

Research Title: Sustainable Practices in Central Distribution Center: A Case Study on Lotto Bangladesh

Express Leather Products Limited (Licensee of Lotto & Lee Cooper)

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Submitted in Partial Fulfillment of the Requirements for the Degree
Bachelor of Business Administration



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Internship Report Approval Form

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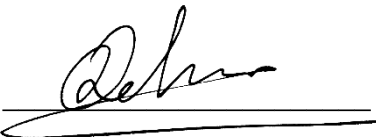
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Letter of Transmittal

2 February, 2025

Shawkat Tanveer Rahman,

Senior Lecturer ULAB School of Business (USB)

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688 Beribadh Road, Dhaka-1207

Subject: Submission of Internship report on “**Sustainable Practices in Central Distribution Center: A Case Study on Lotto Bangladesh**”

Dear Sir,

I would like to inform you that I have completed my Internship Report Paper on Express Leather Products Limited. The internship report paper titled “**Sustainable Practices in Central Distribution Center: A Case Study on Lotto Bangladesh**” has been prepared for the fulfillment of my Report according to the prerequisites of my undergraduate program Bachelor of Business Administration (BBA) in University of Liberal Arts Bangladesh (ULAB). In this report, I have tried my best to compile the concepts that I have learned in my Bachelor of Business Administration along with my previous experience gathered throughout my entrepreneurship career, with some internet knowledge for time-relevant information regarding the report.

During my internship, I learned first-hand how a warehouse is managed and how the processes in warehouse operations are done. I also gathered experience working in a corporate culture. I have tried my best to follow the guidelines provided by you and to prepare the internship report accordingly.

I would be grateful if you would kindly accept this internship report and gave your valuable feedback on it.

Yours Sincerely



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Acknowledgement

I would like to thank many of those who helped me from securing my internship to completing and submitting the Internship Report Paper properly.

First of all, I would like to thank my intern Supervisor Mr. Shawkat Tanveer Rahman Sir for his valuable guidance, encouragement, and insights. He guided me throughout my internship process for which I am ever so grateful to him. Without his encouragement and support, my internship might have been an impossible task.

I also extend my appreciation to my Supervisor and the whole CDC team at ELPL. They were mostly very supportive throughout my journey as an intern in ELPL. They taught me many things as a colleague and showed me how things are done even though I was the newest addition to the team. I would like to express my gratitude to Mr. Mustafizur Rahman for being a mentor to me and encouraging me to learn more. about the Colleagues at ELPL

For making all this possible, I especially thank Professor Akhtar Ahmed Sir of University of Liberal Arts Bangladesh for referring me for the internship and Mr. Khan Amanur Rahman, the Head of HR of ELPL for giving me the chance to show my potential.

Lastly, I thank my Family and Friends for supporting me mentally, physically, morally, and financially.

List of Abbreviations

Abbreviation	Full Form
AGV	Automated Guided Vehicle
BBA	Bachelor of Business Administration
CDC	Central Distribution Center
CV	Curriculum Vitae
DMD	Deputy Managing Director
DO	Delivery Order
ELPL	Express Leather Products Limited
EMS	Energy management systems
ERP	Enterprise Resource Planning
FIFO	First In, First Out
FTL	Full Truck Load
HR	Human Resources
HVAC	Heating, Ventilation, and Air Conditioning
IoT	Internet of Things
MD	Managing Director
PO	Picking Order
S&OP	Sales and Operation Planning
SCM	Supply Chain Management
ULAB	University of Liberal Arts Bangladesh
WMS	Warehouse Management Systems

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Part – A: Internship Report

Chapter 1: Internship Preparation

1.1 Motivation and what I Expect to Learn from this Internship:

As I am a Business student with Supply Chain Management concentration, I wanted to learn, implement my knowledge with real life experience on the job field and how things are done in real life sceneries with different factors working in the equation. I was mostly intrigued by the fields such as – procurement, logistics, and warehouse operations.

I always believed that someone with real life knowledge and experience will always trump over someone with only bookish knowledge. Academic Books are usually written with ideal situations in mind, many factors taken as constant or unchanging throughout the time, and unending supply of resources. Limitations are usually not much taken into account and often based on first world developed countries, not on third world underdeveloped countries like Bangladesh.

Although having some experience while working in many volunteering works during my university years, it is expected to be totally different in a professional job environment where the stakes are much higher.

1.2 Internship Search Process:

I started searching for my Internship during an economic recession period. The whole country just went through a revolution and the economy was in the “A Rude Awakening” phase. Most of the companies were cutting costs and trying to reduce it as much as they can. It was hard to get into any well-known company for an internship during the time. I approached many companies for an internship in the internet. LinkedIn, BDjobs, etc. were the main go to for the search process. I submitted my CV, sent emails, called them regarding the internship offers. I also approached many faculty members from University of Liberal Arts Bangladesh (ULAB). They helped me to get in touch with many Company. But unfortunately, due to the economic downward spiral, most of them were not hiring any interns at the time. Some proposed internship on other job fields such as marketing, sales, etc. I had to turn them down since I was focused on doing my internship based on my Major / Concentration.

In this struggling time, I contacted Professor Akhter Ahmed regarding the internship. I asked him if he would kindly help me in the process. He gave me a contact number of Khan Amanur Rahman, the Head of HR & Admin in Express Leather Products Limited (Licensee of Lotto & Lee Cooper) and told me to contact with him and state that he provided me with the number. After contacting as per directed, I was to send my CV and later was called to attend in an interview with the Head of HR.

1.3 Internship Interview Experience:

Before setting the interview, I was asked about which field I was pursuing for the internship. They also asked me to send my CV via email. After sometime I was contacted after they have gone through my CV. I was called to attend an interview at their head office in Tongi, Gazipur.

My interview experience was quite different. After I reached the office, I was asked to fill out a form with some personal information. Finishing the form, I waited for some time for the interview. During the interview, my CV was flagged on various aspects as I have some issues such as gap years and university hopping. This created a negative impression. I was mostly antagonized for the year loss/gaps in my academics. But my experiences in extra-curricular activities, previous work experiences and entrepreneurship, achievements, and a strong reference created a positive impact on the interview. My versatile skill set and past experiences helped the most throughout the interview.

The interview was around half an hour long. 2 questions were outstanding from the rest. When I was asked of what I plan for my future career and I replied that I want to be an entrepreneur, the interviewer was not expecting such a disappointing answer. The follow up question was why they would hire me if I were to leave them in future. To this I replied that I may leave the company in future. But the changes I may bring to the system will benefit the company long after I leave the company. This answer changed the whole perception of the interviewer.

1.4 About the Organization:

Express Leather Products Limited (ELPL) is a company founded in 2007 by Bangladeshi businessman Kazi Jamil Islam. It started its business primarily as a supplier to other Top Footwear Brands such as BATA & APEX. As a third-party supplier, they were not recognized in the consumer market. The company headquarter was at House # 109, Road # 7, Sector # 4, Uttara, Dhaka, Bangladesh. Later it shifted to Ashraf-Setu Complex (2nd Floor), Tongi, Gazipur, Bangladesh.

To expand business, ELPL signed license agreements with other brands. The first jump was back in 2012 when they signed to become the Licensee of “Lotto Sports Italia”. This partnership made a well recognition for the company, becoming the country's first international sports fashion brand. To further expand business, ELPL signed license agreements with “Lee Cooper” an English-American clothing and footwear manufacturing company based in London in 2019.

Retail Shops, Franchise, Wholesale, and E-Commerce are the 4 lines of distribution by ELPL. Retail Shops are directly controlled and managed by ELPL and provides products exclusively from Lotto & Lee Cooper. Franchises offer the same products exclusivity as the Retails, but are not managed and controlled by ELPL. They are not owned by them, but receives a portion of the sales made. Wholesales are Third-party sellers that buys products from ELPL and sells them to consumers. They are not exclusive sellers of Lotto & Lee Cooper product lines. They are mostly local shoe stores or shops. They are also limited by product choice offered to them. Express Hub is an e-commerce platform of Express Leather Products Limited (ELPL). This platform offers direct selling point for the company.

Chapter 2: About the Internship

2.1 Activities of The Department:

The CDC acts as the warehouse of ELPL. CDC of ELPL is responsible for all the receiving, storage, and deliveries of finished goods. There are standard operations as to be done in a warehouse. There are holding functions, handling functions, and informing functions. The CDC tries to maintain FIFO method for storage. The Warehouse is in 2 floors, underground/basement storage, and 2nd floor storage.

There are 4 channels used to distribute products of Lotto & Lee Cooper throughout the country. These channels are – Retail Outlets, Franchises, Wholesales, and Online. The Retail Outlets are shops that are owned, maintained, and managed by ELPL directly. They sell Lotto & Lee Cooper products exclusively. This is usually one of the most profitable way of distribution for ELPL. The Merchandisers are the ones who usually suggest amounts of an article to be sent to each store. Franchisees are similar to Retail Outlets. But they differ in the ownership. Franchisees are shops that are owned by other entities, but share the same facilities as the Retail Outlets. They are managed as same as them and exclusively sells Lotto & Lee Cooper products. The Managers of the shops are the ones who usually suggest and order the amounts of an article to be sent to the store. The Retail Outlets and Franchisees are usually to launch exclusive products to the market that are not found through other channels. Wholesale is the newest distribution channel addition. This channel usually distributes to shops that are not owned, managed, or controlled by ELPL. Any shop can order products from this channel. These shops are not exclusively selling Lotto & Lee Cooper products, but other brands and non-brands also. Due to these less restrictions, they usually have a very limited pool of products to choose and order from. Usually, fast moving products with lower MRP are offered to be sold via the Wholesale channel. The Online part is also divided in 2 segments. They are – Daraz, and Express Hub. Daraz is a Third-Party Online Market Platform and Contributes to almost direct sale to customers. Daraz brings almost Five-Sixth of the online business. On the other hand, Express Hub is the very own online marketplace website of Express Leather Products Limited. Although Express Hub started for almost a year, very new to the platform, it contributes one-sixth of the sales made online by ELPL. This is more profitable for the company since they don't have to share any margin with any other parties.

There are officers / executives assigned to each workstation with different aspects. They usually hold 2 or more roles. They usually hold one category-in-charge and one process-in-charge. The processes are Receiving, Dispatching, Storage, Human Resources & Staff management, Product Returns / Claims, VAT & Tax input, Product Scanning. The Categories are – Shoes, Sandals, Slippers, Slides, Thongs, Apparels, Accessories.

During product inbound, lists of products are submitted to the server from the factory in charge. When they reach the CDC, they are unloaded from the trucks, checked for any anomalies, counted manually by the number of boxes or cartons or bags. This number is matched with the factory gate pass receipt and sent to the receiving in charge. He then checks the list and match the numbers with the server and if they are same, he issues clearance and the inbound products are added to the server as inventory of the CDC.

When an order is placed, it is processed and sent to the server of the CDC. The server is checked by the officers depending on the channel where the order is placed. They check the pending Delivery Orders or DOs. They assign the DOs to pickers and construct a Picking Order (PO) based on the DO. The Picking Orders are then printed and given to the assigned picker. The picker picks the articles based on the category, size, quantity. A Picking Order Includes these headings –

- Article No = A 7-digit code used to Identify an individual product
- BIN ID = This is a 3-digit Alphanumerical Code identifying the location where the Article is kept or stored
- MRP = Max Retail Price of the Article Tag. Easier to notice than the Article No.
- Quantity by Size (For footwear, 36 to 44; For Apparels S to XXL; N/A for Accessories)
- Total Quantity

After the Pickers pick the articles, they are taken to the Scanners in the scanning area. The Scanners scan every article based on the DO and forwards them to Packing & Dispatch. After they are forwarded, they are sent via courier services, or by own transport trucks to their destinations.

2.2 Work Environment:

The work culture of the CDC is fast-paced, systematic, and focuses on efficiency. The staff members operate sequentially and in a structured way. The staffs are divided between categories, processes, channels. This micro groups are assigned with supervisors. This micro group formations create a fast, responsive, decision taking working unit. These working units are very functional, practical, resilient in maintaining any logistical smoothness in the CDC. The time schedule of the CDC is a tough nut to crack since CDC uses the Level Strategy for its Sales and Operation Planning (S&OP). Therefore, no staffs are laid-off or fired during off-season, or many people hired during peak-season Although the standard time is from 9 (nine) in the morning till 6 (six) in the evening with an hour of lunch break from 1 (one) in the noon. But it is hard to maintain during peak seasons. Sometimes, the CDC runs till 10 (ten) or 11 (eleven) at night. Even the holidays / weekends / off days are retracted during the peak season. When it is off-season, the employees can punch-out at the standard time. Technology plays an important role in the CDC. Inventory management, Scanning, etc. are done using modern technologies such as ERP software, barcode scanners. Most of the logistical works are done using mechanized tools. Pellet Jacks are used for carrying 8-11 boxes each trip. Electrical Conveyer Belts are used to move boxes upwards whereas metal slides are used to move boxes downwards. Despite the time and physically demanding nature of the job, the CDC offers opportunities for growth. With time and experience, pickers, packers, scanners can be promoted to supervisory roles such as – junior supervisors, supervisors, senior supervisors, even an executive.

2.3 Duties and Responsibilities as an Intern:

My duties as an intern was not fixed. My main objective was to learn by watching how things are done around the CDC. I was introduced with the CDC department after I joined. One Executive was interested and showed me the ropes around the warehouse. As a big sale campaign was on the horizon, I was assigned to the Online Business part of CDC on my second week. I was continuously stationed there for the next two weeks. During that time, I worked hand on hand with the packers and pickers, helped them organizing the Pay Slips and Receipts, even helped them improve and two-times speed-up their receipt cellophane packing process. After the end of the campaign, I was again assigned to freely roam the CDC and observe the processes. Next thing for me to do was to get myself acquainted with the product articles, their codes, and how or what they meant.

I often acted as substitutes when any officers were unavailable at their work stations. The workers used to slack off in such scenarios. So, being present and keeping an eye prevents them from slacking off.

Another duty was assigned to me was to take a look with new perspective into the ongoing system and report in if any kind of anomalies or inefficiency that I can find and how it can be solved.

2.4 Application of Educational Learning with Internship:

An internship serves as a bridge between academic learning and practical experience, allowing students to apply theoretical knowledge in real-world settings. It provides hands-on exposure to industry-specific tasks, enabling interns to develop a deeper understanding of their field.

Applying Theoretical Knowledge: Interns can implement concepts learned in classrooms, such as problem-solving, data analysis, or project management, in real business scenarios. For example, business students apply marketing strategies, while engineering students use design principles in technical projects. My supervisor and faculty taught me about warehouse management and processes. When I started my internship, I could relate all things I was taught in class with what I was seeing and experiencing.

Skill Development: Internships enhance both hard and soft skills. Technical skills like programming, data entry, and research are refined, while communication, teamwork, and leadership skills are developed through professional interactions.

Adapting to Workplace Culture: Internships help students understand workplace dynamics, ethics, and professionalism. Learning to collaborate, manage time efficiently, and follow organizational protocols prepares interns for full-time employment.

Networking Opportunities: Engaging with professionals and mentors provides valuable industry insights and career guidance. Networking during internships can lead to job offers, recommendations, or future career opportunities.

Problem-Solving and Decision-Making: Interns learn to tackle challenges by applying analytical thinking and creative solutions. Working on real projects enhances their ability to make informed decisions and adapt to changing situations.

Career Exploration and Clarity: Exposure to different job roles helps interns assess their career interests, strengths, and areas for improvement. They can refine their career goals based on hands-on experience.

Chapter 3: Self-Reflection

3.1 Likes and Dislikes of the Organization:

Likes: The compensation package of ELPL is actually quite lucrative. As of entry level employee, an executive may earn around 3,00,000-3,50,000 BD in a year as per company policy. There are some allowances, benefits, as well as Provident fund for the employees. Such benefits on compensation packages are hard to come by. The Salary can even be negotiated to higher amounts if the person can prove his value to the organization as such.

Dislikes: The long hectic work hours are the most disliking part about working in the CDC. This long hour is likely to create work-life balancing issues when building up a career. Another thing that I don't enjoy is the location of the establishment. Although it is not directly accountability of ELPL, it still creates a huge negative impact. The area is quite backward, underdeveloped. The Security and Safety condition is also an issue. As it is in Gazipur, whereas I reside in Dhaka, the long distance also creates another negative point.

3.2 My work Betterment and Organizations Best use of me:

To improve my performance and contribute more effectively, I aim to enhance my skills continuously, learn and improve technical and soft skills relevant to my role through training, mentorship, and hands-on experience. I should seek constructive feedback regularly, ask for feedback from supervisors and colleagues to identify areas of improvement and implement suggested changes. I should also improve time management and prioritize tasks efficiently to meet deadlines while maintaining high-quality work. To enhance even more, I should increase collaboration and communication skills, work effectively with team members, share ideas, and ensure clear communication to enhance productivity. Lastly, I need to adapt to the organizational cultures, understand company values and goals, aligning my work ethic with the organization's mission.

To make the best use of myself and maximize my contributions, the organization could have assigned me meaningful responsibilities and providing real-world tasks instead of only administrative work will enhance my learning and productivity. They should be identifying my skills and interests will allow the company to assign me roles where I can excel. They could have given me more opportunities to work across different teams will enhance my versatility and exposure. The organization could also encourage regular discussions and feedback that will create a supportive environment that boosts performance.

3.3 Ways to Improve the Internship Program:

Structured Training and Orientation – Providing a well-defined orientation program helps interns understand company policies, workflow, and expectations, ensuring a smoother transition into their roles.

Mentorship and Guidance – Assigning mentors or supervisors to interns ensures they receive continuous support, feedback, and career guidance, enhancing their learning experience.

Hands-on Learning Opportunities – Encouraging interns to engage in real projects rather than just administrative tasks allows them to develop practical skills relevant to their field of study.

Clear Objectives and Evaluation Criteria – Establishing clear goals and performance metrics helps interns stay focused and motivated while providing them with a sense of achievement.

Regular Feedback and Communication – Conducting periodic evaluations and providing constructive feedback help interns improve and align their performance with company expectations.

Networking and Professional Development – Organizing workshops, guest lectures, and networking events allows interns to connect with industry professionals and build relationships for future career opportunities.

Flexible Work Arrangements – Offering hybrid or remote work options (where feasible) accommodates interns' schedules and enhances their productivity.

3.4 Feedback on Internship:

My internship at CDC of ELPL has been an incredibly valuable learning experience, providing me with firsthand exposure to warehouse operations, inventory management, and logistics. Throughout the internship, I had the opportunity to work with experienced professionals who guided me in understanding the importance of efficiency, accuracy, and safety in a warehouse environment.

One of the key highlights of my internship was gaining practical experience in handling inventory tracking systems and learning how to optimize space utilization in a limited storage area. Additionally, working with the warehouse team improved my ability to collaborate, communicate effectively, and adapt to a fast-paced work setting.

While the experience was highly educational, I also faced some challenges, such as managing time-sensitive tasks under pressure and adapting to the physical demands of warehouse work. However, these challenges helped me develop problem-solving skills and resilience.

Overall, this internship has significantly enhanced both my technical and interpersonal skills. It has provided me with a strong foundation in warehouse management, and I feel more confident about pursuing further opportunities in logistics and supply chain management.

Chapter 4: Personal Development Plan

4.1 Technical Skills:

During the internship, I gained hands-on experience in inventory management, order fulfillment, and material handling. I also gathered hands-on experience on how ERP software's are used. I learned how tools such as **Barcode Scanners** are properly used. I also was able to closely observe mechanized tools such as **Pallet Jacks**, **Conveyor Belts**, and **Slides** can be used most efficiently and effectively. I have observed and learnt about **lean warehousing techniques** to improve space utilization and efficiency. Most of all, I got to see **Level Strategy** of Human Resources is implemented in real life.

4.2 Interpersonal Skills:

Strong communication and teamwork are essential in the CDC. Every segment and process are highly inter-dependent. To maintain it smoothly, good interpersonal skill is essential. Use of professional Emails, Emails as a placeholder or proof, WhatsApp in a more responsive and professional aspect, etc. were some soft skills I learned during my internship. It also enhanced my ability to work under pressure and maintain a positive work attitude in a fast-paced environment

4.3 Future Planning for Development:

To build a well-planned career in warehouse and logistics in CDC, I would need to –

- Take advanced courses or certifications in supply chain management and logistics.
- Seek opportunities for full-time roles in warehouse operations at CDC, with a focus on supervision and management.
- Gain experience in warehouse automation and sustainability practices to stay ahead of industry trends.
- Network with professionals in the field and attend industry seminars or workshops to expand my knowledge.
- Keep my knowledge up-to-date and relevant.

Part – B: Research Paper

Executive Summary

This research examines sustainable practices in warehouse operations at the Central Distribution Center (CDC) of Express Leather Products Limited (Licensee of Lotto & Lee Cooper) in Bangladesh. Given the increasing global emphasis on sustainability, warehouse operations must integrate environmentally and socially responsible practices while maintaining efficiency and cost-effectiveness. This study identifies existing sustainability initiatives, evaluates their impact, and provides recommendations for improvement.

The research highlights key challenges in implementing sustainable practices, including high initial costs, resistance to change, and the absence of standardized frameworks for sustainability assessment. It investigates the role of energy-efficient technologies, material handling methods, and automation in promoting sustainability. The study also explores the financial and operational implications of adopting green logistics strategies.

Findings indicate that while the CDC has made notable progress in sustainability through lean logistics, optimized storage, and strategic transportation management, opportunities for improvement remain. The use of energy-efficient lighting and Full Truck Load (FTL) dispatching has reduced costs and environmental impact. However, the absence of renewable energy integration, lack of automation, and limited employee training on sustainability highlight areas for enhancement.

Recommendations include introducing solar energy solutions where feasible, expanding the use of motion sensor lighting, adopting Energy Management Systems (EMS), and considering automation technologies like Automated Guided Vehicles (AGVs) and electric forklifts. Additionally, promoting employee awareness and sustainable workplace practices can further enhance efficiency and reduce environmental impact.

By implementing these recommendations, the CDC can strengthen its commitment to sustainability, align with global environmental goals, and set a benchmark for sustainable warehouse management in Bangladesh. Future research may focus on cost-benefit analyses of automation and renewable energy investments to ensure long-term sustainability in warehouse operations.

Keywords: Sustainable, Warehouse, Energy efficiency, Supply Chain Sustainability, Material Handling, Central Distribution Center (CDC), Cost-effectiveness, Operational Efficiency, Lotto, Lee Cooper, Bangladesh

Chapter 1: Introduction

Title: Sustainable Practices in Central Distribution Center: A Case Study on Lotto Bangladesh.

1.1 Background of the Study:

Warehousing plays a crucial role in supply chain management. Warehouse management is not only a matter of efficiency and effectiveness, it is also a matter of sustainability in the modern scenario. Traditional warehouse usually focuses on efficiency and effectiveness, resulting in excessive energy consumption, wastage, system loss, and high carbon footprint. The integration of sustainable practices in warehouse operations has become essential in mitigating these issues while enhancing efficiency and reducing costs. To ensure a goodwill and reputation of a company, and its survivability, ensuring a green and sustainable supply chain is mandatory. This practices not only help the society, and the environment, they also help the company or business in the long run. The Central Distribution Center manages vast inventories and handle high volumes of goods, are particularly well-positioned to implement sustainability initiatives that can significantly impact supply chain efficiency and environmental responsibility. However, despite the growing awareness and technological advancements, many warehouses still face challenges in fully integrating sustainable practices into their daily operations.

The recent global focus on sustainability urges business to indoctrinate environment & society friendly practices within their supply chain. Although the urges, many warehouses continue to execute and rely on conventional resource intensive methods in their operations. A lack of strategic planning, technological investment, and awareness often hinders the effective implementation of sustainable practices in warehouse operations. Key challenges include –

- High initial costs for sustainable infrastructure
- Resistance to change from stakeholders
- Inefficiencies in integrating green logistics technologies

Furthermore, the absence of standardized frameworks for sustainability assessment in warehousing complicates the measurement of progress and effectiveness. Addressing these challenges is essential to creating more sustainable, cost-effective, and resilient warehouse operations that align with global environmental objectives.

1.2 Research Question and Objective:

Objective of the research is to –

- To identify key sustainable practices currently implemented in warehouse operations at a central distribution center
- To analyze the impact of energy-efficient technologies on warehouse sustainability and operational efficiency

- To evaluate material handling and storage methods that contribute to reducing environmental impact
- To assess the contribution of automation in promoting sustainable warehouse management
- To investigate the financial and operational implications of adopting green logistics strategies in warehouses
- To determine how sustainable warehouse operations contribute to overall supply chain efficiency

The questions we are seeking answer for are –

- What are the practices done by ELPL to gain sustainability?
- How do energy-efficient technologies impact warehouse sustainability and operational efficiency?
- How can material handling and storage methods be optimized to reduce environmental impact?
- What policies and regulations influence the adoption of sustainable warehouse practices?
- How do sustainable warehouse operations contribute to overall supply chain efficiency?

1.3 Scope of The Research:

This research focuses on the implementation of sustainable practices in warehouse operations at the Central Distribution Center of Express Leather Products Limited (Licensee of Lotto & Lee Cooper). This research is based on my experience during the time period of November 2024 to January 2025. This is done on the CDC department of ELPL. The study is done in the context of Bangladesh and the lifestyle / footwear industry is focused. The research is limited to central distribution centers and does not extend to smaller, decentralized warehouses or last-mile logistics operations.

1.4 Significance of the Study:

This study has the potential to contribute significantly to both academic research and industry practices in sustainable warehouse management. By identifying best practices in sustainability, the research provides valuable insights that can help logistics professionals optimize warehouse operations while minimizing environmental impact. The findings can serve as a guideline for companies looking to implement energy-efficient solutions, waste reduction strategies, and green technologies. Additionally, the study may influence policy-making by providing data-driven recommendations for industry standards and sustainability regulations. From an academic perspective, the research enriches existing literature on green logistics and supply chain sustainability, offering empirical evidence on the practical application of sustainable strategies in warehouse operations. Furthermore, businesses adopting the study's recommendations can achieve cost savings, regulatory compliance, and enhanced corporate social responsibility, contributing to long-term economic and environmental benefits.

Chapter 2: Literature Review

2.1 General Sustainability Practices:

Sustainable practices in warehouse operations are increasingly being implemented to minimize environmental impact and improve efficiency. One critical approach is carbon emission minimization, where transportation fleet emissions are addressed by upgrading vehicles, planting trees, or purchasing carbon credits (Minashkina, 2024). Sustainable warehouse location plays a vital role in reducing carbon footprints, with facilities being strategically positioned closer to end users or utilizing eco-friendly transportation methods (Minashkina, 2024). Another important aspect is waste stream optimization, which involves integrating waste management strategies within warehouse management systems to reduce material wastage (Minashkina, 2024).

Technological advancements have significantly contributed to sustainability efforts, with the use of IoT and automation facilitating increased safety, efficiency, and reduction in social and environmental impacts through AGVs and smart monitoring systems (Aziz *et al.*, 2022). Moreover, smart supply chain management ensures enhanced transparency and visibility, enabling organizations to minimize their overall environmental and social impact (Minashkina, 2024). Ensuring environmental compliance by meeting safety and environmental regulations, particularly for hazardous and perishable goods, is another crucial sustainability aspect (Minashkina, 2024). To measure sustainability progress, organizations implement sustainability metrics and KPIs, allowing for performance tracking and continuous improvement in warehouse operations (Aziz *et al.*, 2022). Sustainable supply chain management further enhances efforts to reduce environmental and social impacts across the logistics network (Minashkina, 2024).

To reduce reliance on fossil fuels, warehouses are promoting energy-efficient material handling equipment (MHE) by utilizing electric forklifts (Minashkina, 2024). Additionally, waste management practices include implementing the reduce, reuse, and recycle principles to minimize waste generation (Minashkina, 2024). Socially sustainable warehousing incorporates workplace diversity and ergonomic improvements to foster a more inclusive and efficient work environment (Minashkina, 2024). The introduction of environmental performance indicators (EPIs) helps assess warehouse emissions based on consumption and operational functions (Minashkina, 2024).

2.2 Environmentally Sustainable Practices:

Warehouses are adopting numerous environmentally sustainable practices to mitigate their ecological footprint. Monitoring resource consumption, including electricity, gas, fuel, and water usage, is essential for assessing environmental impact and optimizing resource allocation (Aziz *et al.*, 2022). A key strategy in reducing greenhouse gas emissions is GHG emissions tracking, which utilizes various methodologies to quantify and allocate emissions generated by warehouse activities (Aziz *et al.*, 2022). Additionally, paperless operations have gained traction, leveraging cloud computing and IoT to reduce paper consumption and associated CO₂ emissions (Aziz *et al.*, 2022).

Another significant aspect of environmental sustainability is investing in energy-efficient equipment, such as HVAC and lighting systems, to lower energy consumption and reduce operational costs (Aziz *et al.*, 2022). The transition towards renewable energy sources, including solar panels, has further strengthened sustainability initiatives by minimizing reliance on non-renewable power sources (Aziz *et al.*, 2022). In material handling, the adoption of electric forklifts in place of LPG-powered alternatives has proven effective in reducing carbon emissions and energy consumption (Aziz *et al.*, 2022). Moreover, waste management strategies emphasize green waste disposal, recycling, and sorting hazardous materials to mitigate environmental harm (Aziz *et al.*, 2022).

Technological interventions, including IoT and automation, enable real-time monitoring of energy usage and process optimization to further enhance sustainability (Aziz *et al.*, 2022). The application of Industry 4.0 technologies, such as AGVs, collaborative robotics, and drones, has transformed warehouse efficiency while contributing to environmental sustainability (Aziz *et al.*, 2022). Additionally, smart warehouse planning focuses on optimizing storage allocation, shuttle scheduling, and power-load management to ensure energy-efficient operations (Aziz *et al.*, 2022).

2.3 Socially Sustainable Practices:

Social sustainability in warehouse operations emphasizes worker well-being, safety, and fair labor practices. Worker training and education programs are essential for equipping employees with skills in occupational health, safety, and advanced technologies such as Industry 4.0 (Aziz *et al.*, 2022). Workplace ergonomics improvements, including the introduction of physical training programs, are aimed at reducing workplace injuries and enhancing employee comfort (Aziz *et al.*, 2022). Ensuring fair labor practices, such as gender equality, compliance with minimum wage standards, and offering flexible work schedules, supports an inclusive and ethical work environment (Aziz *et al.*, 2022).

To maintain a healthy workforce, warehouses implement monitoring worker well-being strategies, tracking absenteeism rates, employment duration, and workplace diversity indicators (Aziz *et al.*, 2022). Digital transformation in human resource management has led to the adoption of digital HR and performance tracking, which utilizes Warehouse Management Systems (WMS) to monitor employee efficiency and career development opportunities (Aziz *et al.*, 2022). Lastly, enhancing workplace safety through IoT-based monitoring, AGVs, and network video surveillance has been a significant step in reducing workplace accidents and ensuring employee security (Aziz *et al.*, 2022).

2.4 Sustainable Warehousing Practices:

To conform with Sustainable Warehousing Practices, there are many variables to consider, many possible actions to take. According to (McKinnon *et al.*, 2015), these practices can help the long term sustainability of the warehouse.

List of Variables –

1. Warehouse Operations:

- Smart warehouse technologies: The integration of IoT and automation enhances operational efficiency, reduces human errors, and optimizes resource utilization.
- Lean logistics strategies: Adopting streamlined processes minimizes waste and improves productivity while ensuring sustainable operational practices.
- Sustainable transportation integration: The use of energy-efficient vehicles and optimized routes helps reduce the carbon footprint of warehouse distribution.

2. Material Handling:

- Automated guided vehicles (AGVs): AGVs reduce manual labor and improve efficiency by automating material transport within warehouses.
- Electric forklifts: Using electric-powered forklifts reduces emissions compared to traditional diesel-operated machinery.
- Sustainable packaging and reusable pallets:
- Implementing recyclable materials in packaging and pallet use helps lower waste and enhance material flow efficiency.

3. Material Storage:

- High-density storage solutions: Maximizing vertical and compact storage minimizes space usage and reduces energy consumption in warehouses.
- Climate-controlled storage systems: Insulated storage areas with temperature monitoring help optimize energy use in heating and cooling.
- Digital warehouse management systems: Technology-driven inventory management enhances stock tracking and reduces unnecessary resource allocation.

4. Energy Use:

- Renewable energy sources: Using solar, wind, and other sustainable energy sources reduces dependency on fossil fuels and operational costs.
- LED lighting and motion sensors: Energy-efficient lighting with automated controls minimizes electricity consumption.
- Energy management systems (EMS): EMS helps monitor and optimize energy usage, leading to significant reductions in carbon emissions and costs.

5. Warehouse Construction:

- Recycled construction materials: Using reclaimed and eco-friendly materials in warehouse construction reduces environmental impact.
- Natural ventilation and skylights: Enhancing airflow and natural lighting decreases reliance on artificial HVAC and lighting systems.
- Sustainable site selection: Strategically locating warehouses near transportation hubs minimizes emissions from freight movement and improves logistics efficiency.

Chapter 3: Research Methodology

3.1 Type of Research:

This is an Evaluative Research based on the purpose of the study. This research is a Qualitative Research based on methodology. Based on Data Collection, this is a Primary Research.

3.2 Research Design:

This study employs a qualitative research approach to explore sustainable practices at the CDC center of Lotto. A qualitative methodology is appropriate for this research as it allows for an in-depth understanding of managerial perspectives and observed sustainability initiatives. By using interviews and observations, this study aims to provide a comprehensive insight into the sustainable supply chain practices implemented at the CDC center.

3.3 Data Collection Methods

To gather relevant information, this study utilizes two primary data collection techniques:

1. Interviews: Semi-structured interviews were conducted with selected managers to gain insights into their sustainable practices, challenges, and implementation strategies. The semi-structured format ensured flexibility while maintaining consistency across interviews.
2. Observations: On-site observations were conducted to examine real-time sustainability practices in the operational environment. This included observing waste management, energy efficiency, and labor conditions at the CDC center

3.4 Sampling Technique:

A purposive sampling technique was applied to select participants for this research. Only managers directly involved in sustainability-related decision-making and implementation at the CDC center were selected for interviews. This technique ensures that the collected data is highly relevant to the research objectives.

3.5 Sample Size:

The study engaged a total of 05 managers from different departments within the CDC center of Lotto. This sample size was deemed sufficient to capture diverse managerial perspectives while ensuring data saturation.

3.6 Data Analysis:

Thematic analysis was employed to analyze the qualitative data. Interview transcripts and observation notes were coded to identify key themes related to sustainable supply chain practices, managerial challenges, and best practices. The findings were then categorized and interpreted to derive meaningful insights into the sustainability efforts at the CDC center of Lotto.

This research methodology ensures a structured approach to understanding sustainability practices through qualitative methods, offering a detailed exploration of managerial perspectives and real-world observations.

3.7 Questionnaire Development:

1. General Sustainability Practices

- What sustainability efforts has the CDC put in place?
- What challenges do you face in making the warehouse more sustainable?

2. Warehouse Operations & Efficiency

- How does CDC reduce waste and improve efficiency?
- How do you plan delivery routes to cut fuel costs and emissions?
- What steps do you take to ensure trucks are fully loaded before dispatch?

3. Material Handling & Storage

- Why does the CDC use pallet jacks instead of electric forklifts?
- How do you make sure storage methods (racks, pallets) are sustainable?

4. Energy Efficiency & Infrastructure

- What energy-saving steps has the CDC taken?
- Why don't you use solar power, and are there plans to do so?
- How do you keep the warehouse cool without using air conditioning?

5. Workforce & Training

- How do you ensure worker safety and comfort?
- Do employees get any training on sustainability?

Chapter 4: Data Analysis and Interpretation

List of Variables and Their Applications in Warehousing–

1. Warehouse Operations:

- Smart Warehouse Technologies:
- Lean logistics strategies: CDC adopted streamlined processes that minimized waste and improved productivity of workers. In last 8 years, total number of workers increased by around 5% whereas the output value increased more than 200%, standing at almost 3 times as before.
- Sustainable transportation integration: The CDC uses of different sized vehicles and optimized routes helps reduce the carbon footprint of warehouse distribution. They also focus on sending Full Truck Load (FTL) during dispatch to reduce cost and carbon footprint.

2. Material Handling:

- Automated guided vehicles (AGVs): There are no AGVs of any kind implemented in the Warehouse.
- Electric forklifts: Electric-powered forklifts are not used in the Warehouse for material handling. Instead, Pallet Jacks are used in the warehouse. Workers use Pallet Jacks to carry many boxes or cartons in a single trip without facing much difficulties.
- Sustainable packaging and reusable pallets: To ensure easier transportation of cartons and boxes, pallets are used. There are 2 types of pallets used – Plastic Full Pallets, and Wooden Half Pallets. Plastic Full Pallets are used for moving boxes inside the warehouse, on the same floor. Whereas the Half Pallets are used to move them between floors as they fit inside the lift/elevator.

3. Material Storage:

- High-density storage solutions: CDC uses fixed racks for storing goods. They maximize vertical storage and compact storage techniques to minimize space usage and reduces energy consumption in warehouses.
- Climate-controlled storage systems: There are 2 floors used in warehousing of CDC. The goods are stored as according to their nature. Shoes, Accessories, Apparels – these categories of products are stored on the second floor as they are more sensitive to humidity. Higher elevation ensures higher airflow and lesser humidity on the floor. On the other hand, Sandals, Thongs, Flipflops, Slides – these categories of products are stored on the basement floor since they are not much prone to humidity, and they are usually more fast-moving products.
- Digital warehouse management systems: The CDC uses custom made ERP Software to track, locate, shift products from 1 place to another. Each article of products is assigned a specific BIN Location where they are to be stored. Each category is localized in a zone.

4. Energy Use:

- Renewable energy sources: There isn't direct use of any Renewable energy in the CDC. However, natural airflow (wind energy) is used to humidity, control airflow, temperature. Sunroof can be suggested to use solar power for natural lighting. But unfortunately, the products stored in CDC are very much sensitive to direct sunlight and most likely to fade color due to prolonged exposure.
- LED lighting and motion sensors: Energy-efficient fluorescent and LED lighting is used throughout the warehouse. Motion sensors are used in toilets to save electricity and reduce waste.
- Energy management systems (EMS): There were no such application of EMS in the CDC.

5. Warehouse Construction:

- Recycled construction materials: The CDC warehouse was constructed using concrete. The whole structure is not owned by ELPL, rather taken lease from the owner. This transfers the liability of one time / purpose usability of the structure. In a way, this reduces long term impact of the Establishment since it can be repurposed into something else if need be.
- Natural ventilation and skylights: Skylights or Sunroofs are not placed in the warehouse for natural lighting. This is not applicable because of the nature of the products stored inside the warehouse. The color and quality of the products will fade into oblivion if they are placed directly under sunlight for a prolonged period. Artificial HVAC is also not implemented. Rather ventilation is controlled by using large exhaust fans in certain parts of the building. The layout is made as such that these fans increase the natural airflow many times and make a windy atmosphere. This helps to create an ambient temperature and humidity for the floor.
- Sustainable Site Selection: The location of the warehouse is in Tongi, Gazipur. Gazipur is a district right north of Dhaka City (The Capital), close to the Airport. This is also a transportation Hub. Although it is far away from the center of the capital city, where most of the Stores / delivery points are located, this makes it easy to streamline delivery / dispatch convoy since most of them are on 1 side. This also helps to implement Full Truck Load (FTL) in dispatching, which reduces per unit transportation costs and carbon footprint.

Chapter 5: Recommendation & Conclusion

5.1 Recommendation:

Based on the findings from this research on sustainable practices at the Central Distribution Center (CDC) of Lotto, the following recommendations are suggested to improve sustainability efforts:

1. Enhance Energy Efficiency

- Introduce **solar panels** where feasible, such as office areas or non-sensitive storage zones, to reduce reliance on conventional electricity.
- Expand the use of **motion sensor lighting** beyond toilets to other low-traffic areas for better energy management.
- Implement an **Energy Management System (EMS)** to monitor and optimize electricity consumption.

2. Improve Material Handling & Automation

- Consider **electric forklifts** or battery-powered material handling equipment to reduce reliance on manual labor and improve efficiency.
- Explore the feasibility of introducing **Automated Guided Vehicles (AGVs)** for repetitive warehouse tasks.
- Use **sustainable packaging** by increasing the use of reusable pallets and minimizing plastic waste.

3. Optimize Warehouse Layout & Storage

- Reconfigure storage to further **maximize space utilization**, reducing the need for additional warehouse expansions.
- Continue leveraging **climate-controlled storage** for sensitive products and improve airflow using eco-friendly ventilation systems.

4. Strengthen Sustainable Transportation Practices

- Expand the use of **Full Truck Load (FTL)** dispatching to minimize transport emissions.
- Consider **eco-friendly transportation** partnerships for last-mile delivery to reduce the carbon footprint.
- Optimize delivery **route planning** using data analytics to reduce fuel consumption and improve efficiency.

5. Promote Workplace Sustainability & Employee Training

- Introduce sustainability awareness training for employees to encourage energy and resource-saving behaviors.
- Invest in **ergonomic improvements** to enhance worker comfort and productivity.
- Establish a **reporting system** for employees to suggest sustainability improvements.

5.2 Conclusion:

This research explored the sustainability practices at the Central Distribution Center (CDC) of Lotto, focusing on energy efficiency, material handling, storage, transportation, and workforce well-being. Findings indicate that the CDC has made significant progress in improving efficiency and sustainability, particularly in areas such as lean logistics, warehouse optimization, and transportation management. However, opportunities remain to further enhance sustainability efforts, especially in energy management, automation, and workforce engagement.

By adopting renewable energy solutions, expanding sustainable material handling practices, and improving worker training, the CDC can strengthen its long-term sustainability impact while maintaining operational efficiency. Future research could explore cost-benefit analysis of automation and renewable energy investments, as well as benchmarking against industry best practices.

Implementing these recommendations will help Lotto's CDC reduce environmental impact, improve cost efficiency, and set a benchmark for sustainable warehouse management in Bangladesh.

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Appendix I

Interview Questions

1. General Sustainability Practices

- What sustainability efforts has the CDC put in place?
- What challenges do you face in making the warehouse more sustainable?

2. Warehouse Operations & Efficiency

- How does CDC reduce waste and improve efficiency?
- How do you plan delivery routes to cut fuel costs and emissions?
- What steps do you take to ensure trucks are fully loaded before dispatch?

3. Material Handling & Storage

- Why does the CDC use pallet jacks instead of electric forklifts?
- How do you make sure storage methods (racks, pallets) are sustainable?

4. Energy Efficiency & Infrastructure

- What energy-saving steps has the CDC taken?
- Why don't you use solar power, and are there plans to do so?
- How do you keep the warehouse cool without using air conditioning?

5. Workforce & Training

- How do you ensure worker safety and comfort?
- Do employees get any training on sustainability?

Appendix II
Internship Proposal Form

CS003



INTERNSHIP PROPOSAL FORM

Name:	S. M. Rehan
ID:	211011092
Department:	ULAB School of Business (USB)
Supervisor's Name (Faculty):	Shawkat Tanveer Rahman
Organization Name:	Express Leather Product Ltd.
Internship Title:	Sustainable Practices in Central Distribution Center: A Case Study on Lotto Bangladesh

Student's signature & date
(02/02/2025)

Supervisor's signature & date
(02/02/2025)

(Submit your Research Proposal to your Supervisor for approval)

CS003 (02) Page 1 of 1

LETTER OF TRANSMITTAL

February 2, 2025.

S. M. Rehan, Cell: +8801779211947, Email: sm.rehan.bba@ulab.edu.bd

Shawkat Tanveer Rahman
Senior Lecturer
School of Business
University of Liberal Arts Bangladesh (ULAB) 688, Beribadh Road
Mohammadpur, Dhaka 1207.

Dear Sir,

Subject: Submission of Internship Proposal.

Please find attached herewith the proposal for an internship in partial fulfillment of the requirement for a Bachelor's of Business Administration (BBA) at Express Leather Product Ltd., Central Distribution Center (CDC), Tongi, Gazipur from 3 November, 2024.

If you have any questions, please call me at 01779211947, you can reach me most easily at the following times: 10:00 am to 10:00 pm, Saturday to Thursday.

Sincerely yours,



S. M. Rehan

ID: 211011092
BBA Program
School of Business
University of Liberal Arts Bangladesh

Sustainable Practices in Central Distribution Center: A Case Study on Lotto Bangladesh

Supervisor:

Shawkat Tanveer Rahman

Senior Lecturer

ULAB School of Business (USB)

University of Liberal Arts Bangladesh (ULAB)

**An Internship Proposal Submitted in Partial Fulfillment
Of the Requirements for the Degree Bachelors of Business Administration**

By

S. M. Rehan

ID: 211011092

Fall 2024

February 2, 2025

Internship Organization: Express Leather Products Ltd., CDC, Tongi, Gazipur.

Address: Aggressive Business Center, Ashraf-Setu Complex (2nd Floor), Tongi, Gazipur, Bangladesh.

Duration: 3 November, 2024 to 31 January, 2025.

Organizational Supervisor:

Mustafizur Rahman

Consultant Supply Chain, Central Distribution Center

Cell: +8801704-163667; Email: mustafizur.rahman@expressleatherbd.com

Description of Internship organization:

Express Leather Products Limited (ELPL) is a company founded in 2007 by Bangladeshi businessman Kazi Jamil Islam. It started its business primarily as a supplier to other Top Footwear Brands such as BATA & APEX. As a third-party supplier, they were not recognized in the consumer market. The company headquarter was at House # 109, Road # 7, Sector # 4, Uttara, Dhaka, Bangladesh. Later it shifted to Ashraf-Setu Complex (2nd Floor), Tongi, Gazipur, Bangladesh.

To expand business, ELPL signed license agreements with other brands. The first jump was back in 2012 when they signed to become the Licensee of “Lotto Sports Italia”. This partnership made a well recognition for the company, becoming the country's first international sports fashion brand. To further expand business, ELPL signed license agreements with “Lee Cooper” an English-American clothing and footwear manufacturing company based in London in 2019.

Mr. Kazi Jamil Islam is the owner and current Managing Director (MD) of Express Leather Products Limited (ELPL). His brother Kazi Javed Islam is the company’s Deputy Managing Director (DMD). Mr. Khan Amanur Rahman is the Head of HR & Admin. Mr. Mustafizur Rahman is currently the Consultant (Head) of CDC. Md Abu Isha Bhuiyan is the Head of Accounts.

Retail Shops, Franchise, Wholesale, and E-Commerce are the 4 lines of distribution by ELPL. Retail Shops are directly controlled and managed by ELPL and provides products exclusively from Lotto & Lee Cooper. Franchises offer the same products exclusivity as the Retails, but are not managed and controlled by ELPL. They are not owned by them, but receives a portion of the sales made. Wholesales are Third-party sellers that buys products from ELPL and sells them to consumers. They are not exclusive sellers of Lotto & Lee Cooper product lines. They are mostly local shoe stores or shops. They are also limited by product choice offered to them. Express Hub is an e-commerce platform of Express Leather Products Limited (ELPL). This platform offers direct selling point for the company.

Description of the Internship Study:

The internship study focuses on observing and analyzing sustainable practices in warehouse operations at a central distribution center. The study involves hands-on exposure to warehouse management processes, including material handling, storage optimization, and energy-efficient operational strategies. The internship provides an opportunity to evaluate the effectiveness of sustainability initiatives.

The study is a qualitative research. Data are gathered from primary sources using observation and interviews.

The objective of the study will be as follows:

1. 1. To identify key sustainable practices currently implemented in warehouse operations at a central distribution center
2. To determine how sustainable warehouse operations contribute to overall supply chain efficiency
3. To assess the contribution of automation in promoting sustainable warehouse management

The study is expected to contribute by providing actionable insights into sustainable warehouse practices, helping organizations improve efficiency, reduce environmental impact, and adopt greener logistics solutions. Additionally, it will offer interns and professionals a deeper understanding of sustainable operations, enhancing their skills and career prospects in the logistics industry.

The study is justified as it addresses the growing need for sustainable practices in warehouse operations, focusing on reducing environmental impact, improving efficiency, and optimizing resource utilization. By identifying best practices and challenges, the research provides valuable insights for businesses to enhance their sustainability efforts and align with global environmental goals.

Primary data will be collected through interviews with warehouse managers and employees, observations of daily operations. These methods will help understand how the warehouse manages energy use, material handling, and storage efficiency

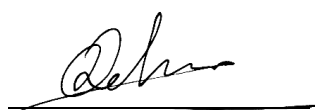
The study will use purposive sampling to select warehouse managers, supervisors, and employees who are directly involved in sustainable practices. A total of 5-10 participants will be chosen to provide insights based on their experience and role in warehouse operations

The collected data will be analyzed using thematic analysis to identify key patterns and insights from interviews and observations. Simple statistical methods, such as percentage analysis, may be used where needed, and the findings will help understand the effectiveness of sustainable practices in warehouse operations.

Reporting: A final report will be written at the end of the study with the findings. The academic supervisor and institutional supervisor will be regularly updated on the progress.

Timeline:

Serial	Activity	Weeks											
		1	2	3	4	5	6	7	8	9	10	11	12
1	Consultation with Supervisors	√	√	√	√	√	√	√	√	√	√	√	√
2	Secondary Data Collection		√	√	√								
3	Services Record Collection					√	√	√	√	√	√		
4	Primary Data Collection						√	√					
5	Data Analysis								√	√			
6	Draft Report Writing										√		
7	Final Report Writing											√	
8	Report Submission												√



S. M. Rehan
ID: 211011092

Appendix II

Internship Appointment Letter

Ref: ELPL/HR&ADMIN/INTERN/12122024

December 12, 2024

Jennifer Hossain

Consultant

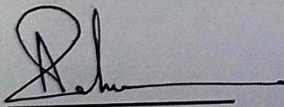
International Affairs & Career Services Office,
University of Liberal Arts Bangladesh.

RE: INTERNSHIP APPROVAL

In reference to your letter dated December 12, 2024, we are pleased to confirm that the internship program has been approved of Mr. S. M. Rehan (id: 211011092) with our company Express Leather Products Ltd.

His internship program has been confirmed under the CDC (Central Distribution Center) department in our Head Office, located at Ashraf-Setu Complex (2nd floor), Tongi, Gazipur, for 12 weeks starting on November 3rd, 2024.

Thanking you,



Khan Amanur Rahman
Head of HR & Admin

Copy to:

1. Internship File



Express Leather Products Limited, ABC Office, Ashraf Setu Complex (2nd Floor), Tongi, Gazipur, Bangladesh.
Tel: 01704163608, 01704163609, E-mail: info@expressleatherbd.com, Web: www.expressleatherbd.com

Appendix IV

Similarity Report

Final Draft - Part B.docx

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