



# Mabroc Teas (Pvt) Ltd

ISO 22000 - 2005 certified Company

Website: [www.mabrocteas.com](http://www.mabrocteas.com)

## UN GLOBAL COMPACT COMMUNICATION ON PROGRESS (COP) 2010

### Our Story

**MABROC TEAS (PRIVATE) LIMITED** was incorporated with the primary objective of trading in the largest foreign exchange earning commodity in Sri Lanka, which is “Ceylon Tea”. Whilst recognizing the subtleties and the intricacies of tasting, grading, and blending tea, the company sought to be one of the best outfits to commence operations with four of its founder directors being collectively experienced in the industry for over 100 years.

The Company was established on 26<sup>th</sup> February 1988 and the group currently has four subsidiaries. Mabroc Teas and Cambron Exports are engaged in the export of Tea whilst Mabroc Lanka concentrates on the local sales of tea.

The Company also operates an overseas subsidiary company, Mabroc International (Pvt) Ltd, which is registered in Moscow, Russia. This Company acts as the trading arm of Mabroc in the CIS countries



The Company’s own first factory/warehousing complex was commissioned in March, 1992 and is situated at 35/1A, Malwatte Lane, Colombo 15. It consists of 13,000 square feet of floor space and has all the modern facilities for Tipping, Blending and Repacking together with Marking, Cross-wiring and Palletizing and Containerization. The second factory/warehouse was commissioned by the Company in July 1995, at Kiribathgoda, Kelaniya with modern facilities and consists of 36,000 square feet of floor area. This factory has all the infrastructure as the Colombo 15 factory and has a value added production line. It also has its own tea bagging facility with 10 tea bagging machines. The Company has a range of flavoured tea products which would be the envy of any tea exporter.

Presently the Company ships tea in Bulk, Packets, Tea Bags, Cartons and Boxes to the U.S.A, Japan, Australia, Canada, England, Ireland, Germany, Italy, Switzerland, New Zealand, Holland, South Korea, Singapore, Malaysia, Iraq, United Arab Emirates, Saudi Arabia, Maldiv Islands, Chile and the CIS countries.

The main objective of Mabroc Teas is to supply good Quality Tea and to give an excellent service to all our buyers. To achieve this and to continually improve its effectiveness, a well-defined and structured Quality Management System was established, for which the ISO9001 –2000 accreditation was awarded in February 2003. In 2008 we were able to upgrade our Quality Management System to ISO 22000 – 2005.

In August 2003, Mabroc Teas formed a Strategic Alliance with Kelani Valley Plantation Ltd. Mabroc Teas will be the marketing arm of Kelani Valley Plantation which has 26 estates growing Tea and Rubber. This plantation company belongs to the prestigious Hayley's Group of Companies.

### **Statement of our commitment and continuing support**

Due to the recession in the world over, 2009 was not a great year for us. But we were not discouraged by this nor allowed it to effect the day to day activities of the Company. In fact we took it as a challenge and with the assistance and cooperation of the workers, while working round the clock to meet production deadlines, we were able to understand and achieve Principles of Global Compact.

The principles of Global Compact was a guide line and a driving force to achieve our goals. With the understanding of the Principles and as a result, the greater participation of the workers, the management and the staff realized the importance of working as a team.

Day by day our commitment to support the Principles of Global Compact increases. The responsibility taken by the management and cooperation and support given by our staff and the workers to achieve this is a sign of prosperity in the future. Tea without Tears is a program started in 2008, initiated to address the Principles of Global Compact and to remain committed to supporting the UN Global Compact.

Bandula Jayasekera, Executive Chairman Mabroc Teas (Pvt) Ltd January 2010

*Tea Without Tears* (<http://www.mabrocteas.com/>) is our way of taking care of our most valued asset; our People. Irrespective of job title or seniority, it's the people that make up the Mabroc family. Each and every person engaged in this supply chain contributes to creating the fine quality tea that Mabroc is reputed for the world over.

*Tea Without Tears* was started in 2008 by our very own. It is a continuous CSR initiative that looks into critical areas of sustainability.

Our first project for our people was a roofing project. We repaired the roof of the house of one of our own. It was our way to ensure that this family had a safe home to live in. We also used our loan facility program to ensure that our people have the means to secure their lives.

In recognition of preserving our environment, Tea Without Tears planned a tree planting program on the temple premises of the Sudharmarama Purana Viharaya. This is our way of ensuring that what we do will benefit the future generations of our country.

Tea is a precious gift from the earth. Mabroc acknowledges this and pays homage to the environment through the *Tea Without Tears* initiative. The company works towards preserving the natural resources of the land by;

- ❖ Giving back to the environment with our “do not waste” policy. *Tea Without Tears* recycles every carton, storage bag and box in order to minimise wastage of resources. Mabroc takes its environmental awareness to new heights through its “giving back to the environment” program where Mabroc actively works towards reducing carbon foot-printing by carrying out regular tree planting projects. The strength of and the commitment Mabroc shows to these initiatives has been recognised by the UN Global COMPACT program yet again and the logo signifies that;

### **Blood Donation program organized by the Management**



- *Tea Without Tears* supports a precautionary approach to environmental challenges **(UN Global COMPACT Principle 7)**.
  - *Tea Without Tears* undertakes initiatives to promote greater environmental responsibility **(UN Global COMPACT Principle 8)**.
  - *Tea Without Tears* encourages the development and diffusion of environmentally friendly technologies **(UN Global COMPACT Principle 9)**.
- ❖ Adhering to and above all, by respecting and protecting a person’s fundamental rights. Mabroc seals its trust in the fact that no one should be discriminated against for their race, religion, gender or any physical disability. The strength of this commitment is reflected by the fact that Mabroc carries the UN Global COMPACT Logo.
    - *Tea Without Tears* protects the human rights of its people by supporting and respecting the protection of international human rights within its sphere of influence **(UN Global COMPACT Principle 1)** and;
    - *Tea Without Tears* makes sure that Mabroc is not complicit in human rights abuses **(UN Global COMPACT Principle 2)**.
    - *Tea Without Tears* upholds the freedom of association and the effective recognition of the right to collective bargaining **(UN Global COMPACT Principle 3)**.
    - *Tea Without Tears* supports and respects the elimination of all forms of forced and compulsory labour **(UN Global COMPACT Principle 4)**.
    - *Tea Without Tears* actively works towards the abolition of child labour **(UN Global COMPACT Principle 5)** and;
    - *Tea Without Tears* is committed to the elimination of discrimination in respect of employment and occupation **(UN Global COMPACT Principle 6)**.



# Eye Camp Organized by the Company

VOLUME 1, ISSUE 1

## TEA WITHOUT TEARS

A CORPORATE SUSTAINABILITY PROGRAMME BY MABROC TEAS (PVT) LTD..

01-OCTOBER-2009



### EYE CAMP - (27TH SEPTEMBER 2009)

The "Corporate Sustainability Programme" of Mabroc Teas (Pvt) Ltd. Hosted an eye camp on the 27th of September 2009 at the company factory premises located at No. 57/3, New Hunupitya Road, Kiribathgoda.

There were over 70 gathered for this project, of which who were tested for short or long sighted deficiencies were forwarded toward doctors who were also present at this even.

All who were diagnosed were with deficiency in sight were prescribed for spectacles which were donated free of charge by the Tea Without Tears Programme.



THE TEAM OF DOCTORS



### SPECIAL POINTS OF INTEREST:

- There were over 70 persons tested for eye sight.
- 15 Doctors and Optometrist were available for this project.
- Patients were tested for cataract and were given necessary guidelines.
- All who were tested with weak eye sight were given spectacles free of charge.

### OUR GRATITUDE:



We thank the Doctors and Optometrist present on the day and all who participated in this project representing Mabroc Teas and Tea Without Tears.

We Thank all those who helped in there own special way to make this project a success.

Thank you –  
Team Tea Without Tears



## 1. Our People

Our Company is always ahead of all the other Companies in the region in it's way of taking care of it's most valued asset, it's people. Irrespective of the job title or the status, it's the people that make up the Mabroc family. Each and every person engaged in this production chain contributes to creating the best quality tea that the Company is reputed in the world. When it comes to social work or helping the needy, all at Mabroc Teas get together, irrespective of their position or the status, and work as a team.

### **Checking eyes and Donating spectacles to staff**



## 2. Our Environment

We also believe that any and all CSR initiatives must work towards the preservation of the environment. Global warming is not just a buzz phrase or a burning topic at Mabroc; it is something real, environmental protection is something that we are committed to.

Tea without Tears makes Mabroc a socially responsible global brand that stands proud and strong as a name that is committed towards the protection of its people and its environment.

“We have made a promise to ourselves and our customers the world over to ensure that Mabroc will always reflect its commitment to the Tea Without Tears initiative whereby addressing the Principles of Global Compact.

**Principle 1:** Business should support and respect the protection of internationally proclaimed human rights

**Policy:** Always stick to Business Principles and Values respecting Human rights.

### **Practice:**

We have over 70 staff in our head-office and 300 workers in the factory. They come from different ethnic groups and different social standards. All the staff and the workers are selected after conducting proper interviews and wherever necessary considerations are given for under privileged and less fortunate workers. Up-to now we have never had any disputes or labour unrest in our company. This record shows the standard we maintain with regard to respecting human rights labour values.

Our target for the next year is to get the senior workers involved in the selection process of the workers recruitment.

**Principle 2:** Businesses must ensure their own corporations are not complicit in human rights abuses

**Policy:** Never to deal with anyone, staff or supplier, who encourage Human Rights abuses.

**Practice:**

As mentioned earlier, we have a clean record where up to now not a single person have gone on strike. We conduct regular meetings with our suppliers to verify that they understand our requirements and also we take this opportunity to verify their involvement in the human right issues. In this regard we try to educate our suppliers about our involvement in the Concept of the Global Compact and stress how it helps us to have a good human rights record. Our target for the next year is to include slogans related to the Global Compact Concept printed on documents like purchase orders, invoices etc, which we circulate amongst our partners.

**Principle 3:** Business should uphold the freedom of association and the effective recognition of the right to collective bargaining

**Policy:** All the employees are free to participate in trade union activities.

**Practice:**

We have no restrictions on the workers to join labour unions of their choice. In fact whenever necessary they utilize the company premises (with permission) to conduct union meetings. They maintain a transparent form of involvement in the labour activities. Our target for the next year is to invite major union leaders to get their views on how to improve labour relationship.

**Principle 4:** Business should support the elimination of all forms of forced and compulsory labour

**Policy:** Employees are free to select their profession and the type of job.

**Practice:**

Our company have a very flexible way of recruiting staff and workers. In whatever position they are selected, all the staff and workers are given a three months trial period to decide the department or the section they prefer to work. Accordingly with no questions asked, if necessary after giving more training on the job, they are transferred to the respective sections. There are instances where staff who joined as general clerks, have changed their position and have got promoted to production executives. In future we will give all the staff and workers a training in all departments where they could change over to any department of their choice at the end of a calendar year.

**Principle 5:** Business should support the effective abolition of child labour

**Policy:** Company never employs anyone under the age of 18 years.

**Practice:**

We never employ anyone under 18 years. We also encourage our suppliers on this matter.

**Principle 6:** Business should support the elimination of discrimination in respect of employment and occupation

**Policy:** Anyone is free to join our company without any discrimination.

**Practice:**

Our staff consist of personnel coming from all the ethnic groups in Sri Lanka. Our management make it a point to celebrate festivals of all major ethnic groups. Before an event of that nature, a committee is formed and members of all ethnic and religious groups are encouraged to participate. Our future plan is to have a regular committee comprising all ethnic groups.

**Principle 7:** Business should support a precautionary approach to environmental challenges

**Policy:** Minimize wastage and dispose waste materials in an environmental friendly way.

**Principle 8:** Business should undertake initiatives to promote greater environmental responsibility

**Policy:** Grow more to make the nation greener.

**Practice:**

Our CSR project.

**Principle 9:** Business should encourage the development and diffusion of environmentally friendly technologies

**Policy:** When ever possible change over to Wind and Solar energy to create a low carbon economy.

**Practice:**

Although we planned a project to generate electricity through Solar energy. Due to high cost of production we were not able to achieve it. But in the coming year we have plans to start at least one project with Solar energy.

**Principle 10:** Businesses should work against corruption in all its forms, including extortion and bribery

**Policy:** We discourage and will not tolerate Bribery and Corruption.

**Practice:**

Our Company unwaveringly respects and work towards the anti corruption principle of the UN Global Compact program and ensures that it's business work against corruption in all its forms, including extortion and bribery.



## Sustainability report

We take a multi dimensional and committed view towards sustainability. In 2008 Mabroc Teas made a conscious decision to embark on a pioneering journey towards implementing and measuring sustainability. Sustainability or sustainable development is often defined as acting in a manner that meets the needs of today without hindering the future generation. Sustainability is more than just an initiative for Mabroc Teas, it is a philosophy which works right through the company influencing every single activity and decision. Our Company is committed to this philosophy and to continuous improvement on our road towards total sustainability.

<b>Subject</b>	<b>2008</b>	<b>2009</b>	<b>Target for 2010</b>
Recycling of waste paper	500 Bnds	515 Bnds	530 Bnds
New worker recruits	17	15	25
Company functions with worker participation	2	2	5
Number of staff/workers dismissed	4	2	0
Operational accidents	1	2	0
Quality Management Certificates	ISO 9002	ISO 22000, HACCP, JAS	
Printing paper consumption	720 Bnds	700 Bnds	675 Bnds
Printing toner consumption	Rs. 480,000	Rs. 396,000	Rs. 312,000
Staff Welfare	Rs. 3,327,319	Rs. 4,117,227	Rs. 4,200,000
Staff Insurance	Rs. 333,134	Rs. 333,140	Rs. 400,000
Security	Rs. 1,165,041	Rs. 1,743,594	Rs. 1,677,589
Water consumption	Rs. 246,162	Rs. 250,522	Rs. 230,000
Electricity consumption	Rs. 2,670,695	Rs. 2,176,939	Rs. 2,000,000
Communication	Rs. 3,409,785	Rs. 2,983,149	Rs. 3,377,150
Training programs	4	6	10
On the job seminars	11	15	18

Our aim is to Minimize waste, increase staff welfare and maximize production. To achieve this we get the cooperation of all the staff and workers in the Company.

### Our contact details for stakeholders

Continuous improvement is our aim, and to this end we have adopted the ISO Quality Management System. Input from stakeholders & shareholders alike will be actively sought and encouraged to ensure that we continue to implement best practices. We strive to exceed stakeholder expectations and improve the quality of life through our products and actions, and we will communicate transparently our vision, objectives and performance.

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