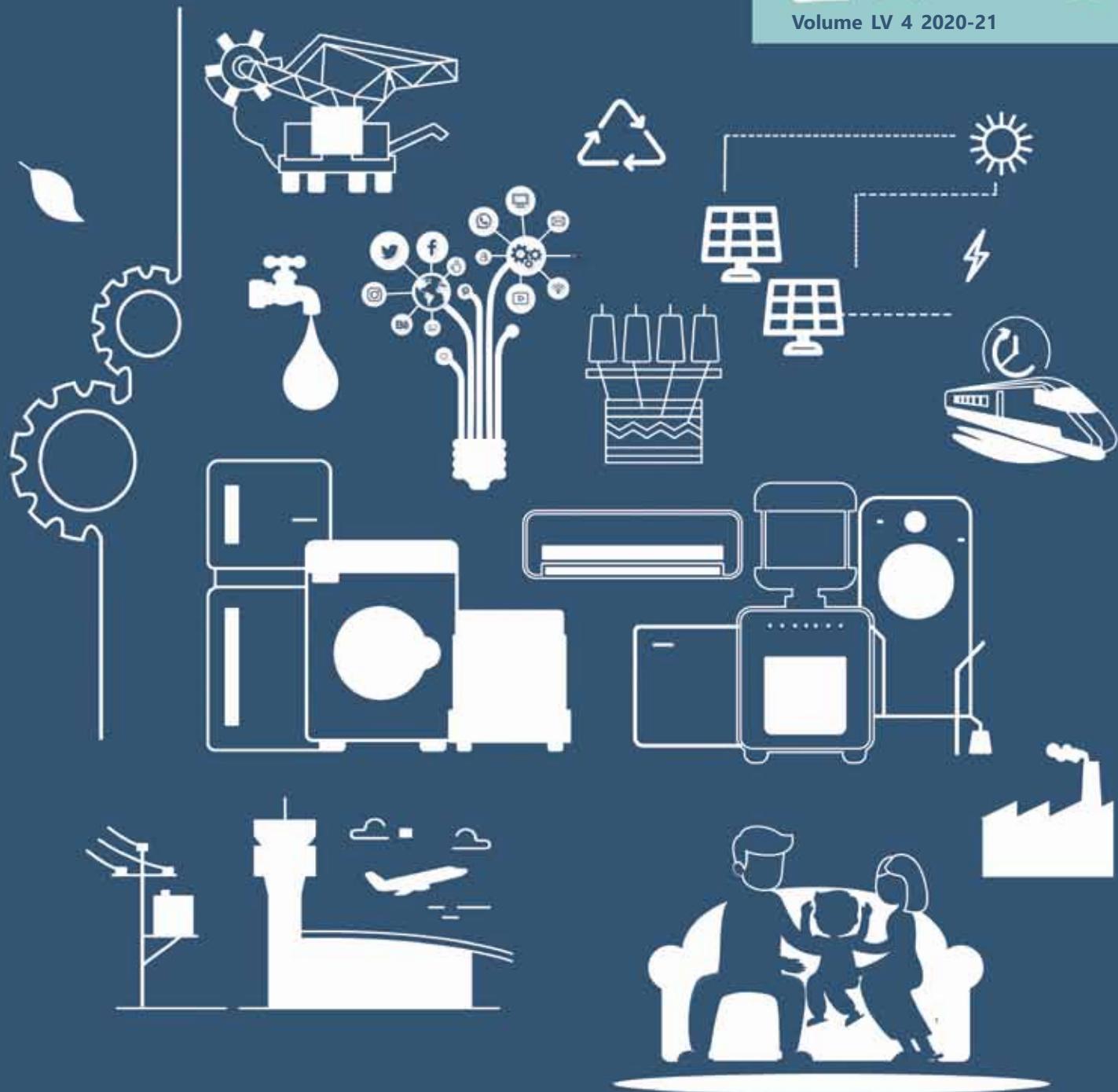


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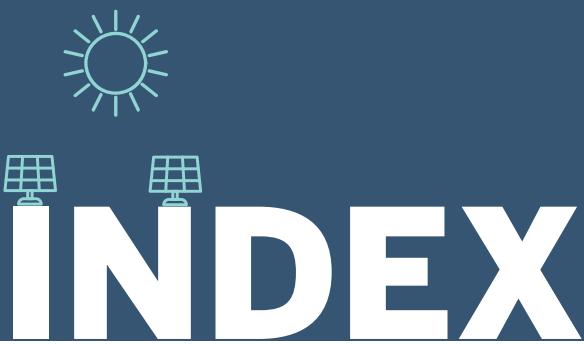


BEING **FUTURE** READY

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AWARDS • INSTALLATION OF PSYCHROMETRIC TEST LAB AT WAGHODIA •

• ENSURING A SAFE CINEMATIC EXPERIENCE DURING COVID-19 •



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Smita Basu Roy - Editor in Chief

Komal Mishra - Contributing Editor

Arun Kawade - Editorial Support

We gratefully acknowledge the support received from our team of correspondents across the company.

Contributions Invited: Employees who wish to contribute articles to *WE* may get in touch with the correspondents of their respective divisions/departments. *WE* is your very own communication

platform and welcomes your ideas, views and suggestions. Your contributions may also be sent to ccd@voltas.com

Published by:
Smita Basu Roy on behalf of Voltas Ltd, Voltas House A, Dr. Babasaheb Ambedkar Road, Chinchpokli, Mumbai - 400 033.

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NOTE FROM EDITORIAL TEAM

Dear readers,

This year is special in more ways than one. It marks the beginning of a new decade that we at Voltas look forward to, for new opportunities and expectations.

Our theme for this issue of Voltas Info magazine is:
Being Future Ready.

Indeed, 2021 brings a ray of hope after months of uncertainty. Through this period, we have kept the Voltas flag flying high, and our efforts never slowed through this unprecedented phase in the history of our nation and the world.

Voltasites left no stone unturned in ensuring their company continues to be celebrated as a great organisation with an extremely determined workforce.

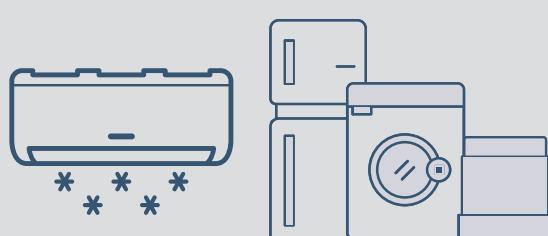
Our theme signifies a leap ahead into the future with renewed energy, backed by a level of preparedness that is the hallmark of the Tata Group. Be it in enhancing our manufacturing capacity, improving our brand penetration in the rural markets or digitisation of our processes and solutions, as a team, we are continuously reinventing to stay relevant and preferred among our partners and consumers. It's important to articulate our focused efforts on the Data Maturity - an element and this should be deeply woven into the fabric of any organisation. Our Tata Sons Chairman N Chandrasekaran's message of being data ready is being translated into the DATOM online module on data centricity in partnership with TCS.

At Voltas it is not only what we do as a business that counts. Our growth as a company has also been fueled by the diversity and social inclusiveness that is integral to our culture. No wonder then that celebrating International Women's Day was not about giving lip service to this special occasion but to live its message in the true spirit and essence, through on-ground initiatives that make a difference.

This ethos has been equally strong in our commitment to the environment. Sapling plantation and greening has been our way to give back to nature what we have been taking in the course of our business. Our global operations have been part of this commitment and continue to do their bit in going 'green'.

Read about all this and more in this very special edition of Voltas Info.

Best,
Team Corporate Communications





recipes to beat the summer heat

Voltas strengthens and augments its range of
Cooling Products and Home Appliances

The company took customers' cooling habits, mixed it with some cultural insights, added its core ingredient of innovation and smoothly blended in the 'Make in India' initiative to create its latest refreshing range for the summer.



Summer doesn't get cooler than this! This season, Voltas used the insights and learnings from its study on 'India's Cooling Habits' during the pandemic last year to create the latest cooling products.

More than 70% of consumers used their Inverter ACs for more than 8 hours, while over weekends 60% of consumers used their Inverter ACs for more than 12 hours.

This fact combined with the cultural insight that Indians like to 'adjust' gave Voltas a unique value proposition of '**Flexible Air Conditioning**' to make its products even more special!

What's on the menu?

Voltas recently launched a newly enhanced version of the **Maha-Adjustable Inverter AC** to cement its undisputed position as the No.1 AC brand. The Flexible Air Conditioning feature in it allows consumers to choose from multiple tonnage options i.e. one can switch within 0.75 Ton, 1 Ton, 1.2 Ton, 1.5 Ton or 2 Ton, depending on the ambient heat or number of people in the room.

"As the leading brand in Air Conditioners, we constantly strive to offer the best of technology that is both affordable and accessible, to our consumers across the country. With our new range of Maha-Adjustable Inverter ACs, we are embodying the spirit of consumer centricity by giving them the option of 5 different tonnage options in one product. This range complements the consumer's need for comfort and energy savings."

— Pradeep Bakshi, Managing Director & CEO, Voltas Ltd.

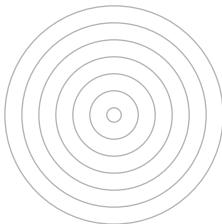
As part of its 2021 plan, Voltas has also launched a new range of best in class **Fresh Air Coolers** with one-of-a-kind features in select models; such as eco cool mode, mosquito repellent, WiFi connectivity, smart humidity controller, turbo air-throw, and pre-soaking cooling pads.

That's not all! Voltas also launched the '**Profit from Cooling**' Commercial Refrigerator range for 2021 with innovative features like castor wheels, anti-corrosive pre-coated body, dual temperature freezing/cooling, electronic temperature controller, self-closing doors, auto defrosting, rugged and heavy-duty shelves, eco-friendly gas refrigerant and UV grade plastic. ●





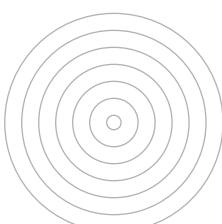
beko's Special



The Home Appliances JV brand – Voltas Beko also has some cool launches up its sleeve this season! Watch out for the diverse Frost-free range of refrigerators with unique patented technologies, the new **Direct Cool refrigerator** range and expansion in the overall Microwave and highly successful Dish Washer categories. In sync with its brand promise and commitment to the '**Make in India**' initiative, Voltas is also slated to launch a 5 star-rated **Top Load Washing Machine** with industry-defining USPs.

MAHA-MARKETING CAMPAIGN

In line with its motto of '**Keeping India Cool**' since 1954 and being the 'cooling experts of India', Voltas has also launched its Air Cooler campaign '**Ab Garmi Ke Mazey Lo, Bina Garmi Ke**'. The campaign taps into the emotions of the Indian summer, and highlights that with Voltas' **Air Fresh Coolers**, consumers can enjoy all the good things that summer season brings, and say goodbye to humidity and sweat. With such an exciting array of new cooling products and home appliances added to its already-enviable product portfolio this summer, Voltas is ready to beat the heat in maha-style!





The Cooling Winds of Change

Voltas's 'Usage and Attitude' Survey reveals that the pandemic has caused a marked shift in AC consumption among Indian consumers

As the undisputed market leader for Room Air-Conditioners (ACs) in India, Voltas Limited knows a lot about what customers are looking for when they shop for ACs. During the pandemic and the subsequent lockdown, Voltas invested heavily in its R&D initiatives to introduce solutions that provide comfort and convenience. In order to understand how consumer behaviour might have changed during the pandemic, the company rolled out a nation-wide survey through the brand's own social media platforms. The objective of the 'Usage and Attitude (U&A) Study for AC Remote' was to understand the awareness level of the features available in an AC

and its remote today, and the role that these features play in a customer's day to day life.

"At Voltas, we have always believed in listening to our customers to ensure our solutions and products provide comfort and convenience, and to stay relevant to our consumers' needs," says Pradeep Bakshi, Managing Director and CEO, Voltas Ltd.

The report reveals the clear shift of priorities among consumers. There's an increased consciousness towards energy efficiency, convenience, need for clean air and using advanced technology features such as the

The survey revealed some interesting facts about how Indian consumers use ACs:

76%
used the eco-saver mode while working from home

56%
switched to the eco-saver mode daily during the lockdown

71%
understood the importance of the anti-fungal feature

86%
understood the function of the super-dry mode

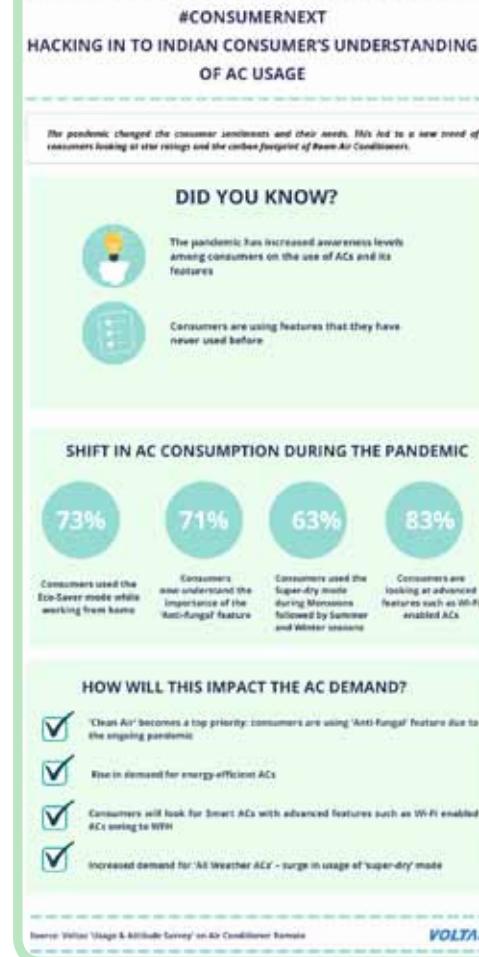
63%
used the super-dry mode during monsoons, and followed up the usage in summer and winter



ADJ feature that allows one to choose the tonnage of the AC as per their requirements. "While the industry has come a long way in introducing differentiated features to ensure energy saving and performance efficiency, the study reveals that it's important to build more education around the same," says Mr Bakshi.

It is also imperative, pointed out by Mr Bakshi, that appliance brands design products keeping sustainability as a top priority. In fact, in October 2020, the company launched Voltas Pure AC, an ultraviolet (UV)-based split inverter air conditioner. Voltas also launched a new line of UV-powered offerings for duct, air and surface disinfectants to help the nation fight Covid-19. These initiatives are in sync with the company's commitment towards serving the community and making a positive social impact.

"As a market leader, Voltas has always taken lead to introduce products and solutions that have disrupted the market," said Mr Bakshi, "with the core objective of bringing more value to customers. With these compelling insights, we hope we can further help our consumers make the most of all the features in their AC remote." ●



Celebrating a Self-Reliant Future on India's 72nd Republic Day



The journey of Voltas to become India's No. 1 AC brand goes beyond market leading innovation and trust building among consumers. As a Tata company, it is also celebrated as a resilient and determined corporate brand that has partnered in nation building and crafting a more self-reliant India.

Since 1954, Voltas has given many firsts to the country. From developing India's first room AC and the first climatizer, the company introduced cooling for India's first high speed train – the Rajdhani Express – and provided air conditioning solutions for Air India aircraft. That's not all – India's first split AC was a Voltas creation. This Republic Day, the company reflected on what



Republic Day 2021 celebrations across Voltas offices

propelled its journey ahead, especially during these unusually challenging times when self-reliance is the need of the hour. As an organisation that has impacted thousands of students through its skilling, education and other CSR initiatives, Voltas felt that celebrating the bright, young minds shaping India today would be a fitting tribute to the nation's most valuable resource, and the key to Atmanirbhar Bharat.

The company's recently launched digital video commercial (DVC), "#CelebratingASelfReliantFuture, is a tribute to the young entrepreneurs who are paving the way to create a self-reliant India. It reinforces Voltas' commitment as a proud #MadeInIndia brand that also encourages society to capitalise on domestic resources and empower local communities.



Young entrepreneurs sharing their vision of a #CelebratingASelfReliantFuture

Each one of these young entrepreneurs exemplifies this philosophy.

The list includes Dhruv Dhakad, who has authored his first book, *A Journey Through my Dreams* at the young age of 11; Harsimran Sehgal, 23, who turned entrepreneur with Cuppyright Bakery; 17-year-old water conservationist Param Nayar, and Dayanand Rajebhau Mule from Maharashtra's Beed district who is volunteering in Voltas' watershed and sustainable agriculture programme.

Positively impacting lives for the greater good is deeply rooted in the Voltas philosophy. As a company that has gained and grown from the resources and people of the nation, Voltas strongly believes in its responsibility to give back to the society.

As a part of its education focus, Voltas has trained 2,089 teachers to provide quality education, and partnered with the Room to Read initiative to bring libraries to children in underserved communities across India. This ensures that lack of privilege does not hold back gifted children from achieving their potential.

With sustainability at its core, the company continues to support young minds in exploring their entrepreneurial and problem-solving skills, and celebrating their efforts in building a better and brighter future for India. •

To achieve social development, it is crucial to be economically self-sufficient. Voltas' flagship sustainable livelihood programmes across **13 Indian states** lay emphasis on enhancing employability of youth between

18 to **25** years of age through skilling programmes, on the job training and suitable placement. Across **26 Voltas** skilling centres in India, **21,556 students** have been positively impacted by Voltas' skill development programmes, till now.

Working, Growing, Prospering – Together

IOBG's three-day virtual vendors' meet re-affirmed the importance of the company's long-time suppliers and solidified the relationship



Over hundred representatives across industries in the Middle East region attended the Voltas Vendor Meet

Voltas International Operations Business Group (IOBG) has a longstanding relationship with the company's vendors. Voltas IOBG does not manufacture a single nut or bolt, but being part of the construction industry, it is critical for the organisation to rely on vendors, not only for material but also for manpower. Therefore, it is even more important that the bond between the organisation and

the vendors is nurtured carefully.

IOBG organised a **Virtual Vendor Meet** programme spread across three events, connected by a common theme – **'Work Together, Grow Together & Prosper Together'**. The event was attended by more than a hundred representatives across industries in the Middle East region. This event also provided us an opportunity to hear from our suppliers regarding any concerns they may have.

General Manager DS Murthy's presentation covered the Voltas lineage, the Tata Code of Conduct, and how it pertains to the ethics governing the organization. He also spoke about the best way to thrive in adverse circumstances, as well how to work, grow and prosper together. A new Datamatics invoicing system implemented by IOBG was also shared at the event. The event strengthened the bond between Voltas and its vendors, ensured their full support in terms of supplies of goods and services, and elicited the promise of after-sales service during emergencies.

The vendors' meet not only emphasized their importance as Voltas' stakeholders, but reflected the company's commitment, support and assurance towards working together as a team. ●

Keeping your resolutions

Like a good friend, Voltas Beko helps you keep your resolutions – and enjoy your free time



2020 has been a rough year for everyone. With the corona virus pandemic and the subsequent lockdowns everywhere, people have been increasingly isolated. It became difficult for many to focus on their own mental and physical health. For Voltas Beko Home Appliances Private Ltd., one of India's leading home appliance brands, the goal was to inspire people to start the new year on an optimistic note, and to encourage

them to make their resolutions a reality.

So, with 'Freedom from Chores' for every family as the objective, Voltas Beko launched a series of digital short films, urging people to put the stress of 2020 behind them, and encouraging them to focus on their hopes and ambitions for 2021.

Conceptualized by Interactive Avenues, Gurugaoon – a Reprise Network company – the campaign

focused on the drudgery of household chores for the average person. Using slice-of-life insights to which people can relate, Voltas Beko subtly suggests that they can minimise their daily struggle with the company's home appliances, so as to spend more time doing the things they enjoy.

To watch the **#LiveYourResolution** videos, do visit Voltas Beko's YouTube channel. ●

On International Women's Day, Voltas Chose to Challenge!

Gender equality in the workplace lends better balance to an organisation's workplace ethos. Getting there is key.

Gender equality as a goal has been around for decades, but it seems like the journey towards that goal has been one of 'Two steps forward, One step back'. The journey of a thousand steps is easier when women have companions who will bolster their flagging spirits. Gender equality is not a battle that can be won by one side alone – it is a matter of importance for everybody, and it is critical that everyone works together to achieve the balance.

This year's International Women's Day theme was **#CHOOSETOCHALLENGE**. Because from challenge comes change; and because a challenged world is an alert one. So at Voltas too, gender inequality was challenged and women's achievements celebrated on this day through different activities such as asking employees to share stories of women

The Women Who Chose To Challenge
#InternationalWomensDay2021

International Women's Day (March 8) celebrated just once a year and not comes around, but you can follow these gurus who questioned stereotypes and broke the glass ceiling- each day, every day!

Watch these game-changers narrate their stories of courage, willpower and fight every challenge in their life with grace

CLICK ON THE ICONS TO WATCH THEIR JOURNEY

Kiran Bedi, Sushmita Agarwal, Anusha Dubey, Meeta Tolia, Gauri Arora



who inspired them. Kewal Ved and Ghanshyam Paranjape were just two of many who rose to the occasion by penning heartfelt stories about their mothers.

Voltas showcased inspiring women from different spheres of life who chose to challenge the stereotypes – Kiran Bedi, Capt. Anny Divya and Lakshmi Agarwal to name a few. A mailer with a playlist was sent to employees who could simply click on the icons to listen to their game changing stories.

LEADERSHIP COUNTS!

Voltas is committed to ensuring a balanced workforce. On International Women's Day, the company reaffirms that commitment through its leaders who set the tone of the workplace. On this day, Narendren Nair, EVP and Chief Human Resource Officer, shared his perspective on gender equality and empowerment at workplace with all Voltasites.

"Remember, it is all about the choices that we make today, that builds a future that is brighter for generations to come, so let's choose to challenge".

LET'S PLEDGE TO SHARE RESPONSIBILITIES WITH VOLTAS BEKO

Voltas Beko, with Mompresso, launched a new digital video commercial **#GharSabkaZimmedariSabki** as an attempt to debunk the age old beliefs that women are responsible for looking after every aspect of the household.



Voltas Beko's **#GharSabkaZimmedariSabki** DVC, debunking the age-old myths around women and their responsibilities

"For Voltas Beko, International Women's Day is about empowering women as well as their families. We need to break stereotypes, and sharing responsibilities equally amongst family members, goes a long way in supporting women achieve their professional and personal aspirations. Our technologically superior, easy to use, energy-efficient home appliances, specially designed for Indian households, make daily chores easier for every family member. As always, true to our brand promise, we remain committed to offering 'Made for India products – Tested by Real Moms.'

— Jayant Balan, CEO, Voltas Beko

CELEBRATING WOMEN BEYOND BORDERS

In order to commemorate International Women's Day, and to stress on the importance of having a balanced workforce, several Voltas offices made their own contribution to a more equal future through campaigns, contests and events. Across the UAE, India, Qatar, Oman and GEC offices, celebrations ranged from flower bouquets and cake cutting to ladies' lunches and even a virtual get-together of families to laud the 'women of steel' at Voltas! ●



Cake cutting ceremony organized at the Dubai and Abu Dhabi Head office



Women's Day celebrations at Voltas India, the UAE, Oman and Qatar offices

The Triumphant Trio

Three Voltasites achieve the gold standard of excellence in the Data Maturity Assessor Training programme

Process maturity is no longer your day job. Your day job now is data maturity," said N Chandrasekaran, Chairman, Tata Sons, in an interview once. Data driven excellence paradigm is now the tone set by the leadership of successful companies worldwide.

Data Maturity Assessment is Tata Business Excellence Group's (TBExG) tool to help other Tata companies on their path towards data-driven excellence. A Data Maturity Assessor training programme was held in December 2020 across the Tata group, to create awareness of the subject and to better understand its

use. The purpose was to create a data maturity pool of evangelists and assessors who could assess the data maturity of various Tata companies.

This training programme enabled participants to learn about the data maturity framework DATOM™ as well as equipped them with skills to become assessor themselves. Participants who qualified as 'gold standard assessors' can become assessors of other Tata companies, not just their own.

The Gold Standard

Possessing the necessary traits to become a Data Maturity assessor is one thing; achieving the 'gold standard' requires skill, determination and hard work. The current session demanded that assessors who were looking for the gold standard qualification presented two pre-work submissions that were graded for quality. On-time completion of assignments, active participation in the virtual programme and the quality of questions raised by the participants were also part of the selection criteria. Participation in group discussions, the quality of case study work submission and faculty feedback and recommendations based on all of the above formed the basis on which participants were graded.

The two-day programme included three sessions of 1½ hours each on both days and hosted 25 participants from across the Tata group, including five Voltas employees. Three Voltasites – Debabrata Nag from IT UPBG Service; Shivarudrappa S Biradar from the Business Improvement Group and Kewal Ved from Corporate Planning – aced the Data Maturity Assessor Training programme and were awarded with certificates that recognised their gold standard performance. ●



eHackathon – What an idea!

The eHackathon is a crowd-sourcing platform for sourcing innovative ideas from Tata Group employees. A time-bound contest hosted on the TATA IDEAS platform, it engages the employee, his/her company and/or the entire Tata fraternity to come up with unique solutions to address vexing business problems and situations.

An eHackathon Challenge can be either a potential opportunity or problem faced by a Tata business that

needs creative ideas and a new perspective. Through the eHackathon, problem solving becomes an exciting and engaging process that leverages collaboration and builds synergies among individuals and teams across the Tata Group.

Some of the brightest minds at Voltas have been winners during the eHackathons. Here are two winners from the eHackathons conducted during August and December, 2020:

Tata Elxsi: Exploring new innovative avenues for Autonomai

This challenge in August 2020 saw 12 winning ideas from seven Tata companies (TCS, Voltas, Tata Steel, Tata Motors, Titan, Tata Elxsi & Tata Power-DDL). Arvind Jha, UPBG CR Mfg R&D came up with the winning idea to develop materialbot or warehouse, among three finalists that included Tata Steel and TCS.

Winning idea: Leveraging the human traffic detection capability of Tata Elxsi's Autonomai platform for self-drive vehicle and combining with the idea of dark warehouse of Amazon.

Arvind Jha came up with the idea of a materialbot for moving material from the warehouse to the manned shopfloor of the manufacturing unit. Most of the ideas that were presented, involved an incremental use of Autonomai by the addition of features.

This solution took a different approach, taking Autonomai from public roads into the factory, to undertake the repetitive and monotonous jobs of material identification, loading, transporting and unloading the material from warehouse to shopfloor with the help of robots, without causing any bodily harm.

This unique materialbot can work in regular production hours or break times, or even before and after shift hours, to ensure continued material availability to the production line, with minimum storage space.



“

My first eHackathon experience not only gave me the opportunity to share my knowledge but also the exposure to the latest technologies and trends in the market. It has helped me understand the kind of work and research activities going on in different Tata Group companies.

”

ARVIND JHA, UPBG CR MFG R&D



eHackathon



Tata Power: Employee advocacy – Turning employees into brand ambassadors and customer champions

This challenge in December 2020 had seven winning ideas sourced from employees across six Tata companies (TCS, Tata Motors, Voltas, Titan, Tata Services, Roots Corporation). The winning idea by Satish Dhankar, UPBG about how to turn your employee into one of your most powerful brand advocates, was among the three finalists that included teams from Tata Power and Titan.

Winning idea: Turn your employee into a brand advocate

Satish Dhankar's winning solution involved getting employees to use Tata Power rooftop solar and home automation solutions. Subsequently, they would be encouraged to share their experience on social media and with friends and family.

This becomes a tool for lead generation, which is further powered by the motivation and pride of the employee in talking about the product/solution and in sharing it with others. This unique solution celebrates and rewards lead conversions through employee recognition initiatives such as social media endorsements, and honours such as Brand Ambassador and Customer Champion of the month/quarter/year. ●



“ It’s a wonderful platform to ideate, collaborate and interact. It could be extended to implementation, where the ideator gets a chance to contribute further during implementation phase, to review and see the outcome. A good idea not implemented is just a dream forgotten overnight. ”

SATISH DHANKAR, UPBG-CR



Data-Driven Excellence: The 'DATOM' way to data maturity at Voltas

“We need to recognize that business is all about data-centricity right now. As I tell people in our companies, process maturity is no longer your day job. Your day job now is data maturity.**”**

**N CHANDRASEKARAN
CHAIRMAN, TATA SONS**



Tata Sons Chairman N Chandrasekaran's thoughts about data-driven excellence and the importance of data centricity in the current business context have been a key aspect of his communication. This has also been emphasized by Voltas MD and CEO, Pradeep Bakshi, from time to time. The ability to use data has become a core competency for any organization in today's challenging business environment.

To develop this data-centric approach, TBExG (Tata Business Excellence Group) partnered with Tata Consultancy Service (TCS) to adopt their DATOM framework as a diagnostic tool for use by Tata Companies. This will help them discover the current state of data maturity in their respective businesses and define a desired state for the future. Data maturity denotes the maturity of business users in deploying data and insights to improve business performance.

Continuous improvement has been a way of life at Voltas, across all its operations. Now, to take its businesses to the next level, the company has embarked on a business excellence journey with data centricity at its core, through DATOM.

A free online program that enhances the understanding of the basics of data and analytics, DATOM comprises 33 videos of a few minutes each. Participants can complete this program at their convenience over a few days or at one go, on or before March 31, 2021. Upon completion and attending the quizzes, they will receive an appreciation certificate.

DATOM is now available to all Voltasites at www.tatabex.com where they can refer to the step-by-step guide to access the online module on data centricity. ●



Ensuring a safe cinematic experience during Covid-19



Voltas UV Cart Systems helping sanitize cinema halls and theaters quickly and easily

Voltas UVC powered solutions are helping Indian theatres become safer!

Finally, some really great news for movie lovers! With theatres gradually opening up across the country, Voltas is making the return of movie goers easier and safer through its specially engineered disinfectant solutions. Voltas disinfectants powered by UV light, including the UV Cart System and Duct Mounted UVGI systems, are now helping instill confidence among patrons after nearly a year of COVID-19 induced restrictions.

There has been a steady overall decline in COVID-19 cases over the past few months, and cinema halls, theatres and multiplexes in some states had been permitted to operate with 50 per cent seating capacity. That has been upgraded to 100% more recently with new SOPs. The key challenge, however, was to get people to return to such closed public spaces, through adequate safeguards and communication.

As a leader in the Indian AC market, Voltas has been at the forefront of this transition. The company's range of

Ultraviolet Light (UVC) based surface disinfectant solutions, and uniquely engineered UVC-based air and duct disinfectant solutions, have both been enabling theatres and multiplexes to prepare for the new normal.

For instance, the Voltas UV Cart system can quickly sanitise large surfaces in large areas such as cinema theatres, within 15 minutes. The company's Duct Mounted UVGI system, with proper design selection, is effective in killing airborne viruses, when done before and after every show. Some of the theatres in India that have installed Voltas UVC products for sanitisation include Sterling Cineplex in Mumbai and Kamani Auditorium in New Delhi.

Through the pandemic, Voltas continued to

innovate on its engineering project solutions for hospitals, urban mobility, infrastructure projects, and for pharmaceutical and IT companies.

Now, the company has further reinforced its leadership position in the cooling products space by introducing the new Voltas PureAir AC, a UV-based split inverter AC. Equipped with a state-of-the-art SuperUVC LED system, which quickly disinfects indoor air by killing germs and pathogens, the Voltas PureAir AC also removes harmful gases and VOC (volatile organic compounds) from indoor air to make it healthy for humans.

This is yet another step in the Tata Group's commitment towards serving the community and delivering a positive social impact. ●

A Royal Affair Indeed!

The Royal Court Affairs Data Centre in Oman is now powered by Voltas



Voltas has managed yet another feather in its cap in its Oman operations – a project to ensure data security of the Sultanate of Oman. Located in Mabella, Muscat, this is a big win for the company in the region.

As a nominated MEP subcontractor in this prestigious project, secured from Royal Court Affairs (RCA), Voltas Oman's scope of work includes engineering, procurement, installation, commissioning and handover of the electrical, air-conditioning, plumbing and firefighting systems in the Data Center, the Service Compound and the Ambulance Parking buildings, including external services.

Recently, Voltas also secured supply and installation of 11 kV cable works in the same project. This is its second MEP order secured from RCA after the iconic Oman Across the Ages Museum at Manah in 2017. ●

A new breakthrough in MEP FM

Voltas Oman LLC, part of Voltas Oman Operations, has bagged its first ever multi-million Omani Rial MEP Facilities Management (FM) order from the most prestigious client in Oman – Royal Court Affairs (RCA) – for the Sultan Qaboos Comprehensive Cancer Care and Research Centre (SQCCC&RC) over four years (2021-25).

SQCCC&RC is a newly established world-class cancer care facility across a built-up area of 51,266 sqm, comprising a 10-storey main hospital, a service building, a bus depot and two gate houses attached to Oman's most important medical institution. The Centre offers a range of cancer care-focused services, such as radiotherapy bunkers, operating theatres, medical imaging, nuclear

medicine, inpatient accommodation and outpatient services including chemotherapy.

This is the largest order that Voltas Oman LLC has secured till date, and its second order from RCA in the past four months. It is testimony to the company's strong client relationships and high customer satisfaction levels that have led to repeat orders. Voltas secured this contract by outclassing several well-known names in the Omani FM industry, such as Oman Shaporji Co. (OSCO), Oman National Engineering & Investment Co. (ONEIC), Bahwan Engineering Co. (BEC), and Al Naba.



The Sultan Qaboos Comprehensive Cancer Care and Research Centre (SQCCC&RC)

Some of the major MEP systems under this order include:

- | | |
|----------------------------|-------------------------------|
| ▪ Centrifugal Chillers | ▪ PQ Systems |
| ▪ Cooling Towers | ▪ RFID |
| ▪ AHUs | ▪ Fire Alarm |
| ▪ Elevators | ▪ Firefighting |
| ▪ Generators | ▪ BMU, Kitchen Equipment |
| ▪ Lighting Control Systems | ▪ Laundry Equipment |
| ▪ CCTV | ▪ UPS |
| ▪ Access Control | ▪ MV/LV Panels |
| ▪ IPTV | ▪ Plumbing & Drainage Systems |
| ▪ BMS | ▪ RO Systems |
| ▪ Nurse Call | |

Lalbuks Voltas has also secured the FM order for irrigation and landscaping services for SQCCC&RC from RCA for a period of four years (2021-25). Having successfully worked with RCA on irrigation and landscaping projects for construction as well as FM in the past, Lalbuks Voltas has further deepened its relationship with this order.

This mega order came through a focused approach from the top management at Voltas IOBG, which has identified MEP FM as a vital pillar for continued growth.

Voltas will deploy a maintenance team of 30+ personnel round-the-clock, to provide planned and reactive maintenance for all electrical & HVAC plants/systems/components, including medium and high voltage systems and mechanical plants.

Through the successful execution of this large MEP FM order, Voltas Oman LLC should be able to build a strong prequalification in MEP FM, and further cement its relationship with RCA. ●

Voltas builds Covid-19 compliant hospital wards in KDMC Hospital, Mumbai

Voltas has been taking a variety of proactive measures to support the nation's fight against the Covid-19 pandemic. As part of these efforts, the company continues to ensure the upkeep of essential services and upgrading of medical facilities across India, to make them Covid-19 compliant.

A notable initiative is the successful commissioning of a Central AC BU 11TR x 16 nos. water cooled package with R407C refrigerant, in the Covid blocks of the **Kalyan Dombivali Municipal Corporation** (KDMC) Hospital in Mumbai. This sustainable project solution by Voltas has benefitted 305 hospital

beds that are reserved for Covid-19 patients in the hospital.

True to its commitment as a responsible corporate citizen, Voltas has been instrumental in the nation's fight against the pandemic. In the past one year, it has built multiple Covid-19 compliant wards that impacted over **25,000 hospital beds** and 100 hospitals across India.

Through 2020, Voltas also helped convert standard wards at AIIMS-Bhatinda, and Guwahati Medical College and Hospital to Covid-19 isolation wards, deploying its smart ventilation solutions. This includes building of test centres and predictive maintenance of chillers

in hospitals and pharmaceutical companies that make life-saving drugs, thereby impacting millions of lives.

In addition, Voltas built a test centre at the Kovai Medical Center and Hospital, Coimbatore, to help the southern state of Tamil Nadu contain the Covid-19 outbreak. Previously a part of the hospital's academic block, this centre is now being used as an isolation ward for Covid-19 patients after the necessary HVAC modifications. Similar conversions have been undertaken by Voltas at MR Bangur Hospital in Kolkata and Guwahati Medical College and Hospital, which is also one of the facilities being upgraded to strengthen India's fight against the pandemic. ●



“

As an organisation, Voltas has always been committed to nation building. Even when the economy came to a standstill, Voltas employees worked diligently on the frontlines.

”

**PRADEEP BAKSHI
MD & CEO, VOLTAS LTD.**

An experience to remember

Voltas launches a state-of-the-art experience zone in Bangalore – the first in South India

Marking the beginning of a fresh new year, Voltas brought its second Experience Zone in India to Bengaluru in January, 2021. Consumers in the 'garden city' will now get a unique experience shopping for a range of air conditioning and cooling products from Voltas and home appliances from Voltas Beko. The Experience Zone will be managed by Peak Systems, which has been associated with Voltas Ltd. for over 33 years.

"With customer centricity at the core of all our innovations, the Experience Zone in Bengaluru is designed to offer an evolved shopping experience and meet the growing demand for technologically advanced and best-in-class appliances in the city,"

— Pradeep Bakshi, Managing Director & CEO, Voltas Ltd.

Located in the prime area of Cambridge Road in Halasuru, the Experience Zone is intended as a 'one stop destination' that will further enhance the Voltas brand experience and visibility among Bengaluru's consumers. It showcases the new range of Voltas and Voltas Beko products – Air Conditioners, Air Coolers, Commercial Refrigerators, Water Dispensers, Water Coolers, Air Purifiers, Refrigerators, Washing Machines, Microwaves and Dishwashers.

The new year also saw a spate of brand store launches across the country. ●



Opening of new Brand Shops

- **Launch of a new Voltas and Voltas Beko Brand Shop at Raja Garden, New Delhi on 14th January, 2021.**
This is the sixth Brand Shop in the city



- **Launch of the first Voltas and Voltas Beko Brand Shop in Rajahmundry, Andhra Pradesh**
(South Central Region) on 4th February, 2021



- **Launch of the first Voltas and Voltas Beko Brand Shop in Adilabad District, Telangana** (South Central Region) on 16th February, 2021



- **Launch of the first Voltas and Voltas Beko Brand Shop in Karimnagar, Telangana** (South Central Region- UPBG) on 18th February, 2021



- 1. Launch of Experience zone in Bangalore
- 2. Launch of Experience zone in Adilabad, Telangana
- 3. Launch of Experience zone in Karimnagar, Telangana
- 4. Launch of Experience zone in Rajahamundry



INNOVATING FOR THE FUTURE

Psychrometric Test Lab at Waghodia

The new Voltas test laboratory, installed at the Waghodia factory in Gujarat, is one of the largest of its kind in India. It comprises of a multichambered lab, three indoor equipment rooms and an outdoor equipment room. Air-conditioning units up to 30TR capacity can be tested in this lab.

The Waghodia psychrometric lab is equipped with a number of code testers for precise measurement of air flow, advanced temperature and pressure measuring instruments, and power meters. PID controllers are used for stabilizing the test parameters in auto mode. The

test readings are continuously logged by data loggers and the efficiency of the unit under test is automatically calculated.

This test laboratory can automatically simulate dry bulb and wet bulb temperatures of air, through balanced temperature and humidity adjustment. The refrigerating system works continuously for cooling and dehumidifying, the dry and wet bulb temperature control meters the power supply to the heaters and humidifier respectively to adjust the sensible heat and moisture discharged into the test rooms, thus acquiring the desired test conditions. ●



Multi-chambered Psychrometric Test Lab installed at the Voltas Waghodia Factory, one of the largest test facilities of its kind in India.

The types of Air-Conditioning units that can be tested in this lab are:

- Packaged Air-conditioners and heat pump
- Ducted Air-conditioners and heat pump
- VRF multi-split Air-conditioning unit
- Unitary Air-conditioner and heat pump
- Air-cooling and air-heating fan coil unit
- Roof Top Air conditioners
- Air-cooled type chiller



Always looking out for employees – be it on the Road or at Heights

At Voltas, employee safety is non-negotiable. As a part of its quest for building a safe workplace and nurturing the right attitude towards safety the company turned its focus on improving safety in the task that accounts for one of the major causes of workplace fatalities – working at heights. To achieve this, Voltas ran a year-long campaign, with Vol-ty dispensing a series of safety tips covering some of the most vital aspects that call for attention – such as the safety harness, lanyards, the work platform, ladders and the scaffold.

Here are some of the creatives from the campaign. The series, as we can see here, consists of very simple yet effective messages that reinforce the right safety behaviour, supported by appropriate visuals.

This focus on Work at Height gained traction with the announcement of the Safety Championships 2020-21, which consisted of three rounds of questions on safety and drew healthy participation from 720 employees.

The winners are:

QUIZ 1: **R Nagalakshmi** (TMD – Coimbatore), **Munnu Kumar** (DPG CC – Ankleshwar), and **Dharmveer Shekhavat** (DPG – BEED HVDS).



SAFETY CHAMPIONSHIP 2020-21

Thank you for participating. The response was overwhelming!

QUIZ #1 WINNERS

- Munnu Kumar
DPG CC - ANKLESHWAR
- Dharmveer Shekhawat
DPG - BEED HVDS
- R Nagalakshmi
TMD - COIMBATORE

QUIZ #2 WINNERS

- Abu Asif Kazmi
JIOBG Mechanical - UAE
- Vishal Chavan
PRODUCT SOLUTION - MUMBAI
- Upendra Kumar Sharma
JIOBG (Planning) - UAE

QUIZ #3 WINNERS

- Dhiruv Patel
DPG RIEL - REED
- Vikaskumar Jha
UPBG - AHMEDABAD
- Shashi Kumar
PRODUCT SOLUTIONS DC - KALINGANagar

QUIZ 2: Vishal Chavan (Product Solution – Mumbai), Upendra Kumar Sharma (IOBG Planning – UAE), and Abu Asif Kazmi (IOBG Mechanical – UAE).

QUIZ 3: Dhruv Patel (DPG RIEL – BEED), Vikaskumar Jha (UPBG – Ahmedabad), and Shashi Kumar (Product Solutions CC – Kalinganagar).

During the year, via Vol-ty, the company rolled out '**LEADERSHIP SPEAKS'** – a series of safety tips coming in from leaders, centered around the theme of 'Work at Height'. To view the videos, log into your HandyTrain App.

Just as in the previous year, the campaign also highlighted the importance of road safety. ●

VOLTAS

A message from Mr. Pradeep Bakshi, MD and CEO, to Voltas employees

Dear Voltasites,

To feel and be safe is extremely important for all of us; whether we are working in offices or across project sites. As we continuously strive to build a safe workplace at Voltas, it's important to note that Safety is not just about following procedures and guidelines but is a state of mind. It's also important to have the right attitude towards Safety.

This year, the team has decided to focus on "**Work at height**" safety practices owing to insights that indicate working at heights as a major contributor to fatalities at workplace. In lieu of the same, our Safety team has planned a year-long campaign that involves training sessions, safety tips, engaging contests, videos and more. I request you to actively participate in this campaign.

Remember, we are all accountable for our own safety and hence it is you who needs to take the first step towards a safer and healthier tomorrow. I look forward to seeing each of you work towards building a safe working environment for yourself and your colleagues.

I also take this opportunity to wish you and your family a very Happy Diwali!

Regards,

Mr. Pradeep Bakshi
MD & CEO,
Voltas Limited

Work at Height | Leadership Speaks
A.R. Suresh Kumar

"They say 'Walk like mine all the time and live for the moment', but then you walk past a person that can't help but takes a different turn. The moment you have to move the ground, you have to switch every step that you take."

While delivering the product in Voltas, we can keep in mind that we always do our Voltas family to safe and sound during the process. ■

Suresh Kumar
Sr. Manager and
Head Project Delivery

VOLTAS



Work at Height | Leadership Speaks
Jagdish K. Jatly

"Working at height! Get it Right! Make sure you always use the fall protection and use safety equipment whenever working at height. Use safety belts, working practices and hang on to the safety tools. ■"

Jagdish K. Jatly
Vice President - Sales (CP&C)

VOLTAS

Work at Height | Leadership Speaks
Dhamendra Pratap Singh

"Working at height is certainly about using a safety harness and lanyards. It is also about creating a safe environment with proper access, safe pathways and hand railings, fall arrestors and personal fall protection. Hosting of safety forums while ensuring and ensuring a clear liaison of the postures. ■"

"To be safe we need a fall-safe environment!"

Dhamendra Pratap Singh
Sr. Vice President & Head Infra Solutions

VOLTAS

Work at Height | Leadership Speaks
N. Sudhir

"It is not the individual spirit of trying though persons challenges such as writing in difficult areas contributes highly and its practice sets your heart and its commitment towards the task and well-being of yourself, your team and your family."

"With a right balance of a strong mind and full heart, we have wings, from flight in the sky also an eagle and because every challenge is a chance to fly higher and higher in height with success. ■"

N. Sudhir
Global Technical Manager
Infrastructure Solutions

VOLTAS

YOUR SAFETY, OUR PRIORITY.
Employee safety is non-negotiable for us.

We bring to you a series of safety videos by our very own Employees who leave no stone unturned to ensure the safety of our workers.

Watch this video by Mr. Umangam, Supervisor Airport Operations and Maintenance Site or Guidance for Step Ladder Safety.

Click here to watch this video now on the HandyTrain App. Log in using your Mobile Number and this OTT will prompt you to receive an one-time password module counter.

VOLTAS

National Safety Week (NSW)

Celebrations at Voltas

The recently held NSW was a culmination of activities that sought to make safety preparedness a way of life at Voltas

Safety has no holiday. Every day is a Safety Day. Keeping this in mind, Voltas observed National Safety Week (NSW) from 4th March that ended with a closing ceremony on 12th March, 2021 at its corporate office in Chinchpokli, Mumbai.

THE THEME FOR THIS EDITION OF THE NSW WAS '**Learn from disaster and prepare for a safer future'**.

After a brief welcome address by Sunil Bhalerao, Corporate Head-SHE where he read out the Safety Pledge, the event was formally kicked off with an introduction by Narendren Nair, EVP & CHRO, Voltas Ltd., and an inaugural speech by Pradeep Bakshi, MD & CEO, Voltas Ltd., Anil George, CFO and Jayant Balan, CEO Voltbek Home Appliances also addressed the audience.

Mr Bakshi released pocket cards in 10 languages with Golden Safety Rules, top identified risk areas and an emergency communication chart.

The event saw the release of a web portal URL: <https://vsmart.voltasworld.com/vsafety> with advanced features for reporting of hazards and incidents, after an introduction by Sunil Bhalerao.

Nikunj Waghela, MD, Pyramid Certifications handed over the IMS certificates of WMBD & RIEL to Pradeep Bakshi.

The following awards were also announced in the presence of our leaders and over 500 Voltasites:
Best Safety Performance Award 2020-21: 35 best performers were awarded from different BUs



SHE Special recognition awards: 9 awards were declared, including those for UPBG Services and Customer Care

Safety Flag Bearer 2021 - Quiz: 6 winners were declared after two rounds held between 4-5 March, where answers could be found in the safety videos of the HandyTrain app

Safety Poster and Slogan competition: 3 winners each (for poster and slogan) were chosen from entries where participants were asked to create a poster or catchy slogan around their idea of safety

Special recognition awards: 7 Voltasites were recognised from the Admin Supporting team. ●





SAFETY FLAG BEARER 2021

Thank you for participating. The response was overwhelming!

QUIZ #1 WINNERS



Razin Hodekar
WMBO - Thane



Eahtesham
Infrastructure Solutions - Bangalore



Kamlendra Singh
WMBO - Mumbai

QUIZ #2 WINNERS



Munnu Kumar
Infrastructure Solutions - ANKLESHWAR



Naresh Kumar
UPBG - Delhi



Jitendra Kumar
Infrastructure Solutions - Mumbai



NATIONAL SAFETY WEEK 2021

Thank you for participating. The response was overwhelming!

SLOGAN COMPETITION WINNERS



Ghanshyam Paranjape
Infrastructure Solutions - Mumbai



Mohammed Mubeen
IOBG - Oman



kalyan babu
Infrastructure Solutions - Bangalore

POSTER COMPETITION WINNERS



S.Jayalakshmi
TMD - Coimbatore



Ankit Chourasia
RIEL- Osmanabad



Mohammed Yusuf
Infrastructure Solutions - Kolkata



NATIONAL SAFETY WEEK 2021

SHE SPECIAL RECOGNITION AWARDS



Hiren Talaviya
Sr. Executive - Facility Management
in recognition of Office Safety Audit 100% compliance at Ahmedabad Branch



Sanjay Sahu
Training Manager
in recognition of conducting & co-ordinating SHE Trainings at UPBG Services



Sanjay Choudhary
Sr. Manager (HR and Administration)
in recognition of Office Safety Audit 100% compliance at Jamshedpur Branch



Prabodh Mahajan
Sr. Manager - SHE
in recognition of suggesting name for mascot - VOL-TY



Eras Lodhi
BG HR Head - Corporate & Support Services
in recognition for COVID19 related support monitoring, communication and coordination with Group HR.



Sweta Dikhol
Manager- Learning & Development
in recognition for coordination and support of SHE trainings on digital platform.



Karthick S
Senior Executive - Human Resources
in recognition for coordination and support to SHE Management System



In recognition for dedicated support to Society and Customers during Covid-19 lockdown time

SAFETY FLAG BEARER 2021

NATIONAL SAFETY WEEK

You are two steps away to win the exciting prize!

Click Here to enter the game and log in your answers.

The first one to answer all the questions correctly will bag the prize.

What are you waiting for?
Round 1 quiz time will close today at 17 PM.

Play Round for Round 2 tomorrow.

**STAY TUNED
YOUR SAFETY, OUR PRIORITY.**

SAFETY FLAG BEARER 2021

NATIONAL SAFETY WEEK

You are one step away to win the exciting prize!

Click Here to enter the game and log in your answers.

The first one to answer all the questions correctly will bag the prize.

What are you waiting for?
Round 2 quiz time will close today at 17 PM.

This weekend WILL BE ANNOUNCED NEXT WEEK.

**STAY TUNED
YOUR SAFETY, OUR PRIORITY.**

ARE YOU THE 'SAFETY FLAG BEARER 2021'?

NATIONAL SAFETY WEEK

Safety has no holiday. Every day is a safety day!

This National Safety Week, we present you a golden chance from 4th March to 15th March to be the 'Safety Flag Bearer 2021' and bag an exciting prize!

Rules & Regulations and Reward

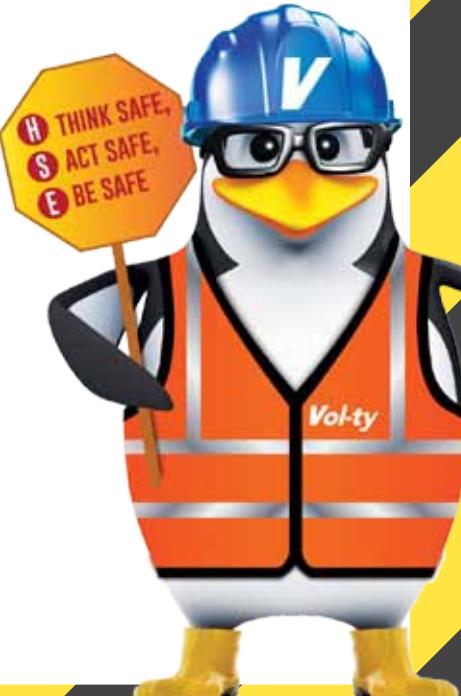
1. There will be two rounds of Safety Flag Bearer 2021 quiz.

2. First one to answer all the questions correctly will walk away with an exciting prize.

3. The winner will be featured in 'Vol-ty Magazine'.

How You will find all the answers instant in our safety classes on the HandyTrain App.

STAY TUNED YOUR SAFETY, OUR PRIORITY.





A new zenith in efficiency



Voltas wins the prestigious National Energy Conservation Award 2020. This is the fourth time the company has won this award, endorsing that Voltas has been a consistent flagbearer in taking initiatives towards building an energy-efficient nation through innovation, infrastructure and services – both as a brand and as an organisation.

The National Energy Conservation Award 2020 was bestowed to Voltas on the 11th of January, 2021 by Shri RK Singh, Hon'ble Minister of State (IC) for Power and New & Renewable Energy, and Minister of State in the Ministry of Skill Development and Entrepreneurship. It was received by Voltas MD & CEO, Pradeep Bakshi.

Voltas ACs were judged as Appliance of the Year in air conditioners – both in the fixed and variable speed categories, and recognised for taking special efforts to reduce energy consumption, while maintaining production during the challenging times of the pandemic. ●

Excellence: A way of life at Voltas

BUSINESS EXCELLENCE CAPABILITY BUILDING 2020
BUILDING BUSINESS EXCELLENCE
CHAMPIONS CAPABILITY

VOLTAS



PRADEEP BAKSHI
MD & CEO



C KAMATCHISUNDARAM
BUSINESS EXCELLENCE HEAD



Each year, the Tata Business Excellence Group recognizes businesses that epitomize excellence. This year, it was Voltas that received this coveted award for nurturing a culture of excellence in line with the Tata Business Excellence Model framework. The 'Building Business Excellence Champions Capability 2020' Award was conferred upon MD & CEO Pradeep Bakshi at the BEC virtual session hosted on 12th January, 2021.

This is a prestigious win for Voltas for being recognised for taking special efforts to reduce energy consumption, while maintaining production during the challenging times of the pandemic. ●

Stealing the show at the MEED Project Awards

It was raining accolades for Voltas at the 10th annual MEED Project Awards in Dubai, December 17th, 2020. With over 300 entries pouring in, it would be an understatement to say that the competition was stiff. Yet, both Oman entities – Lalbuksh Voltas and Voltas Oman seemed to conquer the dais and bagged five awards – with four of them being National winners, and one a GCC winner. ●



Stalwarts of **Voltas IOBG** receiving awards at MEED Project Awards, Dubai



Clean sweep at the MEP Middle East Awards



The sun never stops shining upon Voltas – most definitely not at the MEP Middle East, where it was ranked #3 in the Top Mechanical, Electrical, and Plumbing (MEP) Contractors List, 2020. The power list scrupulously prepared by the magazine of the ITP Media Group ranks top-performing marquee MEP contractors who have managed to create a long-lasting impact in the industry. Voltas was chosen clearly for rising swiftly to address the challenges brought on by the global health pandemic.

Being featured on this list for the fourth time in a row further strengthens Voltas IOBG's presence in the UAE. It comes close on the heels of its winning the 'Highly Commended' distinction in the Mechanical Project of the Year category, earlier this year at the MEP Middle East Awards, and three awards in September last year at the MEP Middle East Awards. ●



Acknowledged for making the workplace as safe as homes

Voltas won these awards in 2019, and in 2020 too! Voltas Singapore won the Silver Award for Workplace Safety & Health Performance, and the Workplace Safety & Health SHARP Awards - Safety and Health Award Recognition for Projects on 9th November 2020 for the Thomson East Coast Line - T273B Project.



This year too, Voltas Singapore was honoured with the Annual Safety, Health & Management (SHE)Awards. These awards reflect the high safety and health standards upheld by Voltas, and speak strongly about the company's committed management, its dedication to WSH, and the implementation of excellent WSH systems. ●



Voltas IOBG team receiving the award at 'Big Project Middle East Awards 2021' ceremony.

The success marathon continues in the Middle East

Voltas IOBG continues to win accolades in the Middle East, bagging two awards this year at the 'Big Project Middle East Awards 2021'. At the awards ceremony held on 26th January, 2021, hosted at the Ritz Carlton JBR in Dubai, Voltas Ltd. was declared the 'MEP Contractor of the Year', and the Conference and Exhibition Centre – EXPO 2020 was declared the 'MEP Project of the Year'. ●



Voltas — the most influential HVAC player in the Middle East

Voltas honoured as One of the most influential players in the Middle East's HVAC sector

ITP Middle East, one of the most prestigious MEP magazines, has declared Voltas as One of the most influential players in the Middle East's HVAC sector.

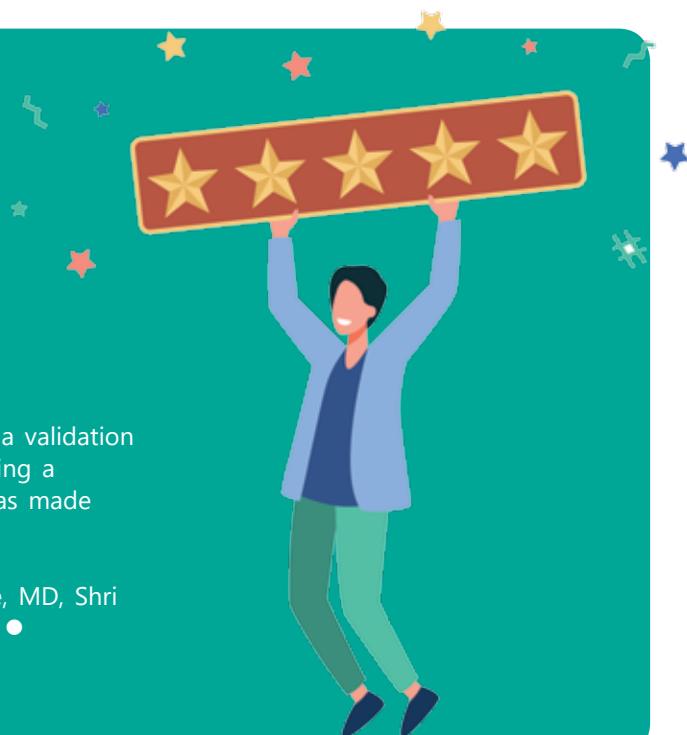
In these challenging times, the HVAC Power 25 companies have played a seminal role in

promoting innovative solutions for energy efficiency, superior air quality, and occupational health. The magazine ranks the top 25 companies that have impacted the HVAC sector and contributed to the breathability in the Middle East's built environment during the last 12 months. ●

Going that extra mile, with a smile!

It feels great when customers appreciate your efforts. It is a validation of the focus on putting customers at the heart of everything a company does. Continuing its customer-oriented legacy has made Voltas a preferred and trusted brand over the years.

Sr. Service Engineer, Krishna Aundhkar was praised by VS Kale, MD, Shri Gajanan Sahakari SutGirni Ltd of Beed district in Maharashtra. ●



Driving environmental change: Voltas builds champions for a greener tomorrow!

India's bright young minds are, without doubt, its most powerful ally in efforts to combat the effects of climate change. Voltas has a long-standing history of giving back to society, in more ways than one.

The company's **School Connect Program** is yet another step forward in fulfilling this commitment, and fostering new champions to make our world a greener and better place for future generations.

28th December, 2020 marked one such milestone in this journey, when Voltas partnered with **LEARNING SPACE FOUNDATION (LSF)**, the **BOMBAY NATURAL HISTORY SOCIETY (BNHS)** and Mumbai First, to reach out to school students across 10 schools in Mumbai. This unique programme aims to raise awareness about energy conservation, environment-friendly

practices and the government's Swachh Bharat Abhiyan.

Through a 60-minute interactive personalised curriculum, the students were shown how they could become champions for positive environmental change. The programme included an interesting session by the **BNHS TEAM**, followed by an engaging quiz with exciting prizes. Mumbai First concluded by explaining how India's young children can help contribute to building a greener and better world.

At Voltas, thinking green isn't new – the company has been a pioneer in the adoption of energy efficient and green practices. Its dedicated R&D team continues to ensure that each of its work processes and product offerings has the least possible carbon footprint. Voltas lives this conservational philosophy

throughout its operations. Small, yet meaningful practices such as replacing the use of wood and plastic with cardboard in the packaging of products, replacing CFL bulbs with LED ones, installing rainwater harvesting systems at its new HVAC&R plant in Waghdia, Gujarat, and the use of solar panels to generate electricity, are only some of the steps Voltas has taken towards being an ecologically sensitive and responsible corporate entity. ●

Through a 60-minute interactive personalised curriculum, the students were shown how they could become champions for positive environmental change.



Tejas, ZP School, Kirawali, and Reshma Sonkar, ZP School, Kawad, receiving Quiz winner awards at the **Voltas School Connect Program** held on 28th December, 2020

Greening our nation, one sapling at a time!

The Volta Pan Nagar team has a tradition of living up to the company's sustainability philosophy, which seeks to positively impact lives and make the world a better place for our coming generations. As an organisation that has gained and grown from the resources and people of the nation, Volta strongly believes in giving back to society.

Even through the unprecedented challenges posed by the ongoing Covid-19 pandemic, the Pan Nagar team stayed true to its commitment to work towards a sustainable future, and to do whatever it takes to be an environmentally sensitive and responsible corporate citizen.

In line with this thinking, a plantation drive was organised in association with Pan Nagar police, where a 10-member Volta team volunteered for 20 hours to plant 20 trees at the SIIDCUL Police Station. ●



Volta and Pan Nagar police join hands for greening of SIIDCUL Police Station



Saving lives together: Blood donation drive in Dubai

Did you know that one act of blood donation could help save up to three lives, is safe and actually considered beneficial for the donor's health? Misconceptions around this life-giving act have been a key challenge in getting people to volunteer and donate blood.

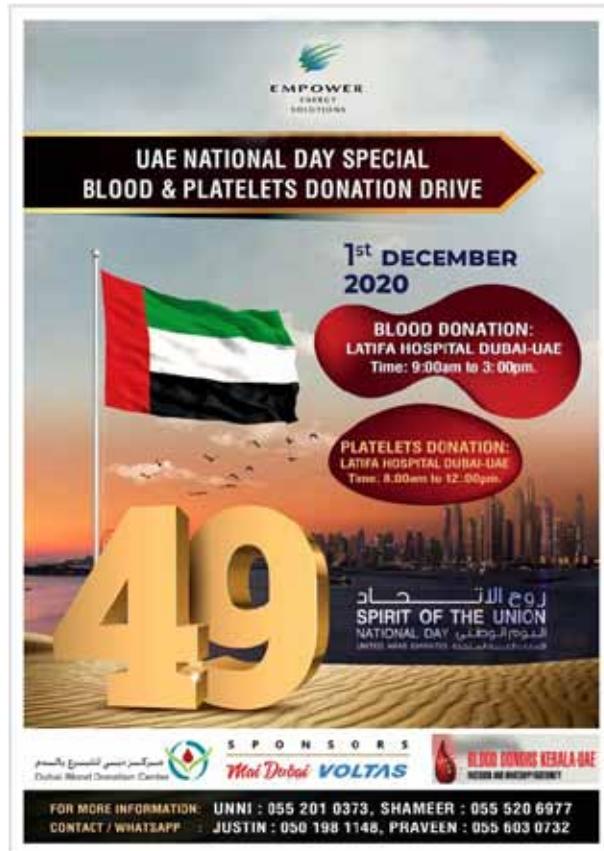
Globally, the need for donors has been rising year on year, and Covid-19 has especially constrained blood donations in the past year or so. There is a need to change mind-sets and attitudes among potential healthy donors and promote the idea that this is among our primary responsibilities towards the society we live in.

In the past, Voltas has been an active participant in the following blood donation drives in the UAE:

- 2018 marked the centennial of Sheikh Zayed bin Sultan Al Nahyan's birthday, with the UAE paying glowing tributes to its founding father by marking the year as the Year of Zayed. A blood donation drive was conducted on 11th January, 2018.
- Blood donation drive on 20th July, 2017 at the Dubai Blood Donation Centre, Oud Metha, Dubai.
- A blood donation campaign organised at the Sheikh Khalifa blood bank in Abu Dhabi on May 25, 2017.

On the occasion of UAE National Day, Voltas organised a blood and platelets donation drive, along with Emirates Central Cooling Systems Corporation (Empower). The event, held at Latifa Hospital on 1st December, 2020, was the first time that Voltas sponsored a blood donation drive of this nature and scale.

It is the most recent in the company's regular association with initiatives that demonstrate its commitment to social and humanitarian causes, in the countries it operates in. ●



Blood donation drive by Voltas and Empower at Latifa Hospital, Dubai on 1st December, 2020

Making the planet greener

Voltas is committed to be socially responsible and build a sustainable environment, in all the locations it operates in. As part of this commitment, the Voltas team participated in the 'Plant Million Trees' initiative organised by the Ministry of Municipality and Environment, Qatar.

To support this initiative, the company had volunteered to plant 500 seedlings in the first instance, and will continue to contribute more in the coming days. Voltas was invited by the Ministry to plant a seedling while the rest of the planting will be done by them. ●



Seedling plantation by team Voltas during the **Plant Million Trees** initiative at Qatar

Plantation activity carried out at Old Airport Park in Doha, as part of the Plant Million Trees programme

Ziziphus
spina



Acacia
tortilis



Albizia
lebbeck



Prosopis
cineraria



Delonix
regia



Acacia
arabica



Ethics: A way of life at Voltas!

Building a lasting ethical culture takes focus and persistent effort. Staying true to the Tata Code of Conduct, Voltas has kept ethics at the core of its strategy and operations.

The annual Tata Ethics Conclave for 2021 was held on January 21-22, 2021. Due to the current pandemic, it was held virtually and livestreamed from The Taj Mahal Palace, Mumbai. Voltas, a part of the prestigious Tata Group, is a regular participant in the Tata Ethics Conclave, now in its sixth year.

The theme of this year's conclave was '**Pivotal Role of Ethics for Organization's Resilience in Crisis**'.

N Chandrasekaran, Chairman, Tata Sons Private Ltd., emphasized in his keynote address that the meaning of a 'crisis' goes beyond the current global pandemic and its consequences. It also includes the circumstances that arise due to unethical conduct or the close scrutiny that follows industrial hazards, human rights abuses, environmental issues, and so on.

At the Conclave, Smita Patel (Infrastructure Solutions) and Gaurang Dhoot (Corporate Strategy), the Ethics flag bearers for Voltas, recorded their views on video, choosing 'Voice of next generation Tata employees' as their theme.

They spoke about the key factors they felt were important to build and sustain an ethical organisational culture. The recordings were played at the Conclave, and both Ms Patel and Mr Dhoot were awarded with

certificates of recognition and a tree was planted in each of their names in the Sundarbans.

Other speakers at the Conclave included S Padmanabhan (Tata Sons Private Ltd.); Peter Betzel (CEO & CSO, Ikea India); Preet Dhupar (CFO, Ikea India); Philippa Foster Back CBE (Former Director, Institute of Business Ethics) and Jagdeep Singh (Partner, Ernst & Young LLP).

VOLTAS ETHICS CONCLAVE, 2021: BUILDING ORGANISATIONAL RESILIENCE

Voltas organised an Ethics Conclave on 12th March, 2021 with the theme 'Role of Ethics for Organisational Resilience'. In the opening session of this virtual event, Pradeep Bakshi, MD & CEO, Voltas Ltd., explained how Ethics are a part of the DNA at Voltas and the Tata Group, emphasising that any communication related to Safety and Ethics should be direct and unambiguous. This means that their do's and don'ts, benefits and consequences of not adhering to these crucial aspects should be made known to everyone in the organisation. He congratulated LECs and Voltasites for maintaining the company's Ethics maturity rating for 2020 at the top 'Advance' category.

In his keynote, **Dr PV Ramana Murthy, former EVP and Global Head-HR at IHCL**, observed that the





PETER BETZEL,
CEO & CSO, IKEA India

Key External Speakers



PREET DHUPAR,
CFO, IKEA India



**PHILIPPA FOSTER
BACK CBE,**
Former Director,
Institute of Business
Ethics



JAGDEEP SINGH,
Partner, Ernst and
Young LLP

importance of Ethics as a culture can vary at the department and the organisation level. Therefore, successful ideas from pockets of excellence should get cross-pollinated across the organisation.

The Conclave sessions covered a wide range of areas where the role of Ethics becomes vital and essential. Sachin Mishra, Head-Legal & Company Secretary, TCE spoke on TPDD (Third party Due Diligence) best practice sharing, with a focus on the project procurement process.

Narendren Nair, EVP & CHRO, Voltas Ltd., emphasised that Safety should become a value system, as priorities may change. He illustrated his point with real life examples.

In another interesting session, **Vijayalakshmi Suresh, VP & CIA, Voltas Ltd.**, shared how the company's Internal Audit team adapted to a new normal of remote working and conducting audit and investigations via digital/online mode, which has helped grow its reach and impact.

In his closing remarks, **Anil George, Chief Ethics Counsellor and CFO, Voltas Ltd.**, shared four stories from his own life about how he learnt ethical values, and the importance of inculcating those at the individual level. The message was simple, yet powerful – when each individual takes responsibility for his/her own behaviour, it helps build a truly ethical culture at the organisational level. ●

ET ACETECH 2021: A fitting debut

Voltas made a stunning debut at ACETECH 2021, Asia's largest building material, architecture and design show, with a robust portfolio of hi-tech products

ACETECH 2021, Asia's largest and the world's third-largest building material, architecture and design show, was held at Bombay Exhibition Centre, Mumbai, from 12-14 February 2021. Opening physically after a long period of no in-person events due to the coronavirus pandemic, the theme this year fittingly focused on #RebuildAndReconnect.

For the first time in its history, Voltas Ltd., India's No.1 AC brand, participated in the show with a robust portfolio of air conditioning and cooling products. Voltas's emphasis was on showcasing how to build an efficient tomorrow through smart engineering.

One of the products that was on show at the event was the **INVERTER FREEMATCH MULTI-SPLIT AC** system that allows the connection of multiple indoor units to one single outdoor unit. Eliminating the need for multiple outdoor units not only saves space but also preserves building aesthetics – a facet that architects deem important. As such this system is ideal for home

offices, small offices, standalone retail garment stores and large home spaces such as 3-4 BHK villas and flats. The system is also available in Heating Cooling models and have fast heating/cooling cycles. The eco-friendly refrigerants are a bonus!

Voltas also showcased its range of Tower ACs with their unique 'wide angle throw' design that makes it extremely efficient. With special insta-cool compressors, the **TOWER ACS** are well-known for their silent operation. The company's popular **MINI VRF HEATING COOLING** series received a very positive response. Also on display were Voltas's regular portfolio of air conditioning and cooling products such as the **SPLIT AC** and **AIR COOLER**.

The three-day event was presided over by industry veterans, and Voltas was elated to welcome guests including Ranveer Singh and Aditya Thackeray, as well as potential customers. The company's leadership team also attended the event to share their insights about upcoming trends in HVAC and consumer durables. ●



Voltas Ltd.
showcasing its
robust portfolio at
ACETECH 2021



Product Spotlight

Inverter Ducted Series

IoT-based solution for continuous and real-time measurement of temperature and relative humidity (RH) parameters inside air-conditioned spaces.

This new IoT-based temperature and RH monitoring solution by Voltas is designed for large critical and sensitive HVAC O&M sites. Some of our major clients include the New Terminal Building of Netaji Subhas Chandra Bose International Airport in Kolkata and Tata Steel, Jamshedpur (LD#3, I Blast Furnace and Pellet Plant).

Feature highlights

Monitoring of temperature inside an air-conditioned space ensures that the required conditions – comfort to the occupants (for comfort cooling applications) or proper equipment cooling (for industrial applications) – are being met.

This is usually done through manual logging of temperature conditions at specified, regular intervals, by the HVAC O&M personnel, at most sites.

Manual parameters-logging comes with its own set of challenges:

- Some of the operating staff have to be deputed specifically to visit air-conditioned spaces. This

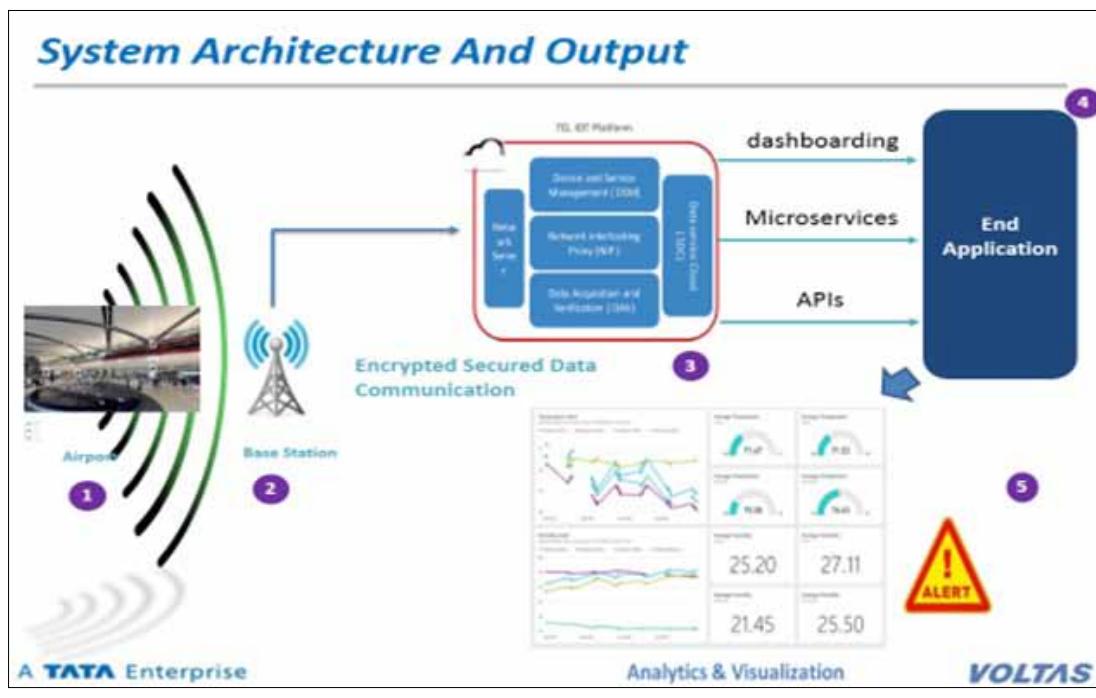
could disturb the occupants, with safety and security concerns

- Transitional errors may occur when the readings are being noted in a log book
- Customer representatives have to go through and analyse the readings, either at the end of the day or at frequent intervals. This means an instantaneous alert mechanism isn't available if the logged readings breach a specified threshold.

To address these concerns, Voltas has developed an IoT-based Solution for measuring temperature and relative humidity (RH) parameters inside air-conditioned spaces, in real time.

Its key features are:

- Measuring devices (wireless and battery operated) are installed at requisite points in various zones of the conditioned spaces. These are configured to measure parametric readings as per defined tolerance limits
- The measured readings are transmitted to a Long-Range Wide Area Network (LoRa WAN) through an IoT platform
- An application software then provides a dashboard view, and zone-wise analytics of the measured readings
- User alerts (through SMS or e-mails) are generated



for the O&M personnel and customers' administrative/ maintenance department officials, when the readings go beyond acceptable limits

- The O&M in-charge and the customer's representative can monitor this data continuously through a web-based log-in facility
- The automated system helps improve adherence to Service Level Agreements of HVAC O&M contracts and ensures data integrity.

USPs

- By eliminating manual logging inside the air-

conditioned areas, security and safety concerns are considerably reduced at critical and sensitive O&M installations across a large geographical spread, such as airports, steel plants, etc. Data integrity is also ensured by avoiding errors associated with manual collation.

- This, in turn, enhances customer satisfaction, and builds confidence in customers in the after-sales service provider.
- The Voltas IoT enabled HVAC system is thus differentiated from other players offering traditional equipment, and helps uphold the brand image of the service provider. ●

Voltas Maha Adjustable PureAir AC

Our new range of UV-based split inverter AC is designed to revolutionise the industry with innovative features, especially its 5-step tonnage option. Targeted primarily at B2C customers, it can be used by customers in the B2B segment as well.

The Maha Adjustable PureAir AC is the result of a continued focus on listening to customers and introducing relevant and differentiated products that meet their needs.

Feature highlights

- State-of-the-art Super UVC LED system with peak emission wavelength of 180nm to 280nm, which quickly disinfects indoor air by killing germs.
- Titanium Oxide coated air filtration system removes harmful gases and volatile organic compounds from indoor air to make it perfectly healthy for human consumption.

- Tested at a NABL accredited laboratory, the Voltas PureAir AC has been found to be effective in killing germs.
- Multi Adjustable Mode: Option to switch within a 5-step tonnage range, based on ambient heat and the number of people
- Eco- friendly Refrigerant: R32 refrigerant, which is environment friendly

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NOT JUST ADJUSTABLE. IT'S MAHA ADJUSTABLE.



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