

CONNECT

QUARTERLY NEWSLETTER



DIRECTOR'S NOTE



Mr. Sivasankar Reddy

Director, Casa Grande Propcare

VANAKKAM

This year has been an extraordinary and once in a lifetime journey as we witnessed COVID taking charge of the global economy and health. We experienced many new terms in action like Nationwide LOCKDOWN, QUARANTINE, SOCIAL DISTANCING, UNLOCK, E PASS and a lot more. It was indeed a nightmare of uncertainties. We at Casagrande Propcare stood through the storm and managed to come out of this situation with least scratch or dent.

Our team connect during the lockdown days was quite admirable, we shouldered each other, stayed online, shared our memories, connected with our clients, learned to work from home and stay productive. Such traits prove that our **UNITY IS OUR STRENGTH**

We also made sure the livelihoods of all our Propcare families during the lockdown and also assured them of the jobs while our clients were generous to support us during the hard days.

The pandemic has brought to our attention quite a lot of learning to our personal and professional front. Lockdown was infact full of activities with team participated actively in drawing competitions, virtual training sessions, cookery shows among our routine follow-ups and reviews. All our teams were taken care with personal calls and counseling session by our HR team to ensure safety and boost motivation to come out of the hard days.

Gratitude Program was focused to thank all our clients and team members who actively supported and stayed with us during lockdown days. Senior management members were active about the program and met our clients in person to express our gratitude and special get-together with team ensured our confidence to the Propcare family.

Our future road maps are laid with confidence, strategies are positioned to grow stronger with exclusive focus on our Specialized services, adding more market segments to balance our growth and stay consistent. Together let's grow stronger and seize the spectrum of opportunities and march ahead with rapturous confidence.

WISH ALL OF YOU A HEALTHY AND PROSPEROUS NEW YEAR 2021

SALES WINS

Jan 2020 – December 2020

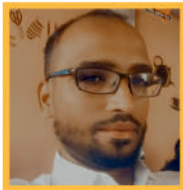


ANNUAL BUSINESS REVIEW-2020

The annual business review for the year 2020 was conducted in our office in Tiruvanmiyur with proper participation from all the prime team members, cluster leads, sales team and senior management under the leadership of our Director Mr Sivasankar reddy and mentored by our Sr Exec VP Mr Venkatraman. The daylong session had many insightful debates and discussions on various business opportunities, challenges and solutions to manage the current turbulent market conditions. Team actively participated in the sessions and roadmap for Propcare Journey 2.0 was charted and rolled out with individual focus targets. The daylong session ended with a dinner get together at Turya hotel, where all the team had games and leisure activities followed by gala dinner.

HR INITIATIVES

Paperless Onboarding



Mr. Rajesh

HR, Casa Grande Propcare

Team HR has introduced Paperless Onboarding to facilitate and reduce the hefty document that is generated in the process of onboarding site team. This initiative drastically reduces the document and the enhances quick processing of the onboarding of new joinees at site. An android based app loaded on a tab is deployed at clusters makes the enrollment simple and hassle free. The app can also be downloaded onto any mobile with secured login rights. Informative dashboards and logs are available for cluster leads at the click of a button. "All you need is a valid aadhar card of the new joiner which needs to be scanned using the app and Bingo the enrolment is done" says Rajesh from Payroll management team.



ESI – Beneficiary at Private Hospital

ESI for 2 lakh beneficiary photo – Eithirajulu ASO from CG madhavaram was organized Rs3 lakhs from ESIC for his open heart surgery at Chettinad hospital. Our HR team ensured the funds for the employee at the time he needed it most and their family thanked Casagrande Propcare team for the help. Casagrande Propcare ensures the health and well being of the employees through various employee care programs like GPA policy, Benevolent fund. Every year many team members enjoy such benefits and Team HR always ensures help is available to all at a call.



Women's Day celebration

When there is a women, there is magic. Casagrande Propcare engages and empowers women giving more reason for them to be confident both economically and emotionally. Almost 48% of our payroll are women enabling more financial freedom and empowering them socially. Women's day celebration takes a special place in the celebration days of Propcare calendar. Team at site were greeted with flowers and special appreciation on their contribution is applauded on March 8th every year. Team at back office gathered for a lunch get together followed by a picnic tour to local beach organized by HR team. The day was celebrated with game and cultural activities making their fun at work moments memorable.



OUR JOURNEY WITH PROPCARE

My journey with propcare is so memorable and I have enjoyed every moment of it. Rewinding my memories back to the days where I started as a technician in a site. While my role was a electrical technician, I had opportunity to involve in monitoring the project snags, identify lot of scope for improvement. I presented to the site In charge a complete list of snags which lacked vendor's eye for quality. This was highly appreciated and recognized by my seniors and even clients were impressed. Propcare gave me a platform to test and try my unexplored skills and my hands on project management gave me better insights about facility from project phase transition to Go Live phase of a residential building.

Thanks to all my seniors who helped to sustain my career at Casagrande Propcare. I shall continue to contribute my best to this wonderful organization which cares for the people and recognize their efforts.



Sivakumar

I started my journey with Propcare as an Admin assistant. Those days our company had a humble start and everyone had to do multitasking. My days were filled with tasks from going to client location for sales calls, delivering couriers, organizing office setups, attending vendor calls and a lot more. I did not have a defined role and everyday was busy and hectic filled with unexpected activities. I witnessed the growth of our company and could see lot of new faces joining our Propcare family making the office more lively with departments shaping up. One day Mr Suresh and Mr Parthiban asked me to take care of procurement, while I had very least idea about the function. They induced me with confidence and ensured I understand and learn the procurement processes. Now I am happy I had the opportunity to learn the function and its nuances to benefit organization goals. The journey with Propcare when looked back seems amazing and beautiful. I am shaped from admin assistant to a complete Procurement professional.

I take this opportunity to thank all my fellow colleagues and my leaders for giving me a career. I will be happy to continue this journey and will contribute my best to achieve our goals.



Elayaraja

I remember the day, when I was walking out of my friend's home and noticed my senior and ex boss Mr Surulianand crossing the way. That day changed the course of my life and my new journey with Propcare has been quite memorable and satisfying. I have always felt Propcare as an extended family and all my colleagues have been warm and welcoming. My role as recruiter demands a lot of time on the field convincing and counseling people towards the site requirements. I take pride to tell that I have recruited 2000+ people to various client sites by briefing the company benefits and its care programs to the people. Our organization engages more women employees which gives them financial freedom and confidence in this society. More than 50% of our workforce are women and it has a deep social impact. I have seen many janitors raise to the level of supervisors and executives which shows the very recognizing power of our company's learning objectives. My 5 years of propcare journey will continue as joyfully as always and I request all the supervisors who play a key role in controlling attrition and absenteeism by spreading the positive vibes to their team. All my efforts can only be successful when supervisors realize their importance.



Kanmani

My journey with Propcare is admirable and lot of challenges have strengthened me as I spend my 5th year and still counting. Operations have always been demanding and developing business in a new territory where Propcare had faint presence has been thrilling and adventurous. Now the Tada region has major clients under the belt and we at Propcare have claimed a sizeable market share in such a short span. Thanks to my sales team and seniors who invested their confidence on me. I am happy and satisfied about my role to shape up the region, where my regional connect and local lingo made it easy for me to mobilize and sustain the operations. My seniors and management gave me immense support, encouragement and have always stood by me during tough times. Today clients understand the capability of our company as we have stood with them always when they need us.



Suresh

#GRATITUDEMONTH

The economic and social disruption caused by the pandemic is devastating: tens of millions of people are at risk of falling into extreme poverty, while the number of undernourished people, currently estimated at nearly 690 million, could increase by up to 132 million by the end of the year. says WHO report.

While the world suffers and try to battle with its impact, we are grateful to receive our confidence from our clients which has helped thousands of our employees to continue their meal and life without any disturbance. It's because of THEM we were able to confidently continue our journey in delivering our quality and excellence with the support of our team.

We strongly believe in our core values HONESTY, TRUST and INTEGRITY and its time we recognize our TRUSTED CLIENTS. As a responsible facility partner we reciprocated our GRATITUDE with a small token of thankfulness. We organized a brief recognition session at our client facility with all our site team, where our Senior management team were present to motivate and appreciate our team in client's presence. The session was not more than 60minutes, where our team who worked during lockdown were rewarded with a customized memento, followed by Hi tea and interactive session with our Senior management and Client representatives.

This #GRATITUDE session helped boost the team connect resulting enhanced productivity and participation to deliver consistent excellence and quality.

The program is targeted to address our 800+ corona warriors who stood strong during the crisis at our client locations.

Gratitude@Honda Bangalore



Gratitude@Bosch Bangalore



Gratitude@Thermax Tada



Gratitude@World bank

#GRATITUDEMONTH



Gratitude@ Ascendas



Gratitude@kelloggs tada



Gratitude@Aurobindo Hyderabad

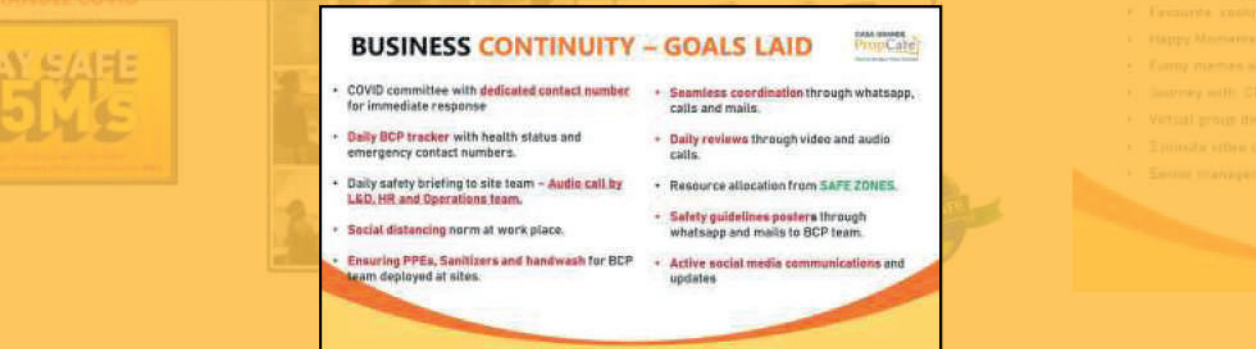
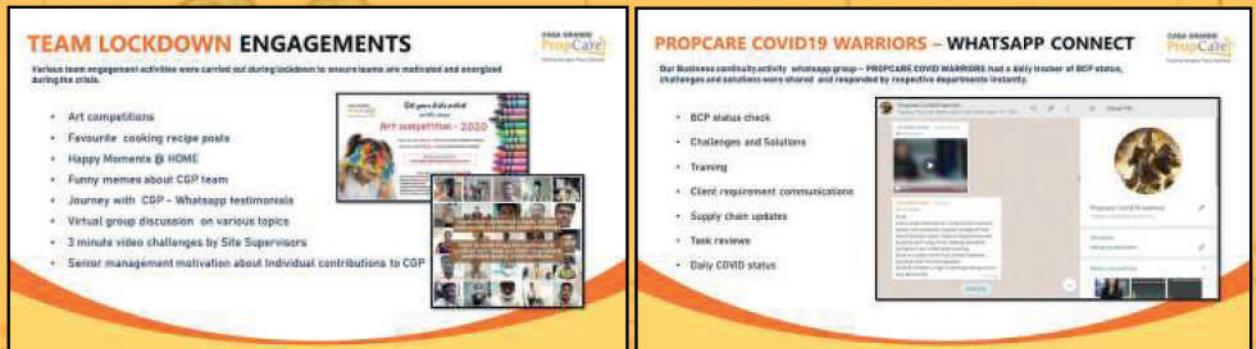
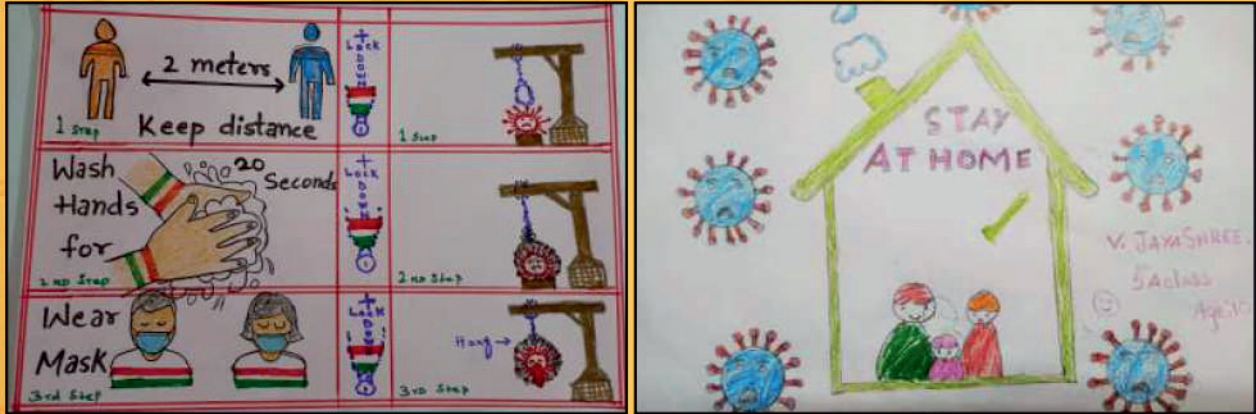


Gratitude@ CG Nextown

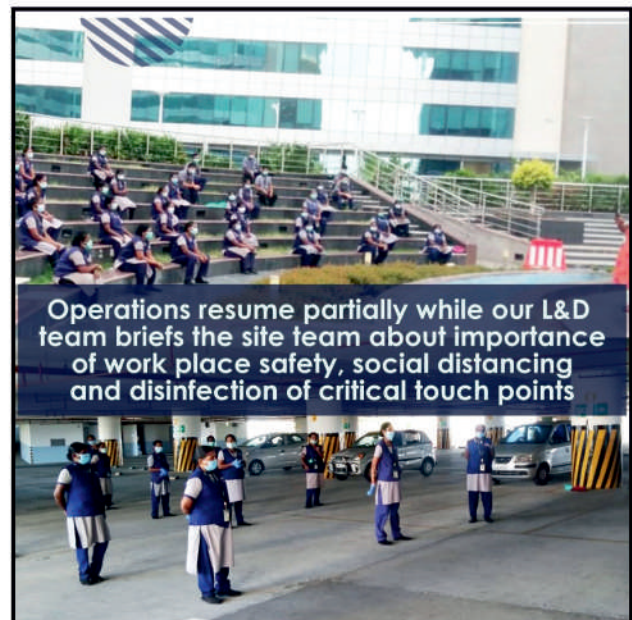


Gratitude@ CG Verdant Covai

LOCKDOWN DIARIES



LOCKDOWN DIARIES



LEADERSHIP BYTES

MR VENKATRAMAN

Sr Exe Vice President, Casagrande Propcare



1. Who do you look up to for inspiration or mentorship?

Inspired by many, just to relate, I would like to name two celebrity icons and two people who stood with me in this journey with Propcare.

- a. Inspired by Sachin Tendulkar for his sheer commitment and passion towards one's work
- b. Actor turned Politician Kamal Hassan for his multi tasking and for whatever he has done so far.
- c. Our beloved MD Mr Arun for the kind of aggression, aspiration as first gen entrepreneur.
- d. Our director Mr SSR for his leadership abilities, perseverance one need in business.

2. What is one decision you wish you didn't make?

Any business or individual makes decision and it fails, I see every bad decision is learning as such. I don't have any big regrets on any decision as every wrong one has opened some new opportunity.

3. How do you keep your team motivated despite conflicts and obstacles?

In the modern age of business, this is one of the primary objective of any leader and it can be done more effectively only if we carry the vision of the organization and vision of the individual employee to merge together for long term alignment.

4. Tell us something we don't know about you?

I had great passion toward professional cricket and had represented Trichy district under multiple categories. I have also lead the Trichy district cricket team in 2000 and have represented combined district team of TNCA and have played for TNCA leagues in various clubs

5. What are your current goals?

My current goal is to see our organization scaling into Top 5 facility industry player in South India and to make our company a Best place to work for in IFM industry.

6. What's one thing that makes you most proud?

I feel proud as I could play an instrumental role in building an organization from a humble startup to 100Cr revenue in 5 years with a sustainable model for long term.

7. What's the most important risk you took and why?

Post my graduation, I got placed in Infosys and discontinued the job in pursuit of my interest towards business administration which at that point of time is a risk I took to leave a reputed organization.

8. Name a book or books you recommend and why?

Inifinitheism is one of the book which I read regularly to get the insight of life, which also induce few out of box thinking.

9. What engages you after apart from official commitments?

I love to spend time with my family which keeps me energized.

10. What is your message for budding leaders inside and outside our organisation?

One success mantra that I would recommend is to take tasks out of comfort zone and make it successful with blend of commitment and creativity. KEEP INSPIRING.

HOW WE DID IT!

INDUSTRY: ELECTRONICS ASSEMBLING UNIT

CUSTOMER CHALLENGE:

Parts of valuable electronic components slip away by mistake or deliberately through the dust bins in which the kitting trays are disposed leading to material loss & impact productivity.

WHAT WE DID

Our team went for a survey to study the process flow of the assembly plant, had a discussion with the client representatives on the pain areas. Interaction with housekeeping team, security team and employees of the client gave thoughtful insights about the process flow. The survey team after carefully considering all the observations arrived at a plan to eliminate the valuable parts from getting into the scrap. Housekeeping team were briefed about their role and new campaign was initiated at the site. They named it GOAL ZERO.



WHAT HAPPENED

The initiative had drastic impact on the prevention of valuable parts leading to increase in efficiency and reduce costs incurred due to material loss. The following benefits can be observed as a result of this initiative.

1. Improved line efficiency
2. Reduction in time loss because of inventory shortage
3. Cost savings due to inventory loss
4. Reduced effort on Security screening
5. Increased awareness and vigilance at production line
6. Increase in bottom line as a result of reduced material loss costs.

All the above are not subjective and converted into objective quantifiable numbers as every recovery is logged for reference by the Casagrande Propcare housekeeping team.

AND THAT'S HOW WE DID IT. FOLLOW THIS PAGE FOR MORE SUCH CLIENT FOCUSED INITIATIVES.

CUSTOMER REVIEW

Thanks A Ton For The Speedy Initiative Taken From Casagrande Propcare On The Bellow Concept And It Was Purley Witnessed With High Effectiveness In Bringing Down The Valuable Material Beign Discaeded In The Scrap. Very Good Effort From Your Team With Sustenance In Making Goal Zero Initiative – **Mr YOGANAND – FLEX, CHENNAI.**

OUR SERVICES

HOUSEKEEPING | ELECTRO MECHANICAL
PEST MANAGEMENT | LANDSCAPING
PRODUCTION CONTROL | SECURITY

SPECIALISED SERVICES

HIGH RISE CLEANING | FLOORCARE
FURNISHING SHAMPOOING
TURNKEY PROJECTS | CIVIL MAKEOVERS

CLIENT FEEDBACK ON OUR SERVICES

Rajaganapathy

“ Very Detailed, Clean Work Done. Excellent, Professional Work.

Service Done On : 03/08/20 ”



Sairam K

“ It Is Very Useful And Highly Recommendable To Other Neighbours Also. From Our Side, We Will Suggest To Them.

Service Done On: 05/08/20 ”



Satish Kumar

“ Nice services and good customer services provided by you.

Service done on: 08/08/20 ”



Rekha Bhatt

“ Good Job With Cleaning. Attention To Detail, Cleaned Everything As Per Requested. Happy About The Service.

Service done on : 24/08/2020 ”

