

JUNE 2023

# बोझ



**EMBRACE.**  
**ENGAGE.**  
**EMPOWER.**

"Let's invite one another in. Maybe then we can begin to fear less, to make fewer wrong assumptions, to let go of the biases and stereotypes that unnecessarily divide us. Maybe we can better embrace the ways we are the same".

**Michelle Obama –  
"Becoming"**



## From the CMD's Desk

Dear Friends and Colleagues,

At **Gainwell**, we are proud of our diverse and inclusive culture. We believe that a diverse and inclusive workforce is a stronger workforce. When we have people from different backgrounds, experiences, and perspectives, we are able to think more creatively and solve problems more effectively. We are also able to understand and serve our customers and communities better.

True success with Diversity, Equity and Inclusion (DE&I) involves a step change in people's belief to embrace new ways of thinking and behaving – it challenges people's assumptions, traditions, habits and preconceived notions. This is perhaps the most important underlying factor that makes DE&I so exciting and challenging at the same time.

At Gainwell, DE&I is about building a culture where all of us feel welcomed, cherished, and supported. Our workplace gives room to competent individuals to thrive and achieve their potential based on their skills, passion, and learning agility, irrespective of their backgrounds, and genders. Our 2000-strong team of dedicated and engaged individuals brings unique strengths and abilities and is a core enabler for our growth and value creation.

Our strategic workforce planning initiative is designed to **enhance the diverse representation of talent at all levels**. We have moved beyond focusing on representation as a tick-box exercise and have adopted a systematic approach, taking some bold steps to strengthen inclusion. Your JMD and I are deeply committed to increasing the diversity quotient at Gainwell and it even forms an important element of our corporate scorecard. Today, we are at 6.82% in 2023, having risen from 3.4% in 2018. We have set a data-driven target and are looking forward to increasing the representation of diverse talent to 10%.

We have **strengthened leadership accountability and capability for DE&I**. It is no longer just a HR imperative but business leaders at all levels are directly involved in and held accountable for advancing DE&I across the organization.

We **promote openness and tackle microaggressions**.

We uphold a zero-tolerance policy against harassment and are actively building the ability of all employees to identify and address microaggressions. We have created forums for employees to be able to talk openly about barriers. Employees are encouraged to be curious and accountable, to ask questions, to have difficult conversations and to leverage their unique skills to drive positive impact in business and society.

We place **equality of opportunity, accountability and transparency at the center of everything that we do** and have built a culture in which all employees feel they can bring their whole selves to work. We ensure a level playing field and extend the same opportunities to all for advancement. We are eliminating conscious and unconscious biases, expanding participation in leadership-development programs, prioritizing career-development planning for all talent, including diverse talent, and leveraging existing employee networks to attract, retain, and develop people from diverse backgrounds.

As an example, at the time of hiring, we focus on writing gender-neutral job descriptions, having diverse candidates in the selection process with diverse representation in the interview panel and compensation discussion. These practices have given us good results in achieving our goals. The same philosophy is applied to internal talent reviews, succession planning discussions and gender pay gap reviews as well.

We are making **gradual progress in diverse representation and also continuing to push the boundaries to foster an inclusive environment**. We want to empower people to be their authentic selves, embracing the differences, seen and unseen. Through our daily actions, we strive to respect individual and collective rights, build skills and create opportunity.

I encourage you to join us in this effort. Together, we are empowered to achieve more than we can individually, making us stronger, driving innovation, inspiring creativity and fuelling transformation.

Together, we strive to create a workplace where everyone feels appreciated, valued, and respected.

Best wishes,  
**Sunil Kumar Chaturvedi**



## Akanksha Chaturvedi

HEAD-CORPORATE STRATEGY & CRM

### EXECUTIVE EXCLUSIVE

# Diversity, Equity and Inclusion

#### What should Gainwell stand for in the next decade?

As the world rapidly evolves, the exceptional individuals of our institution are writing Gainwell's evolution story, with their wealth of experience, unwavering dedication, and a spirit of innovation. As we continue to navigate this vibrant tapestry of our growth, much like you, I find myself asking some fundamental questions, which I would like to share with you, today.

As visualized during the '**Large Scale interactive Process' (LSIP)**, we have rapidly made a name for ourselves with the best quality products, state of art service, and total packaged solutions for our customers. Gainwell is well on the path to becoming a one-stop shop for all infrastructure needs. We have added yet another feather in our cap by becoming a Great Place to Work, four times in a row. We find ourselves consistently reviewing our policies and practices, with the vision of becoming a company we are proud to be a part of. We have walked down, with great amount of confidence and pride, the path of evolution that we all co created during our LSIP in 2017. It gives me immense pleasure to see us achieving all that we dreamt of being.

#### Now is the time to dream bigger.

As our company matures and grows, so do our responsibilities towards society and people. Ensuring maintenance of social progress, equality, and justice in our systems is of utmost importance while upholding our values. Thus, it is imperative that we ask ourselves – how do we ensure that more voices are heard and actioned for? How do we make sure that our company not just accommodates different opinions and ideas but celebrates them? How do we ensure that our workplaces and the infrastructure respond to the needs of an inclusive workforce?

#### To me, the answer lies in embracing, wholeheartedly, the principles of Diversity, Equity, and Inclusion (DEI).

What does diversity truly mean to us? Today the concept has evolved beyond the traditional idea of simple gender equality and encompasses a wide

spectrum of considerations. These include ethnicity, spoken language, gender, sexual orientations, religion, ability, and much more. Diversity in a company's workforce brings together individuals with diverse backgrounds, experiences, perspectives, and expertise. It prompts us to explore the social fabric of humanity and recognize the value in our differences. What that means is we need to invite different voices to the decision-making table if we wish to continue growing sustainably.

**Equity**, as a concept, asks- How do we ensure fairness for all? Equity acknowledges that individuals come from different starting points and face varying barriers to success. It challenges us to examine the systems and practices that perpetuate inequality and then work diligently to dismantle them.

Inclusion, the third pillar of DEI, compels us to ask – Are we truly creating spaces where everyone feels a sense of belonging? It demands more than just physical presence; it necessitates actively fostering environments where diverse voices are heard, valued, and respected. It asks us to amplify the perspectives of those who have been historically marginalized and incorporate their perspectives in our collective thinking.

**In short, to paraphrase author Liz Fosslien – Diversity is being invited to the table.** Equity is having a voice at the table. Inclusion is having a voice valued at the table.

As I continue to engage with these questions, I am forced to confront my own biases and assumptions, self-reflect, unlearn, and then learn all over again. I have come to recognize the power of using my voice and privilege to advocate for the last mile, creating channels for each voice to be heard and acknowledged. However, most critically, I have come to see the transformative power of DEI everywhere in the organization. Whether it is the twinkle in the eyes of our women colleagues in UG mining, working thousands of feet below the surface of earth, the smiles of our backhoe loader technician trainees who can now provide for their families, the ever-charged discussion on inclusive policies at the leadership desk – every moment is a reminder that we are on the right track. So today, through my varied questions, I invite you to dream with me.

**Dream of a Gainwell where diversity is cherished, equity is the norm, and inclusion is the foundation upon which we build a brighter future for all.**



**Shashi Agarwal**

CHIEF FINANCIAL OFFICER,  
GAINWELL ENGINEERING

## EXECUTIVE EXCLUSIVE

# Opportunity Inequalities in the Workplace.

We often come across the phrase **"Glass ceiling"** in our workspace. The questions that pop into our mind are along the lines of, "What is a Glass ceiling?", "Do they really exist?", and "If yes, how do we break them"

First, let us understand the phrase "Glass ceiling". The term glass ceiling refers to higher level workplace opportunities that are inaccessible to a major percentage of women and minorities. The glass ceiling is not an actual glass ceiling, but a metaphor for the same. It is 'glass' since it allows those below it to see what lies ahead and above them, but does not let them through to reach the same. While intangible, it has a very real role to play in obstructing women and minorities from obtaining elevated professional status. The term finds its origins in the 1980s, and was initially used to describe the way most women's careers would stagnate upon reaching a middle tier management role, restricting their professional growth.

'Glass ceiling' is not the only phrase that deals with restricted access to opportunities for professional growth; there are a range of such terms describing the same phenomenon, but in their own nuanced ways. **For example, the "maternal wall" is something that revolves around, working mothers, women of childbearing age, and pregnant women.** Gender norms and stereotypes suggest that women need to take more time off than their male counterparts to attend to matters of homemaking like childcare. This results in fathers, and other males receiving preference over women for the same position.

Breaking the Glass ceiling or surpassing them is not an individual's responsibility. The efforts have to come at the Social level where we being responsible individuals collectively work towards giving equal opportunity to all. The above disparity is being consciously worked upon by the Organisations to ensure the inclusion of women by mandating the hiring of women in diverse roles. Even the Indian Government recognizes the need to empower Women and has mandated certain types

of Companies to have women directors on their boards. These conscious efforts have helped increase the participation of women at Senior levels. According to Grant Thornton's International Business Report, **India has a total of 36% of women in senior management in mid-market business which is higher than the global average of 32%.** We as an Organisation have mandated to have minimum women participation of 10%. This would be an increase of 3.2% over the existing split.

While many of these terms elucidate the obstacles, one may face in achieving an elevated professional status, the **'Glass Escalator'** does the opposite. It explains the phenomenon of men entering female-dominated workspaces and accelerating to upper-level positions, over the women already working in that industry. A study reported that a woman's chances of being hired increase by 25-46% if the job applications are blind – concealing gender data. This again displays preference over males to females. However, in today's world, no particular job can be limited to a particular gender. This had been proven time and again by women who have made their mark in men-dominated jobs. Hence males should also get equal opportunities in females-dominated work profiles.

Let's also briefly touch upon some similar terms like **'Bamboo Ceiling'** which was coined in 2005 and refers to the plight of Asian Americans and Asians in general, with regards to securing upper level positions at a firm or an organization. This arises out of racial preference being given to Caucasians or 'whites'. The term **'Concrete Ceiling'**, coined in 2016, focuses more specifically on women of colour. These individuals have it even worse than women in general, as far as access to career opportunities is concerned, and like the bamboo ceiling, this arises primarily out of racial discrimination.

To sum it up I must say that for better parity, businesses must adopt a hybrid or flexible approach, create a supportive and understanding culture, and focus on employee well-being and mentoring programmes that support inclusion. Working towards improving diversity, especially at senior levels, is not only the responsible thing to do but also the right thing to do commercially as it has been proven that it drives performance. While an individual must be worthy of a position, it is the organisation's responsibility to employ gender blind employment practices which allow for more equal access, thereby reducing social inequalities in the workplace and beyond.

## CELEBRATING “Sampurnas”

Introducing women to technology leads to greater creative solutions and has a larger potential for innovations that promote gender equality and cater to women's needs. This was briefly the underlying aim for International Women's Day, 2023 DigitALL: Innovation and Technology for gender equality. Our mission, here, at Gainwell is to create a diverse workplace that aligns well with our objective to uplift women. In line with this thought, Women's Day this year was a celebration of our 'Sampurnas', their grit, determination and role in helping us attain greater heights and newer milestones. It was an event aimed at teaming up, brainstorming and getting the creative energy flowing.

When we think about celebrating Women's Day, a question that follows is what is the prime reason behind celebrating the day? A clear answer is to be mindful of the growth of our Sampurnas and instil our celebration with gratitude, importance and happiness. The event was a way of recognizing value in a unique and meaningful manner. Every woman has a deep desire to be celebrated, and as an organization it is one of the most vital ways to display gratitude. Gainwell inherently believes in investing its resources to uplift women employees, thereby communicating to them that they deserve our attention, and most importantly, they matter.

One of the prime purposes of the event was to stress the importance of "Innovation and technological change, and education in the digital age for achieving gender equality and the empowerment of all women and girls". Additionally, it stressed on diversity at the workplace, while figuring out ways in which our Sampurnas can increasingly contribute to the cause. A section of the event also comprised an in-depth guidance on how women can embrace financial independence and make wise investments down the road.

As Oprah Winfrey puts it, "The more you celebrate your life, the more there is in life to celebrate." Our Women's Day event was not just a day filled with fun and frolic, but a day where the management wholeheartedly expressed their gratitude and exceptional performers were felicitated for their achievements and excellence. This was followed by a variety of group activities wherein our lovely women displayed the highest standards of collaboration and teamwork. However, the most vital highlight of the event was women celebrating one another and reveling in the success of the other. When we celebrate each other, we introduce ourselves to a world of whole new possibilities. We appreciate, motivate, and inspire.

With that thought we look forward to many more opportunities to lift each other up, celebrate the smallest of achievements and strive to create a diverse workplace where every individual shines.



### **Tapasi Gupta Bag**

Asst. Manager-Talent Acquisition, Kolkata

People are central to Gainwell's success. As Lead – Talent Acquisition, I am responsible for supporting different divisions in building teams of qualified personnel who possess in-demand skills and are motivated by the organization's vision and values. I have in-depth knowledge of our organization's overall business goals and develop and implement the talent acquisition strategy to ensure the right team is in place to support overall business objectives. Partnering with leaders, I track the ongoing hiring needs of their divisions and lead projects focused on continuous improvement.

I focus both on near-term hiring needs and extend support in building a long-term strategy that forecasts which skills or roles will be in-demand in the months and years ahead.

Due to some family emergency, there was a break in my career and I was apprehensive about returning to work after a gap of 2.5 years. During the gap year, I invested significant time in improving my skill set and was all geared up to start working full-time with complete dedication. It was a difficult phase, but am thankful for the platform and the opportunity to prove myself again.

Gainwell prioritizes learning, growth, and innovation in every facet of its culture. Employees are inspired to learn, develop skills, and take unconventional approaches. The work environment encourages us to ask questions, present unique ideas and diverse perspectives.

Over the years I have learnt that we should never compromise on self-respect under any circumstances. We should realize our true potential and embrace our unique strengths. I strongly believe in these words of Vincent van Gogh, "If you hear a voice within you say 'you cannot paint,' then by all means paint, and that voice will be silenced."

**“...but am thankful for the platform and the opportunity to prove myself again.”**

# CELEBRATING “Sampurnas”

## **Shivangi Chauhan**

Representative-Customer Interaction Centre, Greater Noida

I joined Gainwell in December 2017 and was engaged as a Product Support- ISR. Lately, my role has been enhanced and now I am supporting CI and E&T for CVA and PM business development. I support all the service ISR's in their job roles. I continue to look after Gainwell CVA dashboard at Caterpillar for E&T, the most favourite part of my job role. I support Gainwell's growth by promoting and increasing CVA business and achieving the targets at Caterpillar. I derive the greatest satisfaction when I am able to support my team members, both professionally and personally.

When I joined Gainwell, I was the only female employee in my department. I found it very challenging to be the only female representative in the team but that doesn't change the fact that my supervisor and my team have always been my biggest support.

My confidence gets amplified when my ideas are considered and implemented within the team. My team is my biggest cheerleader and provides the direction to steer my career forward. The stringent deadlines encourage momentum and ensure I reach each objective in a timely manner. But goals needn't be tackled alone. Together with my team, I have been successful in making our efforts count.

The best piece of advice I have received as a woman is never to lose royalty in one's nature. We should always remember the truth of who we are—that we are enough, loved, seen, and full of potential and value.



**“I derive the greatest satisfaction when I am able to support my team members, both professionally and personally.”**



## **Rupa Gorai**

Jr. Engineer-Assembly, Asansol Manufacturing

I am a Junior Engineer in the Assembly section of the Manufacturing unit and am responsible for constructing the electrical part of HWM300M machine and maintaining the necessary documents for electrical assembly.

I need to be meticulous about on-time and error-free delivery. I have taken the initiative to make an overall checklist regarding the electrical assembly part of the whole HWM300M machine including the cutter module. I am further trying to draft a standard Work Instruction manual regarding HWM300M machine electrical assembly works in compliance with ISO guidelines.

Often, work tends to take precedence over everything else in our lives. Our desire to succeed professionally can push us to set aside our own well-being. Creating a harmonious work-life balance often becomes a challenge for me. Another challenging aspect of our work is the unbearable temperature during machine assembly, especially during machine testing when it goes much beyond the tolerable maximum limit in summer inside the machine.

However, these challenges become insignificant when we receive encouragement from our leaders. I am grateful to Gainwell for acknowledging my hard work through the Women's Excellence Award. The recognition has surely inspired me to keep delivering quality work.

Gainwell is a safe and caring organization. Our leaders are invested in our future and provide professional development and training opportunities to improve our skills. I believe there is no substitute for hard work. If we want to achieve something in life we have to put in the effort required to achieve it. It is important to be passionate about your work. Enjoying our work can be one of the most fulfilling experiences and has a direct impact on our purpose and happiness.

**“It is important to be passionate about your work.”**

# CELEBRATING “Sampurnas”

**Remi Rani**

Executive-Product Support Marketing, Greater Noida

Gainwell celebrated Sampurna on 24 March this year. Unfortunately, I could not join the celebrations this time due to a personal exigency. I was feeling quite miserable, when suddenly my phone started buzzing, with everyone congratulating me for being awarded the Women's Excellence Award. This came as a huge surprise and my happiness knew no bounds for this huge recognition.

I started my journey with Gainwell in February 2016 after my husband's sudden demise. He was a Senior Service Engineer at TIPL (2009–2014). Gainwell stood by me at this most vulnerable phase of my life and I was offered a job as an SPC of N2 in CI at Greater Noida (earlier at Sahibabad). The job enabled me to pick up the strands of my life and I started looking forward to life again, along with my two minor children.

I was from an education background and the CI industry proved to be challenging during the initial days. My reporting manager, Mr. Naveen Bansal together with my colleagues helped me adjust to the corporate world. I was a part of CMS Service till March 2021. Around this time, I had the good fortune of meeting Mr. Alok Tripathi, National Head-Product Support at a SPC Meet organized in Kolkata. He threw an open challenge to us and asked if any of us was willing to take up a more challenging role in the organization. I seized this opportunity and made a go for it. Soon after I moved into Product Support Marketing and was assigned as a PS CRM Administrator & OLGA Admin in Mr. Santhosh Kumar R's team. He is an extremely supportive supervisor and an amazing leader. There are innumerable things that I have picked up from him. He supports, guides and gives us enough responsibility, empowering us to take decisions on our own.

I was absorbed into Product Support Marketing team for its dream project AM CRM on Salesforce. The project started in December 2020 and I onboarded it in April 2021. I was one of the founding members of this project. During Covid period, the project members devoted themselves to the development, and testing of the project, working 24x7 regardless of any holidays, festivals, weekends or time of the day. Despite the challenges, it was a memorable experience for all of us. On one side, the entire world was gripped under the stress of the pandemic, on the other, we immersed ourselves completely to make this project 'go live' within a limited timeframe. We launched the project successfully in March 2022. Then came the training of PAN Gainwell AM CRM users. Along with my colleague, Ms. Roopsi Kaila, I started the training initiative around March 22 and completed the major locations of Northern region by the end of June 22, thus onboarding over 250 users on AM CRM Salesforce.

The CRM has proved to be useful, easy and user-friendly for the sales profile users of After Market Business of our organisation. It has led to direct revenue generation for the company with complete transparency from top to bottom. I take immense pride in playing an integral role in the success of the project.

As a parting note, my message to my fellow colleagues will be that "Whatever your job role is, please make an honest effort and dedicate yourself completely to it. Do your best. Never lose sight of any opportunity, just make a go for it!"



**“...asked if any of us was willing to take up a more challenging role in the organization. I seized this opportunity and made a go for it.”**

## CELEBRATING “Sampurnas”



### **Debashree Bhattacharjee**

Executive-Product Support Marketing, Kolkata

Driven by Caterpillar, Services growth is a core focus of Gainwell's strategy. At Gainwell, we endeavour to deliver a superior customer experience through services encompassing everything from aftermarket parts to maintenance agreements to financing.

I am a proud member of Product Support Marketing, the team accountable for furthering the Services Growth agenda while driving value for our customers. I am responsible for Product Support CRM for after-market users as an Administrator and also look into Caterpillar PSE & OLGA. This is an engagement with marketing and sales teams and incorporates PSE as part of the Services Growth strategy. I maintain the process and user access control, communicate system updates and refreshes. I am also responsible for reporting the data health metrics of Gainwell to Caterpillar. Additionally, my role encompasses maintaining master database of Gainwell like Customer and Equipment.

As part of my job role, I maintain aftermarket lead and opportunity data management through Product Support CRM, ensuring onboarding of sale profile users from different branches and industry verticals in this new platform. I monitor data health in Gainwell ERP so that correct data response can flow to CAT and also ensure an increase in utilization in Aftermarket CRM through appropriate training programs conducted at different branches of Gainwell.

I was managing transactional processes prior to this role. Sometime during the middle of last year, I was reassigned as a techno-functional administrator. This role is pretty challenging as it entails coordination with several entities at different levels. Gainwell has an open and caring environment and encourages us to value the contributions of each and every member of the team, provides a platform for everyone's voices to be heard and also invests in the employees' growth and development.

In order to progress in one's career, it is important to focus on becoming an expert in the current role. One must focus on developing the skills needed to excel. We must feel completely confident in our current roles and responsibilities. As time goes on, one will eventually be ready to take the next step. For now, one must focus on building a strong foundation for oneself.

**“Gainwell has an open and caring environment and encourages us to value the contributions of each and every member...”**

### **Punita Jain**

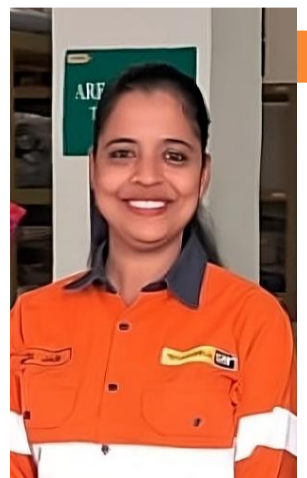
Jr. Engineer-Workshop (7717), Udaipur

I am an engineer engaged at Udaipur Workshop Facility. My efforts are directed at contributing value-added practices while ensuring the best in workmanship and completing the daily work assignments.

I ensure to keep myself abreast with the latest technologies, so that I can stay relevant in my field, and contribute more to the company's success. Over time, I have acquired in-depth knowledge of operations and have honed my skills such that I can deliver faster. It is important to maintain consistent project quality in my role and ensure that the deliverables are free of defects. At times it may become difficult to focus on quality from the beginning to the end of the project, however I ensure that we follow the best work practices.

Gainwell is committed to developing leaders and provides support so that we can succeed in each of our roles. We receive ample on-the-job learning opportunities, formal development, peer learning, and coaching and mentoring programs. The organization seeks out a diversity of opinions and ideas through platforms like Yogdaan and Srijan to build strategies and address issues.

While the five values of the organization act as our guiding light in our everyday actions, Collaboration, in particular, can lead the way to success. As a leader, we should be open to suggestions, critics and ideas from all team members, even if it means changing course. Innovation often stems from considering radically different perspectives. We should lead by example by demonstrating our good competencies and be willing to have “courageous” conversations on issues that matter.



**“My efforts are directed at contributing value-added practices...”**



## CELEBRATING “Sampurnas”



### **Kriti Bhardwaj**

Jr. Engineer-Customer Support, West Bokaro-SEB

I am currently working as a Jr. Customer Support Engineer at WB – SEB in the Product Support section of the mining field, under the guidance of Mr. Rajshekhar Roy. I started my career as a DET (Diploma Engineer Trainee) on this project, which provided me with diverse experiences. In my current role, I am responsible for a range of tasks including technical support, customer service, and managerial duties. About a year ago, I took charge of the PM responsibilities of performing preventive maintenance tasks on the fleet of Rear Dumpers and Water Sprinklers. Additionally, I assist with various compliance and audit tasks, and I also provide guided tours to delegates who visit our site from across the world to get an overview of our project. Currently, I am focused on repairing and analyzing major breakdowns of our fleet machines. This has been an extraordinary journey so far, and I look forward to continuing to learn and grow in my role.

Ensuring Gainwell's growth remains our top priority, and I contribute by putting in my utmost dedication and effort towards my job. I strive to maintain safety standards and a 5S environment in the workplace, and also, I coach junior team members to understand their importance and follow them seriously. I always look forward to building strong relationships with our customers and visitors, leaving a lasting impression on them. I've also represented Gainwell in various exhibitions, showcasing our projects and safety measures, and we have received several accolades over the years. I do not believe in shortcuts, rather I focus on the root cause of the problem, which ultimately saves costs. I adhere to all the guidelines and SOPs instructed by authorities, and stay up-to-date with industry trends to bring any innovative ideas to the table, helping Gainwell stay ahead of the competition.

Challenges are an integral part of everyone's career, as they offer opportunities for personal growth and development. Personally, it was a significant challenge for me to relocate to a remote area away from the love and support of my family. However, with the encouragement and camaraderie of my colleagues and seniors, I was able to overcome my initial inhibitions and settle into my new surroundings. I am now more resilient and feel confident that I can work effectively in any location.

Gainwell has always felt like a dream company to me, as it prioritizes the growth and development of its employees. I hope to earn a leadership role within the company and be a key player in driving its continued success. I'm passionate about this industry, and I am committed to gaining the skills and knowledge required to succeed in this field. I feel that Gainwell is fully supportive of my journey, by focusing on our knowledge and skill development and providing us the best-of-class learning materials and mentorships. Additionally, I feel grateful for the opportunity to participate in the Mining Technology Academy courses, which help me stay up-to-date with the latest technological advancements and open a new way for my growth.

Gainwell treats all of its employees like a huge family, and takes great care of their well-being. The company has launched various initiatives for our betterment, including medical insurance, safety and knowledge-sharing programs. Additionally, to keep us engaged the company offers a range of cultural and sports events and family gatherings too (both online and offline), and thoughtful gestures over emails such as birthday and introductions to new colleagues and their families and Hotline to GCPO are always of great help. The Women's Day celebration at Kolkata with fun-filled engagements was a memorable event for me. Above all, the support and appreciation that we always receive from our beloved CMD and JMD are truly the icing on the cake.

I live my life by the advice that "INTEGRITY" is the best policy, whether it's in my professional or personal life. This piece of wisdom was imparted to me during my DET training by my former project manager, Mr. Ashok Kumar, and it has stuck with me ever since. Essentially, it means doing the right thing regardless of whether you're alone or in front of others. It also means having the courage to admit when you've made a mistake and persevering in your work no matter what obstacles you may face. Adhering to this principle helps me steer clear of problems and carry myself with a clear conscience.

My advice for young women would be to have faith in their own capabilities and not be hesitant to voice their opinions and take on risks to pursue opportunities that challenge them and help them grow. It can be very beneficial to have a mentor or a role model who can offer guidance and encouragement along the way. It is also important to always stay true to your values and be honest with yourself. Above all, never hold onto any burdens within yourself and continue moving forward with the mindset of "Winning".

**“...never hold onto any burdens within yourself and continue moving forward with the mindset of "Winning".”**

# When the going gets tough, our values get us going

Our values have forever represented the guiding principles that drive our goals. They guide us in our attitudes, beliefs and behaviours. In fact, gestures like extending assistance beyond roles and boundaries, and the zeal and passion to confront challenges have always been prominent forces behind every operation and activity at Gainwell.

For us, the company values are not just words collated to fill pages, but ones followed and implemented by every individual associated with us on a day-to-day basis. In a recent occurrence where the team encountered a roof fall on the Cutter Module of the Highwall Miner at Tata Steel Project, they made an exemplary display of collaboration, entrepreneurship and excellence, and emerged winners in the end.

A depth of 200 metres and an unsupported mine roof made it an impossible task to remove debris and recover the Cutter Module. However, the HWM Team braved the situation with courage under the exceptional leadership of Mr Susanta Patra.

The team approached Stewart Mayers in the US, who agreed to travel all the way to India to guide the team on the recovery process. We are extremely grateful for his assistance throughout.

A low-height Cutter Module was mobilized on top of the existing push beams to clear the debris. Additional push beams were ordered, and the recovery process could begin only after all the materials were mobilized at the site.

Infrared cameras were installed on the Cutter Module so that people could monitor the situation from outside. There were many challenges and obstacles, but the team worked out innovative solutions and made gradual progress. After clearing of all the materials and debris, the Cutter Module was finally recovered on 18th January 2023.

The job was extremely difficult, complex and risky. The team was stationed at the site and worked for nearly 18 to 20 hours daily. They made conscientious progress, meter by meter on their way to cover the 200-meter underground distance. Many modifications were done on the spot to avoid the derailment of the low seam Cutter Module. The team performed necessary repair and rectification work and the HWM was once again put into operation, within 9 days of the recovery of the Cutter Module.

Gainwell has diligently fostered an environment that encourages people to come together, take responsibility and work as a single united force. It is events like these that help our teams cultivate our values and uphold the organization's morale.



## Jhanjra and Kumardih-B recognized for **Safety Excellence**

Gainwell has been recognized with the **Greentech Safety Excellence Award in Metal and Mining Sector for Jhanjra and Kumardih-B Project, ECL**. The award recognizes Gainwell's sustainable efforts in upholding safety excellence and promoting a continuous improvement approach within the organization. The award was presented by Hon'ble Justice Sri Dipak Misra, Former Chief Justice of India (Supreme Court), Addl Commissioner of Police, Delhi Police Mr R Sathia Sundram and CEO Greentech Foundation Mr Kamleshwar Sharan at a program in New Delhi.



# The Quizzards of Gainwell

Gainwell emerged as the winner of Corporate Quiz – "Pro-connect – Supply Chain" organised by Indian Institute of Materials Management (IIMM), Kolkata Branch during their Diamond Jubilee Celebration at a banquet hotel in Kolkata. There were 11 Corporate Teams – Gainwell, Linde, DVC, GRSE, CESC, Pepsi & others... !!! The team represented by Soumyajit Gupta (Mining Parts Operations) and Tathagata Lahiri (C&L) brought this huge honour to Gainwell.

The following day, Jayita Nandy, Soumyajit Gupta, Kunal Mukherjee, Saumen Pramanik, Tathagata Lahiri and Joydip Basak from Gainwell also participated in a Knowledge Seminar on "Future of Supply Chain – Crisis Shapes the Profession". The event ended with a Musical Soiree followed by a dinner.



# Novel experience for financial partners at Kumardih – B underground mine

The 16th Bankers' Consortium Meeting was held at Durgapur and brought together representatives of all major banks and Gainwell leaders to exchange thoughts on expanding and strengthening the relationship by building a constructive and mutually beneficial dialogue. We also took this opportunity to showcase the strengths of Gainwell to the banking fraternity.

The day long event was attended by senior officials of Axis bank, ICICI Bank Ltd, State Bank of India, Bank of India, Kotak Mahindra Bank Ltd, Indusind Bank Ltd, Federal Bank Limited and Punjab National Bank. Gainwell was represented by Sunil Chaturvedi, Chairman and Managing Director, Kajari Bagchi, CFO – Designate along with Ayan Banerjee, Group CFO and Dipankar Banerjee, COO – Mining.

During the second half of the day, the guests were welcomed at Kumardih-B Mine site, ECL. Entering an underground mine site was a novel experience for the lenders' representatives and they were overwhelmed with the visit. The guests later interacted with our UG Mining team at Jhanjra over dinner.

Our financial partners have been instrumental in strengthening our business agility and we appreciate their continued patronage of all of our ventures.



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# Celebrating World Earth Day:

On April 22, 2023, the employees of Gainwell came together to celebrate Earth Day by planting a sapling at their respective locations. The event aimed to raise awareness, educate, and encourage eco-friendly practices both within the workplace and beyond. The celebration proved to be a resounding success, fostering a spirit of environmental responsibility among the employees.



## Yogdaan:

In an ongoing commitment to foster a culture of innovation and continuous improvement, we had sought for employee suggestions in the YOGDAAN-suggestion scheme during the first quarter of the year. The aim of this initiative was to encourage employees to share their valuable ideas and suggestions for enhancing various aspects of the company's operations. The suggestion scheme garnered an overwhelming response from employees across all departments and levels within the organization. The suggestions received were meticulously evaluated by the Yogdaan committee. Two suggestions, as shared by Tathagata Lahiri and Simantini Ray were declared as the winning suggestions.

## Gain-Athon Challenge:

The 3-Month Walk for Wellness initiative named "Gain-Athon Challenge" organized at Gainwell was an empowering and transformative initiative designed to promote physical and mental well-being among employees. This initiative aimed to encourage regular physical activity, and improve overall health and happiness. Over the course of three months, participants embarked on a collective journey towards a healthier and more balanced lifestyle.

The Winners of Gain-Athon Challenge are as follow:

### 1. Women's Category –

- Winner- Simantini Ray
- 1st Runner-Up- Israt Begum
- 2nd Runner-Up- Jayita Nandy

### 2. Men's Category-

- Winner- Sarbeswar Das
- 1st Runner-Up- Balaram Chand
- 2nd Runner-Up- Chandan Kumar

### 3. SBU-

- Winner- Mining Marchers
- 1st Runner-Up- Energy & Transport Trekkers
- 2nd Runner-Up- Construction Crusaders



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## Stay Hydrated Campaign: #wateryouwaitingfor

Caring is one of the core values of Gainwell and the well-being of the employees is of utmost importance to the organization. Recognizing the importance of staying hydrated for maintaining good health and productivity, we organized a month-long campaign called "WaterYouWaitingFor" in May'23. Under this initiative, we have reminded our employees every day to drink more water and stay hydrated through flyers, and also raised awareness about the benefits of proper hydration for their well-being.



## Beyond 9 to 5:

### **Subrata Gupta**

Parts Operation, Kolkata

Subrata Gupta has been working for socially and economically disadvantaged communities and vulnerable individuals since 2005 and is deeply engaged in community development to address inequality and empower people through the NGO, Social Service and Awareness Society.

Community development requires commitment and passion. It is at once challenging and unlike any other vocation it requires a special kind of passion and commitment. Subrata has often been found to extend a helping hand to the physically challenged, destitute, senior citizens, orphans and street children. As a critical member of the NGO, he runs campaigns to protect the environment and put a ban on social prejudices and child marriage. He has played an active role in protecting the people affected by natural disasters across the vast areas of Sundarbans and West Bengal.



Subrata has received several accolades for his efforts towards the community. "My concern for society is at once challenging and humbling, maddeningly frustrating and rewarding. My only aim is to make small but immediate positive changes in society. I am yet to find all the answers but I strongly believe in what Mother Teresa said, " *Helping the poor does not eliminate poverty, but the act of giving, of helping, forever changes the life of the giver* ", says Subrata.

# Word Search

## Diversity & Inclusion

E D X M F F F K C Q I Y Q Y L  
Y L G P O O T E M G H X K U X  
C P T H F R Q H D B U L G A V  
U D I S C R I M I N A T I O N  
I E H S H M B E L O N G I N G  
I N Q L Y T O M R L V G X X U  
P N C U H T D I V E R S I T Y  
R X C L I V J W N K I B B X Z  
E L R L U T V T H A D D I U I  
J Z Q A U S Y S D P E C A E Q  
U E E U F S I F I H N C S W S  
D H Y C W I I V X Z T Y T V O  
I C K S P Z J O I A I Z W T Z  
C C D Z N W Z K N T T Z F H G  
E F A I R N E S S J Y F S T N

Discrimination

Inclusivity

Diversity

Bias

Inclusion

Fairness

Equity

Prejudice

Belonging

Identity

Take a break with this fun word search. Identify the words and send in the answers to [corpcomm@gainwellindia.com](mailto:corpcomm@gainwellindia.com). The first 3 entries get to win attractive prizes.

**Congratulations! Winners of Word Search, February 2023 issue are -**

**Upendra Sharma, Asansol**

**Sudip Goswami, Kolkata**

**Divyangsinh Dodia, Greater Noida**

**Your prizes will soon be on the way.**