



PENDEN NEWSLETTER



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Website Relunched (www.pendencement.bt)

The company's website was re-launched on December 2, 2018 on the sidelines of the 184th Board Meeting held in Thimphu.



>> Hon'ble Chairman and Board Directors of PCAL during the launch of the new website

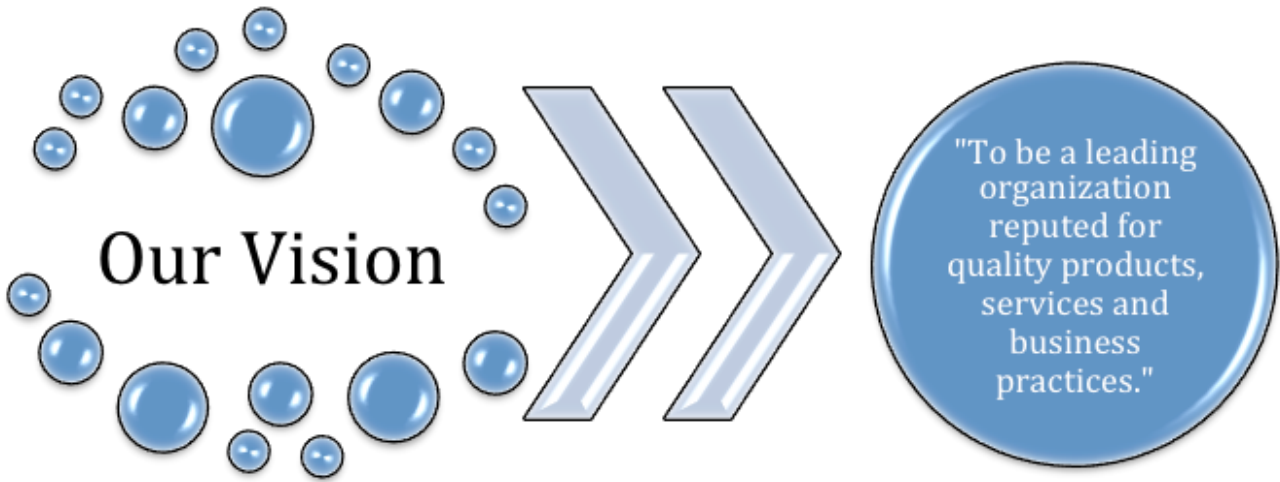
We hope that the relaunch of the website will further ensure customer satisfaction through timely and clear information on the company. Now, our stakeholders can access important information through the portals. The website was developed by the information technology team at the company.



>> Operation of Mobile crushing unit at Penden Mines, Pagli



>> Glimpses from 2018: Management team visits Penden mines, Pagli (Left), Fire drills (Middle), and Ladies soccer (Right)



Our Mission

To strive to be the most resource-efficient manufacturer of cement in Bhutan by adopting appropriate technologies and best practices, while being conscious of customer and employee expectations.



About Us

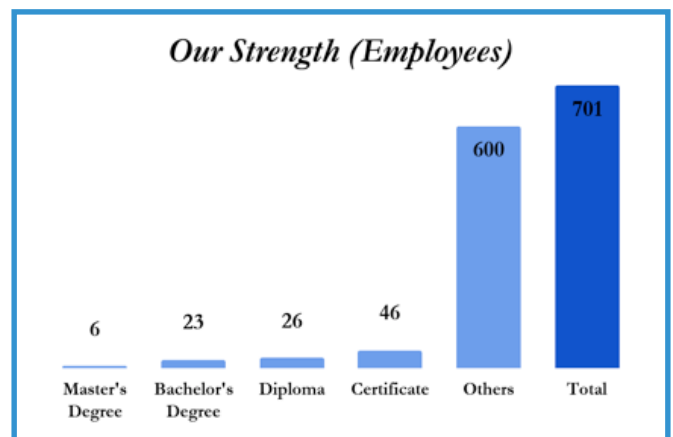
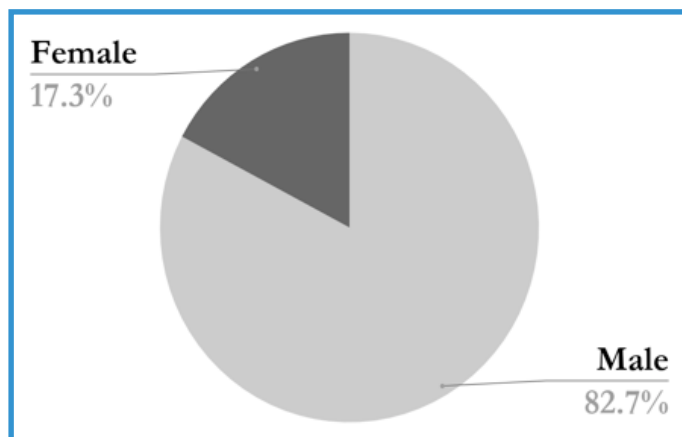
Penden Cement Authority Limited (PCAL) is a Joint Sector Company incorporated under the Companies Act of the Kingdom of Bhutan 2016. For a period spanning over 36 years, PCAL has overtly served as the foundation of Bhutan firmly set in steering the country through its infrastructural needs during the crucial industrialization and development phase.

Since its inception, PCAL has embarked on a journey to continuously move from strength to strength with constant impetus in research and development, focus on new mining opportunities and other diverse enterprising avenues for the betterment of the company.

In recalling the yesteryears, PCAL was constituted as an undertaking of the Royal Government of Bhutan under the Royal Charter, in 1974. In 1977, the process of setting-up of a 300 TPD plant began at Gomtu and commercial production started in 1981. The Plant was officially inaugurated by Her Royal Highness Ashi Kesang Wangmo Wangchuck on 5th February 1982. His Royal Highness Prince Namgyel Wangchuck, the then Minister of Trade & Industry was the first Chairman and Mr. V.B. Rangnekar the Chief Executive Officer of PCAL.

The plant was optimized to a clinker production capacity of 1000 TPD in the year 2002 by adopting the improved technology and control system with minimum investment. In 2004, with the concept of the introduction of blended cement by using industrial wastes such as slag and fly-ash, the capacity of cement production was further enhanced to 1650 TPD.

The main Quality Policy of the company is to comply with the requirement of customers to their satisfaction and continually improve the effectiveness of Quality Management System. The Quality Objectives of PCAL are to enhance customers' satisfaction by supplying consistent quality of cement and affecting deliveries just-in-time.





Our Milestones

- 1965:** Prospecting of Limestone initiated through the Geological Survey of India.
- 1970:** Feasibility Study of a 300 TPD cement plant at Pugli commenced.
- 1974:** Constitution of Penden Cement Authority Ltd.
- 1980:** Setting up of 300 TPD cement plant commenced.
- 1981:** Commercial production commenced.
- 1982:** HRH Ashi Kesang Wangmo Wangchuck inaugurated Penden Cement Plant.
- 1983:** PCAL achieves 107.9% capacity utilization in Clinker production.
- 1985:** PCAL takes over the management of Penden Collieries.
- 1986:** PCAL takes over Shumar Gypsum Mines from Department of Industry.
- 1989:** PCAL incorporated under the Companies Act of the Kingdom of Bhutan.
- 1991:** Received DANIDA's assistance on reduction in air pollution, OHSM started.
- 1992:** Penden Collieries and Shumar Gypsum Mines were privatized.
- 1993:** Optimized plant capacity to 400 TPD with the reduction in air pollution under DANIDA's funding.
- 1994:** Approval accorded by the board for capacity augmentation of the plant to 800 TPD, Penden Rock Project at Setikhare started, Penden Dolomite Project at Sunargaon initiated.
- 1996:** Plant Capacity Augmented to 800 TPD.
- 1998:** PCAL conferred with "ARCH OF EUROPE AWARD" for Excellence and Quality.
- 1999:** Launched the production of Portland Slag Cement (PSC). Bureau of Indian Standard Product Certification Awarded for OPC-43, OPC-33 grades, and PSC.
- 2001:** Project Work on Optimization from 800 TPD to 1000 TPD of Clinker production started.
- 2002:** Plant capacity augmented to 1000 TPD of clinker production.
- 2003:** PCAL awarded with ISO 9001: 2000 certifications by Bureau of Indian Standard.
- 2004:** Cement production augmented to 1650 TPD with the launching of Portland Pozzolana Cement (PPC) in market
- 2005:** Product Certification for PPC (Portland Pozzolana Cement) was awarded by Bureau of Indian Standard.
- 2006:** Completed 25 years of commercial production and Celebrated Silver Jubilee of the company.
- 2007:** Recognized as the first firm in obtaining "Private Forest Ownership Certificate" in the district toward protection and conservation of the environment.
- 2008:** Initiated additional limestone deposit prospecting through the expertise of DGM in and around Samtse district and Gelephu.
- 2010:** PCAL awarded "THE PLATINUM TECHNOLOGY AWARD FOR QUALITY & BEST TRADE NAME" by OTHERWAYS INT'L RESEARCH & CONSULTANTS in Geneva, Switzerland.
- 2011:** PCAL has also led and constructed the Clock Tower in the middle of Gomtu Town to commemorate the Royal Wedding during 2011 with joint funding from the Lhaki Group of Companies.
- 2012:** High-quality limestone is being investigated in Dorokha and Denchukha areas located about 22-km crow fly distance north of Gomtu in an effort to prolong the life of your plant.
- 2014:** A 9 feet brass make Jambayang (Manjushri) statue was constructed and successfully installed, in dedication to the 60th birth anniversary of HM the Fourth Druk Gyalpo, in collaboration with other industries and manufacturing companies, mining industries, and local government authorities at the Queen's Park, Gomtu. The total expenditure incurred toward installation of the statue was Nu. 4,150,000.00
- 2016:** Penden cement Authority limited received the ESQR's (European Society for Quality Research) Award for best practices 2016 at ESQR's Convention in Brussels, on June 4, 2016.

CEO's Message

Welcome to the 1st Penden Newsletter at PCAL.

At the outset, I would like to wish our valuable reader, a very happy New Year and best wishes for a fruitful year ahead.

It's six months since I have joined the Company in August 2018. Overall, the year 2018 has been a fruitful yet challenging year for the Penden Team. Through rigorous planning and hard work, we are addressing the challenges. Further, with the reforms and initiatives being taken up within the Company, we are optimistic to further enhance the client's expectations and our shareholders' values.

Penden Cement has always enjoyed the trust of its valuable customers for eons, and we shall strive to improve this further. We are proud to share about some of it in this Newsletter. We are thankful and very much appreciative of your continued commitment and support to the company and our growth. We are confident we can make this a mutually rewarding experience.

PCAL is committed to delivering excellence and aims to achieve World-class standards in all our endeavors. We hope you will enjoy reading this Newsletter and we look forward to receiving your valuable feedbacks for our continual improvements.

For the Penden Team, it's always about team efforts. So, I reiterate once more that *"Together, we can make a difference. So, we shall work together."*

Best wishes to you and your family!



Tenzin
Chief Executive Officer



“
Together, we
can make a
difference. So,
we shall work
together.”
”

36th Foundation Day at PCAL

The Company's foundation day falls on February 5. The 36th Foundation Day was graced by Mr. Kaylzang Tshering, Ex-CEO of the Company and accompanied by other local officials and attended by employees and the general public. The foundation day is celebrated every year and considered as an opportunity for the employees to come together, and rejoice for their contributions to the Company. The employees participated in various traditional and cultural dances, games and sports, and activities to enhance team building and thank those who have sacrificed and contributed to the establishment and growth of the Company.

Inter Departmental Basketball Tournament



>> Ex-CEO with the ADM and Electrical & Instrumentation Teams (Left) and with the Office ladies and Housewives Teams (Right).

Inter Departmental Basketball Tournament was held from February 12, 2018. ADM and Electrical & Instrumentation team were in the finals, and ADM was the winner for 2018



>> *Glimpses from 2018: (1) Security personnel at drills, (2) welding works, (3) Bird's eye view of PCAL housing colony and (4) Care and Maintenance of the Plant*

PCAL Participates in the 2nd Construction Fair

Penden Cement participated in the 2nd Construction Fair 2018 from May 26 to May 29, 2018 in Thimphu organized by Construction Association of Bhutan (CAB) in collaboration with Construction Development Board (CDB). Penden displayed the major raw materials such as Clinker, Dolomite, Fly ash, Slag, Charcoal, etc. that are used to produce cement. The marketing prospect of the PPC PLUS in the domestic market in November 2018 was also made.



>> *Employees displaying our products at the Construction Fair*

PCAL Queen's Cup Golf Tournament

Since 2005, Penden Cement has been sponsoring Penden Golf tournament at Royal Thimphu Golf Course (RTGC) on an annual basis. After the Royal Wedding in 2011, Penden Cement has been sponsoring the "QUEEN'S CUP" to commemorate the Birth Anniversary of Her Majesty the Gyaltsuen Jetsun Pema Wangchuck. From 2017 onwards the name of the tournament was changed to **PCAL QUEEN'S CUP GOLF TOURNAMENT**.



>> *During the Tournament (left) and awarding of the prizes to the winners (right)*

9th CEO Joins the Company

Our new CEO, Mr. Tenzin joined the company on August 1, 2018. Prior to his joining PCAL, he worked in Druk Green Power Corporation Limited where he began his career as a mechanical engineer. He was also the founder CEO of Bhutan Hydropower Services Limited established in Jigmeling, Sarpang. He has a Master of Science in Engineering in Mechanical Engineering from the University of New Brunswick, Canada and a Bachelor of Technology in Mechanical Engineering from the Regional Engineering College, Warangal (India).

He is an alumnus of the erstwhile Royal Bhutan Polytechnic, and Royal Technical Institute. He is also an alumnus of the Royal Institute for Governance and Strategic Studies and DeSuung - the Guardians of Peace.

PCAL family extends their warm welcome and best wishes to the new CEO. We also wish our ex-CEO and his family a very happy and successful life hereafter, and thank him for his contributions to the Company from 2015 to 2018.



>> *Handing/Taking over between outgoing CEO Mr. Kaylzang Tshering (left) and incoming CEO Mr. Tenzin (right)*

Board Directors Visit at PCAL



Hon'ble Chairman and Board Directors of PCAL along with the employees at the Centralized Control Room. Hon'ble Chairman and Board Directors of Penden Cement came to Gomtu for the Board meetings held on May 12, 2018 and subsequently on September 1, 2018. At least once a year, the Board meeting is held in Gomtu during which the Board Directors visit the plant and take out the opportunity to interact with the employees.

Inter-Departmental Volleyball Tournament



Inter Departmental Volleyball Tournament was held from September 18, 2018. The Security department and Mines department reached the finals and Security was the winner. An exhibition match was played between the working and non-working ladies

PCAL Participates in Open Badminton Championship

In 2018, few of our employees and housewives also participated in the Open Badminton Championship in Thimphu which was held from September 20 to September 23, 2018 organized by the Bhutan Badminton Federation.

The winner of the Open Badminton Championship in the doubles category was Mr. Dawa Tshering and Mr. Sonam Zangpo. We congratulate them in winning the doubles.



>> *Winners of the Doubles Category*

Firefighting Demonstration

- *“Despair is most often the offspring of ill-preparedness.”*

Firefighting demonstration was conducted on October 26, 2018 for the employees. The event was attended by the CEO, Head of Departments, senior officials, and employees. A team of six members from security department staged a half day sensitization and fire drill exercise. Mr. Kaka, coordinator of the program, explained that the event was aimed at strengthening preparedness, prevention, mitigation, and timely response in addressing fire outbreaks in the plant and around the vicinity.



Firefighting drills and demonstration by our Fire Team. Uses of fire hydrant (Left) and First Aid Fire Extinguishers (Right)

Health Walk Organized by BIFA



Ribbon cutting ceremony for the Health Walk (Left) and the participants of the Health Walk (Right). The Bhutan- India Friendship Association (BIFA) for Samtse Chapter in association with the Ministry of Health, RGoB organized a health walk from Gomtu to Dalmore and free medical check up on October 2, 2018, to create awareness on public health and also to celebrate 50 years of diplomatic relations between Bhutan and India, commemorating 150th Birth Anniversary of Mahatma Gandhi. CEO, PCAL is the Vice-President of the BIFA, Samtse Chapter.

Domestic Agents Meet

The domestic agents' meet was held from October 27 to October 30, 2018 in Phuentsholing, Gelephu and Samdrup Jongkhar. The meet was revived in 2018 after three years, to recognize and renew supports of our valued agents, to share the status updates of the company, to enhance mutual business opportunities, and to obtain feedback for continual improvements.

PCAL has Stockiest in India to cater to the Indian market. The Stockiest Meet was held in Sinclairs Resort, Chalsa on November 3, 2018 on the sidelines of the 1st Management Retreat.



>> PCAL Agent's billboard (Left) and Domestic Agents Meet 2018 at Gelephu (Right)

Friendly Football Match



>> A friendly football match was held between the BIEA members from Gomtu and Birpara on October 6, 2018



>> A friendly football match was held between the working and non-working women on October 6, 2018

PCAL Becomes A Vegetarian Company

The company went vegetarian since September 18, 2018 with a motive to reduce our environmental impact. Whether it's our products or our activities, we are always mindful of our footprints. This is also one of the initiatives of the new CEO. Only vegetarian meals are served on all official occasions.

1st Management Retreat

For the first time in the history of the company, the management team went for management retreat from November 1 to November 3, 2018 at Chalsa, West Bengal, which is about 65 km away from Gomu. This was one of the initiatives of the new CEO. Besides team building, networking and brainstorming sessions, the retreat focused on the preparations of plans for the Year 2019.



>> Management Team at the 1st Management Retreat. Brainstorming session (Left) and group picture (Right)

Reorganization - for Continual Improvements

For effective conduct of business and to improve coordination, team building, feedback, decision making, knowledge sharing and effective communication across the organization, the following programs were adopted with effect from August 1, 2018 by the new CEO.

Enhancing Communication Tools

Introduction of chat groups was one of the first initiatives of the new CEO after he joined office. The PCAL Management Team was created on August 2, 2018 which included all the heads of the departments, division and units. The main objective of creating the group is to get instant information and instant decision making amongst the management team. Another group called Penden General Info was created later, which includes employees from all categories. This group was created to share instant information amongst the members.

The Penden Cement Facebook page was launched on August 7, 2018 with the intent to reach out to more number of customers for their feedbacks and suggests, and for sharing of information and business related activities. Presently, it is more focused on feedback, marketing, events and advertisements.

Management Meeting (MM)

The Management Meeting (MM) is held every Tuesday afternoon. The members of the Management team are all the heads of department, division, and units. The main purpose of the Management Meeting is to discuss management level matters, approvals and proposals to be submitted to the Board/Shareholders.

Management by Walking Around (MBWA)

The Management by Walking Around (MBWA) is held every 1st Saturday morning. The main aim of the MBWA is to support employees at workplaces and to understand and address employees' concerns. The CEO visits department, division, and units to meet with employees to obtain feedback and discuss matters related to workplace.

Town Hall Employee Meeting (THEM)

The first Town Hall Employee Meeting (THEM) was held on August 11, 2018 (2nd Saturday) in the Penden Club Hall. Employees from all departments were present during the meeting. Town Hall Employee Meeting



>> CEO and employees at the first Town Hall Employee Meeting (THEM)

(THEM) is conducted on every second Thursdays of the month to discuss general matters concerning employees welfare and well being, for effective communication across the organization, to inform employees on the performance of the Company, future plans and general consultations. The initiative is also important for promoting feedback culture.

Feedback System

Apart from getting the feedback from employees through the MBWA and THEM, Feedback/Suggestion box was also introduced to improve the system and not simply to file complaints against the management or individuals. The feedback box is maintained at corporate building entrance, Lab building Plant and at the Mines. Only the CEO has the access to the feedback boxes. The feedbacks are taken seriously to improve decision making, new initiatives, and for continual improvements.

Knowledge Sharing and Business Ideas (KSBI)

Knowledge Sharing and Business Ideas (KSBI) is held every 3rd Saturday of the month in the morning. The main aim of the KSBI is knowledge sharing, new business ideas, post training knowledge sharing and feedback and eventually aimed at hosting annual conference. The employees are also encouraged to author papers for conferences and journals for capacity building and sharing knowledge without borders. In case of presentations at international conferences and seminars, the company shall sponsor and provide all support to the employee.

Best Business Idea Scheme (BBIS)

Penden has come up with the Best Business Idea Scheme (BBIS) to address challenges as well as seize the opportunities by considering the improvement of internal business processes and new business ideas. The company is providing a platform for its employees to recognize new ideas. Further, a unique modification of Plant and Process as an improvement in the internal business process would also be considered to encourage and motivate employees to think out of the box. The focus of the internal business process would be on the core business of the Company such as Mines and Plant.

The BBIS would be a biannual scheme to choose one best idea. A passionate and aspiring individuals/team(s) shall be appreciated for their contributions to the organization through employee recognition. The BBIS aims at professional development for the employee and the organization. For the same reason, an appropriate reward with recognition shall be awarded to the employee. Based on the assessment criteria, the best business idea/team shall be recognized and rewarded in different categories. The BBIS has been effective since November 2018.

Employee Engagement Activities (EEA)

Employee Engagement Activities (EEA) is held every Saturday afternoon as per program. The main aim of the EEA is team building, promote healthy lifestyle, and engagements in games and sports and culture program.

Care and Maintenance Scheme

Penden in pursuance of excellence in housekeeping and the clean ambient environment has invested substantial resources in installing air pollution control equipment and maintaining the rich flora around the factory premises.

Due to the aging plant, it has become challenging to maintain clean ambient environment due to emission and

leakages of dust. Therefore, to improve, attend and seal all the source of dust emission in the plant for good housekeeping, weekly plant machineries and its vicinity cleaning is being introduced by involving employees working in general shift in plant and rewarding best group for maintaining machineries and its surrounding clean and dust free.

Vision 2021: To create a dust free plant

The cleaning schedule has been fixed every Saturday from 9 AM to 12.30 PM. The area has been divided into 14 zones and the manpower is divided into different groups with a group leader. The group leaders would ensure to provide toolbox talk before the cleaning exercises to ensure safety of the employees due to moving parts. The Scheme was started since November 17, 2018.



>> Introduction of condition monitoring of the plant and machineries and annual maintenance of the plant from November 14 to 29, 2018

Restoration of Uttare Mines and Beema Bamboo Plantation

After the closure of Uttare Mines and as per regulations of National Environment Commission and Department of Geology and Mines, RGoB, the land must be prepared for natural vegetations to regenerate. The DPR on Beema Bamboo was prepared by **“GROWMORE BIOTECH LIMITED”** Hosur, Tamil Nadu. A green house was constructed to house 10,500 tissue culture Beema Bamboo saplings at Gomtu, where the sapling will be grown for climate adaptation before planting at Uttare mines.



>> Plantation of 10,500 saplings of Beema Bamboo was done at Gomtu on November 18, 2018

Environmental Care



Employees cleaning inside the Plant (left) and cleaning the office and colony surroundings (right). In order to create and sustain a healthy working environment, and enable employees to take ownership of their surroundings, the mass cleaning is carried out on every fourth Saturday of the month.

PCAL Introduces Performance Management System

The Royal Government of Bhutan is using the performance management system including several reputed companies in Bhutan to enhance performance and productivity. Since, it is important to be able to measure to manage the business better; the performance management system is now widely used across all business. So far, we have introduced only the Annual Compact in Penden Cement.

Accordingly, it was proposed to the Board, in its 183rd Board Meeting to adopt the PMS bluebook of DHI. The Guidelines was also shared and awareness program conducted amongst all the management team and the supervisors. The proposed PMS Guidelines was approved by the Board in its 184th Board meeting and shall be effective from 2019.

PCAL Upgraded to ISO 9001 : 2015 Quality Management System

Penden Cement is an ISO 9001:2015 certified company with its fifth renewal in Quality Management System.

Penden cement is one of the first manufacturing organizations in the country being certified in quality management system by Bureau of Indian Standards in the year 2003. The certification is a pride on our business entities thereby enhancing the trust between the manufacturer and customer. The end motive is to improve our business on continuous basis and improve the customer satisfaction in terms of quality product and deliveries. Every step of process is being monitored to reach final output and is well documented. Quality system procedures are formulated for every process and in compliance with the required standards.

ISO 9001:2015 version is updated to keep pace and is relevant with the change in market scenario. It mainly focuses on the different challenges that business faces. The main focus is in risk management and mitigation thereby the thread associated is taken care in advance with the business processes.

Introduction of Employee Welfare Fund Scheme

It is inevitable to avert from natural mishaps particularly like illness and death in a close knit family. Such occurrence of misfortunes not only becomes the source of anguish, pain and loss, but it also entails heavy financial burden to the bereaved and/or surviving family members.

Against this backdrop, the Employee Welfare Fund Scheme (EWFS) in Penden Cement with an ultimate objective to providing immediate financial succour or relief to its affected employees in times of immense distress, as a consequence of death of employee, his/her parents, children, spouse, and parent-in-laws was introduced in 2018. The employee welfare fund shall be mobilized through contribution from all employees of PCAL on monthly basis. Every employee upon joining Penden Cement shall automatically become the member of the EWFS and therefore, covered by the scheme effective from the date of the joining.

Corporate Social Responsibility

Since inception, Penden has been actively carrying out corporate social responsibilities by contributing, donating, sponsoring to the society that includes institutions, schools, Rabdays, National events and others. Despite the challenges the company is undergoing today, PCAL continues to support the local community under its corporate social responsibility.

PCAL also took the opportunity to contribute and support Samtse Dzongkhag in the 111th National Day celebrations at Samtse. The certificate of appreciation was presented to the management.



The Company hired SCG Consultant from Thailand for a week long technical audit of the plant to assess the health and conditions of the plant and machineries. This is amongst the many initiatives the Company is considering to improve efficiency and maximize production.



The company sent the first batch of employees for De-Suung Training which was held from November 12, 2018 to December 15, 2018. Three members of the Penden Team successfully completed the 31st batch Integrated De-Suung Training. This was one of the initiatives of our CEO and encourages employees to attend such trainings in future too.

Our New Product

Penden Cement has a wide array of products such as Ordinary Portland Cement (OPC), Portland Slag Cement (PSC), Portland Pozzolana Cement (PPC) along with Portland Pozzolana Cement Plus (PP Plus).

Penden Premium Cement Plus (PPC Plus)

PPC Plus is the latest premium brand cement launched in the domestic and export market. It is packed in laminated polypropylene bags which is an environmentally friendly product. These bags possess special lining which resist humid conditions and helps in providing longer shelf life. It has high strength with good tear resistance and can withstand rough handling during transportation. The PPC Plus is as same as PPC but it has superfluous advantages with the packaging. The features and advantages are as below:

1. *It comes in a laminated bag.*
2. *It has zero pilferage.*
3. *It has a longer shelf life.*
4. *It is moisture resistant.*
5. *Laminated bags ideal for excellent stack-ability.*
6. *Torn resistant.*
7. *Air-tight packing.*
8. *Environment-friendly.*



Our Footprints



>> *Wallcreeper (Tichodroma Muraria) is our winter visitor of Penden Limestone Mine*

PCAL's captive mines in Pugli (Phuntshopelri) hill and Kalapani has varieties of beautiful bird species in and around the mines. The only existing captive limestone mine- Penden Limestone Mine is not only lifeline source of raw material for the Cement Plant at Gomtu but also home for many varieties of birds' species and other animals. The miners focus to protect all these species especially birds through scientific and eco-friendly mining in the region.

This beautiful bird-Wallcreeper(Tichodroma Muraria) is our winter visitor of Penden Limestone Mine at Pugli hill. It is the least concern bird species as per the International Union for Conservation of Nature(IUCN) status list. It is a small passerine high mountain bird which breeds at an elevation of 1000 to 3000 meters. It moves to lower elevations in winter which we find them in our Mine/Quarry at an elevation of 700 meters to as low as 400 meters in Pugli river. It is an insectivore which usually feeds on insects and spiders from rock faces.

Penden Limestone Miners are ardent bird watchers and keep record of all bird species in and around the Mines. The miners want to give back their habitats through proper reclamation at the end of mine life.

Contributed by Purna Babadur Rai, Mining Engineer and Head (Mines and Supply Division, PCAL)





Since 1982



"Together, we can make a difference. So we shall work together." - CEO

CORPORATE OFFICE

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For more information, please visit us at www.pendencement.bt