

Internship Report

Expense Disbursements of the Secretarial Department

Semester: Spring 2017



GlaxoSmithKline

GlaxoSmithKline Bangladesh Limited

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Letter of Transmittal

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Subject: Submission of Internship Report for the Spring Semester, 2017

Dear Madam,

I was assigned to work as an intern for the Secretarial Department at GlaxoSmithKline Bangladesh Limited. I joined the company on 18 December 2016, and the internship experience has been a substantial learning curve for me.

From the beginning of my internship program, the company has served as a platform of significant learning for me. My supervisor, Mr. Md. Nizam Uddin, Deputy Company Secretary, has been my mentor. I would also kindly like to take the opportunity to show my gratitude to you Ma'am, for your continuous assistance and patient guidance throughout my internship period.

It gives me great honor to submit the internship report that personifies the successful completion of my internship period at GSK. I have compiled a report titled "Expense disbursements of the Secretarial Department" aiming to share my insightful journey through it. As such, I submit my internship report to you for your kind perusal.

Thanking you.

With Regards
Afeef Ahmed
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Letter of Acknowledgement

The internship opportunity I had with GlaxoSmithKline Bangladesh Limited was a great chance for learning and professional development. Therefore, I consider myself a lucky individual as I was provided with an opportunity to be a part of it. I am also grateful for having a chance to meet so many wonderful people and professionals who led me through this internship period. Therefore, I would like to begin by showing my deepest gratitude to GSK for allowing me to carry out my project at their esteemed organization.

I would also like to use this opportunity to express my special thanks to Ms Asphia Habib, my faculty advisor, for allowing me to work under her valued supervision, and for taking part in my decision-making, giving me necessary advices and patiently guiding me to complete my internship report efficiently.

Finally, I would like to use this opportunity to express my deepest gratitude and special thanks to my supervisor, Mr. Md. Nizam Uddin, Deputy Company Secretary of GSK. Who in spite of being extraordinarily busy with his duties, took time out to hear, guide and keep me on the correct track throughout the whole time of my internship period at GSK. I would also like to thank him for his patience in communicating and explaining the tasks to me in details, and for always keeping me encouraged and motivated. His involvement has made my internship period an enriched learning experience. I choose this moment to acknowledge his contribution gratefully.

Executive Summary

GlaxoSmithKline (GSK) today is a global brand itself, having such a huge impact all around the world. Its history globally and in Bangladesh is quite interesting with series of mergers & acquisitions, which has brought GlaxoSmithKline to a single entity. The companies Secretarial Department is a reflection of its corporate governance globally, maintaining all its sensitive expense disbursement functions according to its policies. My duty has been to uphold this through regular operational activities and process improvement. In doing so, I was exposed to the organizational culture, work environment, and the quality and quantity of work, which has contributed, to my organizational learning by developing various skillsets. There were challenges that I faced which I overcame by connecting academic and experimental learning. Lastly, there was a lot that differed from my expectation therefore looking back there are a few learnings and things that could have been done differently.

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1. Introduction

After going through two rigorous interviews, I was successfully selected as an intern in the Secretarial Department. Knowing about GSK's rich history globally and in Bangladesh helped me in the interviews. In addition, I later came to know that my CIMA qualifications and Excel capabilities is what set me apart among others. I joined GlaxoSmithKline Bangladesh Ltd. on December 18 2016, just two days after final examinations ended, quite early than my classmates. Initially I had very little idea about what the Secretarial Department of a company does and was very skeptic. However, as I progressed as an intern in this department, I realized its importance due to the confidentiality that was always maintained, that set it apart from other departments. The importance shown to this department was quite visible in the organization.

I have tried to report description of my internship program, as per requirement for graduation completion program. The start of my program was by my supervisor who at first gave me a detailed timeline of GSK existence from its inception and then explained me its presence in Bangladesh. Initially, I was heavily advised to learn about GSK from online and was handed out annual reports to study on. My supervisor did follow up on my learning on GSK's background time to time. This was kind of like an orientation, but a week later, I had dived into most of the core functions of the Secretarial department. It really became extensive from then onwards still the end of my internship. The core function of the Secretarial Department was to disburse expenses as per global policy. I had to rigorously study all the policies regarding local travel, medical, vendor payment, foreign travel and various different payment procedures (all Policies attached in Appendix). My report consists of every single project detail and tasks that I was assigned to during my internship period and focuses mainly on the expense disbursement of T&E (Travel and Entertainment) that I directly oversaw along my entire period at GSK.

It was very interesting and challenging for me to work on different aspects of the accounting payment and expense procedures and in a parallel way contributing to other Secretarial tasks. Thus, the objective of the report is to portray my understanding of the work I have done and experience gathered during the entire phase of the internship program. It aims to find out how effective this learning experience had been preparing an individual intern for the intense challenges those are about to emerge in the real life corporate world.

2. Learning about the company

‘GlaxoSmithKline’ is a brand name with which most of the people of Bangladesh and many other countries where it operates can relate to their lives with strong sense of presence. From the time a



baby is born, the vaccination drugs produced by GlaxoSmithKline come to play the preventive role to save a child from various diseases. When a child is at the adolescence and requires a sufficient amount of nutrition and vitamins regularly to remain healthy, GlaxoSmithKline’s health care consumer products make sure that the child gets all those important elements to make him or her taller, stronger and sharper. GlaxoSmithKline’s products reach to a person when the person is not even born, through the consumption of the products by its mother. General people may see GlaxoSmithKline as a company that manufactures medicines and health drinks, but behind its products, there is one core objective in mind: **to make people do more, feel better, and live longer.**

Thus, globally GlaxoSmithKline produces and delivers a wide range of prescription medicines, vaccines and consumer healthcare products to give people a healthier life to lead. The company is not just a pharmaceutical company producing and selling drugs to cure people’s diseases, rather it takes a holistic approach to healthcare by preventing any diseases from happening through its healthcare consumer products and vaccines.

Brief history of GlaxoSmithKline

The current GlaxoSmithKline PLC is a British company, which has come to become a single entity after quite a few stages of mergers and acquisitions among historically old pharmaceutical companies such as **Glaxo Inc, Burroughs Wellcome, Smith, Kline & Co., and Beecham Inc.**

Glaxo and Burroughs Wellcome merged in 1995 to form **Glaxo Wellcome**. In 1989, Smith, Kline & Co. merged with Beecham Inc. to form **SmithKline Beecham plc**. These four historically rich and expert companies are briefly introduced in the following illustration:

Glaxo started its journey with Joseph Nathnan in 1850s and registered their dried-milk baby food product name as Glaxo in 1906. Glaxo produced its first pharmaceutical product in 1920.

John K Smith opened a drugs store in Philadelphia in 1830. The business house soon became a leader in drugs whole selling and changed to **SmithKline & company** in 1875.

Henry Wellcome and Burroughs, Two American pharmaceuticals created an import agency **namely Burroughs Wellcome & Company** in London for US pharmaceutical products in 1880.

Beecham opened its first factory in England in 1859. By 1960s, **Beecham Inc** was extensively involved in pharmaceuticals.

Glaxo Wellcome and **SmithKline Beecham** announced their intention to merge in January 2000. The merger was completed in December that year, forming **GlaxoSmithKline (GSK)**. Currently, GlaxoSmithKline is one of the world's leading research-based pharmaceutical and healthcare companies. The current state of GSK in the global stage can be expressed in the following way: (Collaborations, 2016)

GSK employs over 99,000 people in over 100 countries

Around 12,800 people work in GSK's research teams to discover new medicines.

GSK's vaccines are included in immunisation campaigns in 182 countries worldwide

Every second, GSK distributes more than 35 doses of Vaccines.

Every minute, more than 1100 prescriptions are written for GSK products

GSK's global community investment and charitable donations were £163 million in 2009

Brief history of GlaxoSmithKline Bangladesh Ltd.:

In Bangladesh, the company started its operation in 1949 by opening a branch of Glaxo Laboratories (Pakistan) Ltd at Dewanhat, Chittagong. Glaxo Laboratories (Pakistan) Ltd. was a wholly owned subsidiary of Glaxo Group Limited. At that time, the Company was absolutely dependent on imports from the United Kingdom. Mode of delivery of products were mainly railway parcel and post parcel. The second branch in Bangladesh (then East Pakistan) was opened at Motijheel, Dhaka. After obtaining permission from the government for establishment of a factory at Chittagong in 1960, a land for the factory was purchased in Fauzderhat, which started its production in 1967. Since then, the company has opened sales depots in many parts of the country such as Bogra, Barisal, Sylhet, Mymensingh, Comilla, Pabna, Rangpur, Narayanganj, Rajshahi, Tangail, and Dinajpur. The sales force of GSK supports the production and marketing team of GSK to reach out to the medical doctors to remain in their prescriptions, hospitals, patients, and consumers. Currently the factory located in Chittagong produces 73 SQUs namely in the dosage forms of tablets, ointments, liquid, capsules, and powder. It employs around 400 direct and indirect employees of which 21% are female. Till date there are 2 GSK certified auditors, 1 QMS champion and 1 OE champion and 10 green belts in GSK factory.

GSK Bangladesh's portfolio includes both pharmaceutical products and consumer products. The pharmaceutical side includes prescription medicines, vaccines and nonprescription medicines. The prescription medicines range across therapeutic areas such as anti-bacterial, respiratory, dermatology, oncology, gastro- intestinal, cardiovascular and other diseases. The company is the market leader in most of the therapeutic categories in which it operates. It offers a range of vaccines, for the prevention of hepatitis A, hepatitis B, invasive disease caused by H, influenza, chickenpox, diphtheria, pertussis, tetanus and others.

In Bangladesh, GSK's consumer brands are the major players in the health food drink category. The powerful portfolio includes **Horlicks**, **Boost**, **Maltova**, **Viva** and **Glaxose**, which owns an enviable market share of 85%. Among them, Horlicks, a trusted & heritage brand, enjoys 76% market share. Horlicks, which has been re-launched in 2008, following intense market research and product development activities, with an improved formulation is clinically tested to make children "Taller, Sharper & Stronger". (products, n.d.)

3. Learning about the department

The Secretarial Department plays a vital role in the company's value creation as it deals with all the major stakeholders of the company such as employees, shareholders, regulatory bodies etc. The secretarial department itself acts as a regulatory body, accordingly to its globally developed policies and specifically deals with disbursing expenses claims that needs to be segregated from all departments due to its sensitivity. The department works directly with the HR department and Finance department of the company in the value chain. A very competent and confidential Secretarial team executes the core task to disbursements expenses and to fulfil some managerial functions. (Governance, 2014)

Expense Disbursements

The major expense disbursements of the Secretarial Department are explained below:

→ T&E (Travel and Entertainment expense payment)

Every employee of the company regardless of the position or region the employee is working in gets daily allowances for going to the office, travel allowances, food and accommodation allowances, medical allowances etc. All these allowances are provided by GSK to its employees upon the incurrence of the expenses by the employees. The day an employee joins GSK, he or she gets 'Floating money' of 15,000 BDT in his or her bank account from which he or she can spend for the month. Upon the expense claims made by the employee, the Secretarial department pays the expenses of its employees after verifying whether the amount claimed by the employee is as per policy or not. Here, Secretarial Department plays its role by collecting the expense claims, verifying the claims' validity as per HR policy, and making timely payments to the employees.

→ Separated Employees' Final Settlement Payments

Employees (or their families) who are separated from the company due to retirement, job switch, or death receive their pension, unpaid salaries, and other payments from the company. Sometimes the company is paid because of the unpaid dues of the employees who are leaving the company. The entire process of calculating the final payment or receivable associated with the separated

employees is known as 'Final Settlement' and Secretarial Department, along with the HR department of GSK is responsible for the final settlement for each and every separated employee of GSK.

→ **Vendor Payments**

GSK is in continuous transaction with various businesses with whom they hold various agreements depending on the service being provided. Bills from hotels allocated for GSK personnel's all around Bangladesh, to different warehouses, newspaper expenses, advertising billings and even various operational costs that were claimed by different vendors are cross-checked as per GSK policy for the services received. The bills are lastly re-assessed for VAT and TAX deductions, as GSK is responsible for paying VAT as an end user on behalf of its vendors. Vendor bills are received all around the year and have deadlines under which they were to be disbursed depending on the agreement with them. Sometimes contracts with different vendors are updated depending on the requirement.

→ **Foreign travel Payment**

As GSK is a global company, foreign travel by employees is a common scenario due to training, seminars and global meetings. GSK Bangladesh is mostly involved in training their workforce in India and Pakistan, although meetings and seminars occur in various countries. Even though foreign travel is frequent, policy of travel is quite scrutinizing as foreign currency payments are involved. Prior to travel employees has to submit all their travel details a week earlier. The department checks all the supporting's and if needed at times personally questions the individuals on sample basis to justify the purpose and underlying factors of the travel. An advance payment in U.S dollars is made depending on the days of stay and the place of visit of the employee. Except rare scenarios, most payments are done in USD due to the liquidity factor of dollars. After the travel, each individual has to submit their foreign travel bill with proper supporting's, within a week to account for the expenses made from the advance provided. In most cases the expenses occurred is less and the unused amount is to be refunded to GSK by the employee. This mostly occurs as the Secretarial department made sure the employee carried more currency than usually needed just for safety purposes in a foreign country.

→ **Dividend Payment**

The Secretarial Department of GSK is responsible for the calculation of the dividend of the shareholders and making dividend payments when the dividend is due. It prepares a list of members who are entitled for dividend after a period of usually 15 days book closure in announced before AGM. Dividend Warrant are printed in Share management Software and sent to the members as per their registered bank accounts or the home addresses by courier service within 60 days from the date of AGM as per provision of the act.

Other Managerial functions

Moving from the secretarial departments core role there are just a few other managerial functions the department does. Among which, arranging meetings is a notable one:

→ **Meetings**

Secretarial department organizes the meetings of Directors and Shareholders (General Meetings) and keeps all the records such as minutes of meetings of Board and Shareholders in the Minutes Book as per regulatory requirement. Secretarial Department is responsible to serve the notice of AGM with printed Annual Report in proper time to the proper recipients as per provisions of Laws. There are the three types of meetings that Secretarial Department organizes:

- **Board Meeting:** The duty of Company Secretary is to collect information related to the Board Meeting, provide relevant papers and documents to the Directors, arrange necessary stationary items for the meeting, prepare the attendance sheet for the board members, pay Directors attendance fees and inform the board about the leave of absence, if any. In addition, the Company Secretary prepares the minutes of the board meeting taking sign from the Chairman, distributes it to the board of Directors, and affixes the minutes in the minute's book.
- **Annual General Meeting (AGM):** The Company Secretary of GSK prepares a series of program related to the meeting in compliance with the statutory requirements and provision of the Articles of Association of the company, the Stock Exchange and with the Securities and Exchange Commission requirements. Auditors' report and Directors'

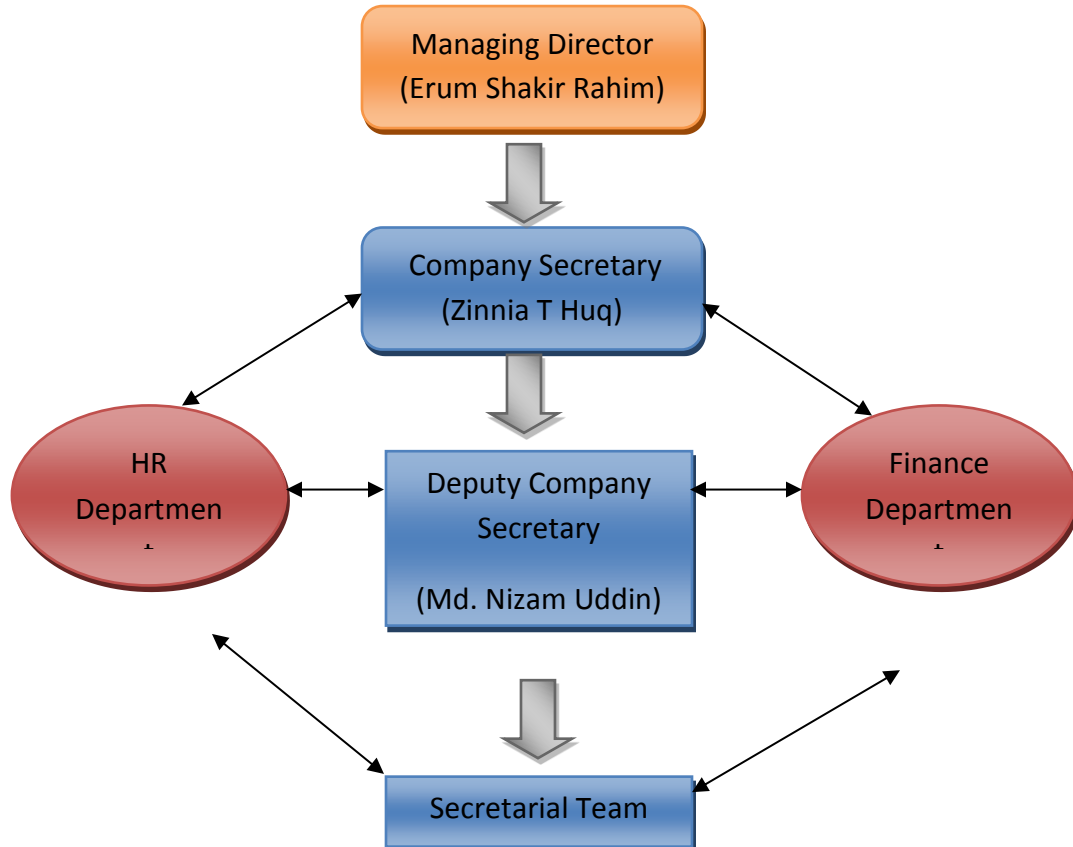
report are approved in this meeting. The Company Secretary is authorized to send the notice to the members of the meetings. Dividend warrant and share transfer issues are instructed to the Company Secretary.

- Extra- Ordinary General Meeting: In case of price sensitive information taken in any board meeting, Company Secretary informs it to the Securities and Exchange Commission (SEC) within half an hour over telephone or otherwise. At least two nationwide dailies (one Bengali and one English) are used to take steps to publish this price sensitive information.

The team & I

We were always referred to as “a confidential team” under direct supervision of the higher management with no intermediaries. All these functions are performed by the Secretarial Department team, which is headed by the Company Secretary cum Finance Director of GlaxoSmithKline Bangladesh Ltd.

Department, supervisor, and co-workers:



As an intern in the Secretarial Department of GSK, and part of the team my responsibility was to work with the Secretarial team under the Deputy Company Secretary to assist the team in performing all the functions stated above. My supervisor was Mr. Md. Nizam Uddin, the Deputy Company Secretary of GlaxoSmithKline Bangladesh Ltd. He led the Secretarial team comprising of Mr. Mohammad Ghalib, Mr. Fahad Pradhan, Mr. Syed Aakib Zaved, Mr. Anis-uz-Zaman and Mr. Shahinur Rahman. I assisted this team as per the instructions taken from my supervisor. Though the Secretarial Department performed these various different functions, I was always directly involved with the **T&E Employees' Expense payments**, which was a constant and along with it, I contributed to the other functions of the department as well.

Moreover, my supervisor at GlaxoSmithKline also provided me with the opportunity to work on ongoing projects such as Commercial Enterprise Resource Planning System (CERPS), Travel & Entertainment (T&E) expense awareness program. I was given a reasonable amount of responsibilities to follow up. This taught me to take accountability for my job duties. My supervisor also provided me the opportunity to attend meetings, and included me in briefings on upcoming projects. Many a time, he took time to elaborately explain me various processes for more integration into the work. Due to his guidance and motivation to gain knowledge, my internship period was one that allowed a learning experience.

Apart from my supervisor, I also got the opportunity to work closely with the other employees of the department. As the Secretarial Department works with collaborating with the Human Resource Department and the Finance Department, I got the opportunity to build a mutually beneficial relationship with the employees and interns working in those departments as well.

My GSK experience was even more valuable because of my colleagues. Most to all co-workers were complying and helpful. Work breaks meant hanging out in the coffee corner where everyone can refresh over their own choice of coffee. At the same time, share of information, work responsibilities and experiences with co-workers was an equally a learning experience. I thoroughly enjoyed the balance between work and recreation, here at GSK. I realized that while learning the work process is important, it is equally important to socialize in order to build network and to know the varying thought-process of different individuals.

4. Duties and Contribution: T&E Expense

Since joining GSK, I had the opportunity to work on multitude of tasks and explore the different facets of the Secretarial Department. At times, I was given the full autonomy to modify, assess and execute these tasks, which made my internship experience enriching. Increasing responsibilities have simultaneously weighted my workload; however, I have felt both positive and motivated on those accounts.

Below I have discussed in detail my key responsibilities of the T&E expenses process and contributions to GSK:

T&E (Travel and Entertainment): Expense claim, verification and payment



One of the major tasks of the Secretarial Department of GSK is to make payments for employees' expense claims known as the abbreviation "T&E" which actually accounts for both travelling and medical expense claims of GSK employees. Every permanent employee of GSK submits his or her expense claims before the cut off dates of submission.

First, my task was to sort all the expense claim statements of 723 employees in four different classes according to their designation:

1. Field Force employees
2. Managers
3. Global Manufacturing Site (GMS)
4. Corporate Office.

The expense claim deadline for Field Force and Managers were 15th of every month and for GMS and Corporate office it was the 22nd. If they missed the date, they were able to claim it in the expense following months. When we received all the expense claims, I sorted it in total of Nine

boxes: 4 boxes for Field Force Travel expense claims, 2 boxes for Field Force Medical expense claims, 1 box each for the claims made by managers, GMS, and Corporate Office employees thus accounting for close to 723 employees T&E claims.

After the expense claim statements were collected and sorted, the rigorous task of verifying the expense claimed were done according to policy. If any employee claims more than the person should or fails to provide any support against the claim, my task was to deduct the amount, which was falsely claimed.

Next step was making payment entries in the MS Excel file for each and every employee of the company. I, along with my co-workers used to give payment entries in the Excel file.

Lastly, the MS Excel file where all the payment entries were made is uploaded in the Cash Management System of GSK, which directly transfers the payment to various banks such as Standard Chartered Bank (SCB), HSBC, and Dutch Bangla Bank Limited (DBBL).

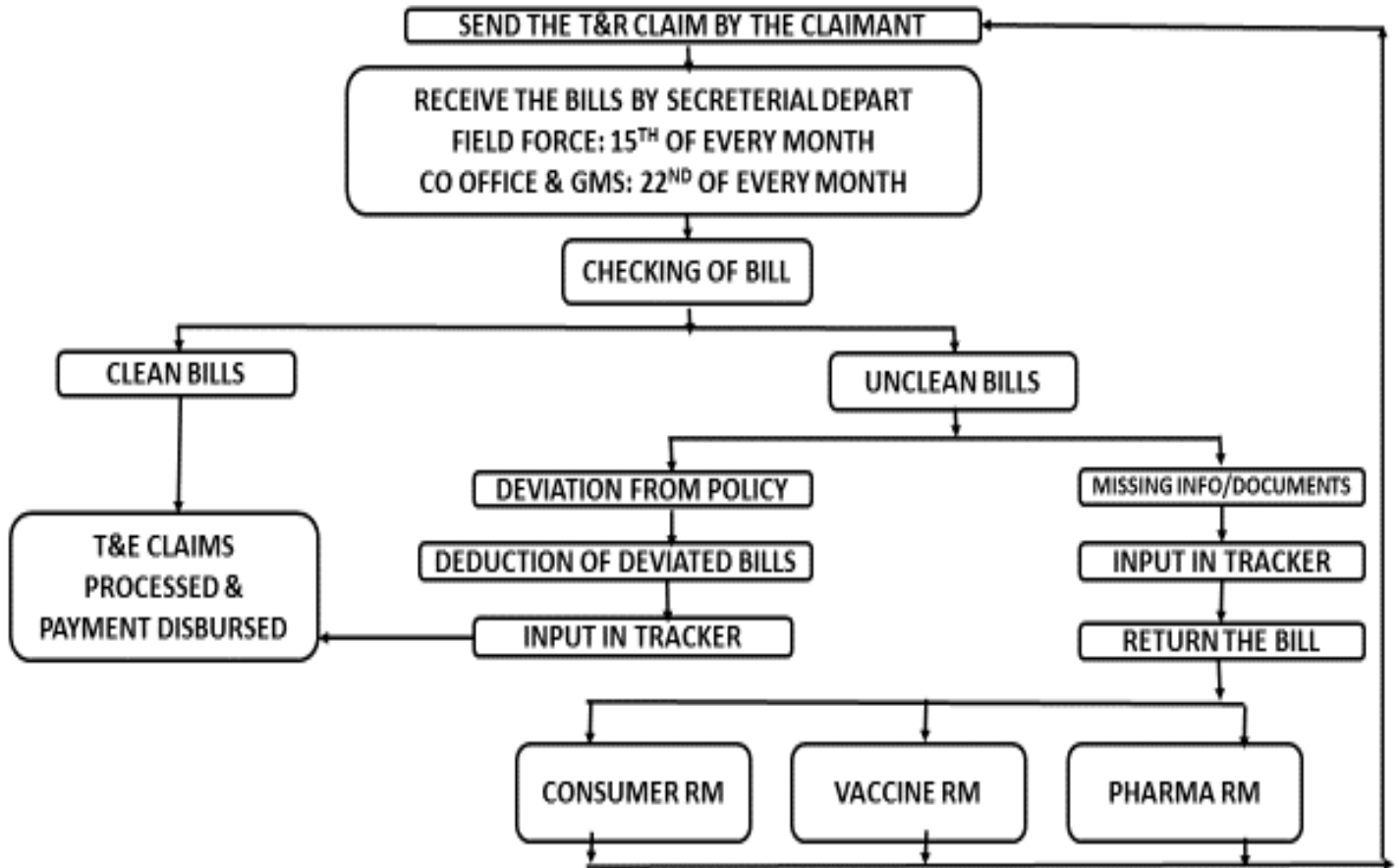
The expense claim statements, which are unidentified due to wrong Workday ID (Identification Number), are kept in a separate box named 'Held-up Bills'.

Tracker Development

After the payments are made, queries start to come for the Held-up bills and Deducted bills as concerned individuals are received less from what they had claimed. The previous process was to find the expense claim statement (bill) out of all the bills and then respond to the queries through telephone calls or e-mails. As part of the **process improvement**, I proposed my supervisor and co-workers that we should create an Excel file where all the reasons behind each and every Held up File and Deducted Bills would be recorded so that when any query comes, we can respond with the reason immediately. My supervisor and co-workers supported the idea and asked me to create a tracker for the employees' problem bills. I single-handedly went through each and every problem bills, and using my advanced level **skill in MS Excel**, I created a tracker in which I recorded the reasons behind the claims being deducted and held up in an Excel file. It reduced the response time to employees for their queries from 24 hours to few minutes and made the process easier and faster. The practice has been followed in the following two months of my internship and later was appreciated and used by the Finance Director and Company Secretary, Mrs. Zinna T Huq.

Let us have a at a flowchart, that demonstrates the process of a T&E expense claim:

GSK BANGLADESH LIMITED
WAY OF WORKING OF T&E CLAIM REIMBURSEMENT PROCESS



Front-end Communication with the stakeholders in need

From the day I joined in the Secretarial Department of GSK, I have observed that the Department always remains busy with works and people coming from various places. The department is the hub for all the stakeholders of GSK. Employees would come to the department to learn about their expense claim payment queries, shareholders would come to receive their dividends, separated employees and their families would come to for their final settlement payment and employees from other departments would come to learn about the company policies. The department has calculated that on average 23 persons visits the department office for various reasons. My task was to be the

front-line communicator with them and to learn about their problems to direct them to the right person or to instruct them rightfully so that their problems are resolved.

T&E Awareness Program Assistance

For two consecutive months, there was significant number of Deducted Bills. The Finance Director and Company Secretary, Mrs. Zinna T Huq was concerned about the increasing number of problem bills, which we had received in previous two months. She realized that the reason behind this increasing number of Deducted Bills is employees' ignorance about the company policy regarding Travel & Entertainment (T&E) claims. Therefore, she instructed the Secretarial Department to conduct an awareness program on the Travel & Entertainment (T&E) expense claim policies. A part of the awareness program was to survey the participants and learn about their knowledge about T&E claim policies. Hence, I had to prepare the survey questionnaire, which was used to survey the participants. I accompanied my supervisors in the T&E awareness programs that was held in Baton Rouge, Gulshan. My task was to take attendance of the participants, to distribute the survey questionnaires among them and assist my supervisor in coordinating the Q&A sessions.

Filing the payment vouchers

After the expense claim statements are verified and paid accordingly, the statements are sealed 'Paid' and considered as 'Payment Vouchers'. Then, all the payment vouchers of all the employees for each month are filed and stored by the Secretarial Department for the future uses such as for internal and external auditing, for final settlement of the employees etc. My task was to file all the payment vouchers from the month. The filing was quite hectic as all the payment vouchers had to be arranged maintaining the serial of the workday ID order. Since the workday IDs were of eight digits with no consecutive serial, it was very difficult and hectic to arrange all the bills.

The day I joined the Secretarial Department office, one problem that has been a major issue for the office was increasing pile of payment vouchers kept in an unorganized manner on the office floor. The unnecessary pink files with the payment vouchers also took up a lot of room within the office. After the filing of the payment vouchers, the office looked more organized and spacious which also contributed to betterment of the employee morale and mood in the department.

5. Organization and the Environment



Organizational Culture

GlaxoSmithKline aims to be the leading research-based pharmaceutical and healthcare company by improving the quality of human life and enabling people to do more, feel better and live longer. As an organization, GlaxoSmithKline is known for its responsible business operation which aims to create shared value for all its stakeholders. As an organization, it believes that in order for the company to succeed the communities that it operates in must also equally prosper. The Company's philosophy of Corporate Governance is aimed at assisting the management of the Company in the efficient conduct of its business and in meeting its obligations to stakeholders, and is guided by a strong emphasis on transparency, accountability and integrity. For several years, the Company has adopted a codified Corporate Governance Charter, which is in line with the best practice, as well as meets all the relevant legal and regulatory requirements. All employees are bound by Codes of Conduct that sets forth the Company's policies on all-important issues. (annual reports, 2016)

A good example is the internal audit report prepared by the GSK internal auditor team, which is very strictly considered while evaluating the performance of an individual, a team or a department. From the internal audit report for the first two quarters of the year, there were 46 errors made by the Secretarial Department. The Finance Director and Company Secretary asked for an answer from the Secretarial team for these mistakes and gave proper instructions so that the same mistakes do not reoccur. When a company is this concerned regarding its corporate governance, an intern getting oriented with this organizational culture develops the company's values, beliefs and practices within himself or herself. I am very fortunate that the start of my

career begun in a company which has developed a work ethics of transparency, accountability and integrity.

Work Environment

GSK aims to create an inclusive, engaging working environment that encourages its employees to contribute and help the company achieve its strategic business objectives. GSK realizes that the key to this is its investment in development, its approach to flexible working and its innovative safety, health and well-being programs.

The GSK corporate office is located in Gulshan 1 and comprises of the 2nd and 3rd floor of a building. Each floor is designed spaciouly to represent a flat organization. Both the floors are decorated with themes such as human health, women empowerment, medical doctors' prescriptions, children and mothers' nutrition which are in line with the company's vision to make people do better, feel better and live longer. These themes keep the employees motivated and focused towards the goal of the company. There are Tearooms installed in each floor for rejuvenation. Every day one-hour lunch break is provided to all the employees where they could eat in-office or even go out.

The workday starts from 9 AM in the morning and ends at 5:30 PM. However, many employees come to the office late but everyone makes sure that they are done with each day's work on time. GSK provides this flexibility to the interns as well. This flexibility in work hours helped me contribute to the organization with a sound mind and efficiency.

In addition, the work environment is especially worth appreciation due to its structured work process that encourages learning, gaining experience and knowledge every day.

Type, quality and quantity of work

As an intern in the Secretarial Department, the type of work that I did was not something that requires much of technical skills, communication skills, or any sort of creativity. The work was very much routine and clerical. There were days when my work was only to print, photocopy and scan papers. Other days I had to check the expense claim statements by looking at each of the statements manually, adding the amounts using a calculator, and marking with 'tick' if the

statement was correct. I felt that the type and quality of work that was offered to me by the GlaxoSmithKline Secretarial Department **failed to make proper utilization of the skills** of me as I am a business graduate with Accounting and Finance major, and am capable of making more contributions for the organization.

Moreover, I was also asked to file the payment vouchers of the months of which I was not responsible for filing (January until November) as I joined in the month of December. Hence, I think the quantity of work that was assigned to me was **unfairly enforced on me**. However, the stress that I had to take due to the hectic work type and quantity, I have successfully developed to manage workload and stress which would be a takeaway for me from my internship program.

6. Organizational Learning

Technical Skills

As an intern in the Secretarial Department of GSK, my regular task was to print, photocopy and scan papers. Before I started working in the company, I only knew how to print but had very little knowledge about how a photocopy machine works and how to do photocopying and scanning. However, due to my three month long internship program where I had to do photocopying and scanning on a regular basis, I have learned working with the photocopy machines and learned photocopying and scanning papers of various sizes such as A3, A4 and A5.

Before I joined in GSK, I did not know how to use Microsoft Outlook to communicate with people. Since all the communication within the organization used to happen using Microsoft Outlook, I learned to use outlook e-mailing and communicating by using it quite a few times.

Lastly, I had to make MS Excel entries for payments and had to make a tracker for the expense claims in the MS Excel while working for employees' expense claim payments. Though I knew how to work in MS Excel from before, but using it to create something new and to make more than a thousand entries improved the efficiency of my work a lot. I have learned quite a few functions such as the use of macros, then formulas, and shortcuts, which make the work in MS Excel easier and faster.

Analytical Skills

As an intern in the Secretarial Department of GSK, I had to check the expense claim statements of 723 employees after collecting and sorting the expense claim statements. Then, after the expense claims are paid to the employees, queries would start to come and we had to find the problem bills and respond to the queries. The entire process used to take a lot of time and toil. I analyzed the entire process and innovated the process by categorizing the bills in different boxes and by introducing a tracker. This reduced the response time of the employee queries from 24 hours to few minutes.

Moreover, the increasing number of deducted bills was taken care of by conducting the T&E awareness program. A decreasing number of false claims followed this program in the last month of my internship. This also developed a cause and effect analytical ability in me, which will help me make decisions in the future.

People Skills

Because I have been tutoring students for the past 5 years, I have already developed a good communication skill. However, the type of communication that is required in a multinational company setting was something, which I did not experience before. Hence, this internship program has helped me develop the business etiquettes and interpersonal communication skills seeing my seniors, peers, and many foreign employees of GSK. A substantial amount of work in the Secretarial Department is related to people skills. Initially, during the first few days of my internship, I tended to avoid expressing what I felt, and simply delivered on order. However, as time passed, working in the Secretarial department allowed me to communicate with other employees of various other divisions. Continuously dealing with HR and Finance Department to incorporate changes and following up on works enabled me to learn how to convey the requirements accurately and to politely get the job done in due time. Communicating with senior employees and fellow interns, I learned to be more open and deliver my queries/dilemmas in a constructive and upfront manner.

Personal Development

My supervisor was very much concerned about the punctuality of the employees in his department. Thus, I had to go to the office on time (9:00 AM), get back from lunch break within exactly 1 hour, and leave the office at 5:30 PM after finishing my works. This practice for 5 days a week strengthened the sense of **punctuality** in my behavior. Due to the heavy workload, I developed **stress and time management skills** as well.

Many a time, I had to do a few tasks at a time. For example, the vendor bills are forwarded to the Finance Department for the Due Diligence verification and I had to take the documents with me to the Finance Department, which is downstairs. Plus, the photocopy machine is also in the downstairs. So if I had both these two tasks of vendor bill management and photocopying, I used

to do both the tasks together at the same visit downstairs. This developed my **multitasking** ability in a workplace.

Additionally, GSK Bangladesh Ltd has helped me improve many facets of my personal characteristics. As I spent time in understanding the work of Secretarial Department, learning through on-the-job- training, it helped me enhance my product and organizational knowledge. I began to understand situations and question to understand in depth, rather than just delivering orders. In addition, many times working independently on planning and executing, improved my **leadership skills**.

7. Challenges

Challenging tasks in career offer us the greatest opportunities to grow and expand. In my internship period, I have faced more than a few challenges. Although, at the time when I was facing the challenges, my spirit at work was affected to some extent, but by the end I learned to overcome the challenges and tackle situations better. The following are the primary challenges that I came across:

Hectic work

The work I had to do, as an intern in the Secretarial Department was clerical and quite hectic at times. I had to manually collect, sort and verify each and every expense statement of the employees. I had to do filing of the payment vouchers according to the Workday ID serial. I had to do photocopying and scanning. None of these tasks required much of brainwork, creativity or analysis; rather the work was laborious and was underutilizing my skills. Hence, staying focused and self-motivated was difficult for me at times.

Transportation

The GSK corporate office is located at Gulshan 1. After the Gulshan 1 DCC market fire, it had become difficult to go to anywhere near Gulshan 1 as most public transport were dismissed. There was a direct public bus but the time schedule of that bus was not consistent every day.

Remuneration- Quality of work tradeoff

The remuneration provided by GSK to the interns is a lump-sum amount after the end of the internship, not monthly. Plus, the payment amount is quite minimal compared to the other standard organizations. Thus, staying self-motivated to contribute to the organization was really challenging.

Managing multiple things at a time

Throughout the internship program, I was also very busy tutoring students after work and doing CFA (Chartered Financial Analyst) coaching classes in weekends. Managing all these things at a time was a challenge.

However, as I progressed as an intern in the company, I realized how to deal with such challenges. My internship started earlier than many of my friends and thus it was supposed to end earlier. This was one of the motivations, which drove me to ignore low remuneration offered by GSK. Plus, I was working for a multinational company and learning its culture and practices which would help me in the future. This thought also kept me motivated to do my duties and responsibilities with professionalism. Using proper planning and work scheduling, I managed to deal with multiple things which I was busy with throughout the period of my internship. For the transportation, I found a route which would take to my office within 1 hour, and followed the route every day to be on time in the office.

8. Academic Learning versus Experiential Learning

Firstly, the internship experience varied a lot from my academic learning, especially because I am a student of Accounting & Finance with more focus on fundamental analysis of businesses and decision-making based on that, but as an intern, I worked as a small part of a large process where no analysis or decision-making based on that was required. My task was laborious, routine, and operational. Hence, I learned from my internship experience that tasks in an organization are not always situational and most of the time regular.

Second, from my Management Information System courses, I learned that for an organization as big as GSK, all the departments and functions of the organization should be well-coordinated using an integrated Enterprise Resource Planning (ERP) system. However, GSK is yet to have their own ERP system where all the functions and departments are integrated into one platform.

Lastly, GSK has some many contractual employees working in the Finance Department. As a result, the turnover rate is very high and new employees are contracted after few months. As it takes time for a new entrant to join and learn the process, there have been many mistakes, errors and inefficiency in the work process of GSK. For example, two of my three colleagues were contractual employees who joined with me in the company. As they had to learn along with me initially, we made a huge mistake in the first month of my internship. This issue would not arise if GSK had permanent employees working in the Secretarial Department which is the most regular and operational department of the company. I think this is where theory contradicts with the practice and GSK should stick to permanent employees for the Secretarial Department.

9. Expectation Vs Reality

When I applied for the internship program at GSK, I applied to work in the Finance Department of the organization. However, I was positioned in the Secretarial Department, which is a wing under the Finance Department. Hence, there was initially a mismatch between the expectation and the reality.

Moreover, I expected more of a project-oriented internship program where I would be exposed to creating something new and valuable for the organization rather than doing regular clerical tasks every day.

Moreover, before I joined GSK, I thought it is a multinational company where there would be rigidity and strictness in terms of interpersonal behavior and work hours. However, the people in the organization were quite friendly and the work hours were much flexible.

10. What would I have done differently?

If I got a chance to relive my internship period, I would have utilized the time better. Whenever I was not busy, instead of passing time, I would have dedicated the time in learning more about the company and its prospects, as now I understand that time is a treasure and I have to utilize it since there is so much to learn from the company. Moreover, I wish I had networked with more employees outside my department, as this would help me learn more from their tasks, opinions and views.

11. Conclusion

My internship experience in the Secretarial Department of GlaxoSmithKline Bangladesh Ltd. has been enriching in a sense that I have got to learn the organizational culture of GSK which has developed in me the drive to work my whole life to make people do good, feel better, and live longer. Apart from the skills which I developed through this program, the contacts and networks that I have built in that short span of time would also help me in the future. More importantly, the internship experience has helped me assess my strengths, weaknesses, opportunities, and threats, and has enabled me to learn about myself more adequately. This self-awareness will surely help me make astute decisions regarding my career plan in the future.

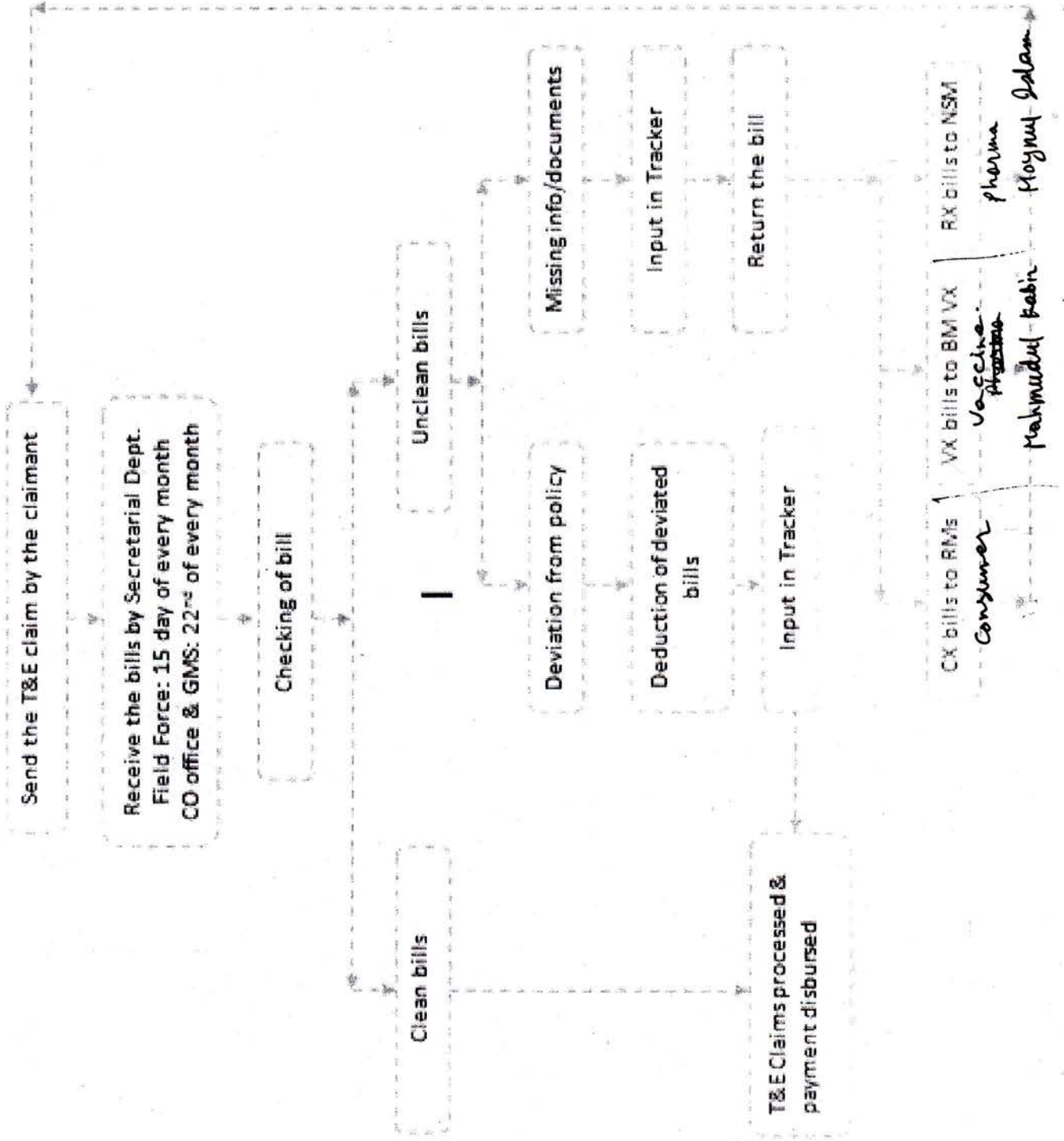
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13. Appendix

GSK Bangladesh Limited

Way of Working of T&E Claim Reimbursement Process



documents (Air ticket, hotel bills etc.) on return from overseas tour.

- 1.12.g. Leave Fare Assistance may be claimed one week prior to proceeding on Annual Leave. This payment will be made on the month's expense payment schedule
- 1.12.h. Leave should be availed in accordance with the Leave Roster agreed at the beginning of the year.
- 1.12.i. While claiming LFA, members must bear in mind their individual responsibility to comply with the current Income Tax Regulation.

1.13. Medical Expenses

Employees are entitled to medical treatment under Company's Medical Scheme.

- 1.13.a. Subject to rules in force from time to time all reasonable hospital and medical expenses, other than optical and denture charges, in respect of themselves, their spouse and their unmarried dependent children normally below 22 years of age are defrayed by the Company upon production of receipted bills.

In case of maternity, Company will reimburse TK.5000.00 for the cost of hospitalization, consultants, diagnostic fees and medicines for normal for normal delivery. However, for surgical delivery Company will reimburse the actual cost but not exceeding Tk.20,000.00 of such surgical delivery. No medical reimbursement will be allowed for delivery cases beyond 2 children either in GSK or outside GSK employment .

In case of caesarian operation, if an employee leaves the company before completion of 3 years of services, the paid amount for caesarian shall have to be refunded. During pregnancy the cost of consultation, medicines and diagnostic test shall be borne by the company.

- 1.13.b. Medical expenses are defined as the cost of medicines to treat specific conditions and diseases including dental conditions and eye treatment but do not cover the provision of spectacles, dentures and ornamentation of teeth.

- 1.13.c. The cost of items such as special diet, dietary supplements, self-prescribed medicines, common household remedies, such as antiseptic, soap, shampoo, non-pharma cream, toothpaste etc., over the counter remedies purchased without a prescription, medicated oils do not qualify for reimbursement.
- 1.13.d. The cost of hospitalization incurred as a result of participation in dangerous sports is not payable by the Company.
- 1.13.e. All illness requiring treatment must first be referred to a general physician. Visits to consultants will be reimbursed only if required on advice of the general physician, except in emergency cases. The cost of admission to hospital or clinic will be reimbursed only where duly recommended by the general physician and consultant. Where surgery is recommended by a consultant, prior permission from the Head of HR must be obtained through Divisional Head. In case of emergency surgery the Head of HR and Divisional Head must be notified as soon as possible.
- 1.13.f. The estimated costs of admission to hospital or clinic have to be approved by the Head of HR. The Company reserves the right to rationale the costs of treatment and surgery and also may restrict admission to clinic.
- No medical treatment will be allowed to LG & SF Grades employees in Apollo Hospital, United Hospital. However, if any employee wants to get his/her treatment from these hospitals the company will pay only the amount equal to the cost of treatment to be incurred in any other hospitals and all the additional cost to be borne by the employee concerned. In this case, the employee must apply for approval with an estimate of cost of treatment from any hospital other than these three hospitals.
- 1.13.g. As a general rule, medical and surgical treatment outside Bangladesh will not be permitted. However, where a treatment is not available in Bangladesh and the consultants recommend for such treatment outside Bangladesh, a review will be undertaken and the appropriate decision will be made as soon as possible.

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- 1.13.h. Where surgical procedures are available in Bangladesh, but the patient opts for treatment outside Bangladesh, in that case a quotation for surgical treatment in Bangladesh must be submitted. The Company will reimburse the cost of actual treatment subject to maximum equivalent to the quoted rate.
- 1.13.i. If spouses of employees are working in an organization, wherein they get medical reimbursement under the policy of that organization, they will have the option to get reimbursement from either of the organizations for spouse and children. In that case, they are to declare and submit a certificate in this regard.
- 1.13.j. If spouses of employees are working in an organization, wherein they get medical allowance or the spouse is self-employed, or engaged in his/her own business, the cost of treatment on medical ground for the spouse will not be paid by the Company.
- 1.13.k. Employees are encouraged to use GSK products if available even the doctor prescribes competitors' products.
- 1.13.l The company will pay the cost of accessories (cotton,gauge,bandages,syringes/needles,medical creams and ointments, gas charge,peak flow meter, volumetric meter,glucometer etc) in case of surgery and routine disease management which are not pharma product in nature.

1.14. Provident Fund

The permanent employees of the company are eligible to become members of the Provident Fund. Employee contributes 10% of their basic to the provident fund and the Company makes equal contribution to the fund.

The employee will be eligible to receive company contribution in the provident fund after completion of 5 years service with the Company.

Mohammad Ghalib

From: Noor Mohammad
Sent: Sunday, January 31, 2016 11:27 AM
To: DHA_All Users - Dhaka; DHA_All Cx Users - Dhaka; DHA_All_RX_FLSM_Bangladesh; DHA_All_RX_SLSM_Bangladesh; DHA_Bangladesh_All Sales Force Members; DHA_CX_Bangladesh_Sales; DHA_CX_Bangladesh_Expert_Marketing_Team; CHI_All Users_GMS Chittagong_Bangladesh
Subject: Travel & Medical Expenses' summary guideline for All Employees
Attachments: Expense Claim Statement-TA-DA.XLSX; Medical Claim Form.docx

Dear All,

As part of improvement of control process in our payment system, the following guideline is for your reference:

Travel & Expenses (e-forms)

- The purpose of expenses must be mentioned in full, for instance, writing "official purpose" will not be acceptable.
- Date and venue of the event must be mentioned - meeting date and place for both local and overseas reasons.
- In case of entertainment, number of people including name of the participants must be mentioned along with the purpose of the entertainment. Purpose cannot be only the mention of "lunch/dinner with (XYZ person) on (date) at (venue)" but actual cause like a business/internal meeting or working after office hours etc. should be mentioned. Name of participants cannot be "(XYZ) team" but name of the individuals should be mentioned.
- Complete details for conveyance expense must be made e.g. CNG taxi fare from Gulshan office to an office in Motijheel, and again, a separate line of the return fare. Just writing CNG/Tax fare or carrying charge is not enough, please describe the route and purpose of the journey.
- Company will not pay personal airfare bought through the Company channel.
- It is expected that all expenses exceeding Tk.500 is supported by proper receipt/bill/voucher.
- Self handwritten receipts are allowed for conveyance/tips etc upto a maximum amount of Tk.500 (Taka five hundred only). Alternatively such expenses may be claimed directly on the eForms through detailed description in the "Note" box section of the Expenses Report when one has to choose NO for not having receipt and explain it in the pop up box like "Not Available" etc.
- For payment of tips, purposes may be added at the bottom of the such bill, however company discourages these sort of expenses.
- Photocopy of the Thermal paper (which faded after some time) receipts must be submitted along with the original.
- When claiming incidental allowances, the traveler must attach the ticket or if traveled by company car or personal car, please mention it on the bill.
- All expenses bills (except Medical Bill) must be approved by the Line Manager. Individual must forward his/her expenses bill to the Line Manager after submitting the same through e-Forms. The Line Manager after reviewing the hard copy of the bills will approve electronically as well as on the hard copy of the bill. The Secretarial Department will not process the bills for payment if any one of the approval process (e-Forms and Hard copy) is missing. Please note that the Line Manager is responsible to verify and approve expenses bill of his/her staff.

- Everyone should be **careful regarding their Employee ID (Workday ID) input** in the e-forms claim, as wrong input will result in the expense to be reimbursed to another's account. *Secretarial Dept may not be liable under such circumstances.*
- After **printing out the hardcopy**, everyone must write down their **Old Employee ID as well as the workday ID** on top of sheet until further notice.
- All bills of field employees should be submitted to Secretarial Dept **by 15th day of every month and Corporate & GMS employees bills by 22nd day of every month.** Any bill received after the cut-off date will be disbursed in the next expense payment cycle.

Overseas Travel

- Travel approval form and advance request form duly signed by respective signatories and must reach secretarial at **least 5 working days in advance.**
- Advance request form must clearly show the breakdown of the **Dollar / currency requirement.**
- Please fill up the forms with the correct and necessary information, especially the Employee ID, Purpose and Place of the Visit (to be mentioned in the designated boxes)
- Everyone should collect proper money receipt of the dollar exchange. They will be able to claim overseas allowances with this rate of the money receipt.
- Exchange rate gain or loss can be claimed only when the expense bill is submitted within 15 days after returning from the overseas travel. If the bill is submitted after 15 days, it is already violation the policy, and the exchange **rate gain or loss** will not be reimbursed.
- All expenses bills must reach secretarial dept within 15 days of returning from the overseas travel.
- Everyone must be aware of their respective entitlements for the overseas allowances along with their cost centers. If there is **any cross charge issue**, it has to be mentioned in the expense claim form.
- Transport expenses during the overseas visit must be claimed through proper receipts. In case one is unable to provide receipt, please maintain a proper excel file with details of travel from and to. Travel expenses for any personal incurrence will not be reimbursed.
- Thermal paper receipts should be photocopied and attached along with the original one.
- **Boarding passes, tickets and signed travel approval forms must be attached.** If there is no boarding pass available, please attach photocopy of the **Immigration seal on your passport** otherwise outstation allowances will remain **unjustified.**
- For claiming overseas expenses, one must claim only those days where night stay is applicable.
- Residual amount after returning from overseas travel must be transferred through account payee cheque or account transfer. Bank info is provided as below:
- If there is no advance for that particular overseas travel, please claim the expense thru eForms. And if there is an advance, then claim it manually through expense claim form.
- One will not be able to claim for further advance, without settling the previous expense(s).
- All expenses bills **(except Medical Bill)** must be approved by the Line Manager. Individual must forward his/her expenses bill to the Line Manager after submitting the same through eForms. The Line Manager after reviewing the hard copy of the bills will approve electronically as well as on the hard copy of the bill. The Secretarial Department will not process the bills for payment if any one of the approval process (e-Forms and

Hard copy) is missing. Please note that the Line Manager is responsible to verify and approve expenses bill of his/her staff.

Medical Expense (e-forms) – Please visit the **HR Landing Page** for more info on medical policy

- For claiming medical expenses for working Spouse, please provide Secretarial Dept with a letter mentioning that he / she is not getting any medical reimbursement/allowance from his/her current employer, the letter has to be provided by the spouse's current organization. In case the spouse is self-employed, there will be no reimbursement.
- For medical expenses, the **prescription or doctor's advice must be attached with all the medical claims. No diagnosis reports should be attached, ONLY the bills / receipts are required.**
- Any outpatient health check-up should require prior HR approval.
- For hospitalization, Medical Approval form signed by the HR Dept, Medical Expense form, and all the relevant documents (Discharge Certificate, Bills / Receipts, and Prescriptions) are to be attached. If, anything else is attached, it will result in holding up of the bill. **Please note that the Line Manager's signature is NOT required on the claim forms.**
- Please note that the Medical Policy does not support the payment of few health issues as mentioned in the medical policy.
- In case of Medical bill, please use separate Expense Report and forward the hardcopy along with the required documents to Secretarial Department directly. **This will NOT require Line Manager approval on the hard copy.** Though Line Manager is to approve the bills electronically but final validation will be done by Secretarial/HR. However HR/Secretarial may time to time consult the Line Manager for any clarification.

For any clarification, please contact the Secretarial Department - Ms. Mehruna Mahbub or Mr. Probal Raha.

For HR queries, please visit HR Landing Page or call +880 1755667890. For any HR Service request, please raise a ticket using HR Help

Regards,

Noor Mohammad
Director, Human Resources

GSK Bangladesh Limited
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Email noor.n.mohammad@gsk.com

Tel +88 02 9858870

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1. Travel Policy

Managers and Officers are entitled to the following for the travelling on business purpose.

- 1.1. The actual cost of journey will be reimbursed against valid receipts/bills/tickets.
- 1.1.a. All Directors, GM, Managers are entitled to travel by air and by train in first class with A/C.
- 1.1.b. The air travel entitlements of different grades will be governed by the GSK Global Travel Policy.
- 1.1.c. Officers are entitled to travel by train in first class. However, air travel may be allowed on prior approval by the Functional Head.
- 1.1.d. HR department will process all travel arrangement on receipt of the approved requisition from the concerned persons.
- 1.1.e. If an employee travels during night and starts working at base station on the next morning , he/she will get an amount equivalent to one outstation allowance . The time starts at night and ends at early morning.
- 1.1.f. If an employee who is entitled to Air Journey, do not travels by Air, he /she will get an amount equivalent to one out station allowance as "HARDSHIP" allowance.

1.2. Accommodation

- 1.2.a Managers and Officers on Company's business can stay in the following hotels:

GM & Manager Grade LG10 – Sheraton, Purbani in Dhaka and Hotel Agrabad in Chittagong , and any standard Hotel.

Manager Grade LG-16 to LG-11 – Purbani, Sundarban in Dhaka and

- St. Martin in Chittagong ,any other standard Hotel
- Officers (LG-17 to LG-21) Standard Hotels other than Sonargaon, Sheraton, Purbani, Sundarban, Hotel Agrabad and St. Martin.
- 1.2.b. Private arrangements may be made and claim for outstation allowance is allowed.

1.3. Outstation/Daily Allowances

Outstation allowance can claim by the employee for official visits. The allowance covers food and accommodation. The grade wise outstation allowance is mentioned below:

Directors & GM	: TK 3000.00 per night /at actual
LG 14 to LG 10 & equivalent SF Grade.	: TK 1,500 .00 per night stay or at actual
LG 15 – LG 21 & equivalent SF grade	: TK 1,000.00 per night stay or at actual

- 1.3.a. If the employee stays in the hotel, s/he can claim hotel bills including food cost at actual.
- 1.3.b. Managers and Officers are entitled for Outstation Allowance/ Daily Allowance for each overnight journey.
- 1.3.c. In case of at actual claim, an incidental allowances will be paid as follows :

LG 14 – LG 10 & equivalent SF grades	: TK 300 .00 per night stay
LG 15 – LG 21 & equivalent SF grades	: TK 200.00 per night stay

1.4 Payment for Private Driver

Directors, General Managers and Managers Grade LG-10 are entitled to claim for tour allowances for their drivers when they go out of station on Company business as the following rate:

Per overnight stay : Tk. 400.00
Day return : Tk. 175.00

The above allowances may be claimed by the Director/ Manager concerned while making out his/her own Travelling Expenses statement for payment of the driver.

1.5. Allowance For the day return journey

The entitlements are as follows:

Designation	Amount
Directors/GM	Actual
Managers LG-10	Tk. 200.00 or at actual
Managers LG-16 to LG-11	Tk. 150.00 or at actual
Officers (LG-17 to LG-21)	Tk. 100.00 or at actual

1.6. Overseas Allowances

Managers and Officers are entitled for the actual cost of hotel/food, actual and reasonable transportation costs, airport and travel taxes plus an allowance as detailed below:

	<u>Indian Sub-Continent</u>	<u>Other places</u>
Director/GM	US\$ 25.00	US\$ 40.00
Manager Grade LG-10	US\$ 25.00	US\$ 40.00
Others	US\$ 20.00	US\$ 30.00

1.7. Field Force Daily Allowance

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Field Forces are entitled for daily head quarter allowance for each working day as per below mentioned rate.

Designation	Grade	Dhaka City	Chittagong, Sylhet/Cox's Bazar	Other Areas
AM	SF15/16	Tk.270.00	Tk.260.00	Tk.250.00
AE	SF17	Tk.240.00	Tk.220.00	Tk.200.00
		Tk.200.00	Tk.175.00	Tk.150.00
SFE/FE/SMPO/ MPO	SF18-21	Tk.225.00	Tk.200.00	Tk.175.00

In addition, they will be allowed Tk.2.25 per KM for their journey to ex-head quarter areas.