

April 18, 2019

Dear Team,

It's been a pleasure working with you closely for the last few months - experiencing the cycle of creation and utilization, which essentially is the process of life. A real blessing being a small cog in the natural cycle in this whole inclusive process. Most of you have asked me about the beehives and why we grow them. You've told me how great the little bottles of honey we give you is - as a medicine, tonic and sweetener.

I view our honeybee cycle as not just a contribution to the agricultural industry, but I think of the pollination services they provide to wild plants and flowers. BUT, bees are in trouble, with growing public and political concern at bee decline across the world. This decline is caused by a combination of stress factors - from loss of their habitat and food sources to exposure to pesticides and the effects of climate change. It's just for this reason that over the last few months we have increased our honeybee colonies from 15 to 20. And, hold your breath - 10 more honeybee houses are going to come up soon.

I want you to be ambassadors for honeybees, advocating and championing their cause, and their right to co-exist with us. We need to recognise the importance of bees to nature and to our lives.



And, ensure they don't just survive but thrive. Bees are critical to creating a healthy environment and are a fantastic symbol of nature. Pollinators allow plants to fruit, set seed and breed. This in turn provides food and habitat for a range of other creatures. The health of our natural ecosystems is fundamentally linked to the health of our bees and other pollinators. By keeping the cycle of life moving at the space it is meant to be, bees boost the colour and vibrancy of our countryside. Look at the acreage around the factory. The fruits and vegetables have that extra zing because we know several of

them have been pollinated by our very own bees!

Coming to the work front, several automation processes have started in keeping with our modernisation plans. Business process automation is the use of technology to execute recurring tasks or processes in a business where manual effort can be replaced. It is done to achieve cost minimization, greater efficiency, and streamlined processes. This is essential to our growth.

Quality is critical to satisfying your customers and retaining their loyalty, so they continue to buy from us in the future. Customer satisfaction, service quality and loyalty are most important factors in today global economic downturn for retention, profitability and productivity of the business as a whole. ... Haven't you heard of 'customer delight'? Recently, we Fytocarians met to discuss on how the improve the quality of chalk in angles such as appearance and strength. Through R&D, blow holes issues were brought down to 0.61 % from 1.42 %; new mechanisms have been adopted. We want to be the best in terms of the quality of chinks we product. I want each one of you to own this activity.

Fytocare is stringent in following the rules and regulations designed by the government. It is our policy not to recruit children under the age of 18. Despite reinforcing this message several times during our internal meetings, it is disturbing that many children definitely, under 18 have been trying to troop in, hoping to find work. I have strictly ordered the security to turn the children away, firmly and politely.

We encourage current workers to recommend friends and relatives, BUT there will be no compromise on the mandatory requirements of age and fitness. Department supervisors have been strictly instructed to cross verify all the records before enrolling them.

Say no to plastics. Every day I see a lot of plastic utensils. Not sure how you get it because the government has banned single use plastic. When just carelessly thrown out, it makes the soil less fertile. When thrown in water it chokes our ponds, rivers and oceans and harms the sea life. If animals eat plastic, it gets stuck in their tummy and makes them sick. I vow not to use single use plastic in any form and want you to do the same. Here are 3 ways to say no to plastic in daily life:

- BYOB- An environmentally sound slang. BYOB basically stands for 'Bring Your Own Bag'.
- Switch from bottled water to natural water. The water in the factory is RO treated and safe for drinking.
- Stay away from 'Use And Throw' plastics.

We are also doing our bit and trying to break away from the shackles of plastic packaging and that's our ongoing research into new and innovative ways of chalk sleeving and packing.

Warm Regards,

Raghunath Thompson
Chairman
Fytocare Chemicals Pvt. Ltd.

Disclaimer: This is part of the chairman's quarterly message to the employees. This has been translated into the local language, Tamil, and read out (in the quarterly employee meeting), discussed and feedback has been noted for future planning.