

EXCELLENCE TO ENGINEER  
A BETTER, SAFER AND  
GREENER WORLD



PERFORMANCE CERAMICS & REFRACTORIES





# SAINT-GOBAIN

Worldwide leader in light and sustainable construction, Saint-Gobain designs, manufactures and distributes materials and services for the construction and industrial markets in 75 countries. The Group is one of the 100 largest industrial companies in the world and has a leading position in all its strategic business areas, guided by its purpose, **MAKING THE WORLD A BETTER HOME.**



## SAINT-GOBAIN PERFORMANCE CERAMICS & REFRACTORIES

Saint Gobain Performance Ceramics and Refractories is part of Saint-Gobain's Ceramic Materials division, which offers Engineered Ceramics & Refractories solutions for industrial application, with extreme operating conditions, high temperature and wear.

## SAINT-GOBAIN OFFER FOR INDUCTION FURNACE STEEL PRODUCTION

Saint-Gobain offers a range of customized refractory lining solutions (Neutral Ramming Masses, Spout mixes, Patching Masses, Coil Grouts, specialized services) for each segment of induction furnace based secondary steel making under its "HeatKing" range of products and services.

## SAINT-GOBAIN STEEL CLUB

At Saint-Gobain Performance Ceramics and Refractories, we value our customers and their loyalty. Our most valued customers have been specially selected to be part of our Saint-Gobain Steel Club – an exceptional loyalty program of a community of experts aiming at reaching the highest standards of quality performance and sustainability in the industry.

### OUR POWER PACKAGE

Our Neutral Ramming Mass (NRM) solutions in foundries...



...reduce CO<sub>2</sub> emissions by 100K TCO<sub>2</sub> every year



...are Crystalline Silica free, and thus contributing to a much safer environment for your operating teams.

# MAKING THE WORLD A BETTER HOME

## OUR COMMITMENT

Being carbon free by 2050

## OUR AMBITION

To provide solutions to our customers that contribute to de-carbonization and reduce environmental footprint.

## SUSTAINABILITY AT THE HEART OF OUR BUSINESS STRATEGY

Sustainability is a key tenet of modern environmental, social, and corporate governance (ESG). At Saint-Gobain Performance Ceramics and Refractories, our business model directly contributes to critical ESG outcomes with a dual approach to sustainable development goals: **Minimizing our environmental footprint while maximizing our virtuous impact across the entire value chain.**

## OUR 2030 OBJECTIVES

### WATER

- - 50% Industrial water withdrawal
- 0 water discharge in area with extremely high water risk

### CO<sub>2</sub> EMISSIONS

- - 33% reduction in scope 1 and scope 2 emissions
- - 16% reduction in scope 3 emissions

### CIRCULAR ECONOMY

- - 80% non valorized production residue
- + 30% avoidance of virgin raw material
- 100% recyclable packaging with 30% recycled or bio-sourced content

### PRODUCT STEWARDSHIP

- 100% Life Cycle Analysis for all of Group product ranges

PIONEERING CERAMIC SOLUTIONS FOR EXTREME INDUSTRIAL APPLICATIONS AND A GREENER WORLD.



# YOUR BENEFITS

Categorizes are awarded based on volume and frequency of sales.

	BRONZE ★	SILVER ★★	GOLD ★★★	PLATINUM ★★★★
<b>PROFESSIONAL TRAINING</b> Basic Training (on site / online)	FREE	FREE	FREE	FREE
<b>EXPERT TRAINING</b> Advanced Training (Certification Program @ Saint Gobain Bangalore Plant)	10% REBATE	30% REBATE	40% REBATE	50% REBATE
<b>PROFESSIONAL INSTALLATION SUPPORT</b> Basic Installation Support	FREE	FREE	FREE	FREE
<b>EXPERT INSTALLATION SUPPORT</b> Advanced Installation Techniques & Tools	10% REBATE	30% REBATE	40% REBATE	50% REBATE
<b>PROFESSIONAL TECHNICAL SUPPORT</b> Trouble Shooting	FREE	FREE	FREE	FREE
<b>EXPERT TECHNICAL SUPPORT</b>	FREE	FREE	FREE	FREE
	10% REBATE	30% REBATE	40% REBATE	50% REBATE
	10% REBATE	30% REBATE	40% REBATE	50% REBATE
	10% REBATE	30% REBATE	40% REBATE	50% REBATE
<b>SUSTAINABILITY RECYCLING</b> Sustainable Management of used Refractory Linings	FREE	FREE	FREE	FREE
<b>SUSTAINABILITY AUDIT CO<sub>2</sub> MAPPING</b> Audit to Map Carbon Footprint with recommendations to reduce the same	10% REBATE	30% REBATE	40% REBATE	50% REBATE

# BENEFIT PROGRAM DETAILS

## TRAINING

### PROFESSIONAL

on site / online

#### Refractory Lining Types (Acidic / Basic / Neutral)

- Definitions
- Properties & Characteristics

#### Advantages / Disadvantages of Each Refractory Lining Type

- Environment, Health & Safety
- Performance
- Cost

#### Installation & Sintering Techniques with Neutral Lining (Basic Module)

- Standard Operating Procedures for Installation & Sintering
- Assessment of the "Quality" of Installation & Sintering

### EXPERT

Certification Program  
@ Saint Gobain - Bangalore

#### Re-cap of Basic Training

- Refractory Lining Types
- Advantages / Disadvantages of Each Refractory Lining Type
- Installation & Sintering Techniques with Neutral Lining (Basic Module)

#### Induction Furnaces

- Types of Induction Furnaces
- Assessment of Induction Furnace Health (Condition)

#### Failure Modes & Root Causes in Each Refractory Lining Type

- Erosion Patterns
- Failures on account of Corrosion
- Failures on account of Thermal Shock

#### Installation & Sintering Techniques with Neutral Lining (Advanced Module)

- Standard Operating Procedures for Installation & Sintering
- Assessment of the "Quality" of Installation & Sintering
- Design of "Formers"
- New Sintering Techniques

## INSTALLATION

### PROFESSIONAL

#### Former Design

- Dimensions recommendations in line with OEM guideline
- Fabrication techniques

#### Initial Lining

- Supervision Support for development Trials
- Trial Completion report

#### Patching

- Supervision Support for development Trials
- Trial Completion report

#### Sintering

- Supervision Support for development Trials
- Trial Completion report

### EXPERT

#### Charge Mix Analysis

- Impact of charge mix on overall Furnace Performance
- Optimum use of each raw material

#### Access to Advanced Application Toolkit

- Use of special tools during application
- Reports of used tools

#### Supervision and monitoring

- On demand supervision by Saint-Gobain Service Team
- Involvement of Saint-Gobain Engineering Team on need basis

#### Advanced Sintering Techniques (Solid Sintering)

- Share prerequisites of Solid Sintering
- Supervision till first heat tapping



# BENEFIT PROGRAM DETAILS

## TECHNICAL SUPPORT

### PROFESSIONAL

#### Troubleshooting

- On site Support from Service engineer
- On call support from Application engineer

#### Non-Conformance Investigation, Analysis & Resolution

- Comprehensive report from Saint-Gobain team
- Suggestions on corrective & preventive measures

### EXPERT 1

Level-1

#### Comprehensive Process Audit

- Audit report submission on regular interval
- Performance improvement suggestions

#### Furnace Health Check and suggest modification

- Routine furnace health check
- Suggestion to minimize breakdowns

#### Advanced Analysis by Saint-Gobain Research India

- Solving specific technical problems
- Joint development project of customer

### EXPERT 2

Level-2

#### Process Optimization through Data Analysis

- Data visualization of operating parameters and other deeper insights
- Offer solution based on insights driven from data inputs

#### Process Simulation & Optimization using Pilot Induction Furnace

- New development work for customers
- Support of Saint-Gobain application expertise



# BENEFIT PROGRAM DETAILS

## SUSTAINABILITY

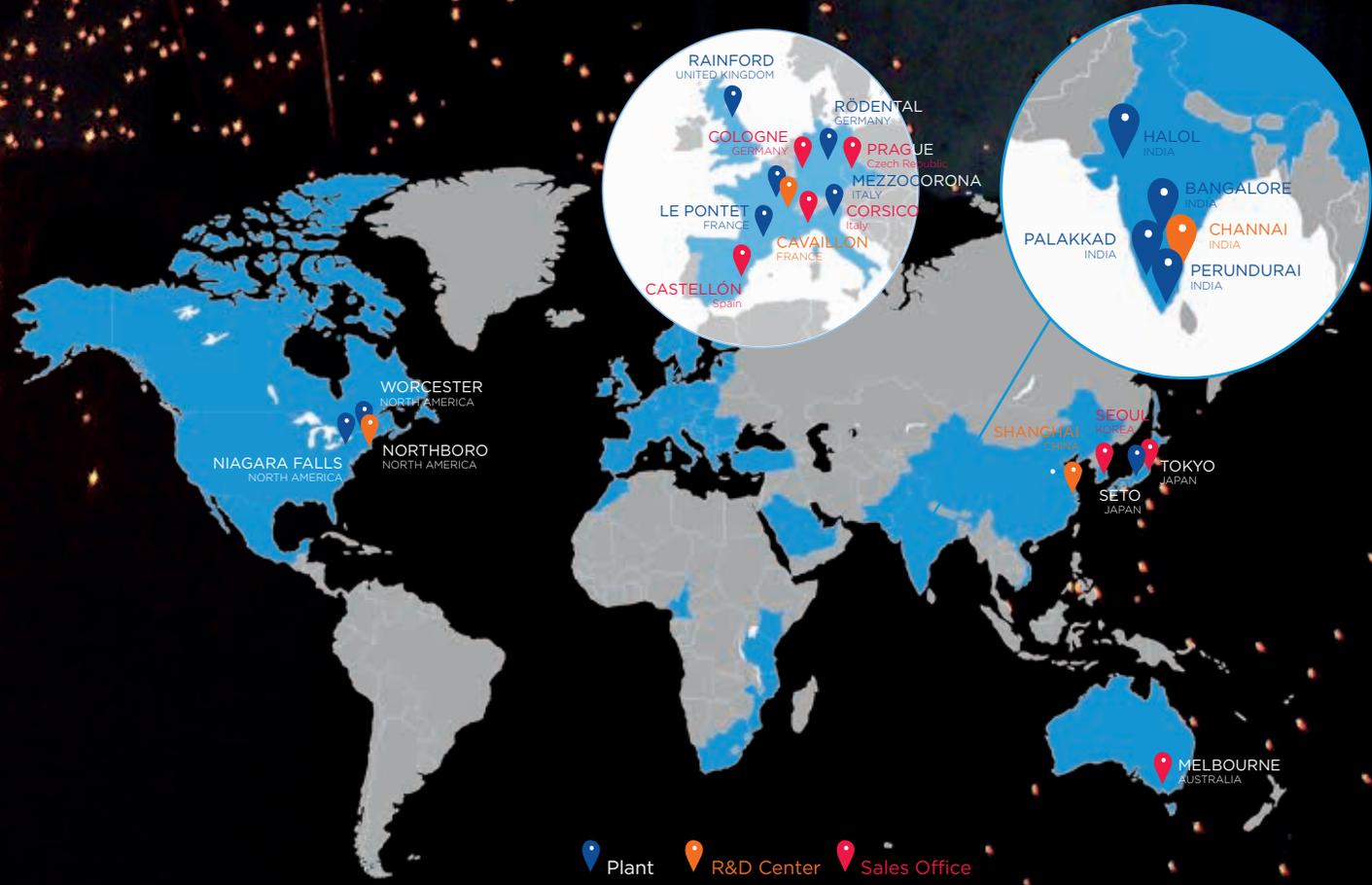
### Management / Recycling of “used refractory linings”

- Optimize the recycling of used refractories for a better circular economy
- Audit & support to minimize and avoid refractory waste

### Mapping of carbon footprint & reduction techniques

- Suggestions to reduce carbon emission





📍 Plant  
 📍 R&D Center  
 📍 Sales Office

**YOUR MAIN CONTACT**



**SCAN TO CONNECT**  
and discover more about our HeatKing™ solutions

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