

# aaalaap



## SUSTAINABILITY: A MEANINGFUL PURPOSE FOR TODAY AND TOMORROW



### CLEAN COAL TECHNOLOGY – POWERING A SAFER FUTURE

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### ENTREPRENEURSHIP IN TIMES OF CRISIS – LEADING WITH PURPOSE

25th September, 5.25pm - A massive roof fall completely buried a continuous miner machine at Jhanjra Underground coal mining project. The team rose to the occasion and set a benchmark...

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Gainwell participated in the Global Operator Challenge that tested the skills of equipment operators in operating Cat® machinery and their ability to master any piece of construction equipment...

### FROM THE CMD's DESK



Dear Friends and Colleagues,

As the world shifted and grew all around us, 2022 turned out to be yet another strong year for Gainwell. The enormous challenges presented by the global pandemic, inflationary pressures and geopolitical tensions tested the resiliency of businesses in this ever-transforming VUCA world. Amidst this dynamic environment,

Gainwell has delivered record results in 2022 as we continued to empower our customers with solutions to build a sustainable world. This has been possible due to the untiring hard work and commitment that each one of you has demonstrated.

As we have seen, India's progress over the past decade has been quite remarkable. India has scaled up from being the tenth largest economy ten years ago to the fifth largest today. No wonder, we have been the fastest-growing major economy for the third year in a row—a bright spot in a global economy facing strong recessionary impulses, multi-decade high inflation, record levels of public debt and the squeezing of real household incomes.

Today, the infrastructure space in India is at an inflection point. The Union and state governments have embarked on ambitious infra investment to stimulate growth. The government has articulated, among others, renewable energy, roadways, railways and water resources to be notable targets for the expansion of capex layout.

**Under Mining business, we won a major underground equipment order from HZL during the year. The order comprised 12 pieces of equipment with MARC contract. We received an order for 28 units of 773E dumpers...**

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We handed over the first 986 block-handler to Alberta Granite Rajasthan and the first 395 to M/s Narayani. Major orders for the supply of 30 units of 323D3 and 10 units of 424B to Surya Construction and another 5 units of 323D3 to Hillways Construction were garnered during the year. 13 units of 772G, 1 unit of SEM grader, 1 unit of D8T, 1 unit of wheel loader 986K were handed over to UltraTech Cement, Pali unit Rajasthan...

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The pipeline is massive, including 80,000 km of roads under Bharatmala, 1000 km of metro rail in cities, 500 GW of renewable energy by 2030. The government's large National Infrastructure Pipeline (NIP) envisages an investment of Rs. 111 trillion over FY 20-25, almost double the investment of Rs. 56.5 trillion over FY 13-19. All this gives us defining opportunities to deepen our focus and invest for the long term.

The Year 2022 was truly a watershed year for Gainwell — a resounding validation that our organization is on the right path.

Despite a fairly depressed equipment demand, our Construction equipment business spearheaded a remarkable introduction of the 3D Automated Machine Guidance (AMG) module for highway building. This follows a two year of concerted hard work in demonstrating the prowess of this technology with a host of our customers and regulators. This has opened up significant opportunities for the SITECH business. This technology is slated to almost double the construction speed in India and enable officials and contractors to get live updates on the progress of construction work on their phones or computers. The 63 km Kanpur-Lucknow expressway will be the first such project to use the technology. We received a breakthrough order for 8 units of 3D Grade Control from M/s HG Infra for Ganga Expressway and Odisha. This high-value technology order is sure to create a further demonstrative effect. We closed yet another major deal of 10 units for 3D Grade control with KCC Infra. Heartiest congratulations to the CI team for their patience and perseverance in introducing this

innovation to facilitate technology induction in Indian road-making.

We handed over the first 986 block-handler to Alberta Granite Rajasthan and the first 395 to M/s Narayani. Major orders for the supply of 30 units of 323D3 and 10 units of 424B to Surya Construction and another 5 units of 323D3 to Hillways Construction were garnered during the year. 13 units of 772G, 1 unit of SEM grader, 1 unit of D8T, 1 unit of wheel loader 986K were handed over to UltraTech Cement, Pali unit Rajasthan. Beyond this, all the product divisions registered record growth in 2022 with BCP staging a comeback along with a relative improvement in MHEX.

The Mining and Construction teams exhibited a great example of collaboration by working together closely to secure a landmark deal with our customer Dilip Buildcon. The teams won the order for 27 units of various equipment from Siarmal Coal project. Siarmal is slated to be the largest private coal mine in India with a planned capacity of 50 million ton per annum. This is only the first batch of a total requirement of 250 plus equipment over the project period of 25 years. All the machines are covered under 10 year MARC.

The E&T business garnered multiple strategic business wins during the year. We are now associated with signature projects like Pakuldul Dam Project in J&K with 20 MVA of gensets, RVNL Char Dham Project connecting Rishikesh to Karnprayag with 20 MVA gensets, Sify Projects Data Centre project with 18 MVA sets, Z-Morh Tunnel lighting project with 10 MVA equipment and India's New Parliament building with 4\*1500 kVA systems. Additionally, there have been some notable industrial wins like Metso, Plasser India, E-track wherein the team has ensured a 350 plus engine order comprising a mix of C18/C13/C9.3/C7.1/C4.4/C3.6/C2.2. These OEMs are looking at their Indian operations as the source for global sourcing. We are proud to associate with them and support their global plans.

Under E&T Retail business also numerous impressive supplies were made and new contracts won. We also won 5 x 500 kVA order from TATA Project for Jewar Airport, 9 x 500 kVA and 10 units of F G Wilson sets from Patel Engineering Hydro Power Project, 5 x 500 kVA and 9 units F G Wilson sets' order from Markolines for Tunnelling project. The Gas division won 10 x 3512 H from Modern Hiring, 2 x 2000 KW and 2 x 1500 KW from Asian Paints and 1500 KW and 1350 KW from

ROCA Ceramics. We recorded a win of 3 x 1000 KW BioGas Project with 11 years of O&M from Triveni Engineering while, L&T Chandigarh awarded us with a 2 x 800 KW BioGas Project with 15 years of O&M.

Under Mining business, we won a major underground equipment order from HZL during the year. The order comprised 12 pieces of equipment with MARC contract. We received an order for 28 units of 773E dumpers from BCCL and an order for 2 sets of Continuous Miner packages at Jhanjra, ECL. The latter marks the largest-ever contract by Gainwell. We qualified in this tender with our own equipment packages that will kick-start our manufacturing activities at Gainwell Engineering. The Mining team deserves applause for winning the order for 13 units of 60 Ton Dumpers from BCCL. The machines will be supplied in 2023. Further, Jhanjra UG mine achieved its highest coal production and offtake since its inception. It produced 3.63 MT of coal and offtake of 3.69 MT of coal.

We also entered into an agreement with ECL for 4 sets of continuous miner packages for deployment and operations at Sarpi and Jhanjra Projects. Gainwell was proud to win another Highwall Miner Project, this time from BCCL. This is the third HWM project won in the last two years. We will execute this order with Dhansar Engineering in MDO mode. We also won yet another UG mining project Rajgamar - the second one after Gayatri in South Eastern Coalfields Limited.

2022 was also a milestone year that marked the launch of our manufacturing entity, Gainwell Engineering through a technology assignment agreement for underground mining equipment with Caterpillar. With operations established in the USA, Australia, Singapore and India, Gainwell Engineering is all set to ensure the energy security of multitudes of nations across the world including India. The company has already mustered an impressive order book that would fill up the capacity for several years and envisages manufacturing of more than 10 large pieces of equipment by the first year of its operations in 2023.

We had the proud privilege to host a Coal India delegation at a highwall miner site in the USA. The delegation comprising Mr. Pramod Agrawal, Chairman, CIL, Dr. B. Veera Reddy, Director-Technical, CIL and Mr. M.K.Singh, ED & TS to Chairman visited and examined the highwall mining equipment and its operations at Ben's Creek Operations, a mine at

Logan, West Virginia, USA. CIL is looking forward to unlocking the reserves stranded in the opencast mines that were discontinued after reaching a limited stripping ratio. Highwall mining may prove to be a game changer for the gainful extraction of high-grade coal in ECL, BCCL and CCL and we are very excited at the opportunity of supporting India's self-sufficiency in coal availability.

Despite the challenges of the last two years, it's incredibly gratifying to note that we have not lost sight of our mission to create lasting value and equitable impact for all our stakeholders. Our legacy of nearly eight decades strengthens our vision of achieving long-term goals while navigating an intensifying VUCA world, characterized as being highly volatile, uncertain, complex, and ambiguous. The world is gradually moving towards greater orientation towards Sustainability. We see sustainability as a strong enabler for organizational resilience that opens up the opportunities of tomorrow. We stand committed to investing in ideas, innovations and initiatives to lead sustainably while putting purpose on equal footing with profit. The number of business wins does not define our success. We measure success by the meaningful progress that we have been able to accomplish for our people, customers, and the nation.

Thank you for being an integral part of this journey! We draw inspiration from our collective strength. As we have throughout our history of eight decades, I am certain that we will emerge to be stronger, bigger and better from this challenging phase of global history. As for India, I think the best of the opportunities for us are now on the horizon. Once again, thank you for your support in crafting a success story for Gainwell.

Best Wishes,

**Sunil Chaturvedi**

Chairman and Managing Director

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# SUSTAINABLE INFRASTRUCTURE THROUGH PARTNERSHIP



A legacy that spans 8 decades; a journey that began pre-independence and a growth curve directly proportional to that of our nation - Gainwell has evolved with independent India. We have been there at every step to lay the foundation for a robust infrastructure backed by state-of-the-art equipment.

Over the years Gainwell has contributed to the growing need for the country's infrastructure in terms of providing top-notch equipment for road and highway construction and even the much-envisioned concept of 'smart cities'.

To take this endeavour a step forward, Gainwell Commosales Pvt Ltd has entered into a distribution and manufacturing partnership with Lintec and Linnhoff Holdings (LLH), a global leader in concrete and asphalt batching plants, to cement a greater presence in the South Asian sphere.

The production of high-quality road construction materials will help build superior roads and highways that guarantee greater durability. It allows Gainwell

to cater to the government's growing demand for major infrastructure development by adhering to industry schedules and standards.

This collaboration with Lintec and Linnhoff will help Gainwell indigenously manufacture high-end products to support the creation of sustainable infrastructure for India. It is also representative of our country's aim to become a self-reliant nation, otherwise known as Atmanirbhar Bharat.

The partnership is firmly founded on Gainwell's resolve to implant technology within the end-to-end consumer life cycle to offer sustainable solutions throughout the consumer journey. With the 'Make in India' vision, a catalytic force behind this coalition, the Gainwell family, backed by the mammoth market exposure of LLH, envisions taking the business to new heights with an exemplary combination of local production and high quality based on the finest of European engineering design.

The Make in India local manufacturing initiative has been vital for the re-entry of Lintec and Linnhoff into the Indian market. They envision scaling up their business with a blend of superior quality, and local production inspired by the very best of European engineering design.

With India all set to seize the third position globally in terms of the construction market, sustainable infrastructure has undisputedly become a pressing priority. It is crucial for us to deliver more inclusive and better environmental, social and economic conditions. The growth of this devised partnership between Gainwell and LLH comes with a promise to uphold sustainable infrastructure in the construction industry.



# SUSTAINABLE CONSTRUCTION THROUGH GREEN BUILDING



The very nature of the construction industry makes it a large consumer of natural resources. Nevertheless, with the limited nature of resources and the danger of unforeseeable climate change, Gainwell has been constantly working towards reducing its environmental impact. We strive to alter the boundaries of what is expected from the construction industry today. The idea of a sustainable and green building, though not a novel concept, has never been more vital.

UNNATI - Our Northern Integrated Facility at Greater Noida, has been conceptualised with the vision to promote environmental welfare and sustainability of both society and employees. The futuristic edifice spans 5.16 acres of land and is designed with the purpose of providing an energizing workplace with a negligible ecological footprint.

Gainwell was awarded the highest level of certification, LEED (Leadership in Energy and Environmental Design) Platinum, by the U.S Green Building Council for Unnati. The facility is a pioneer of Gainwell's efforts to achieve sustainability by being 1st LEED v4 BD+C: NC Platinum project in India and 2nd in Asia. To add to this achievement, Unnati has bagged the highest points under LEED v4 BD+C: NC at a Global Level with a whopping score of 89 points.

Some of the prime 'green' features of the building that showcase our adherence to socio-ecological needs are its objectives for Zero Waste, Zero Water Discharge and Zero emission, significantly backed by Solar Energy.

Apart from this Unnati has consciously been equipped with:

- Reduced artificial lighting
- Controlled daylighting
- Shaded windows
- Efficient air-conditioning system supported by Radiant Cooling with tempered fresh air
- Insulated walls
- A roof garden

A LEED certification is more than simply implementing sustainable practices. It is our commitment to make the world a much better place and, in turn, inspire other people to do so.

A 160 KW Photovoltaic Array that harnesses solar energy, reduces the dependence on electricity and supports the recycling and reuse of energy. The facility is equipped to harvest, conserve, treat and reuse rainwater, which facilitates water conservation with zero water discharge.

UNNATI stands tall as a green facility where design, concept, operations and construction are in perfect harmony with nature. It is our symbol of commitment to over 6,000 loyal customers in northern India and a collective effort towards a sustainable planet.

Unnati is a Caterpillar 5-Star Contamination Control facility with an impressive score of 98%. Contamination control (CC) is a conscious initiative practised and propagated by Gainwell to ensure the supply of repaired components and clean contamination-free parts to consumers.

Through Unnati, Gainwell is all set to tick the boxes regarding reduced energy, ecological footprint, health and safety, operational costs and employee productivity.

# SUSTAINABLE NATION-BUILDING THROUGH PROJECTS OF NATIONAL IMPORTANCE



Over the years, Gainwell has been engaged in the development of several signature infrastructure projects fulfilling its goal of creating world-class infrastructure for building a new India.

Gainwell is proud to be associated with Atal Tunnel, a project of national importance. It is the world's Longest Highway Tunnel above 10,000 feet with a length of 9.02 kms. It is of strategic advantage, cutting through the Pir Panjal range and reducing the distance between Manali and Leh by 46 Kms while cutting down travel time by 5-6 hours against a 10-minute stretch through the tunnel. Atal tunnel ensures all-weather connectivity to the residents of the Lahaul and Spiti Valley who remain cut off from main-stream livelihood in winter for 6 months due to heavy snowfall. More importantly, the tunnel is of national defence importance to the troops stationed in Ladakh.

This marked one of the major landmark deals of recent times that included the Supply, Installation, Testing & Commissioning (SITC) of the Prime rated DG Sets to construct and power the Atal Tunnel. Scope of supply included SITC of Synchronising Panels, Aux Control Panels, Acoustic Enclosures,

HSD Tanks, Exhaust System etc. Project Execution was particularly challenging as we could work only for a limited period of the year due to severe winter, reduced efficiency of the workforce due to poor oxygen levels at high altitudes and other operational challenges. Our team overcame all of these hardships and successfully handed over the project within the committed timeline.

Gainwell fulfilled a critical role in 2 phases. In the first phase, Gainwell got engaged in the construction of the tunnel through its association with Afcons Infrastructure Limited and STRABAG AG, the JV that initiated the construction of the tunnel in 2009. Drill and Blast technology was used for tunnel construction and the equipment was powered through Cat DG sets. 12 x 500 KVA (Model -C15) with sync. the panel were commissioned in the South Portal while the equipment in the North Portal was powered by 4 x 500 KVA (Model – 3412) with sync. panel.

The Cat DG sets offered high reliability and durability amidst a tough terrain with temperatures ranging between - 25 deg. C to 40 deg. C above 3000 meters of attitude. The DG sets clocked an average of 25000 - 30000 operating hours. Our

outstanding services together with the customer-focused team offered customised solutions for every stage of the operation throughout the 11 years of tunnel construction. We ensured uninterrupted access to parts and services meeting every challenge presented by time, weather or expertise.

In the second phase, we were engaged in the powering of the tunnel for its operation. We scored high against all the criteria set by the Border Road Organization to evaluate the capability of the vendor to serve and perform in terrains above 3000 meters altitude and harsh operating temperatures ranging between -15°C to 40°C. Our offering of Cat DGs during the tunnel construction phase and their unparalleled performance at high altitudes, and under negative temperatures along with unmatched service support in harsh terrain set a new benchmark.

We offered Cat DG for Tunnel Powering i.e lighting, ventilation etc. The Gainwell E&T Project Team successfully commissioned and handed over 2 x 2000 kVA (3516B) 11KV HT @ South Portal and 2 x 2000 kVA, 415V (1 each @ South & North

Tunnel Entry points) Diesel Gensets to Border Roads Organization (through Savronik Systems). The total installed power was 8,000 kVA/ 6400 eKW at a single location.

Gainwell has shown its unmatched expertise and performance both in product and its services to serve the nation amidst the harshest of conditions and the toughest of the terrains in several other projects of national importance like Zozila Tunnel Construction Power, Z Morh Tunnel operational power in Sonmarg, J&K and others.

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# SUSTAINABLE INITIATIVES TO CREATE A MORE INCLUSIVE COMMUNITY

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The finest way to move forward and establish your legacy is by uplifting those around you. Over the years, Gainwell has invested in refining and enriching the youth of our nation through its resource and knowledge. We encourage a learning culture, not just within our organization, but within our society as well.

While the population grows, employment opportunities remain limited and of poor quality for young people in rural and semi-urban areas. The underprivileged, rural and semi-urban youth face a whole set of different challenges when seeking employment. They often earn low wages and face unsafe, exploitative working conditions, which force them to migrate to urban areas to look for better opportunities.

The Backhoe Loader Operator Training Program at Unnati, Greater Noida, is a progressive initiative to uplift rural youth with the intention to help them find decent employment. It is a life-changing opportunity to build a brighter future through self-empowerment.

The project imparts underprivileged youth of society the necessary skill in operating earthmoving equipment, thus, increasing their chances of employability in the market. Upon

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completion of the program, the operators are awarded a certificate that endorses their newly acquired skills and eventually helps them find the right job with the right pay.

Gainwell undertook its first Caterpillar-led CSR initiative of the Jhalawar Backhoe Loader Operator Training Program in the year 2016. The initiative was supported by Gainwell in ways that included designing the course material, training the very first batch by deputing an onsite Master Trainer, providing inputs for the placement of trained candidates and recruiting a female candidate as an assistant trainer through BMF.

The Unnati Backhoe Loader Operator Training Program, held at Greater Noida spanned from 1st August 2018 to 31st July 2019. The program aimed at imparting earthmoving equipment operator training to potential and willing youth of the country. 80 candidates were trained in 7 distinct batches of training conducted. In partnership with Bhagwanti Memorial Foundation, a renowned NGO, Gainwell provided complete infrastructural support for the program, including classroom facilities, demonstration grounds, canteen facilities, utility services, and electricity.

Following this, The Hamirpur Backhoe Loader Operator Training Program was inaugurated on 27th September'21 at Hamirpur, Himachal Pradesh. 20 participants underwent training for 45 days as per the Caterpillar curriculum. For the program, Gainwell upheld its responsibilities like developing the curriculum, providing a training manual, conducting Train the Trainer session, conducting training for the pilot batch of 20 participants, handhold trainers for the initial session, assessing participants, and sharing inputs on placement. The prime motive of our program was to contribute to the Skill Development Agenda of the country, by ensuring successful skill training on the operation of backhoe loader to candidates and thereby matching the aspiration of the candidates and the industry.



Our most recent program, the Birbhum W.B Backhoe Loader Operator Training Program was inaugurated last year on 23rd May 2022, at Md. Bazar, Birbhum. The training program was inaugurated by the District Magistrate of Birbhum and along with him other district officials were also present including ADM, BDO etc. This program was funded through Bhagwanti Memorial Foundation, the implementation agency being Tomorrow's Foundation. Gainwell supported the program as a technology partner. 2 batches of operator training were conducted whereby 20 underprivileged youth

of Md. Bazar blocks were trained in operating BHL and supported in placement.

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# CLEAN COAL TECHNOLOGY – POWERING A SAFER FUTURE

Any discussion on sustainability and going towards renewable energy is generally construed to be a discussion against coal. This equation however has undergone a change and the whole world is now realizing that coal is the bridge through which we will be able to achieve any kind of Net Zero ambition. Clean coal technologies have become increasingly important to many countries of the world because of concerns pertaining to future energy supplies, energy price volatility, and environmental effects. Many countries are working towards a long-term effort to achieve energy security and stability. In the longer run, no single fuel source will provide the answer to sustainable development. Cleaner coal-based technologies will be imperative to meet both immediate development goals and longer-term climate change imperatives.

This was the premise of the address delivered by Mr. Sunil Chaturvedi, Chairman and Managing Director, Gainwell at the 1st National Coal

Conclave & Exhibition. Mr. Chaturvedi shared the stage with Mr. BK Singh, IFS officer & Additional DG Forest, Mr. Rakesh Kumar, CMD - NLCIL, Mr. Rajiv Mishra, Senior Energy Consultant - World Bank and Mr. Vadim Pavser, Director of Services - UZTM Kartex Equipment and Solutions as they addressed an august audience and deliberated on the topic 'Indian Coal Sector – Sustainable Mining towards Atmanirbhar Bharat'. The convention was attended by several other illustrious speakers who shared their views on how clean coal technology can ensure the energy security of the nation.

Clean coal technologies have become increasingly important to many countries of the world because of concerns pertaining to future energy supplies, energy price volatility, and environmental effects. Many countries are working...



# FOSTERING CONVERSATION AND COLLABORATION AT THE UDAIPUR TOWN HALL MEETING

The Covid pandemic dramatically changed the nature of our social interactions. As the global pandemic unfolded, social and physical distancing became the norm of the day. It became harder for business leaders to effectively communicate the strategy and goals of their organization to foster alignment and create a shared experience with employees. Post-pandemic, it is now more important than ever to communicate directly and clearly with employees in order to create a sense of shared purpose. Town Hall meetings extend an opportunity to interact with the leaders and managers and provide a chance for all the employees to be heard.

At a recent Town Hall meeting in Udaipur, employees across Jaipur, Jodhpur, Kota, Udaipur and mining divisions, got the opportunity to engage with and interact with Mr. Sunil Chaturvedi, Chairman and Managing Director and Ms. Meena Chaturvedi, Joint Managing

Director. This was a special platform where the management highlighted where we are today and our outlook for future success. The female employees mentioned the opportunities that they have received to voice their opinion while long-serving employees commended how everyone was supported during Covid times. At the end of the Town Hall meeting, there was an increased sense of community and team spirit amongst the employees.



# Boundless: Innovating for the Future

Gainwell was proud and privileged to host Bob De Lange, Group President and Raymond Chan, Sr. Vice President, Caterpillar Inc. at the panel discussion Boundless : Innovating for the Future #Digitaltransformation #Servicesgrowth.

Bob and Raymond gave an insight into the unprecedented disruptions and dislocations that have taken place across the world in the last couple of years, partly due to Covid. Countries have retracted back from a more globalized landscape to more country-oriented policies. There is energy transition taking shape and digital is impacting our shared business in an unprecedented manner. However, it is in this moment of global upheaval that unprecedented opportunities are also on the horizon. They elucidated how sustainability has become an important element of long-term, profitable growth strategy with which Caterpillar has continued to scale up its growth momentum despite the challenging environment.

The enriching session took us through the innovations that Caterpillar is bringing about

to ensure the success of the customers. They further talked about how the power of digital is transforming services and the sustainability initiatives that are being employed to increase customer value. The audience received an insight into the DEI initiatives that Caterpillar is engaging in to accommodate more marginalized voices in the decision-making process.

Co-hosted by Sunil Chaturvedi, Chairman and Managing Director and Meena Chaturvedi, Jt. Managing Director this invigorating session highlighted how the integration of people, processes and services is creating a very different outlook for the future.

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# ENTREPRENEURSHIP IN TIMES OF CRISIS – LEADING WITH PURPOSE

25th September, 5.25pm - A massive roof fall completely buried a continuous miner machine at Jhanjra Underground coal mining project. The team rose to the occasion and set a benchmark by not only recovering the machine in a record period of 4 days but also resuming the coal production within a day of recovery of the machine, ensuring limited disruption in the supply of coal. The impacted machine was operated remotely from a distance, ensuring that all our people were unharmed in the process.

On receiving the message of this incident, Mr. Dharmendra Paradkar, Additional General Manager-Equipment Management (UG Projects) along with Mr. Somnath Ganguly, Additional Project Manager, immediately visited the site and developed a strategy under the guidance of Mr. Shantanu Sarkar, Sr. General Manager-Underground Mining Project and Agent ECL for the safe recovery of the machine.

In the true entrepreneurial spirit, two teams were created under our experienced mining engineer Mr. Somnath Ganguly and Mr. Shambhunath Chauhan, in collaboration with ECL's senior officials. It was decided that recovery work will be carried out by these teams round the clock in three shifts, and only experienced and trained personnel were deployed to carry out this job.

With all the safety precautions in place, recovery work began with several rounds of blasting to break the big boulders into small pieces. ECL also deployed experienced officials to supervise the jobs in all three shifts. After tireless round-the-clock debris cleaning and blasting work for three days, the machine was finally visible on 27th September and arrangements were soon made to power it up. The situation however took a turn for the worst. When the team started pulling, due to the heavy load of debris on the machine, D-link failed and it became increasingly difficult to bring the machine out.

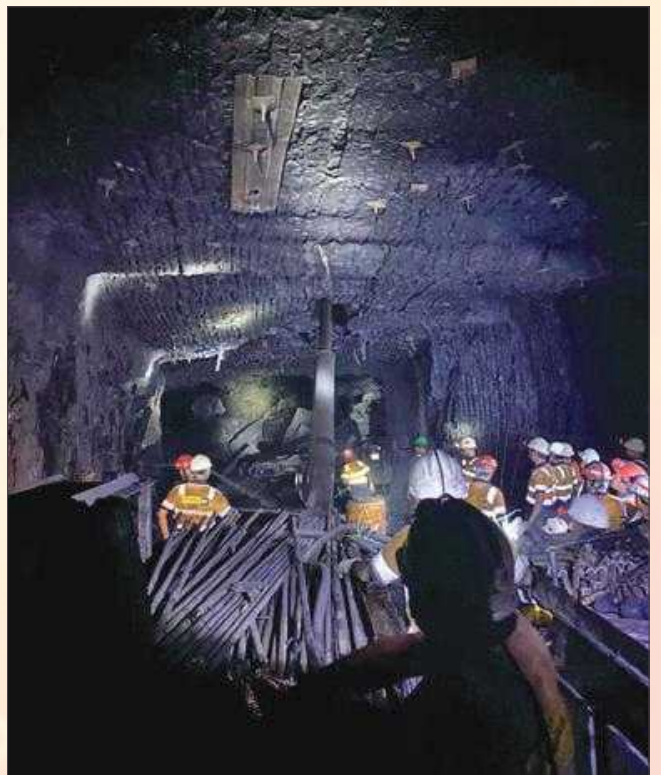
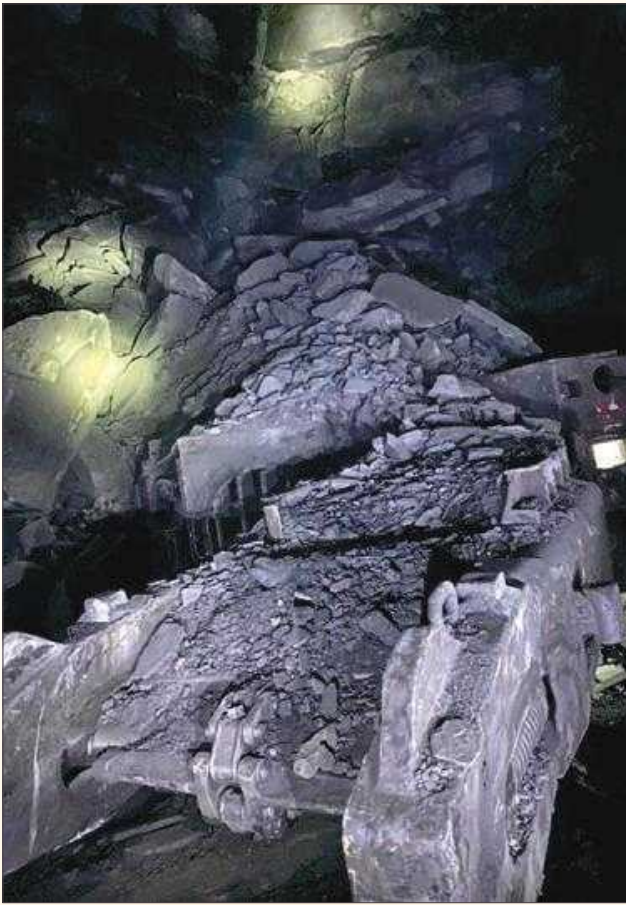
The team was however relentless in its efforts. After a very risky attempt of pulling the machine by trained manpower, the team successfully

recovered the machine from the fall on the morning of 28th September. At the same time, it was ensured that no harm was caused to any of the team members.

After recovering the machine from the fall, a thorough inspection was conducted by the E&M team who also prepared a work plan to get the machine back into operation. All the repairing and fabrication jobs were initiated on the same day and the machine was put into operation by the night shift of 1st October.

The entrepreneurial mindset and the agile response of the team, led by Mr. Dharmendra Paradkar, Mr. Shambhu Nath Chauhan, Mr. Kameshwar Rao and Mr. Shantanu Sarkar helped in achieving this incredible feat of recovering the miner from the debris in record time while expeditiously redeploying it at the Jhanjra underground project.





# THE NEW JAMMU FACILITY - CREATING VALUE BY TRANSFORMING CUSTOMER JOURNEYS

At Gainwell, we take it as a mission to solve customer needs and exceed their expectations. We leverage every opportunity to connect with our customers, creating unique experiences for them while driving healthy business results.

As a part of the retail transformation initiative, we have recently upgraded our facility at Jammu. Under the guidance of Mr. Rajib Lochan Dutta, Mr. RK Pandita, Mr. Shubhanshu Girdher and Mr. Shekhar Agarwal, a core team was set up to address this requirement. Mr. Amit Singh- Service Operations, Mr. Alok Dhoundiyal- Workshop team and Mr. Anil Kumar – Jammu Service team collaborated closely to undertake the upgradation of infrastructure and develop a facility that will provide direct access to serve the customers.

A retail workshop capable of major components rebuilds, BCP machine repairs and fabrication jobs has been set up. Space has been developed with epoxy flooring, industrial electricity lines, high pressure air lines and water lines. Equipment such as DG set, Air Compressor, Tool kits, Welding and

grinding machines have been procured and made ready for operations. The parts warehouse has been upgraded with epoxy flooring, with the installation of new stacks. The area outside the workshop has also been revamped. The machine stockyard facility has been upgraded by installing lock-up tiling and the entire premises has been given a new look with a fresh coat of whitewash. A high-pressure washing area has also been developed. With the upgraded facility, the workshop now falls under 3-star category.

Jammu is the gateway of J&K as well as the hub of retail customers. The revamped facility is dedicated to our customers and will help improve the customer experience while augmenting the business results.

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Gainwell participated in the Global Operator Challenge that tested the skills of equipment operators in operating Cat® machinery and their ability to master any piece of construction equipment safely and efficiently.

More than 80 Cat dealers participated in the global challenge this year.

The first round of the Global Operator Challenge consisted of local qualifiers, hosted by the Cat dealers. To make this year's competition even more challenging, Caterpillar added the requirement that every event must feature three different challenges on three separate pieces of equipment. Therefore, operators needed to master a broad assortment of equipment to qualify for the next round.

Those who qualified at the local dealer event then moved onto regional semi-final competitions.

14 operators from different territories (Rajasthan, Himachal, Jharkhand, West Bengal, Odisha) participated in the screening round. 6 operators got selected in the first round. All the participants were awarded participation certificates and

medals. Samir Bhuyan from Odisha and Gajendra Singh Chouhan emerged as the winners at the local level. They received extensive training under the Gainwell Operator Trainers, Mr. P G Mondal and Mr. P Basu for around a week, after which they travelled to Japan for the regional rounds.

During each round of the Global Operator Challenge, participants executed a variety of tasks, such as digging a trench, loading a precise amount of dirt, and hauling or manoeuvring the equipment through a variety of obstacles. Scoring was based on the operator's skills, efficiency, as well as his or her competence in using integrated technology to enhance the machine's performance.

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# WEST BOKARO DIVISION ENSURES ACCESS TO EDUCATION FOR UNDERPRIVILEGED CHILDREN

At Gainwell, while we pursue our growth strategy, we also endeavour to give back to the community and contribute towards the sustainable development of society.

Like every year, this year also West Bokaro Division organized the Shishu Siksha Vikash Yojna to further the cause of education amongst underprivileged children from disadvantaged and marginalized communities. As a part of its CSR program, this initiative extends scholarships to meritorious students between classes V-XII. Once a student gets selected in class V, he/she continues to receive support till class XII. The objective is to ensure that the student does not discontinue his/her studies due to a lack of financial resources.

The day-long ceremony was held at West Bokaro central site under the guidance of Tata Steel. Speaking on the program, Head Maintenance of Tata Steel Quarry-SEB, Mr. Hemang Trivedi said, "This initiative of Gainwell helps the deprived children from rural areas to access better education".

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# GIVING THE GIFT OF LIFE THROUGH A BLOOD DONATION CAMP

The most precious gift that one can give to another person is the gift of life i.e. blood. It is the essence of life. With this thought, Gainwell participated in a blood donation camp organized by HDFC Bank at GWS, Kolkata. HDFC Bank holds the recognition from the "Guinness Book of World Records" for being the 'Largest Organizer of Blood Donation Drive' anywhere in the World amongst the NGOs, Corporates or Government Bodies in the year 2013.

The one-day campaign attracted 50 employees, including a significant number of female employees. After filling out a donor registration form, the employees underwent a physical check-up including the level of haemoglobin, to make it a safe donation. Throughout the day, there were smiles and laughter all around - a true embodiment of what we believe in - selfless service with a

smile. The senior leaders from Gainwell provided constant encouragement and support to the campaign.

A certificate of recognition was handed over to the donors along with a donor card that can be used to avail blood, in case of need.

We are delighted and proud to have been able to collectively contribute to our society through this blood donation camp.

The one-day campaign attracted 50 employees, including a significant number of female employees. After filling out a donor registration form, the employees underwent a physical check-up including the level of haemoglobin, to make it a safe donation...



# OFF CENTRE

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:

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

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