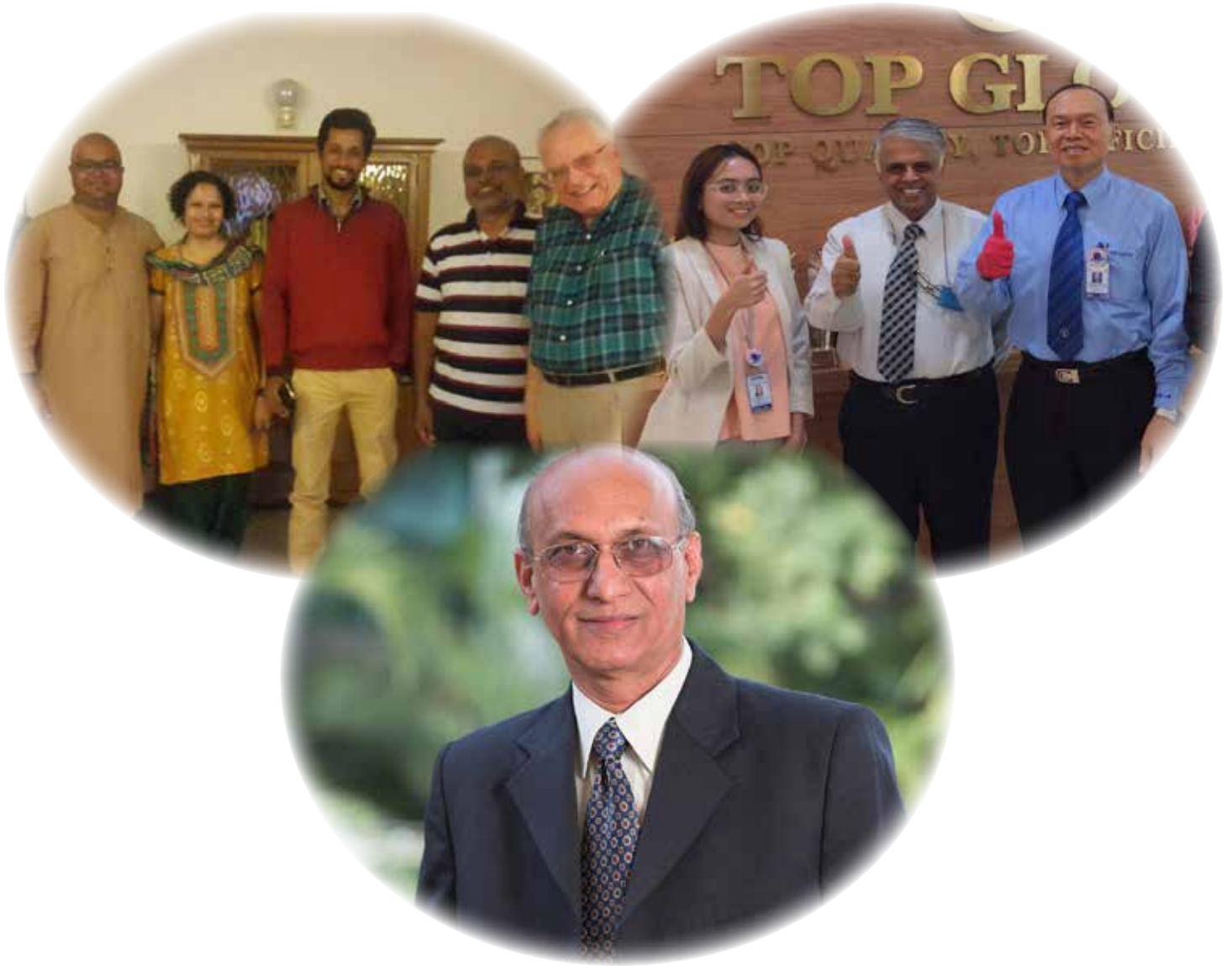


# CIB on wings



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Initiatives of Change  
Caux Initiatives for Business

Dear Readers,

A whole month of 2018 is being swept by the current of time to join the numerous those that have already been washed into the sea called, “The Past”. And while CIB sincerely hopes that it will be a very happy New Year for all, we do not bury our head in the sand at the sight of dark clouds of uncertainty, volatility and disruption that has been looming on the horizon for a few years now. Rather, we strive to encourage those in business to consider best practices in sustainability though it exists in a turbulent global economy. This is the central theme of the upcoming CIB International Conference at Panchgani from February 5 to 8, 2018; for which a peek at another of its Speakers is provided within these pages.

Keeping encouragement as the objective, CIB has also undertaken to prepare Volume 2 of its collection of best global business practices which will contain real-life stories of business persons from Malaysia, Kenya and India. This is to be released on the Inaugural day of the Conference. Charles Fernandes, Editor of CIB’s publications, made quick trips to Nairobi and KL to capture the stories of two very interesting people. He briefs us on his visits in this Newsletter.

Folker Mittag from Germany and Luis Gomes from Goa had spent close to two weeks in Western India to meet with leaders from business and students from business schools to encourage them on the path that says: “It is possible to be competitive while still remaining competitive”.

*Editor*

# Kenya with Love

## A Report

It is not uncommon, while interacting with people in a different country, that one is often asked, “Is this your first time here? How do you like it?” So when I visited Nairobi, Kenya for the first time in December 2017, it was a question that I expected. What took me by surprise however was my experience in the five days I spent in the capital of the country that some call, “The Pride of Africa”.

I had come with pre-conceived ideas that I should be careful when in Kenya, partly fed by well-wishers and partly from my own ideas of this East African nation. So when I arrived at Jomo Kenyatta International Airport on December 18, 2017, and I needed to call the local number of the driver who was to receive me, I walked with hesitation towards a line of small stalls just outside the Airport building hoping I could get access to a public telephone. Just like in India, I was beckoned by some men who manned a taxi booth. Uncertain if I was looked at as easy prey, I wrestled if I should ignore them or accept their invitation. Apprehensively, I chose the latter. When I asked if I could use a telephone to call a local number, they not only provided

me a mobile phone to call from but assured me that there would be no charge. Speaking in Swahili, they guided the taxi driver who was to receive me, to where I was standing and helped me with my bag when the driver arrived holding a



*The ubiquitous Matatu of Kenya*

placard with my name. This gesture made me feel so at ease. I didn't need a banner that said, "Welcome!" The warmth and hospitality I was shown proclaimed all over, "Karibu Nairobi!"

For some, this brief anecdote seems out of place in a Newsletter like this but I specifically chose to write this because, there is so much fear and reluctance, even in my own country, to help strangers that it makes one ask if such consternation is justified. I write this because my experience elsewhere was just the opposite. Since there was no public phone, when I asked if I could make a brief call to a local number, I was greeted with several excuses including, "I do not have credit on my phone." I know this happens in India too. So to experience help and cooperation in Nairobi—and that too on my arrival, when I seemed most vulnerable—was the warmest welcome I received. I have often heard CIB Chairman, Sarosh Ghandy say that we tend to make a lot of our decisions based on fear rather than love. Care and understanding, be it in business or any other area of life, are the practical demonstrations of love; and is the central theme of my experience in this East African nation.



This care and warmth was evident throughout my stay in Nairobi. My host, Joseph Karanja, a businessman and lawyer, pulled out all stops to ensure that I was well looked after. In the few days I was in the city, my bachelor host requested his relative, Irene to help cook and keep house while he drove me around in his yellow Isuzu truck to meet different people from business and industry. His other relative Wainana Joseph



Njoroge also did his best to make me comfortable.

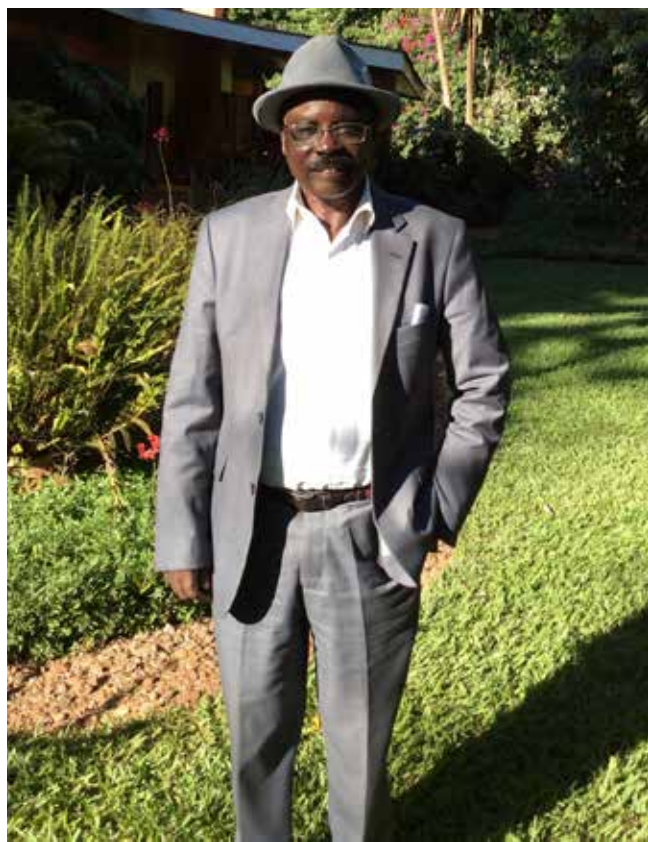
Ashwin Patel, a reputed Chartered Accountant and senior partner of Ashwin Brothers, an audit and business consultancy firm in Westland, Nairobi was another person I met. Here too, I saw the care and hospitality that Ashwin extended to me—for he not only spared time for me over coffee but took me around to

show his establishment and the beautiful campus it was located on. I learnt that the firm has five Partners, Ashwin Patel being the senior one, and around 80 personnel. Ashwin Brothers offers a wide range of services that includes legal secretarial services; accounting and auditing services; and specialized consultancy services.

The Chairman of Karen Hospital (and an influential man on several committees that looks into making Kenya a better country) invited me over to lunch the next day. His name is James Mageria. I had had the privilege of covering his story in 2015 when we published it in Volume 1 of CIB eSPIRIT and uploaded the same on the CIB website. Sustainability in business; the underlining reasons for the



tumultuous political change the world over; and a few aspects where business could make a difference, given its power and resources; occupied our lunch conversation.



My next stop was to meet Bedan Mbugua, a man of many abilities. Founder of a business that supports farmers from arid lands in Kenya by purchasing Aloe Vera from them; a former CEO of a well-renowned TV station; an advisor to the UN on Food Security issues in Mozambique, Malawi, Zambia and Zimbabwe; and a man who is presently working with other like-minded persons of influence to transform 15 predominantly arid counties in Kenya that occupy close

to 80% of the land; are some of the things I learnt as I spent over three hours chatting with him on the lawns of his residence in Karen, an affluent suburb of Nairobi. Bedan enabled a meeting on the premises of his business, Herbal Garden, and personally accompanied my host and I the next morning on a visit to the factory. The care and hospitality I received here too helped me realise that my previous experiences in the country were no aberration. Bedan Mbugua gave me the opportunity to cover his story for CIB's collection of best business practices. This is now ready for publishing and will be released at the Inaugural session of the Conference at Panchgani on February 5, 2018.

I also had the privilege of meeting a fine, young entrepreneur, Ms. Anne Gichuhi, who gave up her steady job to start an enterprise with the sole purpose of empowering large numbers of displaced countrymen who were affected during the tribal unrest in 2008 where



many were massacred. Following the turbulent phase in Kenya's history, she encouraged the affected tribals to return to their homes and cultivate their lands assuring them that she would buy their produce and sell it to markets in Nairobi. I listened as she narrated her struggles in business—the risk of losses because of the perishable nature of the products she trades in; gender bias; and several other anecdotes.

Her story brings out unyielding resolve, hope and determination while continuing to pursue purpose. The Nairobi hospitality that I had now begun to appreciate was present in my meeting with Anne too; for she prepared a home-cooked lunch for me and my host, Karanja. I hope to publish her story in the next volume of CIB eSPIRIT.

My short stay in Nairobi from December 18 to 22 is filled with several small anecdotes of my interactions with small vendors, curio-sellers, “Matatu’s” and more. The beautiful weather that stays between 18° and 24°C through the year, with morning showers at least twice a week only added to my memorable stay. I have now come to realize that just because these places are not as talked about as other more popular locales of the world, does not take away the beauty or charm present, both in the people and the land.

# The Sentral Ekspres

## A Report



Top Glove Corporation Bhd., is a huge glove manufacturing company that has a presence in 195 countries around the world. But what makes it different from other similar billion dollar enterprises is their unabashed policy that is proclaimed clearly everywhere in its properties: “Top Quality, Top Efficiency, Good Health, Safety First and Be Honest”. So when the Executive Chairman, Tan Sri Dr. Lim Wee Chai gave me an appointment to interview him and cover the Top Glove journey, I grabbed at the opportunity and the meeting I had been waiting so long for.

K. Haridas, Chairman of Business Ethics Institute of Malaysia and his family opened their homes to me for the second time; the first being



in March 2015. Despite his very busy schedule, Haridas ensured that I was always cared for.



Squeezing in time between appointments, he received me on my arrival in Malaysia on March 27, 2017 and treated me to a unique South Indian lunch served on banana leaves before making sure that I had an opportunity to rest. Though I had told him that I would manage my way to Top Glove Towers, the Corporate Headquarters at Setia

City, Shah Alam; Haridas, would listen to none of my reasons. In his typical quiet, yet firm style, he not only ensured that his car and driver took me to the interview with Tan Sri but also accompanied me so that I would not be on my own.

I had my chance to explore a bit of the city on my own, while at Kuala Lumpur. I travelled on the unmanned Rapid metros; shopped at Central market filled with small shops filled with typical Malay, Chinese and Kashmiri merchandise; and ate at a lovely café by the road in Petaling Jaya. Evening conversations with Haridas' family was another feature in my visit that I also enjoyed. My journey from KL Sentral to KL International Airport by the KLIA ekspres while leaving their beautiful country on December 29 was another of my experiences.

Though my visit to the East Asian Peninsula was very brief this time; just two nights to be precise, the hospitality I received; my visit to Top Glove facilities and interaction with Tan Sri; and my short excursions around the city—I found myself seconding that country's tourism department's popular tagline: "Malaysia, Truly Asia!"

# Keeping in Touch

## A Report

In his commitment to following his inner prompting, Folker Mittag from Germany in consultation with CIB India spent three weeks in India visiting Mumbai, Pune and Panchgani in November 2017. The purpose was “to keep in touch” with people from business, industry and management institutions that he had met through CIB earlier and to personally invite them for the CIB 2018 International Conference in February; meet business leaders at their offices or at Round Tables organised by CIB Pune Chapter and to attend the CIB Retreat [Pune] and CIB Secretariat Planning Meeting [Panchgani]. He was accompanied by Luis Gomes, Goa, India.

At Mumbai, they spent quality time with Vivek Asrani, MD, Kaymo Fastners before they moved on to Pune. There, they participated and contributed at two Round Tables, one on November 10, 2017 and the other on Nov. 21, 2017 [see detail reports in CIB on Wings, Nov. and Dec. 2017 issues respectively].

Folker Mittag also addressed management students at Symbiosis Institute of International Business (SIIB) and Maharashtra Institute of Technology. Mainly, he shared from his experience to introduce the students to problems of international





controlling faced by international business today. He also spoke about the values needed in sustainable business. Some of the students asked profound questions about their own future in entering professional life after

finishing education. The other area of interest was what they may have to invest in their working life to reach a management position on the level of Director, MD or CEO. Mr. Mittag shared his own input in working hours and flexibility. After that, he asked how many of the students speak other languages well enough to work internationally—languages like Chinese, Spanish, German or Japanese. It was agreed by both Institutes that these interactions should be repeated whenever possible.

As part of “keeping in touch” with individuals whom they had known over the years, they met with Dr. (Mrs) Rajani Gupte, Vice Chancellor and Dr. M S Shejul, Registrar of Symbiosis International Institute; Dr. (Mrs) Asmita Chitnis, Director, Symbiosis Institute of International Business and her husband Dr. Ravi M Chitnis, Principal, MITSOM College; S. Gadgil, Director and CEO, Behr-Hella Thermocontrol India Pvt. Ltd.; Thomas Abraham, Consultant, Employees & Legal, Kalyani Forge Ltd. and



*Luis and Folker with S. Gadgil*

his wife Mrs. Suzie Abraham; T P Mukherjee, Business Development, Huaheng Automation Pvt. Ltd.; Lt. Col. Allan Burby (Retd.), Ethics Consultant and Emmanuel David, Director, Tata Management Training Centre, Pune. Most of these interactions went to explore more about the specific needs in the specific organisations.

They also had their second visit after three years to the management team of Inteliment Technologies India Pvt. Ltd., consisting of nine members and lead by their MD and CEO, Prashant Pansare. Their first program with the same management team was in November 2015. Since then, they have been practicing 10 minutes quiet time at all their Monday Management Meetings, and Mr Pansare has shared that he has been pleasantly surprised by the ideas shared from his junior members during such meetings. This time, their discussion was mainly based on how to treat your staff equally and how 'Quiet time' can play a role in solving this kind of internal problems. Many other questions were



*Interaction with young professionals of Lead for Change*

answered during this three hours interaction on business ethics as well as other questions of interest.

Mr. Mittag and Mr. Gomes hope that their visit to the different companies they visited would result in a number of persons registering for the upcoming CIB conference at Asia Plateau in February.

Mr. Mittag and Mr. Gomes also had an interactive session of business ethics with young professionals of “Lead for Change”, led by Mayur Shah. Here, Mr. Mittag and Mr. Gomes also shared their experiences on ethics and their learning experience in walking this path.

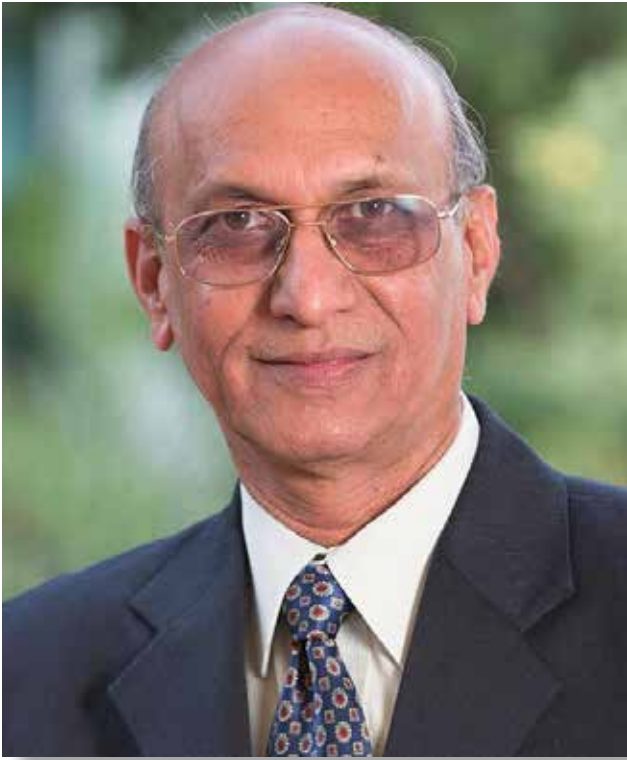
During their stay at Pune, they also took the opportunity to visit, review and order books on ethics and inspiration for CIB’s CEO’s Conclave and International Conference in February 2018 and prepare “Asia Plateau My Stamps” for its 50th Anniversary in January 2018.



Another highlight was meeting and interacting with Ishaan Mehta, a young professional who had met a near fatal accident and his mother, Mrs. Nandita Metha. They were very positive, outgoing and joyful in their interactions.

Mr. Mittag and Mr. Gomes are grateful to so many who made this program possible and they thank each one of their supporters for their help in the areas of accommodation, transport to the different meetings etc. and hope to welcome most of the people visited at the next CIB conference.

# CIB 2018 Conference Sneak-Peeks



Raj Narayan is a multifaceted person with active involvement in a wide variety of interests. Hailing from a family of engineers and musicians, he is a unique combination of both.

Raj Narayan holds a Masters degree in electronics from IIT, Madras. He started his career as an aerospace design engineer and later turned an entrepreneur to set up his own company Radel Electronics (P) Ltd. in Bengaluru. He has 48 years of industrial experience.

He is the inventor of a whole range of electronic Indian musical instruments that include the Tanpura, Tabla, Surpeti, Digital Veena-cum-Sitar, Digital Harmonium, etc. He and his company are the recipients of many awards from the State and Central Governments as well as private institutions for his innovative products that have revolutionized Indian music over the last four decades. His company also designs and manufactures airborne avionics equipment for the Indian Air Force.

Raj Narayan has also been a musician of repute, performing classical Indian music on the flute. He took advanced training from his mother Smt. Sugandha Raman, a reputed performing musician. As an 'A' graded artiste, he has performed at the prestigious national Sangeet Sammelan of Akashvani as well as public concerts across the country. He has many awards to his credit as a musician.

Raj Narayan is one of the Plenary Speakers at the CIB International Conference to be held at Panchgani, India from February 5 to 8, 2018. If you would like to participate in this conference, please register at [www.cibglobal.org/register](http://www.cibglobal.org/register).