



GAINWELL IN NEWS

Media coverage of articles and interviews of Gainwell leaders



GAINWELL COMMOALES: BRINGING INTEGRATED RENTAL SOLUTIONS & SERVICE EXCELLENCE INTO PLAY

The Indian CE industry saw a tumultuous FY22, with a host of factors pulling the industry sales down by 8%. The sales dropped to 85,385 units during the year as compared...

CRC UNNATI EXTENDS EFFICIENT AND SUSTAINABLE REBUILD SOLUTIONS TO RCC DEVELOPERS LTD.

At Gainwell, we offer customer-focused solutions throughout the lifecycle of our products. We believe in securing environmentally friendly, future-proof service solutions for our customers...

FIRST AID & CPR TRAINING

A three-day training session on first aid was conducted recently at Asansol CRC and Unnati, Greater Noida. Participants from different locations attended the program conducted by a certified trainer and a qualified doctor...

MOVING FORWARD WITH MACHINES



**The Economic Times:
Business Beacons –
February 2022**

**Interview Feature on
Sunil Chaturvedi, Chairman
and Managing Director**

Previously referred to as Tractors India Pvt Ltd (TIPL), Gainwell Commosales, started its operations in 1944. For over

seven decades, the rich heritage of the company has been revolving around building, problem-solving, innovating, testing, servicing and reaching new benchmarks of excellence.

THE INCEPTION

Before making an entrepreneurial debut, Chaturvedi started his career in the year 1985 as an associate chartered accountant, followed by a long tenure of 20 years in the IAS. After this, he went on to join the board of Bharat Forge for six years before moving into the entrepreneurial space with Caterpillar. "I was only appointed to assist with the growth of the company for four years, but when the government at the centre changed in 2016 there was a whole new focus on infrastructure and due to that the company achieved its four years long goals within two years. We used to be a 1000 cr. company in 2013-14. We are two and a half times that size now," shares Chaturvedi.

I was only appointed to assist with the growth of the company for four years, but when the government at the centre changed in 2016...

Today, when we think of manufacturing very sophisticated capital goods in this country, we find lots of challenges, such as lack of raw material and a gap in terms of skill set. Also, there are challenges in terms of technology. While some problems have been addressed while others are still existing. We look forward to resolving the other challenges as well. We also work on localising and indigenising this equipment. In two years' time...

INNOVATION AND GROWTH

"We are now manufacturing some advanced technology- based products. Like the highwall miner based on Caterpillar technology. It is a 300 ton ultra-large machine. We have digitised this machine to such an extent that this heavy piece of metal can be operated with the help of a mobile phone," states Chaturvedi. We are now doing a lot of digitisation related work in India. Since Caterpillar was the only manufacturer of such machines, after seeing our success in this space they have agreed to transfer the IPs and technology for the entire range of mining machinery to us. Gainwell Commosales will now be selling these machinery and related services across the world.

CROSSING THE HURDLES

Speaking about the challenges, Chaturvedi states, "Today, when we think of manufacturing very sophisticated capital goods in this country, we find lots of challenges, such as lack of raw material and a gap in terms of skill set. Also, there are challenges in terms of technology. While some problems have been addressed while others are still existing. We look forward to resolving the other challenges as well. We also work on localising and indigenising this equipment. In two years' time, we want to reach a 60-70% rate at that. These machines require very delicate metallurgy and specialised fabrication. Not many of these are off the shelf products. Most of them need to be custom- built.

So, one of the major challenges that we are trying to resolve is how to deepen our engineering and capabilities to custom build these machines for the global requirements. We have hired the best brains from Caterpillar to assist us to resolve this problem."

THE USP

"We will be manufacturing very deeply engineered products which are not available in the market. We also want to help India do away with imported equipment. Till date, India is 100% dependent on imported equipment from all over the world for underground mining. With the start of this manufacturing, in December this year, India will be able to completely breathe a sigh of relief as all the equipment will be available in India. These machines operate 24X7 and we will have a very good team of engineers to support our customers in terms of parts or service," explains Chaturvedi. They want to become a one-stop solution for all challenges related to mining equipment in India.

FOR THE GREATER GOOD

"We have three main focus areas: skill development, health and education-based CSR initiatives. We have been working for the last our to five years in all of these areas with a number of organisations across the country. There are a number of NGOs with whom we work. In 2020, we had helped more than 55,000 families in terms of addressing their problems related to health and education," shares Chaturvedi.

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HIGHWALL MINING HITTING NEW HIGHS IN INDIA AS GAINWELL IS SOON TO COMPLETE ITS THIRD MACHINE



**International Mining Magazine,
February 2022**

**Interview featuring
Dipankar Banerjee,
Chief Operating Officer, Mining
and
Jayanta Bhattacharya,
Head of Manufacturing**

Mining is still booming in India and highwall miners are a part of that to the point where one of the country's leading Cat dealers, Gainwell, is now making these machines under license from Caterpillar over four years after it discontinued the business. *IM* Editorial Director Paul Moore spoke to Gainwell's Dipankar Banerjee, Chief Operating Officer, Mining Business and Jayanta Bhattacharya, Head of Manufacturing about this unique story.

Background to India's highwall mining resurgence

At the end of 2016, Caterpillar had announced that it would stop making new room and pillar products, including closing its Houston, Pennsylvania factory, saying that a major reason was the concentration of demand in the Appalachian Mountain region of the US which was a slowly declining market. The discontinued business included continuous miners, coal utility vehicles, feeder breakers, roof bolters and haulage systems, but also highwall miners. Banerjee told *IM*: "It was a correct decision by Caterpillar – as the US was 60% of their global room and pillar market, and with the coal market in decline and no new underground coal mines planned, equipment demand had dropped significantly. While Cat no longer made new machines, they continued to support the existing equipment population in the field."

He adds: "However, in India, coal is not a bad word – almost 70% of India's energy comes from thermal

coal and we continue to build new coal fired power plants and therefore continue to open up new coal mines. Our current coal production is around 730 Mt per year. The Indian Government and Ministry of Coal have taken lot of initiatives including major policy reforms to open up the coal sector to the private sector, to increase the domestic coal production to 1 billion tonnes or more by 2023. There is also a strong demand for high quality coking coal in the country for steel production."

The highwall miner is quite a unique product. Over 50 highwall mining machines are still working in the US, but very few elsewhere – a handful in Australia and India and some locally made machines in China such as a machine similar to the ADDCAR design made by CCTEG which is working in the Ordos Basin coal mines in Inner Mongolia.

It was a correct decision by Caterpillar – as the US was 60% of their global room and pillar market, and with the coal market in decline and no new underground coal mines planned, equipment demand had dropped significantly. While Cat no longer made new machines, they continued to support the existing equipment population in the field.

Banerjee comments: "Highwall mining improves the recovery at open cast coal mines by accessing seams from the pit highwall where access from surface is no longer possible, for example due to proximity to settlements. In India there were two mines using highwall technology successfully and we always sensed there is good potential here due to the high population density and a lot of open pits with highwalls under which there remained large tonnage of coal reserves."

Gainwell starts its highwall journey

In 2017 Gainwell approached Caterpillar saying that it had opportunities in India and would be interested in a technology licensing agreement given that new machine production had ended in the US. After a period of discussions this was signed in 2018 allowing the manufacture of highwall miners in India by Gainwell. The IP licensing included India and select overseas markets including China. Gainwell then invested in a new assembly shop in

Asansol, near Kolkata in West Bengal in the heart of India's coal mining belt, and made the first machine in 2019.

The two existing highwall miners in India had been supplied as follows: one by Bucyrus (SHM unit) in the early 2010s just before Bucyrus was bought by Cat in 2011 to SECL's Sharda opencast mine (operated by contractor Cuprum Bagrodia Ltd or CBL) and the second in 2015/2016 to Tata Steel for its West Bokaro Division South Eastern Quarry. As that machine was supplied by Cat it was now known as an Gainwell supplied its first highwall miner to SECL through CBL during February 2019 and the machine is working very well. The customer has in fact placed another order for second Gainwell Highwall Miner to be delivered in 2021. So the customer will now have four highwall miners, one Bucyrus, one Cat and two new units from Gainwell.

At the same time, the other existing highwall miner user in India, Tata Steel, approached Gainwell wanting another machine which was duly delivered in October 2020. All the new Gainwell units have been given the name GHWM300. The Tata Steel unit has been successfully commissioned and went into coal production from end-November onwards. Gainwell has brought lot of improvements on this machine including online diagnostics, complete operation through mobile application etc. and the machine has been performing very well.



Investment and evolution at Gainwell

As well investing in machining and other equipment, Gainwell has invested in a core design and engineering team at Asansol led by Jayanta Bhattacharya as well as employing on a consultancy basis several former Bucyrus/Caterpillar engineers who had worked on the SHM machines in the US. Bhattacharya told *IM*: "This really eased the manufacturing journey for us. We are primarily a Cat dealer, selling and servicing its equipment for the past 75 years. But we learned quickly and today we are quite self-sufficient. We buy the components and parts from Cat made by them and their network of third party suppliers which they are still making to support the installed population of highwall miners in the US."

He adds: "Slowly we are trying to increase the indigenisation of the machine in India. In the first machine, we had only about 7% Make-in-India content – by the second machine, this has risen to 28% and will be higher again for the third machine. Local manufacturing has really got strengthened in India in recent years with the growth of the domestic automobile industry and there are very good vendor base getting developed. All the testing of the equipment is also done in-house. Cat really helped us in the early days in handholding us but we are now becoming a world class manufacturer in our own right. Of course there have been challenges like finding right people with the requisite skill sets such as in niche electronics engineering but we were able to attract the right people and get them trained." Gainwell's Banerjee adds: "It is important to remember that the GHWM300 is a 300 t, complex machine costing up to \$12 million including cutter module options so you can imagine the amount of engineering and componentry that goes into it."

The company also pointed out that each highwall miner also has a high level of customisation depending on the options selected by the customer but also related to the seam thickness and geology it will be working with. Bhattacharya says: "As an example, the first machine was able to cut 0.9 m to 1.7 m seams. The second machine had a high lift mode to deal with thicker seams – so it can handle seams of 0.9 to 2.5 m. Gainwell as a dealer and as a focused company is able to work with customers closely on their individual needs."

Wider Asian demand – next stop China

For promotion in China, Gainwell has already attended a trade show in the country in 2020 and says it would already have had a machine in the country in 2020 if it were not for the effect of COVID-19. The company is working together with North China and Eastern Central Cat dealer Lei Shing Hong (LSH) Machinery and expects the first Chinese order to now come through in 2021. Banerjee says: "LSH will promote the equipment, as well as provide necessary service and parts support for the highwall miner. This is quite a unique arrangement between two major Cat dealers in two different countries with one acting as OEM and the other as a dealer. Gainwell is also in discussions with few other Cat dealers about similar arrangements to promote the Gainwell Highwall Miner in those respective markets."

Gainwell says its Asansol site can make up to two highwall miners a year with the broad plan to supply one domestically and one for export on an annual basis. But if demand exceeds that, the company says that with three instead of two shifts and cutting down on some of the cycle times etc it could up this to three machines if needed. The assembly is modular and there is room at the site to expand the plant footprint as well. The company also says it will invest in 2021 in new machining equipment.

The growth of this Highwall Miner business within India is a real testament to Gainwell's vision and confidence as it involves manufacture of a high value, complex mining machine domestically and it has the full support of the Indian Government as well as from Coal India.

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GAINWELL COMMOSALES: BRINGING INTEGRATED RENTAL SOLUTIONS & SERVICE EXCELLENCE INTO PLAY

Construction Mirror, July 2022

Cover Feature by **Manav Kohli**, Chief Operating Officer, CI



The Indian CE industry saw a tumultuous FY22, with a host of factors pulling the industry sales down by 8%. The sales dropped to 85,385 units during the year as compared to

92,470 units of construction equipment sold in FY21, as per the Annual Industry Data Report released by ICEMA. According to market research report, "Construction Equipment Rental Market Size, Share & Trends Analysis Report By Product (Earth Moving, Material Handling, Concrete & Road Construction), By Region, And Segment Forecasts, 2022 - 2030", published by Grand View Research, the pandemic led to a global lockdown and supply chain disruption which impacted the manufacturing, construction, and mining sectors at large. Post pandemic, issues such as lack of availability of skilled workforce, spiking raw material prices, and high EMIs have amplified uncertainties in the construction sector subsequently hampering the growth pace. Thus, to avoid the risk aversion and reduce

uncertainty, larger-scale construction companies are switching towards renting the construction equipment, thereby driving the growth of the construction rental equipment market. Currently, rental penetration in India remains very low, at 8 percent, compared to the global standard of 50 to 80 percent, as reported by AT Kearney. India's Leasing/rental segment of construction equipment is still very nascent and very fragmented, but is expected to show strong growth of over 30 percent annually over the long run.

As a leading player in the construction, mining and energy and transport sector, Gainwell Commosales Private Limited (Gainwell) has been playing a crucial role in developing India's infrastructure. For nearly 8 decades, Gainwell has been empowering the customers to build a better India and a better world through its technology-enabled comprehensive solutions including rental solutions. Gainwell through its partnership with Caterpillar offers the largest range of rental fleet including Backhoe Loader, Wheel Loader, Skid Steer Loader, Track-Type Tractor, Medium Wheel Loaders, Hydraulic Excavator, Track Type Loaders and Motor Graders. As part of its winning strategy, Gainwell offers rental solutions for both road and mining contractors, reaching out to companies operating in remote and inaccessible areas like J&K, North East etc. The company plans to optimize the fleet size every year with the goal to broad base its reach in every sector of construction like road, cement, mining, port, tunnel and infrastructure.

"Our relentless focus on product quality, customer satisfaction and innovation has helped push the boundaries and tap the immense potential for development in this sector. Customers can rely on the equipment, technology and application expertise to choose the best solution for their projects", says Manav Kohli, Chief Operating Officer- Construction Industry, Gainwell Commosales Private Limited.

With a strong focus on operational excellence, Gainwell engages in long-term partnerships with the customers for executing their projects. Gainwell has been powering the progress of the nation through several signature infrastructure projects like Chenani Nashri in J&K, where 45 machines were deployed for over 5 years to build the country's longest tunnel. Another 42 machines

were deployed in DFCC, the Railways Freight Corridor. 12 pieces of equipment were deployed at aggregate mines and 14 pieces at Iron Ore mining in Barbil, Orissa. Besides, Purvanchal Expressway, Bundelkhand Expressway and Agra Expressway were also built using Cat machines, both new and those hired through rental solutions.

Gainwell's rental offerings are equipped with leading-edge technology that increases the safety, productivity and efficiency of the machines. Through the adoption of advanced technology like IoT and autonomous fleets, Gainwell delivers customized data-driven solutions for the customers' success. Technology solutions like Cat® Connect and Trimble uses data pulled from technology-equipped machines to provide insights on the equipment and operator behaviors to help improve the health of the machine, operator safety and productivity while keeping the costs down, enabling better ROI for all investments.

Looking ahead, the enhanced export potential and the Government's continued thrust on infrastructure development through mega plans including National Infrastructure Pipeline, Gati Shakti Masterplan, National Monetisation Plan, Urban Rejuvenation Mission: AMRUT, Smart Cities Mission, Swachh Bharat Mission and others will not only drive the progressive growth of the

infrastructure industry as a whole but will also act as key drivers for the growth of the rental equipment industry. The expansion in mining activities to address the growing demands for energy along with development in the bulk material handling, material processing and concrete equipment space also presents significant growth opportunities.

"The recent Government announcements on infrastructure investments put forward a very strong pipeline and growth avenues for the rental equipment industry. Gainwell is poised to power the nation's engine of growth with the right range of equipment, large distribution network, parts stocking points and trained set of operators and technicians", concludes Manav.

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PEOPLE, PROCESS, CULTURE AND TECHNOLOGY ARE THE FUNDAMENTALS OF HYBRID WORK MODEL

Business Manager, August 2022

Cover Feature by **Sujoy Banerjee**, Group Chief People Officer and Group Head Marketing



What prompted employers to embrace Hybrid work model? What can be the benefits and pitfalls in shifting to this work model?

SB The Hybrid Work Model is a flexible work model that supports a blend of in-office, remote and on-the-go employees. It offers the employees the autonomy to choose to work wherever and however they are most productive. This work model was an accepted prevailing practice in some organisations in specific industry sectors before the pandemic struck which soon became a normal accepted practice once the organisations started re-booting their operations post pandemic from a complete work from home operating model which they had operationalized during the health emergency. Some of the Benefits & Challenges (pitfalls) of this work model are:

Benefits:

Offers freedom and flexibility for individuals to determine where and when they work. Builds a trust-based relationship with employees, which increases loyalty and job satisfaction. Expands talent pool, leading to more diverse thinking. Gives employees the option to schedule appointments or run quick errands on certain days of the week. Provides the ability to easily forecast office capacity. Improves the bottom-line due to cost savings on office space and travel.

Challenges:

Difficult for employees to find a suitable day or time for in-person teamwork. Lack of visibility into

how many people are going to the office on any given day and if the building has the capacity to support them. Potential for employees to feel isolated. Increased challenges maintaining the company culture and community.

Do you agree that Hybrid work model will be the future of work? If so, what adjustments would be required to be done at culture and leadership level?

By and large, the Hybrid model of work is here to stay as it offers benefits to both employees and employers. Employees stay closer to family, enjoy better physical and mental health, stronger work relationships, improved productivity, choice of location, less time to commute to work, benefits of Hybrid model add up. For the employers they are witnessing an increase in employee productivity. So, there would be organisations across industry sectors who would continue with this work model as it is turning out to be a win-win option for both stakeholders. To make the hybrid employee work environment a long-term success, organisations will need strategies for - making their teams more cohesive and levelling the playing field across remote, hybrid and full-time office goers.

The following approaches need to be taken to manage a hybrid working model to create an engaging work culture and maintain high levels of productivity:

1. Encourage open communication amongst team members across the different platforms of interaction.
2. Be flexible - be open to the needs of the employees and structure deliverables around them without compromising on the timelines and quality of the goals.
3. Organize the tasks-define the deliverables of the team members in a very specific, quantifiable, and measurable manner.

4. Set boundaries-the boundaries of communication and interaction amongst the team members must be clearly defined and laid down.
5. Provide productivity tools and support-support the employees to perform productively in the hybrid work environment.
6. Recognize personal differences - appreciate and understand the individual needs.
7. Encourage and ensure interdependencies.

At the Leadership level, the leaders would have to do the following:

1. Define the governance framework of the hybrid working and goals to be delivered in a collaborative manner.
2. Create interpersonal time with the team and build the social capital of the team.
3. Each member should have a Unique Hybrid Work Plan.
4. Not micromanage team members.
5. Build a system of trust within the Hybrid Team.



What should be the best strategies, organisations should adopt to make hybrid work model more productive and engaging?

SB In order to make the Hybrid Work Model more engaging and productive, the organisations must curate and implement their strategy on 4 pillars - People, Process, Culture and Technology. When it comes to "Culture" organisations must trust their employees and listen to them. They would have to encourage collaboration across individuals and teams to co-create the objectives, goals

and the governance framework of managing the hybrid work model without compromising on the expected deliverables. Employees would need to be empowered to take decisions within the boundaries of their roles. They would need to create equity between remote and in-person employees.

When it comes to "People" a hybrid working model should support inclusion and greater flexibility, in both where and when people work. The organisations would need to think and address issues developing engagement frame works that would create the organisation wide "emotional glue" when employees are switching between in person & remote workspaces. They would need to understand and appreciate the challenges confronting employees to be productive in the hybrid environment and accordingly support the employees. The organisations must focus on the professional and personal well-being of the employees.

"Processes" & work norms that had worked successfully in a physical work model will not work in a hybrid model. So, the processes of the physical work model cannot be just copied and implemented in the hybrid environment. Processes would need to be rethought and recalibrated for different working scenarios in the hybrid model of work. Processes around managing working relationships in the organisation structure, performance management processes, business processes, accountability & authority metrics etc. would need to be revisited, redefined and remodelled to make the hybrid work model work efficiently and effectively.

The right "Technology" tools are a must for any remote-first infrastructure. All employees need to be able to easily communicate, collaborate, share ideas and stories as they did in the office. The role of technology should be as an enabler – helping organisations transform for hybrid work and reimagine everything from meetings that transcend space and time to a digital employee experience that everyone can access from anywhere - right in the flow of their work.

What are the possible legal/employment issues involved in this work model and how

HR should insulate organisations from such possible threats?

SB Legal challenges for Hybrid work environment

While a hybrid work environment has many benefits, it also comes with potential legal issues that businesses need to be aware of before making the switch. Three main areas that employers should pay attention to are discrimination, accommodation, and documentation issues.

Discrimination: There are two main ways that businesses need to be mindful of discrimination claims in a hybrid work environment. The first is ensuring that a hybrid schedule for employees does not appear to discriminate against an employee's race, age, sex, or any other protected reason. Scheduling details must be worked out in coordination with human resources to ensure that it is effective for their department's specific needs and to ensure that there are no discriminatory reasons for the scheduling that occurs. Management should also keep lines of communication open with employees as the schedules are made. Another issue to be mindful of is discrimination claims arising from an increase in informal communications between employees texting or using messaging services. Setting and enforcing communication guidelines and expectations will be necessary for hybrid or fully remote teams.

Workplace accommodation: If an employee is working from home or at the office, an employer will still be required to provide the tools they need to get their work done. This means that employers should provide the office equipment needed to work from home. This also requires employers to maintain safety standards which can be complicated in home environments. Further, an employer can receive a request to work in a hybrid manner as an accommodation.

Employment documents, offer letters/employment contracts: Many offer letters, employment contracts, and employment documents specify the work environment or office location from which an employee will work. When transitioning to a hybrid work environment, these documents should be updated to reflect the new

work model. Likewise, employee handbooks should be updated to reflect the guidelines for hybrid and/or remote work and ensure that they set the appropriate expectations and rules for privacy, confidentiality, and data protection. Finally, each business will find that it has its own unique challenges as it relates to remote and/or hybrid work.

How can HR measure that this model is working well?

SB As companies across the globe continue reboot their operations through a hybrid approach, it will be essential to maintain the empathy and flexibility that was developed during the pandemic. Employees now expect to be supported through the transition and new challenges that arise, and these values of support and empathy must be woven into the fabric of an organisation's hybrid culture. Metrics for success in these return-to-work policies should be measured both qualitatively and quantitatively. Qualitative success will be reflected in the organisational culture among hybrid teams. The signals of a successful hybrid work environment will show up clearly in employee satisfaction, the overall employee experience and of course, how the business continues to flourish.

Effectiveness of a Hybrid Work Model can be measured through:

- a. **Office utilization:** This is a great place to start measuring the success of a hybrid work model. Keeping track on how many people come into the office on a regular basis can help to decide if the work plan needs to be modified.
- b. **Employee retention:** Are more employees resigning than prehybrid or looking for somewhere else to work? If so, organisations will need to review their working models and make appropriate changes. Ask why they're looking elsewhere and if there is anything the company can do to improve their experience.
- c. **Employee engagement & satisfaction:** Employers have a real time challenge when it comes to engaging and building real connections with employees during remote work. It's important to remember that not every employee will be open about being

unhappy in their current position. Of course, losing employees is what organisations are trying to avoid when they introduce hybrid work models. With that in mind, a good old-fashioned anonymous employee satisfaction survey can uncover any issues the team may be silently facing. Engagement should be measured on Organisational Trust, Commitment to Coworkers/ Collaboration and Capabilities.

- d. Business Result Metrics:** Continue to track, monitor & evaluate the organisational performance measures-productivity, revenue, profitability, absenteeism, employee retention-to identify any trends or patterns in how they are impacted by the hybrid work model.



How can organisations maintain balance and offer the best of both the worlds in the hybrid work model?

SB The hybrid workplace is experiencing a watershed moment. The COVID-19 pandemic propelled remote work into hyperdrive, and for the most part, the transition has been an unexpected success. As some companies now plan for a return back to the office, ideas on what that return looks like are varied-with some looking to bring employees back inhouse full time. But that's not necessarily what many employees want-at least not five days a week. They recognize the benefits of working in an office space-and welcome a break from kids and barking dogs-but find it hard to imagine life without the flexibility they've come to appreciate. In short, they want the best of both worlds-a hybrid workplace. An organisation that

adopts a hybrid work model could consider the following in order to ensure best of both worlds to its employees : Acknowledge the small stuff. A simple "thank you" or "I appreciate you" can do wonders for an employee who's feeling uncertain, unsure, or even anxious. Recognize difficult situations and help provide solutions. Schedule regular check-ins. Consistent communication and a link to the familiar provides a sense of belonging and stability. Ensure forget performance reviews so that the teams stay on track with goals and milestones. Recognition of employees who have achieved goals or reached milestones in weekly emails or a team video conferencing call. Retain the traditions of the organisation. Organisations find a new way to operationalize them. Organisations should not overlook workers whose job responsibilities are not conducive to remote work. To avoid potentially disenfranchising these critical workers, consider options such as flextime, shift work, compressed workweeks, part-time schedules, and job-sharing options. Managers can proactively bridge the gap between hybrid/ remote and inperson team members by regularly scheduling team-building exercises virtual or in the office-to discuss opportunities and challenges, brainstorm ideas, network, and build rapport.

The Hybrid Work Model is a flexible work model that supports a blend of in-office, remote and on-the-go employees. It offers the employees the autonomy to choose to work wherever and however they are most productive. This work model was an accepted prevailing practice in some organisations in specific industry sectors before the pandemic struck which soon became a normal accepted practice once the organisations started re-booting their operations post pandemic from a complete work from home operating model which they had operationalized during the health emergency...

SERVICE EXCELLENCE

CRC Unnati extends efficient and sustainable rebuild solutions to RCC Developers Ltd.

At Gainwell, we offer customer-focused solutions throughout the lifecycle of our products. We believe in securing environmentally friendly, future-proof service solutions for our customers.

RCC Developers Limited, a proud owner of a fleet of Caterpillar equipment had recently sought our support for the repair of a Volvo Hex. While being a patron of the Cat brand, RCC Developers also owns a fleet of Volvo machines. A Volvo HEX in his fleet had met with an accident and got badly damaged. This was a Volvo EC 210D HEX, powered with Volvo D5E 123KW engine. It is a 20 tonne class Excavator with a fair presence in the Indian market and supported by a strong dealer network across the country. Based upon the past experience with our workmanship quality, RCC Developers approached us in getting the damaged machine repaired at CRC Unnati.

There were several challenges in bringing this unit back into operation. Many of the components like monitor/pumps/fuses/relays/hydraulic cylinders/links/turbocharger were missing. Main hyd. pump, which is the governing unit of any HEX was severely damaged. The engine had severe damages which were eventually overhauled by us.

Our rebuild and rehabilitation services gave a fresh lease of life to the HEX as we extended a cost-effective solution to the customer. The customer tested the machine at our premises and was immensely satisfied with its performance. He even expressed interest in seeking our support for economical repairs of other Non-Cat units at the CRC Unnati.

Creating efficient and sustainable solutions has always been our top priority. We rebuild and remanufacture many of our components, engines and machines, offering customers a way to not only save on costs, but also reduce environmental impact and waste by keeping non-renewable resources in circulation for multiple lifetimes.

RCC Developers Limited, a proud owner of a fleet of Caterpillar equipment had recently sought our support for the repair of a Volvo Hex. While being a patron of the Cat brand, RCC Developers also owns a fleet of Volvo machines.





Inspirational journey of growth of Udaipur Component Rebuild Centre

The Udaipur Component Rebuild Centre has seen a major turnaround. From 33 components rebuilt in 2020, the workshop has successfully completed rebuilding 500 components in a span of 24 months. This has been an exciting and inspirational journey of growth over the 2 years of its operations.

Udaipur is uniquely placed within the mineral-rich & mining areas of western India. The Component Rebuild Centre is strategically located close to Maharana Pratap Airport, Zawar Mines, SK Mines/RD Mines and Agucha Mines.

The workshop is equipped to restore engine and drive-train components to factory standards, and offer component repairs and exchange of

component assemblies to support quick re-commissioning without having to wait for the component overhaul to be completed; thereby ensuring the lowest cost of operation with the highest machine uptime.

The Udaipur workshop offers its customers a clear differentiating experience for its service and maintenance needs.

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Gainwell Connect delivers integrated virtual solutions to enhance customer value

Introducing Gainwell Connect, the technical helpdesk that extends virtual solutions to resolve basic problems and troubleshooting. Customers gain reduced turnaround time with instant technical solutions. The customer/operator can speak to the technical expert over video call and can also receive calls from technical helpdesk on critical alerts.

The platform facilitates the accessibility of Gainwell product specialist over video and audio conferencing option. The key focus is to reduce the cost of service delivery, enhance customer experience and encourage knowledge sharing to upskill the service technicians.

The helpdesk is located at EM Room at Unnati.



GAINWELL CONNECT
PEACE OF MIND AND EASE OF OPERATION

Great Place To Work
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Learning programs for customers

At Gainwell, training is business critical. The on-demand training programs customised and delivered to our customers empower them and help them maximize the performance of their equipment, reduce costly downtime, increase ROI and improve safety in the workplace.

The technical training team curates and delivers regular programs for the customers at their sites. One such program was conducted by the team recently at Thriveni Earthmovers Pvt. Ltd. at Barbil. The Maintenance and Service training on 14 Motor Grader was conducted over a period of 5 days and included both classroom and on the iron sessions.

The course module included pretest, machine specifications, walkaround and component identifications, C13 engine overview, APECS power train overview, PPC implement and steering overview, Conditioning Monitoring & Contamination Control, Preventing Maintenance along with other modules.

S.Hidhayathulla , Head-Maintenance for Odisha Operation gave very positive feedback at the end of the training – “It’s really good to have a technical program at site level and our team members have refreshed their technical skills towards Grader and basics”.



SAFETY FIRST

First Aid & CPR Training

A three-day training session on first aid was conducted recently at Asansol CRC and Unnati, Greater Noida. Participants from different locations attended the program conducted by a certified trainer and a qualified doctor. It was a comprehensive training with separate segments on theoretical awareness-First Aid Awareness (meaning & purpose) along with practical solutions on administering bandages – various shapes & sizes for related injury and finally methods of administering CPR – Cardio on Pulmonary Resuscitation. An internal assessment evaluated the competency through a written test – objective and reasoning with suitable answers and an oral test – confirmation of lessons learnt and practical test, tying of bandages as per injury identified by evaluator.

The training was organized as part of the workplace safety requirement and it provided invaluable skills to the participants and equipped them with the knowledge and confidence to deliver potentially life-saving assistance, in case of an emergency.

We intend to offer the training to a larger population of employees in due course.

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ACCOLADES FOR GAINWELL



Confederation of Indian Industry (CII), Eastern Region organized the 16th Safety Symposium & Exposition, a 2-day conference along with exposition, at ITC Sonar, Kolkata. The central theme of the initiative was

‘Achieving Business Sustainability through Safety Excellence’.

Over 30 eminent practicing professionals, thought leaders and key government officials deliberated on important topics like Leadership Driven Safety Excellence, Learning from Incidents – Case Studies, User-Friendly Modern PPE, Sustainable Mining –

Case Studies, Innovative Solutions towards Safety Excellence & Logistics Safety. The symposium was attended by over 300 participants.

A “Safety Leadership Quiz” was also organised to encourage a safety culture. Designed to create social awareness about the issue of safety and security, the quiz turned out to be an engaging programme.

Congratulations to Dipak Saha, Sr. Engineer-Customer Support, Dhanbad MARC BCCL for bagging the 1st runner-up prize at the Safety Leadership Quiz.

Continuing professional development is the process by which employees maintain, develop and improve their skills and knowledge. The Safety Quiz helped the participants to refresh and expand their knowledge and experience, thus making a real difference in their professional effectiveness.

A certificate of commitment for Dipak Saha, Sr. Engineer-Customer Support, Dhanbad MARC BCCL. The certificate is presented to him for demonstrating leadership and commitment to safety in the Consultivo Safety Leadership Quiz 2022 on 4-5 August 2022. The certificate is awarded by Saikat Basu, CEO of Consultivo. The certificate features the Consultivo logo, a circular seal indicating "1st Runner Up", and a QR code. The background is red with a textured pattern. The year "2022" is displayed in large grey numbers on the right side.

 **consultivo**
ADVISORY • RESEARCH • TRAINING

CERTIFICATE OF COMMITMENT

1st Runner Up

TOGETHER FOR A BETTER TOMORROW

This certificate is presented to
DIPAK SAHA

The bearer of this certificate has demonstrated leadership and commitment to safety in the **Consultivo Safety Leadership Quiz 2022** on 4-5 August 2022.

Code: CSLQ/22/52


Saikat Basu
CEO, Consultivo



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20
22

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वो जो मेरा घर कुछ सहमा सा

**Umesh Pandey,
Zonal Head - Orissa**

वो जो मेरा घर कुछ सहमा सा
थोड़ा टूटा सा वो जो मेरा घर
गाँव के ठीक बीचोंबीच खड़ा
आस में उम्मीद में ताकता रहा
मेरे आने की उम्मीद हर रोज़
खड़ा वरसो से मेरा घर मेरी
उम्मीदों का सहर जो था कभी
हार कर खेल में जीत का एहसास
हर रोज़ मेरा घर दिलाता था और
आज भी मेरे बचपन को कंधे पर
लिए खड़ा है गाँव के बीचोंबीच
वो जो मेरा घर आज थोड़ा सहमा
थोड़ा टूटा सा उम्मीदों की गठरी
बाजू में और यादों का कारवाँ लिए
बुला रहा है चलो गाँव अपने मिलने
घर से बचपन से यादों से चलो
मिल आँँ वो जो मेरा घर थोड़ा सहमा सा

SHOOTING THE STARS

Aryan Raj Kakkar, son of Anurag Raj Kakkar, Head-EPD & Institutional Sales

My name is Aryan Raj Kakkar and this my story...

I am 17 years old, studying in Class XII at Manav Rachna International School, Charmswood, Faridabad. I was fascinated with sports since childhood. When I was 3 years old, I started with Roller Skating and played till district level, winning several medals in open championships.

I also played chess, carom, badminton in school and won accolades in interschool competitions. When I was in Class 8, I got inclined towards football. I took a keen interest in the game and I joined Arsenal Club and also undertook coaching to hone my skills. My day would start at 6am, when I would reach school for coaching and practice. Unfortunately, the tiring schedule took a toll on my academics and I was left with no choice but to quit football so that I could focus on the upcoming board exams. This was one of the toughest decisions that I was forced to take despite my love for sports.

While I delved into my studies, my parents continued to nurture my passion with their support. At a family gathering, a relative advised me to take up Shooting (10 mtr. air rifle) and convinced my parents that this vocation will me to focus further on my studies and have better concentration.

I joined shooting classes at school in May 2019. I quickly picked up the nuances of the game and started receiving appreciation from my sports teachers. I was only 15 days into the game, when my sports teacher

advised me to get my own Air Rifle and Shooting Kit. My parents promised me to purchase the Rifle & Kit in case I cleared the State level.

In a span of 3 months, I cleared District level and State level championships and as promised, my parents got me the 10 Mts Air rifle & kit. After clearing the State level, I played the Nationals the same year in November 2019 and qualified for the Indian Team Trials. But due to pandemic, all the trials were put on hold.

During the Covid period, I started to focus more on my regular exercise, Yoga, breathing exercise and meditation as this helped my focus and concentration. I tried to make the best use of this pandemic period.

In 2021, the games resumed and I again participated in State level and National level matches. For the second time, I cleared these with good scores. At the National level, I secured the 18th Rank on an all-India basis in Youth Category. 4 Trials were conducted in 2022 and finally, I got selected in the Indian Team in Youth Category. I have only to thank my parents' support, coach's guidance and god's grace for this achievement.

I had never planned to opt for Shooting sports as a profession. I simply love the sport and have always given my 100% to it. My dream is to win the Gold Medal in 2024 Summer Olympics.

