program. The purpose for choosing this specific department is to learn from a different field of knowledge to enhance my scope of nurturing my career opportunities. BAT B is associated with tobacco production and in this particular business the scope of marketing is limited, since it is not yet for the promotional activities of tobacco products in Bangladesh for the promotional activities of tobacco products. Facility operations would enable me to learn and observe how

such a big organization manages its facilities to run the business efficiently, ensuring safety and profit for the business and its stakeholders. It focuses more on prevention than treatment. Analyzes the risks and needs before time and comes up with productive solution.

1.5 METHODOLOGY OF THE REPORT

From topic selection to final report preparation, the study necessitates a systematic approach. To conduct the research, data sources must be discovered and collected, then sorted, evaluated, interpreted, and presented in a logical order, with essential points recognized. The methodology's general procedure is outlined on the next page.

Topic Determination: The topic of the study was assigned by supervisor. Before assigning the topic, it was discussed with me so that a well-organized report can be prepared.

Identification of sources of Data: The primary and secondary data sources that will be required to complete the study are identified. Primary data is employed to meet the need, and the study also necessitates interviewing officials and workers. Secondary data was also necessary for the report. Primary and secondary sources were used to compile the data for this research

The following are the key data sources: Direct collaboration with British American Tobacco officials in Bangladesh (BATB).

- ✓ Conversations with cops and personnel on a one-on-one basis.
- ✓ Direct communication with vendors.
- ✓ Practical work experience in a variety of roles.

The following are secondary data sources:

- ✓ Yearly Report 2020 of British American Tobacco Bangladesh.
- ✓ Theoretical works on operations management.
- ✓ British American Tobacco Bangladesh's website (BATB).

1.6 LIMITATIONS OF THE REPORT

By definition, every comprehensive study has some limitations. The research I conducted is really important, and it took a lot of time and effort on my part. The following are the limiting elements that inhibited my smooth working in BATB and, ultimately, in preparing this report:

- ✓ Only 12 weeks were not enough to collect and comprehend all actions relating to an MNC's operations.

- ✓ Because of their confidentiality, the authorities were unable to provide us with precise data in the research areas.
- ✓ Because of their jobs, my line manager and supervisor were unable to provide appropriate time. The analyst's personal perspective is used to interpret and draw conclusions about the study's findings.

SECTION 2: COMPANY OVERVIEW



2.1 INDUSTRY OF TOBACCO BUSINESS IN BANGLADESH

In 2020, the worldwide tobacco market was estimated to be worth \$932.11 billion, with a growing growth rate. It is a clear fact that the global number of smokers is increasing. The situation in Bangladesh is not all that dissimilar. In our country, the tobacco business is dominated by two major players. British American Tobacco Bangladesh (BATB) and Japan

| Segment | Premium | Medium | Low | Very low | Total |
|---------|---------|--------|-------|----------|-------|
| Share % | 5.4 | 18.17 | 54.68 | 21.75 | 100 |

Tobacco International (JTI) are two of the biggest major players in the tobacco industry of Bangladesh. Basically, we can divide this tobacco industry in Bangladesh into the segments given below:

According to the research and analysis, in the year 2019, Bangladesh sold approximately 83.5 billion cigarette sticks. The amount is second highest in the world in comparison to 36 countries whereas, China is the top one by their sell of around 85.5 billion sticks. So, the view is clear that consumption of cigarette sticks in Bangladesh is increasing day by day.




2.2 BRIEF HISTORY OF BAT B

Imperial Tobacco Company Ltd, which later became British American Tobacco, Bangladesh (BATB) launched its business in this Indian subcontinent in the first decade of Nineteenth Century (1910). They renamed themselves again in March 1998, becoming British American Tobacco Bangladesh (BATB). BATB is very much renowned and one of the biggest and pioneer multinational corporations in our country. 65.91 percent of BATB's stock is owned by The British American Tobacco Group. The government of Bangladesh controls 26.57 percent of the company through various of its agencies, while other shareholders possess 7.52 percent. The Dhaka and Chittagong stock exchanges both have BATB listed. The Board of Directors is made up of nine people. This company has created its position very strongly as a leader in its industry, by employing nearly 12,000 people directly and another 60,000 indirectly through farmers, vendors, and suppliers. According to recent results, BATB sold about 34 million tobacco sticks between January 2021 and June 2021. It is currently one of the top ten corporations in terms of market valuation, as well as one of Bangladesh's largest tax payers.

2.3 PRODUCT LINES OF BATB

BATB has established various segmentations in terms of their products offerings. They mainly differentiated their product flow in three different sectors.

1. The Premium Range Products
2. Medium Range Products
3. Low Range Products

| Brands | | |
|---|---|---|
|  |  |  |
|  |  |  |
|  |  |  |
|  | | |

Premium Range: Benson & Hedges (B&H) has maintained market dominance in the Premium sector since its inception in 1997. In this regard, the growth of the Premium price segment cigarettes is upgraded by B&H in Bangladesh. Bangladesh has quickly risen to become one of the world's leading Benson & Hedges market holders, according to British American Tobacco. This brand, which has a wide range of product offerings, has had market dominance in this particular area of premium tobacco since its inception.

B&H Platinum, their most recent addition for 2018, is the company's first-ever tube filter option in the luxury segment.

Medium range: The John Player gold leaf cigarette, which was first introduced in 1980, is one of BTAB's most popular products. The new cigarette with its advance filtration is prepared to supply smokers an enjoyable experience of smoking with its full-bodied flavor. In recent days, John Player segment was freshly introduced with two new variants – John Player Switch and John Player Special.

Low Range: Star cigarette, which was launched in 1964, more than 56 years ago and still remains a market dominator as a brand in this tobacco industry. Another brand had introduced back in 2012 under Star series which was named as Star Next. This Star series achieves the leading name in this segment with their excellence in performance. Moreover, BATB has launched a new cigarette brand Royals in the month of July, 2019. There are three different cigarettes available under this brand in the marketplace, 1) Royals Gold, 2) Royals NEXT and 3) Royals LS. This Royals brand has already built its reputation in the consumers mind and adding value to the price. BATB also have other names under this low range segment like pilot, derby and Hollywood.

New brand: “Lucky Strike” a new brand under the same category of tobacco has been recently launched in 2020. In order to satisfy customers flavored cigarettes are being introduced. Two flavors are launched. Each stick costs Tk.10.

2.4 SWOT ANALYSIS

SWOT analysis can identify the most crucial issues that affect the operation of any business, both internally and externally. Internal factors are utilized to determine the organization's overall strength and weakness, while thorough scanning of the external environment and variables can reveal all risks and opportunities. British American Tobacco Bangladesh also conducts a SWOT analysis, which is outlined below:

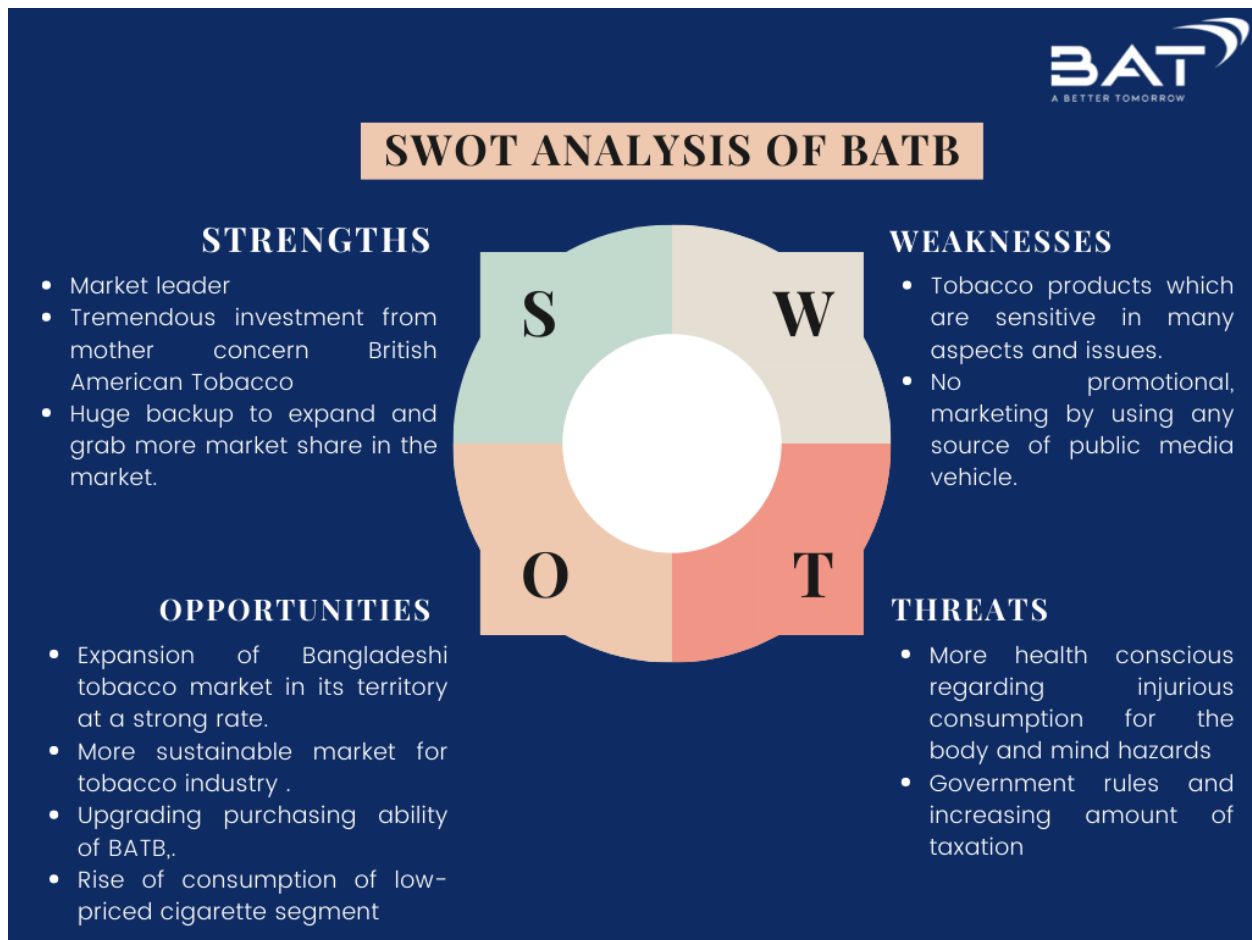


Figure 1- Swot Analysis of BATB

SWOT analysis can identify the most crucial issues that affect the operation of any business, both internally and externally. Internal factors are utilized to determine the organization's overall strength and weakness, while thorough scanning of the external environment and variables can reveal all risks and opportunities. British American Tobacco Bangladesh also conducts a SWOT analysis, which is outlined below:

Strength: In the tobacco industry Bangladesh, there is a high range of regulations, high range of costs and high level of entry barriers. As a result, the new entrants face a huge barrier to compete and survive in the existing business. BATB has become market leader in these days. On the other hand, BATB has the tremendous amount of investment from its mother concern British American Tobacco which helps them to expand and grab more market share in the market.

Weakness: BATB has to deal with the tobacco products which are sensitive in many aspects and issues. Moreover, they cannot go for any promotional, marketing of their products by using any source of public media vehicle.

Opportunity: The Bangladeshi tobacco market is expanding its territory at a strong rate. As per various reports, the sale percentage of all tobacco products, basically 68% of them is Biri and rest of the 32% is cigarette. But in these recent days, with the increasing GDP and per capital income (PCI) of the country along with up gradating purchasing ability of BATB, overall consumption of low-priced cigarette segment has risen by 26% since 2011. So, this is making the market more sustainable for tobacco industry and doors of opportunities are opening for BATB.

Threat: Now-a-days, people have become more health conscious regarding injurious consumption for the body and mind hazards. This could be a point of threat for tobacco industry. On the other hand, government rules and increasing amount of taxation also hampers the tobacco segmentation process.

2.5 PORTER'S FIVE FORCES ANALYSIS

Managers at British American Tobacco use Porter Five Factors to understand how profitability is affected by the five forces competing in the market and to develop a strategy for gaining a competitive advantage, profitability and sustainability in the Personal & Household Goods business. The Porter Five Forces framework is a comprehensive strategy framework that separates rational decision from a mere competition analysis. The Porter Five Forces model examines how British American Tobacco might gain a long-term competitive edge in the Personal and Household Goods industry. Managers at British American Tobacco can use

| | |
|---|---|
| <p>How British American Tobacco tackle the threats of new entrants-</p> | <ul style="list-style-type: none"> • By innovating new products and services, British American Tobacco hold old customers and also brings new customers • By building economies of scale so that it can lower the fixed cost per unit. • Building capacities and spending money on research and development. New entrants are less likely to enter a dynamic industry where the established players such as British American Tobacco keep defining the standards regularly. |
| <p>How British American Tobacco can tackle Bargaining Power of the Suppliers:</p> | <ul style="list-style-type: none"> • By building efficient supply chain with multiple suppliers. • By experimenting with product designs using different materials so that if the prices go up of one raw material then company can shift to another. • Developing dedicated suppliers whose business depends upon the firm. One of the lessons British American Tobacco can learn from Wal-Mart and Nike is how these companies developed third party manufacturers whose business solely depends on them thus creating a scenario where these third party manufacturers have significantly less bargaining power compare to Wal-Mart and Nike. |
| <p>How British American Tobacco Plc can tackle the Bargaining Power of Buyers:</p> | <ul style="list-style-type: none"> • By building a large base of customers. This will be helpful in two ways. It will reduce the bargaining power of the buyers plus it will provide an opportunity to the firm to streamline its sales and production process. • By rapidly innovating new products. Customers often seek discounts and offerings on established products so if British American Tobacco Plc keep on coming up with new products then it can limit the bargaining power of buyers. • New products will also reduce the defection of existing customers of British American Tobacco Plc to its competitors. |
| <p>How British American Tobacco can tackle the Threat of Substitute Products / Services</p> | <ul style="list-style-type: none"> • By being service oriented rather than just product oriented. • By understanding the core need of the customer rather than what the customer is buying. • By increasing the switching cost for the customers. |
| <p>How British American Tobacco Plc can tackle Intense Rivalry among the Existing Competitors in Personal & Household Goods</p> | <ul style="list-style-type: none"> • By building a sustainable differentiation • By building scale so that it can compete better • Collaborating with competitors to increase the market size rather than just competing for small market. |

Figure 2- Porter's Five Forces Analysis of BATB

Porter's Five Forces to build a strategic position not just in the Personal & Household Goods market, but across the whole Consumer Goods industry.

2.6 PESTLE ANALYSIS

PESTLE Analysis is a macro environmental framework for understanding the impact of external influences on an organization and is used as a strategic analysis approach. Some analysts also added legal and environmental aspects, and the analysis became known as PESTLE Analysis. The following are BAT's PESTLE analyses:



Figure 3- PESTEL Analysis of BATB

SECTION 3: INDUSTRY ANALYSIS



3.1 INDUSTRY OVERVIEW OF TOBACCO BUSINESS IN BANGLADESH

Tobacco manufacturing industries are regarded as one of the most profitable ones on the planet. According to Statista, the global tobacco industry will be worth more than 760 billion dollars by 2020. By 2025, the value is estimated to approach 888 billion dollars. During the epidemic,

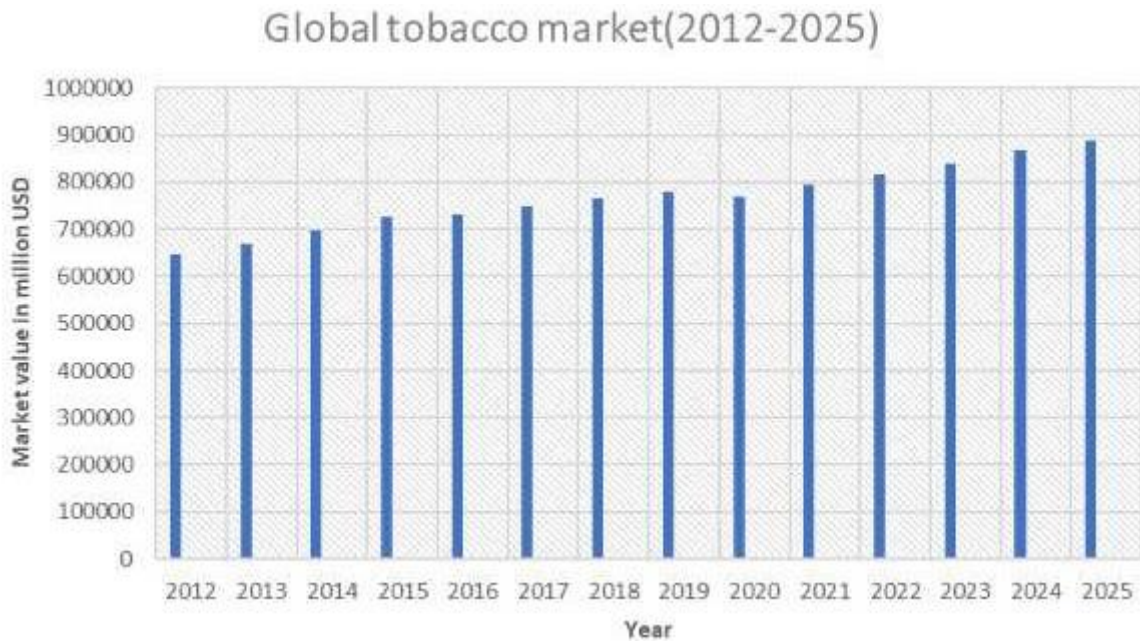


Figure 4- Market Share of Tobacco Industry

although other businesses experienced sluggish demand, tobacco product sales increased due to lockdowns. As a result, the pandemic had only a minor impact on the industry.

Bangladesh, a country with a land area of only 147,570 square kilometers, has the world's seventh largest tobacco market. The country's tobacco consumer base is massive, with 37.8 million persons aged 15 and up. Furthermore, cigarette production in the country is expanding at a 2% annual rate. 7 Bangladesh has the second-highest retail cigarette sales among the 36 nations mentioned in the Tobacco Transformation Index 2020, with roughly 83.5 billion cigarette sticks sold in 2018.

3.2 THE DEMAND DRIVERS OF TOBACCO INDUSTRY

British American Tobacco Bangladesh (BATB), which has a market share of 66.6 percent, and a market share of 20.5 percent belongs to Dhaka Tobacco Industries, which is part of the Akij group. These two dominate the tobacco market in Bangladesh. There are some other major players which are: Abul Khair Leaf Tobacco (AKLTL), Alpha Tobacco Company (ATC),

Nasir Gold Tobacco Company (NTC), and Sonali Tobacco. These are some of the smaller local tobacco companies.

The global tobacco industry is one of the fastest-growing industries on the planet. Despite knowing that tobacco products cause irreversible harm, the educated class is the industry's largest consumer. There are various factors that have contributed to this increase in demand. The following diagram depicts the primary demand drivers for tobacco products:

1. Tobacco demand has recently increased internationally, from developed to emerging countries. This increase is due to a growing population, rising consumer income levels, and lax government regulations, among other factors.
2. Several premium tobacco products have been released in recent years, resulting in a good forecast for the tobacco market's growth.
3. Tobacco firms devote a significant number of resources to research and development. As a result, goods with lower toxicant levels are being introduced, attracting a bigger consumer base.

Despite public uproar that tobacco causes fatal damage to the human body, demand for the product continued to rise. It also has a negative impact on the ecosystem. The entire process, from cultivating tobacco to distributing it to shops, causes irreversible environmental damage. Forests are burned to plant tobacco, resulting in deforestation. Furthermore, the production of tobacco necessitates a considerable amount of energy, water, and other resources, resulting in environmental impact. Tobacco use contributes to increased carbon emissions. Second-hand smoke (made by burning tobacco products) comprises 7,000 hazardous compounds that damage both indoor and outdoor areas when people smoke cigarettes. Tobacco wastes are dispersed throughout the environment, causing irreversible harm to wildlife.

The Bangladeshi government created a series of legislation to limit tobacco use in the country, for example in 2003 the Framework Convention on Tobacco Control (FCTC) was introduced. Also, in 2005 the Smoking and Tobacco Products Usages (Control) Act, and so on were regulated, in response to the potential danger. Smoking is now forbidden in all public venues and public transportation as a result of these laws. Regrettably, the legislation is inevitably disregarded. Rather, smoking in public areas and on public transportation has become a common occurrence that is, to some extent, unpleasant. As a result, tobacco control legislation has had little impact on the tobacco industry.

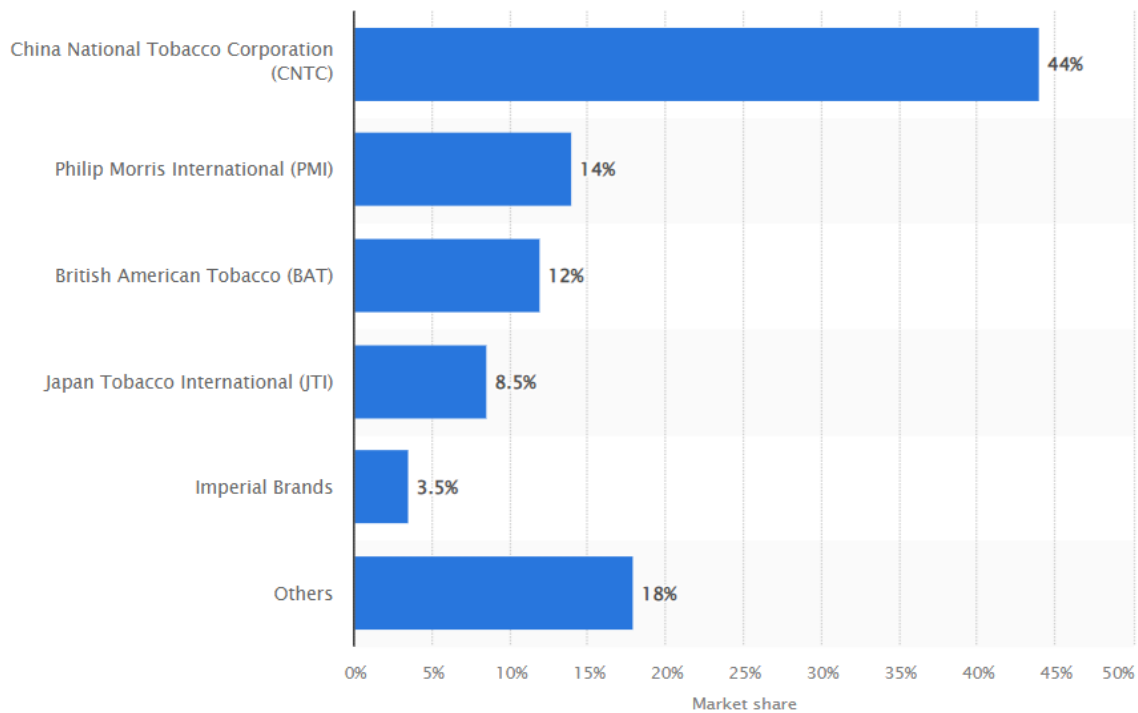


Figure 5- Tobacco industry market shares worldwide as of 2019, by company

3.3 COMPETITORS OF BATB

British American Tobacco Bangladesh is the industry's dominant participant in terms of core product tobacco. Despite this, another multinational cigarette brand, Japan American Tobacco (JTI), has joined the Bangladesh market. As a result, they are regarded as a major industrial competitor for BATB.

British American Tobacco (with 66.6 percent of the cigarette market by volume) and Dhaka Tobacco Industries (under the Akij Group) are Bangladesh's two largest tobacco corporations (with 20.5 percent of the cigarette market). Dhaka Tobacco Industries sells Philip Morris International's products in Bangladesh, and Japan Tobacco Inc strengthened its position in the country by acquiring Akij Group in 2018. Abul Khair Leaf Tobacco, Alpha Tobacco Company, Nasir Gold Tobacco Company, and Sonali Tobacco are some of the smaller local tobacco companies. In 2018, Bangladesh sold 91.6 billion cigarettes.

In Bangladesh, there are primarily two tobacco industry. The industry is represented by the Bangladesh Cigarette Manufacturers Association (BCMA) and Bangladesh Biri Manufacturers Association (BBMA). When it comes to the fundamental business of tobacco, these are all competitors of BATB.

| | |
|---|---------------------------------------|
| Bangladesh's major cigarette manufacturers are: | ✓ British American Tobacco Bangladesh |
| | ✓ Abul Khair Tobacco |
| | ✓ Japan Tobacco Industries |
| | ✓ Azizudin Industries |
| | ✓ Nasir Tobacco and |
| | ✓ New Age Tobacco |
| Major Biri manufacturers | ✓ Akij Biri |
| | ✓ Nasir Biri |
| | ✓ Abul Biri |
| | ✓ Aziz Biri and |
| | ✓ Karigar Biri |

Figure 6- Major Cigarette and Biri Manufacturers in Bangladesh

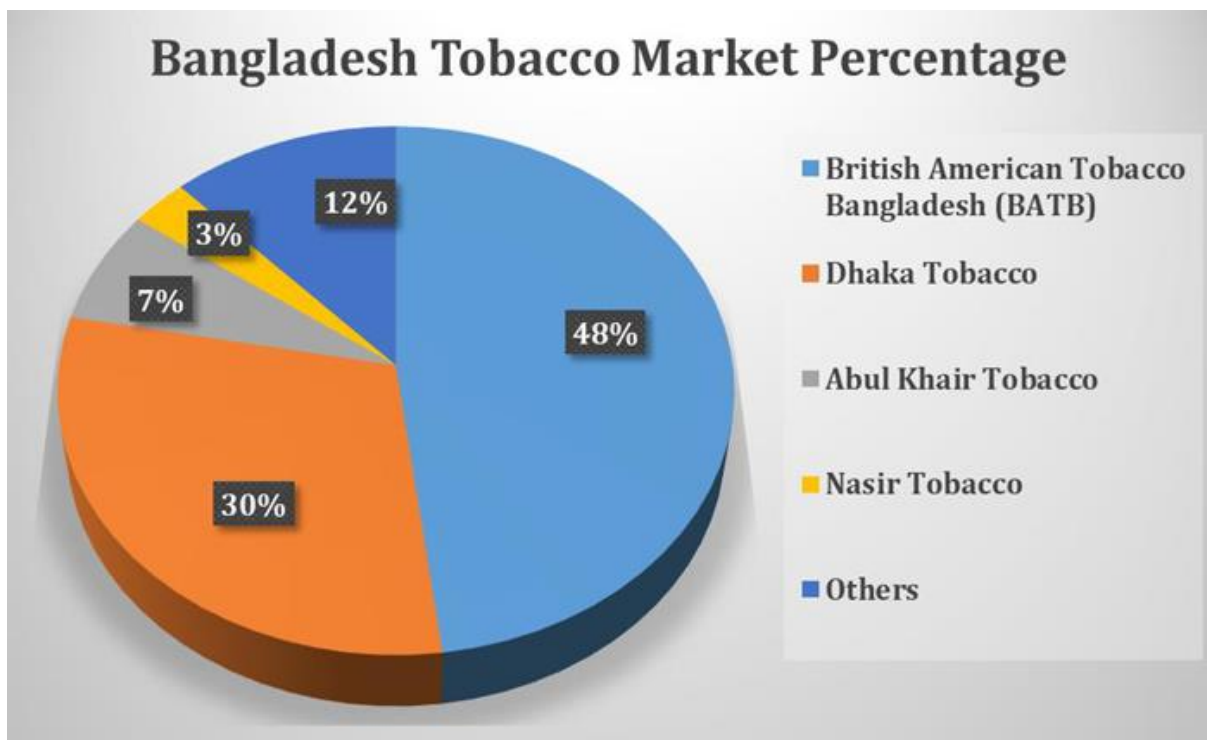


Figure 7- Market Share of Different Brands in Bangladesh Cigarette Market. (Source: BATB)

SECTION 4: DESCRIPTION OF MAIN DUTIES



Before providing the description of my main duties and responsibilities, I would like to give an overview about the function I have worked on which is operations and I would dig into some detail activities of my team Facility operations. This overview would give a comprehensive idea about the role and responsibilities on the host site of my internship.

4.1 OPERATIONS IN BATB

Operations is the largest and the most versatile department of British American Tobacco. Here Manufacturing is the largest sub-department and under this function the whole productions works. The operations in not only confined in the Dhaka factory, it is also expanded no in the Savar factory which is called the Auctus project, GLT which is the heart of leaf operations situated in Kushtia and Jhinaidah where tobacco plants are nurtured.

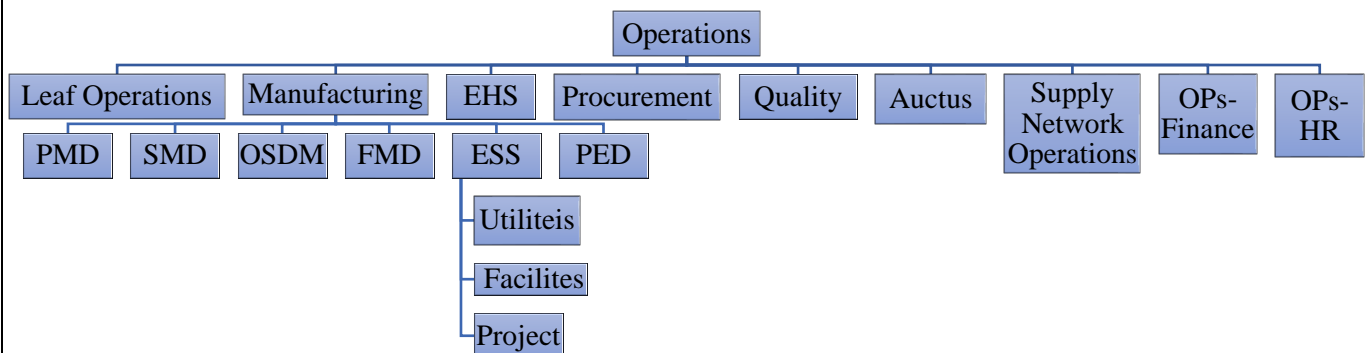


Figure 6- Functions Under the whole operations department

4.2 DEPARTMENT OF ESS (ENGINEERING SITES AND SERVICES)

Engineering Sites and services is under the manufacturing department which is basically designated to provide all kinds of engineering supports in the whole BAT Bangladesh. Here, there are three teams which are designated for three types of responsibilities:

Table: ESS sub-Units

| | |
|-----------------|--|
| Facilities team | Ensures seamless facility to be provided in the whole office, factory and compound. Also responsible for new projects inside office and compound areas, mostly renovation works. |
| Utilites team | Provides all kinds utilities services including power, mechanical and process in the office, factory and compound |
| Project team | Works on every new project and bringing new milestones for the company. |



Figure 7- Structure of ESS Department

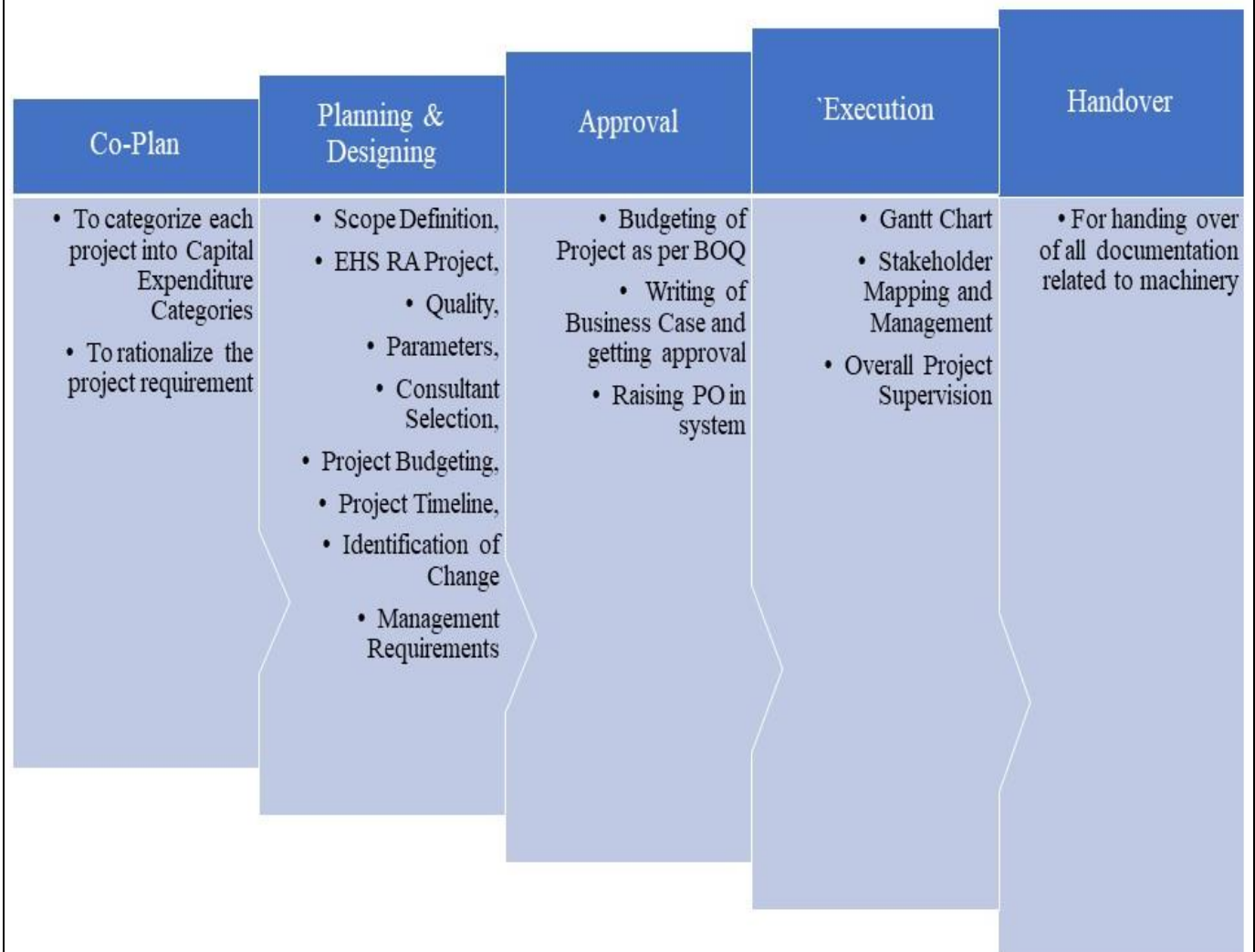


Figure 8- Responsibilities of ESS Department

4.3 FACILITIES OPERATIONS OF BAT B

Facility operations is the department that facilitates each and all services and facilities in the office and compound areas at BATB. This is a team of five people and these five people ensures the seamless facilities in all office areas and compounds all over Bangladesh. These are also designated teams in outside Dhaka offices for facility operations. But this team of Dhaka factory supervises all other facility teams in terms of providing services. The hierarchy of facilities team is that:

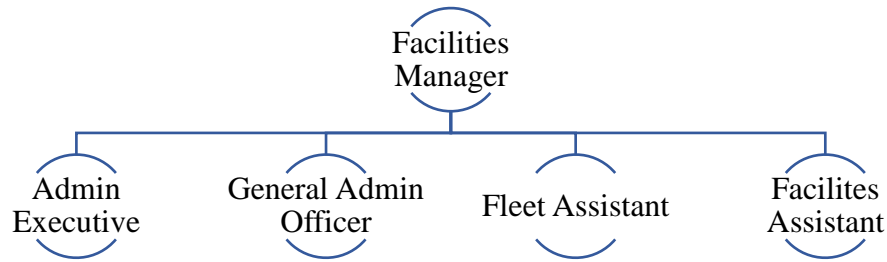


Figure 9- Hierarchy of Facilities Management Team

During my internship, I have worked under this team and their work scope is so huge that I have gone through many significant experiences from coordinating facility services in the office factory and compound to working on different projects. Let me breakdown the responsibilities of the team in which I worked.

Table 1- Responsibilities of Admin Executive

| |
|---|
| 1. Prepare following year budget |
| 2. Prepare future strategy |
| 3. Implementation of Digitalization strategy including ESG Strategy, Implementation of IWS, Digital Journey, Future Fit Factory & Compound, IFM |
| 4. Cost saving Initiatives |
| 5. Project planning to implementation |
| 6. BAU Activities |
| 7. Factory roof maintenance |
| 8. Visit management |
| 9. Audit management |
| 10. Agreement initiation |
| 11. Documentation process |
| 12. Team work supervision |
| 13. Man power management |
| 14. Vendor management |
| 15. Head office management |

Table 2- Responsibilities of General Admin Officer

| |
|---|
| 1. Coordinate all facilities of GM Residence and compound areas |
|---|

| |
|---|
| 2. Coordinate the Expatriates from management functions- visa, work permit, Family employment & accommodation, hotel, residence, children schooling, wellbeing and everything |
| 3. Receptionist |
| 4. Tennis Court Maintenance |
| 5. Coordinate billing cycle for the full ESS team |
| 6. Stakeholder management at Cant. Board, NSI, SB Police, Passport office, BIDA |

Table 3- Responsibilities of Fleet Assistant

| |
|--|
| 1. Supervise overall pool Vehicle Services for daily operation |
| 2. Vehicle allocation or vehicle requisition, managing maintenance, supervise drivers regarding route Plan and process bills |
| 3. Oversee renewal of vehicle documents (Insurance, tax-token, fitness) of the vehicle for all Pool and benefit cars |
| 4. Weekly and monthly reporting all pool and benefit car performance (to monitor fuel, maintenance cost & Safe Driving through Telematics) |
| 5. Acting as a coordinating point for all management level regarding pool vehicle |
| 6. Raising Purchase Order & Process bills of vendors timely to support ESS department |
| 7. Manage overall housekeeping, road repairing & maintenance of South Garden Area |
| 8. Supervise Chauffer management including recruitment, induction training, manage medical test and performance monitoring |
| 9. Managing overall Parking system |
| 10. Supervise overall briquetting operation |
| 11. Briquetting room all types of civil & electrical maintenance & repairing. |
| 12. Briefing DF Pool Drivers from EHS Perspective |

Table 4- Responsibilities of Facilities Assistant

| |
|---|
| 1. Ensure DF Compound Housekeeping |
| 2. Monitor & Execute All kind of Civil Works of DF Compound Area |
| 3. Supervise & Follow Up Repairing & Maintenance of DF Compound Area. |
| 4. Manage overall housekeeping & maintenance of Cricket Field & Tennis Court. |

| |
|---|
| 5. Manage scrap disposal and waste management of DF |
| 6. Supervise gardening and landscaping initiatives in Dhaka factory compound |
| 7. Manage overall housekeeping, road repairing & maintenance of South Garden Area |
| 8. Ensure & execute Compound Pest Control process |
| 9. Supervise Compound area sewerage lines, Rain water pits & ETP Drain Lines cleaning & repairing. |
| 10. Monitor & Execute All kind of Civil Works of Dhaka Factory |
| 11. Ensure Dhaka Factory Washroom housekeeping, Plumbing & Electrical works |
| 12. Supervise & Follow Up Repairing & Maintenance of Dhaka Factory Floor & Walls |
| 13. DF Change room & Contractor Canteen all types of civil, plumbing & electrical maintenance & repairing. |
| 14. Ensure & Follow up Gate House, TTC, Contractor Shed, Factory DDS Room, PMD Office, PMD Supervisor Office, Quality Office & PED Workshop Housekeeping. |

The facilities manager is the one who looks after the roles and responsibilities of all four of them and they are the reportees of him. This is how the whole facility operations works.

4.4 PROJECT MANAGESMENT UNDER FACILITES TEAM

We can observe the numerous processes of how the project is completed from start to finish in this project flow of facility operations. Everything is listed here, including the project requisition, scopes, money allocation, vendor selection, risk assessments, execution, and so on.

The following are the specifics:

Table 5- Project Management Process Under Facilities Team

| | |
|--|--|
| 1. Project Specification: | When a corporation feels the need to start a new project or completely new tasks. It could be civil engineering work, construction work, or anything else linked to engineering and site services. |
| 2. Budget submission is required: | the Finance and Procurement team collaborates with the ESS team to estimate the total cost required to finish the project. |
| 3. Project Scope Identification: | Before beginning a project, BATB has a meeting to determine whether the project is necessary for the organization or whether |

| | |
|--|---|
| | it can be substituted with an existing system. They approve the permission if the justification is in favor of the project. |
| 4. Scope provided to consultant: | BATB employs some of the greatest consultants and advisors in the industry since such a large corporation cannot afford to make a bad judgment. As a result, involving a consultant and a third party is required. Some famous consultants offer their essential input on whether the project should be completed or not. |
| 5. BOQ given to BATB: | A bill of quantity is required to determine the total project cost and investment. Procurement and finance departments are also in charge of this. |
| 6. LOIs have been generated: | a list of investors is generated here, and they go over the investor profile and discuss with them on how to identify the project's risks and prospects. |
| 7. Supplier profile evaluation: | BATB has a large number of potential suppliers. This is where you'll find the right provider and materials to work with. |
| 8. Calling an auction: | At this point, BATB offers a quotation formation opportunity, allowing different vendors to submit proposals for a deal and sign the contract. The most important aspect of this process is vendor selection, as choosing the wrong vendor might cost BATB a million dollars. Based on the bidding committee's review of the bids from several companies, the best vendor with the best deal and pricing is awarded the contract. |
| 9. Vendor Selection: | After completing all of the procedures, they select a vendor with whom to work and begin the contract and project. |
| 10. Kick-off meeting: | At this point, the suppliers are summoned to a meeting with the project managers and engineers, where they will talk and discuss the project management process in depth. |
| 11. Safety/Quality Trainings and Risk Assessment: | Training is critical because without it, personnel will be unsure of their responsibilities and how to carry them out. Risk assessment is something that should be done before beginning a project in order to reduce the impact of risk throughout the project. |

| | |
|---|--|
| 12. Covering and cordoning the project area: | When working on a civil or engineering construction project, the area must be covered and ringed to prevent unlawful entry. This helps to safeguard both the workers and the property. |
| 13. Execution: | Now that all of the precautions have been taken, it's time to put the project into action. This section begins once all of the procedures have been followed to the letter of the corporate policy. |
| 14. Project Handover: | After completing the project, the vendor and his supervisor hand over the whole project to the project managers, together with all essential paperwork and documents. They also conduct an audit of the entire project and analyze the outcomes. |
| 15. Setting Vendor Payments: | Because BAT never pays in advance, vendors must wait for payment once the project is completed. The finance department is in charge of the payment procedure after the entire project has been audited. |
| 16. Capitalization: | Capitalization refers to the process of producing an asset, and during this stage, all projects are registered into the register as individual assets. They are included in this section to make them a BAT property. |
| 17. Post Implementation review: | once the entire process has been completed, the project team checks over the improvements to see how it is operating and if any additional upgrades are required. |

Process flow for Project

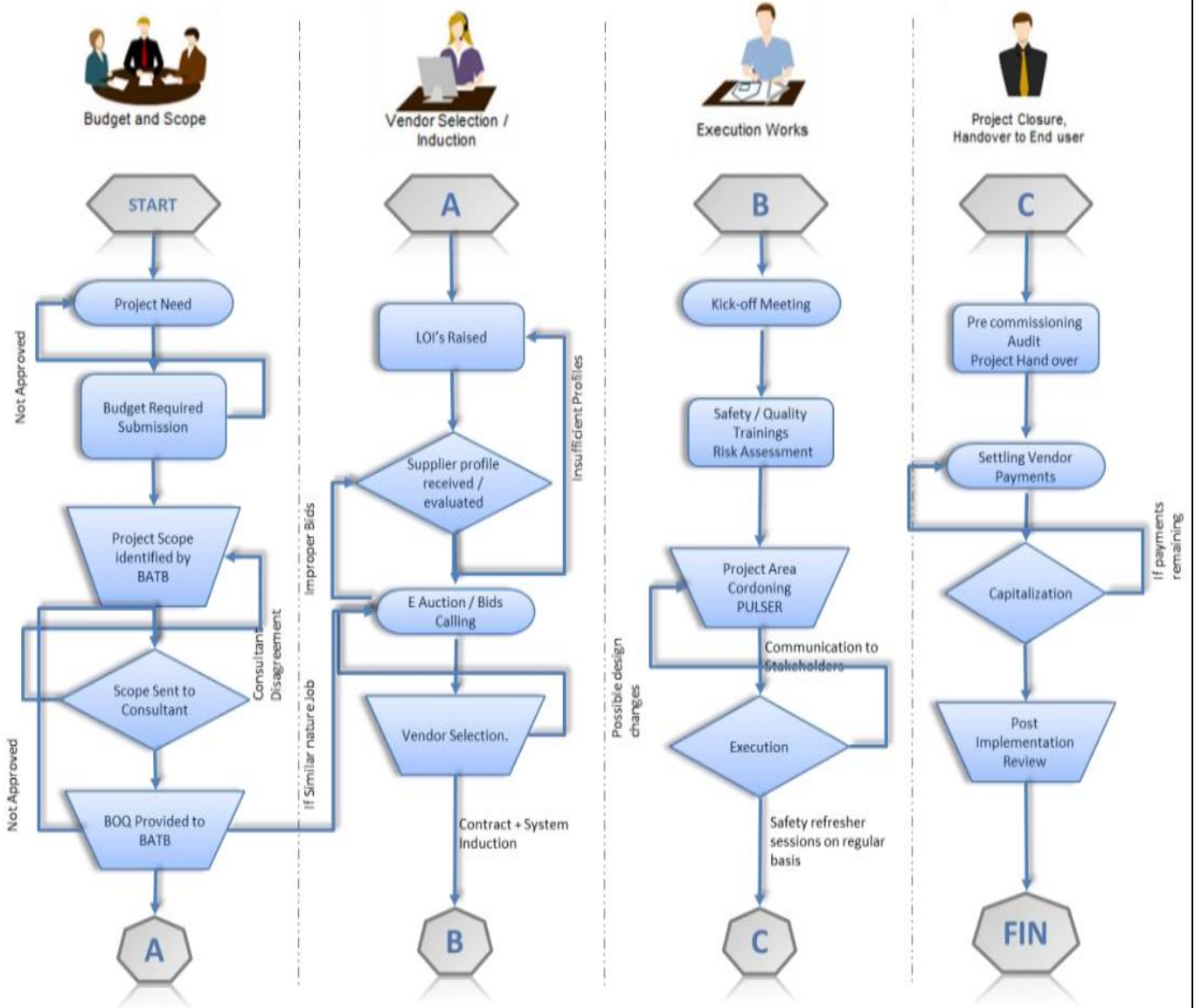


Figure 10- Process Flow of Project Management in BATB

4.5 PROJECTS I WORKED ON UNDER FACILITIES TEAM

I have got the opportunity to work on numerous projects under the supervision of facilities team in which I worked for. Here is a brief overview of those projects:

4.5.1 PROJECT- HEAD OFFICE RENOVATION



Figure 11- 3D Picture of Renovated HO

The project I was assigned just after joining was the newly renovated Head Office of BAT B. The project was initiated in December 2020, and was deliverable in September 2021. Pandemic slowed down the process a bit, since the nation was in strict lockdown. However, facing all the obstacles and following the ETHOS of BATB, facilities operation team achieved the milestone and handed over the project in 1st November, 2021.

Budget- Due to confidential requirements the budget was not allowed to be disclosed.

Duration of the project- 10 months

Supply of Materials and Equipment- Imported from China, Vietnam and USA.

Vendors- Not mentioned due to confidential requirements.

CHALLENGES OF THE PROJECT-

- Nationwide strict lockdown
- Health and Safety concerns of the employees
- In house accommodation of 187 employees
- Importing the elements of Head Office

- Linking the vendors

OVERCOMING THE CHALLENGES OF PROJECT QUEST

Operation team of BAT B, efficiently utilizes the downtime of EID vacations every year, to execute productive performance and deliverables.

However, in 2021, the scenario was challenging, due to nationwide strict lockdown which added obstacles and complexity. Despite all the inconvenience, the OPs team worked in a

resilient and bold manner, abiding by the laws and regulations imposed by the Bangladesh government, and ensured seamless delivery of the projects.

Smooth Supply Chain of Employee Accommodation: Considering the major concern of restricted movement and safety of employees, operations team incorporated in-house accommodation for **187** employees. Facilitation of food, walking distance from home to office premise, restrooms, and changing rooms were ensured maintaining social distance for 569 contractors. Contractual canteen facilities were introduced for the very first time for the workforce. The supply chain of employees was maintained smoothly without impacting project costs.

No Compromise with Quality: Adding to it, operations team not only focused on the deliverables only but also the convenience of employees. There were ZERO incidents within 77760 hours of man-hours. EHS standards were maintained fully. BATB empowered their employees by providing proper facilities, to ensure efficient performance from the employees' end to deliver the projects without compromising with quality and time.

Following the Ethos: When the entire nation was in strict lockdown, facilities operation team worked in full force. Utilizing the downtime in a productive manner, OPS teams followed the ETHOS of BAT fully and achieved the milestone of the new HEAD OFFICE and other projects for 2021. Those are:

1. Responsible
2. Fast
3. Bold
4. Diverse
5. Empowered

4.5.2 PROJECT: GREEN TERRACE RENOVATION



Figure 12: 3D Picture of Renovated Green Terrace

Green Terrace is another office building at BATB Dhaka factory and here the Engineering and Supply Network operations team have their desk. The previous one was inaugurated for almost eight (8) years ago. So, there have been made significant changes in the design which basically

matches the idea of ideal workplace and desk arrangement and its can meet up international standard at any respect.

The design of the project mainly focused on how to facilitate the working environment for employees. There is a silent room in each wing for better concentration tasks to be carried out, prayer room separate for male and females, pantry, print zone, breakout zone for relaxation and smoking zone. They made sure that the new head office is plastic free, all the plastic elements are replaced with glass.

Considering the environment factor, the GT waterways are designed in such a manner, that the waste water from washrooms would be recycled and refined into use in washroom again.

There are sensor lights and AC, so that even if someone forgets to turn off the lights there won't be any energy wastage and efficiency will increase.

Specialist Vendor was appointed to hand over the head office project and Facilities team was in

charge of the project Quest. Without any auction, the vendor of the previously renovated head office was selected, since they have worked for BAT B before, based on their previous performance and experience with BAT B they got the project. They were responsible for renovating and designing the new head office. On the other hand the entire office equipment has also been proposed to be changed to more technologically advanced gadget, such as noise cancellation headphones, rotating monitors, and etc.

Budget: Due to confidential requirements the budget was not allowed to be disclosed.

Duration of the project: 6 months

Supply of Materials and Equipment: Imported from China, Vietnam and USA.

Vendors: Not mentioned due to confidential requirements.

Proposed Delivery Date: July 1, 2022

4.5.2 PROJECT: SHIFT OFFICE RENOVATION



Figure 13: 3D Picture of Renovated Shift Office

Shift office is another office area in BATB Dhaka factory. Here, the PED (Process Engineering Department) was allocated and this area also required to be renovated as after the HO renovation the workplace standard at BAT really got a really higher mark and BATB started to work on all other office areas of Dhaka Factory. As a part of that They took the initiative to renovate the shift office and deliver that within four months.

Budget: Due to confidential requirements the budget was not allowed to be disclosed.

Duration of the project: 4 months

Supply of Materials and Equipment: Imported from China, Vietnam and USA.

Vendors: Not mentioned due to confidential requirements.

Proposed Delivery Date: July 1, 2022

All the employees of Green Terrace and Shift Office has been relocated to different areas in the office as there is enough space for accommodation of employee desks inside BATB which has been an added advantage for the facilities team.

4.5.3 PROJECT: GATEHOUSE RENOVATION



Figure 14: 3D Picture of Renovated Gatehouse

Gatehouse is the mirror of the company. As a part of that, BATB has taken initiatives to renovate its current gatehouse with a flashy, modern and very organized eye-catching setting. The ins and outs of the gatehouse will be changed in the new design and this project is about to start in June after the completion of Green Terrace.

There were different vendors with the proposal for the renovation of Gatehouse. According to the preference of the leadership team, with the cost-benefit analysis the project has been delegated to the proper vendor. This gatehouse renovation would be a big milestone for the facilities team as this is one of the most needed renovation projects for the BATB Dhaka factory and they are trying their heart and soul to make the best out of the project.

In this project starting from the main gate exterior, the walk way inside the gate to the gatehouse and security office will be renovated fully and it would be a huge change for the outlook for the office.

Budget: Due to confidential requirements the budget was not allowed to be disclosed.

Duration of the project: 6 months

Supply of Materials and Equipment: Imported from China, Vietnam and USA.

Vendors: Not mentioned due to confidential requirements.

Proposed Start Date: July 2022

Proposed Delivery Date: December 2022

4.5.4 PROJECT: COURTYARD RENOVATION

This one is the latest proposed project which has been still in the part of initial planning under the supervision of facilities team. This location is situated in the middle of HO and permanent canteen and this project is taken into consideration with a view to provide to vibrant exterior view to the employees and ensure an enthusiastic and fancy workplace.

Facilities team has always been proactive in case of the employee services and wellbeing. As part of that the facilities manager has taken the initiative to renovate this courtyard and the proposals has been submitted with different design by the vendors.



Figure 15: 3D Picture of Renovated Gatehouse

SECTION 5: ANALYSIS OF DUTIES AND RESPONSIBILITIES



5.1 CONTRIBUTION TO THE RENOVATION PROJECTS AS INTERN

Table 6- Coordinated Projects Under Facilities Operations

| | |
|----------------------|--|
| HO Project | <p>I was assigned to collect snag list of the newly renovated head office. Based on the report the management may take necessary actions to solve those snags.</p> <p>I was assigned to coordinate the project of the development of new board meeting room at the GM floor</p> <p>Later on I got the duty to detect the problems and prepare a report on that.</p> |
| GT Project | <p>This project is currently running by the facilities team and I prepare the bi-weekly report about the project update and present it to the BOLT members.</p> <p>Before initiating this project, I completed the risk assessment and the overall risk assessment to find out potential risk, hazard and mitigation measures from this project.</p> |
| Shift Office Project | <p>This project is also currently supervised by the facilities team and the bi-weekly project update to the LT team is presented and prepared by me.</p> <p>I also completed the risk assessment and the overall risk assessment form for this project.</p> |
| Gatehouse Project | <p>This project is still under planning process and I have done my responsibility by analyzing the proposed design of the Gatehouse provided by the vendor. For the leadership team presentation, I prepared a report based on the current scenario and proposed look of Gatehouse by incorporating the proposals from different vendors. I also prepared a report on the changes we are going to make in this project and the cost analysis for implementing the proposed plan.</p> |
| Courtyard Project | <p>In this project I also prepared a report based on the project planning and the proposals of the new looks of the project For the LT presentation.</p> |

5.2 PROJECT COORDINATION PROCESS UNDER FACILITIES TEAM

Under facilities team while coordinating the projects, there were certain procedures, which are stated below:



Figure 16- Coordination Process

5.3 PROJECTS THAT I HAVE WORKED WITH

As a Facilities manager therefore, my line managers main responsibility is to monitor every facility service to be ensured and the completion of renovation. He looked after the seamless service assurance at office and also starting from project planning to project handover was his responsibility. Working under his supervision thus allowed me to have a cross functional and huge work experience. I had scheduled meetings for the majority of the period to discuss our upcoming initiatives. My boss used to set a strict deadline for me to complete all of my assignments. The projects on which I worked during my internship at BATB are mentioned in detail below:

5.3.1 WASTE MANAGEMENT

Every day there is a huge amount to wastes which are generated from the factories. Also, there are wastes from the office spaces. There are 11 types of wastes generated everyday including four types of sources which are:

Table 7- 11 Types of Wastes in BATB

| |
|-------------------------------------|
| 1. Floor Sweeps and Quality faults |
| 2. Infestation management materials |
| 3. Residual Cleaning Water |

| |
|-----------------------------|
| 4. Scrap metal |
| 5. Scrap non-metal |
| 6. Used Lubricants |
| 7. Waste CBC |
| 8. Waste Cigarette |
| 9. Waste Tobacco |
| 10. Waste Tobacco Dust |
| 11. Wrapping Material Waste |

Table 8- 4 Types of Waste Sources

| |
|-------------------|
| 1. Maker |
| 2. Maker / Packer |
| 3. Packer |
| 4. Production |

The findings of my waste management projects is given below:

Disposal of Waste Materials to Scrap Yard

- I. Waste materials are collected by 3rd party contractors from different departments.
- II. After collecting the wastes, contractors fill up the “Waste Take-Away Form” and take approval sign from respective dept. manager. The form is then finally signed by R&RS senior technician/ Spares engineer
- III. With the approved form, contractors go to the scrap yard, show the form to the security guard appointed there. Without the approved form, no waste disposal is allowed in scrapyards.
- IV. In the scrapyards, there are separate sections for different waste type by material.
- V. Contractors dispose the waste materials in the scrapyards based on the type of waste.
- VI. There is a separate section for keeping the hazardous materials. No hazardous substance can be kept outside that designated area.

Storage of waste materials at scrapyards

- I. Waste materials are stored in its designated area in the scrapyards till it is sold.
- II. There is proper segregation between each area. For hazardous waste section, there is segregation/separate charger to keep different types of hazardous waste material.

III. One Spillage retention kit is placed in the scrap yard for any type of spillage.

Selling of waste materials

- I. Waste materials are sold to 3rd party contractor (selected by Procurement) at the required frequency
- II. The vendor selected by Procurement is responsible for taking out the waste material from scrapyards.
- III. Before taking out different type of wastes must be weighed separately in presence of security guard and the scrap register must be filled up.
- IV. Based on the weighed scrap and the agreed rate, contractor deposits the cash and submits the bank pay slip as evidence.
- V. Wastes are loaded to trucks in presence of a security guard.
- VI. After loading is completed, contractor taking out the scraps will fill up the “Gate Pass Form”, take approval from authorized manager and take the scraps out of factory.

Table 9- Waste Management Process in BATB

5.3.2 ASSET CAPITALIZATION

Asset capitalization is critical for a firm since it keeps track of all assets in the company that are being used. BATB maintains this tracking through specific manner, which is overseen by my line manager. First, they identify the vendor who is to import and provide all the materials that the company needs. There might be of different types which are electronics, furniture, plumbing works, cables, etc. After the vendor imports the assets into the company, we give asset number to them and put them in the list of capitalization. For example, the project "asset capitalization for DF Head Office" that I worked on included all of the furniture, air conditioning, electronics and other products. To begin, I needed to count all of the furnishings in my work space. I got the list from the the vendor upon their BOQ and BOM and then using that information I incorporated them in a form and matched it with the capital expenditure budget of the company. After that the form was hand overed to the department of Finance and they finalized the capitalization process by providing asset code and number centrally.

5.3.3 PREPARING ASSET WARRANTY TRACKER SYSTEM

This one is the most significant project which I completed in my tenure at BAT is developing the warranty tracker system which is basically the way to track the warranty of the assets inside

the whole office areas. This project has been a huge milestone for me. The outcome of the project is:

- Minimize the cost
- Becoming cost efficient
- Make the process fast
- Interactive layout of the assets
- Easy to communicate

This tracker has been created by using Google Forms, Microsoft Power BI and Microsoft Excel. This tracker system will be used from now on to manage the assets warranty period.

5.3.4 CONTACT WITH VENDOR

Different vendors get assigned for different projects and services at BATB in the office, compound and factory. For this, I got to contact with different vendors for different services and shared our requirement and collected price quotations from them. Based to the quotations from the vendors for a specific purpose, the least priced with the best possible quality is chosen who further proceedings and thus they get that contract. This is how I managed those vendors.

5.3.5 ASSESSMENT OF RISK

During the execution of a project, risk assessment is the process of analyzing various levels of risk associated with an activity or task. While working on various projects, I was required to assist my Civil Engineer bosses in updating risk assessment information.

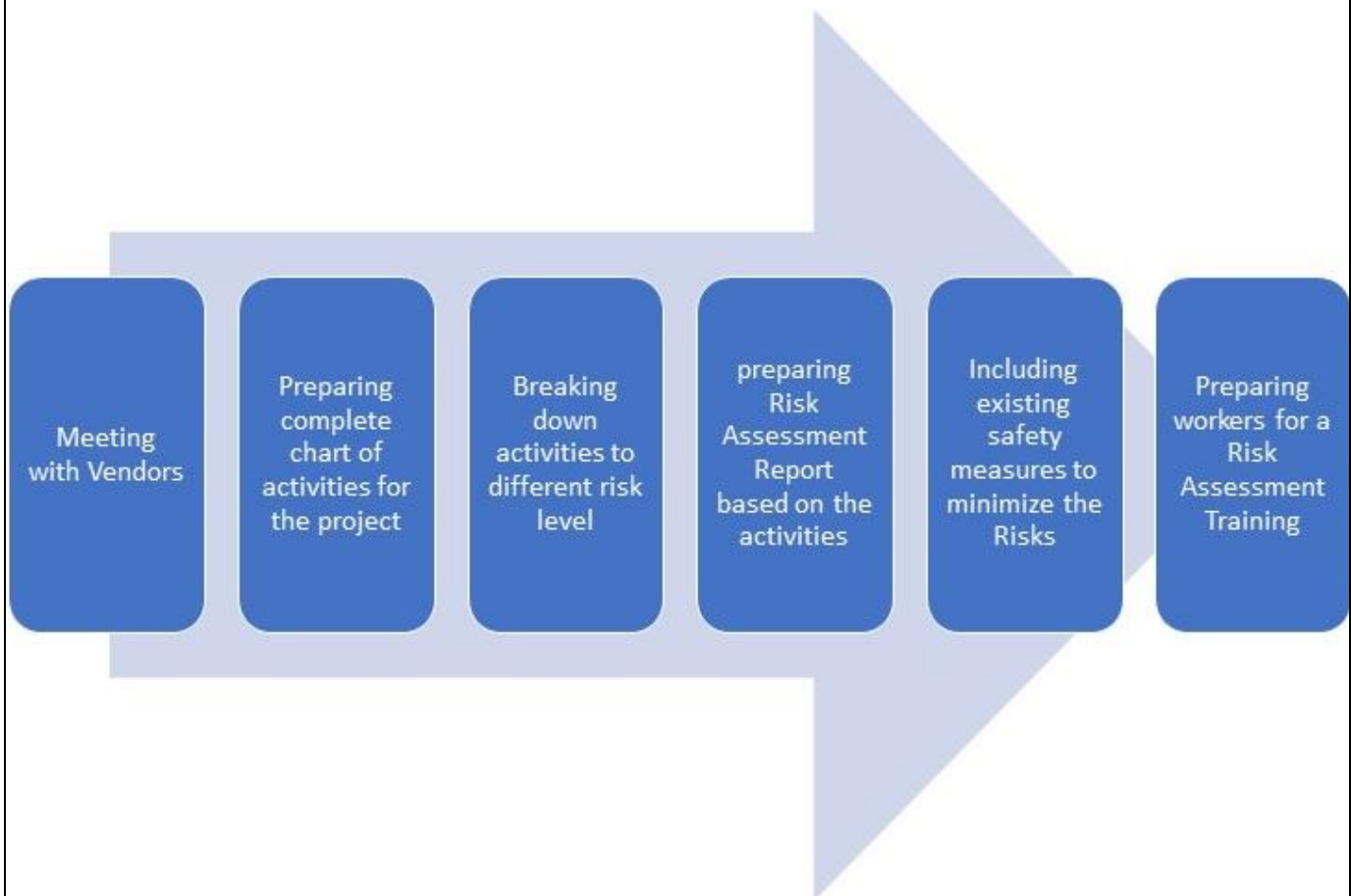


Figure 17- Risk Assessment Process

5.3.6 TRACKING GANTT CHART

Before beginning any project, a Gantt chart is required. Before the commencement of any project, the vendor provides a Gantt chart providing the rough schedule of the start and delivery dates of the project. This chart provides a methodical analysis that shows all of the tasks associated with a specific project along with a rough deadline. When the project is being implemented, the responsible manager regularly oversees the vendors and push them to meet the deliverables within committed time frame. In case of failure on the agreed-upon deadline, the vendor will be fined heavily. After having the Gantt chart, I cross checked the status quo of the project if its at the right track or not by following the Gantt chart and updated my manager and upper management about the current status of the project. The vendors are most of the times in insufficient information and cooperation and thus it seemed so difficult at times to cooperate with them.

5.3.7 PREPARATION OF MONTHLY MEETING MINUTES WITH EHS

There is a monthly meeting to be held on every first week of the month between the ESS and EHS department as they work by being aligned and the meeting takes place with the goal of identifying concerns or difficulties that could cause trouble in the BATB in the near future. Every month, I was given the task of setting up the meeting and taking all of the notes that were discussed during that meeting. This isn't just about writing down the points; it's about working on a spreadsheet where all of the information is organized. The motion raised in the meeting has to be taken into necessary action by the following month, and the timeline of deliver the outcome depends on how much severe the issue is.

5.3.8 OTHER ACTIVITIES

Aside from these tasks, I've also worked in the department on other projects. For instance, updating the Vehicle Requisition Management System software, collect survey data, preparing feedback report on different management level, and scheduling worldwide visits are all examples of tasks. I've also worked for other functions on their request, and I've had no problems working for people other than my manager; as a result, I've had positive feedback from those employees for being truthful and cooperative.

5.4 SUMMARY OF ANALYSIS

Based on the analysis of my duties at the internship site, I have come up with the comprehensive overview of those which consists of analysis at three levels, which are:

1. Company Level Analysis
2. Business Level Analysis
3. Professional Level Analysis

5.4.1 COMPANY LEVEL ANALYSIS

Following my analysis and interpretation of the entire facility management system from a bird's eye view, I discovered the following information:

1. The facilities team is responsible for not only designing and planning projects, but also executing them with a positive conclusion.
2. Any project that requires input in design alterations approval must speak with the EHS department to ensure that all projects are carried out safely.

3. The facilities manager, with the assistance of his representative (in this case, I assisted him for the last three months), delivers all of the primary information needed to execute the project, and then delivers it to the Engineering Sites and Services manager, who settles all of the negotiations and further assistance.

4. Every week, all of the department's relevant personnel convene a meeting to receive project updates and discuss any issues that arise during the project's execution.

5. On-field information is required to obtain the requisite project updates; therefore, project updates cannot be completed without frequent visits to suppliers and factories. Despite the fact that it is sometimes only a desk job, the facilities team must visit industries on a regular basis.

6. Manage infrastructure expansion and manage Capex, utilities to support continuous operation in order to deal with energy conversion, business impact analysis, business contingency plan, changes in the factory layout, and so on are some of the primary responsibilities of the facilities management team.

5.4.2 MARKET LEVEL ANALYSIS

The company's competitive position in the tobacco industry is at a very favorable position for conducting its operation in Bangladesh. The following points are significant:

1. Very well reputed employer
2. One of the most facilities enriched office in Bangladesh
3. Major dominating player in tobacco industry
4. Highest tax payer to Bangladesh government
5. Strong position in the industry
6. Largest market share
7. Significant amount of CSR activities
8. First mover advantage for more advanced products
9. Digitalized infrastructure
10. Pen and paperless communication
11. Inhouse software and automation development
12. Very well reputation among vendors
13. Efficient internal processes
14. Sustainable business planning
15. Digital business solution
16. Large product range

5.4.3 PROFESSIONAL LEVEL ANALYSIS

1. Knowledge Acquired: In this total period of internship, the whole journey was all about gathering knowledge with excellence and experiencing real work life scenario. As I was on Facilities Operations department, I got to learn about how Operation Chain functions to maintain a good flow of productivity and performance for the organization. They are keeping their market leadership by ensuring that the workplace is maintained in such a manner that allows convenience for the employees to boost productivity. Starting from the process of design, planning and implementation of the project, each and every step is carefully finalized. The most crucial part is selecting the vendors and ensuring quality management.

BAT Bangladesh is very concerned when it comes to quality. Facilities Operations needs to ensure and maintain the standard level of quality assigned by the EHS (Environment, health and safety) department. The contractual vendors are tested on a regular interval of 6 months to ensure efficiency. I have experienced the assessment process and gathered the knowledge on how to test the efficiency level and criteria's to be concerned of.

All the bookish knowledge I have gained about operations management, communication, market leadership; and human resource from my educational background I was able to apply those in real life practical situations throughout my internship program.

2. Skills Learned: BATB is a versatile organization where you will get so many opportunities to learn so many new skill and abilities. In this internship program, I have enhanced my efficiency and self-quality in various sectors. I have learned and accelerate my Microsoft excel and Power Point proficiency more by working under operations sector. I observed and have the much better understanding now about the facilities operations sector and overall operations management system. I have also developed my communication skill and organizing power in a border aspect by dealing with all the vendors and others in the company. I get to learn how you can manage your time more efficient way. Team work and leadership skill were vital things to learn from here. Moreover, I blend with better understanding of the corporate culture and motivated enough on how to cultivate it in my future carrier aspect. The overall learning of soft skill and human ability were so much carrier oriented.

3. Observed Attitudes and Gained Values: BATB always tries to maintain a healthy corporate environment and working content in align with employee requirement and company's strategic objectives. They have the value creation for employee behavior along with

his performance. Because of the pandemic situation, BATB priorities their employee at the top level. They give the flexibility to work from home in these days. As I was under direct supervision of their facilities operation manager, I saw how hard working he was. Despite of the work pressure, he always tries help me out with my queries. They maintain a total transparency with the employees and try to provide as much support as they can give. Having this working environment helps me to cultivate politeness honesty, socialization and hardworking mentalities.

4. The Most Challenging Task Performed: No task comes easy. During the time of internship, I had to perform different kind of tasks and projects. Among them, maintaining the workers and vendors track from home was the toughest part of my training program. The main challenge was to having the organized database on different vendors and continuous changes of data. At beginning I found it very hard to keep track of everything. Later on, with the tremendous amount of help from my line manager, I practiced a lot until I have the full expertise on it, tried to find out my weak points in the work and gradually overcome them day by day.

SECTION 6: CONCLSUION AND RECOMMENDATIONS



6.1 CONCLUSION

I learned how the entire department operates and how all of the facility services works and projects are executed after working as an intern for three months at British American Tobacco Bangladesh in the Engineering and Site Services department. I had only rudimentary knowledge of the organization's overall function when I started my internship. However, after spending three months there, I was able to grasp the entire situation of the department as well as the organization. This complete report is a representation of my three-month research and experiences, and I hope I was able to provide a useful study on my chosen topic. BATB maintains a very stringent protocol for each and every assignment, and as a result, all of their actions are carried out in a very meaningful manner. Despite the fact that cigarettes are a very destructive product for human health, BATB is constantly working to develop less harmful goods for its customers, and BATB never encourages them to smoke more cigarettes. It solely concentrates on the buyers who are interested. Even though BATB has had some issues with its production process due to unexpected machine breakdowns and other waste-related issues, the company can still claim to be a successful production hub. The British American Tobacco factory in Dhaka produced the third most cigarettes of any factory in the world. So I think BATB should dream large in order to establish itself as the top production hub, thereby increasing the value of its parent company, British American Tobacco, and adhering to their own ideals throughout the process. The facilities team delivers a significant value to ensure the facility services in the factory, office and compound areas and site-related projects. BATB is a business that works in a variety of disciplines. Their working environment is out of this world, and it is also employee-friendly. It was pure serendipity that I was able to work as an intern for such a large corporation. I'll carry this knowledge with me for the rest of my life and use it where it's needed in the future corporate world.

6.2 RECOMMENDATIONS

After reviewing my activities and experiences in this report, these are the recommendations that I might leave for this tremendous organization so that they can adopt more efficiency and bring more positive outcomes.

1. For making the process flow of the project more efficient and less time-consuming, they conduct a thorough analysis of a project's current status. By sharing these tasks from the start, the whole ESS department can work together.

2. The most contradictory subject for several projects, a huge gap in communication gap between level of worker and the management level while working in the factories, which I've seen while working there. For example, one of the projects I was working on was to strengthen the columns. The project is significant since it will assist the business in moving forward over a lengthy period of time, yet it was of little use to the technicians. They discarded it because they didn't think it would be of any service to them, and they were adamant about not assisting us. Instead, if the management committee had taken the time to explain to those employees why the project is so essential to the company and to them, the situation would have been lot better and more productive. As a result, I am certain that senior management should give this matter serious thought.
3. BATB should be more conscious in case of reducing the cost of production and other associated manufacturing. Factory contractors should always be watched more closely to ensure that they never embezzle or mishandle items.
4. The necessity of obeying the chain of command is demonstrated here. When the department head assigns a job to other project managers, for example, the managers are accountable for delivering the information to the project engineer. Instead of providing him a proper brief, they simply hurl it at him as a challenge, leaving the engineer befuddled by the entire process.
5. Adding more operation personnel to the department would relieve the engineer of some of his responsibilities. Because there is only one project engineer, he is subjected to a great deal of work pressure, and as a result, he is not always able to generate successful results. I had a lot of significant tasks to handle as an intern, and it never seemed like I was an intern because I worked on secret projects with a lot of huge duties to meet. Other personnel may be able to assist the principal engineer in reducing job pressure.
6. Meeting deadlines was never a priority for BAT, as I've observed them seldom verify projects or tasks after they've been delivered, and they often take a long time to complete any project. When I was working on the shift office project, for example, the Gantt chart suggested that the floor NCF should be completed by March 1st week, but it was completed around the end of March, and the firm didn't seem to mind. They could easily finish the task on time if they could treat this matter seriously. But I have to admit that they never compromise about the quality.

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APPENDICES: WEEKLY JOURNALS

