Circular Economy
SQ - raising the Sustainability Quotient
Version 4

Editorial

India is estimated to become the fourth largest economy in the world in about two decades. This economic growth is however going to come with challenges such as urbanization with increased vulnerability (especially due to climate change), poor resource quality and scarcity and high level of unevenness in the socio-economic matrix due to acute poverty. Circular Economy offers a platform to address these issues.

The recent report by the Ellen MacArthur Foundation on India shows that a circular economy path to development could bring India annual benefits of ₹40 lakh crores (US$ 624 billion) in 2050 compared with the current development path – a benefit equivalent to 30% of India’s current GDP. The Greenhouse Gas emissions (GHGs) would be 44% lower in 2050 compared to the current development path. Leave the verocity of the estimates, but indeed there is no denial that circular economy is the way forward.

Today, the Ministry of Environment & Forests & Climate Change (MoEFCC) mainly focuses on residues for environmental protection. Resource management is in the purview of line ministries e.g. water, energy, agriculture. There is a poor coordination between the Ministries in visualizing a “systems” perspective where resources and residues are integrated across the life cycle. Developing a national policy framework on Circular Economy therefore makes a sense.

The MoEFCC India set up the India Resource Panel (InRP) in 2016 to examine the material and energy flows across key sectors following a life cycle approach. Sectors such as Construction, Automobiles, Iron & Steel and Metals were considered and key cross-cutting areas were examined to enhance resource efficiency. Recommendations of InRP were taken up by the Niti Aayog. Niti Aayog has prepared strategy papers for Steel, Aluminium, C&D waste and E-waste sectors and drafted a Status Paper with cross-sectoral recommendations to action on Resource Efficiency and Circular Economy. State-level Circular Economy plans are also encouraged at the States of Telangana, Orissa and Goa.

Continued on page no.6............

- Dr. Prasad Modak
The adoption of circular economy policies and practices is garnering worldwide interest for its environmental and economic benefits and can play a crucial role in achieving the goals of the Paris Climate Agreement. In 2015, McKinsey and the Ellen MacArthur Foundation (EMF) conducted a study which demonstrated that a circular economy approach could boost Europe’s resource productivity by 3% by 2030 in addition to an increase in household income by €3,000 a year, a reduction in the cost of time lost to congestion by 16%, and a halving of carbon dioxide emissions compared with current levels. New technologies and business models could address much of the structural waste in mobility, food, and buildings and create new consumer choices in the EU.

The United Nations Conference on Trade and Development (UNCTAD) collaborated with EMF in 2015 to work on circular economy in resource-circularity potentials in large economies like China. China’s current development favours a circular economy, including substantial investments in renewable energy, rapid development of digital technologies, and a boom in asset-sharing platforms. According to research conducted by EMF, applying circular economy principles to transform China’s cities could not only make goods and services more affordable for citizens, but also reduce the impacts normally associated with middle class lifestyles, such as traffic congestion and air pollution. To build on the proactive approaches taken by the EU and China, on the 16th of July 2018, the two signed a joint Memorandum of Understanding (MoU) on Circular Economy Cooperation at the 20th EU-China Summit in Beijing. The 5-year MoU intends to establish a high-level policy dialogue on circular economy between the EU and China and forms of cooperation under the dialogue may include (but are not limited to):

1. Bilateral and multilateral meetings and other activities, with broad participation of relevant stakeholders
2. Information exchange on research on major issues regarding circular economy where results of research are shared by both sides
3. Capacity building, training programs, workshops and personnel exchange activities

Fields of cooperation under this MoU include strategic exchanges in management systems and policy tools such as eco-design, eco-labelling, extended producer responsibility and green supply chains as well as exchanges in investments in and financing of the circular economy. The MoU is expected to set the scene for greater sharing between the EU and China and this collaboration between the world’s two largest economies could accelerate the adoption of circular economy practices on a global scale.


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I. Introduction

‘Circular Economy’ is a concept that has gained considerable popularity among sustainability practitioners. It uses a language that is comprehensible by business and industry actors, who can champion ways to reduce the growing stress on our natural resources. The growing global popularity of circular economy can also be attributed to the ‘business opportunity’ it offers, estimated currently at $1,000 billion annually⁶.

According to the Ellen MacArthur Foundation, a leading voice on the subject, a circular economy aims to redefine growth, focusing on positive society-wide benefits. It entails gradually decoupling economic activity from the consumption of finite resources and designing waste out of the system. Underpinned by a transition to renewable energy sources, the circular model builds economic, natural, and social capital, thereby looking beyond the conventional take-make-dispose extractive and linear industrial model, based on three principles⁷:

(I) Design out waste and pollution
(ii) Keep products and materials in use
(iii) Regenerate natural systems

II. An initiative by the Center for Responsible Business (CRB)

The Indian textiles sector is one of the largest contributors to India’s exports (13%), contributes to 14% of national industrial production and to 4% of the country’s Gross Domestic Product (GDP). Employing over 45 million people, the industry is one of the largest job providers in the country. The size of India’s textile market in 2016 was around US$137 billion and is expected to touch US$226 billion by 2023, growing at a CAGR of 8.7%. At the same time, the Indian textile sector has been in the spotlight for some of its adverse social and environmental impacts. From an environmental perspective, the industry:

- Is water intensive
- Uses a number of chemicals in the manufacturing process⁸
- Generates various types of pre-consumer ‘textiles wastes’ i.e. during the process of manufacturing (yarn to fabric) as well as post-consumer wastes, which get landfilled

Years of research has demonstrated that significant value can be recovered if the industry is able to reduce, re-use and recycle some of these materials. On becoming aware of such possibilities, many international brands have expressed their ambition to make fashion circular⁹ and many of these brands source their products from India.

Considering these factors, CRB conducted a study to assess the current awareness levels and the nature of the discourse in the industry related to CE among apparel and textile stakeholders in India. Through this study CRB specifically endeavored to:

- Identify current practices aligned with the principles of circular economy in a textile and apparel cluster (Delhi NCR)
- Assess the role of industry stakeholders (e.g.: industry associations, national and state governments, knowledge organisations) in providing support to suppliers for furthering ‘circular economy’ approach in the sector;
- To assess critical future concerns and specific opportunities for the Indian textile sector

In this study CRB evaluated secondary literature on the subject and also interacted with a number of stakeholders which included textile brands, suppliers, dealers/vendors, industry associations, experts and academics. Stakeholders were interviewed in-person using questionnaires and structured interview schedules were followed. The principles of the circular economy* framework formed the basis of these interviews. The Okhla

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6 https://www.mckinsey.com/~/media/mckinsey/dotcom/client_service/sustainability/pdfs/towards_the_circular_economy.ashx
7 https://www.ellenmacarthurfoundation.org/circular-economy/overview/concept
8 https://www.quora.com/Which-chemicals-are-mostly-used-in-textile-industries
* Principles of Circular Economy used in this project: (i) Designing out Waste and Pollution (ii) Keep products and materials in use (iii) Regenerate natural systems (EMF, 2013)
Garment and Textiles Cluster (OGTC) offered support in facilitating CRB’s discussions with their members in that cluster.

III. Findings

Some of the findings from CRB’s research are provided below:

There is very low awareness and understanding about the concept of ‘circular economy’ among most of the industry stakeholders. Despite the advancements in the subject in their home countries, brands and buyers haven’t done enough to convey the benefits of a circular economy approach, even to their Tier-1 suppliers.

Suppliers contacted during the study considered the need to sustainable more from an ethical point of view i.e. something which is ‘good to do’ and thus provides them with a sense of satisfaction. However, there is little realization about its criticality from a business strategy perspective.

Advocates of circular economy explain how the concept manifests itself through various simple measures: reduce, reuse, recycle, repair, redesign and recover. The understanding among stakeholders on circular economy is largely limited to recycling, with little or no reference to the other ‘R’s.

There is a tendency among stakeholders to consider ‘circular economy’ as a generalized environmental sustainability concept – without considering the wider context.

Industry actors asserted that applying ‘circular economy’ practices would pose a heavy cost burden on the industry. This would affect their competitiveness, especially given long pay-off periods (from buyers) and low governmental support.

Managing reputational risks and gaining recognition are the key motivations for brands for taking an interest in the subject of circular economy. The understanding of business benefits (business case) among suppliers is limited. They are not equipped with skills to compute benefits of adopting circular economy practices vis-à-vis their bottom-line.

Brands recognize the contribution of circularity (integration of CE principles) in their manufacturing process and have been part of several collaborative initiatives to promote circularity. However, given limited engagement (awareness building) by brands with suppliers on this subject, there is little interest presently among most suppliers on this subject.

IV. Priority Interventions & Action Areas

PRIORITY INTERVENTIONS

Based on the above points and additional discussions with experts, priority intervention areas are summarized below:

<table>
<thead>
<tr>
<th>Brands</th>
<th>Suppliers</th>
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<tr>
<td>• Regular interactions with suppliers to build their awareness about circular economy practices, and specifically the ‘business benefits’</td>
<td>• Cluster level approach for downstream use/disposal of wastes (non-hazardous materials and textiles waste)</td>
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<td>• Engagement with local design institutions to promote designs that design out waste</td>
<td>• Develop capacity to compute business benefits through the adoption of appropriate circular economy practices</td>
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<td>• Engagement with policymakers to enable specific policies (programmes) to promote circularity in the apparel and textiles sector</td>
<td>• Interventions for addressing water scarcity issues</td>
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<td>• Increase the procurement of sustainable raw materials</td>
<td>• Support from and linkage with government programmes and incentives</td>
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<tr>
<td>• Support multi-stakeholder forums/platforms for sharing lessons and best practices on circular economy approaches in the textile sector</td>
<td>• Interaction with brands and knowledge organizations to gain better understanding about the application of circular economy practices</td>
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</table>
According to BS 8001:20017 CE is “an economy that is restorative and regenerative by design, and which aims to keep products, components and materials at their highest utility and value at all times, distinguishing between technical and biological cycles”. Circular Economy (CE) envisage to achieve goals such as restore, regenerate, maintain utility and maintain financial and non-financial values of the materials/products in the business and all kinds of anthropogenic activities. CE stems from various schools of thoughts such as Cradle to Cradle, biomimicry, performance economy, industrial ecology, regenerative design, etc. The principles that needs to be honored for successful CE are system thinking, innovation, stewardship, collaboration, value optimization and transparency. This suggests that ideal CE strategies are holistic in approach and have systemic effects on the economy.

The CE will contribute positively to multiple sustainable development goals (SDGs) such as SDG 6 on energy, 8 on economic growth, 11 on sustainable cities, 12 on sustainable consumption and production, 13 on climate change. These positive effects on SDGs are envisaged based on the concepts such as there is no pollution and waste generation in the CE framework. However, considering the thermodynamic limits and technological challenges, realizing such an economy globally is difficult. There are chances that there will be pollution burden shifting from one phase of the product to another phase or burden shifting from one region to another region. Hence, before implementing any CE strategies it is necessary to ensure that “net global environmental sustainability” is achieved. To ensure this there is a need for rigorous assessment before implementation and monitoring after the implementation of CE strategies.

There are many studies in the literature on defining concepts of CE or elaborating the idea further. However, studies lack on the operational and implementation level of CE. According to BS 8001:2017 standard, the responsibility of choosing the appropriate CE performance indicators is borne by the organization implementing CE. The debate on the identification of the most suited metrics for CE is very much open, no consensus has been reached yet, which creates a subjective methodological framework for assessing CE.

Assessment of CE strategies are difficult as there need to be various requirements to be measured (flows of materials and energy, emissions levels, losses, durability, recyclability), process to be monitors (design, use, operation, and end of life), and various actions that are involved (e.g. cross sectorial collaboration). Most of the available indicators measuring CE strategies refer to the macro (i.e. region, nation, sector) and meso levels (i.e. eco-industrial parks) and not to the product level scale. There are contrasting opinions among scholars on what CE indicators at product level should measure and whether indicators addressing single or multiple issues are more suited. Some studies recommend that a circularity metric at the product level should focus exclusively on measuring circularity, i.e. the fraction of a product that comes from used products, as a single attribute of product quality and not on environmental performance or competitiveness.

There exist different categories of indicators such as, measuring both physical circularity, monetary value, and potential environmental impacts, mostly based on material flow analysis (MFA), material flow cost accounting (MFCA) and life cycle assessment (LCA). The relevance of using indicators based on life cycle thinking, such as carbon footprint, to complement material efficiency-based indicators has been the recent development in CE.

LCA is based on the eco-efficiency concept, which focus on the optimization of individual product systems, leading not only to a reduction in resource consumption and pollution, but also to the potential risk of optimizing inherently unsustainable systems. The LCA methodology has already proved capable to assess the environmental sustainability of the traditional linear approach for reducing resource use, i.e. resource efficiency (or narrowing resources flows). At the same time, LCA can also assess the main CE approaches, i.e. slowing resource loops and closing resource loops. LCA is “by definition” meant to take into account two of the three necessary requirements for a CE strategy to guarantee absolute
resource decoupling, i.e. “ensure net resource reduction” and “avoid burden shifting between life cycle stages”.

Hence, an overall assessment of the environmental sustainability of product system needs coupling of indicators addressing complementary aspects, such as material circularity and performance from eco-efficiency (e.g. LCA indicators). The Multi-Criteria Decision Analysis (MCDA) framework can fit the purpose of addressing the multiple dimensions of circularity indicators and its use has therefore been. The MCDA comprise a set of methods based on various mathematical principles used to resolve conflicting objectives.

The novel approach of coupling different circularity indicators with LCA based indicators by means of MCDA is recently developed by the author (with Prof. Monia Niero), which enables capturing the performance of the product system from both CE and eco-efficiency perspectives. In most of the product system assessments, the stand-alone application of the material circularity based- and life cycle based- indicators presents a conflict and hence no alternative can be selected. The alternatives perform variably in different indicators, hence there is need for decision making framework that will couple the indicators representing performance of the product system from various perspectives such as material circularity, LCA based indicators, cost indicators, social relevance, etc. MCDA is particularly suited to address different quantitative and qualitative sustainability aspects and the study conducted by the author confirm the role of CE and the relevance of aggregated index towards the achievement of sustainable development goals. Finally, the author suggest extending the life cycle perspective to the economic and social dimensions, e.g. through the Life Cycle Sustainability Assessment (LCSA) framework. The development of combined circularity (and longevity) measures coupled with LCSA is also encouraged as one of the most urgent research needs within CE metrics. Therefore, it is recommended to use of MCDA to make sense of the complementary CE indicators currently available and encourage researchers to further explore the application of the MCDA framework and life cycle based- indicators (including the socio-economic dimension) to address CE trade-offs and rebound effects.

Reference:


https://authors.elsevier.com/c/1Xs-H3HVLKaZeZ (downloadable for free until 29 November 2018)

Editorial (Continued)

More recently, the MoEFCC has established a Resource Efficiency Cell with support of The Energy & Resource Institute (TERI). A EU delegation on Circular Economy recently visited India for potential collaborations. Niti Aayog is expected to develop a national framework and an action plan to foster and support India’s Circular Economy.

But promotion of Circular Economy cannot not be done solely by the Government. It requires a partnership approach where the markets (consumers, retailers) and investors are also involved.

Circular Economy is thus a concept that brings management and resources and residues together in the interest of economy, livelihoods and the environment. If implemented well then it will spur innovation and stimulate investments. Circular Economy is India’s hope towards smart and sustainable growth.

- Dr. Prasad Modak
What is a Green Bond

Green bonds are innovative financial instruments where the funds are invested exclusively in green projects that generate climate or other environmental benefits (by specifying the use of the proceeds, through direct project exposure, or securitization). Examples of such projects include renewable energy, energy efficiency, sustainable waste management, sustainable land use (forestry and agriculture), biodiversity, clean transportation and clean water. The structure and process of issuance of green bonds are identical to normal bonds. The International Capital Market Association’s (ICMA) Green Bond Principles and the Climate Bonds Initiative’s (CBI) Climate Bond Standards help to determine whether a bond qualifies as green or not. Typically, green bonds must undergo third-party verification/certification to establish that the proceeds are funding projects that generate climate or other environmental benefits. The CBI approves the third-party reviewers and also reviews the projects for the certification of the bonds.

High yield green bonds are beginning to emerge in the market. Abengoa Greenfield, a Spanish renewable energy services company, successfully issued the first high yield green bonds in September 2014. The issuance of municipal (muni) bonds and local government green bonds are also increasing. The first green muni bond was issued by Massachusetts in June 2013. Gothenburg issued the first Green City bond in October 2013. The State of California issued its first green bond in 2014. The Province of Ontario in Canada, New York State, and the City of Johannesburg and others have also issued green bonds. Closer to home, the Indian Railway Finance Corporation (IRFC) issued their first green bonds for the Indian Railways in January 2018.

Why issue Green bonds?

Many factors are contributing to the increasing popularity of green bonds in India and abroad. Some of them are:

1. Investors are increasingly demanding socially responsible investment (SRI) opportunities and have expressed a strong appetite for green bonds by repeatedly oversubscribing issuances. While retail investors demand sustainable investments from their brokers and fund managers, institutional investors are using green bonds to address ESG (Environment, Social, Governance) mandates. Before green bonds, ESG mandates had been a challenge to address with fixed income tools. As a result, green bond issuances have attracted new investors and new types of investors.

2. Green bonds are an excellent way to secure large amounts of capital that may not otherwise be available (or more expensive), to support environmental investments. Green bonds are well suited for large-scale sustainability projects such as wind and solar development, which often require capital investment and generate modest revenue over a longer investment horizon.

3. For the foreseeable future, green bond issuers are leaders in developing this market. They can encourage municipalities to participate and establish a financially innovative reputation. Early adopters will pave the way for the rest of the nation in financing environmental projects. Government leaders could also participate in working groups and coalitions, which are shaping the market, developing standards, and ensuring lasting success. Green bonds can also pave way for financing India’s green or eco-friendly projects that did not start due to lack of funds or organizational support. Projects like dams, wind farms, electric public transport, metros, etc. can all be funded through the issuance of green bonds.

4. The most important reason to invest in green bonds is the cause for which the capital raised is used by the issuers. As the topics of climate change and sustainability continue to gain momentum, sustainable-minded investors are likely to invest in green bonds. Green bonds can advance the adoption of innovative new technologies, finance projects that result in green jobs, and promote economic and climate resiliency across regions.
How Green Bonds are issued?

Green bonds globally

Green bond issuance has become a global phenomenon, with China becoming a leading issuer this year and Indian issuance growing. Green bond market growth has many wider benefits. It can be a catalyst for wider national action on green finance and green infrastructure planning, as governments grow confident that there is private sector capital available for green solutions. Today, the attention of the market has mainly focused on climate-related co-benefits i.e. greenhouse gas (GHG) mitigation and adaptation to future climatic changes. However, green bonds could be used to support more varied environmental co-benefits. From a financial perspective, green bonds are not significantly more complex than traditional bonds. Principally, they require additional information on the environmental impact resulting from the use of the proceeds, rather than a new financial architecture.

Despite its rapid growth, the green bond market still accounts for a tiny fraction of the USD 19 trillion annual bond market. Until now, the value of annual issuance of green bonds has amounted to only tens of billions of USD. The initial issuers were international financial institutions (IFIs), notably the European Investment Bank (EIB) and the World Bank Group (WBG), which issued their inaugural green bonds in 2007 and 2008 respectively. The market started to boom in 2013 with green bonds worth billions being issued by the International Finance Corporation (IFC), EDF Group, Toyota and Unilever among others. Most of them were heavily oversubscribed (The Economist 2014). Green bonds have been the fastest-growing new asset class with USD 37 billion and USD 42 billion issued in 2014 and 2015 respectively. Figure 2 illustrates the growth of the green bond market. To date, most green bonds have been issued in OECD countries (CBI 2016a) even though a rapid expansion of the Chinese market was observed in 2016 (CBI 2016b). This is not surprising...
given that the bond markets in general are most
developed in these countries, with OECD countries
having the largest share of responsible investors. As
the market continues to structure itself, considerable
diversification of issuers from Multilateral
Development Banks (MDBs) to municipalities and
private corporations can be observed.

**Keep growing**

Green bond market (US$b)

<table>
<thead>
<tr>
<th>Year</th>
<th>Issued</th>
<th>Outstanding</th>
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<tr>
<td>06</td>
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<td>07</td>
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<td>11</td>
<td>160</td>
<td>300</td>
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Source: Credit Agricole

**Green bonds in India**

Developing countries like India are banking heavily
on the transport sector to decongest the cities and
to solve their pollution related issues. Currently at-least 8 cities in India are constructing metro lines and
the existing ones are expanding them in a very big
manner and scale. Metro projects require huge
capital and the governments or the responsible
authorities looking for new ways of funding, issuance
of green bonds looks as a bright prospect for these
projects.

Fiscally constrained municipalities need new sources
of low-cost capital to meet the investment needs for
climate aligned infrastructure. In addition, city
affiliated entities, including private sector players,
public-private partnerships and development banks,
are crucial contributors to building climate-friendly
cities.

**Policy and Regulatory Reform Needs**

Reforms are needed in policy and regulations
(including regulatory bodies) to stabilize and sustain
the green bond market. Transforming the financial
system is key to promoting the green transformation
of our economies, alongside environmental
regulations, pricing reforms, and fiscal policies. The
scaled “industrialization” of green finance is urgently
needed, which in turn requires international
harmonization of definitions, products and
standards.

Market-based innovations are supporting the
development of green finance, including green
bonds and associated principles, definitions and
standards, as well as enhanced risk analysis and
disclosure. Public-private collaboration is needed to
support the smart design and effective scaling of
market innovations and policy measures to advance
green finance.

Regulatory measures can provide opportunities for
positive incentives for green bonds. But it is also
crucial to ensure that they do not have unintended
negative consequences for low carbon and climate
resilient investments. This has been the case with
Basel III and Solvency II, which has disincentivised
the longer-term investments needed in renewable
energy and other low carbon sectors.

Tax credit bonds are being used to encourage the
development of bond markets in various countries
around the world, including, for example, the
municipal bond market in the US and the
infrastructure bond market in India Central banks
can use their balance sheets to purchase green
bonds, including through quantitative easing,
liquidity-providing operations and other
mechanisms. They can also play a coordinating role
in bringing together policymakers and advancing the
green bond policy research agenda.

A beginning must be made by the authorities and
the industry to increase the issuance of green bonds.
With general fiscal reforms gaining momentum in
the country, the time is ripe to make the
environment a part of the process.
BCCI SUSTAINABILITY COMMITTEE ACTIVITIES

- Certified Training in First aid on August 28 & 29, 2018
- Seminar on Machine Safety on August 31, 2018
- Presentations on Selection of Winners for Office Safety Awards 2018 on September 28, 2018
- Site Visit to Ambuja Nagar: Sustainability and Water Resources Development and Management in Gujarat on October 4 & 5, 2018

**FORTHCOMING EVENTS : REGISTER**

<table>
<thead>
<tr>
<th>Event</th>
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<tbody>
<tr>
<td>Announcing of Office Safety Awards 2018</td>
<td>October 16, 2018</td>
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<tr>
<td>Release of Compendium on Best Practices in Office Safety</td>
<td>October 16, 2018</td>
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<tr>
<td>Release of Guideline for Supplier Sustainability Toolkit</td>
<td>October 16, 2018</td>
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<tr>
<td>Round Table on Actioning Circular Economy</td>
<td>October 17, 2018</td>
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<tr>
<td>Training on Social Impact Management</td>
<td>October 25, 2018</td>
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<tr>
<td>Technical Seminar on Welding Technology for Industry 4.0</td>
<td>November 27, 2018</td>
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<tr>
<td>Site Visit to Siemens, Navi Mumbai</td>
<td>December 2018</td>
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</table>

For more details kindly visit website [www.bombaychamber.com](http://www.bombaychamber.com) or contact Ms. Aneeha / Ms. Shru
[csr@bombaychamber.com](mailto:csr@bombaychamber.com) / [ybf@bombaychamber.com](mailto:ybf@bombaychamber.com)

**TRAINING COURSES OFFERED BY BOMBAY CHAMBER**

Bombay Chamber of Commerce and Industry is 182 years old organisation, an oldest Chamber in the Country. It has been understood that the Sustainability of the business is dependent on the human resource of the organisation. The corporate are investing on their very important Human Resource to enhance their knowledge and skills. As a service to the members and potential members, the Chamber is offering following training courses in the Chamber's premises and organisation's premises as well.

1. Women Safety
2. Prevention of Sexual Harassments
3. Management of Finance
4. Work-life balance
5. Stress Management
6. Corporate Grooming
7. Women Empowerment
8. Spirituality
9. Training in yoga
10. Women related Health Problems
11. Ergonomics Safety
12. Leadership Skills
13. Conflict Management
14. Finance for Non-Finance Managers
15. Enhancing Productivity at work
16. Innovation and Creativity
17. Leading with Emotional Intelligence
18. Personal Excellence and Branding
19. Coaching and Mentoring
20. Customer Orientation
21. Time Management
22. Transformational Leadership
23. Towards Winning Teams and Interpersonal Skills
24. Corporate Etiquette & Professional Presence
25. Oral & Written Communication Skills
26. High Impact Presentation Skills
27. New Age Manager
28. Customer Complaint to Customer Loyalty
29. Leadership & Accountability
30. Effective Meeting Facilitating Skills

We are sure that corporate will take advantage of the opportunity.

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Tel.:022 61200214 / 227 Email: sustainability@bombaychamber.com / csr@bombaychamber.com