

ACTian

Issue no.: 7

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Editor's Note:



Welcome to the 7th edition of

ACTian

(Jul 2019 - Dec 2019)

The goal of the company newsletter is to inform readers on what's new with our business. We strategically draw the readers' attention to specific parts by layering information. This helps emphasize the main goal and a few subsidiary actions that increases conversations.

Thank you for your enthusiasm and continue to share your ideas and feedback for future editions to yuktha@actind.com

- Yuktha Siddarth

Designs: Elite Creative

Siddarth pens...

Dear ACTians,

Wish you all a very happy new year. My best wishes to you and your family a glorious new year and many more to come !!

It is a pleasure as always to connect with all of you through ACTian. This issue covers 2 quarters (July 2019 to Dec 2019).

2019 was indeed a challenging year when compared to 2018. Slowdown of the Indian economy was not just being talked about, but genuinely felt by every business in the country. The economic situation has been the same generally across the globe except a very few countries.

While 2019 is now the past, we need to focus and be precautions to protect our business to sail through 2020, which is predicted to maintain the business sentiments of 2019. I am sure each one of you are genuinely concerned and interested in ACT's well being in order for it to take care of all of us.

It is time we all come together as a family and come up with actions that needs to be taken so that we endure during such downturns.

I wish to share a few important guidelines which all of us have to consciously practice in order to help our company sustain and continue to protect all of us.

1. OPTIMISE RESOURCES – IMPROVE EFFICIENCY – EACH RESOURCE TO DELIVER MORE
2. MAXIMISE REVEUNE – DRIVE BUSINESS FROM EVERY OPPORTUNITY – WHOLESOME BUSINESS
3. OPTIMISE INVENTORY – IMPROVE EFFICIENCY WITHOUT AFFECTING AVAILABILITY
4. CASHFLOW IS PRIORITY – ALWAYS AIM TO BE CASH POSITIVE IN EVERY TRANSACTION - ADHERENCE TO CREDIT POLICY
5. OPTIMISE COSTS – CAPEX & OPEX

Looking forward to all your co-operation in sailing through and wishing you all the very best. Happy reading.

Siddarth Raman

It is time we all come together as a family and come up with actions that needs to be taken so that we endure during downturns.



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Customer Engagement & Marketing Initiatives



EPIROC Operators Meet at Thiruvalla on 12.07.2019:

Operator meet conducted by ACT EPIROC Division, at Thiruvalla, Pathanamthitta Dist., where about 30 operators participated. It was attended by Sumod & Krishnaprasad of EPIROC supported by ACT's Kerala Team.



ACT VOLVO division participated in the 59th Mines Safety Observation week – 2019 of Tirunelveli Zone, conducted TN Mines Safety Association along with M/S Sivajeyam Granites at Kanyakumari.

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Customer Engagement & Marketing Initiatives



PACT Customers - J&B Blue Metals and Edathadan Granites, from Kerala - visit to Volvo plant at Bangalore.

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Customer Engagement & Marketing Initiatives



ACT – Kerala started their III ProACT program.

ACT started two ProACT programs in Kerala that covered central & south Kerala from 17th Sep to 30th Sep 2019



PACT started their maiden ProACT program

PACT onset its maiden ProACT program in Kerala and covered four districts; Thrissur, Palakkad, Ernakulam & Idukki from 24th Sep to 30th Sep 2019



Pondy Boat Builders' Meet - Event date : 9-Jul-2019

Gopalakrishnan – Director (Marine Sales) of VOLVO PENTA participated in the event.

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Customer Engagement & Marketing Initiatives



11-Aug-2019, Pact Power Solutions had put up a Volvo Penta stall at the exhibition held at Tiruchengode. Volvo Penta Team were represented by:
Marilingappa - Director (Aftermarket), Vikram Kate, Deepak Arunachalam

Extension of Office Premises was inaugurated on 29th July 2019



12 workstations installed for senior managers coupled with a 10 seater conference hall with AV facility

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Visitors to our facility



Aftermarket team headed by **Gerard Lim** (VP AMCS – APAC) from VOLVO Singapore along with **Anirban Bannerjee** (Business Head EAST – Volvo CE India) visited ACT Chennai to review the best business practices in the aftermarket operations of ACT's Volvo business.



Mr. Senarat Jayasekera, Regional President & M.D, South East Asia

Mr. Ramesh, G.M, Wacker Neuson India Pvt Ltd,

Date of Visit: 18-10-2019

Purpose of Visit : Wacker Neuson Managing Director from Singapore made his maiden visit to our new integrated ACT HQ, met our Director briefly and appraised their product development details for the year 2020.



Mr. Mohan Raju, Managing Director of Asha Auto Mine, dealer for Andra Pradesh visited our facility.

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Visitors to our facility



Mr. Birkan Kayadibi, Sales Area Manager - Simex, Date of Visit: 17th & 18th September 2019.

Purpose of visit: Simex is one of leading hydraulic attachment manufacture in the Europe and showed keen interest to appoint ACT as dealer for South Indian states. Mr. Birkan visited our ACT HQ and met our MD and director, in which he made a product presentation to our sales team. A meeting with few Road infra and Mining customers in around the city was held to assess the ground reality.



TEAM VOLVO - **Mr. Andrew Knight** (Global Operations Head – Excavators) along with **Mr. Indushekar** & **Mr. Jitendra Gholap** from Volvo CE India visited our facility on 9th Dec 2019. The visit was to have an overview of the EXCAVATOR business in the territory of Tamil Nadu & Kerala. This included a visit to SRC Projects quarry at Cheyyar wherein one of the oldest EC 240 machines, having clocked more than 50000 working hours is still in operation. **Mr. Andrew Knight** recognised the best maintenance practices of the customer and as a token of appreciation, acknowledged the customer as **“THE MOST VALUABLE CUSTOMER”** and handed over a certificate **Mr. Illangovan** of SRC Projects.

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Demtech 2019

India's first demolition conference was held on Nov 13 at the Sahara Star Hotel in Mumbai. The event highlighted demolition, recycling and remediation amongst professionals in the construction industry. Formation of the IDA and first dedicated conference for Demolition Industry, Demtech 2019- marks a historic year for the Indian demolition industry.

Mr. Mohan Ramanathan on Demtech 2019.

The Indian demolition industry has become highly professional. When I entered this industry in 1997, it was quite a challenge being a demolition contractor. No one would believe that concrete could be drilled and sawn. But today, with access to professional equipment, Indian demolition contractors are executing challenging jobs on par with the rest of the world. Recycling of Construction and Demolition (C&D) waste has become mandatory in India. Expansion and improvement of infrastructure has increased demand for advanced methods and techniques. Many of the old and very large power plants are being scrapped which requires expertise in large scale safe demolition. **I have realised my dream of forming the first Indian Demolition Association - the IDA, along with my associates and colleagues in this niche business.**

The Demtech was attended by hundreds of professionals, Industry experts and several bureaucrats. Lectures by experts from India and abroad, presentation of case studies of projects and sharing of information on advanced equipment and panel discussions were some of the activities of this program.

Our principle sponsors - VOLVO, headline sponsor and EPIROC, associate sponsor have been extremely supportive and encouraging. There was an excavator - based demolition and recycling presentation and attended by all dealer principals. Head of VOLVO India - MR. Dimitrov Krishnan's, participation and involvement was overwhelming.



DEMTECH inauguration on
13th Nov, 2019



Our MD Mr. Mohan's special inaugural address

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Accolades and awards



Global Warranty Audit: Volvo's Global Warranty Audit was carried out at PACT for the first time on 2nd July 2019, in which PACT scored an outstanding score of 94.3 out of 100 which is the best ever score in India and the 2nd highest score across the globe amongst all VOVLO dealers.

Runnkvist Sara (Warranty Manager – Volvo CE Global), **S.Vengatesh Kumar** (Warranty Manager – Volvo CE India) and **Sreekanth** (Zonal Service Manager (South) – Volvo CE India) conducted the audit and handed over a certificate of appreciation for the outstanding performance to **Mr. Aneesh** (Warranty Administrator – PACT) in the presence of the PACT's senior team.

Mr. Aneesh, P.M. (Warranty Administrator-PACT) Receiving memento from **Arun Pillai**, Aftermarket Head (India) for the **highest score in Global Warranty Audit**



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Accolades and awards



Mr. Mohan, SDLG Product Specialist won the 2nd place in the SDLG Masters' Asia, held in China - Sep'2019; countries participated - India, Indonesia, Russia, Vietnam, Malaysia & Bangladesh.



Certificate of Appreciation received by Prabeesh KP from EPIROC

Prabeesh KP (Service Engineer, ACT) has received appreciation from EPIROC for achieving highest value in parts sale, pan India level for the period Jan-2019 to Mar-2019

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ACT co-sponsors JusDrums concert.



Jus Drums is a percussion school in Chennai which holds an annual concert to exhibit the talent of its students. The students perform popular entertaining film songs apart from compositions of famous music directors. They make music from just about anything and everything. The highlight of this event is the section which is performed by specially abled children which truly captivates the audience.

ACT was a co-sponsor of this event and our MD Mr. Mohan was as a special invitee. Our Director Siddarth Raman and his son Uddhav Siddarth are students of this school and they played the drums on stage together for one of the songs.

Festivities at ACT

Onam Celebrations



Onam Celebrations @ our Trivandrum, Aluva & Calicut branch -

Onam is an annual harvest festival in the state of Kerala. The festival is celebrated to commemorate King Mahabali, whose spirit is said to visit Kerala at the time of Onam.

Onam celebrated at our Aluva, Trivandrum & Calicut branches with flower rangoli (Pookalam), Sadya (food) and games

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Ayutha Pooja Celebrations



Diwali Celebrations



Sharing Diwali sweets with guests



Women power of ACT

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Article shared by Shakthivel - Head, Customer Support, VOLVO Division

THOSE LAST FEW HOURS

On the last evening of his life, Mahatma Gandhiji dreamt again of the revival of the villages , “India has still to attain social , moral and economic independence in terms of its 700,000 villages as distinguished from its cities, “ he writes. He dreams on. Each village will have its own village worker, a selfless teetotaler who spins his own yarn , weaves his own khadi , and rejects untouchability “in any shape or form in his own person or in his family.

At 4 pm Vallabhai Patel came to Birla House to meet the Mahatma , to express his anguish in working with Jawaharlal Nehru . They did not always see eye to eye and were temperamental opposites.

In the last hour of his life, the Mahatma was found brokering for peace between Vallabhai Patel and Jawaharlal Nehru. The Mahatma appreciated Vallabhai Patel as an old friend and a very skilled administrator and he strongly felt that both Vallabhai Patel and Nehru are indispensable to each other and the government would be weakened if it lost either of them. The message was given to Vallabhai Patel that is imperative for him to stay in the leadership at Nehru’s side for the sake of India’s progress. He drafted a letter in English to Nehru in the similar lines asking them to hold together for the good of the country.

This delicate negotiation between two old comrades, ran ten minutes past the hour at which the Mahatma always walked into the garden for his evening prayers. He walked briskly aware of the delay, and chided Manu and Abha his grand nieces for letting him be late “ I cannot tolerate even one minute’s delay at prayer,” he grumbled.

He covered the 175 cement foot prints in haste and four strides separated him from reaching the prayer ground. At that point Nathuram Godse stepped forward and Manu stepped in between the Mahatma and a seemingly reverential man with folded palms in the form of namaste. She thought that he was trying to touch the Mahatma’s feet, but was suddenly knocked off. She tried to scramble to her feet retrieving the rosary, notebook and spittoon she has been carrying. At that point, Godse pulled the trigger of his Beretta and three shots rang out. Then she hears “He Ra....ma! Hei Ra...” uttered by the Mahatma, before he slumped to the ground.

(Since Childhood, The Mahatma has fascinated me – It is a mystery, how a single man could make millions of this great nation to willingly face every hardship non-violently, in their quest for Independence. We have just celebrated the 150th birth anniversary of the Mahatma last year.

On January 30th every year, the President, Vice President, Defense Minister and the 3 Service Chiefs gather at the Rajghat to pay homage to the Mahatma. The armed forces blow the bugles sounding the “Last Post”. A nation wide two minute silence is observed at 11.00 am in memory of all the martyr’s of the freedom struggle and the Father of our Nation.

(Sources : THE GREAT SOUL BY JOSEPH LELYVELD &
MAHATMA GANDHI – His Life & Times by LOUIS FISCHER)

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My Swedish Sojourn - Siddarth Raman

It was indeed a pleasure and honour to be one amongst 8 dealers of EPIROC India visiting Sweden during September 2019.

A very well planned and co-ordinated trip was one of its kind combining business and leisure. Thanks to the personal care taken by Jerry Anderson (MD of EPIROC India), Vipin Rai and team to make it one of my most memorable trips.



EPIROC's Fagersta RDT factory, welcoming us with the India flag hoisted outside

The first day was a trip to a small town named Fagersta about 2 hours drive from Stockholm (The capital city of Sweden). EPIROC has a fully automated Rock Drilling Tools (RDT) manufacturing facility in this town. We were welcomed with the Indian flag hoisted at the front of the factory.

We had a complete presentation of the various types of RDT's being made in the factory, before we went on a factory tour. The extent of automation and the use of robotics was impressive. The quality of raw materials used and the precision with which these products are manufactured were very informative.

After the tour, we drove to another town named Orebro which was 2 hours away from Fagersta.

Orebro, is home to EPIROC's two big manufacturing plants, one manufacturing Surface Drilling Equipment and the other manufacturing Under Ground Mining Equipment. Both the factories were highly automated and a truly motivating facility to visit.



Underground Boomers stock yard at Orebro factory

The visit to all the 3 facilities and the interaction with the senior management team reinforced the confidence on the EPIROC brand, the products and most importantly the people who drive the business. It was a truly satisfying visit making me proud to be associated with such a world leading organisation.



EPIROC's Orebro Underground Equipment Factory. Welcoming us with the Indian flag hoisted

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We all moved back to Stockholm after the factory visit in Orebro. Here is where the leisure part of the trip started. Jerry Andersson (MD of EPIROC India) played a fantastic host and ensured that he gave us all a wholesome experience of the must visit attractions in and around the wonderful Stockholm City.

The most interesting and awesome experience was our visit to the ATLAS COPCO headquarters in Stockholm. The wonder of this



Tour of the underground mine museum under Atlas Copco Headquarters in Stockholm

building is that it is built on top of an underground mine which was once operational. Today, this mine has been transformed into a museum showcasing all of Atlas Copco different brands and products catering to a very wide segment and applications. This mine also serves as a training area to learn more about the various kinds of mining techniques and also for demonstrating some of the underground mining equipment manufactured by Atlas Copco group and EPIROC. The highlight was an amphitheatre / auditorium with a café that has been created underground in a cavernous part with full-fledged facilities to host and entertain about 500 to 750 guests.

Thus the wonderful and memorable trip with the EPIROC team especially the personal care taken by Jerry Anderson, Vipin Rai and the entire group came to a close.

The next day, Mr. Navin Bhandari (MD – NAVIN INFRA SOLUTIONS) and myself took a train to Gothenburg, Sweden's second largest city housing the headquarters of the VOLVO group.

Jonas Nilsson who heads the VOLVO trucks operations, offered to be our host. It was indeed a pleasure and a honour to be his guest.

We started the day with a tour of the Volvo Trucks main plant in a town named Tuve near Gothenburg, a world class facility with very high levels of automation. The highlight of the visit was the mini train (on wheels) being pulled by a VOLVO mini truck puller, to take visitors around the plant, by the side of the assembly line with a professional tour guide. It was a wonderful experience.

Jonas then took time to take us around the attractions of Gothenburg city. Starting with a visit to the VOLVO cars Museum, which had on display every model built from the very beginning of the company till today. It also had on display some of the first construction equipment built by VOLVO.



Surface drilling equipment stockyard



With Naveen Bhandari & Jonas Nilsson outside Volvo Trucks (Tuve Plant)

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The first Concept Loader built on a farm tractor under the brand of Bolinder Munktell (BM)

After the museum, we visited a few landmarks of Gothenburg and Jonas hosted us for a wonderful lunch. The visit to Gothenburg was as memorable as the visit to Stockholm. Jonas Nillson made it very special with his personal care and spending the entire day with us taking us all around Gothenburg.

My visit developed a very strong affection towards the country Sweden and its people. They are highly industrious, innovative, imaginative, polite and very humble. I am very proud that we are associated



The first model Articulated Hauler based on a farm tractor was developed by BM-VOLVO

with industrial giants from this great country. I got back home after the trip with very fond memories of the country, the factories I visited and most importantly the people I met.

My tribute to ACT - Christopher, ACT Workshop

My name is Christopher, working with ACT at the Kuthambakkam Workshop. I am blessed with a beautiful family; wife Philoni, two sons; Arun Babila, Aprin and a daughter Reynal. My family stay in Coimbatore.

When my family came to Chennai during vacation, my younger son Aprin Savio was diagnosed with MRSA bacterial infection and was hospitalised. Due to acute infection, in spite of best efforts by the doctors, his organs started failing. He was put on life support and dialysis. His blood had to be auto-transfused; external purification of blood with antibiotic administration. When we required blood donations, my co-workers from ACT came forward without hesitation.

MRSA had affected all his twenty fingers. The doctors were not optimistic and it was an emotionally traumatic experience with expenses mounting to several lacs. At this depressing time, our MD Mr. Mohan gave me hope and said he and the company were with me and also gave me substantial amount of money. I didn't see him as the employer or boss. He was like a log of wood for a person drowning in flood waters.

All my travails came to the attention of the company and their helping hands came to the rescue of a suffering

person. Due to proactive action of the authorities, health insurance amount of Rs 1.5 lacs was given to the hospital. The employees of ACT have contributed 1.75 lacs. I am grateful to all of them. My son was in ICU for almost 48 days and his survival was considered a miracle by the doctors. Total medical expenses had crossed Rs 10 lacs, and at the time of discharge there was extreme shortage of money when Mr. Siddarth arranged for Interest free loan of Rs 2 lakhs through the company that helped me in discharging my son from the hospital. Now we are out of our difficult times and my son is going to school and studying in 1st standard.

I am grateful to all the donors and well-wishers.

I am honoured to work as an employee of this organization.

Thanks

