

SUSTAINABLE SUPPLY CHAIN PRACTICES AND THEIR BUSINESS IMPACT

ITL Intelligent Label Solutions

Prepared by

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Submitted in partial fulfillment of the requirements for the degree of Bachelor of Business
Administration (BBA)



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14th December 2025

Internship/Project Report Approval Form

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Letter of Transmittal

December, 2025

Md. Kamal Uddin, PhD

Assistant Professor, ULAB School of Business (USB)

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688 Beribadh Road Mohammadpur Dhaka - 1207

Subject: Submission of Internship Report on “Sustainable Supply Chain Practices and Their Business Impact”

Dear Sir,

With due respect, I am pleased to submit my internship report titled “Sustainable Supply Chain Practices and Their Business Impact”, prepared as part of the Bachelor of Business Administration (BBA) program requirement at the University of Liberal Arts Bangladesh (ULAB). This report is based on my internship experience at ITL Intelligent Label Solutions, where I worked in the Supply Chain Management Department. I am sincerely grateful for your supervision and guidance throughout this project. In this report, I have made every effort to combine the concepts I learned during my BBA program with the practical experience gained during my internship, along with relevant information collected from credible sources. I hope this report meets your expectations and receives your kind acknowledgement. I look forward to your valuable feedback and suggestions.

Sincerely,

Rayan Nuren

ID: 193011015

Bachelor of Business Administration (BBA)

Concentration: Supply Chain Management

ULAB School of Business (USB)

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I am also deeply grateful to my organizational supervisor, Abdul Awal Md. Saiful Islam, Senior Manager and head of Supply Chain Department at ITL Intelligent Label Solutions, for his constant supervision, mentorship, and support during my internship period.

Special thanks to Ms. Annaya Biswas, Senior Manager HR and Admin, and Mr. Fahad Chowdhury, Senior Officer HR and Admin, for their assistance and warm welcome. I also want to thank the entire Supply Chain Management team at ITL for their cooperation and for helping me gain practical insights into sustainable supply chain operations.

Lastly, I would like to express appreciation to my friends, classmates, and family members for their motivation and continuous encouragement throughout my academic journey.

List of Abbreviations

Abbreviation	Full Form
SCM	Supply Chain Management
SSCM	Sustainable Supply Chain Management
SSCP	Sustainable Supply Chain Practices
TBL	Triple Bottom Line
ERP	Enterprise Resource Planning
ISO	International Organization for Standardization
FSC	Forest Stewardship Council
KPI	Key Performance Indicator
HR	Human Resources
ULAB	University of Liberal Arts Bangladesh
USB	ULAB School of Business
ITL	Intelligent Label Solutions
BBA	Bachelor of Business Administration

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Part A

Chapter 1: Internship Preparation

1.1 Motivation and what I expect to learn from this Internship

As a BBA student majoring in Supply Chain Management of University of Liberal Arts Bangladesh(ULAB), I was eager to apply my academic learning into professional experience. My goal was to know about how global supply chain management tries to balance sustainability with efficiency and cost.

Supply Chain Management is transforming globally by digitization, automation, and sustainability mandates. Digitization and AI provide real time visibility and data driven decisions.

Joining ITL was a significant opportunity in my academic journey. ITL Intelligent Label Solutions is a multinational company known for its innovation and responsible manufacturing and designing branding solutions, smart labels (including RFID), and packaging products for the apparel industry. I wanted to learn how a supply chain professional manages procurement, inventory management, and logistics while maintaining ethical and environmental standards.

I hope to build a career in Supply Chain Management. I have a strong interest in procurement, inventory, logistics, and sustainability. My internship at ITL gives me a chance to gain practical experience and learn how global companies balance these goals.

1.2 Internship Search Process and Experience

Finding an internship in a Supply Chain Management role was very difficult for me as the job market of our country is very competitive. I applied to many companies in many roles from September to October but I didn't get any interview calls. I also tried applying on LinkedIn but nothing seemed to work at that time.

In early October, a company named Babuland contacted me for an online interview. I applied there through LinkedIn by sending my CV. The interview went well but after the interview I didn't get any update from them which made me more stressed because the semester deadlines were getting closer and many of my friends and classmates already started their internship.

Around the middle of October, I heard about ITL Intelligent Label Solutions through a personal reference and he told me to mail Ms. Annaya Biswas, Senior Manager of HR and Admin at ITL. I mailed her and asked if there were any internship opportunities available and provided my CV and all the necessary details. A short time later, Mr. Fahad Chowdhury, Senior Officer, HR and

Admin at ITL, contacted me and informed me that an online interview will take place. Shortly after that I was again called and asked if I could come to the office on 16th October at 9:00 am to start the internship. So in the end there was no formal interview process.

This long job search experience taught me the importance of patience. I realized that getting an internship is not only about academic results but also about networking, timing, and confidence. I also learned that many companies seek candidates with specific technical skills like Excel, Power Bi, and ERP knowledge. This motivated me to improve my digital skills.

1.3 Internship Joining Experience

Before joining, I researched the company and their products on their website, and social media pages. This preparation helped me to understand the company and made my first day easier.

Still I was feeling very nervous on my first day at internship. I met Mr. Fahad Chowdhury, Senior Officer, HR and Admin, who welcomed me and explained the company policies, working hours, and general office rules. After that I met Ms. Annaya Biswas, Senior Manager of HR and Admin, where she briefed me about the company's structure and work culture.

The HR orientation also included details about confidentiality, professional etiquette, and the company's office dress code. This helped me understand the professional standards expected at ITL. After my meeting with the HR team, I was introduced to the heads and members of different departments. This helped me to get acquainted with everyone. Then I met Mr. Abdul Awal Md. Saiful Islam, Senior Manager, and the Head of Supply Chain Department. He first introduced himself and gave me a brief about what is Supply Chain Management, types of products the company manufactures and sells and their sustainability practices.

He then introduced me to the entire SCM team. Abdul Awal Md. Saiful Islam, Senior Manager and head of SCM department is my organizational supervisor. The overall introduction on my first day made it easier for me.

1.4 About the Organization

ITL Intelligent Label Solutions is a multinational company with 21 global locations across Asia, Europe, Africa, and the Americas, their head office is in London, UK. The company was founded in 1987. ITL works in labeling, packaging, and RFID solutions. ITL is a global leader in apparel branding solutions, playing a key role in ensuring brand consistency, supply chain traceability, and inventory accuracy for retailers worldwide. ITL supports many well known apparel and retail

brands like- H&M, Puma, Next, Pink, M&S, Tesco, Victoria's Secret etc. by providing sustainable and innovative branding and packaging products.

The Bangladesh head office is in Uttara, Dhaka. It is the company's corporate and administrative hub which manages sales, client relations, and overall business operations in Bangladesh and globally.

ITL prioritizes sustainability using recycled materials, water based inks, and energy efficient production methods. The company also promotes eco-friendly trims, labels, and packaging solutions. This helps reduce waste and minimize environmental impact.

Mission: To create innovative, intelligent and sustainable ways to connect brands with consumers.

Vision: We strive to be the global label and packaging company that respected brands, retailers and manufacturers choose to partner with.

Core Values: Pride • Creativity • Responsibility • Trust

Chapter 2: About the Internship

2.1 Activities of the Department

The Supply Chain Management department at ITL is responsible for material and demand planning, supplier coordination, procurement, inventory and stock management and logistics. The main purpose of the SCM department at ITL is to make sure that raw materials move smoothly from suppliers to production and finally to customers without any interruption. They also focus on maintaining proper stock levels, reducing delays and controlling cost.

During my internship time, I had the chance to assist in some of these activities. Most of my work included documentation, communication and keeping records organized.

2.2 Work Environment

ITL has a very friendly and professional work environment. People from all departments work together. Everyone is very friendly and respectful, so it is easy to communicate with everyone and get adjusted to the workplace. The company uses digital record keeping using Excel, which helps reduce paper usage and keep information accurate and organized.

During my internship period, the SCM team told me that they are planning to introduce an ERP system in the near future. It will improve how different parts of the supply chain work together and make data and material records clearer.

The team's work culture, sustainable practices, and upcoming digital changes create a positive and helpful learning environment for me.

2.3 Duties and Responsibilities as an Intern

During my internship period, I did several tasks that helped me understand how supply chain works in real life. Some of my main tasks were:

Data Entry and Sortation: I recorded purchase orders, bill status, and data sortation in Excel.

Document Management: I helped organize invoices, purchase requisitions, and import documents.

Product Knowledge: ITL sells apparel labeling products like- Printed Fabrics Label, Screen Printed Labels, Thermal, Offset, Digital, Heat Transfer Label, Woven Labels, Packaging, and smart RFID solutions.

SCM Dashboard Development for 2025: I was given a task during my internship to develop a Supply Chain Management dashboard for the year 2025. The main purpose of this dashboard was

to organize, track and project key supply chain KPIs so the department could monitor performance effectively and make decisions based on data. The dashboard includes:

- Inventory levels
- Out-of-stock items
- Procurement and operational cost savings
- Shipping and logistics costs
- Foreign and local supplier lead times
- Days Payable Outstanding (DPO)
- Material rejection rates
- Slow-moving and non-moving inventory

To complete this dashboard, I collected data from internal sources, and organized them into a structured format and transformed them into visual charts and summaries. Making this dashboard helped me improve my analytical skills and gave me practical experience in measuring real supply chain performance.

Factory Observation: Planning to visit the factory soon to get a better understanding of how the production process works.

Team Support: I helped my department by verifying data, updating records, and supporting communication.

These tasks helped me see how important accuracy in documentation is for keeping the supply chain running smoothly and organized.

2.4 Application of Educational Learning

My internship gave me a chance to connect with what I learned in my academic life with real supply chain activities at ITL.

Green Logistics: Green logistics is about reducing waste and saving resources throughout the supply chain.

Procurement: Procurement lessons helped me understand how a company chooses suppliers and makes purchase decisions.

Lean Operations: is how a company tries to remove unnecessary steps to make processes faster and more efficient.

Chapter 3: Self-Reflection

3.1 Feedback on Internship Experience

My internship at ITL helped me strengthen my confidence and practical understanding of supply chain operations. It was a valuable learning experience for me. I saw how global supply chain functions and how sustainability practices are followed. The team's support and guidance helped me improve my attention to detail, manage my time better, and develop good workplace discipline.

In the start, working with a large database in Excel felt challenging. With time I became more efficient and adaptable. This helped me realise that sustainability is not only a corporate goal but an operational mindset that must be consistently applied across different departments.

3.2 How I Could Do Better and How the Organization Could Utilize Me Better

I could do better by improving my data analysis and reporting skills and by learning the basics of ERP systems. I can also gain more knowledge about sustainability standards such as ISO 14001, FSC certification, and so on.

The organization can use interns more effectively by involving them in sustainability related data tracking, supplier performance reviews, or documentation support for compliance processes. By doing this the interns will have a good understanding of sustainable procurement and the performance evaluation process.

3.3 Recommendations

- Provide training sessions for interns on supply chain digital tools and sustainability metrics.
- Regular review sessions to help interns improve.
- Involving interns in small analytical tasks, sustainability reporting, or supplier assessment activities.

Chapter 4: Personal Development Plan

4.1 Technical Skills

Data Analysis: Improving Excel and Google Sheet skills using formulas, pivot tables, and dashboards.

ERP Readiness: Learn the fundamentals of ERP system to quickly adapt once ITL introduces the new system.

Sustainable Procurement: Doing online courses on green sourcing and carbon footprint tracking.

4.2 Interpersonal Skills

Adaptability: To become more flexible in handling different types of tasks and adjusting to changing work situations.

Leadership and Teamwork: To take more initiative during group activities and contribute creative ideas that support team goals.

Communication: Strengthen professional writing and presentation skills.

This internship helped me to understand how sustainable supply chain practices support business success. It inspired me to build a career that promotes both operational excellence and environmental responsibility.

PART B

Executive Summary

The present internship report examines how sustainable supply chain practices can and have affected the performance of business on the basis of practical knowledge within ITL Intelligent Label Solutions, which is a multinational labeling and packaging company based in Bangladesh. The main aim of the research was to investigate the impact of environmental, social and economic sustainability efforts in the operations of a supply chain in terms of operational effectiveness, cost saving and company image.

The research design was a qualitative descriptive study, which made use of the direct observations throughout the internship, interviews with the Supply Chain Management (SCM) staff in an informal manner, and the analysis of the secondary sources, such as company records and scholarly materials. This analysis was informed by the three bottom line (TBL) framework, which considers sustainable aspects in the economic, environmental, and social aspects.

The results have shown that ITL has adopted a number of sustainable supply chain initiatives among them being sustainable procurement, reduction and efficacy of waste, digitalization of paper work, green coordination of Logistics and Enterprise Resource Planning (ERP) system adoption planning. The practices have helped in the better control of costs, less wastage of materials, better coordination and increased efficiency in the operations. The social sustainability and responsible business culture of ITL is also contributed by ethical selection of suppliers and cooperation with employees.

Although these positive effects have been found, there are some significant obstacles, which are identified in the study such as the use of manual systems with Excel, the lack of formal sustainability Key Performance Indicators (KPIs), lack of supplier sustainability certification, and no systematic training in sustainability practices. These problems inhibit successful performance measurement and slow down the expansion of sustainability efforts.

In general, the report has identified that sustainable supply chain practices positively and quantitatively contribute to the sustainability of the business activities of ITL, as it increases the efficiency, lowers costs and improves the competitive positioning. The study would further suggest accelerating the implementation of ERP, bringing in the supplier sustainability evaluation standards, creating quantifiable sustainability KPIs, increasing the number of employees that are trained and sensitized as well as enhancing the transparency of the data with the help of sustainability reporting. The results indicate that sustainability, when tactically incorporated into supply chain activities, serves as a major contributor of resilience, innovation and business development on the long-term perspective, but not as a compliance issue.

Chapter 1: Introduction

Sustainable Supply Chain Practices and Their Business Impact

1.1 Background of the Study

The report shows the role of sustainable supply chain practices in influencing the performance of business that I experienced in my internship at the ITL Intelligent Label Solutions, a multinational labeling and packaging firm. The primary aim of the investigation is to learn how the practices of social, environmental, and economic sustainability affect the efficiency of operations, costs reduction, and reputation of the company. My qualitative research took a qualitative descriptive approach, which was informed by observations of internships, informal interviews, and secondary materials. The results indicate a sustainable sourcing, waste management, paperwork digitalization, and planning to implement ERP in order to enhance operational productivity as well as long term cost savings. The study demonstrates that sustainability can endow business with fairly strong flexibility and competitive power. It suggests enhancing sustainability ratings of suppliers, establishing quantifiable KPIs, expediting the ERP adoption and enhancing educating employees about sustainability practices.

1.2 Problem Statement

Although most organizations are engaged in practices that are observed in sustainability, several organizations continue to experience challenges to effectively implement sustainable practices in supply chain operations. Some of the problems encountered by companies include the lack of digital systems, compliance with suppliers and the absence of quantifiable sustainability metrics. The sustainability implementation process in the RMG and accessories industry in Bangladesh is still emerging and the companies have no organized structures to assess the business effects of sustainable supply chain processes.

We must therefore know the impact of sustainable supply chain practices on the performance of business and what companies can do to enhance their sustainability performance.

1.3 Research Questions

To solve this problem, the study focuses on the following questions:

RQ1: How does sustainable supply chain practices influence business performance?

RQ2: What challenges affect the implementation of sustainable practices in supply chain operations?

1.4 Research Objectives

Based on these research questions, the objectives of the study are:

RO1: To understand how sustainable supply chain practices affect a company's operations and overall performance.

RO2: To find out the main challenges companies face when applying sustainable supply chain practices.

1.5 Significance of the Study

The study is significant to students, practitioners, and companies that seek to enhance sustainability within the supply chains. It presents practical understanding of how sustainability can make a contribution towards efficiency, cost management, and corporate reputation. The research also reveals typical problems and some areas which require advancement and by this means the companies may enhance their sustainability plans. In the case of students, the research links the theoretical ideas of SSCM with practical organizational activities.

Chapter 2: Literature Review

2.1 Introduction

Sustainability is no longer the same concept of being a corporate responsibility but a strategic business priority of contemporary businesses. Companies nowadays must strike a balance between environmental, social, and economic goals and have an efficient operation. Researchers have in recent years, however, established that sustainable prices can not only protect the environment but also assist the company to cut down on their costs as well as enhance better production and competitive advantage. The chapter is a review of the key theories, frameworks and studies on Sustainable Supply Chain Practices (SSCP). It gives the academic background required to comprehend how sustainability leads to cost effectiveness, operations efficiency, and business reputation.

2.2 Concept of Sustainable Supply Chain Management (SSCM)

As Carter and Rogers (2008) put it, Sustainable Supply Chain Management is the strategic and open-minded coordination of the environment, social, and economical goals of a company. This definition is based on the Triple Bottom Line (TBL) approach that has 3 important components:

Economic Sustainability: This is the long term profitability of the business by utilizing resources effectively and managing cost.

Sustainability of the Environment: Minimizing waste, pollution, and unnecessary consumption.

Social Sustainability: Making sure that it has ethical labor, safety, and community welfare.

Proper supply chain is sustainable and provides all the three aspects of procurement, production and distribution.

2.3 Importance of Sustainable Practices in Supply Chains

Sustainable practices have numerous positive impacts other than the environmental issues:

Cost Reduction: The implementation of resource efficient methods of production in order to minimize waste output, the consumption of energy and the cost itself (Porter & van der Linde, 1995).

Risk Minimization: Sustainable sourcing mitigates supply risk, supplier risk and compliance risk.

Reputation and Brand Image: Customer trust and loyalty to a company are earned by conducting ethical practices (Seuring and Muller, 2008).

Innovation and Long Term Growth Sustainability will result in new ideas, new materials and new technologies that will enhance competitiveness.

As an example, such companies as global apparel and packaging have already implemented sustainable material and digital tracking solutions as a way to achieve the objectives of obtaining environmental performance without compromising profitability.

2.4 Key Components of Sustainable Supply Chain Practices

Sustainable Supply chain Management has a number of interdependent aspects. These are the most commonly practiced ones:

A. Sustainable Procurement: The sourcing of raw materials with suppliers with environmentally friendly and socially responsible policies. This entails the assessment of certifications, labor conditions and the use of resources.

B. Waste Management and Resource Efficiency: Enhancing the reuse of resources, waste management, and lean production processes to minimize the cost and environmental impact.

C. Green Logistics: Employing the methods of planning of transportation routes, vehicles with low energy consumption, and techniques that assist in the minimization of the carbon emissions.

D. Sustainable Manufacturing: Adopting clean technologies, renewable energy and energy saving production systems to slash waste and enhance productivity.

E. Stakeholder Collaboration: Clean technologies, renewable energy and energy saving production systems will be implemented to minimize waste and increase the productivity.

These factors assist businesses to generate value as far as they are executed successfully to the businesses and to the society.

2.5 The Relationship Between Sustainability and Business Performance

Many studies indicate that sustainability has a positive influence on business performance:

Operational Performance: The productivity can be improved by efficient utilization of resources and energy.

Financial Performance: Sustainable sustainable usually results in cost saving, and appeals to investors who are concerned with responsible companies (Hart and Milstein, 1999).

Market Performance: Sustainable Companies experience a better market presence as well as loyal customers (Zhu & Sarkis, 2004).

An effective sustainable supply chain aids in changing the firms to align with the new regulations and market demands and therefore, achieves a long term strategic advantage.

2.6 Theoretical Framework

This paper applies the Triple Bottom Line (TBL) model. The TBL considers sustainability in three aspects:

People (Social): Equitable working condition, secure working atmosphere and community interaction.

Planet (Environmental): Decreasing waste, renewable energy usage, and sustainable material.

Profit (Economic): cost saving, efficiency improvement and profitability.

These three pillars can be balanced to allow companies to develop a sustainable competitive advantage that leads to business growth as well as social good.

The TBL framework was used in the context of ITL Intelligent Label Solutions as it assists in identifying how sustainable procurement, production and logistics affect the operational performance and financial performance..

2.7 Empirical Studies on Sustainable Supply Chains

A number of studies in the past give a strong evidence to the fact that sustainable supply chain practices results in the improvement of business success:

Eltayeb et al. (2011) established that the green supply chain practices enhance the operational performance and brand competitiveness.

Pagell and Wu (2009) have highlighted that sustainability reinforces the relationship between suppliers and improves innovation.

Zhu, Sarkis, and Lai (2008) discovered that the companies, which included sustainability, had improved waste reduction and productivity.

These researches are consistent with the real world examples such as the companies such as ITL that achieve that environmental responsibility and profitability go hand in hand.

2.8 Summary

According to the available literature, it is clear that sustainability in supply chain management is no longer a choice. It is a strategic necessity. Ethical supply, green production, and digital reporting will assist the companies to act more effectively, build the brand perception, and be more resilient in the long term. The review gives the background to the following chapters that relate these intellectual reflections to sustainability efforts that are evident within ITL.

Chapter 3: Research Methodology

3.1 Research Design

The study uses a qualitative descriptive design, suitable for understanding organizational practices through observations.

3.2 Type of Research

The research design is descriptive and qualitative.

A **descriptive design** is acceptable because it lets the researcher explain how sustainable supply chain activities are performed in the company without replacing or influencing the processes.

A **qualitative design** can help by providing deeper insights in how sustainability practices can contribute to cost reduction, efficiency, and organizational performance by relying on real examples and practical observations.

These methods together can help connect existing theories on sustainability practices to the real world during the internship.

3.3 Sources of Data

To make a clear and better understanding of this research, the study uses both primary and secondary data.

Primary Data:

Primary information was collected directly during the internship through:

- Interactions with the team of the Supply Chain Management (SCM) , including the Assistant Manager and Department Head.
- Personal observation of the daily activities of supply chain and sustainability practices.
- Assisting in data management, record keeping and sorting, and visits to the production facility.
- Informal discussions with colleagues about sustainability practices.

Secondary Data:

Secondary information was gathered from reliable and relevant sources, including:

- ITL's website, sustainability practices, and internal documents.
- Academic articles and research studies on sustainable supply chain.
- Company publications, online resources, and reports related to procurement and sustainability.
- Public reports on sustainability practices in the apparel and labeling industry.

3.4 Sampling Method

A purposive sampling method was used, focusing on SCM employees who are directly involved in procurement, documentation, and logistics.

3.5 Data Collection Methods

The research is qualitative. The information was collected through observation, document review, and informal discussions.

Observation: Observing how procurement is done with suppliers, how materials are handled, and how documentation is kept in daily operations.

Informal Discussions: I had short and informal conversations with the SCM team to understand sustainability practices and practical challenges.

Document Review: Checking company documents like purchase records, policy documents, and sustainability related initiatives.

3.6 Data Analysis

The collected data were analyzed using thematic analysis. The process allows researchers to find out common themes and patterns such as:

- Sustainable procurement practices
- Reducing waste and improving operational efficiency
- Cost advantages of sustainability practices
- Challenges faced while implementing environmentally friendly practices

These were connected to the Triple Bottom Line (TBL) framework to evaluate environmental, social and economic outcomes. This method helps explain how sustainability affects business performance.

3.7 Ethical Considerations

These steps support the credibility and relevance of the research's conclusions.

- Confidential information of the company was not disclosed.
- Employee privacy was respected during observations and discussions.
- All findings were presented justly, without manipulation or bias.
- The report follows ULAB's academic integrity guidelines and ITL's confidentiality policy.

Chapter 4: Findings and Analysis

4.1 Overview of ITL's Supply Chain Structure

ITL has a globally integrated supply chain, which deals with sourcing, production, package, distribution in various countries. The role of the Supply Chain Department, Bangladesh head office is; Discussing with suppliers and doing procurement operations. Communicating with the production and logistics departments. Keeping Excel spreadsheet records to monitor the orders, materials and shipments. The company is presently operating on Excel but ITL has intentions of integrating ERP systems in future. Such upgrades will enhance accuracy of data, traceability and digital sustainability. All of these processes constitute the main parts of ITL sustainable supply chain operations.

4.2 Key Sustainable Supply Chain Practices Observed

During my internship period I observed many sustainability practices across different SCM functions.

A. Sustainable Procurement ITL gives priority to sourcing suppliers who are environmentally friendly and ethically sound. The procurement process entails: Buying recycled and green materials which have minimal environmental effects. Identifying suppliers with ethical labor practices and certifications. Eliminating wastage and excess stock. These measures can be explained by the principles of Green Procurement in which the process of supplier selection is associated with long term sustainability objectives.

B. Resource Efficiency and Waste Management

To prevent wastage and have responsible management of materials, ITL follows a number of steps: The company adopts the use of electronic records in order to save on paper. Using or recycling waste materials of production. The packaging materials are designed in such a way that they minimize wastage of materials yet they meet the quality standards. The practices are indicative of principles of Lean Operations that aim at removing non value adding processes and promoting environmental objectives.

C. Green Logistics

ITL uses the services of third party transport providers in domestic logistics. They are working towards minimizing the environmental effect by: Merging deliveries in order to limit the number of trips. Logistics to organize transport routes. Cooperation with logistic partners to facilitate on-time and reduced emission delivery. These conform to the Green Logistics Framework that is concerned with carbon savings and efficiency of operations.

D. Employee Awareness and Collaboration

The employee behavior and teamwork are also part of the sustainability practices: The employees are advised to keep a clean and waste free work place. The SCM team promotes teamwork and free communication to prevent duplication of work. Supervisors promote the discussion of the better working processes and documentation systems. The practices enhance the social aspect of sustainability because they enhance collective accountability and commitment of employees.

E. Planning for Digital Transformation

ITL intends to implement an ERP system in future. This shift will: Lessen the number of errors in manual data input and enhance transparency. Enhance sustainability monitoring using real time analytics. It will assist in making a better plan in procurement, logistics and production. The intended change will emphasize the long term focus of ITL on modernization and sustainable development.

4.3 Findings Aligned to Research Question 1 (Impact on Business Performance)

The observations show that sustainability directly benefits ITL's business success.

Sustainability Area	Business Impact
Procurement	Better cost control, reduced sourcing risk
Waste Reduction	Lower material waste, improved efficiency
Documentation	Fewer errors, faster coordination
Logistics	Reduced trip frequency, lower fuel use
ERP Planning	Long-term readiness and competitiveness

4.4 Findings Aligned to Research Question 2 (Challenges)

- Manual Excel based system increases workload
- Supplier sustainability certification gaps
- No formal sustainability KPIs
- Limited employee training on sustainability

4.5 Analysis through the Triple Bottom Line (TBL) Framework

The findings can be summarized into three pillars of TBL:

Economic: Sustainable sourcing and efficient workflows have reduced unnecessary expenses and improved operational reliability, affecting overall profitability.

Environmental: Reduced paper usage, waste, and recycling of material leftovers, and using eco friendly materials to lower environmental impact.

Social: A positive work culture, ethical supplier practices, and workplace awareness programs reflect ITL's social responsibility.

This balanced method shows that sustainability supports business success.

4.6 Summary

These findings show that ITL's sustainability initiatives create measurable benefits across all areas of business performance. Although the company still faces challenges in digitization, its strong sustainability culture and upcoming ERP implementation shows a strong strategic vision.

By aligning with the TBL framework, ITL shows that integrating sustainable practices into supply chain operations can reduce costs, improve efficiency and support long term competitiveness.

Chapter 5: Recommendations and Conclusion

5.1 Recommendations

Based on the findings and analysis, the following recommendations can improve ITL's sustainable supply chain performance:

A. Implement ERP System with Sustainability Modules

ITL must expedite the use of an Enterprise Resource Planning (ERP) system to consolidate procurement, inventory and logistics information. Adopt sustainability measures like waste disposal, energy consumption meters. Train the SCM department on how to fit into ERP. This will assist in accuracy of the data and transparency of the decision making.

B. Develop Supplier Sustainability Evaluation Criteria

Implementation of an official supplier evaluation system that incorporates: Environmental certification (i.e., ISO 14001, FSC). Social and ethics standards of compliance. Green material and packaging. This will make sure that the suppliers are in line with the long term and environmental objectives of ITL.

C. Introduce Key Performance Indicators (KPIs) for Sustainability

Identify measurable sustainability KPIs including: Waste reduction percentage The degree of paper and resource consumption. Green power consumption and carbon emission monitoring. They will assist ITL to monitor progress, diagnose issues, and report the positive sustainability changes.

D. Expand Employee Training and Awareness

Offer training and workshops on issues like Green Procurement, Energy Efficiency and Sustainability Reporting. Support employee generated efforts towards maintaining friendly workplace practices. They will enhance the sustainability culture of the company and concentration of uniformity in each department.

E. Enhance Collaboration and Communication

Better communication between SCM, Production and Quality departments is to be improved to enhance sustainability coordination. Establish a cross functional sustainability committee to initiate goals, gauge progress and review progress after every quarter. Increased collaboration will contribute to quick resolution of issues and sustainability goal congruence.

F. Strengthen Data Transparency and Reporting

ITL should also prepare annual sustainability reports to showcase the achievements, challenges and goals when the ERP system will be implemented. The open reporting will enhance the trust of clients and establish ITL as a leader in the world of sustainability in the Bangladesh Label and accessories market.

5.2 Managerial Implications

The research highlights that sustainability is a strategic driver of long term success.

Operational Efficiency: Eco friendly practices reduce waste related cost and streamline processes.

Competitive Advantage: Stronger sustainability practices increase client relation in the global market.

Innovation and Growth: Continuous improvement and digital transformation create new opportunities for long term sustainable growth.

Sustainability should not be seen merely as compliance but as a key driver of innovation, resilience, and profitability.

5.3 Conclusion

This study concludes that sustainable supply chain practices significantly contribute to ITL's business performance by improving efficiency, reducing waste, and strengthening reputation. Despite the challenges in digitization and supplier compliance, ITL's sustainability practices and planned ERP system show strong potential for long term growth.

5.4 Future Research Scope

Future studies can explain sustainability performance through quantitative methods such as cost benefit analysis, environmental footprint measurement, and supplier compliance surveys.

Comparative studies among multiple companies in Bangladesh's garment accessories or apparel sector can also help find out industry wide trends, and best practices in sustainable supply chain management.

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Appendix A
INTERNSHIP PROPOSAL FORM

Name:	Rayan Nuren
ID:	193011015
Department:	BBA
Supervisor's Name (Faculty):	Md. Kamal Uddin, PhD
Organization Name:	ITL - Intelligent Label Solutions
Internship Title:	Sustainable Supply Chain Practices and Their Business Impact

Rayan 21/10/25
Student's signature & date

Supervisor's signature

Appendix B

International Trimmings & Labels
Bangladesh Private Limited
www.itl-group.com

Registered Office:
Village & Post: Tangra, Upozila: Sreepur,
District: Gazipur-1740, Bangladesh
t +88 09683-111777
e info@itl-group.com.bd



15-Oct-25

To,
Rayan Nuren
H: 6/5, Rd: Moneshwar Road, Shibpur,
Zigatola, Dhanmondi-1209

Subject: Internship Appointment letter.

Dear Mr. Rayan,

The management is pleased to offer you an internship appointment with International Trimming & Labels Bangladesh Private Limited as Intern of Supply Chain Management Department which is effect from, 16-Oct-25 to 16-Jan-26 for Three (03) months.

Job duration may increase or decrease as per Supply Chain Management department requirement and management approval.

The basic terms and conditions of your employment are set out in this letter.

1. In accordance with the Company policy, your appointment is contractual & temporary basis. Your employment with ITL BD Pvt. Ltd may be terminated by yourself at any time upon giving 01 (One) month notice in writing.
2. You will be reporting to Head of Supply Chain Management department and at the end of your internship period you will submit a report on your learning to HOD of Supply Chain Management and HOD of HR & Admin.
3. You will receive a gross allowance of Tk. 5,000/- (Taka Five thousand) only per month and no other financial benefit will provide. Your allowance will disburse to A/C No: 1481580326261, Routing No: 090263978, Branch: Ring Road Branch, Shyamoli, Bank: Dutch Bangla Bank PLC. Please note that individual allowance information should be treated as strictly confidential.
4. Any absent without notice will count as leave without pay and will be deducted from your monthly allowance. If required any leave, you are entitled 03 days as Casual leave & 04 days as Sick Leave will consider the written leave application during your internship period.
5. During your internship with us, your duty schedule will be:
Sunday - Thursday : From 09:00 am to 06:00 pm
Saturday : From 09:00 am to 04:00 pm / Alternative weekend
Friday : Weekly Off day.
Location : Corporate Office: 9th Floor, Prominent Tower, Plot-01, Road-02, Sector-03, Uttara, Dhaka-1230.
6. You shall not either during or after your internship with the company divulge or utilize any confidential information belonging to the Company or to one of its customers including confidential business affairs of the company or of one of its customers which might have come to your knowledge during your internship.
7. Notwithstanding any other provisions of this letter of appointment, your appointment will automatically be terminated if the Company is abolished.

Please indicate your acceptance of this appointment and your understanding of its terms and condition by signing and returning the enclosed copy of this letter.

Sincerely,


Anannya Biswas
Senior Manager-HR & Admin

Acceptance:

I hereby accept Internship appointment as an Intern of Supply Chain Management Department under the terms and conditions of employment.

Rayan 16/10/25
Rayan Nuren
NID No: 6479905272

Corporate Office: 9th & 10th Floor, Prominent Tower, Plot-01, Road-02, Sector-03, Uttara, Dhaka-1230, Bangladesh
Directors: S Phelps, LJ Hancke, Rasika Balachandra, Asitha Madurawalage, MAT Dhananjaya

Appendix C



Digital Receipt

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PART B Executive Summary

The present internship report examines how sustainable supply chain practices can and have affected the performance of business on the basis of personal knowledge within ITI, Insatigates Label Industries, which is a multinational labeling and packaging company based in Bangladesh. The main aim of the research was to investigate the impact of environmental, social and economic sustainability efforts on the operations of a supply chain in terms of operational effectiveness, cost saving and company image.

The research design was qualitative descriptive study, which involved all the direct observations throughout the internship, interviews with the Supply Chain Management (SCM) unit in an external manner, and the analytical/for secondary sources, such as company records and scholarly materials. The analysis was informed by the three horizons (3H) framework, which considers sustainable aspects in the economic, environmental, and social aspects.

The results have shown that ITI has adopted a number of sustainable supply chain initiatives among them being sustainable procurement, reduction and efficiency of waste, digitization of paper work, green coordination of Logistics and Enterprise Resource Planning (ERP) system adoption planning. The practices have helped in the better control of costs, less wastage of materials, better coordination and innovation/efficiency in the operations. The social sustainability and responsible business culture of ITI is also contributed by ethical selection of suppliers and cooperation with employees.

Although these positive effects have been found, there are some significant obstacles, which are identified in the study such as the use of manual systems with errors, the lack of formal sustainability Key Performance Indicators (KPIs), lack of supplier sustainability certification, and no systematic training in sustainability practices. These problems inhibit successful performance measurement and also demote the expansion of sustainability efforts.

In general, the report has identified that sustainable supply chain practices positively and quantitatively contribute to the sustainability of the business activities of ITI, as it increases the efficiency, lowers costs and improves the competitive positioning. The study would further suggest accelerating the implementation of ERP, bringing in the supplier sustainability evaluation standards, creating quantitative sustainability KPIs, increasing the number of employees that are trained and motivated as well as enhancing the transparency of the data with the help of sustainability reporting. The results indicate that sustainability, when actually incorporated into supply chain activities, serves as a major contributor of resilience, innovation and business development on the long-term perspective, far not as a compliance issue.