



INTERNSHIP REPORT
On
HR Compliance Practice on Fire Safety System in
AARONG

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Letter of Transmittal

25th April, 2017

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Subject: Submission of the Internship Report.

Dear Ma'am,

I am grateful to submit my Internship Report on "HR Compliance Practice on fire safety system in Aarong". I have been instructed to do this report as a completion of the course "Internship (BUS 400)". My journey at Aarong has been reflected through this report. This report provides a brief look of my job duties and experiences as an Intern at Aarong. I have also added the strong analysis on my topic and my learning by working there.

I have prepared this report by consulting with you and my supervisor (at Aarong). I have tried my level best to prepare the report meaningfully and correctly as much as possible by adding the fruitful information. That is why, I will be thankful enough if you kindly accept my report.

Thank you again for your support and patience.

Sincerely yours,

Piash Barua
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Letter of Endorsement

The Internship Report entitled “HR Compliance Practice on Fire Safety System in AARONG” has been submitted as a requirement of the course "Internship (BUS 400)" for the fulfillment of the degree Bachelor of Business Administration, Major in Finance and HRM, BRAC Business School on 25th April 2017 by Piash Barua, ID#13104228. The letter certifies that all the information of company enclosed here is not confidential and rather approved by the company.

The report has been made presentable to present in front of the Internship Committee for evaluation.

Mahreen Mamoon (Internship Supervisor)

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Without the blessing of Almighty, successful completion of this report would not have been accomplished within a short time.

There are some persons whose inspiration and suggestion help me to make it happen. First of all I want to show my gratitude thank my honorable course instructor Mahreen Mamoon for her valuable suggestions and academic guidance.

I am also thankful to my organizational supervisor, Mr. Tapas Gain for his guidance and supervision while working at Aarong. He has given me all the necessary, useful and relevant information for my report despite his busy schedules.

I would like to express my sincere thanks to all the research participants including producers and employees of Aarong. They have co-operated me by giving their valuable time to me. Without their cooperation and support it would have been impossible to write this internship report.

Executive Summary

The report is all about “HR Compliance Practice on Fire Safety & System in Aarong”. Here, the whole report has been presented as a summary. Aarong is one of the most successful handicraft product providers in Bangladesh which has started its journey in 1978 to help poor disadvantaged rural women to discover and present their hidden skills in handicraft in front of competitive world and to create a source of earning. In its journey, it has made possible to attract the customers from different backgrounds through its innovative products which are being displayed in different retail stores. Aarong maintains the adequate level of quality in every stage starting from production to delivery to hold most of the customers as much as it can. For Aarong, Porter’s five forces has shown some results such as bargaining power of suppliers is low but in case of buyers it is moderate, threat of substitutes is moderate but low in case of new entrance it is low and for competitive rivalry it is moderate. The external analysis of PESTEL for Aarong includes- maintaining trade law to do business with UK and USA, following interest in providing loan facility to producers, coming up with different marketing strategies for different group of people, offering online shopping service to customers, finding sustainable source for product and obeying laws in terms of employment, customer rights and products safety. Another external analysis of SWOT for Aarong includes- high market share with „Zero“ production damage from the valued workforce, delaying in delivery time with higher price charging, joining up with small boutiques by targeting local events and not having big competitors to compete. As the main focus of the report is the fire safety system of Aarong and as some literatures are reviewed. By reviewing literatures it has found out that having safe and secure working environment make employees feeling satisfied and motivates them to serve customer and company in a better way. Moreover, Aarong thus tries to follow Bangladesh labor law 2006 like- having emergency exit, availability of fire fighting equipments and having marked, a mock fire fighting in case of fire fighting system. As an intern working in SCPD department is being fruitful for gathering information about fire fighting system at Aarong. However, I have got some knowledge gaps like- there is no data to support that all people working for company specially producers have got training, no data to signify that all factories actually having those fire fighting extinguishers, whether there any precaution taken before incidents happen and what is standard of fire safety at Aarong. Thereby, I have raised some questions to reach to my research objective which are- the knowledge about fire safety system at Aarong and implementations, awareness about fire,

possible reason of fire, preventive measures, evidence of receiving training, making some calculative results and the areas for further improvement. The research design is exploratory as no research has done before on the issue and the results after the research may be required for further analysis. The research approach is both qualitative as some in depth interviews are conducted with producers, if not possible than social audit producers on behalf of producers and quantitative as questionnaire is used to get the number of producers got training, the minutes needed to escape, the number of rescue equipments etc. The study population for producers is that of RED graded producers having poor in fire safety and system and for employees is the ones from SCPD, HR, Finance and Design department. Therefore, different sampling methods are conducted such as- purposive, convenience and stratified random sampling. Data from producers has been collected through interview, questionnaire and telephone conversation and from employees it includes questionnaire and interview methods. The response rate is correspondent to the sample size. While analyzing it has been found that fire extinguisher is the most usable fire extinguisher in producers' factory, the percentage of producers in receiving training, the remarkable improvement of producers after fire training, importance of ABC extinguisher and some practical evidence. The findings part then includes- the fire safety standard at Aarong, its evaluation system for producers, some differences between producers' production house and head office of Aarong, the three creator fuels, heat and oxygen of fire are present irrespective of situation and precautions that are explained in data analysis part. Some recommendations have been given relating to sprinkler, visual alarm, assembly point and overall co-ordination among different units. Finally, it can be said that Aarong need to fill out there gaps in fire fighting system to make producers much more complied and be in the position of top handicraft producers around the country.

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1. Introduction:

As a part of BRAC BBA program it is compulsory to work in an official setup. To get into this, the knowledge of BBS courses is very important. The inside and outside BBS courses give a total view of work knowledge. Courses like- Statistics, Business research, Human Resource Management, Finance, Economics, Accounting and Marketing etc. played an important role in my progress towards real business world. BBS internship program is such a great experience of this real business world where students of BRAC BBS get a chance to explore their knowledge by working in accompany under someone's supervision. Hereby, I have got the chance to work in Aarong to apply my knowledge. I have worked in SCPD department of Aarong. While working here, there are limited areas I found to practice my knowledge from BBSA studies. In addition to that, some of the courses I found helpful to prepare my internship report. Namely these are courses of- Human Resource Management, Statistics and Business Research which aid me a lot to make my internship report prepared. The report is a reflection of my experience and learning from work. But to present it in an academic way, the courses function like a strong backbone in stablishing my opinion.

2. Background:

2.1. Birth of Aarong:

Aarong, an integral part of BRAC has started its journey in 1978. Aarong, a fair trade organization, is dedicated to make changes across the country by benefitting the lives of disadvantaged artisans and underprivileged & unnoticed rural women by reviving, recognizing and promoting their handicraft, handmade products.

Aarong has been established with two visions. One is to aid the artisans, the rural women in enriching their pride and self-esteem and one more is to ensure the rights of women to present them as an important asset in the society. In addition to that, Aarong is dedicating its operations in large context to assist BRAC in reaching its goal in mitigating poverty, empowerment of the poor and especially of the rural women.

Aarong product designs have succeeded in pulling up consumer attention towards its products and style in Bangladesh. It has greatest designers who are occupied in making a perfect balance between tradition and contemporary trend in such a manner that has reached to consumer appeal very quickly.

Aarong is serving through 16 retail stores and e-commerce website. It has 13 production centres including 589 sub production centres under AAF (Ayesha Abed Foundation). It also has 610 independent producers with 65000 artisans and the big portion indicating 85% of these artisans are women.

2.2. Aarong's retail stores:

- Aarong at Gulsan, Uttara , Dhanmondi 1, Dhanmondi 2, Moghbazar, Jamuna Future Park, Banani, Mirpur, Wari, Bashabo in Dhaka
- Aarong at Haliashahar, Sholoshahar in Chittagong
- Aarong in Khulna
- Aarong in Narayangonj
- Aarong in Comilla
- Aarong in Sylhet

2.3. Aarong's products:

- Men garments: Punjabi, Pajama, Shirts, Tee shirt , Polo, Short kurtas, Lungi, Fatua, Scraves & Uttorio
- Women Garments: Sharee, Shalwar Kameez, Taaga, Panjabi, Dupatta, Fabrics, Scarves, Shawls & Night wear.
- Children garments:
 1. Girls: Pant top, Skirt top, Frock, Shalwar kameez, Ghagracholi.
 2. Boys: Pant, Shirt, Fatua, Panjabee- pajama set, Tee shirt, Uttorio, Sherwani- coati set
 3. New born Baby:
 - New born girls : Nima, Gift set, Frock
 - New born boy: Nima, Gift set, Fatua
- Nakshikatha: In Bengal it serves not only serves as functional article but also represents the cultural identity and folk arts of this land. The colorful patterns and designs that are

embroidered on Kantha articles results in the name “Nakshikantha”. Each of this kanthas represents the contents of a woman’s mind and fields with romance, sentiment and philosophy. Cushion covers, Bed covers, tapestry, jewelry boxes, ladies parts etc.

- Home textiles/ Home accessories: There are many types of home accessories. These are Block print, Woven, Nakshikantha, Batick, Screen print, Tie dye, Table cloth, Napkins, Tablemats, Aprons, Gloves, Bed cover, Pillow cover, Curtains, Cushion cover, Cushion, Pot holder etc.
- Jewelry: Aarong is the furnished silver jewelry selling outlets in Bangladesh. This Silver jewelry come from Tangail, Savar, Dhaka, Mymensingh, Rangpur around the country to fulfill the necessities of customers of the customers overall. All types of Jewelries are- Earrings, Necklace, Bracelets & Bangles, Rings, Nose pin and Anklet.

2.4. Ayesha Abed Foundation- Aarong’s own production centre:

Ayesha Abed Foundation is the stablishment to admire the effort and memory of late Mrs. Ayesha Abed, a co-worker and wife of the Founder and Chairperson of BRAC. The work which are carried out here are the symbol of promise that she made to the under privileged rural women by providing education, training and employment opportunities. And she had started the journey in 1976 in Manikgonj. In the foundation, women can furnish their skills on numerous crafts with financial and technical aids, proper training and well-suited environmental circumstances.

The AAF is basically concerned about setting the workplace for the society’s to work underprivileged women. At AAF they receive training, practice their learning and earn money. This is where the AAF has played its role by pulling these disadvantaged women from their boundaries and giving them the opportunity to become attached in viable enterprise.

The AAF is closely linked up with the programs especially BRAC Development Program (BDP) and Aarong. AAF,s finished products are reached to the market with the help of Aarong which includes designs, raw materials and financial assistance given to AAF. AAF is the mother production centre of Aarong.

2.5. Core competencies:

The core competency of Aarong lies in its integrity, innovation, inclusiveness and effectiveness. These competencies help Aarong to have an edge over other handicraft providers in Bangladesh.

Innovation: The innovation is an important skill of BRAC-Aarong and that is gathering numerous handworks from the rural people and creating employment for them. Thereby, it values creativity in designs of dresses and presents itself as a leader of development activities.

Integrity: Being responsible and aware for own actions are the important aspect of Aarong workplace cultural ethics. Aarong runs business with clear cut policies and honesty. There are no loopholes or communication gap in their professional activity.

Inclusiveness: Aarong encourages the engagement of people of society. Whatever backgrounds one is having in terms of race, ethnicity, religion, gender, age, nationality, socioeconomic condition; it provides assistance in all the possible ways it can. It rewards a person for his or her efforts and motivates to move forward.

Effectiveness: Aarong offers challenges to all of the people who are working directly and indirectly for it. It tries hard to bring excellence in its customer services. It rewards a person for his or her efforts and motivates to move forward.

2.6. Operation process:

The operation process of Aarong is moderate time consuming, responsive to changes and aligned with goals and objectives of Aarong. The process has been built by keeping in mind that producers can get the price for their efforts and the social enterprise take along its motto of innovation and tradition for a longer period of time in future.

At first, the producers are being selected by their selection criteria for two times. Then the designer section shows the design template to the producer that need to build up on their dresses. After that the cost for producer are being set including artisans' wages, material used to prepare clothing, environmental setup etc. Then producer made sample based on that design. Accordingly if the designs or sample are liked by design section or QC (Quality Control) approves it, Merchandising department orders for producing the product to AAF (Ayesha Abed Foundation) & Independent producers. After that, when finished goods get reached to Aarong, QC check them all. If the actual quality matches the desired one QC accepts all of the products. Then the products are restored in storage room with most care & beautiful packaging under supervision of higher authority. Finally, all these are sent to several Aarong outlets to fulfill the customer demands.

2.7. Porter's Five Forces & the company:

The model helps to identify where power lies in a business situation for a specific organization. It indicates the opportunities of an organization which has been brought out by its competitive position.

Aarong does make a practice of using Porter's five forces to create a picture that whether its products are profitable or falling down comparing to its competitors. In a whole, it uses this model to determine where it is standing in the competitive business world.

- Bargaining power of suppliers: It indicates the strength or power of the suppliers in increasing the level of price. Aarong has huge number of suppliers under different categories. In addition to that, in each category there is more than one supplier who supplies similar types of essential inputs. If company wishes, they can easily move to another suppliers which means that here the switching cost is lower. Aarong determines the cost of their suppliers inputs by keeping in mind the standard pricing level and the needs of the artisans (the rural women) of daily livelihood, suppliers cannot control the pricing much. So, in Aarong the bargaining power of suppliers is relatively low.

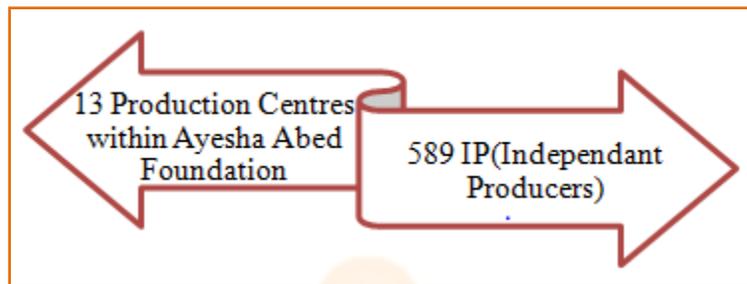


Figure 2.7.1: Suppliers of Aarong

- Bargaining power of buyers: It indicates the strength of buyers of an organization in keeping the lower pricing level. Aarong has potential number of buyers who just love to make their shopping at Aarong's sales centre specially the working women. In addition that, Aarong has buyers in each and every category of their products. This implies that Aarong has look over every type of customer needs and demands by increasing their value. Sometimes, buyers like to switch their choices as Aarong products are relatively higher priced. The loss

of these buyers is a crucial & an important matter for Aarong. So, for Aarong the bargaining power of buyers is moderate.

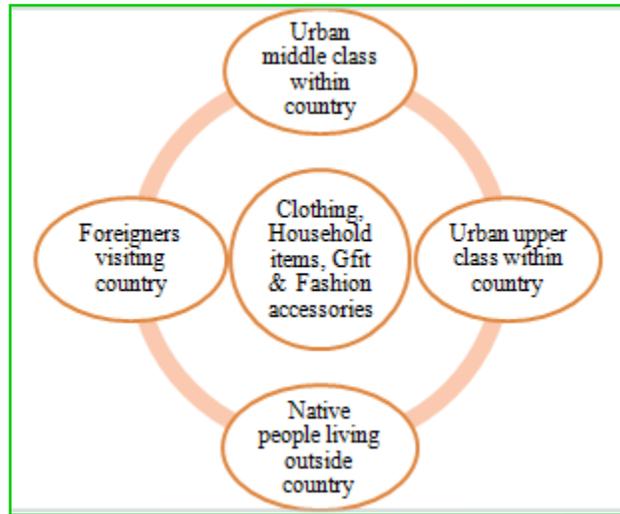


Figure 2.7.2: Buyers of Aarong

- Competitive rivalry: It indicates the number of competitors in the same area an organization is competing. Aarong is competing with few competitors on the areas of product quality, feature, distribution, innovation, costing, supplier, technology and finance. Unlike other competitors, Aarong offers different products for different group of people. As Aarong focuses on the products quality and uniqueness, it always helps them to have an edge over others by looking after the needs and demands of different segments of customer. Aarong’s SCPD (Social Compliance and Producer Development) department helps company to be in good look of its buyers. So, it can be easily said that the competitive rivalry for Aarong is relatively moderate.

<u>Rival’s of Aarong</u>	<u>Market Segmentation of Aarong</u>
➤ Rang	➤ Men, Women
➤ Kay Craft	➤ Children (within different ages of boys and girls)
➤ Anjans	➤ Jewelry (Bangles, Bracelets, Nose pin, Anklets etc.)
➤ Deshi Dosh	➤ Home Accessories (Bed Cover, Cushion Cover, Table Cloth, Tablemats etc.)

Table 2.7.3: Competitors of Aarong and Market segmentation of Aarong

- Threat of substitutes: It is the point of view of customers that they avail when price of one within alternatives goes up. More specifically, preferring to buy another within options as response to high price. Aarong’s products sometimes get altered with products because competitive high price. But as Aarong’s product carries tradition and innovation, its quality and indigenouslyness attract customers a lot. Also, customers prefer buy to product from Aarong to carry out the identity of the country in their dresses. So, Aarong has moderate threat of substitutes in the market.

<u>Handicraft product selling companies</u>			
Organization	Naksha	Prabarthana	Prokriti

Table 2.7.4: Companies selling handicraft products

- Threat of new entry: Profitable markets are the perfect place for new beginners to start up their journey. When a market is about to reach maturity and will grow extravagantly in future, new comers get more interested. Hence, there are certain factors that makes this decision critical that whether to enter or not. The factors- resources available, government’s policies and economics of scale. Aarong has such producers who being hardly noticed by other handicraft product companies. With great experience in products quality and large customer pool new entrance finds it difficult to compete. And on that note, it can clear out that threat of new entry is low for Aarong.

2.8. PESTEL Analysis:

Political Factor: This implies the rules and regulations established by the government to shape the activities of the economy. These policies can be of labor law, environmental law, trade policy, tax policy. The activities of Aarong also get affected by these rules and regulations. As per Bangladesh government Aarong maintains the labor law strictly. Regarding environment law, it plans its production without making any adverse effect to society. It is careful about the tax that will be submitted to the government timely. Aarong, being a handicraft producer sells its product to UK and USA by maintaining trade barriers. To be top position in handicraft industry, it needs to reshape its marketing policies to be responsive to any changes regarding political legislation in the country.

Economic Factor: This implies how a business can be profitable in terms of economical downturns. It considers factors like- growth rate, interest rate, exchange rate, inflation rate, disposable income and demand-supply within its boundary. Aarong being a social enterprise and a handicraft producer is also following these economic pathways. Because of inflation rate Aarong impose Vat on their product prices which is a tax coming from customers. As of interest rate, Aarong provides loan facility to the producers to deliver the product on time. Moreover, with growth rate of economy Aarong is able to expand their business with the involvement of a large number of people. In addition to that, Aarong is aware of people spending being a B2C organization.

Social Factor: Social factor is that of believes, opinions and attitudes of a community or people. The factor varies from society to society. It includes age of people, their growth rate, education, personal interest, career preferences and so on. These factors help business to understand people taste and preferences and thereby shaping their business. Aarong thus follow the practice of the society and by doing this they fulfill consumers demands. At first it targets its customers and makes marketing strategies to attract them. In this way, Aarong make different products for different group of people.

Technological Factor: Technology has a remarkable impact on business or the functions of a company. Specially in production the technological changes needs to be addressed. With the help of technology the process of production is becoming faster and machine oriented. That means a higher dependence on technological devices not on manpower. Aarong does follow technology to reach to customer through online shopping. As being social enterprise, Aarong communicate with its target customers through social and electronic media. Moreover, for promotional activity Aarong use these sites more to gather more customers for its products and services.

Environmental Factor: Every organization is solely responsible towards environment. To meet the needs within the scarcity of raw materials, organization needs to find out the sustainable and long lasting source. Organization must initiate preventive measures to meet the pollution and carbon footprint target set by government. Aarong does take care of environment by producing product from the sources that are ethical and sustainable. All clothing and accessories are made by not harming the environment. Therefore, SCPD department has been made to make producers much more complied towards society and environment.

Legal Factor: Legality is the platform which provides the authenticity of doing a business. By maintaining and following rules and regulations a company can become successful. As it gives right to run a business within and outside country's border a company is answerable to the law of the country's government. Aarong is very much conscious about legal procedures in each of its sectors. There are key areas like- equal opportunities of employment, product safety & its advertisement, consumer rights and workers safety to maintain rules and regulations.

2.9. SWOT Analysis:

- Strength: Aarong is a very reputed organization. They are now capturing 68% of total handicraft market share in Bangladesh. It's a local brand and now exporting their products outside of the country. Aarong has good reputation for fine quality products. It has a strong management team who are continuously giving their great effort to make it a successful one. Another important fact is that, Aarong has almost "Zero" production damage rate which reduces their cost. They are innovative and always bring some new product in the market which meets customer requirement and expectations. The organization is a respected employer that values its workforce.
- Weakness: Aarong has a reputation for new product development and creativity. However, they remain vulnerable to the possibility that their producer may not be able to produce product timely due to their inability. The collection channel of the organization is not that much structured so that they can get the products from the producer on time and it may create problem for them in future. If any producer is not able to make the product on time due to some personnel problem then the company will also not be able to deliver their product on time. This is a big problem and it happens most of the time on delivery. Aarong charges higher price relatively than their other competitors as a result sometimes customers lose their interest to buy product from them. Its sales force or sales girls within the outlet are not properly trained up. Sometimes they make customers disappointed by their attitude and customer doesn't feel good to buy from there. Sometimes they suffer for financial problem, although it's a rare situation.
- Opportunities: Aarong is very good at capturing the advantage of opportunities. It can go for new distribution channel like it can make some joint venture with some other small Boutique and sales its products in more places. Through that it can capture more market

share in the handicraft industry in Bangladesh. Aarong can expand its business globally. New market for handicraft such as Europe and America are beginning to emerge. People are now trendier about local events & functions like Pahela Falgun, Pahela Baisakh, Victory day, Independence Day etc and they buy new and special products for these events. Aarong can make new products to sell in those special occasions. According to the season change, people are also changing their preference in buying products and considering this scenario Aarong can produce products on the basis of seasonal variations.

- Threats: Aarong doesn't have any big competitors right now. But they have some small competitors like Kay Kraft, Anjans, Deshal, Jattrra, Khubsurti, Rina Latif, OZ, Rang and some other Boutiques established at Banani 11, who are taking their 32% customer and increasing in a slow rate. Aarong always face price wars with their competitors. Its competitors have some superior products like OG's Panjabi shape, Khubsurti's design of Salwarkamiz, Rang's Shari's color, which is decreasing Aarong's market share as well as sales. But now they are repositioning their Brand to compete with them.

3. Literature Review:

The purpose of this report is to provide an overview of present condition and future possibilities of making consciousness about proper fire safety system and its importance in sustainable HRM practices in Bangladesh. I browsed the internet for as much information I could get. From the internet I got the background information of HR practices in Bangladesh. Therefore, various secondary sources and materials were used to review the situations. The sources comprised of articles in academic journals, professional magazines and newspapers on HRM practices in Bangladesh. We also used documents published by national and international organizations to assess the current situation and future challenges with regard to HRM in Bangladesh. Lastly, we visited websites of public and private sector organizations to collect relevant information of HRM practices in Bangladesh.

33% of the organizations use internal referral and word of mouth and 10% use social media and mobile applications to recruit people. 40% companies do reference check in the selection process. One third of the organizations prefer outsourcing to recruit employees at managerial level. 25% and even more companies do not give importance to employees training. Performance appraisals require more functional activities in most of the organizations. Most of the

organizations do not care about the workplace safety. 55% of the companies have 0% of reward program. However, 66% of FMCG (first moving consumer goods) organizations are instructed to have small span of incentive programs. 95% and even more do not have any kind of long term incentive programs. (Mahmood & Nurul Absar, 2015)

The importance of health and safety has been reported. First of all, the safe working environment is a commitment of safety by the management which creates a productive culture in the organizations. Then, when workers smell out the safe working environment, the absenteeism gets decreased. Also, higher standards for safety, cleanliness are important in work premises. Moreover, a safe and secure environment can motivate employees to do more hard work for company's and own wellbeing. When workers are being provided a secure workplace, the employee insurance claims got decreased. As manpower is the unchangeable asset and the most valuable asset, company can keep it with them if they wish to take safety measures for employees. In addition to that, when employees are happy and satisfied, they can serve customers better and get satisfaction. This can be the best way to retain customers and attract them. Moreover, safety initiatives and programs can make employees much more dedicated towards work where they can get the scope to help company in coming up with more safety solutions. Further, a secure environment gives a signal to the customers that the company is much more dedicated and encouraged towards workplace safety. And thus increase the brand value of a company by getting quick services and positive solutions. Furthermore, the safety measures for official work of employees can decrease the cost which otherwise needed unnecessarily and low blockage in work that will otherwise slow down the speed of work. (10 Reasons Why Workplace Safety Is Important, n.d.)

The supply chain of Aarong is much more constructive. Firstly, it focuses on cost benefit. Producers need to face many suppliers as they get different type of raw materials from different suppliers on the purpose of business. By taking this into consideration, producers are preferred to do market research about suppliers for various sources to choose the best available one. Hereby, it aids them to distinguish the cost of materials of present suppliers with that of other preferable suppliers. In this way, they can gather best offers with high cost benefit. Secondly, to have the suppliers with the minimization in cost, producers are always in search of best suppliers. Thirdly, Producers always want to behave well with suppliers to build up a good business relation with them to make long run. Fourthly, producer needs to assure the quality of product. Because of low

and damaged quality of product, there can be a creation of the disruption in whole supply chain process. Aarong does never accept defective products from producers and thereby never wish to create difficulties for producers. Producers are being instructed to maintain the quality of product as they are encouraged to take help from SCPD department in this regard. As defective goods are not allowed to sell in the market; sales will drop, producers along with artisans will not get their reward in form of earning and company can have a face loss.

According to the labor law of Bangladesh 2006, section -62, Aarong tries to follow some standards for fire safety system for its head office and producers' production house. Firstly, a establishment must be provided with at least one alternative stairway in each floor to escape in time of fire occurrence. Secondly, the exit door and window must needs to be marked correctly in Bangla in red letters or by other effective sign. Thirdly, the free passage-way shall be maintained in each floor of that establishment for all of the workers. Fourthly, if more than 10 people are working in the ground floor or explosive materials are in use then workers needs to make aware about that of preventive measures and needs to be adequately trained to make them aware about escape plan in time of fire. Fifthly, the establishment needs to arrange a mock fire-fighting for employees where all of them will be present. Sixthly, the fire fighting equipments which includes fire extinguisher, hose pipe, fire bucket, fire alarm, smoke detector must need to be hold in every establishment and these all needs to be easily accessible. In case of extinguisher it can be different for different cases such as- water, foam, dry powder, carbon dioxide fire extinguishers for A, B, C, D and E class fire. And the extinguisher needs to be freely accessible form a designated place. Lastly, some persons needs to be clearly identified to take the charge of extinguisher and trained up to use that extinguisher. The training should be conducted by the fire service people. Moreover, a fire-drill must be done there with a detailed brief and also their knowledge level must needs to be tested.

4. Affiliation with Aarong:

4.1. Description of the job:

As a student of BBA Program of BRAC Business School in BRAC University, I did my internship at Aarong. I worked in SCPD (Social Compliance and Producer Development) department of Aarong Centre, located at Tejgaon, as an internee for 3 months. I had to work there under the supervision of Tapash Gain, Compliance officer and unit in-charge of Social Audit team of SCPD Department. I

was basically assigned to assist the employees of Social Audit Unit of this Department. The unit has several works which are- visiting the factories, identifying the strength & weaknesses, marking them, providing producers the results as reports, recognize their efforts and aiding to get better marks by recovering the weak points.

SCPD is Social Compliance and Producer Development department previously known as SCPR (Social Compliance and Producer Relations). It has been established with a motto to take the care of producers, making them aligned with policies, handling their grievances & providing them best solutions. It is split into four units. These four units combined themselves to make decision for the betterment of producers.

- ❖ **Social Audit Unit:** The unit is responsible for visiting the factories, preparing the reports based on visit, identifying flaws and helping them to offset the problematic areas through CAP (Corrective Action Plan). To prepare the report in Excel there is an app known as source app.
- ❖ **Producer Communication and Capacity Building Unit:** Here, producers can apply for being applicant or new producer. Under this unit, the grievance of producer are handled and also provided assistance in increasing their capacity of products or in switching the category of production. The unit is also held responsible for arranging forum and offering training to producers.
- ❖ **Field Operation Unit:** Here, The artisans or rural workers get medical facilities under “Health Security Scheme”. More elaborately, the workers working in different sub centres of AAF (Ayesha Abed Foundation) can get admitted in hospitals, cure themselves & have monetary benefits for the treatment.
- ❖ **Research and Design Unit:** It is a unit to collect & gather information from all other department of Aarong. Here, it is also taken into account that whether producers are maintaining the right procedural or not, where are flaws & how to cover it up. Then the unit takes advices from senior officials to design or implement any new system or strategies for the betterment of producers & Aarong.

4.2. Responsibilities of the job:

SCPD department is new in comparing with other department of Aarong. The department is responsible for ensuring the compliance of producers in producing the product. As I worked in

SCPD department, there were certain duties and responsibilities that had given to me. Though I basically responsible in the work of Social Audit Unit, sometimes I was assigned to do work of other units as all units work combinedly under SCPD department. These are mentioned below-

<u>Units of SCPD</u>	<u>Tasks & Duties within units</u>
➤ <u>Social Audit Unit</u>	• Typing producers addresses in Bangla
	• Confirming factory addresses(main one in case of 2 or more factories of producers to arrange a visit
	• Adding marks in social audit report that has given under 36 standards within 7 sections
	• Finding out the reasons for getting poor marks and pointing out one area which is not having fire security & safety facility
➤ <u>Producer Communication and Capacity Building Unit</u>	• Attaching tokens in producer applicant form
	• Handling two cases by writing applications on behalf of two producers; one is approaching to get acceptance of the product which are being delayed in presenting to Quality Control department and another producer is approaching to the Merchandising department to increase the cost of products as it is difficult now-a-days to meet the needs of daily livelihood of both producer's & artisans".
➤ <u>Research and Design Unit</u>	• Adding up marks from SCPD department under categories of social audit, training receiving, rejection rate & yearly penalty rate
	• Adding up producer appraisal marks from Design and Merchandising department

Table 4.2.1: Job responsibilities at Aarong

Aarong SCPD department is very important for them as through this department they can get in touch with producers. More specifically, by being aware of society, SCPD helps producers to be more careful about artisans, being more responsible for their actions and signifies them as the no. 1 producer of Aarong. While handling two cases, I have known how the grievances of producers are being taking into account, analyzed and finally produced a solution. On the side, the social

audit makes visit in different places of the country of producer's factory and get to know how, in which setup the work is being done. This has given me learning that how much rural people are struggling to introduce a wearing. "Social compliance" and "Producers" grievances handling" are the two important matters in this department and I am also very much concerned about it. During my internship period, I have communicated with few producers in providing them gate pass, an approval to bring their product in Aarong. I am assured about it that Aarong is truly the local brand which maintains superior quality in designs by being concern about tradition and innovation.

5. Research Gap:

By viewing the existing researches, no information has been found related to Aarong in case of fire safety system. Even considering the overall offices and factories there are some knowledge has been found and through the research this gap have been tried to be filled out for Aarong. The gaps are identified below-

- It is not been sure whether all has got the training or not as there is no record
- Whether any precautions have actually been taken before accidents happen or not
- It is not confirmed whether the factories and offices have fire rescue equipment specially fire extinguisher or not
- There is no information whether the training of using fire extinguisher has been given or not
- Whether employees or producers are aware of fire doors or not
- How much minute would be to reach to a place of safety if fire occurs
- Whether rescue equipments are available in factories or not
- Whether the fire training is really effective or not

6. Research Question:

To fill the knowledge gap the respondents are asked the following questions with some choices. Some of these are close to hypothesis. Hereby, through the report some queries are being found out. So, the answers that can have after reading the report are- the fire safety standards of

Aarong, the present situation in producers in producers' production house, the importance of fire safety and system at Aarong, the maintenance of the system and the necessary steps that needs to taken by Aarong.

7. Research Objective:

Research objective is something for which the research stands for. After identifying the gaps, some objectives are needed to reach.

The purpose of this study is to examine the existing the fire safety system of Aarong. There is some hypothesis among the objectives of the research. Therefore, the objectives are-

- To describe the fire safety system in both Aarong centre and producers production house and the implementation of the system.
- To study how producers are aware of the issue of fire
- To know the possible reasons of fire occurrence both in Head office and production house.
- To demonstrate the fire rescue equipment necessities in different location.
- The preventive measures taken into consideration to face and overcome fire occurrence specially in producers' factories.
- To gather information about producers who have got training, whether the fire training is really effective and improvement after training.
- To gather the level of knowledge that employees and producers can gather after training.
- To gather some calculative results of fire safety system of Aarong to make the research more authentic.
- To identify the areas needed to be improved in fire safety system in Aarong.

8. Methodology:

8.1. Research Design:

Exploratory research: It is an approach which gives a better meaning of the issue of research. By name it helps to explore the knowledge which is unknown without giving any finalized answer. Through this research the evidence can be gathered of a problem which requires further analysis. This research also gives a floor to the new issues on which no research has been done previously. Because of having all these criteria, the research I have done is an exploratory research as no research had been made on Aarong before I did. In addition to that, I want to gather information about the fire safety system in Aarong centre and in production house of producers. Moreover, I have collected information about the fire safety training, whether it is effective or not and the awareness among employees and producers.

8.2. Research Approach:

Qualitative research: It is the approach of research which provides answers of views and opinions. The research helps to get in depth information about topic. Through this research the qualitative information gathered through interview and observation method about producers. It has been conducted to get more in depth information of producers and if not possible to reach them some interviews are done with social audit employees on behalf of producers. Though it has consumed time but the producers have felt free to give their opinion openly.

Quantitative research: It is the approach of research to give more precise information of the data collected. To make some records of authentic information this type of approach has been conducted. The questionnaire survey has been used in this research to get quantitative information. The data collected can be converted into numbers such as- number of producers got training, the minutes needed to escape, the number of rescue equipments etc.

8.3. Population and sample selection:

The **target population** for this study is mainly employees at Aarong centre and producers of Aarong. As HR compliance practice on fire safety system is important equally for producers and employees, the participation of these of respondents" can play a major role in the research. Among the population of employees and producers the **sampled/study population** for this study is those who are actually considered for research or the aggregation of population from which the representative sample have

drawn. In case of employees, the study population is from SCPD, Accounts, HR & Design department at Aarong and in case of producers, the study population is of Children Tailoring, Jute, Leather, Metal, Value Add, Weaver and Wood categories.

It is more likely a **Purposive Sampling** because before data collection, they surveyor were informed about the purpose of the study and it was confirmed that they were eligible to take part in the survey. In terms of producers the red graded ones are considered as to gather information about fire safety system their participation is important.

It is also like **Convenience Sampling** as the employees under sampled population are very convenient to reach.

The study also considers **Stratified Random Sampling** as the 42 producers have divided into 7 strata with equal number of study population of 6 in each. Then 2 or 3 producers have been chosen within each category or each stratum.

9. Data Collection:

9.1. Method of Data Collection:

Primary data sources: interview, questionnaire, observation and telephone conversation

Quantitative data source: telephone conversation and questionnaire

Qualitative data source: interview and observation

Using primary data collection method, the data have collected from the sample.

The data from employees have been collected using direct questionnaire survey study of population.

The data from producers have collected using questionnaire, interview and telephone conversation method. The questionnaire has been prepared combining required survey questions I am looking answers for. Some of other data have gathered using observation method about producers.

9.2. Response rate:

The respondents are the divided into types: 1. Employees working at Aarong centre, 2. Producers
Among employees,

- 50% employees belong to the SCPD department of Aarong centre

- 15% employees belong to the Accounts department of Aarong centre
- 25% employees belong to the Human Resource department of Aarong centre
- 10% employees belong to the Design department of Aarong centre

In case of producers, the response rate is equal in categories of:

- Children Tailoring
- Jute
- Leather
- Metal
- Value Add
- Weaver
- Wood

In most of the cases, the question of learning's from training remained blank (question appeared at last). The respondents did not give any fruitful anything.

9.3. Sample size:

Sample size in total: 40

Producers: In total 20 producers within 7 categories have participated from 42 study population.

- ❖ Categories: Children Tailoring, Jute, Leather, Metal, Value Add, Weaver, Wood
- ❖ Number of representative within each category: 2 or 3

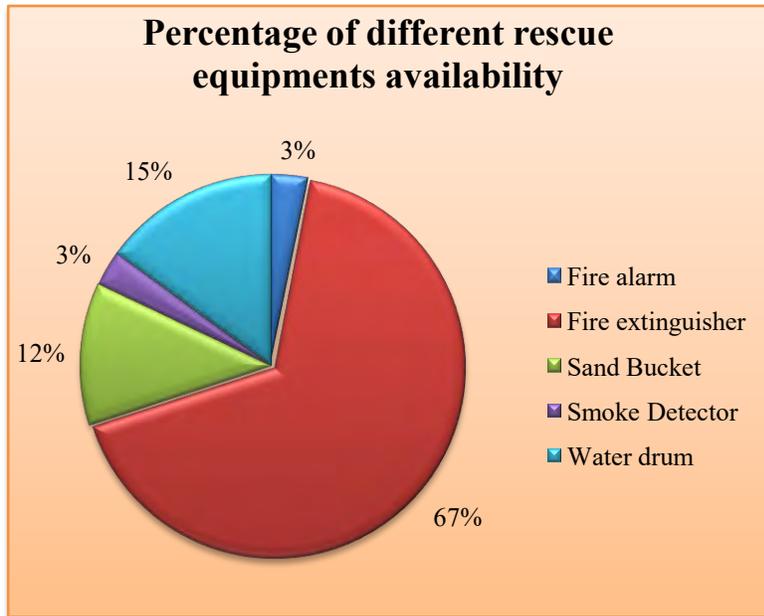
Employees: In total 20 employees have participated as a representative of total study population of 42. Most of them are from SCPD department. Then, few of them are from HR department and very small number from Accounts and Design department.

9.4. Statistical technique:

Different formula and techniques have been used to analyze different types of problems & information in this study. Microsoft Excel is the main soft-ware which has been used for the analysis purpose. Being very specific, Column Chart, Pie Chart and Tables have been used for the data analysis and find out the acceptance of the research's hypothesis.

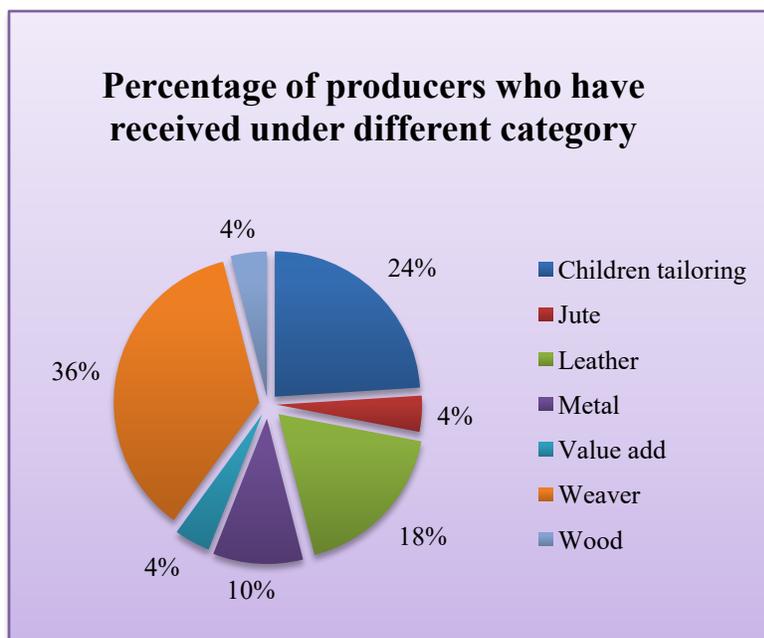
10. Data Analysis:

10.1. Pie chart:



Implication: Based on my research question that how much all rescue equipments is available in Aarong centre and producers production house, I have got this data. Moreover, it is expected hypothetically that Aarong has at least fire extinguisher, water drum, fire alarm in head office and in production house, the data actually goes near to the hypothesis.

Pie chart10.1.1: Rescue equipments availability

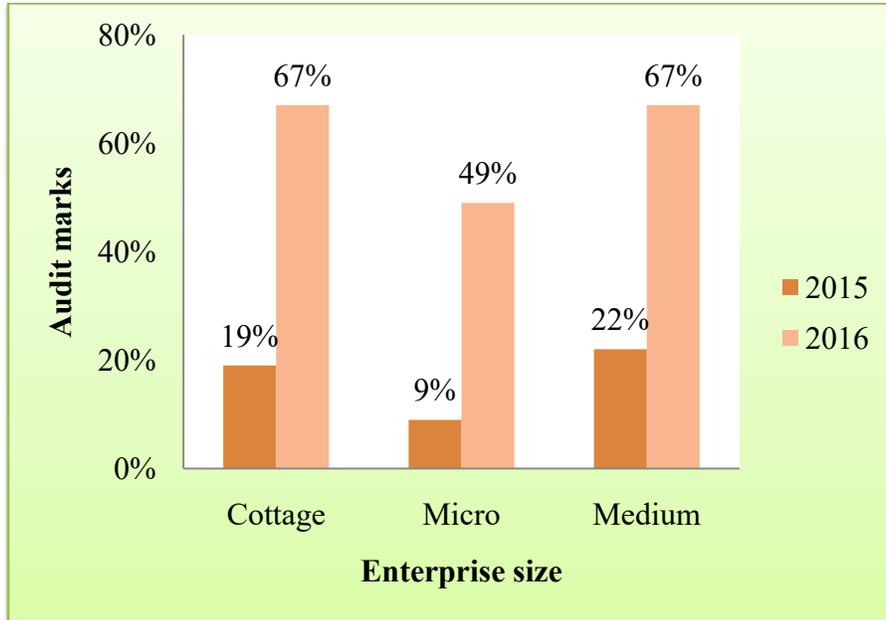


Implication: To take safety measure before fire incident it is necessary to provide training to the producers. That is why I have raised the question in my research that whether producers have got the training specially who have failed in their fire safety system. By using questionnaire and observation methods I have got this data. As hypothetically they all are eligible for it and the data also supports it.

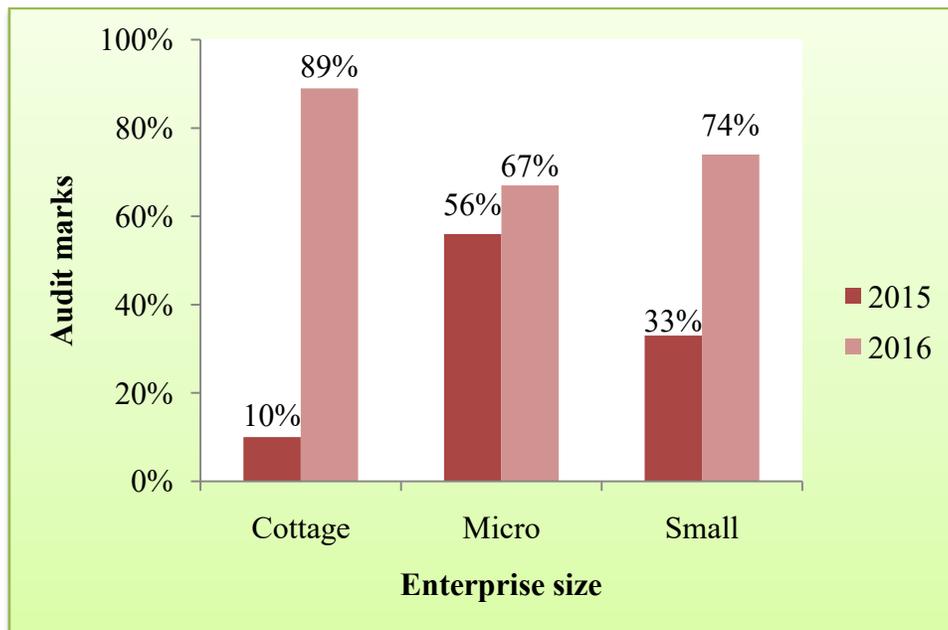
Pie chart10.1.2: Red graded producers receiving training(See Appendix:A.8)

10.2. Column chart:

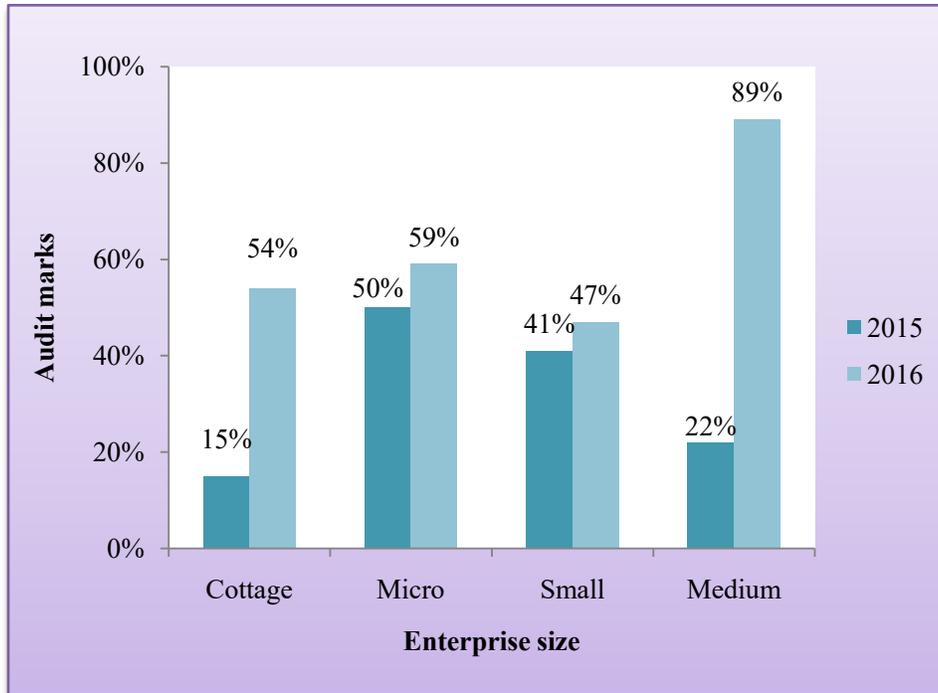
Year wise comparison of fire safety and system improvement within 7 categories producers are given below-



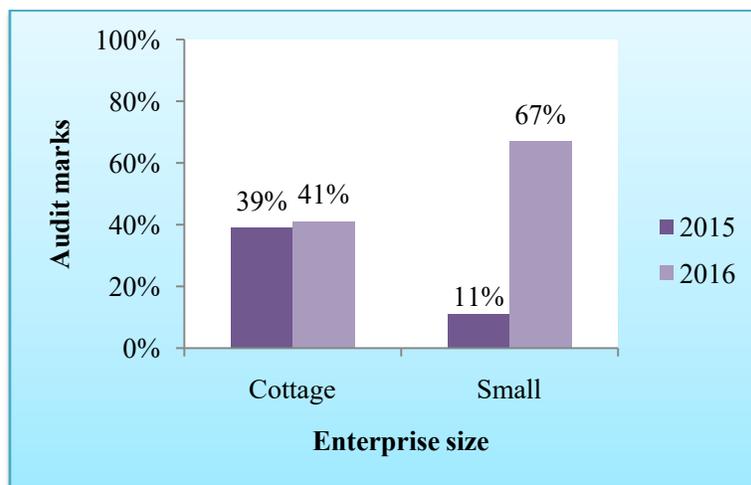
Column chart 10.2.1: Children tailoring category(See Appendix: A.1)



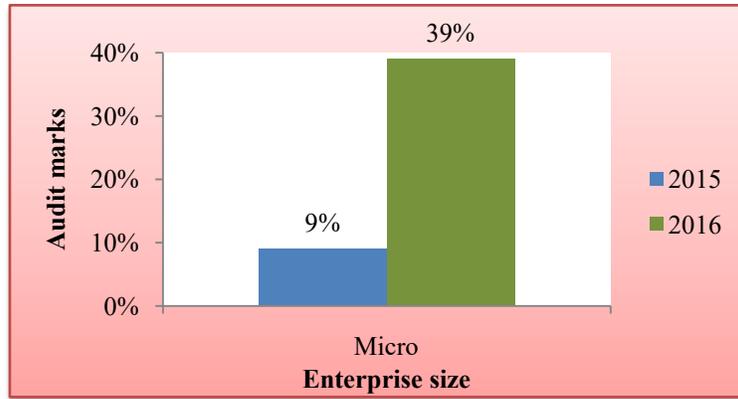
Column chart 10.2.2: Jute category (See Appendix: A.2)



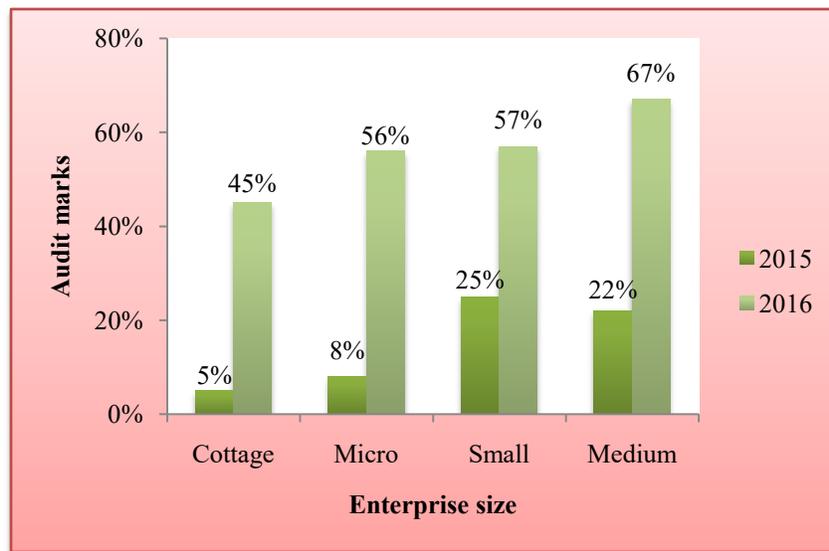
Column chart 10.2.3: Leather category (See Appendix: A.3)



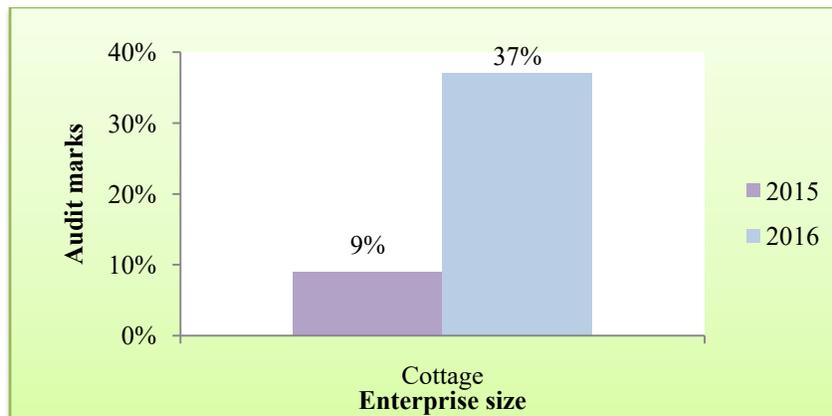
Column chart 10.2.4: Metal category (See Appendix: A.4)



Column chart 10.2.5: Value Add category (See Appendix: A.5)



Column chart 10.2.6: Weaver category (See Appendix: A.6)



Column chart 10.2.7: Wood category (See Appendix: A.7)

Implication: As producers have got training to prepare right preventive measure before fire or unpleasant scenario happened, there should be some improvement in their performance. That is why I have tried to collect this information through my research. Through interview and observation method the improvement results are obtained which have presented above. Moreover, hypothetically there has to be noticeable improvement in fire safety and system after training. The data in above column charts proves this hypothesis.

10.3. Table:

Enterprise Size	Artisan Range	Range of minutes needs to escape
Cottage	1 to 15	1 -5 minutes
Micro	16 to 30	5 -10minutes
Small	31 to 120	More than 10 minutes
Medium	121 to 300	More than above

Table 10.3.1: Time needs to escape for occupants

Implication: As it is needed to have such a fire extinguisher which can destroy fire immediately before it gets rise. That is why I have raised a question that how much time is needed to escape when fire occurred in factories as lot of people works there here. Hypothetically, ABC extinguisher can help all producers during fire and to support that claim the minutes that artisans needed to escape plays an important role. As timing of preliminary stage varies according to the types of fire & for that different types of fire extinguisher are needed. With the table, the necessity of ABC fire extinguisher is actually proved.

10.4. Picture of fire safety & system:



Picture 10.4.1: First Aid



Picture 10.4.2: Electrical Safety



Picture 10.4.3: Fire extinguisher

Though the training is given to producers, it needs to be assured that whether the preventive actions are actually taken into account or not. Therefore, the pictures are here like fire extinguisher, electrical safety and first aid facilities to support the hypothesis that the preventive actions are taken strongly in Aarong.

11. Findings:

11.1. Policy:

When the respondents were asked about fire safety policy, it has been revealed that the organization has some established rules and regulations for producers. These rules have been made for all categories of producers in general for their safety. There are 14 observations which can be differed according to producer category, their capacity. It has presented in a table below-

Standard	Observations
a) Fire safety system	○ Emergency contact number displayed and emergency exit
	○ Escape route plan and rescue team
	○ Fire safety training
	○ Fire alarm
b) Fire fighting and rescue equipment	○ Fire extinguisher
	○ Hose pipe
	○ Sand bucket
	○ Smoke detector
	○ Water drum
	○ Other equipments(Helmet, Mask)
	○ Fire drill training
c) Safety signage	○ Marked emergency exit
	○ Marked fire safety equipment
	○ Free access of all fire equipment

Table11.1.1: Standards and observations within fire safety criteria

Based on the standards and observations this social enterprise evaluate their producers and therefore the evaluation system is given below-

Grade	Percentage	Color	Explanation
0	(0-32)%	RED	Unfulfilled(Fail or have nothing)
1	(33-66)%	ORANGE	Inadequate(Needs to work hard in fire safety system)
2	(67-99)%	YELLOW	Needs improvement(Needs to develop the facilities)
3	100%	GREEN	Adequate(Just ok & excellent)

Table11.1.2: Evaluation system

11.2. Comparing Aarong head office with producers’ production house:

During survey some differences in fire safety system have found out between Aarong centre and producers production house. These are given below-

- Emergency doors are not needed for all categories of producers depending on their enterprise size whereas in each floor at Aarong centre the emergency door is a must.
- Fire safety training is generally given to producers whereas it is not given to the employees working at Aarong centre.
- Fire drill training is generally given to employees working at Aarong centre whereas it is not given to producers.
- There is no fire rescue team in producers productions house whereas there is fire rescue team in Aarong centre.

In short, the fire safety differs according to the location, type of work and capacity.

11.3. Probable reasons of fire occurrence:

Reasons of fire occurrence in general	Reasons of fire occurrence in producers factories or production house		Reasons of fire occurrence in Aarong head office
	Categories of producers	Reasons	
i. Oxygen ii. Heat iii. Fuel or oil iv. Chemical reaction	Children Tailoring	i. Poor electrical wiring ii. Extreme amount of heat iii. Chemical reaction iv. Fast move of revolving machine v. Chemical Inside machine oil	i. Poor electrical wiring ii. Extreme amount of heat iii. Inappropriate arrangement of burnable

	Jute	i. Extreme amount of heat ii. Chemical reaction	material (wood)
	Leather	i. Smoke ii. Chemical reaction	
	Metal	i. Smoke ii. Chemical reaction	
	Value add	i. Extreme amount of heat ii. Chemical reaction	
	Weaver	i. Smoke ii. Poor electrical wiring	
	Wood	i. Extreme amount of heat ii. Chemical reaction iii. Inappropriate arrangement of burnable material (wood)	

Table 11.3.1: Reasons of fire occurrence

From survey it has been revealed that the reasons of fire differ according to situation. As producers run production and head office runs central work, it is obvious of having fire incident. However, with proper maintenance, arrangement and training; it is possible to fight with this unpleasant happening.

11.4. Precautions:

The sources of fire are present but the thing that is needed is awareness of protection as per condition of work. Based on this aspect, Aarong is giving training to overcome the negative consequences to the producers specially who has failed in fire safety system and also taking precautions towards this issue. The preventive measures are given below-

- ❖ Rescue equipment availability: From pie chart 10.1.1 in data analysis, it can be said that the minimum arrangement is there to fight against fire like having fire extinguisher, fire alarm, water drum.
- ❖ Fire extinguisher: From table 10.3.1 in data analysis, it can be said that with the help of ABC fire extinguisher producers can tackle the primary stage of any type of fire occurrence.

- ❖ Fire training: The information about training has been obtained by using questionnaire and observation methods. It is a process which includes three parts. These are-
 - Theoretical Session: In this session, several things are described like- sources of fire, type of fire extinguisher, how to operate rescue equipments, develop a rescue plan and safety measure to prevent fire accident.
 - Practical Session: In this session, it is shown that how to act properly if the incident actually happen.
 - Q/A Session: In this session, the producers clear out their confusions and any other query if they have.
- ❖ Red graded producers training: There are 7 categories of producers whose fire safety and system is really very bad or red graded. They are- Children Tailoring, Jute, Leather, Metal, Value Add, Weaver & Wood categories producers. Therefore, Aarong has provided them training again to improve their fire safety conditions. Percentage of red graded producers who have received training within 7 categories have presented in pie chart 10.1.2 in data analysis. It implies that after taking training they would be able to prepare right preventive measure more accurately.
From column chart 10.2.1, 10.2.2, 10.2.3, 10.2.4, 10.2.5, 10.2.6, 10.2.7 in data analysis, it can be easily seen that each categories of producers have got noticeable improvement in their fire safety and system after training. In addition to that, they can easily come out from red zone and be top graded producers of fire safety and system standard.
- ❖ Proof of equipments: After providing initial training, Aarong does an audit to test whether the equipments are in order or not. Pictures 10.4.1, 10.4.2, 10.4.3 in data analysis are some evidence of the equipments that producers are undertaking. Therefore, Aarong does the authentication to increase assurance of protection from fire.

12. Recommendation:

In this part, I have given more importance to certain issues which are necessary to give attention. That means problems with solutions are indicated below-

- ❖ As it is in the company's fire safety system, sprinkler must need to be there. But no sprinkler has been found neither in Aarong head office nor in producers' production

house. So, it is recommended to have sprinklers in head office of Aarong and specially in large sized production house of producers.

- ❖ There is no visual alarm in Aarong. Because there can be person who can't hear and to make them aware about fire occurrence, there should be a visual alarm.
- ❖ The SCPD need to be faster and strong enough to check the implementation of fire safety and system policies regarding organization and production house. SCPD should handle the problem in case of fire safety and system strictly.
- ❖ The departments are not connected with each other which create a gap of communication specially about producers. So, the co-ordination needs to be strong enough to fill up all of these gaps.
- ❖ While working with producers I have found some problems relating to costing. As the cost set by merchandise department without doing any research, it is truly difficult for producers to produce quality products by covering up the wage of artisans. So I would suggest them to review the costing to match up with the current market price of the raw materials.
- ❖ There has to be an assembly point in the ground floor. As per the standard fire safety and system, this assembly point is a must because it will ensure that all of the employees have come out from fire. Moreover, as there are many departments in overall 5 floors all employees may not be known to each other. With assembly point each person will be provided with a specific row in prior. So with the help of assembly point it can clearly defined that no one has stuck on fire.

13. Conclusion:

Aarong has celebrated 32 years of its success in a massive way. Over the years, it has tried to bring positive change in the life style of disadvantaged people. To make this journey more influential, Aarong established social compliance and producer development department. Hereby, among all of the compliance practice the remarkable one is fire safety system. The practice is not only essential to know but also to keep in practice. Specially, all of the producers within need to be provided with training as only some of them have got training. In addition to that, the recommendation can help the organization to improve their position in fire safety system. So, it can be expected that the compliance policy and its implementation will help

Aarong to become a leader of the social enterprise in Bangladesh. Specially, with fire fighting preventive measures Aarong can make remarkable footprint in the development of company.

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15. Appendix:

Appendix: A

<u>A.1</u>		
Fire Safety and System of Children tailoring producer	Year	
	2015	2016
Enterprise Size		
Cottage	19%	67%
Micro	9%	49%
Medium	22%	67%

<u>A.4</u>		
Fire Safety and System of Metal producer	Year	
	2015	2016
Enterprise Size		
Cottage	39%	41%
Small	11%	67%

<u>A.2</u>		
Fire Safety and System of Jute producer	Year	
	2015	2016
Enterprise Size		
Cottage	10%	89%
Micro	56%	67%
Small	33%	74%

<u>A.5</u>		
Fire Safety and System of Value add producer	Year	
	2015	2016
Enterprise Size		
Micro	9%	39%

<u>A.3</u>		
Fire Safety and System of Leather producer	Year	
	2015	2016
Enterprise Size		
Cottage	15%	54%
Micro	50%	59%
Small	41%	47%
Medium	22%	89%

<u>A.6</u>		
Fire Safety and System of Weaver Producer	Year	
	2015	2016
Enterprise Size		
Cottage	5%	45%
Micro	8%	56%
Small	25%	57%
Medium	22%	67%

<u>A.7</u>		
Fire Safety and System of Wood producer	Year	
	2015	2016
Enterprise Size	2015	2016
Cottage	9%	37%

<u>A.8</u>		
Red graded producers receiving training under different category		
Red graded Category	Number of producers	Training Receiving Status
Children tailoring	24	0.24
Jute	4	0.04
Leather	18	0.18
Metal	10	0.10
Value add	4	0.04
Weaver	36	0.36
Wood	4	0.04
Total	100	1.00

Appendix: B

Research questionnaire

Topic: HR Compliance Practice on fire safety system in Aarong

Purpose: Prepare Internship Report of BBS Internship Program, BRAC University

1. What should you do if you discover a fire?

- Call the fire service
- Tell fire rescue team of the organization
- Raise the alarm

2. How long will it take for all the occupants to escape to a place of safety once a fire has been detected?

- Within 1 or 2 Minute
- 5 Minute
- 10 Minute
- More than above

3. Rescue Equipment availability:

<u>Item</u>	<u>Yes</u>	<u>No</u>	<u>N/A</u>
Fire Extinguisher			
Fire Alarm			
Visual Alarm			
Sand Bucket			
Smoke Detector			
Water Drum			
Sprinkler			

4. Are fire extinguishers available, marked, accessible and fully charged to use?

- Yes
- No

5. What is the purpose of fire doors?

- To stop the spread of smoke and flames
- To help people evacuate without panicking
- To reduce the spread of smoke

6. Did you get training to use the extinguisher?

- Yes
- No

7. Does company provide fire drill training through fire service people?

- Yes

No

8. All the people working in the company are aware of evacuation plan or escape route plan-

Please give a (√) tick mark on above statement	<u>Strongly agree</u>	<u>Agree</u>	<u>Undecided</u>	<u>Disagree</u>	<u>Strongly disagree</u>

9. Does organization have any rescue team to help people in rescue if suddenly fire spreads out?

Yes

No

10. Fire safety emergency contact numbers availability:

<u>Sources</u>	<u>Yes</u>	<u>No</u>
Hospital		
Ambulance		
Police		
First aid team		
Fire service		

11. Are the production centers providing easy entrance and emergency exits?

Yes

No

12. Does the company any fire safety and system policy?

Yes

No

13. What could be the possible reason of fire occurrence?

Poor electrical wiring

Smoke

Extreme amount of heat

Chemical reaction

Inappropriate arrangement of burnable material (paper, wood)

14. Did you get fire safety training?

- Yes
- No

15. What knowledge you have gathered from those training?

Appendix C

Curriculum Vitae

PIASH BARUA

Email: piashbarua264@gmail.com 184/B-5, East Tejturi Bazar,
Mobile: +8801912628091 Tejgaon, Dhaka-1215,
Bangladesh



Career Objective:

To secure and gain a position in a well-reputed, nationally & internationally recognized, renowned and growth oriented organization where I can use my financial knowledge and human resource managing skills in order to be a good professional as well as serve the organization with a high level of employee service through hard work, empathy and commitment towards the organization to achieve the organizational goal.

Education & Qualifications:

Bachelor of Business Administration (BBA)
Full concentration both in Finance & HRM
CGPA: 3.75

Expected graduation is 2016
BRAC Business School
BRAC University, Dhaka

Higher Secondary Certificate (HSC)

Business studies
GPA- 4.40

Batch-2012
Holy Cross College
Dhaka

Secondary School Certificate (SSC)

Business Studies
GPA-4.69

Batch-2010
Holy Cross Girls' High School
Dhaka

Work Experiences: Besides traditional education, I did part time work to gain additional knowledge.

- Home Tutor- (2014-2015)

Key Skills & Core Competencies:

- Language Skills: Competent user of English & native speaker of Bengali.
- Computer Skills: Proficient in Microsoft Office 2007 of Word, Excel & PowerPoint
- Interpersonal Skills:
 - Critical thinking, Decision making
 - Time management, Hardworking, Forecasting
 - Interpersonal Relations, Motivating and leading others
 - Result Oriented Evaluate options & derive conclusions

Achievements:

- Obtained performance based scholarship from BRAC University in each semester from 2013-2016 till now for very comparable and good amount of CGPA.
- Certificate for being an active participator in SPELLING BEE activity at Savar campus
- Certificate of a Decorator at college level

Training, Workshop & Seminars:

- Participated the workshop on “CAREER IN FINANCE: THE FUTURE POSSIBILITIES” in BRAC Business School (BBS); to face the financial challenges in the corporate world with greater confidence and attitude.
- Participated in the workshop on “ROAD TO SUCCESS” certified by B OKAY ACADEMY; to make the right decision in deciding the career.
- Attended 3 months Residential Semester at Training and Resource Center (TARC) at Savar in 2013.
Core activities: community living, leadership, team work

Extra-Curricular Activities:

- Participating in „Trade Fair 2016“, selling entertainment service & learning about the competitiveness of business environment.
 - Stage performance at Cultural program in BRAC University, Savar Campus Fall-2013
-

Interests:

- Movies, Books, Foods, News, Current Affairs, Politics, passing time with family
-

Personal Information:

Father's Name: Prabash Chandra Barua
Mother's Name: Poppy Barua

National ID Card no: 19942699026000412
Date of Birth: 2nd June, 1994

References:

Humaira Naznin (Academic, HR)

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