



# GARNET

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**EMERGING  
STRONGER  
TOGETHER**

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## ED's message

Greetings!

2020 has been one of the most challenging years since we embarked on the journey of creating Laxmi Infobahn.

To see our campus grow, from housing tens of thousands of associates in March to being virtually empty for the rest of the year, was not something anyone expected or could have predicted.

However, with a new year, comes new hope. I am confident that 2021 will be the year we all bounce back from uncertainty and return to our offices.

Wish you all a happy new year.

Regards

**Abhinav Ram Reddy**

Executive Director - GAR Corp.

## A macro-perspective for the future



Abhinav Ram Reddy, Executive Director, GAR Corporation, participated in a recent episode of a conference call series to discuss risks and strategies for the post-Covid world organized by the Milken Institute.

"The impact of Covid-19 on Real Estate Investment" was the topic of discussion and the below is an excerpt from Abhinav's view of what the future holds:

"Overall, the negative sentiment is outweighing positive sentiment in the short-term. In the medium to long-term, I believe the story is fairly solid. Given India's young population, our recovery is likely to be much faster. In general what we've seen in the last two down cycles, which was 2001 and 2008-2009, is that whenever there is a lot of cost pressure on corporates in the European Union region and the USA, they tend to cut costs by off shoring more jobs.

So, within a year or so, I think we should see more demand coming in for long-term office space in the Asia-Pacific region, both in India and places like Vietnam and Philippines. So, that's a good sign. We just have to wait it out."



## Socially connected while Social distancing



During and post the lockdown, it was critical to connect with our associates, communities and teams to reassure and uplift their spirits as they coped with the uncertainty and stress. We enlisted thoughtful messaging and social media platforms to run a string of social posts addressing focussed concerns. Messages of solidarity and hope, our business continuity strategies, guidelines and efforts to keep Covid-19 at bay, and ways to enrich work/life experiences were crystallized in the posts. We found our moment of inspiration as well. Our Facebook page garnered over 10k followers, energizing our engagement efforts.

### Honouring true heroes

"You never know how strong you are until being strong is the only choice you have."

The extraordinary and selfless contribution that doctors, nurses and other healthcare workers, police, essential service providers and our very own critical support staff at GAR continue to provide goes above and beyond the call of duty. At GAR, we deeply honour the untiring efforts of these bravehearts to stop the spread, protect and save lives while risking their own.

Social posts served to highlight and honour their effort while inspiring others to respect their efforts by adhering to guidelines.



## Standing in solidarity with clients



### Standing in solidarity with clients

GAR Corp is resolutely committed to working with clients to ensure business continuity as we navigate these difficult times together.

Ajay, Head - Commercial leasing and Procurement, outlines actions that were taken to keep the campus safe and operational:

"Proactively responding to the situation, we ensured the availability of all services for clients to pursue business operations uninterrupted. Effective measures have been implemented to enable, safeguard and ensure access to client premises, equipment and staff during these challenging times. Our in-house critical support groups provide 24/7 support for any client requirements that may come up."

### Our Covid-19 response meets global standards

GAR Corporation is proud to have successfully completed the assessment for COVID 19 Assurance Program by the British Safety Council (BSC).

BSC has ascertained that policies, procedures and arrangements relating to control of COVID-19 within the workplace was carried out on 2nd Jan 2021. The protocols and associated control arrangements were considered to be in accordance with current Indian Government, UK government and sector-specific guidelines at the time of the review and validates that arrangements for continual monitoring of their effectiveness were in place.



## The 5S approach: A mission-critical battle-plan

In helping the Laxmi Infobahn community combat Covid-19 and deal with the fall-out of this global onslaught, GAR Corp marshalled scientific expertise, resources and a Pandemic Response Team (PRT) led by Lt. Col. Ramesh Menon, Director - Facilities & Amenities.

Having been on the frontlines of conventional wars, he leads the charge against Covid-19 with a strong sense of responsibility to protect the community leveraging clear strategies and effective deployment of resources. The objectives of the PRT is to ensure the seamless, uninterrupted operation of all mission-critical infrastructure and to maintain a safe COVID free workplace.

GAR's pandemic preparedness plan defined by Lt. Col. Ramesh is encapsulated in the 5S approach comprising: Screening, Segregating, Social distancing, Sanitizing and Sensitizing.

The 5S approach is foundational to the SOP and defines the framework for GAR's pandemic response. In order to define clear guidance for all stakeholders, a comprehensive SOP manual was formulated. The SOP document details guidelines and protocols across the spectrum of GAR's Covid response.

Implemented by the Pandemic Response Team (PRT), the mandate is to ensure adherence to the outlined measures across all GAR Buildings/Offices. Our objective is to provide a safe and secure workplace for employees and contract workers of GAR Laxmi Infobahn and its clients.



## The SOP framework

### The 5S approach

**Screening:** Screening: Screening is carried out at campus entry points using thermal cameras and digital Infrared Thermometers to identify potential infection threats.

**Segregating:** People who display symptoms of illness are segregated from others and notified to respective HR / FM Authorities.

**Social distancing:** Measures like Queue Masters at entry points, Floor Markings at lobbies, Elevators, Food Courts are in place to help employees keep safe distance.

**Sanitizing:** The key to minimizing the pandemic's impact is to create awareness. Well-planned awareness campaigns enlist digital and print media to sensitize all stakeholders. The GAR Centre of Excellence drives the sensitization and communication of this SOP to all the stakeholders. Clients are advised to take similar measures for awareness amongst their associates.

**Sensitizing:** The key to minimizing the pandemic's impact is to create awareness. Well planned awareness campaigns enlist digital and print media to sensitize all stakeholders. The GAR Centre of Excellence drives the sensitization and communication of this SOP to all the stakeholders. Clients are advised to take similar measures for awareness amongst their associates.

## SOP in action

At GAR, our highest responsibility is to the safety and wellbeing of our communities. Our early and proactive pandemic response helped keep Covid at bay while supporting business continuity. While we adhere to stringent SOPs to stop the spread of the pandemic, we ensure these measures are implemented sensitively and with care.

Here we spotlight a few key macro and micro aspects of our pandemic response.

### Screening

- ▶ Temperature check for all visitors
- ▶ Pedestrian screening at the gate
- ▶ Screening of vehicles at the entry point



### Sanitization

Frequent sanitization of:

- ▶ Open spaces and common areas
- ▶ All common touchpoints
- ▶ Workstations
- ▶ Food court & cafeteria
- ▶ Cooling tower
- ▶ Touch-free soap dispenser



### Social distancing and contactless access

- ▶ Limited occupancy in elevators
- ▶ Use of stairs encouraged
- ▶ Floor markers to promote social distancing
- ▶ Open doors
- ▶ Automated, hands-free and foot-operated doors



### Business Continuity Management

- ▶ Monitoring through Building Management System (BMS)
- ▶ Optimally maintained equipment to support business continuity
- ▶ Improved indoor air quality in compliance with ISHRAE COVID 19 Guidelines



## Covid-19 safety drills

Mock drills were conducted for teams at Capgemini and Conduent. The objective of the drills was to prepare individuals and teams to protect themselves and others in the event one tests positive. The drill demonstrated practical guidelines on identifying symptoms, proper PPE usage, isolation, evacuation and enlisting the help of paramedics to transport the individual by ambulance to a health care facility.

### Mock drill @ Capgemini



### Mock drill @ Conduent





## GAR stands by the labour force in their hour of need

We have always put people at the centre of everything we do. The unwavering efforts of our workforce lend shape to the Laxmi Infobahn vision.

As the workers were away from their families and the safety of their homes during the lockdown, we set up a labour camp with comfortable living quarters and free wholesome meals to give them a sense of a home-away-from-home.

Throughout the lockdown period, our focus was to ensure that their health and comfort was taken care of adequately. In association with the Telangana Police, they were educated on guidelines to protect themselves and to prevent the spread of Covid-19. As per the Government advisory, they were also persuaded to remain in the labour camp for their own safety and of others.

**Corporate social responsibility remains a key pillar of our ethos. We continue to stand by and support our workforce during this difficult time.**

- Kishore, Project Head



## New initiatives and developments

### GAR Engage APP

Laxmi Infobahn represents a diverse, dynamic community. At GAR, we are driving digital transformation through the recently launched integrated GAR Engage APP. The Engage APP will empower employees to access and manage their work-life universe at their fingertips. Designed for the new environment, it delivers a personalized experience, while limiting face-to-face interactions.



### A selfie wall of fame and inspirational installations

The lush allure of nature and the contrasting charms of Hyderabad will soon crystallize in an Insta-worthy selfie wall and two captivating typo installations. The selfie wall features a welcoming sweep of vertical gardens, presenting an inspiring refresh for your profile.

The 6x24 feet "I love LIB" installation with fabricated letter cut-outs will feature vibrant pop art showcasing campus life. The 6x75 feet "Laxmi Infobahn" installation will capture the city's cultural kaleidoscope by way of vibrant pop art depictions. The typo installation will be handpainted by the Hyderabad-based urban artist, Hoozinc. A fun reprieve in these trying times, the selfie wall and installations promise enduring memories of the city and campus life.



## Sharing and caring

### Unlocking nature's bounty

During the pandemic-induced quarantine that compelled humans to take refuge indoors, nature flourished yielding a bountiful produce of mangoes at the GAR Orchards. This seasonal harbinger of joy provided moments of indulgent escape from stress and uncertainty. The choicest varieties of handpicked organic mangoes were shared with employees at Laxmi Infobahn.



### Caring for frontline warriors

Braving the onslaught of the virus and the elements, the police have contributed their unrelenting might to ensure adherence to guidelines and to preserve order. As a gesture of gratitude for their selfless service, GAR Laxmi Infobahn donated makeshift shelters. These police chowkis help protect and provide the officers on duty a place to rest.



## Glimpses of the past to inspire the future

### TSRTC bus services



GAR enlisted its good offices to persuade the Telangana State Road Transport Corporation (TSRTC) to offer bus services from Kokapet. TSRTC services were launched on 30th September 2019. Made available to commuters from the Kokapet area for the first time, TSRTC bus service connects Laxmi Infobahn to multiple points across the city. The service was enthusiastically welcomed by associates.

**Shri V.C. Sajjanar** IPS, CP, Cyberabad, flagged off the first bus.



## SHE Shuttle



GAR took on the initiative of ensuring a safe and free commute for all the women associates employed at Laxmi Infobahn. 'SHE Shuttle' is a tech-driven, women-friendly shuttle service dedicated to making the journey safe, hassle-free and comfortable. Onboard SHE Shuttle, is a lady marshal, CCTV surveillance and a smart app with a panic button for users. Mr. V.C. Sajjanar IPS, CP, Cyberabad, DCP Anasuya and other eminent guests presided over the launch on Oct 4th, 2019.

## India's largest heart challenge on World Heart Day

At the heart of our vision, is to do what we can to create communities that find work/life balance and enjoy a sense of well-being. World Heart Day is a global campaign during which individuals, families and communities come together to find ways to improve the heart health of everyone. To spread awareness and engage the community, GAR came up with "India's largest heart challenge" in association with Continental Hospitals. The focus was to encourage everyone to be a Heart Hero by taking care of their own heart health and that of others. The session, conducted by cardiac doctors, was attended by many associates at 'Picnic', Tower 1.



## Session on women's safety

5th December 2019



At GAR, the safety of women associates on and off campus is accorded utmost priority. On 5th December, 2019, GAR organized an awareness session on Women's Safety. A large number of women associates participated in the interactive session. Their ideas and concerns were discussed and these formed the basis for many new safety initiatives.

## An initiative to minimize the risk of going viral

"Let's discuss- Covid 19"

In the wake of the pandemic, the need of the hour was for an expert medical view on measures to contain and prevent the infection to self as well others. GAR organized an interactive session titled "Let's discuss - Covid-19" on 12th March 2020.



Dr. Sai Haranath, Head of the Pulmonology Department and ACCU at Apollo Hospital, Jubilee Hills Unit, addressed the audience on the threat, dispelled myths and offered science-based Do's and Don'ts to prevent and mitigate the spread. He also had an interactive Q&A session with the gathering.



*Hope is on the horizon thanks to human ingenuity and resolve.*

*As we step forward into a new year in a new world, GAR wishes associates, clients, stakeholders and everyone who forms the vibrant LIB community an inspirational and successful New Year.*