



Dear Partners,

The world is grappling to come to normalcy due to impact of NCOVID-19 pandemic.

Team Adonis prays for the safety & well- being of you & your family members.

On 14th of April 2020, the honourable Prime Minister of India has extended the lockdown till 03rd of May 2020. However, there would be some easing in the restrictions in people's movement from 20th of April in certain areas.

As per the recent news article published in the leading English daily, the Government will allow e-commerce firms to sell non-essential items including LED TVs & ease the restrictions for multiple businesses.

As per the directive of the Government, the call centre for M/s Mirc Electronics is not operational from its location. An interim arrangement is made whereby the calls are diverted to the agents who are working from home. The number of agents are limited & thus the operation hours are also curtailed. The customer can connect thru' e mail & chat service.

For the other brands, we have not received the requests.

We would continue to receive the requests from all the customers & register it in the CRM as per the process. The calls registered in the area of your operations shall be visible to you.

We have already shared the guidelines on how to be safe & avoid the spread of the disease in our earlier communications in the month of March & April 2020

It is imperative that all of us must aim to stop transmission & prevent the spread of NCOVID-19.

Please comply the following without any kind of deviation:

- Deputation of the staff members &/Or associates to attend the customer's calls has to be in line with the directions of the Government of India.
- Whenever (post relaxation of the partial /complete lockdown restrictions) required; please get the movement passes for them from the competent authorities.
- Follow the sanitation directives as per WHO.
- Adhere to all the directives of the local, state & central administrative bodies
- Ensure temperature measurement & usage of PPEs, including masks, gloves & shoe covers as a standard process & is adhered to without fail.

Please be informed about your area & stay away from rumours.

Request you to help the government authorities to execute their duties!

We again call on to **Be Safe & avoid the spread** by following tried & tested public health measures

& follow each & every guideline issued by the Government authorities.

Stay Home Stay Safe!