



টাইমস  
গ্রুপ



**TIMES**  
**GROUP**

"Let's Serve You Better"





**Sundarban, the largest mangrove forest in the world**



**Cox's Bazar, the longest unbroken sea beach**

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## Welcome to Times Group

As the Chairman of the Times Group and, on behalf of the Board, I would like to take the liberty of sharing a view with you.

I have always believed, Bangladesh holds an enviable position in the world, when it comes to leisure travel. One interesting fact is: if someone from abroad moves within a radius of around 200 km from a certain point, he or she will notice a palpable change in Bengali spoken-language and the visitor will also note a slightly different hue in the socio-cultural texture.

This is about time, when we all in this trade, could plan out and proceed ahead with our newer travel concept, particularly, to increase the in-bound traffic of tourists.

It would help accelerate the growth of the sector, as a whole. And subsequent cash-generation in convertible currencies would make the Government's coffer look tangibly healthy.

With this vision in mind, in 1983, the Times Group of Companies began its journey with 300 sft office space and a six-member workforce. The path we trode and attained this current stature, has been an arduous one and filled with challenges.

Today, many years down the road, when I look back, I can see how, this organization stands distinctively, as a leading Travel and Tourism Company.

Meanwhile, we have branched out to other businesses, the most recent one being Times ASL Call Centre, having an ISO certification.

As about customer satisfaction, whatever good reputation the Group has earned, it could be attributed to cherish the corporate policy of Honesty, Sincerity and Pro-activeness.

Before concluding, I take this opportunity to express my sincere gratitude to all in the Government, Non-Governmental Agencies, individuals – at home or, in abroad, and all the companies in this sector.

I also pray to the Almighty Allah for our beautiful country to prosper and its noble-hearted people to be secured and happy.

### **MD. ABUL KHAIR**

Chairman and Managing Director





# Bangladesh: At a Glance



Bangladesh is situated in the North-East of South Asia. It is adorned by the Himalayas in the north, the Bay of Bengal in the south, the Gangetic plains of Indian West Bengal, and the almost impassable forest of Myanmar and India to the east.

Much of the country's land area has come up from alluvial deposits from the major rivers. The land is mostly flat except for a range of hills in the south-east. And it is characterized by marshy wet lands and jungles.

Bangladesh has a rich historical and cultural past: Combining Dravidian, Indo-Aryan, Mongol/Mughul, Arab, Persian, Turkish, and Western European cultures. Inhabitants of Bangladesh, about 98% of who are ethnic Bengali and speak Bangla as their mother tongue. Non-Bengali Muslims of Indian origin, and various tribal groups, mostly in the Chittagong Hill Tracts, comprise the remainder of the total population. A majority of Bangladeshis ( about 88.3% ) are Muslims, the Hindus constitute a sizable (10.5%) segment. There also are a small number of Buddhists, Christians, and animists. English is spoken in urban areas and among the educated.

The President, while Head of State, holds a largely ceremonial post; the Constitution endowed real power is with the Prime Minister, who is head of

the Government. The President is elected by the legislature (Parliament) in every 5 years. The Prime Minister is appointed by the President. The Prime Minister must be a Member of the Parliament (MP). The legislature is a unicameral, 300-seat body. All of its members are elected by universal suffrage within every 5 years. Bangladesh's judiciary is a civil court system based on the British model; the highest court of appeal is the Appellate Division of the Supreme Court.

Bangladesh has made major progress in improving the standard of living of its people over the past two decades. It has successfully reduced the fertility rate from 7 to 3.13 births per woman; infant mortality rates have fallen to 54 per thousand, live births and life expectancy is now 62.80 years.

The population growth rate fell from over 3% in the 1970s to 2.09% in 2005. Primary education enrolments have doubled in less than 20 years and the adult illiteracy rate has fallen to 41.10%.

Bangladesh belongs to the countries in its region having made most progress on the Millennium Development Goals (MDGs), having already reached four MDGs.





## Basic Facts of Bangladesh

<b>BANGLADESH</b>	<b>: COUNTRY PROFILE</b>
Official Name	: The People's Republic of Bangladesh
Capital City	: Dhaka
Independence Day	: 26th March
Geographical Location	: In South Asia between 20 <sup>o</sup> .34¢ and 26 <sup>o</sup> .38¢ latitude and between 88.01¢ & 92.04 ¢ east longitude .
Area	: 1,47,570 Sq.Km
Territorial Water	: 12 Nautical Miles
Population	: 158.6 Million (Adjusted)
Density	: 881 Per Square Km.
Growth rate	: 1.54
Population by Area	: Rural-76.57% Urban-23.43%
Literacy rate (7+)	: Both Gender-45.3, Male-49.6, Female-40.6 Both Gender-61.3, Male-65.9, Female-56.5 (Completed at least 1st grade)
Literacy rate (15+)	: Both Gender-47.5 Male-53.9, Female-40.8
Per Capita Gross National Income(GNI)	: Taka 28443 (US\$470-)
Language : National Language	: Bengali-98% English is also widely spoken and understood.
Religion based Population	: Muslim (89.7%), Hindu (9.2%), Buddhist (0.7%), Christian (0.3%), Animist and believers in tribal faiths (0.1%)
Administrative Units (BBS-2001)	: Division -6, District-64, Upazila/Thana-520 Municipal Corporation: 4 Municipalities- 223, Union Parishad-4533, Village-87928
Time	: GMT +6.00 Hours
Main Seasons	: Winter (November-February) Summer (March-June) Monsoon (July-October)
Principal Rivers	: Padma, Meghna, Jamuna, Brahmaputra, Tista and Karnaophuli, (Total 230 rivers including tributaries)
Best Tourist Season	: October to March.



# The Group of Companies

## Primary focus on the Group of Companies

### Domestic & International Travel and Tourism

Air Trip International Ltd.  
Times Aviation System Limited  
Times Express Ltd.

### Business Process Outsourcing & e-Services

Times ASL Call Center

### Developer

Times Holdings Limited

### Dairy, Poultry & Fish Development

Times Dairy, Poultry & Fish Complex Ltd.  
Import & Export

### Health Care Service

Huma Health Centre

### Foreign Employment

Times Enterprise

### Currency Exchange

Dawn Money Exchange Limited

### Garments

Timeless Apparels Ltd



## We Are Here

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### **Head Office :**

"City Heart" (4th Floor)  
67, Naya Paltan, V.I.P. Road  
Dhaka-1000, Bangladesh

Phone : 9353512-5(4 Lines), 8321119, 8313775,  
9352486, 8316735, 8322430, 9336033,  
9358498, 9338013, 8312852  
Fax : 880-2-9353516  
Res : 8860164 Fax: 88028857159  
Email : [airtrip@timesgroupbd.com](mailto:airtrip@timesgroupbd.com)  
Web : [www.timesgroupbd.com](http://www.timesgroupbd.com)  
[www.timesasl.com](http://www.timesasl.com)  
[www.timesenterprisebd.com](http://www.timesenterprisebd.com)

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### **Gulshan Office :**

"Navana Tower" (5th Floor)  
45 Gulshan Avenue, Gulshan-1,  
Dhaka-1212, Bangladesh

Phone : 9857545-7 (3 Lines), 9832713, 9860832  
Fax : 880-2-9857550  
Email : [timesaviation@timesgroupbd.com](mailto:timesaviation@timesgroupbd.com)

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### **Noakhali Office :**

3/17, Municipal Super Market  
Chaumuhani, Noakhali  
Bangladesh.

Phone : 0321-52391, 0321-52010  
Fax : 0321-51813

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### **Health Centre Office :**

House # 32, Road # A  
Block-J, Baridhara  
Dhaka-1212, Bangladesh

Phone : +88 01775675416  
Fax : +880-2-9857550  
E-mail : [humahc@timesgroupbd.com](mailto:humahc@timesgroupbd.com)





## Mission Statement

The Times Group endeavours to bridge the gap among countries, people, business and technology.

Our Mission Statements:

- To bring together people and places through services quality and commitment.
- To help forge a strong relationship the world over and to deliver outstanding services on a global perspective.
- To conduct business with honesty and integrity. The Groups philosophy is that of respect and appreciation for those who are associated with companies, comprising the Group.
- To share the fruits of prosperity, as the Times Group succeeds, with the employees and the communities it serves.





## Philosophy

### The Group's Corporate Philosophy

- The member companies of the Group are in the respective field of business for meeting and satisfying the precise needs of their clients.
- The member companies shall, at all times, endeavour to make every dealing pleasant and fulfilling.
- Each member company is respectful towards its clients and nurtures a relationship that is mutually rewarding.
- The member companies of the group maintains the highest level of integrity when dealing with the respective clients.
- The Group always strives to infuse the substance to the corporate slogan: ' Let's Serve You Better.



## Top Management and the Management

### **Md. Abul Khair**

Chairman & Managing Director

### **Lutfun Nahar Khair**

Director

### **F.S. Huma Khair Mannan**

Director

### **AKM Mahboob Mannan (Pallab)**

Director

### **Md. Abu Taher**

Director

### **Md. Abu Bakkar Siddique**

Director

### **Md. Mahbubul Habib (Saibal)**

Director

### **Zahidul Hasan Saikat**

Director

### **M A Quddus**

Director Finance

### **Yasmin Rahman**

Executive Director

### **Miah Mohammad Asif Al Hussain**

Director (Marketing and Sales)

### **Md. Mustafizur Rahman**

GM (Admin.)

### **Kazi Sultan Ahmed**

GM (Finance)

### **Md. Khorshed Alam**

GM (Accounts)

### **Md. Moyedul Ahsan (Babu)**

DGM Sales and Marketing

### **Saif Uddin Ahmed**

DGM Sales

### **Nasir Uddin Ahmed**

DGM Marketing

### **Shamim Sarwar**

Manager Sales & Marketing

### **Salma Ahsan Saki**

Manager (Reservation)

### **Md. Fazle Hossain**

Manager Counter

### **Md. Wasim Rahman**

CEO Call Center

### **Rajdeep Ghosh**

Operation & HR Manager

### **Farzana Sharmin Nimmi**

HR Executive

### **Md Abidur Rahman**

Manager Admin

### **Md Rashedul Islam**

Manager IT



## Mirroring the top Management



**MD. ABUL KHAIR**  
Chairman and Managing Director

'An institution is the lengthened shadow of a man' – true to this saying, the Times Group of Companies have reached to its present stature – under the visionary and able leadership of Md. Abul Khair. About 30 years back, on graduating in Commerce, he sailed out with the group's flagship company: Air Trip International Limited.

Since then, he branched out through other successful companies, and the Times Group began to blossom.

Md. Abul Khair, Chairman of the Times Group, is deeply involved in multifaceted humanitarian and social activities. His social services encompass : Life Membership in the Gulshan Society, the Capital Recreation Club, the Behektro Noakhali Samity, Vice Presidentship in the Senbag Kalyan Samity, Navana Owners' Association, Secretaryship in the Cityheart Owners' Association ,Lake Premium Owners' Association. Besides, Presidentship(ex) in the Lion Club Banani Greater.

His welfare and charitable activities extend to Presidentship, in the Mosque-e-Noor, Aziz Mosque and Mosque-e-Noor Chala. Again, he is member of the Trustee Board of Azimpur Primary School and in the Hena Khair Mosque and Madrasha.

Md. Abul Khair's span of non-business activities also embrace Media related involvements, in the capacity of Advisor for: Senbagh Barta, a monthly Bengali Newspaper and for Satabdir Digonta, a weekly Bengali Newspaper. While he is Member of the Board in Laxmipur Barta, and in the University Campus, both of which are Bengali Newspapers.

As a frequent Traveller, he has visited a number of countries, to name a few are- Australia, Austria, Bahrain, Canada, China, Egypt, France, Germany, Greece, Hongkong, Indonesia, Malaysia, India, Japan, Kuwait, Lebanon, Macau, Malta, Morocco, Netherlands, Philipines, Qatar, Saudi Arabia, Singapore, Switzerland, Turkey, Thailand, UAE, UK and USA.

## LUTFUN NAHAR KHAIR

Director

Lutfun Nahar Khair has got a considerable experience as a Director, in the Times Group. Since the Group's genesis, her support in the formation of each company, under its umbrella, has been invaluable. Her spirited role, as a Director, imbued the other members to forge ahead and to make every company a viable one.



Her participation in the social milieu is vivid and generous, too. Some of them are, in the social front – Member, Gushan Society, Capital Recreation Club and Senbagh Kalyan Samity.

She is also involved in Welfare and Charitable activities. She is Member in Mosque-e-Noor, Aziz Mosque and in the Mosque Noor's Chala.

As a Trustee, she extends her participation to: Azimpur Primary School and Hena Kabir Mosque and Madrasha.

Her Media related activities encompass, as a Member: Senbag Barta, a monthly Bengali Newspaper, Satabdir Diganta, a Bengali Weekly, Laxmipur Barta, a vernacular Newspaper and the University campus, another vernacular Newspaper.

She has traveled many countries in the world, some of them are : Australia, Bahrain, Canada, China, Egypt, France, Germany, Greece, Hongkong, Indonesia, India, Italy, Japan, Kenya, Kuwait, Lebanon, Macau, Malaysia, Malta, Morocco, Nepal, Netherlands, Philipines, Qatar, Saudi Arabia, Singapore, Switzerland, Thailand, Turkey, UAE, UK, and the USA.

## F.S. HUMA KHAIR MANNAN

Director

An MBA in Marketing, F.S. Huma Khair Mannan, took part in the Times Group's activities from her adolescent days. Accomplished and articulated, she comes up with innovative ideas. And she helps those being translated into realities with major breakthrough for the Group's companies. Her intelligent approach has changed the very complexion of the Group's marketing strategy. As being a Director now, she is intensely involved in Group's business activities.



As an amiable person, she takes genuine interest in Social and Charitable work. She is member in the – Gulshan Society, Capital Recreation Club, Senbagh Kalyan Samity and also in the Gulshan Health Club. Besides, she acts as a Secretary in the Lake Premium Owners Association.

She toured a number of countries, a few of them are: Australia, Canada, China, India, Indonesia, Malaysia, Nepal, Saudi Arabia, Thailand, UK and USA.

### **AKM MAHBOOB MANNAN (PALLAB)**

Director

A savvy personality, who did his MBA from the Trinity University AKM Mahboob Mannan (Pallab) is a Director both in the Air Trip International Ltd, and the Times Aviation System. He has a working experience of about 10 years, with the North West Airlines, USA and with the Singapore Airlines. A mastermind and a cloyen of the 'Think tank' for the Times Group, he has added a new dimension in professionalism. His leadership traits, with mellowed suavity, has earned him a lot of praises. Mahboob Mannan's contributions to the Group's rising stature is being appreciated by travel trade people, at large.



A widely traveled person, he has already visited countries like : Bahrain, China , Cyprus, Doha, Egypt, Hongkong, India, Indonesia, Malaysia, Switzerland, Pakistan, Qatar, Schengen countries, UK and the USA.

Mahboob Mannan takes a considerable interest in Social and Welfare activities. He is currently involved as the Finance Secretary for HAAB. And again, he is Deputy Secretary General in ATAB.

### **MD. ABU TAHER**

Director

Md. Abu Taher is a Director of Air Trip International Ltd., Times Aviation System Ltd., Times Dairy Poultry and Fish Complex Ltd. and Dawn Money Exchange Ltd. Md. Abu Taher graduated in Bachelors of Arts. He has more then twenty years of experience in the sector. At present, he looks after travel related Business of Air Trip International Ltd., located in Noakhali, Bangladesh.



### **MD. ABU BAKKAR SIDDIQUE**

Director

Md. Abu Bakkar Siddique is the Director of Air Trip International Ltd

Times Aviation System Ltd., Times Dairy Poultry and Fish Complex Ltd\* Dawn Money Exchange Ltd. Md. Abu Bakkar Siddique has a Humanities" background. He has more then fifteen years of experience to offer. At present, he looks after Agriculture and Times Dairy, Poultry & Fish Complex located in Noakhali, Bangladesh.



### **MD MAHBUBUL HABIB (SAIBAL)**

Director

Md Mahbubul Habib has completed his MBA from Royal University of New Zealand. He is attached with Times Group of companies as Director & specially he looks after the functions of Times Express Ltd. His current role is to follow up ticketing, reservation, handling corporate customer, promoting product and business development. Apart from the above, he is also responsible for overall management of Times Express Ltd which includes sales promotions and staff welfare. As travel agency is a client oriented business, he ensures that the client get the maximum service from the sales staff of our agency.



### **ZAHIDUL HASAN SAIKAT**

Director

Zahidul Hasan Saikat is one of the youngest Director of Times Group. He is studying BBA at South East University. He is looking after overall Management issues of Times Group from our Gulshan Navana Tower office .



**MR. M.A. QUDDUS, Director Finance**

Mr. M.A. Quddus has 35 years experience as Deputy General Manger, Bangladesh Bank, Working in this Group as Director Finance since 2006. He had extensive training in Audit, Inspection & Foreign Exchange & Finance. Looking after all finance, audit and various affairs of Banking & financial matters.

**YASMIN RAHMAN, Executive Director**

Executive Director Yasmin Rahman has 30 years of experience in travel trade. She has a Bachelor Degree in Arts. Yasmin Rahman served for PIA from 1977 to 2002. Later, in 2002 she joined the GMG Airlines/Holidays till 2005. She received extensive training in travel business in PIA and held position as a Sales Manager. This Extensively traveled lady joined Air Trip International Ltd., as the Executive Director in 2005.

**MIAH MOHAMMAD ASIF AL HUSSAIN, Director (Marketing and Sales)**

As a Director in Marketing and Sales, Miah Mohammad is working in Air Trip International Ltd. from 2006. Previously he was a Director in Amity Fashion Wears Ltd and Welcome Travel Agents Ltd. for several years. He is also involved in social services.

**MD. MUSTAFIZUR RAHMAN, GM (Admin.)**

Md. Mustafizur Rahman is the General Manager of Air Trip International Ltd. He is a acting adviser of several newspapers. Md. Mustafizur Rahman is a member of IATA, BCC, ATAB, UAAB, BAIRA and Bangladesh Malaysia Chamber of Commerce & Industry. He is also involved in social services, welfare and charity work.

**KAZI SULTAN AHMED, GM (Finance)**

Kazi Sultan Ahmed has an experience of 25 years in travel industry. He started his career as a tax adviser 19 years back. Later he joined Air Trip International Ltd. Kazi Sultan Ahmed is a life member of Income Tax Adviser Association and committee member of a mosque.

**MD. KHORSHED ALAM, GM (Accounts)**

Md. Khorshed Alam brings 22 years experience in Accountancy. He worked at Atlas Travels as a Manager Accounts for 7 years. He is working as the DGM in Accounts Department of Air Trip International Ltd. from 1993.



**MD. MOYEDUL AHSAN (BABU), DGM**

Md. Moyedul Ahsan has been working as Sales Manager for Times Group for several years now. He has fifteen years of experience to offer in Travel trade. Previously he worked for Pan Aviation, Transworld, Scanwell Freight and Alpha Aviation.


**SAIF UDDIN AHMED, DGM**

Saif Uddin Ahmed graduated from Jagannath University in Physics. Since 2007, he is working for Times Group of companies. He has served in both Accounts and Sales department of the company. Currently, he is holding the position of Deputy General Manager.


**MD. NASIR UDDIN, DGM**

Nasir Uddin after completing his graduation he had joined Times Group almost from the beginning till today. He is monitoring all sales, Marketing and Administrative issues. He is specialized in Saudia Arabian Airlines affairs. He has extensive training on Reservation, Ticketing & Refund issues.


**SHAMIM SARWAR, Manager (Sales & Marketing)**

Shamim Sarwar has brought his vast knowledge and experience of Aviation Industry in Times Group and working as Manager, Sales & Marketing. He had started his Aviation carrier in 1987 as a Reservation & Ticketing Officer with Dhaka Cathay Pacific Airways. Since then for the last 28 years he had built his carrier in Aviation Industry both in Airlines and Travel Agencies in Bangladesh, USA and Saudi Arabia. He had served in Dhaka Emirates Airlines for almost 12 years, Cathay Dragon, Cathay Pacific Airways, GMG Airlines and Best Air. He had also served 07 years in IATA Travel Agency in Los Angeles, USA.


**SALMA AHSAN SAKI, Manager (Reservation)**

Mrs. Salma Ahsan Saki joined Air Trip International Ltd. on 26 July, 2009 as a Reservation Manager, before she worked in Kuwait Airways corporation from June 1994 till Feb 2008 as a Senior Supervisor, Reservation and then after she joined Yemen Airways Dhaka in March'08 and worked till June, 2009 as a Manager, Reservation. Before joining in airline trade she worked in ICDDRDB as co-ordinator in a project for 3 years.


**MD. FAZLE HOSSAIN, Manager Counter**

Md. Fazle Hossain Started his career at Welcome Travel Agents Ltd. in 1993. He completed his Bachelor of Arts from National University in 1993. After his graduation he successfully completed various training programs in the travel industry such as Basic Fairs and Ticketing Course, Computer reservation, Qatar Airlines Workshop, United Airlines Workshop, and Special Prorate Agreement Course from Biman Bangladesh Airlines. Md Fazle Hossain brings his vast knowledge and several years of experience to Times groups as the Manager, Counter.





**MD. WASIM RAHMAN, CEO- Call Center**

Wasim Rahman (Head of Operation) has eight years of international experience within the Contact Centre, Consulting and Customer Management. He has worked in a variety of sectors, including telecommunications, banking, IT. He has established many start-up operations and over-seen major change-management programmes for being globally recognized. Whilst very results oriented his focus has always been on achieving sustained growth and proposition viability in the longer term, be it profit or cost oriented. Most clients benefit from his unique hands-on coaching, mentoring, training and leadership approach. Wasim has the requisite industry knowledge and experience to afford him the confidence and more importantly, the credibility, to influence others, to facilitate change and to lead by example. Highly motivated and ambitious to succeed at all he can encompass, he is a true believer in success. He was the youngest person ever to become head of operation for Exoticphone.com. Currently he is working as a head of operation for Times ASL Call Center.

**FARZANA SHARMIN NIMMI, HR Executive**

Farzana Sharmin Nimmi is a highly experienced executive in the field of Human Resource. She has completed her Honours as well as Masters in the field of Management. She is working with Times ASL Call Center from the beginning of the Company. At present she holds the position of "HR Executive" in Times ASL Call Center.

**MD ABIDUR RAHMAN - Manager Admin**

Md Abidur Rahman is working as a Manager Admin in Air Trip International Ltd. He has a Ten years experience in IT sector, as an Admin Manager he conducts and supervises the floor and development programs for employees. He maintains, expands and provides active support in the selection of Recruitment Agencies which meets the corporate standard. Most clients benefit from his unique hands-on coaching, monitoring, training and leadership approach, moreover he also ensures Corporate Brandings and maintains appropriate communication at all levels.

**MD RASHEDUL ISLAM - Manager IT**

Md Rashedul Islam is working as a Manager IT in Air Trip International Ltd. He has a Five years experience in IT sector, as an IT Manager he conducts and supervises the floor and development programs for employees. He maintains, expands and provides active support in the selection of Recruitment Agencies which meets the corporate standard. Most clients benefit from his unique hands-on coaching, monitoring, training and leadership approach, moreover he also ensures Corporate Brandings and maintains appropriate communication at all levels.





এয়ার ট্রিপ  
ইন্টারন্যাশনাল লিঃ



**Air Trip  
International Ltd.**

A flying tiger with flying colors spanning business horizon of Bangladesh comprising Nine business concerns, and all a class of its own and which has only one motto commitment and challenge "Total satisfaction of its Clients."

Among the Nine vibrant business Concerns, Air Trip International is of the greatest value. Air Trip International Limited, speaking literally, is flagging the fleet of companies at Times Group.

Air Trip International Limited has gained a reputation of being a leading agency in Bangladesh and is amongst the top five travel agents of all Airlines for the past consecutive years and has achieved many appreciations and awards.

We are equipped with all four GDS reservation & ticketing system for prompt services to our clientele.

As a travel provider we serve Government, Non-Government Organization, NGOs, Multinational Companies, Recurting Agencies and individuals.

We started the travel business in 1983 approved by our National Carrier in 1986 and in 1991 agency was accredited to International Air Transport Association (IATA).



#### Services :

- Instant world wide ticketing
- Instant confirmation of seat
- Corporate/ticketing services
- Individual ticketing services
- Custom made packages
- Visa arrangement
- World wide hotel reservation
- Airport meet/ greet assistance service
- Religious pilgrimages to Makkah & Medina (Hajj & Umrah)

#### Member :

- IATA - International Air Transport Association
- BCCI - Bangladesh Chamber of Commerce & Industry
- ATAB - Association of Travel Agents Of Bangladesh
- HAAB - Hajj Agencies Association of Bangladesh
- BMCCI - Bangladesh Malaysia Chamber of Commerce & Industry
- BACCO - Bangladesh Association of Call Center & Outsourcing
- BAIRA - Bangladesh Association of International Recruting Agencies
- BAFFA - Bangladesh Freight Forwarders Association
- BASIS - Bangladesh Association of Software & Information Services
- TOAB - Tour Operators Association of Bangladesh





টাইমস এএসএল  
কল সেন্টার



Times ASL  
Call Center

### CALL CENTRE : An overview

At Times ASL, we offer outstanding Offshore Telemarketing solutions and BPO Services which promote our client's success by providing innovative, value-added, applications, that increase client productivity, enhance the quality of our client's communication and deliver maximum support. We are dedicated to deliver the highest level of customer satisfaction by offering the best of BPO Services.

Everyday, our clients entrust their customers for business to our bilingual employees, who engage in Telephone and Internet contacts, Call Center Operations, Information, Technologies and Management, Telecommunications, Sales, Customer Service and Marketing efforts, to receive the best of services that one can offer.

Businesses that intent on grow simply cannot cost-effectively develop the same sort of in-house sophistication in technology and human resources. By outsourcing, customer service and sales to Times ASL Call Center, businesses can preserve capital resources, reduce cycle time and improve on corporate performance.



### VISION

**Times ASL Call Center's** Vision is to be every client's trusted outsourcing partner on a long term basis. To set the next standard in outsourced contact center teleservices by improving our client's experience, and exceeding their expectations. And we deliver one call at a time, every call, every time.

### MISSION

Is to provide our clients with the highest level of performance and quality by continually investing in our staffs and infrastructure to ensure providing world class service to our clients.

### KEY VALUES

Maintain the highest standard of integrity and honesty



### ASSETS

**Times ASL Call Center** firmly believes in the importance of training, learning, and benchmarking for achievement of outstanding quality.

Training Inputs are imparted to every call center agent on an ongoing basis to maintain enhanced performance levels and individual growth.

The multi talented agents are the main pride of our center and the secret of the talent is that we do understand the importance of call center agent's training, as we train our agents with state of the art facilities and we develop them by providing International Standard Training (I.S.T)

## QUALITY

One of the oldest pioneers of the trade, Times ASL Call Center offers outstanding Off-shore Telemarketing solutions and BPO services which promote our clients' success by providing innovative, value-added applications to increase client productivity, enhance the quality of client communication and deliver maximum support.

Our mission is to provide our clients with the highest level of performance and quality by continuously investing in our staff and infrastructure. We are dedicated to delivering the highest level of customer satisfaction by offering the best of BPO services.

As of 2016, Times ASL has also been a core member of the Skills for Employment Investment Program (SEIP). This is a dynamic initiative to train thousands of unemployed graduates/ diploma holders of the country aged 18 to 40 in Business Process Outsourcing (BPO) such as Call Centres, data entry; Accounting, HR, Healthcare, legal process, etc. and place them in jobs.

This special project is run jointly by Skills Development Coordination and Monitoring Unit (SDCMU) of Finance Division under Ministry of Finance, Government of the People's Republic of Bangladesh and BACCO. Funding for the project is being provided by the Asian Development Bank (ADB) as loan to the Government of Bangladesh to provide assistance to 1.25 million youth by 2024 in the focus sectors.

As one of the focal training centers of this project, Times ASL has successfully conducted trainings to around ——— students. Our recruits have held records of successful completion of the course, consistently being awarded the top grades in written as well as oral examinations, and of being placed in jobs in the telecommunications, BPO and other service sectors.



At Times ASL Call Center, Quality is of prime importance. We believe in sustained quality as a critical factor for our continued success and growth. It has a sound procedure to monitor every call between its representative and valued customers. Our quest for quality of services is not limited to just contact center operation. We provide quality services that don't just satisfy clients, but far exceed their expectations.

The quality assurance team keeps a close eye on every agent and their incentives depend largely on the basis of their monitored performance.

## TIMES ASL AS A BPO

As a BPO Service provider we strive to deliver the best over time. Times ASL is a place where great expertise and innovative technology blend together to bring you the high tech call center services and offshore BPO service experience.

## HOW MAY WE HELP YOU ?

It is not just a question? Our team is responsive, trustworthy and innovative. We believe in quality so our profit is low and our ethics are high. We have got class of our own where you and your customer will appreciate

every minute our expertise. We continuously thrive on developing "the best and the better way to make our client happy" principle.





## HUMAN RESOURCE MANAGEMENT :

### Acquisition :

Times ASL Call Center's rigorous talent acquisition process, measures proven interactive ability, not just test scores. Our recruitment team invests a lot of time in understanding your program so that they can identify who best fits your needs.

### Retention :

We also offer the best Employment facilities and add other benefits so that no Employee is less than Completely satisfied

## CAREER DEVELOPMENT :

We establish a clear career path for all our employees. Infact, we focus on finding ways to retain talent and excel our employee's future with Times ASL Call Center.

## USPs AT TIMES ASL :

- Improve Customer satisfaction and Retention.
- Increase total revenue and product profits.
- Reduce Operating Costs with increased efficiency and accuracy.
- Real-time account management and marketing Faster
- delivery improve cost structure models Increase order
- accuracy reduce cost of returns.
- Low Operational Cost lowers clients expenses.



Let Times ASL Call Center support your direct marketing program with prompt and professional fulfillment services. We provide hands-on management from the moment the initial response is received until every request is fulfilled or completely satisfied.

As each fulfillment order is carefully assembled, among our top priorities are efficiency, confidentiality and product security.

With our computerized warehousing system, we can receive and properly store your literature, sample products and premiums.

Fulfillment requirements vary significantly from one company to another.

Contact us to see how we can assist you putting the puzzle pieces together

**We are ISO 9001:2008 Certified Company (Certificate No.36124).**

Times holding Ltd is one of the most promising company in Bangladesh .With the believe that construction is not just about building structure but an Art , the company goes beyond the traditional scopes of property development and integrates the best the world has to offer .That's why it has emerged as one of the reputed and fastest growing real estate developer of the country .

For maintaining quality Times holding Ltd never compromise to anything. Our structures are built with the best affordable quality materials and furnished with the most adorable furnishings .Commitment to complete the project on time has always maintained the trust of the people and this is something that makes this company different from other companies . Not only does it earns profit but also renders quality service at reasonably affordable prices .

Times Holdings Ltd is moving ahead with a strong Project Management team of Architects, structural/ project management engineers and marketing professionals . Each and every phase of construction is planned, determined, supervised and engineered by a strong group of experts , which makes this company stand distinct in the developing world of real estate business in Bangladesh

The company has catered to the needs of all sections of people by developing varieties of houses and accommodations. Designing, planning and constructing a number of projects in and around the city of Dhaka has been its main contribution to the city and the society as a whole. Its creations can be seen in the prime locations like Dilu Road , Mohammadpur , Siddheswari, Nurur Chala and in many other locations.

The company has phenomenally contributed in the growth of the real estate business across Bangladesh.





টাইমস ডেইরী, পলট্রি  
এন্ড ফিশ কমপ্লেক্স লিঃ



**Times Dairy, Poultry  
& Fish Complex Ltd.**



Is a successful enterprise of Times Group of Companies. A well thought of noble endeavor to support and ensure the sustainability of the livelihoods and for the welfare of the less privileged drawn by Mr. Abul Khair to diversify trade not only opening scope for employment but also for nourishment of protein deficiency of the mass.

The Project has the most modern integrated methods in its own vast land of rural area of Noakhali, Bangladesh.



Once again it's an immense pleasure for Times Group to announce that we are going to launch one more service industry which is ' **HUMA HEALTH CENTER**' which will be a sister concern of Times Group.

Times Group is also a partner with AL-Humyra Health Center Ltd which is GAMCA approved. The center is also approved by Bangladesh and Malaysian Government and that's why we have vast experienced in this service industry too.

Expatriates who are going to take up an employment need to get a work permit in order to work legally in different countries one of the main requirements of getting a work permit is the medical checkup.

**Vision:**

**Huma Health Center** will become an internationally recognized location of choice for quality healthcare and an integrated centre of excellence for clinical & wellness service in Bangladesh for expatriate medical checkup .

**Mission:**

To enable high quality integrated healthcare, research and wellness by forming strategic partnerships. This will deliver exceptional customer experiences, ultimately impacting every member of our society who is willing to go abroad for work





Patients are always at the heart of all we do in Huma Health Center

As a medical Centre, the convergence of clinical care and research enables us to pursue innovations to deliver better and more accessible care to our expatriates

Our institutions are centers of excellence, and we have taken strides to build a strong care network, transcending institution boundaries so that our expatriates are able to get the right check up when they need it in order to go and work hassle free as a work employments visa.

### **Care to Heal**

We aim to deliver consistently high quality care that is appropriate and accessible to expatriates for employment visa

A strong focus on patient safety, continual improvements and best clinical outcomes

We seek to be a trusted healthcare leader and give peace of mind to our patients

### **Educate to Empower**

We are committed to nurturing generations of healthcare professionals and empower them to shape the future of healthcare

As we pursue Academic Medicine, we need to harness the skills, knowledge & talent of our people and build strong partnerships between our clients

### **Innovate to Advance**

We aim to pursue innovations that transform and advance care for our patients

Our health center is the state-of-the-art information technology can facilitate implementation of a comprehensive nationwide service.





টাইমস  
এক্সপ্রেস লিঃ



**Times**  
**Express Ltd.**



A non IATA travel agency formed exclusively for the purpose of running a GSA fully equipped with four GDS system outfitted with logistic support and trained staff, well situated in commercial building around Diplomatic zone.

The agency is carrying out day to day travel related functions such as international and domestic ticketing, hotel reservation world wide; visa arrangements for countries authorized only, prepare holiday packages both inbound and outbound.





ডন মানি  
এক্সচেঞ্জ লিমিটেড



**Dawn Money  
Exchange Ltd.**

Along with travel agencies, the Times Group of Companies felt the necessity of opening of Dawn Money Exchange Limited with due permission from Bangladesh Bank, the country's central controlling Reserve Bank. We assure customers of reliable and easy exchange of foreign currency at the best rate, compared to others.

Dawn Money Exchange has an exclusive booth located within the premises of Air Trip International Ltd with full logistics support.





টাইমস  
এন্টারপ্রাইজ



**Times  
Enterprise**

Bangladesh is a very densely populated country. Its huge population puts an enormous strain on the country's limited resources. A population of more than 163 million and limited economic growth make jobs in this country extremely limited and insufficient .

Times Enterprise secured a Recruiting License from the Ministry of Labor & Employment, Government of the People's Republic of Bangladesh in 1992 and since then successfully recruiting skilled/unskilled labor force for overseas employing companies in Kingdom of Saudi Arab , Middle-East , Kuwait and other countries . we provide a complete range of services to the job seeking people who intend to be employed outside Bangladesh .

Times Enterprise is committed to study and understand the need of the employer carefully and then search and select the finest employees from the local human resource market abiding by all rules and regulations of Bangladesh and the Government of the country of employment.

In this present world, export of manpower has become an internationally competitive business. Times Enterprise is crafted and designed to face any challenge to remain in the leadership in this field

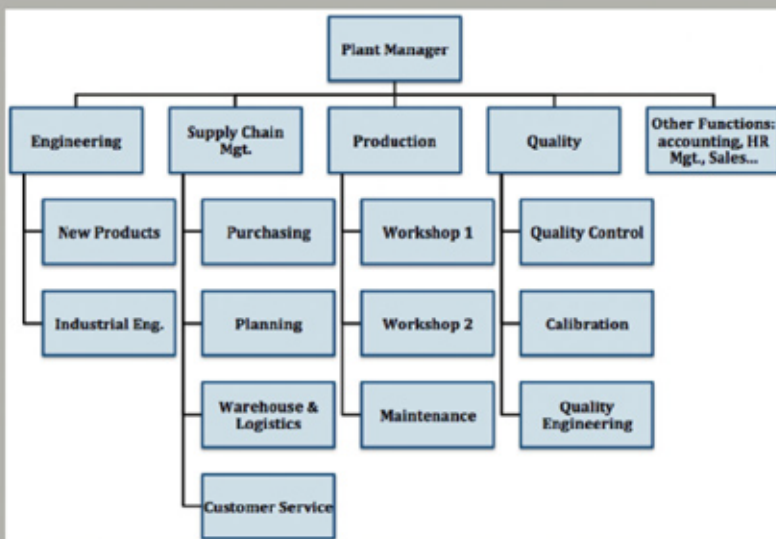




Garments are the number one economical sector of Bangladesh. Bangladeshi garments sector earns a lot of reputation from foreign garment buyers. It can provide the higher quality product with a convenient price than other garments manufacturing countries. By full filling our demand, our garments companies are exporting Garment products to other countries. It is our self reliant sector. Bangladeshi garments sectors growth rate was extremely appreciated at the time when the world faced economic recession. Simultaneously, Bangladesh became the world's second leading apparel supplier. This sector is profitable one and adding huge foreign currency in our economy.

The company produces some of the most fashionable denim fabrics and garment products and owns one of the most comprehensive and resourceful manufacturing facilities in Bangladesh. Timeless Apparels Ltd has earned name and fame both at home and abroad as one of the top apparel companies in Bangladesh. The continuous growth of this group is moving forward hand on hand with the industrialization of the home country, Bangladesh. Moreover we as a Bangladeshi apparel manufacturer have been contributing immensely in the financial growth of the nation.

Timeless Apparels Ltd, one of the top apparel companies in Bangladesh is exporting to USA, Europe & Others Country for a long time. Because of our successful history with the world leading customers and buyers, we are the most valued and well reputed Bangladeshi apparel manufacturer. Its overseas outlet office in Malaysia, Srilanka and Maldives gives fastest support in procurement of fabric and accessories. Our own C & F office in every Bangladeshi port gives privilege of quick clearing and forwarding support.



## GOAL

To achieve and maintain a position as a world class manufacturer to offer more reasonable pricing, better quality and reliability to face challenges of retail environment. We ensure cent percent Safety Quality, Delivery on Time, Commitment & Maximize Utilization of Resources.

## CODE OF CONDUCT

we have a plan to compliance policy. Our compliance policy is based on standards & principles, local labor laws, code of conducts of key buyers. The factory is full compliance with ILO and Bangladesh Labor Law. Our Company policy is to follow these and effectiveness is ensured through Admin & HRD department:-

1. No Child Labor
2. No Forced Labor
3. Computerized time keeping
4. Hours of work to be maintained
5. Intervals of rest
6. Weekly Holidays
7. Annual Leave
8. Festival Holidays & Leaves with bonus
9. Maternity leave
10. Worker's welfare committee
11. Sanitary facilities
12. Giving a top priority on prevention of fire and eventual evacuation
13. Customs compliance to local and exporting countries
14. Uniform for workers
15. Group insurance coverage

## MANUFACTURES

Men's Ladies, Boys, Girls and Children all sort of wear such as Shirt, T-Shirt, Pants, Suits, Dress & Sweater etc.





টাইমস এভিয়েশন  
সিস্টেম লিমিটেড



**Times Aviation  
System Limited**

An IATA travel agency established in 2003 is a sister concern of Air Trip International Ltd., within a short span of time. Since Times Aviation System Ltd entered the market, it has established itself as a market leader for its service, professionalism and effective network in providing parallel service in all fields as its parent company Air Trip.

Staff of Air Trip International Ltd and Times Aviation System Limited has received extensive training in reservations, e-ticketing from airlines. Our staffs are specialist in serving the needs of the travel agency has gained reputation for assurances of all travel related services for its customers.

Times Aviation System Limited is BSP/GDS linked with all participating carriers in Bangladesh also holds manual ticket stock of non BSP airline for travel and packages.

We aim to provide quality service to our customers.



# **COMPANY'S ACHIEVEMENTS**















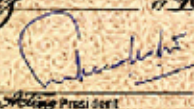
DCCI

Book No. 031

Serial No. 03080

**THE DHAKA CHAMBER OF COMMERCE AND INDUSTRY**  
80-88, MOTILAL COMMERICAL AREA, DHAKA-2


MEMBERSHIP CERTIFICATE.

This is to Certify that *M/s. Star Trip International Ltd*  
 is a General/Associate Member of the Chamber. The fee is engaged in *Star Ticket Selling*  
 This Membership shall remain valid upto 31st December, 20 *90* Term under the Common Seal of the  
 Chamber till *22nd* day of *May* 20 *90*

 Secretary
  Acting President

FOR VALIDITY PLEASE SEE OVERLEAF



DCCI

Book No. 045

Serial No. 04496

**THE DHAKA CHAMBER OF COMMERCE AND INDUSTRY**  
80-88, MOTILAL COMMERICAL AREA, DHAKA-2

MEMBERSHIP CERTIFICATE.

This is to Certify that *M/s. Times Enterprise*  
 is a General/Associate Member of the Chamber. The fee is engaged in *Recruiting*  
 This Membership shall remain valid upto 31st December, 20 *93* Term under the Common Seal of the  
 Chamber till *25th* day of *January* 20 *93*

 Secretary
  President

FOR VALIDITY PLEASE SEE OVERLEAF



## Certificate of Accreditation


Presented to:

NO: 42-3 0649-3

**AIR TRIP INTERNATIONAL LTD**  
DHAKA BANGLADESH  
**2009**

This is to certify that the above agent has met the professional standards of the  
**International Air Transport Association**  
to promote and sell international air passenger transportation.

  
Tara Murphy  
Senior Vice President, DFS

  
Wing Hong  
Regional Director, DFS  
Asia Pacific

Sl. No. 1612

Date of issue: 30.6.2008.



**ASSOCIATION OF TRAVEL AGENTS OF BANGLADESH**

Oriental Trade Centre, 7th Floor, 63/1 Patana Pallan Lane, VIP Road, Dhaka-1000, Bangladesh

### TO WHOM IT MAY CONCERN

This is to certify that M/S. Air Trip International Ltd.

of 3/17, Municipal Super Market, Chamuhani, Noakhali.

is a member of Association of Travel Agents of Bangladesh (ATAB).

Their membership have been renewed for the year 2008

  
Secretary, ATAB









043



# Certificate of Registration

This certificate has been awarded to

## **TIMES ASL CALL CENTER**

City Heart, 4<sup>th</sup> Floor  
VIP Road, 67, Naya Paltan,  
Dhaka-1000  
Bangladesh

in recognition of the  
organization's Quality System which complies with

**ISO 9001:2008**

The scope of activities covered by this certificate are defined below

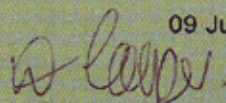
**BUSINESS PROCESS OUTSOURCING CAMPAIGN**

Certificate Number: 36124 Issue No.1

Date of Issue: 10 July 2009

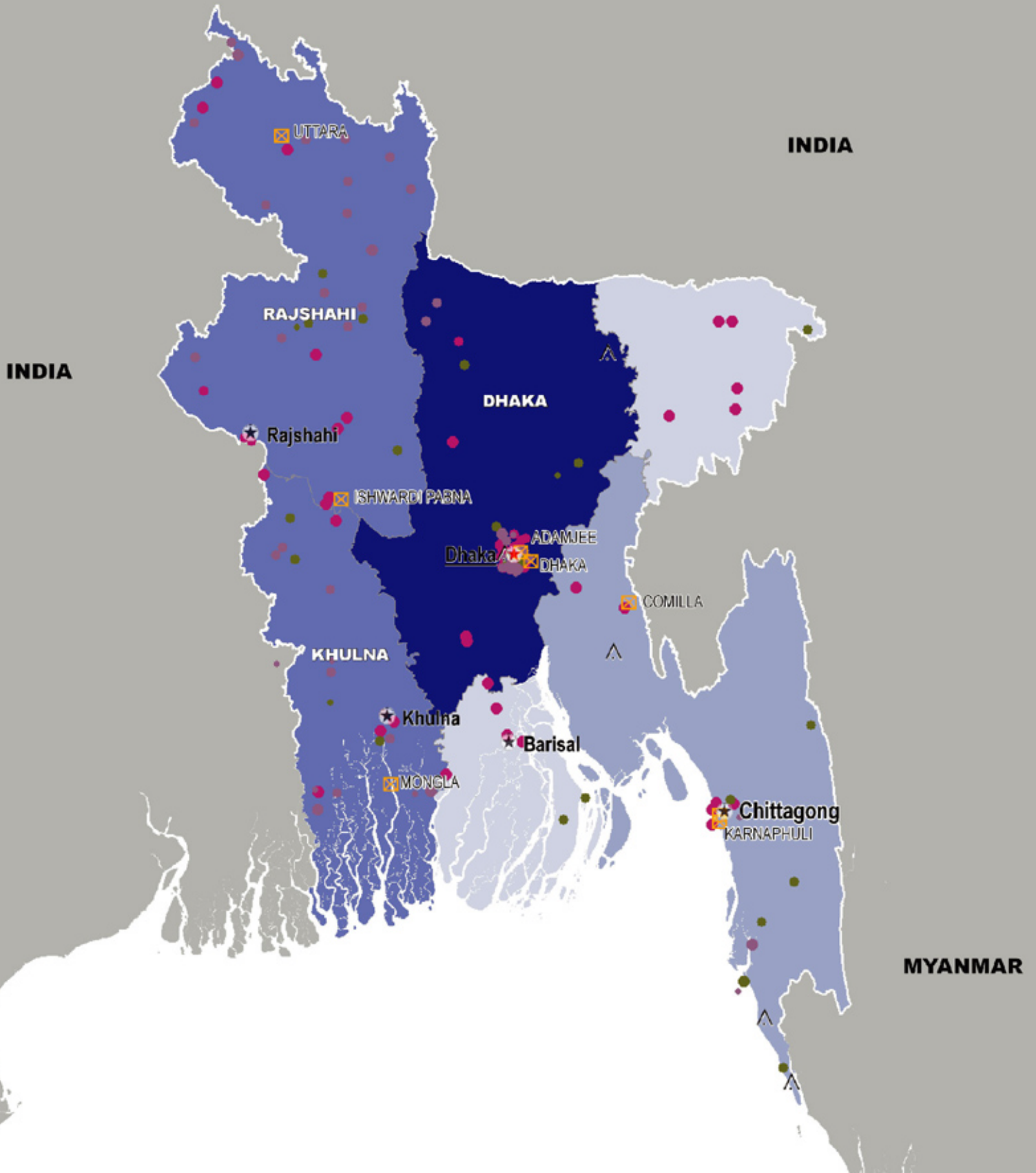
Expiry Date: 09 July 2012

Issued by:

  
On behalf of the  
Schemes Manager

URS is a member of Registrar of Standards (Holdings) Limited a UK registered company.

# BANGLADESH





-  **এয়ার ট্রিপ**  
ইন্টারন্যাশনাল লিমিটেড  **Air Trip International Ltd.**
-  **টাইমস এ&এল**  
সেল সেন্টার  **Times A&L Cell Center**
-  **টাইমস**  
হোল্ডিংস লিমিটেড  **Times Holdings Limited**
-  **টাইমস**  
ডেইরী, পশুপালি এবং  
ফিশ কমপ্লেক্স লিমিটেড  **Times Dairy Poultry & Fish Complex Ltd.**
-  **হিসা**  
হেল্থ সেন্টার  **Times Health Centre**
-  **টাইমস**  
এক্সপ্রেস লিমিটেড  **Times Express Ltd.**
-  **ডাউন মনি**  
এক্সচেঞ্জ লিমিটেড  **Down Money Exchange Ltd.**
-  **টাইমস**  
এন্টারপ্রাইজ  **Times Enterprise**
-  **টাইমস**  
আপারেল লিমিটেড  **Times Apparel Ltd.**
-  **টাইমস**  
এভিয়েশন সিস্টেম লিমিটেড  **Times Aviation System Limited**

A 24 Hrs Multiple Service Provider

**টাইমস গ্রুপ**  **TIMES GROUP**