

20th March 2020

The National Stock Exchange of India Ltd.
Exchange Plaza,
Bandra-Kurla Complex,
Bandra (E), Mumbai —400051.

Dear Sir/Madam,

Subject: Preparedness on Coronavirus (COVID 19) situation

We wish to inform you about our Preparedness for Coronavirus (COVID 19) situation.

We request you to kindly take the above information on record.

Thanking you,

Very Truly Yours,



M. Muthukumarasamy
Company Secretary

CC: BSE Ltd.,
Floor 25, P.J Towers, Dalal Street,
Mumbai-400 001.

Preparedness on Coronavirus (COVID 19) situation

Mankind is in the grip of the severest crisis that it has encountered in modern times, going back almost a century.

We would like to take this opportunity to express our deepest sympathy and strongest solidarity towards all the people impacted globally. We would also like to applaud the heroism of individuals who are working tirelessly and without a thought for their own well-being, in an effort to help us combat/contain this pandemic.

As a company, we have a Business Continuity Plan in place to counter most conceivable man-made or natural disasters. However, the COVID-19 crisis has called for a completely different and extraordinary level of preparedness and we have tried to put in place contingency plans aimed at safeguarding the interests of all the stake-holders in our eco-system, to the best extent possible.

To date we have not had any reported case at our offices or at our warehouses across all of our markets. The health and well-being of our employees serving us from close to 37 markets are of primary interest to us and we have put in place measures to ensure the safety and protection of our employees by way of introduction of work-from-home facility, strict travel restrictions, limiting visitors to our premises to absolutely the most essential requirements, and promoting video-conferencing/audio conferencing tools for all internal & external meetings.

Redington is fully geared up to maintain Business Continuity through

- Readiness of IT systems & Infrastructure with necessary redundancies
- Planned cross-functional roles
- Isolated, small team-modules which are required to maintain mission critical operations & systems, with full support for their personal daily necessities
- Seamless functioning of Work-from-Home through individual IT tools & connectivity solutions
- Close coordination with vendors, service providers and channel partners to minimize delivery disruptions

To implement any successful business continuity plan, employees play a crucial role and we take pride in the fact that each and every Redingtonian and our colleagues at ProConnect, our Logistics subsidiary/service provider, have continued to give their absolutely all, in our pursuit to do our very best under the circumstances. We take this opportunity to thank all of our vendors, service providers and channel partners, for their support and understanding.

While there has been some world-wide shipment/production delays, we have made every effort to ensure that there is minimum disruption so far, in executing orders received from

our valued channel partners. We derive an inherent strength through the geographic diversity of operations across different markets. This has provided us with invaluable takeaways/learning that allows us to better address the challenges that we are facing. The strength of our balance sheet helps us in navigating through these tough times, allowing us continued access to Capital at optimum cost. However, the demand situation from partners and their end-customers is fluid and a rapidly evolving one and we will have to see how the situation plays out in the next month or two, to effectively assess the potential impact on our business in the days ahead.

We are preparing ourselves keeping in mind that the “infection-spread curve” is still to be flattened in some of the major geographies that we are engaged in. We are confident that the inherent “adversity quotient” of Team Redington would allow us to tide over this extremely difficult period.

We pray for the well-being of all and hope to address you post our fourth quarter/FY20 results, with renewed hope and confidence, on the back of having successfully tackled the challenges posed by the coronavirus (COVID 19).