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*A glimpse of our Batali Hill office
located in Chittagong.*

Message from the Director:

AKTL has gone through a timely transition, and even through that phase we have managed to stick to our long-standing corporate morale and ethics. Efficiency, hard-work and creating a scientific approach to our operations have been the key to this successful transition. It is worth emphasising that without the hard work and competency of the whole AKTL family it would not be possible to make this a success. However, this high level of performance and efficiency is continually needed in order to further improve the company and continue to grow as a corporate entity.

I hereby inaugurate the first edition of our in-house monthly newsletter and hope that it helps document the hard-work put together by our employees from the different areas we operate in and highlight some of the crucial roles they play for the betterment of our company. I wish this publication all the best for the future.

Abul Kasem Khan
Director, C.I.



Mr. Micheal Kuehner, Managing Director/CEO, Robi, being welcomed by Mr. Abul Kasem Khan, Director, C.I., AKTL, during a recent visit to AKTL's Chittagong operations on the 12th of June, 2013.

A further picture of the visit and meetings can be seen in Page 2.

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Meeting taking place in Batali Hills between members of senior management of Robi and AKTL

Training Sessions in Chittagong and Cox's Bazar



Training at the Asian SR Hotel in Chittagong on the 7th of June, 2013.



Training at Hotel Mishuk in Cox's Bazar on the 14th of June, 2013

Effective training sessions were carried out by AKTL management staff in Chittagong and Cox's Bazar recently. These sessions were part of regular training and development programme for the month of June for all staff including AKTL's Field force and back office. The focal point in the discussions were compliance and regulatory issues as per BRTC rules and regulations, with other focus on skill development and efficiency of our workforce. The training sessions lasted for the whole day and are part of our continual objectives to improve our operations in these areas.

A special thanks goes to Md. Ahsan Kabir, Senior Manager, Marketing and Business Development, for providing information and photographs of these events.

Message from the Head of Ops:

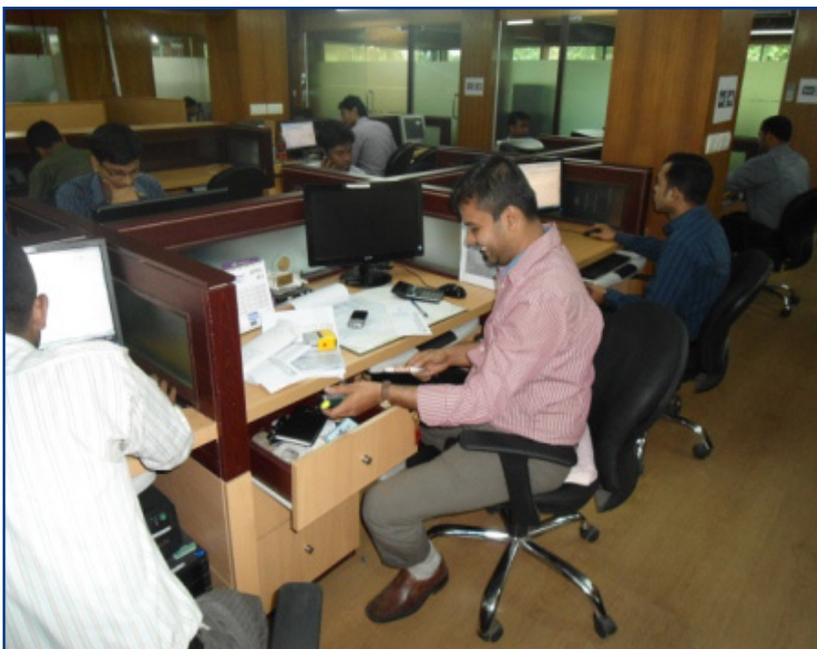
After the gigantic task of business transition from direct to indirect distribution, AKTL has become one of the largest distribution houses in the country, serving more than 36,000 Points of Sales (POS). Within a short time we reached 892 employees from 178 before the transition, and the very size of human resources reveals the size of present AKTL operations.

Post transition, we are aiming to become a market focus, process based and people friendly organisation. Due to our people focusness, we could attract the talents from the market force both from multinational and local conglomerates. AKTL implemented retainable policies for Human Resources and KPI based performance management system to extract the best of their talented workforce.

We have already rolled out modern Information Technology (IT) backed and strategically located distribution houses in order to maintain a responsive and efficient supply chain network. We are now focusing to come up as the best distribution and supply chain company, not only within, rather across the industry in the country without compromising our historic reputation of high ethics and morales.

Sohel Mehmud

General Manager, Head of Operations and Internal Control



Left: A glimpse of our colleagues working at our Batali Hills office in Chittagong.



Right: Picture of a Telecommunications Tower.

Welcome to the AKTL Family



As many of you may already know, Mr. S.M. Salah Uddin, joined us on June, 2013 as Regional Manager, Sales, in the capacity of Assistant General Manager, at A.K. Khan and Company Limited (Telecom Division). Mr. Salauddin has a long and reputed career in the Telecom industry. He comes from Telecom giant Airtel. Please join us all to congratulate and welcome him to his new role in the AKTL family.

Message from Head of Sales (HOS):

As times have changed in the AKTL family, we find ourselves at a point where transformations are being implemented in addition to compliance of sales. We recently effective training sessions in the Cox's Bazaar and Chittagong area, with various members of the AKTL family as well as management present.

We now wish to concentrate our efforts onto creating a more scientific based approach towards improving our sales, efficiency and overall performance, in different zones/regions, i.e. POS Elasticity, Market Dynamics and Root-cause analysis.

It is with my utmost confidence that members our AKTL family shall show self-responsibility using their own initiatives. As always, throughout AKTL, it goes without mention that we expect the highest amount of honesty, sincerity and integrity.

I am confident that improvement shall persist, as it has done in the past. However, don't forget that improvement is always a continual process, and this approach has brought us this far. Keep up the good work!

Nazrul Islam Salim

General Manager, Head of Sales.

The following section highlights and congratulates the stand-out performers in the AKTL family for the month of May, 2013:

Best Performing Area-In-Charge (AI)

CTG METRO



Mr. Faridul Alam
Chadgaon, Metro-2

OUTER



Mr. Rohidul Islam Sarker
Rangunia, CTG North-6

Best Performing Territory-In-Charge (TI)

CTG METRO



Md. Yousuf
Metro-5

CTG North



Md. Abdur Rob
CTG North-3

CTG South



Mr. Titu Kanti Das
CTG South-3

COX North



Md. Zakaria
COX North-1

COX South



Md. Ibrahim Piaru
COX South- 1

Best performers continued on Page-5

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Best Performing Sales Representatives (SR)

CTG METRO



Mr. Bahadur Alam
Metro-2

CTG North



Mr. Mithun Barua
CTG North-3

CTG South



Mr. Imtiaz
CTG South-3

COX North



Md. Kaiser
COX North-1

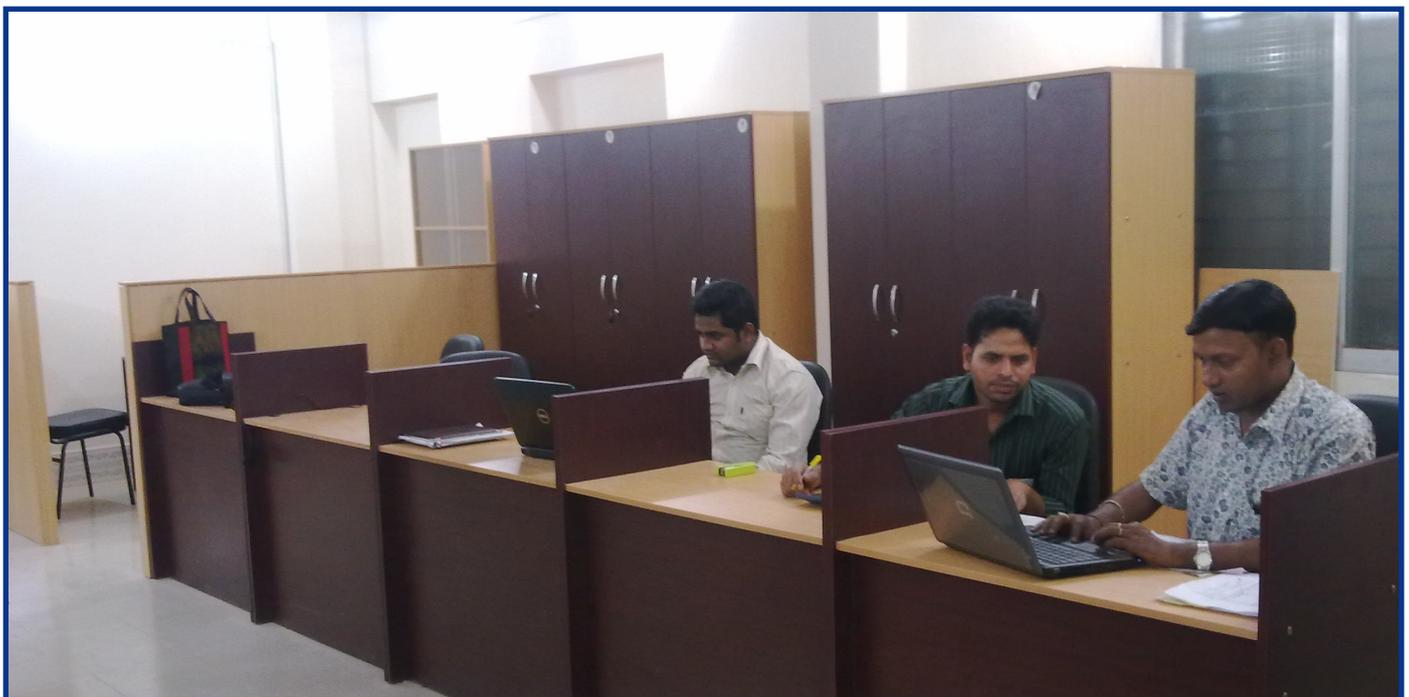
COX South



Mr. Hassan
Mobarok Tarek
COX South- 1

DP Profile: Patiya (CTG OUTER SOUTH-4):

Patiya is a semi-urban area, with an estimated population of 548989 (2011 est.). It is bounded by Kotwali, Chandgaon and Boalkhali on the north, Chandanaish and Anwara on the south, Rangunia and Chandanaish on the east, Bandar on the west. It is located on the Chittagong-Cox's Bazaar Highway and local people believe that the word "Patiya" was derived from the Bangla word "Potua". It has an Upazila Health Complex with the Karnaphuli River not too far away. AKTL refurbished its DP house in Patiya, in order to aide its workers and improve efficiency. This DP house was opened in February and is fully functional since then.



The above is a picture of our newly renovated DP house opened in Patiya (CTG Outer South). It is equipped with modern amenities and has all the attributes of a great place to work.

Handy Tip of the Month:

Communications:

The following are ways to improve your communication skills, both face to face or on the phone:

1. Being on time is one of the most important parts of one's communications skills. First impressions are key to make a successful relationship. Awareness of your own interaction with other people is the first step in improving your communication skills. Learn to identify which types of situations make you uncomfortable and then modify your behaviour to achieve positive results is a critical step in improving your communication skills.

2. You must accept responsibility for your own behaviour and do not fear apologizing for errors in judgment or insensitive actions. Asking the way you interact with the negative feedback changes accordingly.

3. Your non-verbal is extremely important as the things people. If your words and will have a difficult time



communication is equally as that you say. Positive body language in your interactions with other your actions do not match, you succeeding in social situations.

4. In order to learn how skills, you must become a great listener. You must fight the urge to respond immediately and really listen to what the other person is trying to communicate. Offering suggestions or criticism before you are certain of the other person's intent can only lead to frustration for both parties.

5. Improving your communication skills is a process and cannot be accomplished overnight. Trying to improve or change too many things at once will be counter-productive. You will become discouraged and overwhelmed if you attempt to change your entire personality all at once. Learn to take advantage of your personal strengths and make a positive impact on others. Determination and self-awareness will make your desire to improve your communication skills a reality.

Quote of the Month:

“Never take some one for granted, hold every person close to your heart because you might wake up one day and realise that you have lost a diamond while you were too busy collecting stones.”

A Laugh a Month: All Is Fair In Business

A shopkeeper was dismayed when a brand new business much like his own opened up next door and erected a huge sign which read ‘BEST DEALS.’

He was horrified when another competitor opened up on his right, and announced its arrival with an even larger sign, reading ‘LOWEST PRICES.’

The shopkeeper panicked, until he got an idea. He put the biggest sign of all over his own shop. It read: ‘MAIN ENTRANCE’



“WE ARE KNOWN BY THE COMPANIES WE KEEP”

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In 2012, AKTD was converted into a separate entity named AK Khan Telecom Ltd (AKTL). Today, AKTL is one of the largest distributors of Robi Axiata Limited in Bangladesh. AKTL has a very large distribution and supply chain set up with an efficient sales force covering a large geographical area of the south eastern part of Bangladesh under the Chittagong Region. AKTL is also operating bKash® M-commerce in Bangladesh for Robi Axiata Limited. AKTL has Point of Sale (POS) coverage of more than 36,000 in its operational area throughout with distribution hubs operating directly and through sub-dealers as channel partners.

Did you know?

A.K. Khan and Company Ltd. is one of only ten companies in Bangladesh to be awarded with a “Tax Card”, celebrating the highest tax-payers of the country.

Innaugural Editorial:

It is with immense pleasure and joy that we celebrate the launch of the First Issue of “Views from Batali Hills” newsletter by A.K. Khan Telecom (AKTL). We wish to extend our gratitude to the Director for taking the initiative to create this publication, as well as all the other hard-working employees of the whole AKTL family without whose contributions, this publication would not be possible.

A.K. Khan has grown leaps and bounds over the last 68 years. From a small family-owned company established in 1945, this company has come a long way since its inception. The immense hard work of the all the employees of this group has made this growth possible and therefore we wish to share some of the happenings within the group by means of this newsletter.

We wish to launch this publication as an update of the workings regarding the company, with the sole purpose of getting the members of the AKTL family more involved and informed. Certain areas and individuals shall also be highlighted, whose great contributions towards the company stand out. Improvements and strategic implementations shall be identified and highlighted in this publication. We intend to provide updates on different industrial sectors and point out facts that lie within the company that may not be known to everyone. Transformations and changes within the company shall be highlighted and suggestions for improvements shall be a common entry.

On the other hand, we don't want this publication to be a completely analytical and objective booklet; there shall be short anecdotes and stories from within the A.K. Khan family, even jokes to bring at least a smile to the face. We wish to humour the reader with these small but significant human pleasures and endeavours. Individual work-related stories and anecdotes from the whole family would be very much welcome and selected ones would be published in the next newsletter.

Editor