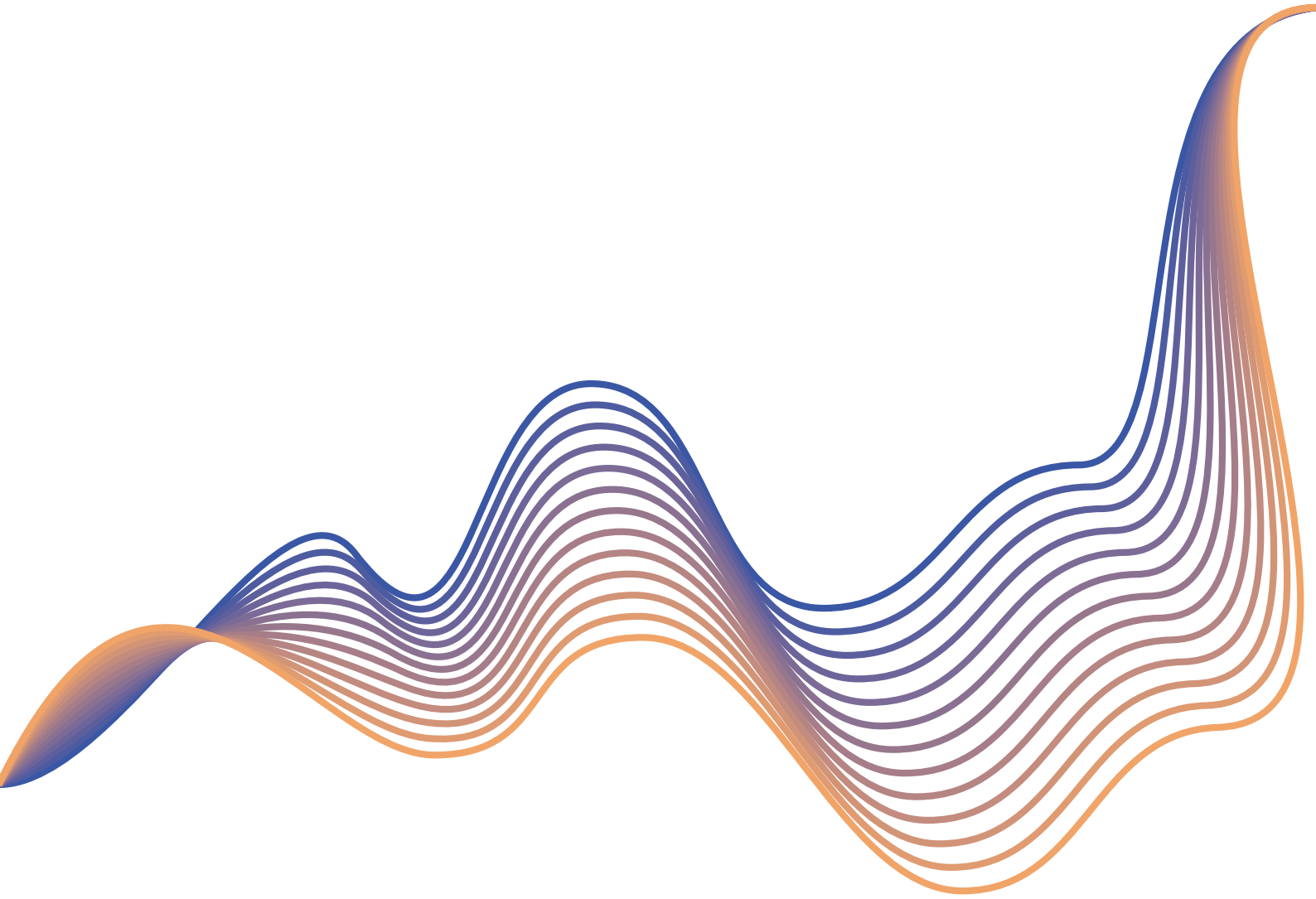


 GAINWELL®

JUNE 2024

वार्ता

# DIVERSITY DIALOGUES



# WE ALL RISE TOGETHER, BY LIFTING OTHERS

Creating a supportive environment by empowering oneself and the women around us signifies our commitment to growth, inclusivity and resilience. As I navigate through my journey, I have come to realize that true empowerment comes from a culture of encouragement, support, and providing opportunities for advancement.

My approach to empowerment revolves around **constantly seeking new skills and knowledge to achieve objectives**. Whether it's learning new software, mastering a new technique, or understanding a complex concept, I believe in the power of **continuous learning to propel both personal and professional growth**.

This commitment to self-improvement not only enriches my own life but also serves as a source of inspiration for those around me.

In my interactions with colleagues, I strive to be more than just a coworker; I aim to be a mentor and a supporter. By fostering an environment where individuals feel valued and encouraged to reach their full potential, I contribute to a workplace culture characterized by **high productivity and mutual respect**. I firmly believe that by lifting others, we all rise together.

Challenging myself to be better each day has become a mantra that guides my actions. Embracing failure as an inevitable part of the learning process has taught me resilience and determination. **Instead of being discouraged by setbacks, I view them as opportunities for growth and improvement**. This mindset has enabled me to overcome numerous obstacles and emerge stronger than before.

As Samuel Beckett aptly said, "Ever tried, ever failed, no matter. Try again, fail again, fail better." These words resonate deeply with me, serving as a reminder to never give up on my dreams.



Srijita Choudhury,  
Service Process Coordination, Kolkata



# WOMEN ON THE *RISE*

At Gainwell, we firmly believe that inclusion is a fundamental pillar of our continued success. We take great pride in our commitment to **supporting and empowering women** in the mining sector, offering them the necessary tools, guidance, and opportunities to excel in what has traditionally been a male-dominated industry.

In our pursuit of fostering equality, transparency, and accountability, two young women mining engineers have been strategically assigned to our **PVK-5 project**. These talented individuals have demonstrated their capabilities by assuming key roles such as shift supervisors, strata control officers, and safety officers, effectively managing underground mining operations alongside their male counterparts.

For mining engineers to work in statutory capacity such as Production Manager, Project Manager, Strata Control Officer, or Safety Officer, they must obtain a First Class Mines Manager's competency certification from the esteemed Director General of Mines Safety (DGMS) in Dhanbad. These rigorous examinations are conducted annually by the DGMS.



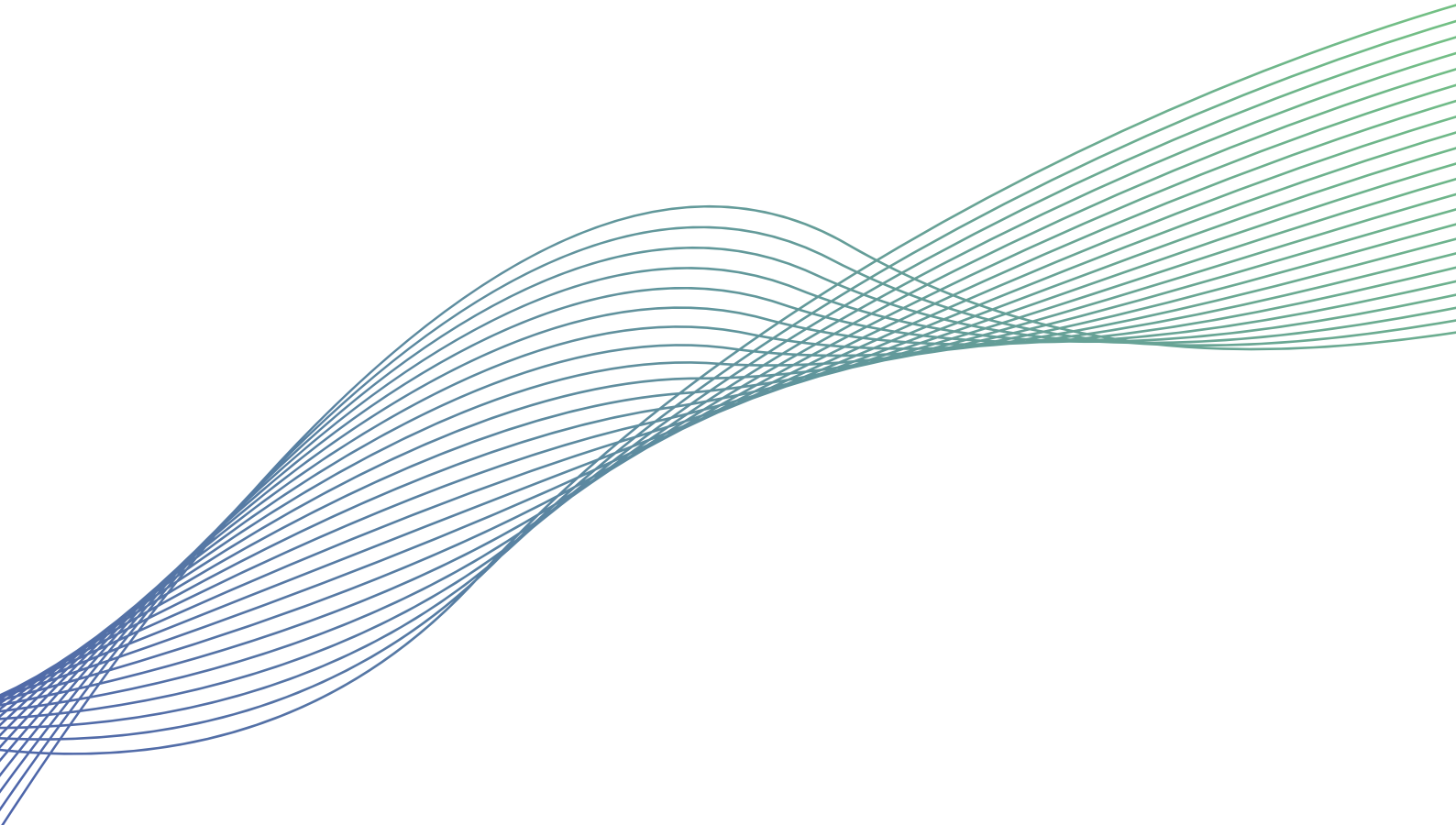
Allam Navya Sree



Charangandla Ramyasree

We are immensely proud to announce that both of our women mining engineers, Ms. Allam Navya Sree and Ms. Charangandla Ramyasree, have achieved the remarkable feat of clearing their First Class Mine Manager's Certification Exam on their first attempt. This historic accomplishment not only sets a new benchmark within Gainwell but also paves the way for more women to enter the underground mining sector, traditionally perceived as a male stronghold.

The dedication, expertise, and unwavering commitment demonstrated by Ms. Allam Navya Sree and Ms. Charangandla Ramyasree have not only elevated their own professional standing but have also created a pathway for the inclusion of more women in Gainwell's underground mining projects. We extend our heartfelt congratulations to these trailblazing individuals on their well-deserved success as First Class Mining Engineers.



# LEADER SPOTLIGHT



## Manav Kohli, COO – Gainwell & Head-Caterpillar Dealership Business

### On SEB West Bokaro project site visit

Gainwell has a longstanding collaboration of over two decades with **Tata Steel at the SEB West Bokaro MARC Project**. Here we oversee the efficient operation of Caterpillar mining equipment at a sprawling open-cast coal mine. Renowned for its cutting-edge facilities and dedication to sustainability, the project upholds industry-leading standards in safety and innovation. Supported by a skilled workforce, it ensures uninterrupted production and customer satisfaction. Through continuous improvement and a commitment to excellence, **the SEB Project remains a cornerstone of the mining sector**, driving progress and reliability in every operation.

### Mr Manav Kohli, COO–Gainwell & Head of Caterpillar Dealership Business, shares his recent experience, meeting the team at West Bokaro.

“It is indeed fortuitous that I was discussing with some of the senior leaders about IKIGAI while travelling from Jamshedpur to Ranchi and the very next day, I got to experience it live through our team in West Bokaro. IKIGAI is a Japanese concept that stands for life which in the book titled IKIGAI by Héctor García and Francesc Miralles, has been defined as something that you love to do, you are good at doing, contributes to betterment and is found personally rewarding. It is at the intersection of Passion, Mission and Profession that you discover IKIGAI.

Cut to our Team at West Bokaro. They were filled with immense positive energy, fulfilling the mission of their work with such passion that it left me in total awe. This team has consistently excelled in Safety and Kaizen in their entire project. **They have been recognised by Tata Steel as Safety Stars for 8 years in a row.** Their Kaizen improvements have been recognised and emulated by customers and other vendors.

When you hear them talk about it, you sense how deeply they have imbibed the culture of Safety and continuous improvement. When you walk around the shop you see numerous innovative tools created by the team to address Safety productivity and ergonomics at work.

To top it all they have created their videos to showcase what they have done. I know that in the true spirit of Kaizen, they will continue to improve continuously.

I am proud that I work with such worthy colleagues who keep the Gainwell flag flying high.

**Keep up the good work team!”**





**Rajib Lochan Datta, Head- C&L and Group Head-Safety**  
(Interview published in APD CX News, Caterpillar)

# DRIVING A **CUSTOMER CENTRIC** CULTURE AT GAINWELL

*Meet Rajib Datta our CX Champion from Gainwell in India. I have been working together with Rajib over the last 2 years, over this time he has done a marvellous job in developing the CX Strategy, leading the CX Council and Ambassador programs at Gainwell.*

*In this CX Matters interview series, I was able to get Rajib's view on how he drives a Customer Centric Culture at Gainwell, writes Noreen Cabral, Customer Experience Leader, Caterpillar Inc.*

## **Here are my key Takeaways:**

Rajib learned from global best practices and localised it to suit Gainwell, he also emphasised the need for CX to be the DNA of your organisation.

## **Commitment from Leadership Team**

Embedding a CX DNA is a top-down approach, where your leadership team should be very committed on CX. The Strategy, Mission & Vision is very clear at the top level.

## **CX Council & CX Ambassadors**

The CX Council in place to drive the CX Strategy, make decisions and to implement the CX plan.

The CX council however is not sufficient to drive CX, you require a CX spokesperson in the business units to embed CX initiatives, like the CX Champions/ Ambassadors. **Gainwell has deployed 12 CX Ambassadors across the organisation.**

## **CX Activity that Rajib is passionate about**

The development of the Customer Journey Mapping for eCommerce has been instrumental in driving online growth & revenue.

**GEM (Going the Extra Mile)** program which is a CX enhancement competition in place across the branches for going the extra mile for the customer.

## **Challenges:**

CX is a Culture, it's not something you can change overnight, it takes time. Knowledge and awareness on CX is a challenge, but this is our priority which we will continue to focus on.

Divisional plans were more focussed on driving improvements, growth etc and CX Metrics was not considered. This year however every division within Gainwell has a CX Metric part of their

plan, which has allowed for accountability and the teams are committed to look at that metrics to see how they are progressing for their own division.

Customers' expectations are always changing which is challenging, how do we understand this and keep up with the demand, which is compelling us to go back to the drawing board to make Customer Experience the top priority.

### **The Impact on NLS & Employee Engagement results:**

This is where you ultimately find out if all the CX initiatives we have implemented are working. All scores have progressively improved that saw our TSP NLS in the early 90's (Excellent level), with Prime we are currently in the early 70's ( Excellent Level).

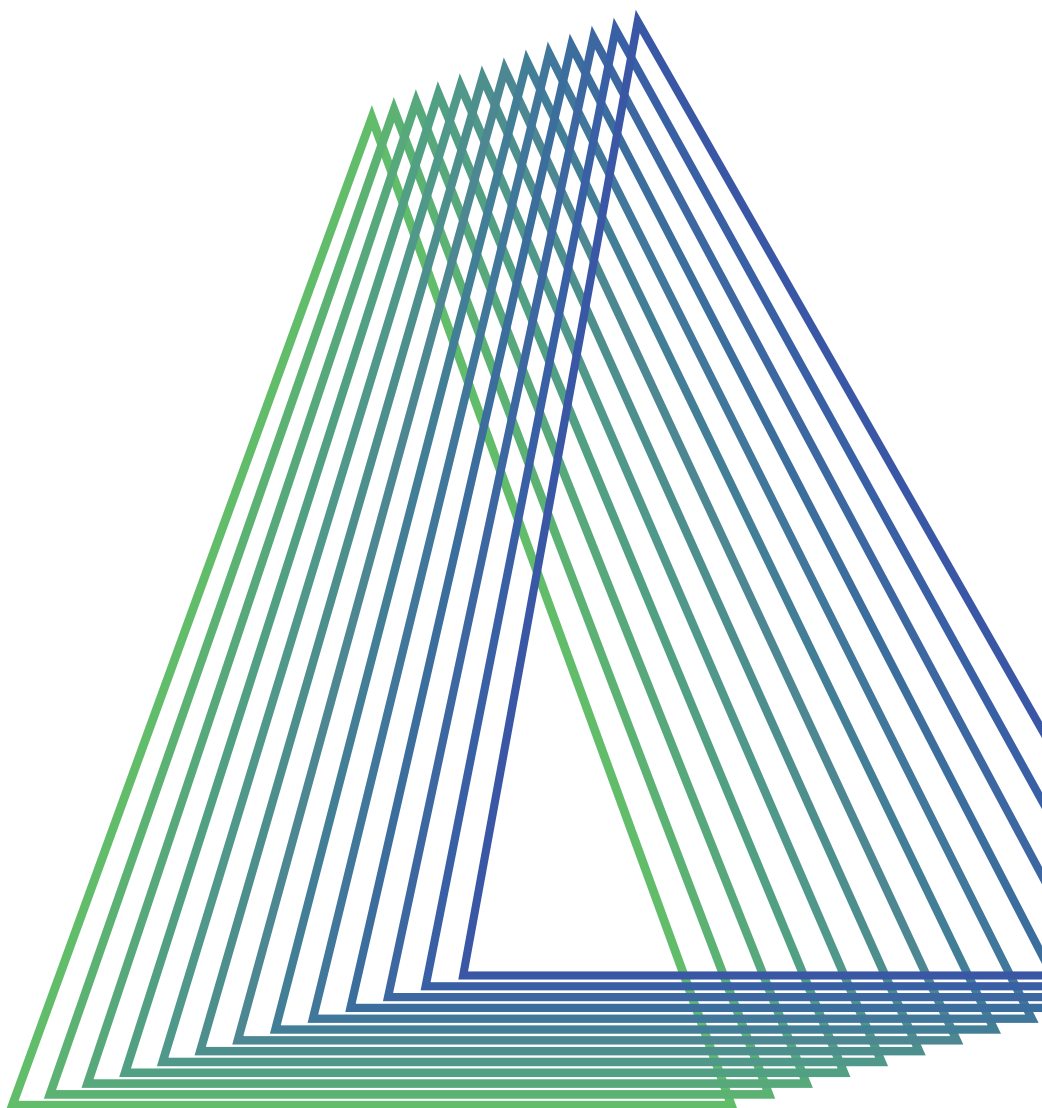
As for our Employee Engagement, Gainwell has received an award as "Great place to work" for 5 consecutive years with a reputation of the top 100 companies to work for. The Culture Audit completed by the external HR Industry has seen Gainwell receive a score of 4 out of 5 which is a benchmark, and the Trust Index (employees trust in the organisation) was at 88%.

Finally, all the CX efforts that we have done, we were able to improve from the eyes of the customer as well as from the eyes of our employees.





# NURTURING RELATIONSHIPS TO DRIVE GROWTH



# **BREAKTHROUGH ACHIEVED IN HIGHWAY TUNNEL CONSTRUCTION IN ODISHA**

Gainwell has been playing a crucial role in the development of a sustainable and prosperous India for over eight decades now. Our comprehensive portfolio of innovative products, complemented by our extensive network offer exceptional value to our customers, enabling them to select the optimal solutions for their specific project requirements.

Gainwell takes immense pride in its association with the prestigious **3.42 km long, three-lane twin tunnel project in Odisha**. The SEM Side Dump Loaders (Caterpillar brand), supplied to M/s Dineshchandra R Agrawal Infracon, Ahmedabad has played a critical role in the tunnelling project of national importance. The first breakthrough of the tunnel on **May 21, 2024**, marked a significant milestone in the construction of Tube 2 of the twin tunnel project on the Raipur-Visakhapatnam Expressway. This transformative infrastructure project, with an estimated budget of **INR 15,000 crore, spans 464 km** and aims to connect Raipur and Visakhapatnam via Odisha by 2025.



The project is expected to reduce the travel time by half between the two cities to a mere seven hours, fostering regional connectivity and stimulating economic growth. Upon completion, the expressway will boost trade, spur economic activity, and improve the overall quality of life for residents. Moreover, the expressway is designed to connect with the Eastern Economic Corridor in the future, further enhancing regional connections and unlocking new opportunities **for economic development**.

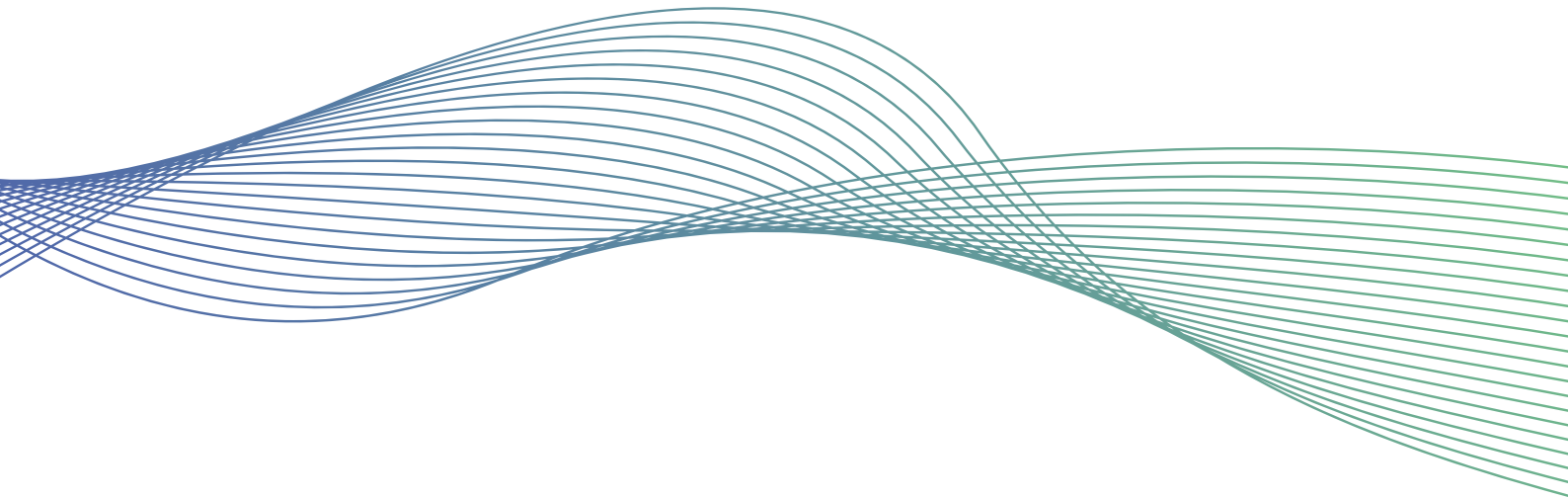
The deployment of SEM Side Dump Loaders in the project proved invaluable, contributing to the accelerated progress achieved by the NHAI contractor. **Notably, the contractor excavated 750 meters of the tunnel within a single month** and completed 36.8 meters of face excavation per day from four faces, setting a new national record. The SEM Side Dump Loaders were instrumental in clearing debris throughout the construction process.

At the invitation of M/s Dineshchandra R Agrawal Infracon, Mr. Deepak Jolly, Head of Construction Industries, represented Gainwell at the milestone ceremony.

We extend our sincere congratulations to **M/s Dineshchandra R Agrawal Infracon and its Team OD-7** for this remarkable achievement. The breakthrough of the tunnel construction is a testament to the unwavering commitment and dedication of all involved.



# INSIDE THE OFFICE



# NATIONAL SAFETY DAY CELEBRATION

The celebration of National Safety Day at Gainwell was a significant event, emphasizing the company's unwavering commitment to **promoting a safe and secure working environment for all employees**. The celebration involved series of activities focused on various aspects of workplace safety, including hazard identification, emergency response procedures, and the importance of personal protective equipment. Employees actively participated in interactive demonstrations and hands-on exercises designed to reinforce key safety protocols and best practices. Throughout the day, safety was reiterated as a core value driving every decision and action taken within the organization. A special ceremony was held to recognize outstanding contributions to safety initiatives, with awards presented to individuals who consistently demonstrated dedication to upholding high standards of safety in their daily tasks. As the celebrations drew to a close, employees felt inspired and empowered by the collective effort towards creating a safer work environment at Gainwell.

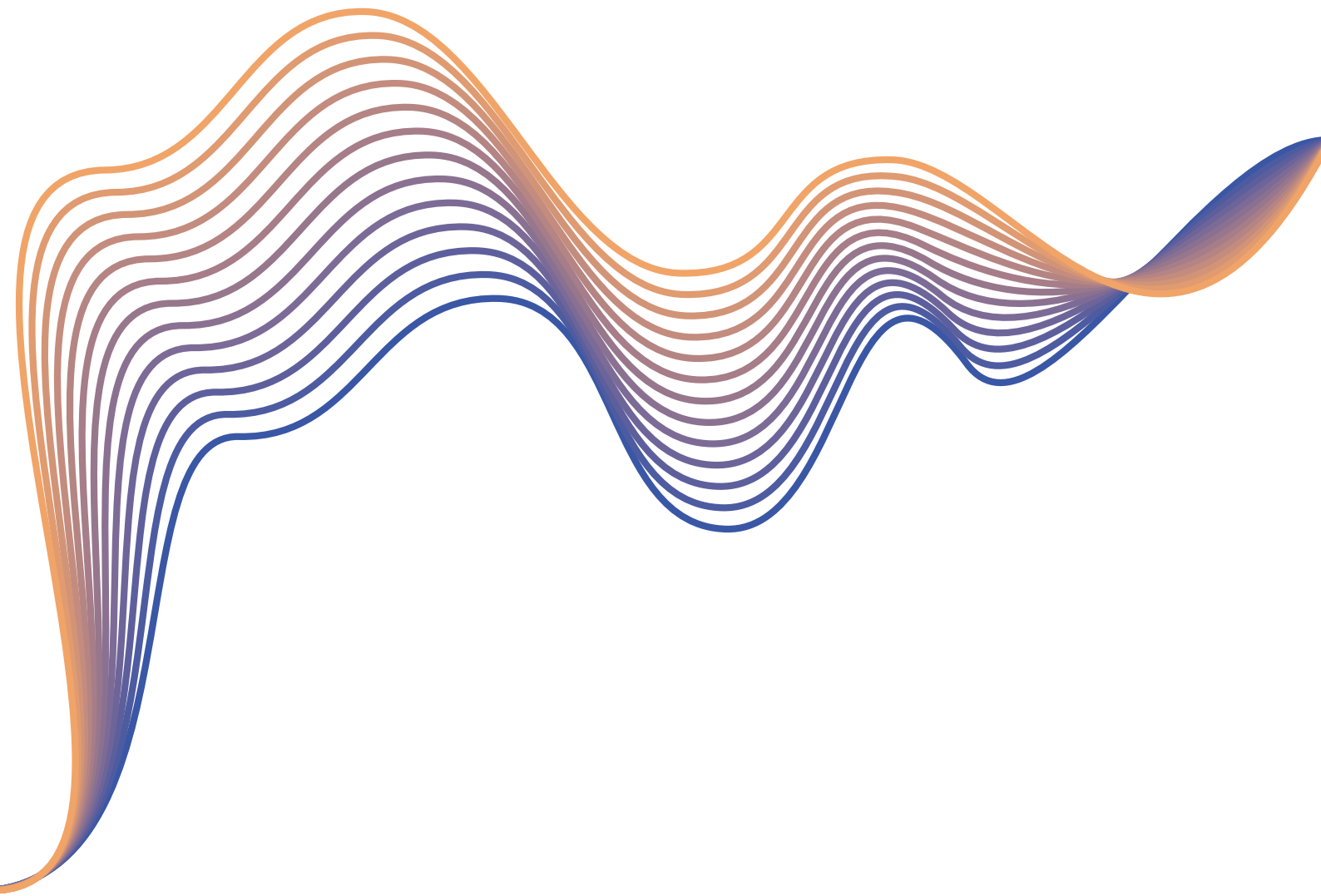


# AN EFFORT TOWARDS CREATING A *SUSTAINABLE FUTURE*

World Environment Day is an annual celebration that encourages individuals and organizations to take action to protect and preserve the environment. By planting trees, Gainwell employees not only contributed to the beautification of their surroundings but also made an effort towards combating climate change and promoting biodiversity. It was a powerful way to *raise awareness and inspire others* to join in the effort of creating a sustainable future. Several other local initiatives were also organized to encourage employees to take action and engage in environmental stewardship.



# ASHA KI UDAAN



# ASANSOL EMPLOYEES DEMONSTRATE THE TRUE SPIRIT OF *COMMUNITY SERVICE AND COMPASSION*

Prantik, an old age home located in **Burnpur**, is home to **23 senior citizens who have been abandoned by their families**. Despite being left behind, these individuals still carry a sense of longing and care for their loved ones. The home is run by nine dedicated caretakers who ensure the well-being and safety of the residents.

Gainwell members from Asansol decided to step in and make a difference in the lives of these elderly individuals. **They donated essential items of daily use and nutritional items along with magazines and reading material to keep the residents engaged and entertained.**

The gesture was not just about providing material goods, but about showing compassion and empathy towards those who are often overlooked in society. The employees spent quality time with the residents, engaging in conversations and activities to brighten up their day.

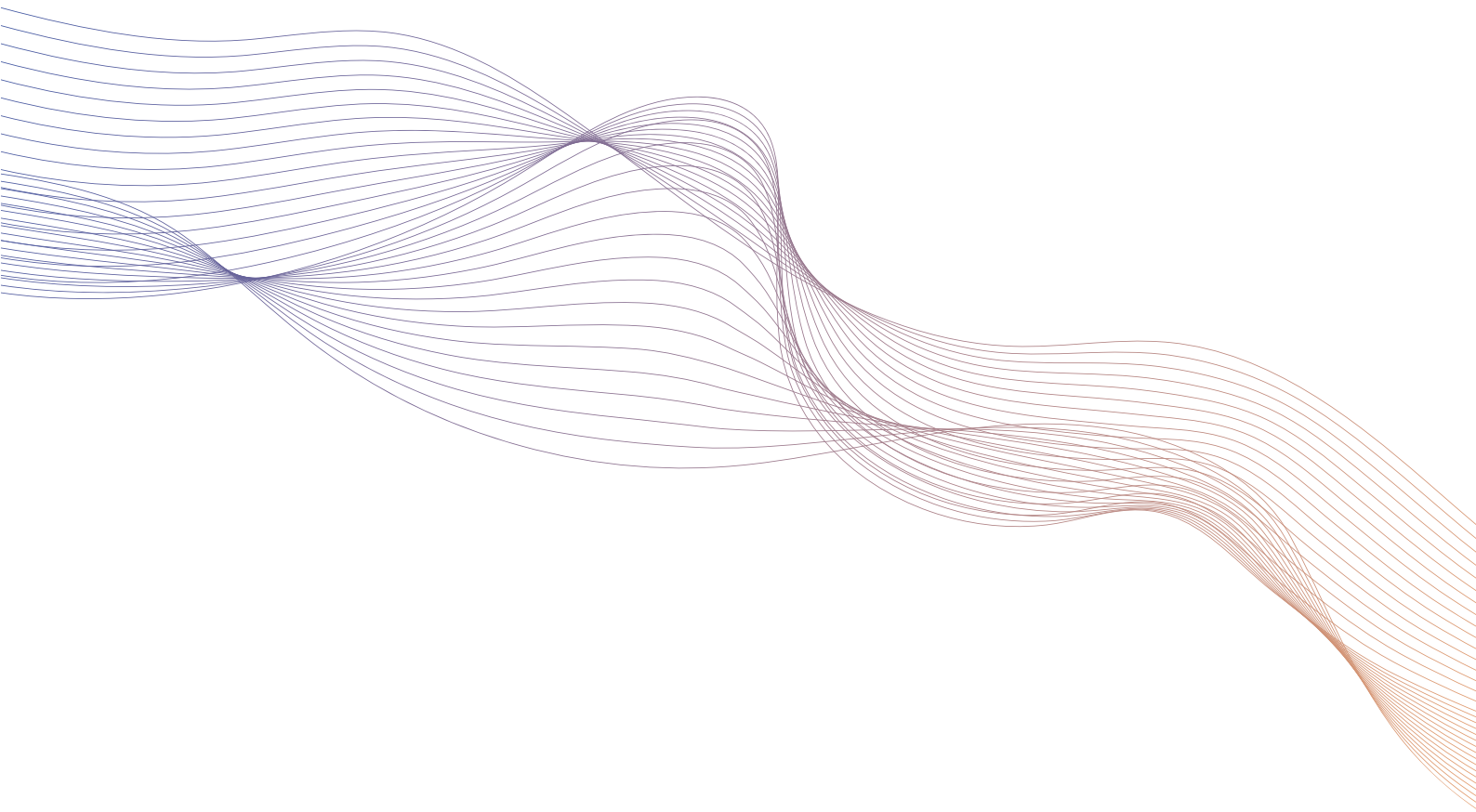
The impact of this **act of kindness** was profound, not just on the residents of Prantik, but also on the employees themselves. It served as a reminder of the importance of giving back to the community and supporting those in need, especially the elderly who are often forgotten or neglected.

In a world where materialism often takes precedence, it is heartwarming to see individuals coming together to spread joy and positivity to those who need it the most. The employees of Gainwell Asansol have set a powerful example for others to follow, showing that true happiness lies in giving and caring for others.



Contributed by Devarati Dutta, Administration

# TRAVEL DIARY





# AN UNFORGETTABLE *BIKING EXPEDITION* THROUGH LADAKH

Radhakanta Ghosh, Marketing Coordination

**“Once a year, go someplace you've never been before.”**

Motivated by these words of Dalai Lama, I embarked on a biking adventure to Ladakh with my wife as my travel companion. This expedition from Jammu to Ladakh was the most incredible journey that I have ever embarked on. It turned out to be truly a once-in-a-lifetime adventure filled with awe-inspiring moments and unforgettable memories.

Beginning from Jammu and traveling through **Srinagar to Kargil** via Sonamarg and Drass, then exploring Leh, Nubra Valley with its famous sand dunes in Hunder, Pangong Lake, and riding to the challenging Umling La, the highest motorable road in the world at 19,024 ft, – every part of the trip was filled with exhilarating experiences.

As we navigated through the rugged terrain of the Himalayas, every twist and turn revealed a new panorama of snow-capped peaks, crystal-clear lakes, and vibrant prayer flags fluttering in the wind. The sheer scale of the mountains towering above us was humbling, while the pristine beauty of the landscape took our breath away at every turn. The challenging roads tested our endurance and skill as we conquered high-altitude passes while witnessing the majestic beauty of the valley with its sand dunes and monasteries. With each turn, we were rewarded with unparalleled vistas that made all the effort worthwhile. Discovering hidden gems like Tso Moriri lake added an extra layer of wonder to our journey. We concluded our ride back to Chandigarh via Jispa and Manali, making a perfect end to this absolutely adventurous and refreshing trip.

The unforgettable journey through Ladakh, where we pushed ourselves to the brink both physically and mentally, will always be a defining experience in my life.

