

CNOC Plus

AceMicromatic Group Newsletter

ISSUE 01 - May 2020



**SURVIVING A
 PANDEMIC
 COVID-19**

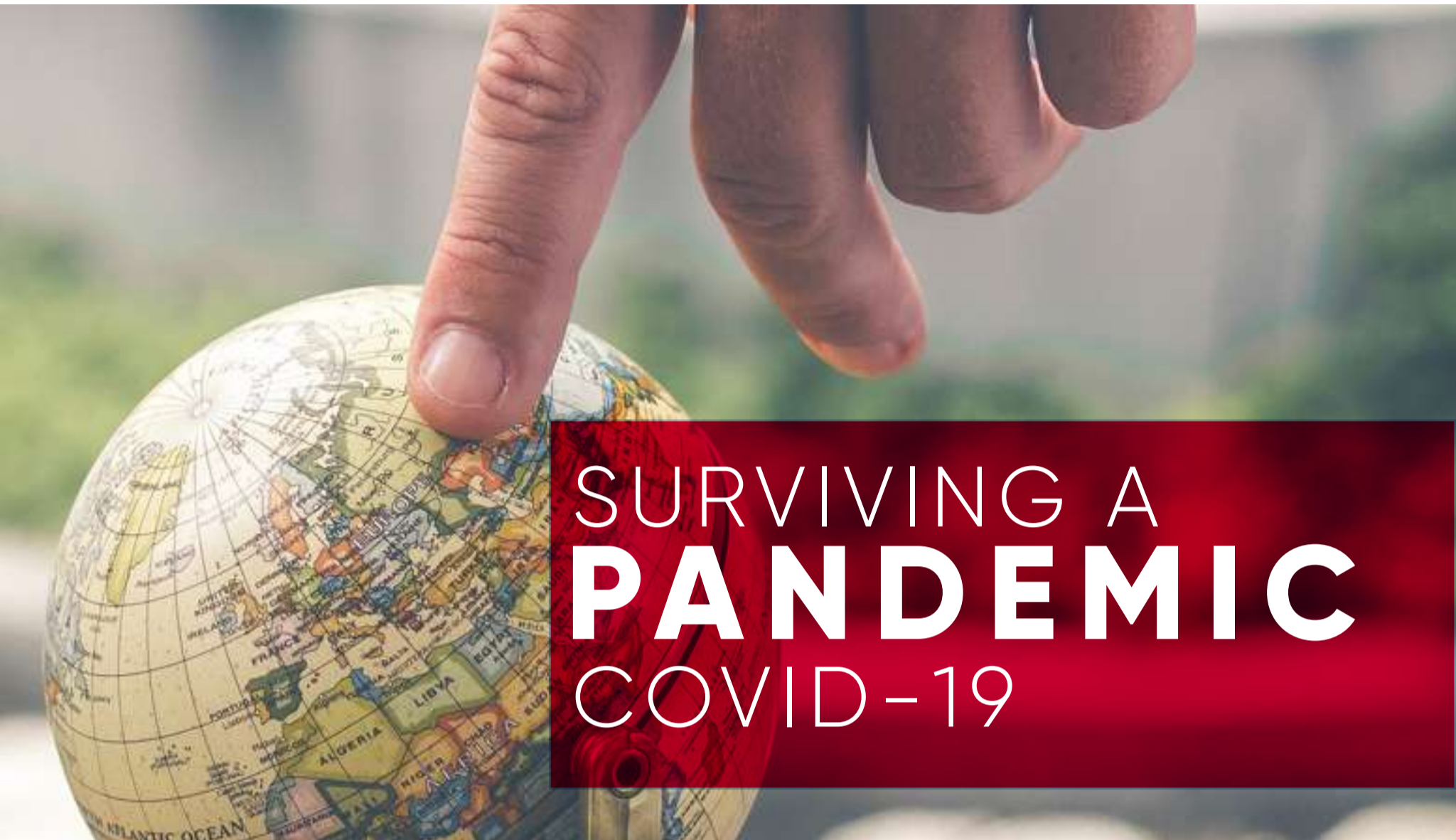
AceMicromatic[®]
 Group

ALL YOU NEED IN MACHINING

CONTENT



The globally disruptive pandemic novel coronavirus COVID-19 has affected business, manufacturing and most importantly lives. How is the human race finding ways to navigate an unforeseen circumstance successfully?



SURVIVING A PANDEMIC COVID-19

AceMicromatic Group is India's largest group and a global player in the machine tools industry, brings a wide spectrum of machining solutions under one roof. The group presents CNC Plus, a newsletter aimed at connecting and discussing with members of the metal cutting fraternity about various important topics of the industry.

The quarterly newsletter has been in print since 2013 and reaches more than 15,000 professionals belonging to the metal cutting and allied industry across India.

Along with valuing customer relationships, the group wishes to shine light onto the impactful stories from the industry.

This edition, we wish to address the biggest story of the decade, if not the century, pandemic of the novel coronavirus COVID-19.

The effects of the lockdown are massive and go beyond its implications on business; lives are at

stake and the looming uncertainty of the future is tough to comprehend.

Yet, we are, surprisingly, navigating this pandemic that is posing newer challenges at every step. With a shut-down crossing the two-month mark surviving this unscathed is a concern.

These past few months have been a surprise test that brings things back in perspective: the unpredictability and power of nature. A look back at history will show us that life on this planet has been tested many times but whatever the obstacles are or their scale, we find a way out. Our high adaptability, our unrelenting spirit to evolve are something to hold on to at this historical moment in time.

What lessons does this novel virus COVID-19 have for humanity this time?

One thing is for sure, the impact of the virus will last us beyond the pandemic.

AceMicromatic Group reflects on this in our e-edition of CNC Plus. CNC^{Plus}



PANDEMIC — FOR BETTER OR WORSE



T K Ramesh
CEO and MD
Micromatic Machine Tools

Carrying with him more than 40 years of experience in the machine tools industry, T K Ramesh, has seen the company through many ups and downs. With a new challenge like the current lock down due to the pandemic COVID-19 affecting lives and livelihood, here are his thoughts on what lessons this can give.

All of us are going through a time that we have never imagined & it feels like it is the worst of times. We are locked down, self-isolated and the uncertainty of when this will end is bothering us all. If this uncertainty is not enough, the 'usual' that we are hoping to go back to is equally or more uncertain. What is going to be the new normalcy after we get back irks us even more. Will businesses survive? How do we pay our people and supply chain? Will customers buy?

We must reflect to try and apply some fact-based perspective to make sense of the seemingly helpless situation. Has mankind ever experienced pandemics before? If we look back at history we learn that dozens of epidemics have disrupted, destroyed, and changed the course of lives and livelihood. The impact they had in those times certainly makes them, if not just as, a lot more significant than the coronavirus now. One point that emerges is that mankind has always evolved to be stronger and it is from this that we should take courage and strive to carry on.

LESSONS FROM THE PAST

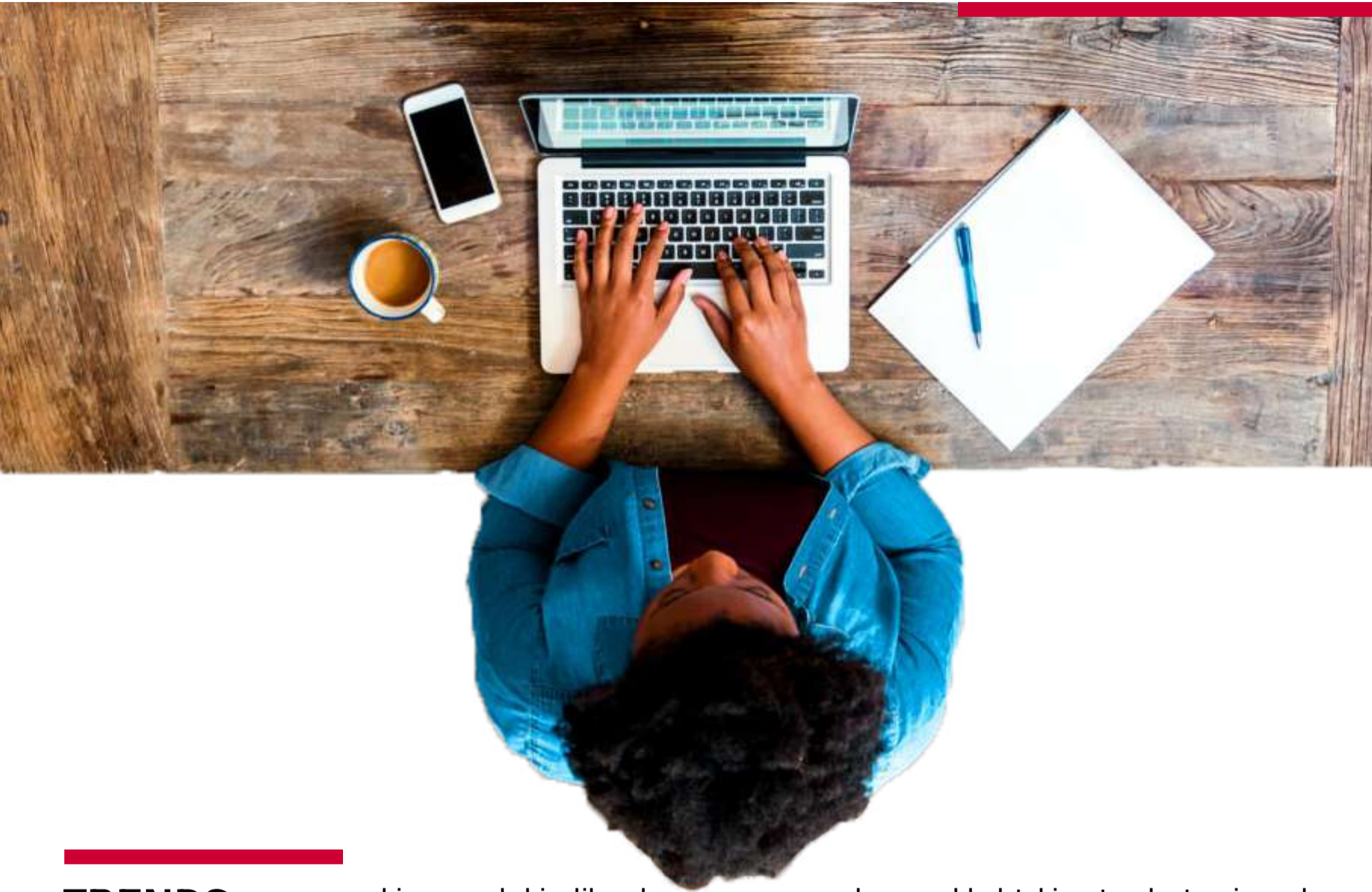
The Black Death and subsequent plagues, smallpox, yellow fever, the Spanish flu, etc., caused havoc and brought misery to millions of people all across the globe but the fact is they did not succeed in quarantining mankind. The more recent epidemics like AIDS, H1N1, SARS, MERS, and Ebola have brought forth the need for more understanding, cooperation that perhaps we as a human community have not heeded to enough. However, getting out of the epidemic/pandemic and not being contained by it is something we have always done.



ECONOMIC IMPACT

Experts can estimate the global economic fallout from a pandemic such as this. The precise impact will vary based on country, severity, what societal and governmental interventions are doing to contain its spread, and how long the disruption lasted. While it is still premature to say, taking into account the lackluster 2019 and the ravaged 2020, 2021 should be what we should be getting ready for.





TRENDS FROM THE VIRUS

Lives and Livelihood are inextricably intertwined.

It starts with life but without a livelihood, there is no life. My reading tells me that even during the days of the Spanish flu, theaters sprayed germ killers between shows to get people to come in and thus livelihood moved on. The more elite ones, also had ozone ventilating systems installed and charged more.

If we look at the more recent SARS & MERS, at that time (2003) China's GDP was about 1.3 Trillion US\$. Last year China's GDP was close to 10 trillion, a growth of about seven times. And perhaps the growth of the online way of working and e-commerce economy had a big role to play. If we look at our example now, the forced shift of people working from home

has enabled taking to electronic and digital tools like never before.

The number of e-meetings and e-conferences in India in these past days has surpassed what we have ever done since the online evolution.

There are very many minor but important changes within countries and communities that are slowly taking place and will continue to happen as the days unfold. We need to pay careful attention to these small but significant changes as these can add up to big changes that alter the ways of business. For example, how we pay and get paid for goods & services, how we get and give out information (News, Products info, Instructions, Etc.) thereby servicing our customers and getting ourselves serviced will be significantly different.

CATCHING UP

There are the beginnings and murmurs of change across countries and trading blocks that were considered traditional in pre-corona days, these changes will start as a trickle but if not watched closely the tipping point could be upon us suddenly. De-risking geography will be discussed, preferred, and attempted in all earnestness. How successful this will be and how we can leverage it beneficially depends largely upon our internal readiness to embrace change. It is important to note and understand that for consumption to happen there has to be people willing to consume and the demographics have to be conducive, which fortunately is the situation of the east and particularly at home. Added to these normal ingredients in good measure should be the sense of responsible consumption and importantly, the sustainability of the complete ecosystem. Consumers will be paying a lot more attention to these new ingredients.



WELCOMING CHANGE

From a livelihood perspective the learnings that need to be foremost on one's mind are a clearer and more holistic understanding of customers and your purpose for being with them. Learning and adapting to the changing situation and needs, that change happens in small steps and suddenly tips over. This forced change perhaps adds something that was always there but not heeded is responsible for consumption and holistic sustainability.





WHAT WE LEARNED

Finally, from a lives perspective, unlike earlier pandemics, this one took us only weeks to understand fairly accurately the virus which caused it all. We could get a grip on what to do and what not to do. We could put to use the framework that existed to a fair extent and build some structures and mechanisms to contain, test, and move in the right direction. We have the means, methods, and scientific base but the key areas that we need learn are in leadership and a holistic approach to global impacting events. A lot more could have been done if timely warnings and detailed investigations

were put in place. Empowerment of institutions and a sense of greater responsibility of these institutions beyond target achievements and national borders were inculcated. These learnings should be used to strengthen global institutions and prevent pandemics in the times to come.

But if, as it is the way of nature, something inevitably disruptive happens we must be prepared to handle it better than we are now. A strategy for the unexpected should be the plan going forward. CNC^{Plus}

COVID-19

LESSONS ON EMPLOYEE & CUSTOMER MANAGEMENT



Harish B
Vice President

Micromatic Machine Tools

As someone responsible for the efficient running of Micromatic Machine Tools across 55+ locations, Harish B carries more than 30 years of industry experience in managing customers and employees. Now, with a new and complex challenge like the Coronavirus, here is his take on the realities of managing such a situation and lessons we should take from it.



THE TRUE TEST OF LEADERSHIP

The Corona pandemic has completely changed the world that we knew so well. The life of every citizen on this earth has been completely transformed. The tiny Coronavirus has brought down mighty governments and today, the world can identify the true “Leaders”, across nations; those who had the will take tough decisions required for saving the lives of their citizens, as opposed to others, who were more concerned about saving the economy. No one today worries about pollution, global warming, inflation, climate change, economic meltdown, and work-life balance. All news channels today focus only on the Corona pandemic. In this troubling scenario of job losses, pay cuts, mental stress, work from home, and a possible upcoming recession, it is crucial that every organization focuses on its employees for sustenance.

The morale of employees across all organizations is likely to be very low, with serious concerns of possible salary cuts, layoffs, EMI payments, health, and other concerns while working from home and juggling between official and personal commitments. Like others, the leadership team of Micromatic was also completely shaken up, worried and devastated with the sudden turn of events post COVID. Being a traditional brick and mortar company with over 85% of the 700+ employees being hardcore mechanical and electrical engineers, we were extremely concerned about how to keep them motivated and productively engaged during the lockdown period. Besides, we also had the challenge of ensuring employee engagement, of over 200+ staff members employed by our franchisees, dealers, and service associates.

WALKING IN UNFAMILIAR TERRITORIES



Having been a machine tool company for well over three decades, we were neither familiar nor enamoured by information technology and the software tools that were part of daily life for IT employees. We were only comfortable with travelling extensively and having physical meetings for reviews and decision making. Most of us had never seriously explored video conferencing tools like Skype, Zoom, etc. Virtual meetings were simply alien to us. However, tough times required revolutionary decisions to enable transformational changes in the organization.

We realized that the only way to keep our employees motivated and their morale high was to keep them busy by enabling knowledge sharing and learning. During the 40 days lockdown period, we plunged headlong and learned to effectively harness the power of Information Technology. Considering the security concerns with the Zoom app, we decided to use Microsoft Teams as a platform to connect seamlessly with all our employees.



TAKING CARE OF OUR PEOPLE

We started sensing the magnitude of the Corona crisis right from mid-March 2020 and started sensitizing our employees, in addition to ensuring deep sanitization of all our offices across India. A detailed SOP was issued on 18th March for personal healthcare, field visits, and customer call handling. Sensing the deepening crisis and taking into consideration the health and safety of our employees, on 19th March we airlifted more than 50 employees and trainee engineers from work locations to their home towns. Further, on 22nd March, we arranged private taxis and ensured that all the local bachelor employees returned to their home towns. These timely decisions ensured that all our employees (barring just three engineers) were safely at home with their loved ones during the 40 days lockdown. We also took the extreme step of stopping field visits for service calls on 20th March.

We also went ahead and voluntarily closed all our offices on 21st March with work from home instructions (before the lockdown was announced

by PM on 24th March). To educate our customers and employees, we published a Corona Virus information Kit to take precautions against the virus. Between 24th March and 1st April, we initiated a slew of communications using Social Media, mailers, and conference calls for touching base with customers and employees to demonstrate our genuine concern, warmth, and care.

During this first week of lockdown, all employees were productively engaged by assigning them tasks to improve the customer data details in our CRM software. To ensure continued employee safety, good work practices, hygiene, social distancing, and customer satisfaction, we brainstormed and arrived at a detailed "SOP & Guidelines for Employees" plus a detailed FAQ for customer handling post lockdown. All decisions were taken, keeping the morale, health & safety of employees in mind. Few cost-cutting measures were also proposed & implemented with overwhelming employee support & understanding.

BEING THERE FOR CUSTOMERS

While we were busy taking care of our employees, we did not forget our most important stakeholders - our customers. Sensing the concerns of our valued customers, we extended the warranty of all machines under warranty. Further, we decided to honor the commitments made to those customers whose machines were under AMC, even if the contracts had expired during the lockdown period. We also went ahead and launched a promotional offer to customers for outstanding payments. Further, we announced a 50% discount for all COVID related service calls to our MSME customers. A dedicated team of senior engineers was identified in every location to provide technical support to customers, over the phone. Further, to educate our customers, we conducted eight webinars across India, in regional languages on "Restart Guidelines for CNC Machine Post Lockdown". These webinars, helped over 5000+ attendees, to troubleshoot CNC m/cs independently.

DIGITAL JOURNEY

Week 2 of lockdown marked the beginning of our Digital journey which completely transformed our organization. Thanks to the Corona Pandemic, we quickly learned to effectively use the available software tools and video conferencing apps to innovate and move decision making plus training from physical to virtual meetings. During the 40-day lockdown, we delivered 52 training programs to 657 employees clocking 12,293 hours of training covering technical and soft skills subjects. During the 40-days lockdown, 100+ meetings were held across our 55+ branches and office locations across India. Our employees, franchisees, and service associates quickly adapted to Video Conferencing for training sessions and business decisions like a duck take to the water. Employees were fully engaged with technical training sessions, CRM, and branch review meetings for several hours every day. Some even complained that the work load was much higher with work-from-home than at the office.





THE ELEPHANT IN THE ROOM

The biggest concern during this pandemic for businesses is how to keep employees from feeling the money pinch. Lockdown means no business, and without any transactions it means tough decisions had to be made and at Micromatic, we are glad we made them: Management did not discuss nor implement any extreme measures like retrenchment, salary cuts, and leave reductions, etc. with employees. On the contrary, the senior management went ahead and decided to help our franchisees and service associates with special assistance to help them overcome the temporary cash flow during this crisis. The senior management team also conducted ten “Town Hall” meetings across India over video conferencing apps to touch base with each and every employee across all the 55+ MMT locations across India. These meetings were used to communicate information on the Corona crisis, management responses, action & decisions. Most importantly these meetings were also used by senior management to convey concern, commitment, and empathy. Further, employees were also taken into confidence regarding the financial health of the company, reserves, etc. Every employee was exhorted to enhance the collection of outstanding payments and reduce credit for the sustenance of the organization.



LESSONS FROM THE PANDEMIC

Overall, we have braved a storm we didn't expect. This does not mean things are going to be smooth sailing from here, in fact, we are prepared for anything. While we cannot ignore the fact that we are in the middle of some of the most difficult times, there are many key takeaways with undeniable lessons that will stick with us forever. Here are a few lessons that we have learned from the pandemic and ensuing pandemic:

- Teamwork works.
- Change is the only constant.
- Adapt to new technologies quickly.
- Necessity is the mother of invention.
- Organizations must be nimble and agile.
- Corona pandemic enabled our digital transformation.

- Management must be willing to change and evolve.
- Employees are the only true wealth of any organization.
- Take care of your employees and they will take care of your customers.
- Ensure and enable open communication across all departments & channels.
- Understand the needs of customers in every situation.
- Tailor your solutions to meet the stated and unstated needs of customers.

Besides all this, we are confident that AceMicromatic Group will overcome the challenges arising out of this pandemic. We will definitely emerge stronger and grow exponentially in the second half of this financial year; thanks to the trust, faith, confidence, and unwavering support from both our customers and employees. CNC^{Plus}



NEWS

ATMANIRBHAR BHARAT (SELF-RELIANT INDIA MOVEMENT)

The Movement brought forward policies and schemes aimed at strengthening the Indian economy.

Below are the relief measures stipulated by the financial minister of India, Nirmala Sitharaman, to uplift the economy, some of which are directly beneficial to MSME's.

New definition of MSMEs:

Existing MSME Classification

Criteria: investment in plant and machinery or equipment

Before			
Classification	Micro	Small	Medium
Mfg. Enterprises	Investment < Rs. 25 lac	Investment < Rs. 5 cr	Investment < Rs. 10 cr
Service Enterprises	Investment < Rs. 10 lac	Investment < Rs. 2 cr	Investment < Rs. 5 cr

New			
Composite criteria: investment and annual turnover			
Manufacturing and services	Investment < Rs. 1 cr and Turnover < Rs.5 cr	Investment < Rs. 10 cr and Turnover < Rs. 50 cr	Investment < Rs. 20 cr and Turnover < Rs.100 cr

Collateral-Free Loans:

Emergency Credit Line to Businesses/MSMEs from Banks and NBFCs up to 20% of entire outstanding credit as on 29-02-2020.

- Borrowers with up to ₹ 25 crores outstanding & ₹ 100 crores turnover are eligible.
- Loans to have 4-year tenor with a moratorium of 12 months on principal repayment.
- Interest to be capped, no guarantee fee, and no fresh collateral.
- 100% credit guarantee cover to banks and NBFCs on principal and interest.
- Scheme can be availed till 31st Oct 2020.





Subordinate Debt – Stressed MSMEs

- Govt. of India will facilitate ₹ 20000 crores as subordinate debt for stressed MSMEs. Functioning MSMEs which are NPA or are stressed will be eligible. It is estimated that over 2 lakh MSMEs shall be benefited.
- Further Govt. of India shall provide support of ₹ 4000 crores to Credit Guarantee Fund Trust for Micro and Small Enterprises (CGTMSE). In turn, CGTMSE shall provide credit guarantee support to banks.
- Promoters of MSMEs will be given debt by banks, which will then be infused by the promoter as equity in the unit.



Equity Infusion through Fund of Funds

Currently, the MSMEs face a severe shortage of equity. Hence, the Govt. of India shall form a fund with ₹10,000 crore corpora.

The objective of the fund is as below:

- To provide equity funding for MSMEs with growth potential and viability.
- FoF will be operated through a mother fund and few daughter funds.
- Fund structure will help leverage ₹ 50,000 cr of funds at daughter funds level.
- Help in the expansion of MSME size as well as capacity.
- To encourage MSMEs to get listed on the main board of stock exchanges.





Global tenders to be disallowed up to Rs 200 crores

Indian MSMEs and other companies have often faced unfair competition from foreign companies.

- Global tenders will be disallowed in Government procurement tenders up to Rs 200 crores.
- Necessary amendments of General Financial rules will be effected.
- This will be a step towards self-reliant India and will support Make in India. This will also help MSMEs increase their business.



Other interventions for MSMEs

MSMEs currently face problems of marketing and liquidity due to COVID.

- E-market linkage for MSMEs to be promoted to act as a replacement for trade fairs and exhibitions. And Fintech will be used to enhance transaction-based lending using the data generated by the e-marketplace.
- Government has been continuously monitoring settlement of dues to MSME vendors from Government and Central Public Sector undertakings.
- MSME receivables from Gov and CPSEs to be released in 45 days.





EPF guidelines for Business & Workers

EPF contribution revised for business & workers for 3 months:

Under Pradhan Mantri Garib Kalyan Package (PMGKP), Statutory PF contribution of both employer and employee will be reduced to 10% each from the existing 12% each for all establishments covered by EPFO for the next 3 months (May, June, July 2020). Employers are still asked to pay 12%.

Direct Tax Benefits

The direct tax benefits were announced as a part of the Self-Reliant India Movement (Atmanirbhar Bharat) scheme by the Government of India.



Chart of reduced TDS/TCS rates for FY 2020-21 from 14-05-2020 to 31-03-2021

Section of the Income-tax Act	Nature of Payment	Existing Rate of TDS	Reduced Rate of TDS
194C	Payment of Contractors and sub-contractors	1% (Individual/HUF)	0.75% (individual/HUF)
2% (Others)		1.5% (others)	
194H	Commission or brokerage	5%	3.75%
194-I(b)	Rent for immovable property	10%	7.50%
194-IA	Payment for acquisition of immovable property	1%	0.75%
194J	Fee for Professional or Technical Services (FTS), Royalty, etc.	2% (FTS, certain royalties, call centre)	1.5% (FTS, certain royalties, call centre)
10% (others)		7.5% (others)	

TRENDS CREATED BY COVID-19

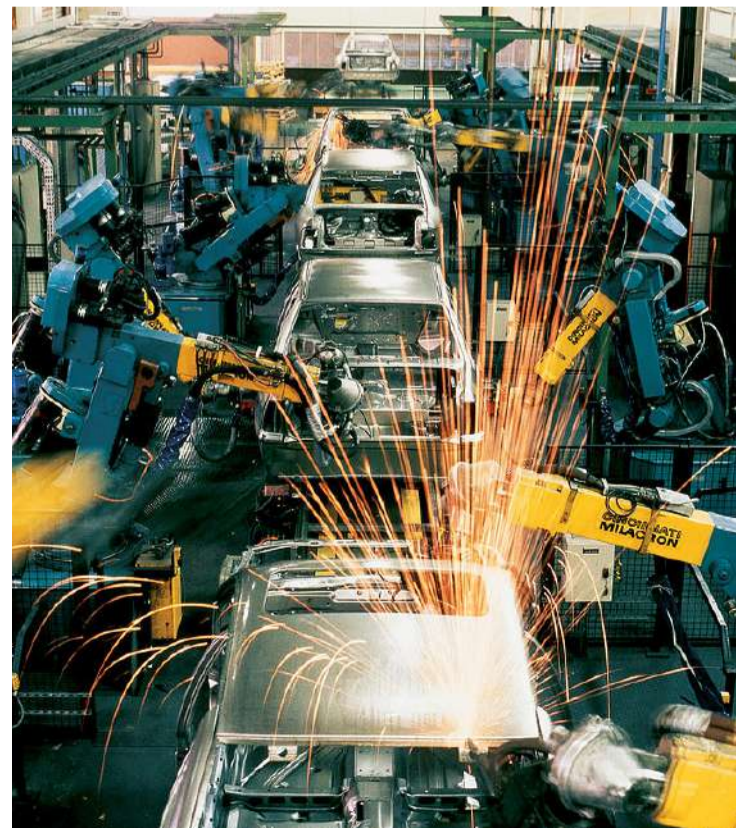
The impact of the novel coronavirus is so significant that globally some major shifts and trends seem to have emerged. Here is a list of changes for better or for worse.

DEMAND SURGES FOR PERSONAL VEHICLES

The effects of the virus have caused panic within people causing changes in their commuting behaviors. A global survey done by Cars.com with over 3,000 men and women between the ages of 23 and 73 years of age in March suggests that over 40% of them have stopped using ride-sharing modes like uber and lyft.

Since a ride-sharing car would have come in contact with dozens of people the survey informs that over 90% have started using their cars. The outcome is that around 20% are already planning to buy their own vehicles instead of using public or shared modes of transport.

This would suggest that there will be a surge in automobile demands across the world since the coronavirus is widespread.



COVID



SUPPLY CHAIN RELIABILITY

The international slowdown has severely affected international trade supply chains. Supply chains in healthcare, retail industries, food, travel & tourism, high-tech manufacturing, and, especially the automotive industry has been particularly hard hit. Hubei province, where the virus started, accounts for close to 9% of China's automobile production. It's also a center for auto parts manufacturing for domestic and many heavily reliant overseas manufacturers. Plant closures have already upended global automotive supply chains.

With stocks depleting rapidly, manufacturers are now left gaping and scrambling for reliability. This has pushed for a deeper look into the management of supply chains. Sourcing locally, and relying on alternate suppliers will strengthen supply chains helping bring more stability in delivering products. This trend was already in the making but the tipping point being the heavy reliance on China and the sudden disruption due to the coronavirus is a wake-up call.

Manufacturers want to reinforce to their customers that they take their sources seriously.

NOT MAKING IN CHINA

China affects more than half the economies of the world which are being shaken and dragged down due to the shutdown. But the bigger lesson to take is how unpredictable the Chinese market could be.

Added to President Trump's trade and tech wars, with companies such as Apple announcing plans last year to diversify its manufacturing, which was heavily reliant on China, the outbreak has chipped out more credibility from the country.

Reduced Chinese imports will create a higher demand for commodities in India, according to Anil Agarwal. "Overseas, the impact is at least 10-15 percent, but in India, people are cautious and demand is high because there will be fewer imports, so Indian industry will be okay," the founder and chairman of Vedanta Resources Ltd. told Bloomberg.



NO MADE IN CHINA



Import/Export

BIGGER INVENTORIES

The "just in time" model of production and deliveries started in the 1960s and '70s, was where companies maintained minimum inventory to meet projected needs. When trade is stopped due to the virus this created a pinch leaving manufacturers wishing they had ordered a little more to meet the demands.

This pinch will surely change the size of inventories for the bigger. People would rather stock up than wish they had more. Such unpredictable situations might come up in the future and manufacturers need to be prepared.



SOURCING LOCALLY

The outbreak has caused two things, fear of touching things from the unknown (especially China) and the volatile nature of international supply chains. Brands are seriously considering vertically integrating local supply chains, ensuring that products are “Made in India,” with Indian resources.

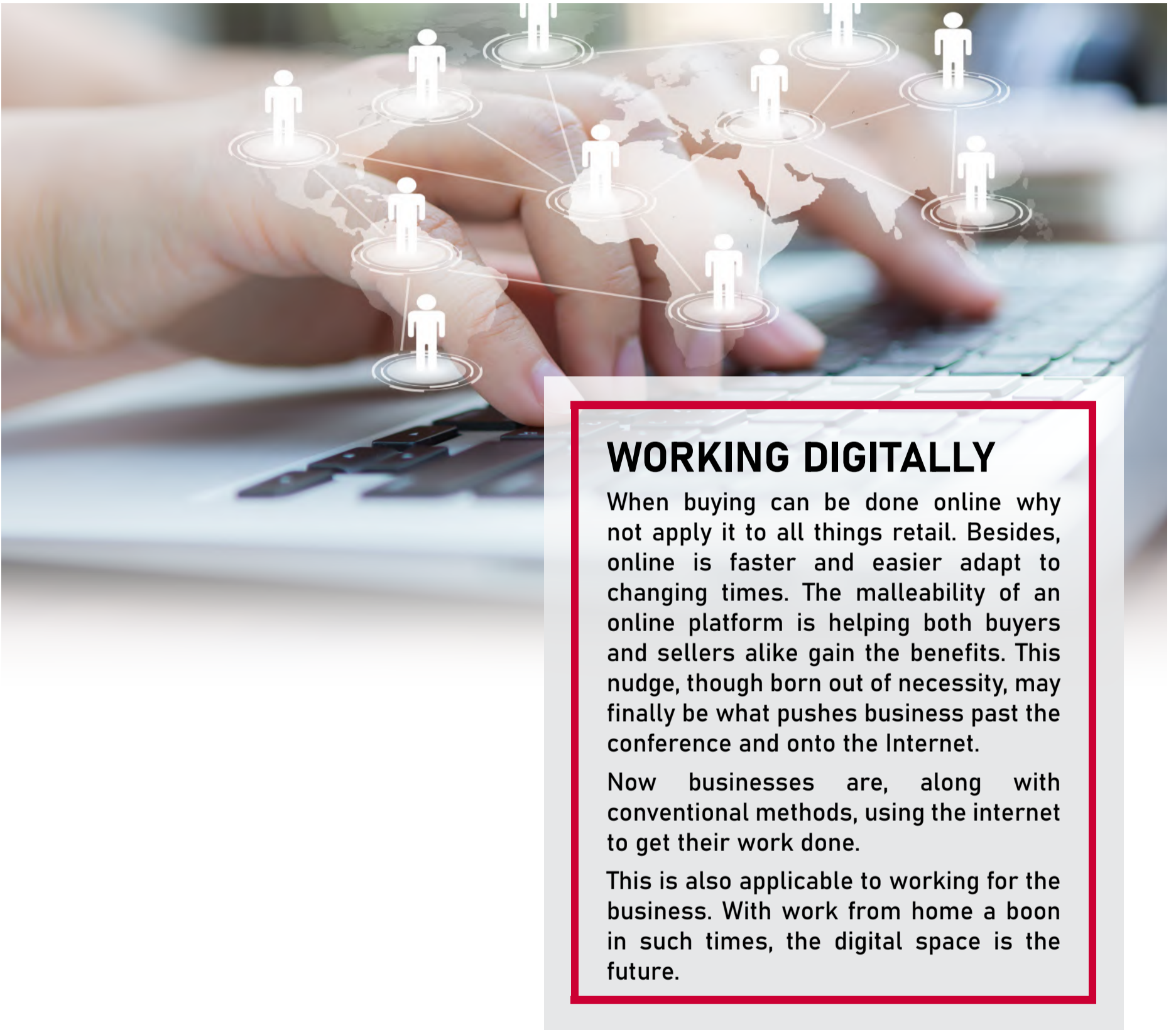
As this will support the people of the country. The sentiment will also drive buyers to see if products are made locally which in turn increases demand.

BUYING AND PAYING ONLINE

In response to the outbreak, the World Health Organization (WHO) is recommending that consumers pay remotely than with cash. This stems from the fear that physical money that is being passed around can spread the virus as well. Some countries are taking this a step further: South Korea, for example, is quarantining all cash received at the central bank for two weeks before disinfecting it and putting it back into circulation, and China is undertaking similar efforts. Measures to restrict cash, combined with mounting concern that might

push consumers to heed the WHO’s advice, could boost non-cash payments, which is already expect to grow at a 10.5% CAGR from 2019 to 2024.

With more and more people becoming familiar with smartphones and their technologies and with the current situation in hand, people are pushed to use online methods which brands are taking note of. This is no longer restricted FMCG but B2B brands as well.



WORKING DIGITALLY

When buying can be done online why not apply it to all things retail. Besides, online is faster and easier adapt to changing times. The malleability of an online platform is helping both buyers and sellers alike gain the benefits. This nudge, though born out of necessity, may finally be what pushes business past the conference and onto the Internet.

Now businesses are, along with conventional methods, using the internet to get their work done.

This is also applicable to working for the business. With work from home a boon in such times, the digital space is the future.

MANUFACTURERS WANT TO CUT TO THE CHASE

Standard distribution channels will be soon overtaken by Direct to Consumer (D2C) methods of retail. Why involve other processes when they can be minimized? While younger consumers have readily adopted D2C brands, older consumers are wary to catch up.

And despite the many breakout brands that have gained widespread international acclaim many D2C

brands are still largely less well-known than their established competitors.

The global pandemic is again a catalyst for this change. As consumers shift more of their spending from in-person to online, D2C brands are likely to get a significant boost thanks to the Coronavirus.



GOVERNMENTS WILL PUT MORE MONEY ON HEALTHCARE

A total lockdown spells losses and the downward spiral of an economy. The government has learned that it would rather spend on preventive care than spend multiple times more doing damage control. According to a new paper on the macroeconomic impact of the virus published by the Brookings Institution and co-authored by Warwick McKibbin and Roshen Fernando of the Australia National University, "The global community should have invested a great deal more on prevention in poor countries,". Warwick McKibbin was also co-author of a previous paper that estimated the 2003 SARS outbreak wiped \$40 billion off the world economy.

This also means new healthcare policies that protect the country from future pandemics or anything just as destructive will have to be created to protect people's health and the economy.

BUYING HABITS HAVE CHANGED

With the lockdown came panic buying. With the fear that there will be limited resources, people started showing unique consumer behavior like:

- Buying preventive wellness products
- Hoarding groceries & household items
- Visiting stores less often
- Buying protective gear like masks and hand sanitizers

It can be guaranteed that for generations to come some of these habits will be a priority for buyers which will change the shape of marketing, branding, even manufacturing for that matter. CNC^{Plus}

KEEPING YOUR PEOPLE SAFE

Here are some useful guidelines put out by the Government of Australia for businesses that can help anyone who is looking for directions to keep their employees safe while running their factories during this COVID-19 pandemic.



For those businesses that are still able to trade and are required to function, you must still implement appropriate controls to manage the risk of exposure to COVID-19.

There might be other controls that would minimize the risk of infection, such as delaying non-essential tasks. There is no one size fits all approach.

The important thing is that you:

- Actively consider the context of your business, that is, the workplace, the work carried out there, your workers and others who come into the workplace.

- Do what you reasonably can to eliminate or minimize the risk of the people at your workplace contracting COVID-19.

What you can do to manage the risk will depend on your workplace and the work that you do. However, three key things you can do are to:

- Maintain good hygiene and cleanliness of the workplace.
- Implement physical distancing – keeping everyone at the workplace physically apart.
- Use protective personal equipment (PPE) appropriately.

WHAT DO EMPLOYERS NEED TO DO TO ENSURE GOOD HYGIENE?

Your workers must practice good hygiene, including:

- Frequent hand washing or hand sanitizing.
- Limiting contact with others, including through shaking hands.
- Covering their mouths while coughing or sneezing with a clean tissue or their elbow.

Encourage good hand hygiene by everyone at the workplace by:

- Providing access to hand hygiene stations on entry and exit.
- Encouraging them to only touch what they intend to use.

If you can, put signs around your workplace to remind your workers and others how and when to wash their hands.



WHAT FACILITIES AND SUPPLIES DO EMPLOYERS NEED TO PROVIDE?

You must also provide a work environment that is without risk to health and safety. This includes:

- Providing access to facilities for good hygiene such as adequate supply of soap, water and toilet paper.
- Making sure these are kept clean, properly stocked and in good working order.



- If you can't get necessary supplies to provide a work environment that is without risks, consider whether your workers should work elsewhere, such as at home, if this is possible.

WHAT SHOULD EMPLOYERS DO TO KEEP THE WORKPLACE CLEAN?

You should already have in place regular, scheduled cleaning of your workplace. Ensure any areas frequented by workers or others (e.g. visitors to your premises) are cleaned daily.

Frequently touched areas and surfaces should be cleaned several times a day. This includes equipment, elevator buttons, handrails, tables, counter tops, door knobs, and sinks.

Protect workers, clients, customers and others by disinfecting all surfaces that are exposed to respiratory droplets, for example after someone

has coughed. Make sure you use an appropriate disinfectant solution.

When cleaning, workers should minimize the risk of being infected with COVID-19 by wearing gloves and washing their hands thoroughly or using alcohol-based hand sanitizer before and after wearing gloves.

If a worker has been exposed to COVID-19 at the workplace, you will need to deep clean areas where the worker has been.



HOW DOES PHYSICAL DISTANCING APPLY AT THE WORKPLACE

To slow the spread of the virus, all employers must implement appropriate physical distancing in accordance with state and territory laws, as far as is reasonably practicable.

Physical distancing means keeping the required distance apart. At the moment it is staying at least 1.5 metres away from others.

Depending on your workplace, it may not always be possible to stay the required distance apart. Where this is the case, you should think of whether there are other things you can do to help minimize the transmission of the virus.

For example:

- For ride-share, passengers should be required to sit in the rear seat of a vehicle.
- Have contact-less deliveries, that is, leave deliveries outside homes without needing to sign.
- Encourage customers to use contact-less payment options. CNC^{Plus}

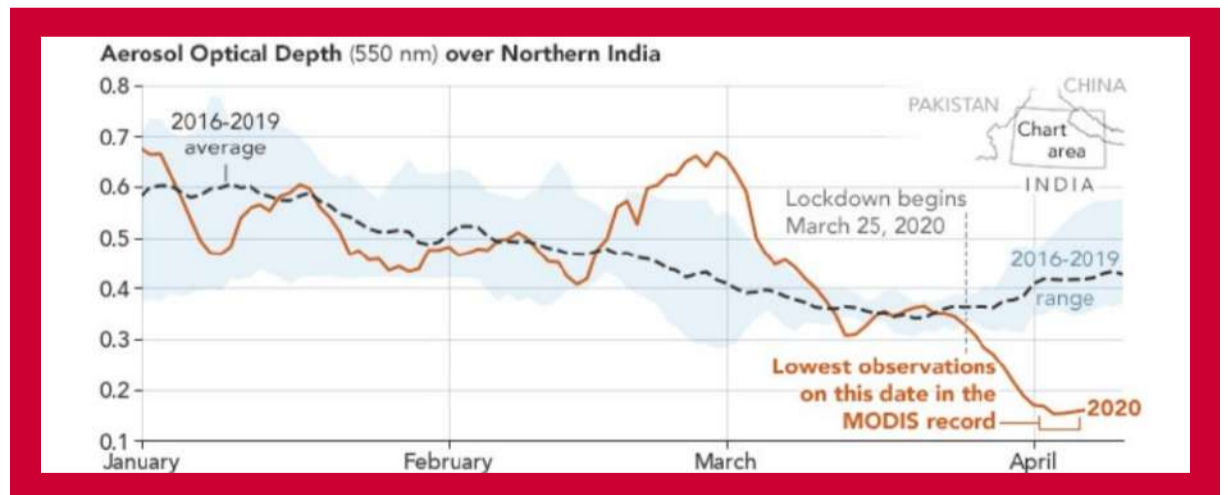


UNINTENDED POSITIVES FROM THE PANDEMIC

There is always another side to every story. While the disruption the virus is causing are real and will have disastrous impact on human lives, it looks as though not everything is as bad as it seems. Here are some uplifting points to take away from the corona virus.

POLLUTION IS DOWN

Transport makes up 23% of the world's global carbon emissions, but thanks to airports closing, lesser land, and sea traffic, the closing down of many industries has drastically decreased pollution levels. Water bodies like rivers seas, lakes, etc are seeing their clearest days in more than a decade. Due to low carbon levels, it is reported that the ozone layer is also healing.



Source: NASA

ANIMALS NOW ROAM FREELY

Wild animals are enjoying the human-free environment taking this time to reclaim urban spaces. This includes sea animals like whales, stingrays, appearing closer to shore. Also other wild animals like the bison, peacocks, and deers taking relaxing strolls out in the open.



CHOOSING TO BE HEALTHY

This break from the busy life has people re-evaluating the choices they make for their health. Good hygiene practices like regular hand washes, baths, regular home, and surrounding sanitization, lesser spitting and littering, and social distancing are being adopted. Not only this, but people are also cooking their food with seasonal and locally grown items. Let's not forget that people are taking this opportunity to focus on fitness with home workouts.

SPENDING MORE TIME WITH FAMILY

With work shifted to their homes people can spend more time with family. This will strengthen familial bonds even more and people will be mentally and physically healthier compared to working in the mechanical world of offices.

BETTER MONEY HABITS

With the lockdown, people will rethink every penny they want to spend. With only essential services available people will no longer spend on unnecessary things. They will be less wasteful and forced to use things that are already available to start saving.






Also, they will begin to think long term. Some amount of uncertainty about the future will have people clutching to their purses more closely. CNCPlus





IMPORTANT COMMUNICATION FROM THE GROUP

AceMicromatic Group takes the current situation concerning the outbreak of COVID-19 very seriously. To protect the wellbeing of our customers, users, and employees we have taken up some measures to tackle this issue while ensuring our maximum efforts to assist you during such time:

-  All routine preventive maintenance for AMG products and solutions might be affected up until 31st March 2020.
-  The delivery period of services/products might be affected during this period.
-  In case of emergencies [Breakdown etc], we will try to ensure that our service engineer will attend to the issue. Meanwhile, please ensure that the equipment must be cleaned and sanitized by your housekeeping staff before we tend to it.
-  Our participation in future trade fairs will be with discretion and you will be the first to be informed when there are any changes.
-  In any such unforeseen events related to the above please call:

Please note

All our service engineers have been equipped with the necessary tools and personal protection equipment, as per the scope of the services. Our service engineers have been strictly instructed to service the equipment only after it has been sanitized

AceMicromatic
Group

Being **Alert. Being **Prepared.****

Ace Micromatic Group is taking measures to fight the COVID-19 pandemic

Here's how:

-  Trying to remotely solve urgent service issues through calls or emails
-  Stopping all Preventive Maintenance and Value Added Service calls
-  Making Service Engineers available only for emergency service issues
-  Stopping participation in upcoming Trade Fairs until further notice
-  Encouraging social distancing and work from home for employees

— Join us in our efforts to protect the well-being of our customers, employees, and society —

Posted: 22 March 2020

BEING ALERT BEING PREPARED
AMG's first communication to its stakeholders on learning about the COVID-19's disruption across the world.

AceMicromatic
Group

Safeguard Your Machines During Shut Down

Maintenance checklist to keep your machines safe during factory closure due to COVID-19 pandemic:

Steps to be Followed

- Machines have to be switched off in reference position to make the re-establishment of reference point
- Remove tool holders from spindle and tool pockets to avoid possible rusting within the machine
- Trip off the main power supply to machines to avoid any possible short circuits
- If possible switch on the machine for 1-2 hours once in two weeks
- Stir or replace fluids (coolant emulsion which is water mixed cannot be used after a long pause)
- Use pesticides to protect cables that might get damaged by rodents
- Disconnect drive battery to avoid battery drain
- To avoid rust due to moisture, grease the exposed MS and SS parts of the machine and keep it covered properly

STAY ALERT AND STAY SAFE.

Posted: 26 March 2020

SAFEGUARD MACHINE DURING LOCKDOWN
A checklist for customers of AMG to keep machines safe on the shop floor during the COVID-19 lockdown.

AceMicromatic
Group

YOUR MACHINE WARRANTY EXTENDED

Don't let the lockdown hinder your peace of mind

#WeStandByYouAtAllTimes

*Not applicable on CNC system

Posted: 30 March 2020

WARRANTY EXTENSION:
The lockdown period has slowed down the manufacturing sector. We would like to ease your burden by extending the warranty period for the number of lockdown days.

AceMicromatic
Group

EMPOWERING ESSENTIAL SERVICES

We Stand With You

Posted: 28 March 2020

ESSENTIAL SERVICES
While the country stays at home, there are a few services that continue to keep things running. At AceMicromatic Group, we will be doing our bit to support these Government stipulated essential services by offering emergency spares and services as and when they need it.

AceMicromatic
Group

ONLINE OR ON THE SHOP FLOOR

#WeStandByYouAtAllTimes

Posted: 03 April 2020

REMOTE SUPPORT
We are setting new standards in the machine tool industry for remote services with our digital network and cloud access. Talk to us for your training, productivity, service support, and other needs. Together we will win this fight.



2,00,000+
food packets

Posted: 04 April 2020

FOOD DISTRIBUTION:

At AceMicromatic Group we partnered with Atria Foundation to deliver food to the ones most affected during this lockdown – the migrant labourers and underprivileged. We have distributed over 2,00,000+ food packets and we hope to continue this as long as we can.

CYCLE START
A Machine Restart Guide, Post Lockdown

Visually inspect the machine and its surroundings for any damage to wires or hoses

- Connect the battery & restore system back-up if it is disconnected. Please contact us if there are any battery related alarms
- Ensure prerequisites like rust-free environment, hydraulics, pneumatic requirements, incoming power supply & E- N voltage before switching on
- Ensure the usage of safety equipment and sanitization of machines before the operation
- Connect the drive battery if it is removed or reference is lost. Perform re-referencing of all axes as per procedure or contact us
- Ensure the free rotation of spindle by hand, then command 500 RPM in MDI mode & increase gradually
- Warm-up the machine with all functions for a minimum of 30 minutes before beginning machining

Feel Free To Contact Us For Any Assistance
#WeStandByYouAtAllTimes

For detailed instruction pls visit www.acemicromatic.net

Posted: 20 April 2020

RESTART YOUR MACHINE

A restart guide for every AceMicromatic machine. To know how to restart your AMG turning centers, machining centers and grinding machines with different controllers, follow this link.



WEBINAR ON
A Comprehensive Guide to Restarting CNC Machines Post Lockdown

Be a part of our webinar on
"A Comprehensive Guide to Restarting CNC Machines Post Lockdown"
Available in six languages for customers in different states across the country

The regional webinars will be available in the following languages:
हिंदी தமிழ் ગુજરાતી ಕನ್ನಡ मराठी ENGLISH

Registration link and webinar schedule will be sent via email and WhatsApp

salesmmt@acemicromatic.com
www.acemicromatic.net

Posted: 28 April 2020

WEBINAR

AceMicromatic Group conducted eight webinars across India, in regional languages on "Restart Guidelines for CNC machine Post at the end of lockdown. Follow us on our social media channels for more updates on future webinars.



Thanking
All The 5,000+ Customers

Who Attended The Webinar On
"The Guide To Restarting CNC Machines Post Lockdown"

Posted: 05 May 2020

WEBINAR THANK YOU

AMG would like to thank all the 5000+ customers who attended the Multi-language webinar conducted on "Comprehensive Guide to Restarting CNC Machines Post Lockdown". Visit our website to watch the video

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AceMicromatic Group is here to support you through these trying times. Feel free to reach out to us for any queries!

[#WeStandByYouAtAllTimes](https://www.instagram.com/WeStandByYouAtAllTimes)

ARTICLE CREDITS

A LESSON FOR HUMANITY

Images

<https://www.freepik.com/>

PANDEMIC FOR BETTER OR WORSE

Images

<https://www.freepik.com/>

LESSONS ON EMPLOYEE & CUSTOMER MANAGEMENT

Images

<https://www.freepik.com/>

NEWS

Images

<https://www.freepik.com/>

TRENDS CREATED BY COVID

Source

<https://www.siasat.com/coronavirus-impact-world-could-face-food-crisis-1868059/>

<https://www.forbes.com/sites/sarwantsingh/2020/03/02/impact-of-the-coronavirus-on-business/#51bbbd84414>

Images

<https://www.freepik.com/>

KEEPING YOUR PEOPLE SAFE

Source

<https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/industry-information-covid-19>

Images

<https://www.freepik.com/>

UNINTENDED POSITIVES FROM THE PANDEMIC

Source

<https://www.france24.com/en/20200320-clearer-water-cleaner-air-the-environmental-effects-of-coronavirus>

<https://www.bbc.com/future/article/20200326-covid-19-the-impact-of-coronavirus-on-the-environment>

Images

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ALL YOU NEED IN MACHINING

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