

## CASE STUDY

# Experience and expertise deliver connectivity and compliance



A partnership of trust and compliance

### Services Used

- Customs House Brokerage (CHB)
- Supply Chain Optimization
- Road Transportation Services

### Customer Benefits

- A robust, compliant supply chain
- Full account health reporting and metrics
- Improved clearance and delivery times
- More efficient import processes

### About Castrol

Castrol, a subsidiary of bp, is a global brand of industrial and automotive lubricants offering a wide range of oils, greases, and similar products for most lubrication applications. Castrol has always been known for its cutting-edge technology in lubricants but also as a recognized safety leader within the industry as a world class operator, good corporate citizen, and renowned employer. The company prioritizes the health, safety, and security of its workforce and the communities in which it operates. As such, Castrol seeks to associate with suppliers and service providers who share similar philosophies in terms of quality, safety, and compliance.

### The Challenge

For Castrol India, it was difficult to efficiently manage and oversee the facilitation of imports to India. The company needed a partner who was not only expertly trained in

the difficult framework of managing import clearance to India, but also well-versed in the specific regulations and requirements for the movement of chemical products.

### The Solution

PSA BDP has a longstanding partnership with bp, acting as one of their global logistics service providers, with a proven history and track record of ensured quality and safety procedures that align with bp's strict compliance standards. Additionally, PSA BDP's industry expertise within the chemical arena and experience with Indian customs procedures proved to be an invaluable asset to this partnership. In order to gain a 360° view of Castrol's business needs, the team performed an in-depth assessment of each product, sourcing point, and associated regulatory requirements. PSA BDP was able to utilize over 10 years of trade compliance expertise in handling a similar commodity in India while consulting with in-house customs brokerage teams to create a customized solution for Castrol. This collaborative approach coupled with data integration capability, local customs expertise and extensive knowledge in HSE compliance proved to be the successful foundation to ensure Castrol's products moved efficiently and safely. Quarterly business reviews provided insight to overall account health along with opportunities for improvement, allowing for the implementation of more efficient processes and business strategies and improved delivery and clearance times. The partnership delivers a safer, more secure supply chain for Castrol and its end customers.

**"We chose to partner with IPSA BDPI because of their strong ethics and compliance framework, and their professionalism in managing the business."**

-Shrikanth Mettapelli, Senior  
Manager-Purchase,  
Castrol India Limited

