

Partner On-boarding Kit





➤ Welcome Note

➤ About Mahindra Group and MLL

➤ MLL Business verticals

➤ Service Portfolio

➤ Onboarding essentials

➤ MLL Corporate Policies

➤ Business Partner and Driver R&R


A blurred background image showing two people in business attire shaking hands. The person on the left is wearing a grey suit jacket, and the person on the right is wearing a light blue suit jacket. The background is out of focus, showing other people and office equipment.

Welcome Aboard!

Dear Business Partner,

Welcome to the Mahindra Family!

*We look forward to a long term
relationship with you!*

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Mahindra
Rise.

\$20.7 bn

Revenue

100+ Countries

250,000+

Associates

Mahindra Group

Aerospace

Automotive

E-Marketplace

Information Technology

Financial Services

Energy

Hospitality

Real Estate

Retail

Defence

Mahindra Partners

Mahindra Logistics

**THE Rise™
TENETS**

ACCEPTING NO
LIMITS

ALTERNATIVE
THINKING

DRIVING
POSITIVE
CHANGE

Mahindra LOGISTICS

Company Vision

To be India's *leading* and most
preferred integrated logistics
service provider

Highlights – 2018 - 19

Rs. 4000+ Cr. Revenue

13000+ Work Force across India


500+ Operating Locations

14 Million Warehouse Space



ACCOLADES

Prestigious awards : 'CII – Best 3PL'
2018

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MLL Verticals

Auto & Engineering

- Inbound & Inter-unit FTL/LTL
- Supplier Collection Milkruns
- Guaranteed Delivery Services
- Warehousing
- In-plant Kitting, Sequencing & Line Feed

Auto Outbound

- Yard Management
- Planning & Scheduling
- Trailer Allocation
- Custody Transfer
- Trailer loading & unloading
- Convoy movement

Consumer & Pharma

- Packing
- Segregation
- Scientific Racking
- Labelling
- Bar-coding
- Cross-docking
- Reverse Logistics

Ecommerce

- Order Fulfillment
- In-city Distribution
- Last Mile Deliveries
- COD management
- 24x7 Call Centre management

Bulk

- Outbound FTL/LTL
- Planning & Scheduling
- Last mile distribution

Integrated service provider



Supply chain consulting



Last mile delivery



Freight forwarding



VAS (Packing, labelling, kitting)



Transportation



WH inventory & order management




Cross-docks/ Consolidation centers



In-plant stores & line feed



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WAREHOUSING

14 million sq. ft space under management
50+ Stockyards
Multi User & Stand Alone WH as per customer requirement
GST Ready



35+ Manufacturing plants
6000+ Strong workforce deployed
JIT / JIS Operations

STORES & LINEFEED

SOLUTIONS

TRANSPORTATION

Pan India Operations
75,000+ Vehicles deployed per month
MLL Network for express service with Cross Docks Services
Ability to manage multi modal transport



Air & Ocean Services
100+ Global network partners
FCL / LCL Service

FREIGHT FORWARDING

MLL Subsidiaries

Acquired a majority stake in **LORDS Freight (India) Pvt. Ltd.**



Enhanced
MLL's
capabilities

Strong agent
network
partnership

Capabilities in
air & ocean
forwarding for
exports &
imports

Considerable
value to MLL
service
portfolio

Cross
leveraging
customer base
& process
methodologies


Entered into a JV with Indian Vehicle to form '**2x2 Logistics**'



Assetized
transport
operations for
AOB logistics

2x2 logistics
invested in 152
specially
designed
trucks

Strong network
to serve auto
vertical

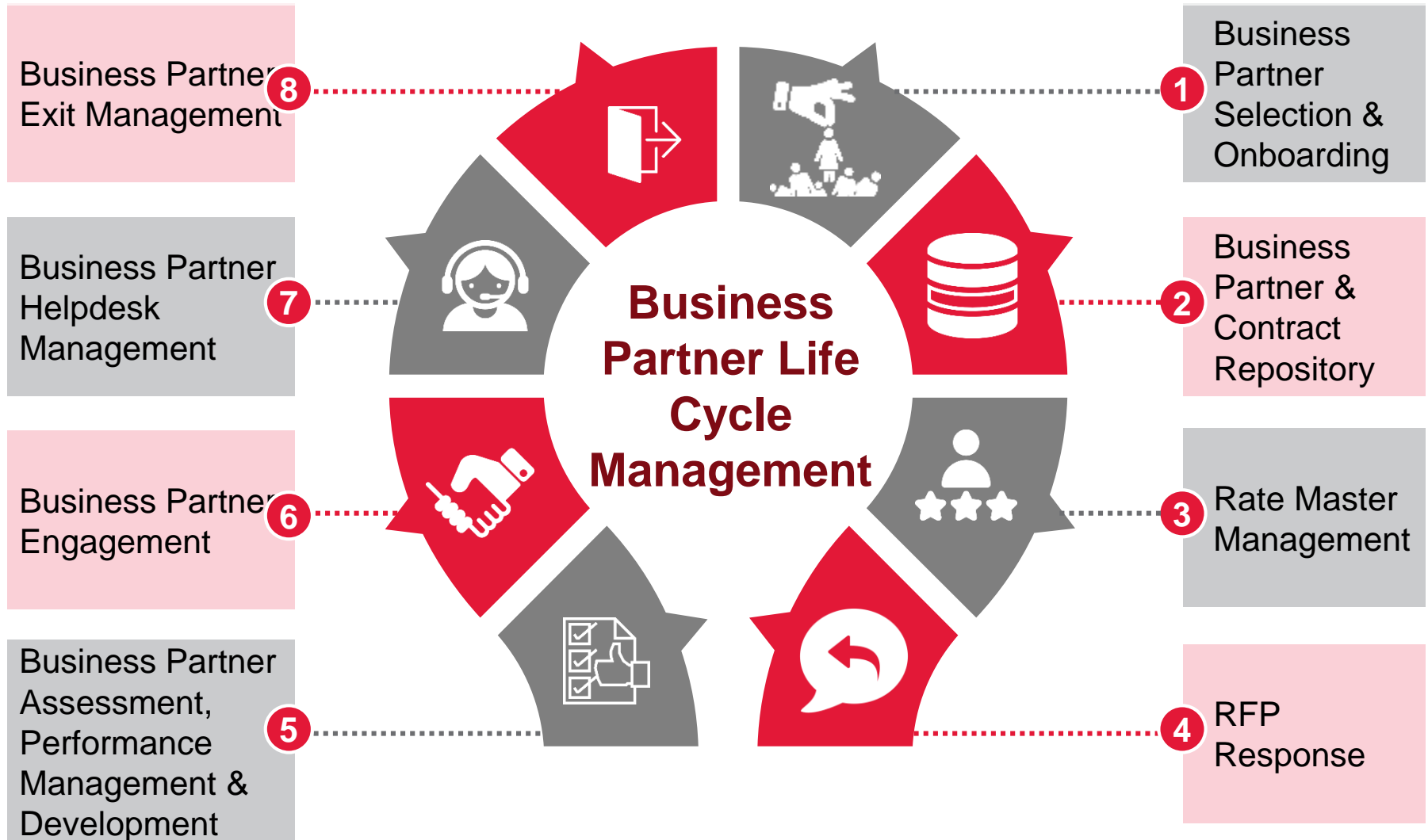
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Business Partner Policy

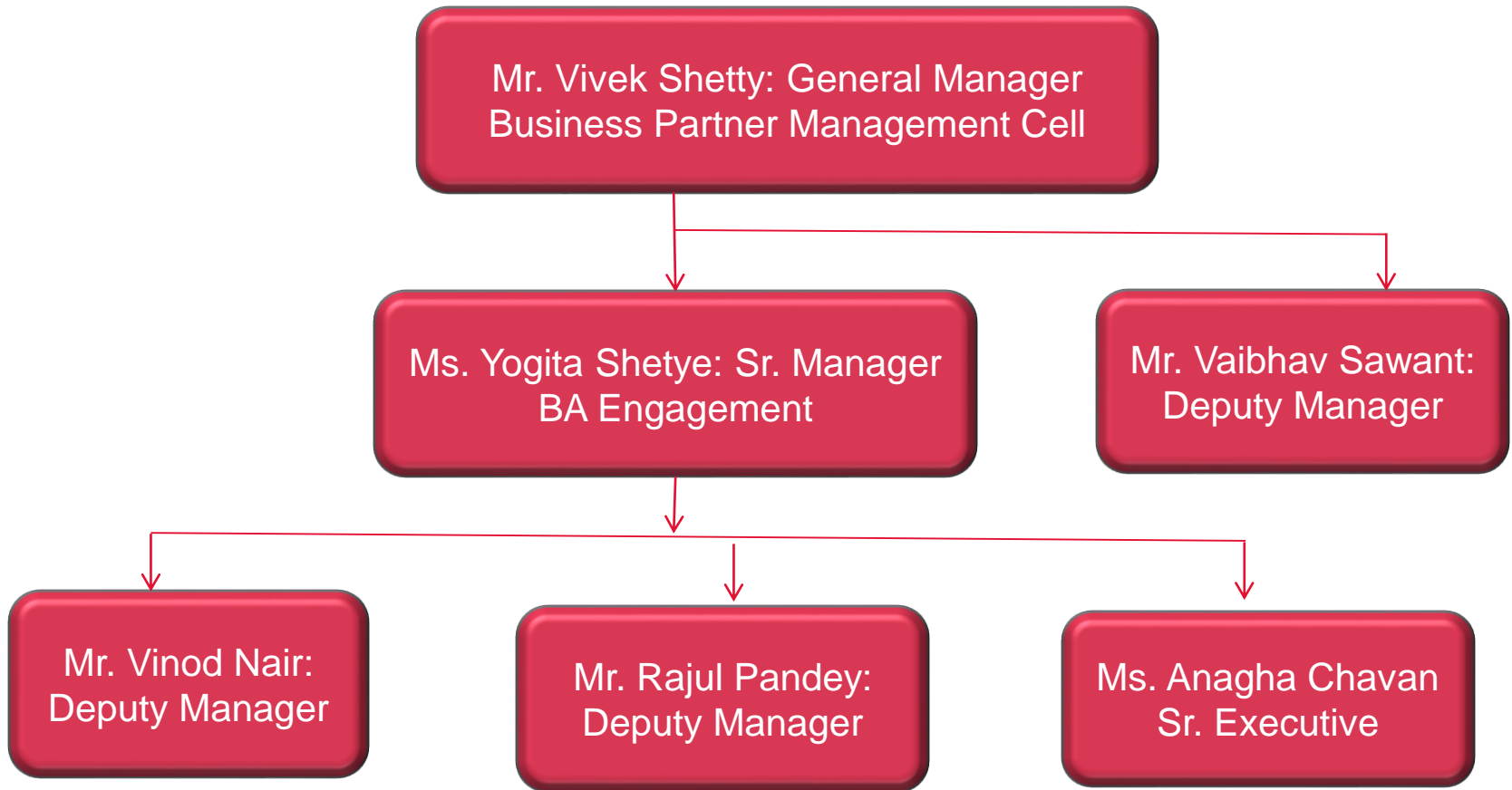
**To create an ecosystem
focussing on holistic
development of the
Business Partners thereby
providing customer delight
and enabling our
businesses to RISE**



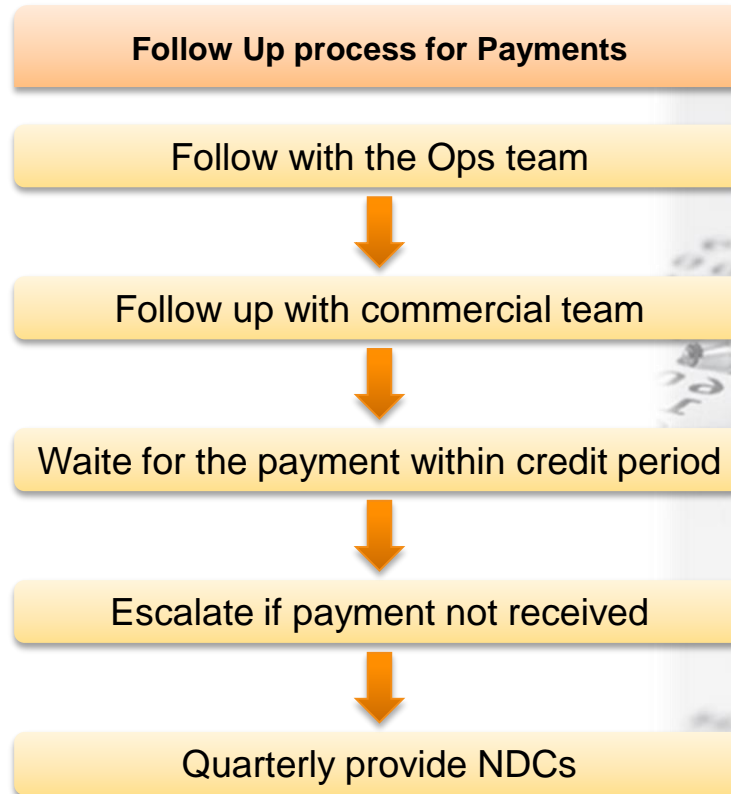
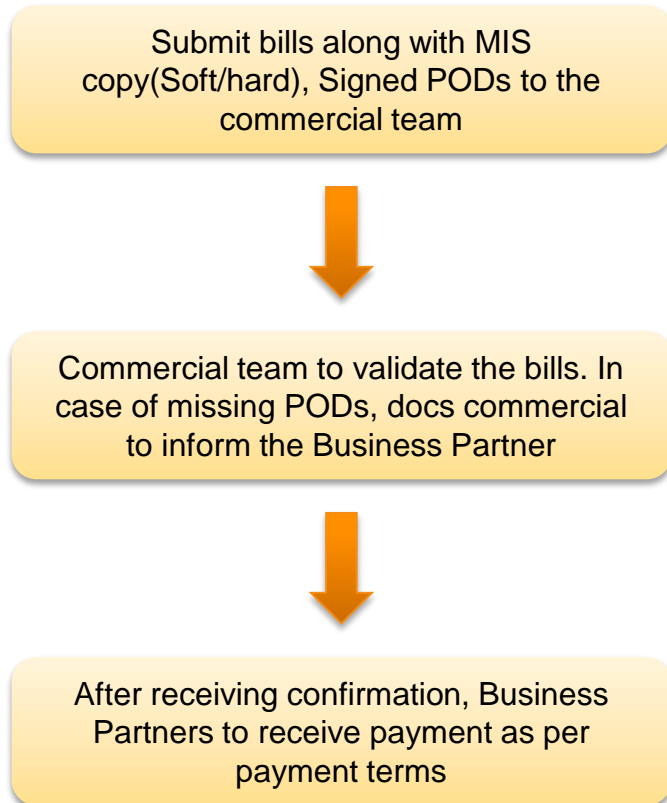
Business Partner LCM Framework



Team Info.



Business Partner Billing Process



For any issues/queries related to billing and payments please refer to the escalation matrix or drop a mail to basupport@Mahindra.com

Control Tower

All Business Partners are required to maintain and mail the control tower a **timely & Accurate standardized MIS** (with appropriate delay reasons, revised ETA etc)

Business Partners to provide a **Quick response to queries** from Control Tower

100% POD uploads into Shipx to be ensured

Driver sensitization on responding/answering calls from Central Control Tower

Drivers/Business Partner's to **pro-actively call Control Tower** in case of Accident / Breakdown or any Unscheduled halt

Business Partners to maintain **driver defined driving hours** (if any)

Driver briefings from Business Partners in sensitizing them on critical challenges/ complaints from customers

Faster TAT for arranging a replacement vehicle / driver during Breakdown or driver issues

To participate in **regular reviews** to discuss way forward/enhance performance, etc

Training sessions

Business Partner Development through employee training



Topics for Training :MIS management to softer aspects like communication skills ; Customer centricity.



Fuel Cards



Savings

- Reward offerings greater than market
- Zero card charges
- Insurance coverage
- Can be used for any fuel transactions

Safety

- No need to carry cash
- Lost cards can be immediately blocked
- Driver and owner insurances

Tracking

- Mobile alerts
- Time, location and quantity tracking

Convenience

- Easy refill any time
- Can be used at any partner petrol pump



Business Partner Helpdesk



A feedback management system with an inbuilt escalation matrix to handle Business Partner issues



Continuous feedback to Business Partner on the action taken



Guaranteed response within 48 hrs of filing complaint

Pls. share your queries at basupport@mahindra.com



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Bravo for going an extra mile in supporting us



Share your views on Chai pe Charcha



Get to meet the top management: Coffee with CEO



Meet the leader ; share your innovation: “Mann Ki Baat”



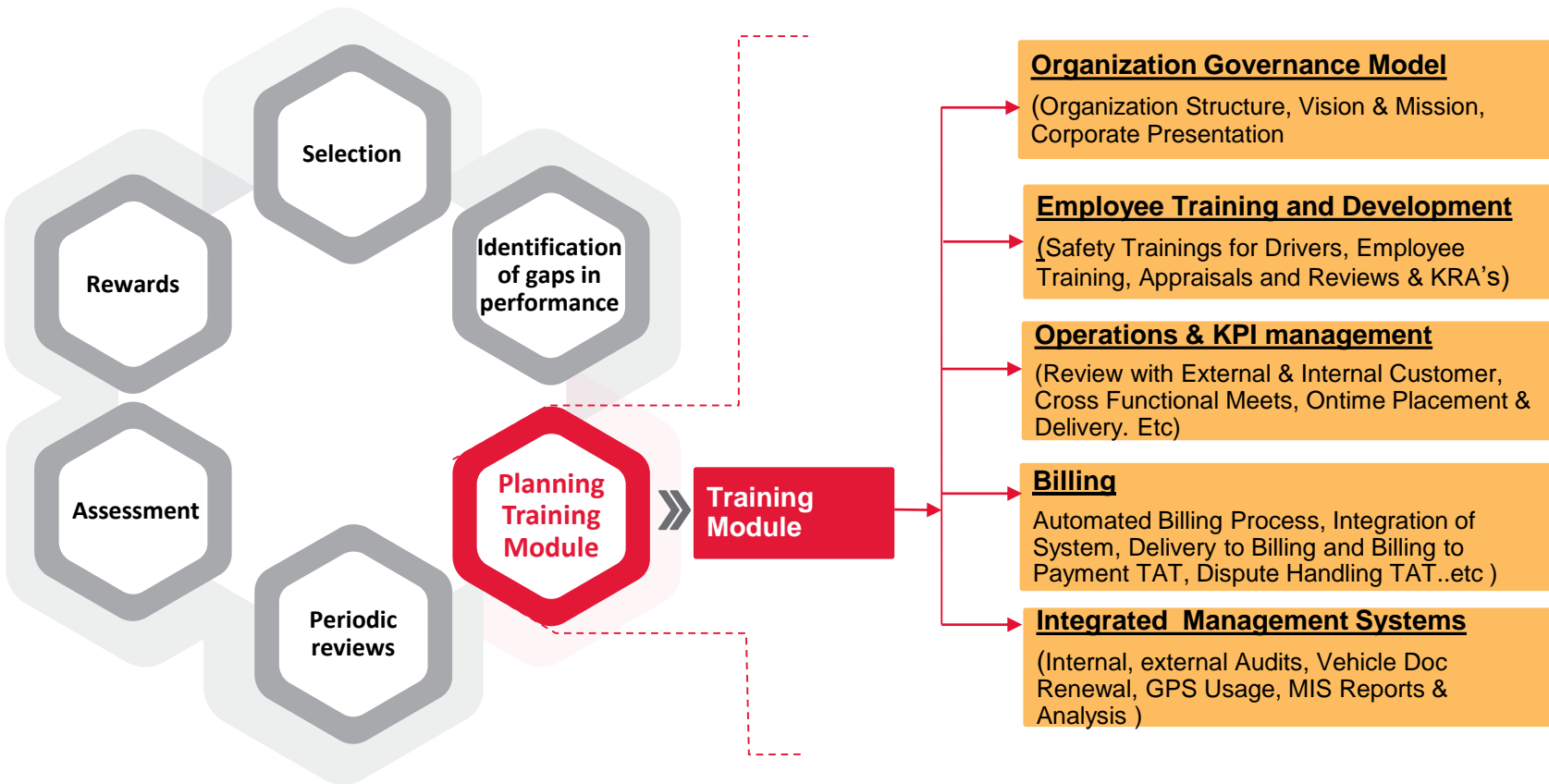
Driver Awards & Children Scholarships



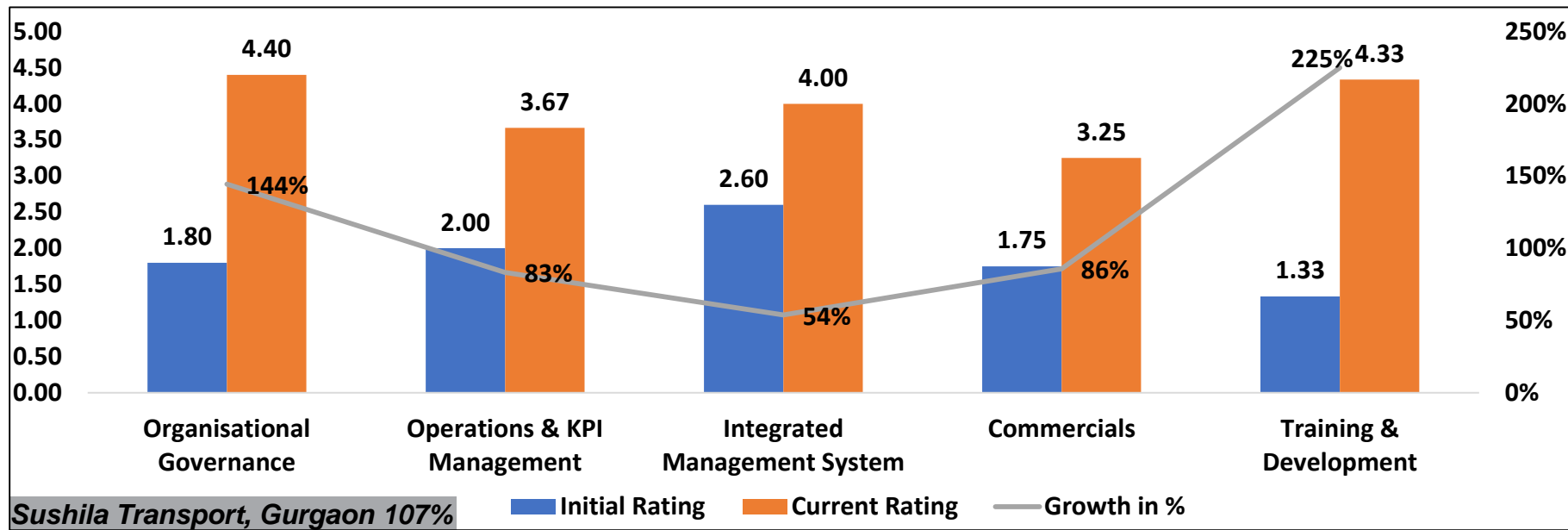


Annual Awards to reward the Business Partners for their Outstanding performance

Business Partner Development



Progress Report on Development



You as a team had really worked hard to identify our overall process, activities at ground level at our office. It was like a eye opener for us. We understand the importance of back up system where if one person is absent work should go on. I personally feel very proud to share that the Cross function meetings helped us a lot in both ways either enhancing our performance as well as increase of our business from all locations at which we had attended our Reviews.

Anil Bajaj : Sushila Transport.

Glimpse of Development Activities





thank
you