



# **INTERNSHIP REPORT**

ON

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## **THE HUMAN RESOURCE DEPARTMENT OF NESTLÉ BANGLADESH LIMITED AND ITS ESSENTIAL FUNCTIONS AND ACTIVITIES**

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### **Submitted To**

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## LETTER OF TRANSMITTAL

20<sup>th</sup> December 2016

Feihan Ahsan  
Lecturer  
BRAC Business School  
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**Subject: Solicitation for Acceptance of My Internship Report On The Human Resource Department of Nestlé Bangladesh Limited and its Essential Functions and Activities**

Dear Sir,

I take this opportunity to convey my appreciation to you for supporting me over the span of the completion of my internship report. It is exclusively your at hand support and liberality that kept me persuaded to deliver results at a broad level.

While composing this report the extensive variety of information and findings I reflected upon will significantly help me improve many prospects of my future career advancements. My internship tenure has been highly exhilarating at Nestlé Bangladesh Limited.

Additionally, if you wish to have any clarification about any aspect of the report, and want to reflect your feedback, I stay standby as and when required.

Sincerely yours,

Meem Morshed  
ID- 12204045  
BRAC Business School  
BRAC University

## **ACKNOWLEDGMENT**

To start with, the very first person I would like to acknowledge is my internship advisor, Mr. Feihan Ahsan, I would like to convey my upmost gratitude to him for his guidance, his patience and at hand support that helped me to compose a report that is broad in scope.

Secondly, I would like to acknowledge the support and guidance of my supervisor and line manager at the company, Mr. Sakeef Anam- Executive, Talent Acquisition, for showing interest and sharing his knowledge and credential insights into the topic. Furthermore, he has helped me by allowing me to access the intranet website of Nestlé Bangladesh Limited while guiding me to use certain reports and data from it and various other non-confidential information that made effective impacts on my report.

Lastly, I would like to acknowledge Ms. Shanila Ahmed- Manager, Learning and Training, Engagement, Ms. Sifat Tabinda Alam- HRBP, and Ms. Anika Mobin Ahmed- People Development and NCE for extending their valuable support to me in the process of the completion of my report.

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## **EXECUTIVE SUMMARY**

This report involves a comprehensive study conducted on Nestlé Bangladesh Limited in order to observe the work culture and understand the various functions of the Human Resource department of the company. This report encompasses an overview and history including a timeline of the milestone years of Nestlé S.A. and an extensive explanation on my assigned topic that include my findings and learning based on my work experience, the external information sources and the personal interviews involving detailed discussion with my respective line manager and other subordinates who extended their help to me during my internship tenure.

Nestlé is the world's leading Nutrition, Health and Wellness Company, however its existence in Bangladesh is relatively new. On the basis of the company's journey by far and my understanding from my work experience as an HR Intern at the facility, this report includes an overview of Nestlé Bangladesh Limited, their Vision and Mission and gives a synopsis of all the brands and products that are sold or manufactured in the country as well as shed light on my general and major job specifications that I was assigned during my internship tenure. The report also encompasses a description of the general management system and their major human resource functions and activities while essentially focusing on five major human resource functions of the Nestlé Bangladesh Limited- Talent Acquisition, People Development, Rewards, Training and Engagement, and Administrative support with detailed methods and images of work. Following so, few other essential contribution of the human resource function such as human resource business partners (HRBP), human resource at Sreepur factory and Nestlé Continuous Excellence (NCE) are also discussed.

Lastly, complying my practical findings and analysis in accordance to the theoretical learning I spotted few shortcomings following which, at the end of the report I derived a few recommendations while enclosing it with a conclusion about the constructive journey I have had in Nestlé Bangladesh Limited till now.



## **CHAPTER 1: INTRODUCTION TO THE MULTINATIONAL GIANT**

### **INTRODUCTION TO NESTLÉ S.A:**

#### **OVERVIEW:**

Nestlé has been the biggest giant in the food sector worldwide, in terms of revenue and other measures for years now. Henri Nestlé is the founder of this world leading Nutrition, Health and Wellness Company. His perception of scientific innovation incorporated with marketing along with global yearning is what has shaped the company since the start. Henri Nestlé had started his business in a small town in Vevey, Switzerland. Since then, Vevey is where the global headquarters of Nestlé origins.

Though the founder of Nestlé is known to be Henri Nestlé it was initially established as Farine Lactée Henri Nestlé in 1866 which following the merger between Farine Lactée Henri Nestlé and Anglo-Swiss Milk Company in 1905 eventually became to be known as Nestlé; as by then it was already a reputed global success on the basis of Henri Nestlé's innovative milk based formula which had already went across five continents establishing massive global businesses all around.

The products that the company offers comprise of bottled waters, baby foods, cereals, chocolate and confectionery, coffee, various types of culinary, chilled and frozen foods, dairy, several drinks, healthcare and nutrition, ice cream as well as pet care. Off all the over 8000 brands, 29 of its brands including Nescafe, Nespresso, Nesquik, Smarties, KitKat, and Maggi make yearly sales over CHF 1 billion. In particular it made a CHF 88.8 billion sales in 2015. The multinational giant sells in 189 countries, has 436 factories that functions in 85 countries around the globe employing more than 335 000 employees.



## HISTORY TO PRESENT:

### Henri Nestlé:

Henri Nestlé stepped into his pioneering entrepreneurial career as an assistant to a pharmacist in Vevey, Switzerland. His knowledge in chemistry and enthusiasm to fill in the blank sheets of modern science ignited his perspective towards innovative and futuristic way of doing business. Since his understanding of his interest in entrepreneurship with the inheritance of knowledge from his family he had tried experimenting everything starting from experimenting making lemonade to cement long before he invented the Farine Lactée formula that subsequently made him start as a global pioneer.

### Periods of Henri Nestlé's Life

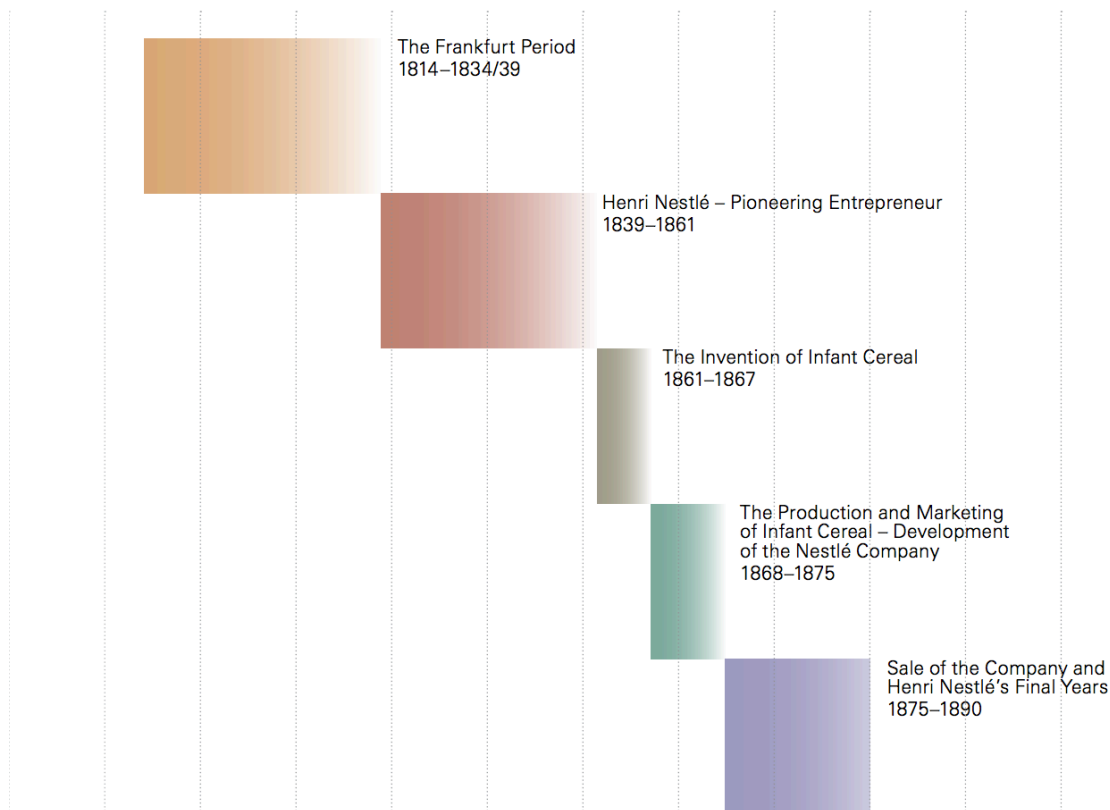


Fig: Periods of Henri Nestlé's Life



## A Look Down The Timeline:

### *1866-1905: The Pioneer Years*



- 1866 - The US Page brothers built Anglo-Swiss Condensed Milk Company in Switzerland supplying Europe's first condensed milk under the name Milkmaid to several European industrial areas.
- 1867 - Henri Nestlé came forward with his pioneering milk formula 'Farine Lactée' in Vevey for infants combining cow's milk, wheat flour and sugar.
- 1902 - Anglo-Swiss sold off their operations in the US, which initiated the merger with Henri Nestlé and the eventual development of the Nestlé Company.
- 1905 - Anglo-Swiss and Nestlé merge to form Nestlé & Anglo-Swiss Milk Company and establishes more than 20 factories along with establishing sales force into Africa, Asia, Americas and Australia.

### *1914-1918: During The War*

- The start of the war led a rise in the demands for dairy products, but hampered the production due to a shortage of raw materials because of obvious war deregulation at the borders.
- To overcome this problem the company expanded its subsidiary operations by acquiring processing factories in the US and Australia and by end of war it 40 factories in its name.



### ***1919-1947: Fighting Crisis and Riding Out The Storm***

- 1919-1922 - With the war being ended military regulators demanded for reduction in canned milk production creating major drawbacks for the company. Also, the major fall back in the Wall Street Markets created further problem following reduced purchasing power and high stock levels, which led to first and only financial loss for the company in 1921. Following what a crisis manager was hired, and the company was appointed with many more professional managers while making administration centralized and research stabilized
- 1929– Nestlé acquired the largest Swiss chocolate company named Peter-Cailler-Kohler.
- 1934– The company produced and marketed its first malted chocolate drink, Milo in Australia, which had brought major success that led to its sales expansion to other regions as well.



- 1938- The world renowned Nestlé's product, Nescafé was launched in this year as 'powdered extract of pure coffee' which could be consumed by adding hot water to it.





- 1939- Despite the Second World War affecting the operations of the company virtually almost all around the globe it continued to function fighting its way through. As a result to make the operations run without much turbulence it started regulating from its new office in Stamford, US where it established its second headquarters during the wartime.
- 1942-1945- The brands of Nestlé started gaining tremendous popularity in the US market after the US took participation the war. By the end of the war, the company gained itself a place in CARE aid supplies in Europe and Japan. Also, during the end of 1940 the company launched its still popular product, Nestea.
- 1947- Nestlé took over MAGGI once its merged with the Swiss company named Alimentana, which had been the initial manufacturer of MAGGI soups and seasonings and so was renamed as Nestlé Alimentana.

#### ***1948- 1959: Growth of Consumer Engagement***

- The post-war period is set apart by thriving growth and intrigued consumers in the US and Europe as start spending money on technology and machines that encouraged easiness in life. As a consequence these groups of consumer started favoring new and quick products such as Nesquik and MAGGI half ready meals.

#### ***1960-1980: Journey to Frozen Food to Pharmaceuticals***

- 1960-1962 - With consumers' interest increasing for technological goods such as freezers, demand for ice creams and canned food by number of households also increased. Which led Nestlé to invest in gelato and frozen food industry.
- 1969 - For the first time the company expands its operation in producing mineral waters by acquiring a share of French waters company, Vittel.
- 1974 – The company diversified into a completely different dimension of product extending from food and beverage sector to cosmetics industry. It occurred as the company became a minority shareholder of the global cosmetics giant L'Oreal.



- 1977 – The company renamed itself as Nestlé S.A., continuing its strategy of diversification by buying US pharmaceutical manufacturer Alcon Laboratories.

### ***1981-2005: Focusing on Nutrition, Health and Wellness***

- 1981- 1983 – With increasing revenue and growth, the company starts focusing on health conscious consumers and consequently sheds more light on Nutrition, Health and Wellness aspects of the business producing ice cream, water, and animal food targeting the US, Asia, and Eastern Europe. The following year the company became one of the first to form business policies aligning with The World Health Assembly that adopted the WHO code for breast-milk substitutes.
- 1997 – The CEO of Nestlé, Peter Brabeck articulates the global market and declares the company as the leader in Nutrition, Health and Wellness.
- 1988 – UK confectionary company, Rowntre Mackintosh was acquired by Nestlé and subsequently added chocolate brands as KitKat and Smarties to its product line.
- 1992 – Nestlé attains itself a place in the mineral waters sector by buying off Perrier Group of France.
- 2001 – Nestlé attains itself a place in the pet industry as it buys off US pet food company Ralston Purina and merges it with Nestlé Friskies Petcare while renaming it as Nestlé Purina Petcare and establishes itself as the new leader in that industry.

### ***2006- Present: Focusing on Creating Shared Value***

- 2006 - Nestlé includes its Creating Shared Value approach in business globally that highlights on creating value for the communities it serves as well as for all the shareholders and leans towards weight management system in business.
- 2007 - The company buys off Novartis Medical Nutrition and baby food company Gerber in the following year.
- 2010 - In line to create sustainable supply chains in cocoa and coffee, Nestlé Cocoa plan and Nescafe Plan both are introduced to improve social conditions in farming.



- 2014 – The joint venture Nestlé created with L’Oreal in 1981, Galderma dermatology, in 2014 it took full control over it while establishing Nestlé Skin Health.
- 2015 – The oldest of all Swiss chocolate brand, Cailler is launched by Nestlé under its super-premium global chocolate line.

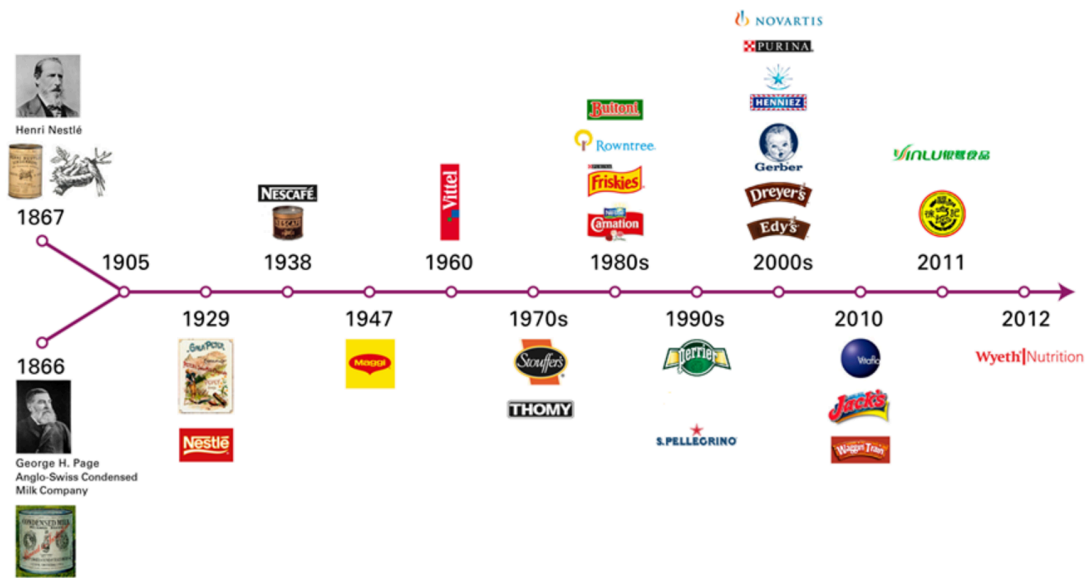


Fig: Global Journey Of Nestlé S.A.



## KEY FIGURES OF NESTLÉ S.A. (CONSOLIDATED)

✓ Key Figures:

• <b><u>IN MILLION OF CHF (EXCEPT FOR DATA PER SHARE)</u></b>	<b>2015</b>
<b>Results:</b>	
<b>Sales</b>	<b>88,785</b>
<b>Trading operating profit</b>	<b>13,382</b>
As % of sales	<b>15.1 %</b>
<b>Profit for the period attributes to shareholders of the parent (Net Profit)</b>	<b>9,066</b>
As % of sales	<b>10.2 %</b>
• <b><u>BALANCE SHEET AND CASH FLOW STATEMENT</u></b>	
<b>Equity attributable to shareholders of the parent</b>	<b>62,338</b>
<b>Net financial debt</b>	<b>15,425</b>
Ratio of the net financial debt to equity (gearing)	<b>24.7 %</b>
<b>Operating cash flow</b>	<b>14,302</b>
As % of net financial debt	<b>92.7 %</b>
<b>Free Cash flow</b>	<b>9,945</b>
<b>Capital Expenditure</b>	<b>3872</b>
As % of sales	<b>4.4 %</b>
• <b><u>DATA PER SHARE</u></b>	
<b>Weighted average number of shares outstanding (in million of units)</b>	<b>3,129</b>
<b>Basic earnings per share</b>	<b>CHF 2.90</b>
<b>Underlying earnings per share</b>	<b>CHF 3.31</b>
<b>Dividend as proposed by the Board of Directors of Nestlé S.A.</b>	<b>CHF 2.9/3.5</b>
<b>Stock exchange prices (high/low)</b>	<b>CHF 77.00/64.55</b>
<b>Yield</b>	<b>% 2.9/3.5</b>
<b><u>MARKET CAPITALIZATION, END DECEMBER</u></b>	<b><u>2,299,947</u></b>



## **INTRODUCTION TO NESTLÉ BANGLADESH LIMITED:**

### **OVERVIEW:**

Nestlé Bangladesh began its first commercial operation in Bangladesh in 1994, in association with Transcom Bangladesh Limited. Into a few years of operation, Nestlé Bangladesh became a fully owned subsidiary of Nestlé S. A. that successfully acquired the rest 40% share that Transcom Bangladesh limited held. With the company's only factory located in Sreepur, it operates functions for infant cereals, instant noodles and seasonings, and few of its dairy products. It also repacks powdered beverages, milk and soup for the Bangladeshi market that are imported from other parts of the world. With the commitment to produce and provide high quality products, it has been successful to position itself as an organization that focuses on innovation and continues to grow to be the best. With its acknowledged business principles and its compliance to different legal and environmental practices, it has been able to achieve the title of the world's leading nutrition health and wellness company as well as a growing revenue generator in Bangladesh.

### **VISION OF NESTLÉ BANGLADESH LIMITED:**

To build Nestlé Bangladesh limited as the most respected and trustworthy Nutrition, Health And Wellness Company in Bangladesh ensuring long-term sustainable and profitable growth in the country.

### **MISSION OF NESTLÉ BANGLADESH LIMITED:**

To grow and generate wellness in terms revenue and continuous development, while moving from “Million to Billion in CHF” in the food industry of Bangladesh.



## **FUNCTIONAL DEPARTMENTS OF NESTLÉ BANGLADESH LIMITED:**

In Bangladesh Nestlé has been successfully functioning for more than twenty years now. The head office being located in Tejgaon Industrial Area operates in 10 functional departments and there is a department head for each of the divisions designated as Director.

Peter Brabeck-Letmathe, the Chairman of Nestlé S.A. along with Paul Bulcke, the CEO, leads the business at the global stream. As representative of the two, Stéphane Nordé, leads the management committee in Bangladesh, followed by ten directors for each of the ten departments. Following the management committee, there are the senior, mid-level, and assistant managers.



Fig: Functional Departments of Nestlé Bangladesh



## **BRIEF DISCRPTION OF THE 10 FUNCTIONAL DEPARTMENTS OF NESTLÉ BANGLADESH LIMITED:**

### **1) General Management:**

It looks after all the functional operations of the company and makes strategic decision for the company as a whole.

### **2) Human Resources:**

It takes care of the most valuable asset of the company, the human resources, and focuses on the management of these human assets and the organization's core values and cultures.

### **3) Corporate Affairs:**

It is responsible for managing all sort of internal and external communications.

### **4) Marketing:**

It is responsible for the management and development of the current and in progress brands and market shares.

### **5) Manufacturing:**

It is responsible for all the industrial operations that are conducted in the factory.

### **6) Nutrition:**

It is responsible for managing and building the foundational products of the company such as LACTOGEN, NAN etc.

### **7) Nestlé Professionals:**

It looks after the institutional sales of 'out of home consumption' segment (vending machines etc.)





**8) Sales:**

It is responsible for generating revenue in terms of all the brands and managing related activities with the retail distributors.

**9) Supply Chain:**

It is responsible to make sure that the supply of the products is aligned with the demands of the customers.

**10) Finance & Control:**

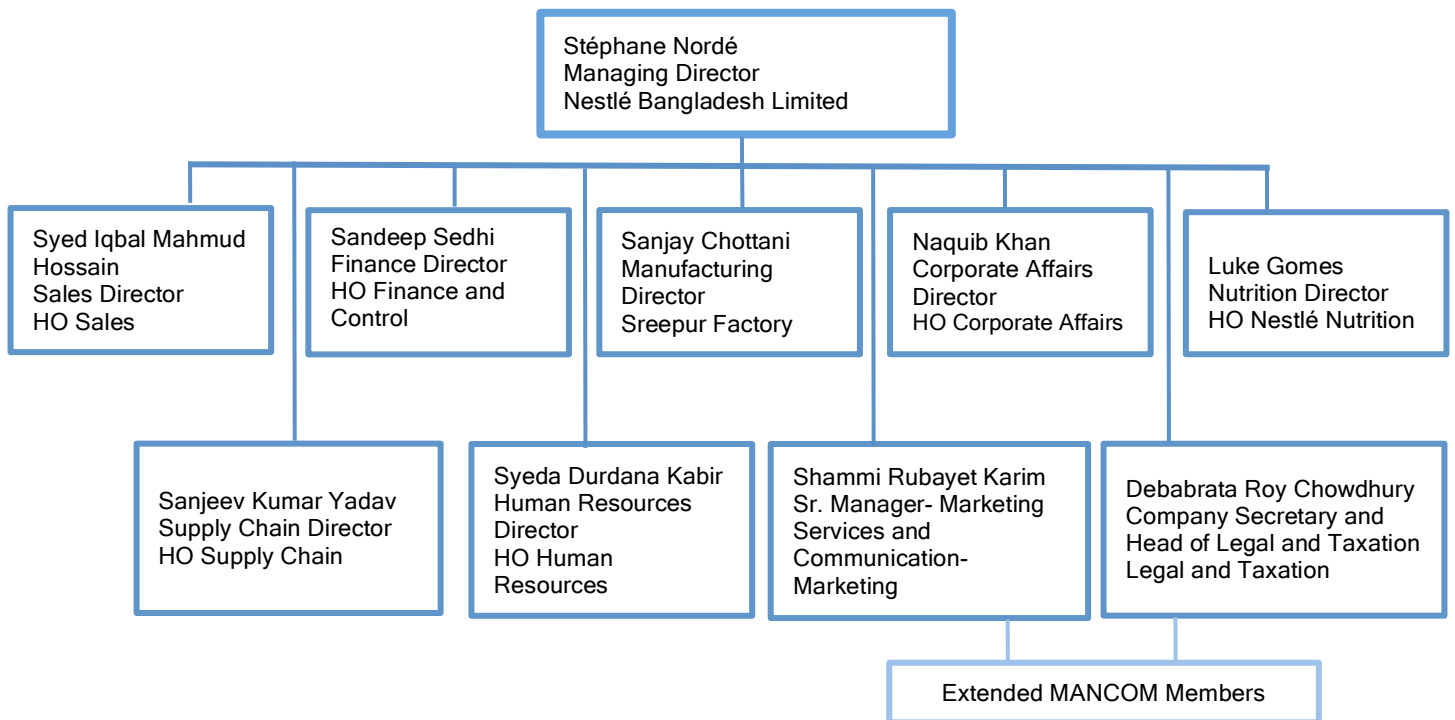
It looks after all types of financial transactions occurring in the company and ensures all operations are aligned with the business laws.



## ORGANOGRAM OF THE MANAGEMENT COMMITTEE OF NESTLÉ BANGLADESH LIMITED:

The 10 Departments of Nestlé Bangladesh are further broken into divisional functions for each of these departments to work and collaborate more efficiently and productively towards the organizational business objectives.

*The organogram of the management committee is illustrated below:*





## **BRANDS AND PRODUCTS OF NESTLÉ BANGLADESH:**

The product line of Nestlé at a global scale is massive with more than 8000 brands as a whole. However, their operation in Bangladesh is relatively limited comprising of certain brands only. Nestlé believes all the products they produce or have connections with make significant impacts to support a balanced and healthy lifestyle. In Bangladesh Nestlé currently has operation for few of its products. MAGGI, and MAGGI Shad-e-Magic are the only products of their global product line that are manufactured at the Sreepur factory of Nestlé Bangladesh Limited. MAGGI Healthy Soup, Nescafe Classic (jar size) and NIDO are repacked here but are manufactured elsewhere. Additionally, LACTOGEN, KoKo Krunch, Coffee Mate, Juices, and Nestea are imported directly. Compared to their ventures worldwide, the product line here in Bangladesh is relatively shorter, Nestlé Bangladesh Limited assures the quality of all these products are maintained at par with its worldwide counterparts.

CATEGORY	BRANDS
Beverage and Dairy	Nescafé Classic (jar, satchet, pouch), Nestea, Coffe-Mate, NIDO Everyday, NIDO foti-choco, Fruita Vitals
Breakfast Cereal	Corn Flakes, KoKo Krunch,
Culinary	MAGGI Noodles, MAGGI Shad-e-Magic, soups
Nutrition	Cerelac, LACTOGEN, NAN, Baby And Me

Fig: Nestlé brands in Bangladesh



## **CHAPTER 2: INTRODUCTION TO THE REPORT**

### **ORIGIN OF THE REPORT:**

As a part of the BBA program of BRAC Business School, writing an extensive business report based on a real like organization and work experience is a perfect opportunity for us, the business students to blend our theoretical knowledge with that of practical knowledge attained from the internship. The report was constructed to fulfill the task assigned to me by my advisor and for myself to earn the internship credits to complete my under-graduation program. In order to write this report, I have completed an internship tenure of around 3.5 months at Nestlé Bangladesh Limited and hence, the content provided in this report is based on my learning and findings thus far.

### **SCOPE OF THE REPORT:**

The scope of the report is to give an overview of the global business outlook of Nestlé S.A. as well as a rundown through the history and timeline of this global multinational giant in terms of growth, struggles and brands since it was found. However the primary highlight of the report shall lie with the structure, brands, various functions, and activities of Nestlé Bangladesh Limited. The report was manufactured following the guidelines of the university internship program and shall cover topics precisely that were specified by my advisor. Furthermore, this report was constructed following detailed discussion with my line manager at Nestlé Bangladesh Limited and essentially focuses on my learning attained from the real life work experiences and assigned projects at Nestlé Bangladesh Limited.



## **PURPOSE STATEMENT:**

The key purpose of writing this report is to acknowledge the task that was assigned to me by my respected advisor in order for me to attain an in depth practical life learning about the how far theories learned from various courses fit in in an actual set up. To specify, my primary purpose to write this report has been to make my learning spectrum broader and resourceful. I have given my utmost effort to achieve a clear understanding of the key insight of preparing this comprehensive report and I hope that my attempt has served the purpose legitimately.

## **OBJECTIVE OF THE REPORT:**

I started my internship at Nestlé Bangladesh Limited on the 14<sup>th</sup> of August 2016. Since the start of this one-year internship journey I have been with the Talent Acquisition Team of Human Resource Department under the immediate Head of the recruitment team, Mr. Sakeef Anam who has been my line manager as well.

The first objective of writing this report was to shed light on my learning attained from my work experiences and job responsibilities that I have been assigned as an intern of the Human Resource department in Nestlé Bangladesh Limited. The second objective of writing this report was to gain a clear understanding of the work environment in the Human Resource department and analyze how it conducts its general activities within each function of the department at Nestlé Bangladesh Limited.

## **SPECIFIC JOB RESPONSIBILITIES:**

- Working under the Talent Acquisition department of the Human Resources Function and report to immediate head of the department.
- Assist the recruitment personnel in various day-to-day activities
- Contacting and sourcing qualified candidates for vacant job positions while coordinating interviews and assessment such group discussion, CBR-competency based recruitment as per requirement.



- Make offer calls to potential candidates and regret calls to rejected candidates under the supervision of my line manager.
- Provide assistance with background checks and reference checks to the recruitment and rewards personnel as per requirement.
- Provide female percentage of management and field employees to the line manager before monthly operation meetings.
- Organized Nestlé Bangladesh YOUth Championship 2016 in a two week long period, which involved contacting vendors, keeping records of financial and general activities of the championship, preparing purchase-orders for the vendors, preparing presentations, and various types of event management tasks.

## **METHODOLOGY:**

In order to make my report as legitimate as possible, I utilized both primary and secondary sources of data. However as an intern I had access to minimal amount of information that was availed by the company. Hence, to fill in the data gaps I gathered information from the company intranet, websites, and various other annual and factual reports on Nestlé Bangladesh Limited.

- Primary Sources:
  - Observation
  - Detailed discussion with my line manager and other employees of different departments.
  - Data input and analysis of my assigned job tasks.
- Secondary Sources:
  - Global website
  - Company websites
  - Company documents
  - Online reports and journals



## **LIMITATIONS:**

In the process of completing the report, I came across several difficulties and obstructions as my access to detailed information was constrained by confidentiality breach. Despite having availed a few internal information sources from inside the company, I could not use these sources substantially due to policy concerns. My line manager had crosschecked all the information I have used from these sources that put additional restriction on many terms and aspects.

Also as mentioned above, the help and guidance from my internship advisor and line manager did have a ample amount of positive impact on this whole process, however in regard to certain considerations and aspects, for example I could not get enough information about the monetary and statistical metrics that reflect a much more clearer image of the position of the company and its Human Resources department particularly. I rather was able to gain a detailed overview of the general activities of the function without much support of numerical values.



## CHAPTER 3: FINDINGS AND LEARNINGS

### HUMAN RESOURCE MANAGEMENT AT NESTLÉ BANGLADESH LIMITED

Nestlé Bangladesh Limited believes that their human assets are the primary key to their heights of success and no other innovation or discovery can ever takeover them and only the people can add extensive value to the organization. The managers of the different functions of the Human Resource department mainly focus on achieving the company goals, mission and vision by leading, inspiring and engaging their human assets a broader aspect. Each of the teams within the department is highly committed to this belief and possess a common mindset of help each other on their way to unlock success. They believe in the mantra of “walk the talk” and possess attitudes to lead others setting oneself as the example. At Nestlé Bangladesh Limited, in addition to nurturing the practices of managing human resources from their global organizational culture, people are hired and managed regardless of their racial, religion, gender and sexual orientation.

In line to the commitment to build and retain human assets, line managers hold the major responsibility to do so as their guidance and leadership skills ensure their people’s success. It is the line managers who decide what the people who are working under them should do and how they should do, all in compliance with the company’s legal policies and principals. All of which, including the pupils as well as the line managers follow the company’s corresponding Human Resource structure that guides and commissions them to establish doorways to achieve their goals. As a whole, the core mission of Human Resource at Nestlé Bangladesh Limited is to align their employees in compliance with the regulation and work culture of global Nestlé and deliver excellence to the organization by steaming execution of their kin, while guaranteeing commendable working conditions for all.

In line with their global work culture, Human Resource department at Nestlé Bangladesh Limited believes the sustainable growth and success of the company relies on its ability to attract, retain and develop employees in the longrun. It aims to hire people with positive professional attitude that enables them to build a longterm





relationship with the company in compliance with the core culture and values of the whole organization. The decision to recruit a potential employee, train and evaluate a newly recruited or ongoing employee, manage and keep employees aligned to company policies, and look after their operations at the company lies upon the individual designated Human Resource managers.

Of many good marks that Nestlé is praised for, the commitment of the Human Resource department to provide their employees with a healthy work life balance and risk free working condition is one element that uplifts their rich work culture amongst all the other multinationals globally. Nestlé's commitment reaches out to all the stakeholders in their business community, not their employees only. In accordance to their global business commitment Nestlé Bangladesh Limited believes that it is important to build professional relationships on the basis of assurance and esteem in all cases of transactions; there is no consideration for discrimination or harassment at any point of business for Nestlé. In this regard, Human Resource department at Nestlé Bangladesh guarantees that a conscious discourse is available and the voice of all the representatives of the company is heard.

Nestlé Bangladesh Limited is committed to maintain a decentralized and flat organizational structure with insignificant levels of administration and lesser range of control, that allows individuals to reach heights of empowerment and improvement. As it believes that, less stratified levels of authority calls for expanded participation among all partners. This practice is what has kept a growing organization like Nestlé Bangladesh Limited moving forward. Here, the Human Resource team motivates their human assets to come into a dynamic work culture that encourages people to think from different perspectives, be supportive of one another and form multiskilled career aspects in the process.

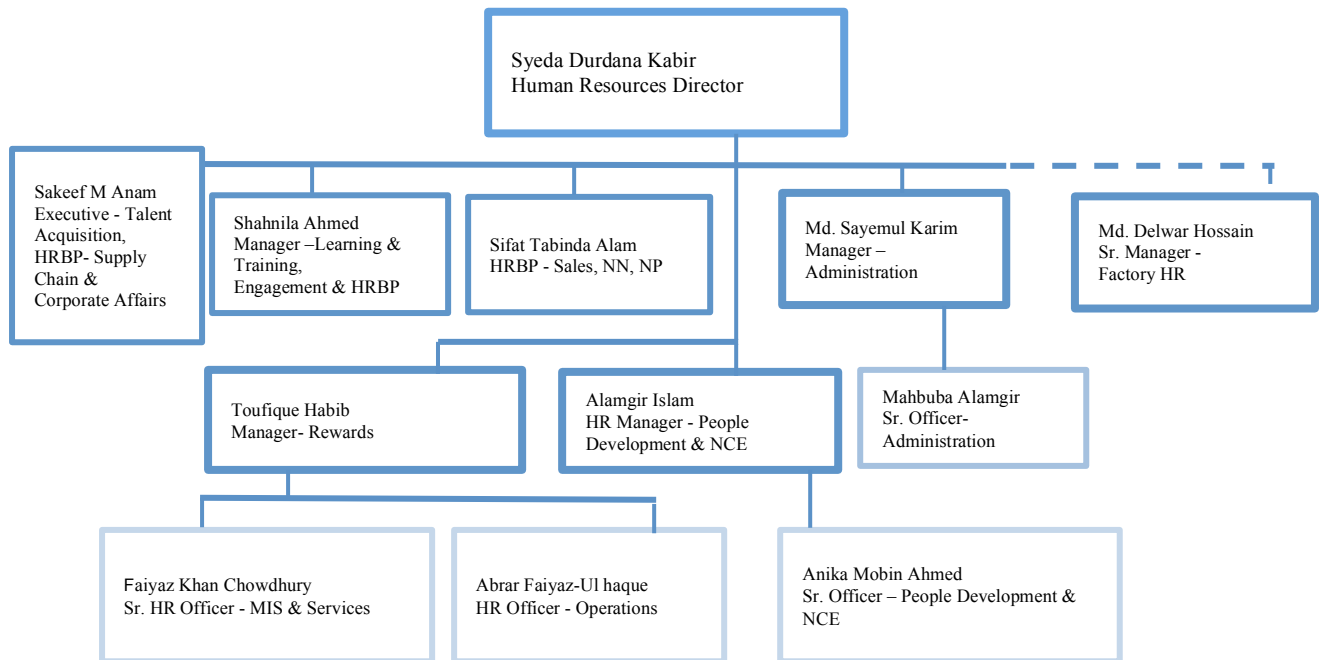


**HR**  
Winning through  
People and Teams



## ORGANOGRAM OF THE HUMAN RESOURCE DEPARTMENT OF NESTLÉ BANGLADESH LIMITED:

*The organogram of the Human Resources Department is illustrated below:*





## FIVE MAJOR HUMAN RESOURCE FUNCTIONS OF NESTLÉ BANGLADESH LIMITED:

### I. TALENT ACQUISITION:

The recruitment team of the human resource function is positioned by the name “Talent Acquisition” that is responsible for all kinds of activities concerning recruitment and selection process of the company as well as the internship program.

#### ✓ *The General Recruitment Process:*

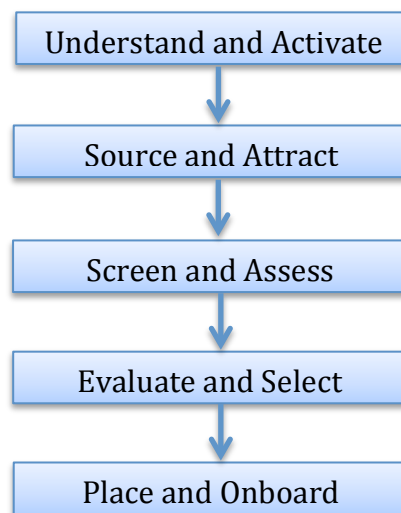


Fig: Recruitment process of Nestlé Bangladesh Limited

- Once there is a need for an additional headcount or a vacant position to be filled in, the Talent Acquisition team is informed and henceforth talent acquisition analyses the job criteria and understands the candidate profile and initiates the process of recruitment by making a job description by discussing with the particular department manager and activates the process.
- Once sourcing description and candidate profile is agreed upon the job briefing meetings, sourcing and attracting the right candidates is implemented. The infusion of professional and social networks and various job search engines on the Internet enables the process to start extensively. Using the most



effective and efficient sourcing methods, the recruitment teams manages to attracts a highly skilled professional talent pool.

- As soon as attracting the right talent pool is completed via sourcing to various channels, and potential candidates send in their resumes to the endorsed recruitment address, the recruitment team starts screening the most eligible and fit candidates and starts collecting enough relevant information about them for a well articulated hiring choice while reducing future risks by eliminating less competent candidates. When screening of candidates is completed, the recruitment team again meets with the hiring manager to discuss about the assessing materials, assessing stages and eventually fixes a date on which the assessment is carried out. In Nestlé Bangladesh Limited usually 3 stages of assessment is carried out for fresher job openings that includes Group Discussion, Competency Based Recruitment and finally the Final Interview.
- From the mentioned assessment processes, the hiring manager along with the recruitment personnel evaluates the potential shortlisted candidates and feedback on each shortlisted candidate is shared upon a hiring decision meeting, which is facilitated by the Talent Acquisition team. All the interviewers involved in the hiring process come forward with each of their individual evaluation forms and materials and discuss their feedback and each make recommendations accordingly and eventually they take decisions about who to send for the final interview, where the MANCOMS (director) from the hiring department and Human Resource department carry out the interview together and decide on the potential candidate to hire.
- Following the final interview conducted by the mentioned directors, the best candidate is selected without involving any sort of nepotism and the Talent Acquisition head is informed thereafter and he as a result takes further preparation to welcome the newly hired employee into the Nestlé Family.



### ✓ *The Application Process From Candidate's End*

Applying for a management job at Nestlé is exceptionally staggering. Applicants are challenged with outrageous care in various steps, which results in improving one's self-awareness.

The overall management recruitment process from an applicant's side is illustrated in a diagrammatic manner below:



Fig: Application Process from Candidate's End



✓ ***The Internship Program:***

The internship program of Nestlé Bangladesh Limited is maintained and regulated by the Talent Acquisition team. The program here is quite different from the other local and multinational companies in Bangladesh. The internship program is a one yearlong program and is quite extensive in manner. It is extensive in the aspect that, first of all the internship in most companies occur to be a three month long program but here it is a one year program and it is a rotational based internship program that allows the selected intern to rotate among different functions and departments after the completion of a quarter with a particular department/function once there is a need for an intern elsewhere within the organization.

The Nestlé Bangladesh Internship Program has been initiated in alignment with the Nestlé Global Youth Career crusade in the year 2014. Since then the program has been running successfully, and has received credibility through recruiting 33% of the intern pool into the Nestlé Family.

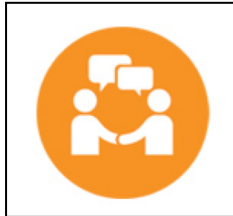
So far via this program Nestlé Bangladesh Limited has had the opportunity of exposing 279 fresh graduates to the Nestlé work life and cultures in an aspect to embellish its Employer Value Proposition while nurturing and developing fresh talents in order to enhance their employability and career growth.

✓ ***Employer of Choice, 2015!***

Nestlé Bangladesh Limited conducted the Campus Track Survey among six hundred university graduates in 2015. The outcome of the survey showed Nestlé Bangladesh Limited was ranked as the second most preferred employer on a basis of an extensive data index called the Campus Recruiter Index (CRI).

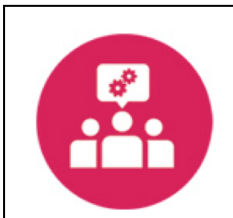


✓ *The Four Key Aspects The Internship Program Is Based On Are Given Below:*



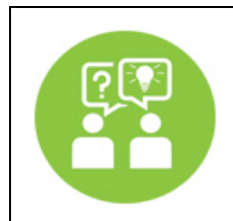
**Get Hired**

They are recruiting 100 Interns every year for a period of 2 to 12 months to enhance their Internship



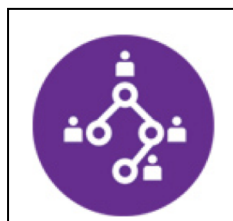
**Get Skilled**

Interns are exposed to the Nestlé experience and given the on the job trainings as the primary tool for enhancing “Readiness for Work”



**Get Support**

Further support is extended through University Engagements.



**Get More Opportunities**

As of 2015, 102 Interns have been recruited as Trainee Officers at Nestlé. The program is recognized as a unique development program by the top universities in Bangladesh.



✓ *Internship Recruitment Process:*

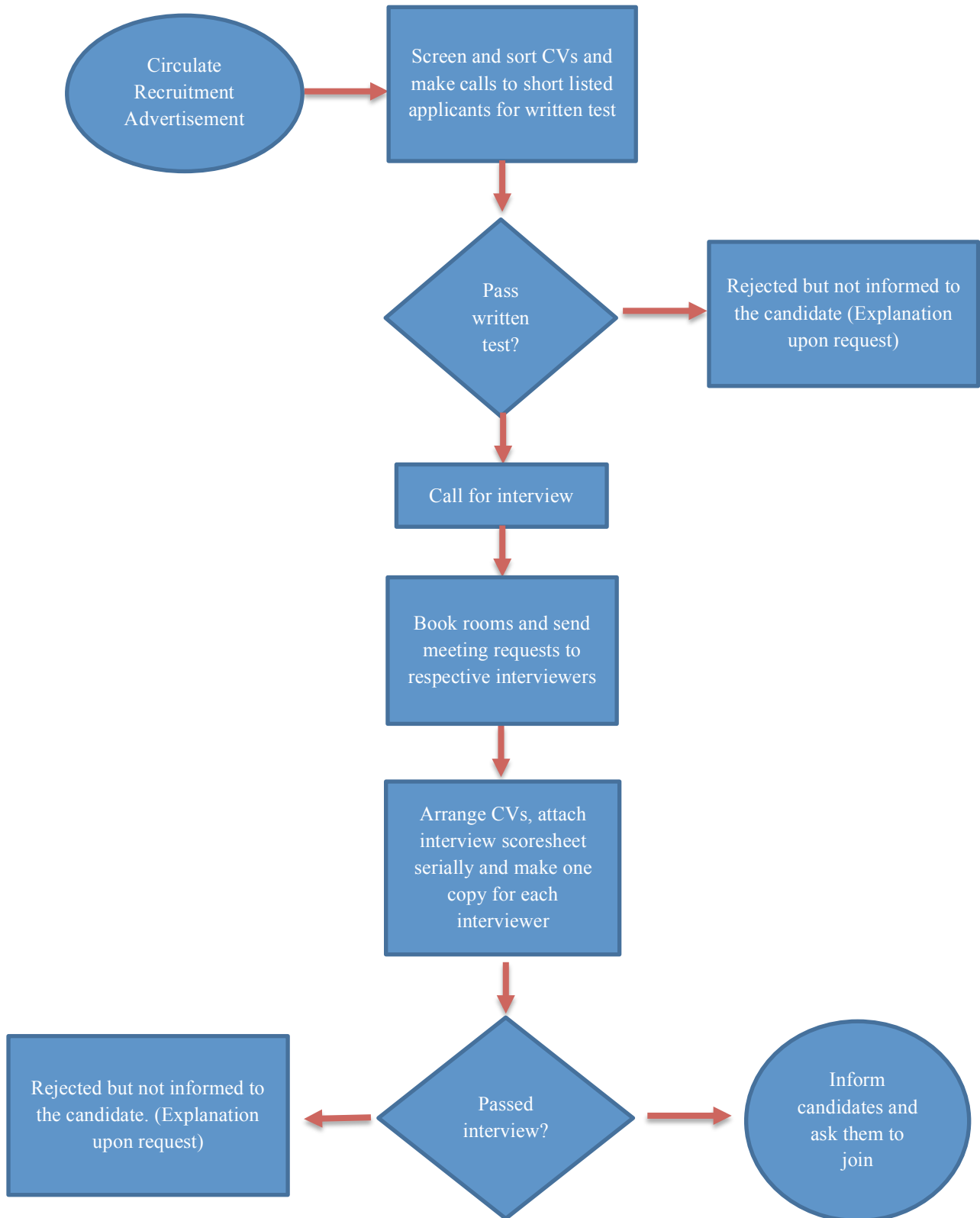


Fig: Internship Recruitment Process





✓ **YOUth Championship 2016:**

The YOUth Championship 2016 has been launched in Bangladesh for the first time under the internship program of Nestlé Bangladesh Limited.

In line with the commitment to enhance employability of the youth of the country through their internship program, the Head of Talent Acquisition team presented the initiative to run the Nestlé YOUth Championship 2016, where the interns that had completed six months in the organization competed with one another in teams in a business case competition. In this 7 daylong exercise the participating interns were exposed to real life business challenges, in order for them to prepare for a vigorous career journey in the future.

The final round of the championship was evaluated by the MANCOMs (management committee members) and the announcement of the results and prize distribution event took place when the Zone HR Head of AOA (Asia, Oceania and Africa) and Region HR Head visited the Head Office of Nestlé Bangladesh Limited at a grand event.



Fig: Logo Of Nestlé YOUth Championship



## **II. PEOPLE DEVELOPMENT:**

The professional culture and settled working condition in Nestlé Bangladesh Limited is accompanied by various opportunities and development opportunities. The People Development department solely looks after processes that build and encourage employees to analyze their existing potential. Employees face challenging and competitive tasks that nurture their Self-confidence, following which the line managers give relevant feedback to their subordinates that consequently helps the employees to evaluate their own work potential and lets them reflect on their weak sides that need further improvement. Furthermore, it also allows line managers to identify and praise the efficient employees, and conduct training sessions and performance management workshops for the weak ones. These feedbacks and evaluations are carried out via various supporting processes and materials such as Performance Evaluation session/forms, Progress and Development Guide and certain types of 360-degree assessments. With the support of their line managers, each employee has full liberty to nurture their professional career growth and is encouraged to voice their opinions and put forward their ideas to their designated managers. Human Resources working in People Development seek to encourage and retain employees by offering and conducting various realistic growth appraisal programs and events that enable interaction, motive building, and will to grow along the career line for all the employees in the company. Examples of such work with much significance to the growth of the company are Deep Drive programs, occasional programs for celebrating events and annual cultural shows that enable interaction and partnering amongst the employees.

Like other settled and professional organization, at Nestlé Bangladesh Limited sustainable and good performance for a long run is appraised by promotions and various other rewards. The company is always developing and encouraging competent employees who have the potential to be successors in a crisis or in situations deliberately. Nestlé is focusing to grow while removing all kind of gender biasness by giving foundation to a decentralized work environment and flexible career paths. Human Resources under People Development team provide support to establish such policies in much vigorous manner to help develop all the people in the company.



### III. REWARDS:

The compensation structure is quite well positioned and systematically designed at Nestlé Bangladesh Limited. Compensation practices at the company are always aligned with internal fairness and unbiased performance evaluation of employees. It routinely conducts regular surveys and attains relevant factual and opinion based information and data regarding the remuneration policies and levels practiced at the company. Furthermore, reviews regarding its remuneration image and position in the market are compared with other relevant organizations from time to time. The management committee seeks to structure its salary and wage packages that are less complex at the same time that provides handsome remuneration benefits.

✓ *Elements that are key concerns of the rewards team are:*

○ **Fixed Pay:**

Fixed pay in Reward includes the basic salary that is the underpinning ground of the total remuneration package. In Nestlé Bangladesh Limited, the salary package is in line with their pay for performance culture that entails a differentiated basis for pay levels on the basis of an individual's performance. Basic salary package and wages are made locally in compliance with the company policies and salary structure that is made reflecting the local pay structure at relevant competitors' companies and marginally over median level. Basic salary structure is reviewed yearly, usually one time each year during midyear, 1<sup>st</sup> April. However, in case exceptional circumstances, more than one review can be followed upon.

○ **Variable pay:**

Like other organization, in Nestlé Bangladesh Limited variable pay is a means to provide distinct rewards from time-to-time to the employees in order to appraise their topnotch performance for them to remain motivated and be more encouraged to work harder and participate more efficiently in the success of the company. One frequent form of variable pay that has been regularly practiced at Nestlé Bangladesh Limited, is Short-Term Bonus, that is given to employees who deliver outstanding results against given targets as a percentage of their annual basic pay.



○ **Employee Benefits:**

Employee benefits are an essential embodiment of the work culture at Nestlé as a whole. Nestlé Bangladesh Limited, being the second employer of choice in the local market, provides a variety of advantages concerning the employee benefit plan for meeting the different needs of their employees throughout the company. Along with a number of benefits plans the few essential and frequently utilized employee benefits in the company are-

- **Medical Benefits-** via medical benefits the company aims to take participation in helping their employees beyond work environment. Manager/Executive/Officer are entitled to such benefit along with their spouse and two children aged 21 years old or less.
- **Executive Health Checkup-** this benefit is viable only by the management employees. As Nestlé wants its employees to have a healthy lifestyle, employees above 40 years old can avail an a thorough medical checkup periodically once a year, and employees below the mentioned age can avail it once in every two years.
- **Product Gift-** all the employees of Nestlé Bangladesh are entitled to receive a product gift hamper comprising of various products of Nestlé on a quarterly basis.
- **Marriage Gift Policy-** all the management employees of Nestlé Bangladesh Limited is entitled to receive a token of greetings for their first marriage.
- **Leave Fare Assistance-** all the management employees of Nestlé Bangladesh Limited is entitled to receive an annual leave fare assistance that covers relevant travelling expenses for the employees. The fare assistance is directly proportional to a management employee's each month's basic pay per annum.



- **Insurance Benefits-** in order for the company to administer protection to its employees against various types hazards the company contributes to the security of the employees in term of insurance benefit.
  
- **Pension and Retirement Scheme-** it ensures a healthy standard of living for the employees after their long run aged departure from the company. Example- personal saving, security benefits etc.
  
- **Infant Scheme:** Employees who have children below the age of 1 year old, can take baby nutrition products for free for two years by showing a valid prescription or doctor's certificate



#### **IV. LEARNING AND TRAINING, ENGAGEMENT:**

Learning & Training and Engagement is concerned with the development of all management employees of the company and it carryout its activities via different types of training, coaching and other supporting activities.

Once a new employee joins the Nestlé Bangladesh Limited, the manager of this department keeps records of the individual's assigned tasks and responsibilities with adherence with the Talent Acquisition team and evaluated their performance via different workshop sessions and counseling. The training manager follows up with the personal growth tracker that is essentially an updated documentation file of an employee to see what results the employee was suppose to deliver against what targets and objectives were appointed to him. Also, after a performance evaluation of an employee, or whenever a gap in performance is acknowledged from the tracker the line manager and training manager additionally discuss about the shortcomings of the employee over a meeting for the training manager to attain a clearer understanding of the real scenario and position of the employee after which the training needs assessment is prepared by the manager to fill in the performance gap of the employee.

The engagement sector of this department includes creating interactive session for all management employees to engage them as a whole team working towards the proportional goals and objectives of company for the company to reach extraordinary success heights availing all its talents working in the same relevant direction.



✓ *Process Map To Training Session:*

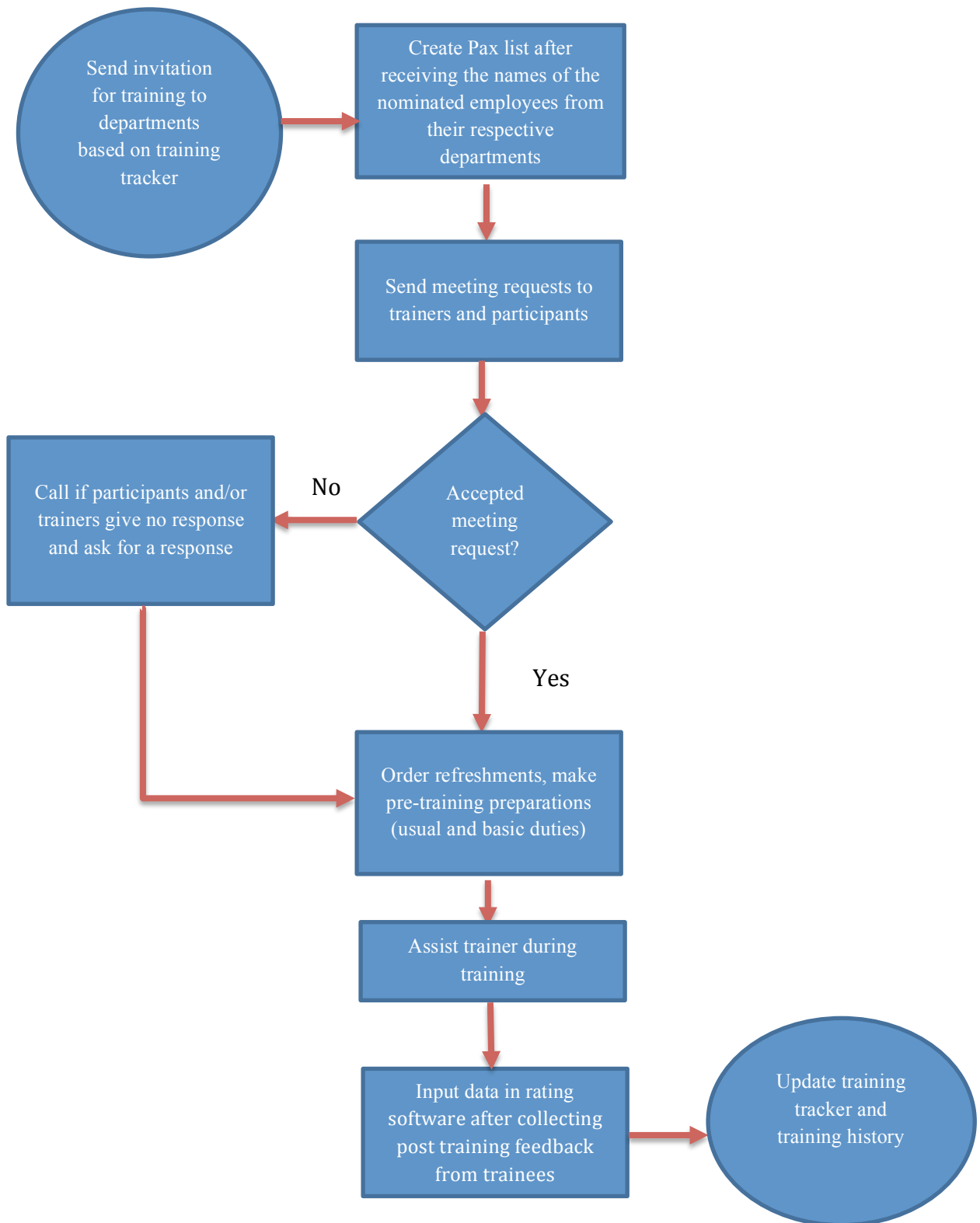


Fig: Map To Training Session



✓ *Some essential trainings that every management employee needs to participate in-*

- Overview of Nestlé Leadership Framework
- Introductory Training to Nutrition Awareness
- Product Knowledge
- Nestlé Pride

✓ *Few Trainings and Coaching for Leadership Skills-*

- Everyday Coaching for Leaders
- Leadership through 360-degree
- Presentation Skills
- Communications Skills
- Unlocking Personal Capability
- Interpersonal and Networking Skills
- New Managers' Workshop





## **V. ADMINISTRATIVE SUPPORT:**

Human Resources Administrative managers and the underlying team are collaborators who work mostly off stage assisting the other human resources managers and the director in achieving relevant human resources tasks. Their involvement is seen in almost all human resources projects and services, as their tasks are mainly authoritative in nature that mostly involve documentation, performance reports, maintain regulation with compliance body of the company as well as the Bangladesh Labor Code, welfare of workers at the factory and blue collar employees at Head Office are under administrative control.

Furthermore, the vehicle administration, floor administration, kitchen and cafeteria supervision, and CARE Audit (compliance assessment of human resources, environment, and health & safety) along with few more administrative responsibilities are supervised by the administration manager of the Human Resources department.



## **FEW OTHER ESSENTIAL ACTIVITIES OF THE HUMAN RESOURCE DEPARTMENT AT NESTLÉ BANGLADESH LIMITED:**

### **❖ HUMAN RESOURCES BUSINESS PARTNERS (HRBP):**

A unique concept that Nestlé practices in order to make its Human Resources more efficient and coherent with modern Human Resources theory is the team players of the Human Resources department partner with other departments of the company. These business partners from Human Resources team are in charge of providing support to their respective departments and help them on any human resources aspect as per their requirements and need. Thus they are considered as the customer unit expert in terms of People Performance and Human resources and perform as the agent for all types of Human Resources services and Value Chain to their respective customer unit(s).



Fig: Nestlé HRBP

### **❖ HUMAN RESOURCES AT THE FACTORY:**

The Human Resources team at the factory in Sreepur, is a separate management team that have their own recruitment, training, people development and admin team that work independently from the head office team but maintains a close work alignment with the head office team. Furthermore, the factory has an additional position called the Factory Welfare Officer, who works as the middleman between the non-management team (workers and labors) and the management team. The welfare officer regulates the assembly line workers and also looks after the industrial facility working as the administrative means.



## ❖ NESTLÉ CONTINUOUS EXCELLENCE (NCE):

To continue in delivering high-end results generating solid revenue and continuous growth, the NCE (Nestlé Continuous Excellence) is established on a ground to enhance foundation of the whole organization in relation to **three major aspects** while revamping people, performance, and culture in collaboration with line managers:

- **Compliance**
- **Leadership development**
- **Goal Alignment**

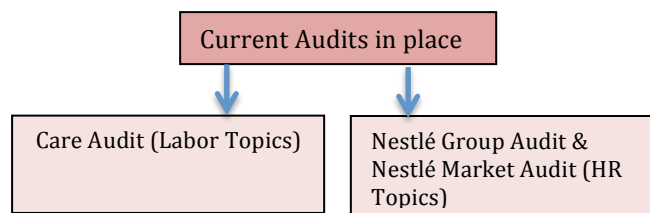
Human Resources participation on this regard to partner with the NCE foundation, is described below-

### ✓ **COMPLIANCE**

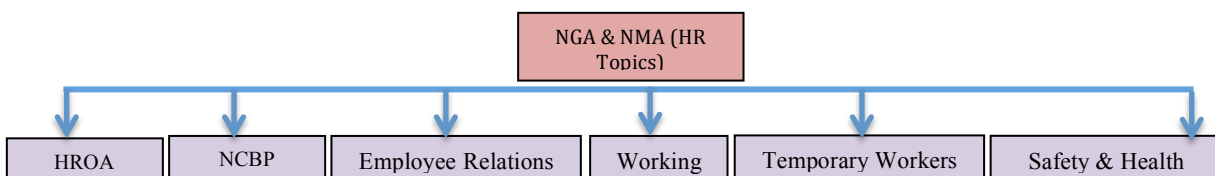
Compliance ensures that its employees and products and the company as whole is in accordance to applicable laws that considers both internal and external regulations. It is about “doing the right thing” in all situations.

*The Human Resources Compliance Assessment Scope analyses two important factors:*

The Human resources team makes use of the present audits of Nestlé that are put in place as the first element to initiate the compliance gate.



**The major elements of HR compliance that are assessed in compliance with the business code and regulation are-**





## ✓ LEADERSHIP DEVELOPMENT

Nestlé believes a talented set of people and quality leadership attributes can inspire excellence within the organization. Its build on the ground that effective use of leadership development can provide it with pioneers who can take over as successors when required.

These potential pioneering leaders are trained to-

- Design context with high performance
- Design work opportunities that enable everyone to grow and learn
- Generate a sustainable culture that calls for improvement at all stage

### *Nestlé Leadership Framework:*

The NLF articulates the primary attributes that support the growth of all Nestlé employees globally.

The NLF was structured from the fundamentals of the Nestlé Corporate Business Principles that cover the basis of the organization's work culture and business strategies worldwide that has been the foundation for business policies for the organization for generations now.



Fig: Nestlé Leadership Framework

The NLF has evolved incorporating “6 Success Drivers” that directs the current as well as future way of work at Nestlé. The essential principals and competencies and personal attributes to conduct a work style in association to such principals are determined in this framework that support the growth of the Nestlé family.

The NLF allows the organization to be uniform in attracting, engaging, and guiding all individuals at the organization to reach greater heights in term of execution as well as business outcomes.



The “6 Success Drivers” of NLF is described below-

1) **Compete & Connect Externally:**

○ ***All Employees: Understand the Business Environment***

- Know business drivers and term goals
- Analyze person impact on the business
- Be proactive to learn about the business and make proper decisions.
- Understand how the business impacts the society
- Participate actively to bring good for all stakeholders as well as the society

○ ***Leaders: Insight***

- Analyze benchmarks to identify opportunities for competitive advantage
- Consider both internal & external contexts to overcome challenges and broadcast issues positively
- Must connect facts, ideas, and situations as a whole while building anything
- Engages and partners with all the stakeholders and

○ ***Senior Leaders: Foster Competitive Intensity:***

- Has a good grasp over local as well as global context and participates accordingly
- Identifies appropriate outcomes for forecasted trends
- Able to handle challenges and uncertainties in a composed manner
- Addresses upcoming challenges and implements programs accordingly



## 2) Lead to Win:

### ○ *All Employees: Practice What You Preach*

- Voluntarily takes responsibility for own actions
- Consistent in words and results
- Practices the core values and principals of Nestlé at all stages
- Participates in reliance with company's reputation and interest
- Possesses self-integrity and honesty

### ○ *Leaders: Energize & Engage*

- Creates an environment of assurance and esteem
- Encourages diversity within work environment
- Creates shared value by including others' contribution
- Collaborated in teams' success and crisis
- Reflects meaningful feedback and praises others when necessary
- Helps other to understand company mission and vision

### ○ *Senior Leaders: Inspire the Organization*

- Possess credibility and respect for others regardless of any social and racial orientation
- Is inspiring and motivating in case of team building
- Builds unified teams that is committed to organizational goals and business strategy
- Respects others' views and welcomes opinions
- Prepares strategies in simplistic ways that is easily comprehended by others



### 3) Manage for Results:

#### ○ *All Employees: Results Focus*

- Delivers results and accomplishes goals in compliance with company codes and law
- Thrives to achieve set objectives and quality performances
- Plans proactively that result in effective outcomes
- Doesn't hesitate to voice opinions and act
- Possesses accountability for their own action and words

#### ○ *Leaders: Enables Results Through Others*

- Sets challenging team goals that ensure individual development
- Align the work of team members toward shared goals
- Delegates tasks and responsibilities with opportunities open
- Be resourceful and measure results
- Empower others when time is right

#### ○ *Senior Leaders: Develop and Execute Strategy*

- Makes sure Market Business Strategy (MBS) and development is being executed
- Removes to barriers so that high performance is attainable
- Creates high performance culture
- Demonstrates entrepreneurial spirit
- Makes room for new opportunities for synergy and team building



#### 4) **Grow Talent and Team:**

##### ○ *All Employees: Know Yourself*

- Welcomes criticism positively
- Executes and creates personal development plans
- Seeks opportunities for self development and growth
- Masters self from mistakes and successes
- Well aware of self-awareness- strengths, opportunities, weaknesses and limits

##### ○ *Leaders: Coach and Develop*

- Leverages developments and building processes to build new capabilities in others
- Provides exacting and demanding assignments to drive growth in others
- Coaches proactively and positively- listens, questions and resourceful
- Gives direct feedback right when needed

##### ○ *Senior Leaders: Develop Organizational Capabilities*

- Does rigorous talent assessments
- Considers talent implications for both long and short terms
- Executes a diverse and thriving talent placements
- Acknowledges managers responsible for their subordinates' development
- Shares knowledge and performs an excellent mentor role for everyone within the organization





## 5) Collaborate Internally:

### ○ *All Employees: Proactive Cooperation*

- Attains respect and trust of others
- Actively wills to compromise self objective to achieve group objectives
- Guides and helps whenever asked to
- Shows interest in others ideas and is good listener as well as observer
- Works through differences without damaging relationships

### ○ *Leaders: Influence with Integrity*

- Adapts well to the given circumstances to the needs of the audiences
- Actively communicates a view with well developed points
- Looks for a common ground that will benefit the group
- Networks and develops good relationships with main decision makers

### ○ *Senior Leaders: Create An Inclusive Culture*

- Build an environment of opportunities and openness
- Modest, humble and easy to approach
- Shows respect to others regardless of their designation or position
- Incorporates the spirit of ONE NESTLÉ
- Leverages differences in cultures and people
- Promotes cross functional work system



## 6) Make a Difference:

### ○ *All Employees: Initiative*

- Tackles uncertainties well and creates contingency plans
- Initiates and welcomes innovations for continuous growth
- Open minded to new and innovative work styles
- Very proactive and collaborative
- Has contingency plans ready for every new action
- Questions and challenges constructively

### ○ *Leaders: Courage*

- Possess champion skills and leadership qualities
- Acts as an ambassador for new changes
- Says “yes” and “no” clearly and respectfully
- Guides team to take calculated risks
- Composed and not become irritated with time is unfavorable
- Broadcasts communications credibly and efficiently

### ○ *Senior Leaders: Embrace & Lead Change*

- Acts as a catalyst for innovation and change by installing a clear vision
- Creates environment for other to breakthrough monotony
- Fosters subordinates to adept to a culture of change and diversity
- Acts decisively in situations of ambiguity
- Makes and keeps up a feeling for urgency for change



✓ **GOAL ALIGNMENT:**






In Nestlé Bangladesh Limited, business priorities and functional objectives are efficiently aligned with their global mission and vision.

The human assets of Nestlé Bangladesh Limited are always thriving to work according to the global alignment policy and this goal alignment policy furthermore helps them to work systematically and effectively in line with their commitment to the organization.

Goal Alignment helps the employees to detect three questions in their everyday work life in aspect to different types of problems and solutions. These questions are:

- “What am I doing about it?”
- “What are my measures telling me?”
- “What are my issues?”

**The 5 Goal Alignment Practices that are followed at Nestlé Bangladesh Limited:**

Goal Alignment Practice	Overview
 <b>Operational Master Planning</b>	Share, align, and interpret business plans and schedules and goals in centered needs and activities that are to be executed
 <b>Performance Measures</b>	Characterization of aligned measures at all levels of the company to empower comprehension of everybody's promise to the accomplishment of the business and useful goals
 <b>Operational reviews</b>	Keep tracks of progress on Performance Measures while pin-pointing issues and implementing actions to address them
 <b>Standard Routines</b>	Make sure there is discipline in carrying out common ways of working by implementing standards to management activities
 <b>Basic Problem Solving</b>	Dispenses the main drivers of an issue when the issue is identified



## **CHAPTER 4: ANALYSIS**

### **RECOMMENDATION**

Following my internship experience at Nestlé Bangladesh Limited as an Human Resources Intern for their Talent Acquisition Team, the variety of data and information I had to reflect upon regarding the real life corporate work culture aligned with the theoretical learning, I can refer to the much known fact that the Human Resources practices at Nestlé Bangladesh Limited is as profound as it claims to be. However, as the corporate culture that Nestlé Bangladesh Limited is embedded into, it merrily welcomes innovative and new opinions and suggestions that might move the company to a newer extend improvising its current position in the market. As a result, on this particular basis of working condition, I have jotted down a few recommendations for its further improvement, which are listed below:

- The supply of computers for interns in a specific department is limited, hence it is often seen that there is constraint of sharing computers with other Human Resources interns in particular teams. Although the interns of Talent Acquisition and Training teams always have their designated computers due to their specific job tasks, the constraints is mostly faced by interns in the Rewards and Operations team who mostly work on certain company software. Thus having a personal computer is a must for them. Hence, my suggestion would be to not restrict computer allocation to any interns and rather make flexible adjustments according to workload and job tasks.
  
- Although, Nestlé Bangladesh Limited is already working and practicing innovative and modern Human Resources concepts and techniques such as systematically moving forward with Lean Management and conducting collaborative Deep Drive annually, arranging more outdoor engagement activities through out a year would among all the functional departments would certainly enhance the overall performance of the company.



- The rewards and benefit policies followed by Nestlé Bangladesh Limited is in a standard position in relation to the other relevant organizations in the industry and the local job market of the country, however going for an even better competitive salary range and packages, crossing the market bench mark would certainly attract newer talents given the uprising expectations and fluctuating monetary conditions in the country and in the process reducing turnover rates and increasing retention of competent employees for the long run.
- Human Resources at Nestlé Bangladesh should include arranging membership opportunities for their management employees in various clubs or social insinuations that can further benefit them in various situations and add further value to their Nes-experience.
- Although Nestlé Bangladesh Limited provides various kinds of facilities to their employees in terms of medical care and infant scheme, they should also consider setting up a Day-Care Center for their employees with babies below 6 years old. Most large organizations in Bangladesh tend to provide such facilities, for example Grameenphone. Nestlé being a multinational giant should essentially give it a thought.
- Despite Nestlé being a global giant in the corporate world, expatriation practices are quite unseen to my observation at Nestlé Bangladesh Limited. Human Resources of Nestlé worldwide should collaborate together and come up with expatriation opportunities for their employees. Human Resources at Nestlé Bangladesh Limited should particularly focus on broadening career aspects of their employees in Bangladesh by giving them the floor to explore the global work culture of Nestlé global.
- As for their internship program, Nestlé Bangladesh Limited should consider revamping their internship program by allowing some remuneration to their interns in their 1<sup>st</sup> quarter of the internship program. Being an intern of the Talent Acquisition I have seen that many potential candidates turn up the opportunity knowing the 1<sup>st</sup> quarter of their internship is unpaid. Hence, allowing some



remuneration would certainly vamp up their internship program on a competitive scale.



## CONCLUSION

To summarize, my tenure at Nestlé Bangladesh Limited has been immensely elevating while giving me real life insights about self-improvement, learning about corporate work culture and how to overcome various kinds of challenges.

It was an experience where I was privileged to meet various types of personalities, starting from job applicants to the employees representing the organization and its culture. It opened up a whole new perspective for me towards the corporate work culture where I learned about the business, its environment and enhanced my knowledge on various other aspects.

At this level of my career it was an opportunity for me to put my educational skills into practical experience; understanding the professionalism and acquiring supplementary skills and knowledge through involvement in various corporate and organizational activities. The most interesting experience I had was organizing the Nestlé Youth Championship. It helped me to enhance my interpersonal skills while communicating with various personnel both inside and outside the organization. It also helped to be creative, to be more goal oriented and set different priorities and most importantly, make strategic and spontaneous decisions. Besides interacting with different people across Nestlé as well as outside the organization, this internship time period has led me to develop myself in accordance to the career I chose for my future. MNCs like Nestlé should be highly recommended for internship opportunities as it helps develop interns to build themselves a career path that is opportunistic in many ways.

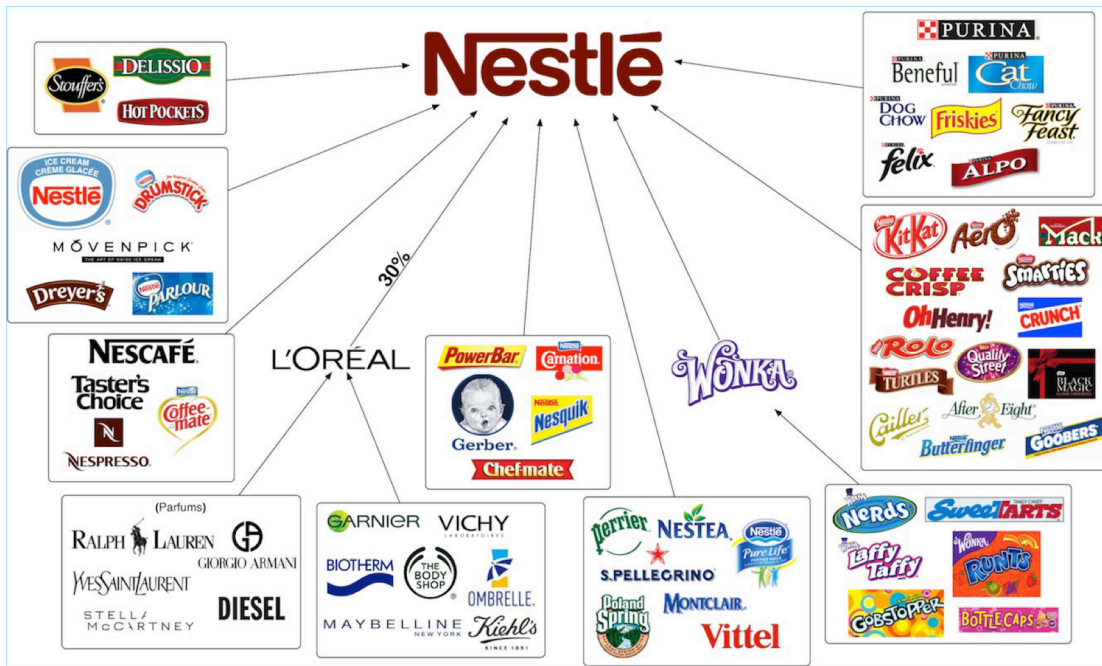
All in all, this internship has intrigued me to look forward to build a professional career in the corporate field, and given the work environment and ample amount of learning scope at Nestlé Bangladesh Limited, I certainly would not let go off any opportunity to work for the company in the future.



## CHAPTER 5: SUPPLEMENTARY

### APPENDICES:

#### Appendix 1: Brands and Products Of Nestlé



#### Appendix 2: Roadmap





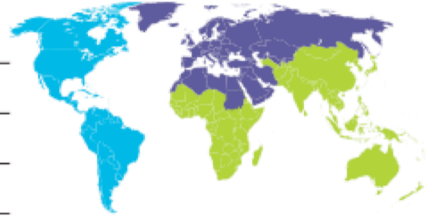


## Appendix 3: Company Profile

### Company profile

Nestlé has factories in 85 countries and sales in 189 countries around the world and 335 000 employees.

	Employees by geographic area	Factories by geographic area
AMS	32.5%	161
EMENA <sup>(a)</sup>	34.7%	166
AOA	32.8%	109



(a) 10885 employees in Switzerland in 2015.



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Nestlé Bangladesh Limited Intranet