

The COVID-19 pandemic

Impact and action plan

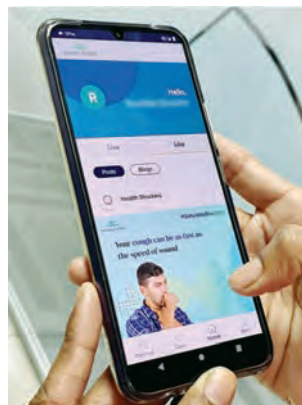
COVID-19 came as an unprecedented global crisis. It disrupted life as we knew it, changing the way we live, work and interact with each other. In India, the first case was reported on January 30, while the disease was rapidly spreading across the globe. To curtail the spread of the infection within its borders, India had imposed a strict nationwide lockdown and promulgated health and safety regulations, shutting factories, banning all kinds of travel, mandating social distancing and quarantines.

In this period of uncertainty, our prime focus was to collaborate and manage the crisis for our employees, customers, partners and the community, and build our spirit and strength. We adopted a three-pronged approach:

Protecting our people;
Preserving business continuity;
and
Preparing for this new norm

Protecting our people

Our priority was to keep our employees, customers and partners safe.



In accordance with the Ministry of Home Affairs' national lockdown requirements from March 25, 2020, operations across plants, project sites and offices were closed. Besides energizing the network of our location-specific crisis teams, an exclusive helpline for employees was launched to discuss and support our employees' and their families' emotional welfare. Medical assistance was arranged at employees' fingertips with Connect and Heal – a primary and preventive care provider, even as they worked from home.

