



NEWSLETTER

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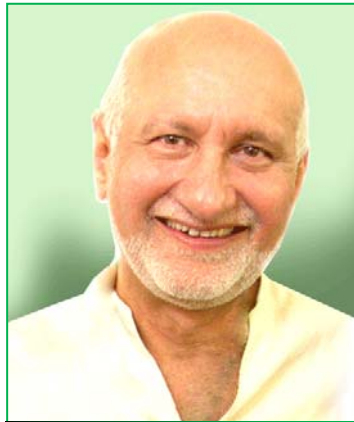
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MESSAGE FROM MANAGING DIRECTOR

I am delighted to celebrate our **20th anniversary** with a deep sense of gratitude to all our esteemed customers, fully committed team of IPI staff and our well wishers who are the true reason behind this successful and exciting journey since our birth in 1993.

In the early years of our inception, as can be expected for any new business, we had our fair share of struggle and challenge to overcome. The golf segment was still too small, new projects were far and few. The Indian economy was going through major transition. The Government of India had just begun to open its doors by allowing the import of new technologies that world had to offer. It was one of those times, when we had to dedicate all our resources to create awareness for new technologies badly needed to transform the standards of Golf Course maintenance. We also realized the importance of developing comprehensive support system that could encompass education, training and after-sales services to

encourage our customers to Invest in state-of-the-art products that were never used before in our industry. Our sincere efforts and commitment to the industry eventually paid off. We are very fortunate to have won the trust and faith of our customers, which gets reflected in the fact that 95% of the Golf courses in India use Toro products. The Toro-IPI partnership has grown stronger over the years. Toro known for its most innovative and user friendly product line and IPI with its strong service infrastructure, bring to its customer the ultimate satisfaction and peace of mind.

While our commitment to service continues, some of the major achievements being-

- ✓ IPI has team of 17 well trained Service Engineers positioned in all key locations to respond immediately to our customer needs
- ✓ IPI has developed excellent training programs aimed to enhancing skill levels of technicians working for our customers.
- ✓ IPI maintains a number of major golf courses, where customer wishes to outsource its maintenance activities.

- ✓ IPI has in-house team to Design highly complex Irrigation systems for any turf application including Golf, sports ground and large landscape areas.

And our goals for the current year include -

- ✓ IPI shall conduct 25 site based training programs covering each city to enable us to reach out to every customer using Toro products.
- ✓ Introduction of SAP system – In line with our aim to follow the best business practices, a substantial investment has been made to install SAP business software to improve our efficiency and capabilities to serve our customers even better.

We remain ever so grateful to you for your continued support, which has been helping us to become stronger and better in serving your needs.

- RAVI GARYALI





TORO NATIONAL SUPPORT NETWORK (NSN) Training AT CHENNAI

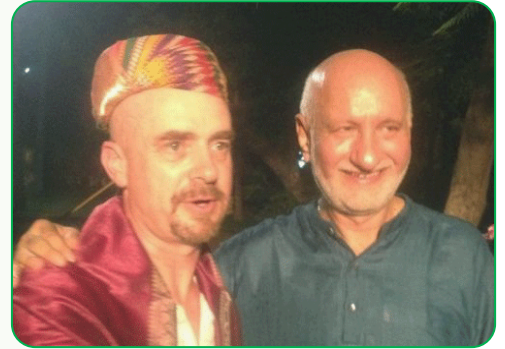


National Support Network, NSN, TORO's after sales support wing, providing comprehensive technical support and training on operation, Maintenance and Trouble shooting of TORO central control systems is remotely operated from Australia. Once in Two years, Toro NSN conducts training to update on the new features & hardware of the central computer systems.

IPI has taken an initiative and requested Toro NSN to conduct a training right in Chennai, India, for providing the opportunity for Indian golf course superintendents and irrigation supervisors to attend the training program with no hassle of expensive overseas visits.

This very successful training conducted by Mr. Bruce Mc Neilly NSN Regional manager, took place in August 2012 at Chennai

In addition to the in house staff of IPI, golf courses personnel from Oxford, Prestige, Kalahaar made use of this unique training program



NEW GOLF PROJECTS AWARDED TO IPI

LODHA GOLF COURSE – PUNE



The Lodha Group is Mumbai's premier real estate developer. The Group is currently developing in excess of 30 million sq.ft. of prime real estate, with over 27 projects in and around Mumbai from Napean Sea Road to Dombivali. The Group has further extended its promise of luxury living with successful projects in Hyderabad and Pune.

Lodha Belmondo's meticulously designed, 45-acre riverside 9-hole golf course with turf imported from the US, conforms rigorously to global standards. It incorporates a short game area, including a putting green and a chipping green. Greg Norman's strategic design offers a wide range of challenges, approaches and playability, for the amateur as well as the experienced pro. The golf Course is designed by Greg Norman, USA and the irrigation is designed by Hydro gold , Australia and IPI is executing the irrigation design. IPI is using fully central computer controlled satellite based irrigation system with wall to wall sprinkler coverage and sunken Grundfos pump station. The Golf course construction is in progress and IPI is scheduled to complete the work by June 2013.

INDUS GOLF COURSE - BANGALORE



The Indus golf course is located at near Bangalore, Karnataka. The construction of the 9 hole Golf Course commenced on March 2012. The Ground Breaking Ceremony was attended by Mr. Kevin Ramsey of M/s. Golf Plan Architects, Dr. Dinker Rai, the Chairman & Managing Director of ISR and Mr. Ravi Garyali, the Managing Director (Ipi). The golf course is being designed by Golf Plan USA. The irrigation is being designed by Imaginator of France and executed by IPI and the construction is being supervised by Heritage Links, USA

TORO's fully central computer controlled satellite based irrigation system with customized vertical turbine pumping system from Watertronics, USA is going to be installed.

Located on 200 acres, on completion it will be a golf course resort and residential development in Bangalore with luxury housing, a golf club. It is proposed to develop a 'green town' and has a low density residential component enveloped by the green expanse of the golf course.

The golf course residential development has 335 residential units comprising individual villas, twin houses, row houses and apartments.

The site for the housing overlooks the vast expanse of the golf course. The design takes advantage of the natural site grading and frames spectacular views of the course and its greenery, while maintaining the privacy of the user. Warmth and identity are created by the use of color, texture, material and low density development. The design combines a rustic feel within a contemporary concept.



HIRCO GOLF COURSE - CHENNAI



Hiranandani Palace Gardens, Chennai is developing an integrated township on the outskirts of Chennai, at Oragadam with 9 hole golf course designed by David Hemstock from UK. The Irrigation system is designed and executed by IPI with TORO's fully central computer controlled decoder based irrigation system and Grundfos vertical multi stage pump station. The Golf course construction is completed and the Driving range has been opened for play in 1st week of October 2012.



KARGAR VALLEY GOLF COURSE - NAVI MUMBAI



Inauguration of first public golf course in Maharashtra



Navi Mumbai can now boast of a new Golf Course at the Kharghar Valley. The Golf Course located at the backdrop of Pandavakada waterfalls has been developed by CIDCO. IPI has been the main partner of CIDCO's in this venture. IPI has been responsible for installation of the Automatic Irrigation System, supply of the turf maintenance equipment and supply of Yamaha Golf Cars. The Golf Course was inaugurated and opened to public by the Hon. Chief Minister of Maharashtra Sri. Prithviraj Chavan and Hon. Central Minister Mr. Sharad Pawar.

Kharghar Valley golf course is a 'PAY & PLAY COURSE'. In the first phase the 9 hole Golf course with a length of 3665 yards long has been thrown open to public. During the inaugural ceremony IPI has been felicitated for its pivotal role in developing the golf course.

NEW ENTRANT IN IPI

Priya Rajkumar was appointed Business Manager at IPI in February 2012. She comes from a background in Fine Arts, Marketing and Finance. Priya has completed her MBA from Newcastle University in Australia and was working for Zurich Financial Services, Australia in investment product development. She has earlier worked at General Motors Finance, Australia. Priya now manages Tamil Nadu territory equipment sales. She is assisting with developing business and marketing plans for various divisions, client interaction, planning and organizing marketing events such as Golf shows and seminars. She helps IPI with strategic planning, Human resource issue and employee grievances.



COIMBATORE GOLF CLUB

REMEMBERING THE FOUNDER SHRI.K.RAJAGOPAL



Late. Shri K. Rajgopal
Chairman and managing Director of Vijyeshwari Textiles

Shri K Rajgopal was a great visionary, philanthropists, a golfer and a leader. He was instrumental in transforming a huge chunk of barren land at Chettipalayam into the lush green Coimbatore golf course by bringing water from 30 KMs away to irrigate the Course, which boasts of having one of the best Greens in India. During his Presidency of Coimbatore Golf club, he contributed immensely to bring in new technology and agronomical knowledge to continuously up-grade the standard of the Course.

A Simple, modest and humble man with immense passion for sports, Mr. Rajagopal is credited with bringing about many revolutionary changes to golf in India. He was elected the President of Indian Golf Union, not once, but five times. It was he who brought the game to this part of the world and developed it from the stage of infancy and was a great Guru to later day Golf Enthusiasts. He jelled well with, the young or the old, and inspired them by sharing with them a word or two

Many Faceted Personality

Mr. Rajagopal was a pilot with a private flying license. He was a great administrator and held many important positions such as the president of the Coimbatore Management Association 1977 to 1980. President of G. Kuppuswamy Naidu Memorial Trust for Education and Medical Relief (1998 to 2004.) Chairman and Managing Director of Vijayeswari Textiles for four decades.

He helped in reinvention of SIMA when it was going through tough times. He inducted several new members and mentored them. It was a time when, SIMA needed someone who had the courage and conviction to drive change in the industry and inspire it.

Mr. Rajagopal did his B.S. in Textiles at the Philadelphia College of Textiles and Sciences, USA, and had a strong technical background. There he developed interest in Golf also. He silently took care of and encouraged those who wanted to excel in sports.

Just a short while before he passed away he told Hindu is an interview

“Golf gave me the energy to do things. It taught me great values and helped me take crucial and careful decisions in almost everything I did. But, today I am a bit bothered that I am bed ridden and not able to play a round of golf. But I am not going to sit quiet; I will try my best to do something for the sport till I breathe my last”

We especially remember him as the man who encouraged IPI and happened to be the first customer in India to have bought Toro Greens mowers. The green mowers which IPI sold to Coimbatore Golf Course are still in operation after nearly 20 years. It was a great sight in those days to see two frail ladies mowing all 18 greens in matter of hours, replacing manual mowing lasting several days.

His passing away is indeed a great loss to the golfing fraternity. IPI will forever miss his charismatic presence and vision.



IPI SERVICE MEET AT CHENNAI

IPI organized its Quarterly Service Meet in January 2013 for team building and to share and raise our service standards to exceed customer expectations.

The teams were also acquainted with the SAP implementation and the new performance measurement system of Key Performance Indicators was advised to the team. Mr. Rajendran from Bangalore has been chosen to test instant messaging of service job updates and was given a Blackberry for emailing and messaging on the go. Overall a great success, the meet helped in bringing together members of IPI working in remote offices to share their experiences and ideas whilst addressing the expectations of customers. The Service Teams in future will meet every quarter to share the successes and improvement opportunities of the previous quarter

MAINTENANCE TIPS



How To be a good Equipment Operator

As an Equipment Operator, you are must constantly strive to improve and strengthen your skills. Undoubtedly, everyone wants the operators to be safe, hard-working and dependable. Following ten tips would help you in achieving this stature

✓ Know The Equipment: Any Equipment is only good as its operator. We strongly recommend operators to read and understand the operator's manuals, watch the operator training videos. Familiarize with the Equipment's controls and functions. Whether from Training, Experience or Natural Ability, good operators are

comfortable in using their machines. They also know immediately when something is not right.

✓ Know The Course Thorough: Where are the Tricky spots. What is the best way to safely maneuver around water, bunkers or obstacles? You always have to know exactly where you are going and the little menaces you experience.

✓ Know what is Expected: Be sure the mower is carefully adjusted and is set evenly on both sides of the reel. Be alert for any leaks in hydraulic hoses. Leaking fluid can leave streaks on the green and even burn the grass.

✓ Concentrate, and mow straight: Be aware to make every pass like it is the only pass that you are going to make. It needs to be perfect and straight. Avoid circular mowing or turning the unit on greens, which may cause scuffing. Greens should be mowed straight back and forth pattern. Keep overlap minimal and consistent

✓ Watch Your Speed: Take your time and mow at normal walking pace. Mowing fast often produces an uneven or inferior cut. There is little margin for error when mowing greens. Everybody likes to be fast because you have to complete your mowing, but the problem is not from walking faster, it is turning the mower too fast. Take your time while approaching turnarounds

✓ Drive Defensively: This means always being aware of what is around you. If your member or somebody suddenly comes around the corner, you will at least have a chance to react and compensate. Stay away from unusually rough or uneven surfaces in transit.

✓ Set Equipment Down Carefully : Dripping a mower or lowering it roughly will cause trouble. You are going to have problems with the roller if you slam the mower down too fast

✓ If you feel something is not functioning correctly on a machine or not cutting correct, call the technician right away and get it checked

✓ Educate Others: Being able to share your knowledge of the machine and instruct fellow employees in its safe operation is important. Let the best operator do the training for the juniors. This will help your new operators acquire skills with the machine as well as gain discipline and learn the nuances of the equipment.

✓ Care about what you are doing: Conscientious Operators make a huge difference. You treat your equipment well. You mow more neatly and carefully. You take extra steps - like picking up trash and repairing ball marks - to keep the course looking its best

- ANTONYSAMY

CORPORATE SOCIAL RESPONSIBILITY



From Chennai, you reach 'Sadhana School' at Kelambakkam, after driving for 45 minutes along a road lined with coconut trees which touch the skies and the back- waters which reflect the sunlight. 'Sadhana School' is the rural extension of Clark School for the deaf and mentally retarded children. Here the orphans and poorest amongst the poor children with disabilities have been living in a dilapidated building. When IPI visited the school last year there was a total lack of facilities and comfort for children.

Since then IPI has adopted the school and carried out major repairs as well as renovated the building. The school has been renamed as the 'Garden of Smiles'. Now more than 20 children are living at 'Garden of Smiles' cared for by four teachers on 24 hours basis.

Thankfully, now the Deaf children at 'Garden of Smiles' do not have to bear the leaking roofs. They can eat in newly renovated dining-hall, the food cooked in the repaired in-door kitchen. They can safely play in-door on the newly laid tiled floors, in a refreshed, neat and clean ambiance. They can enjoy the view from blue painted windows, protected with glass and grills.

They can read under the new lights and sleep comfortably under the new fans.

In the coming year IPI proposes to provide outdoor play equipment for the children. IPI is also aiming to impart international sign language to Deaf children which is not being taught at the moment. It is actively looking for volunteers to join them in this venture. We at IPI are honored to invite Clients and Friends to visit our 'Garden of Smiles' and spend a day with our adopted children, loving them, playing with them and admiring their art work.



"GARDEN OF SMILES"

in KELAMBAKKAM

VOLUME
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