List of measures adopted @ Tech M

SUMMARY

PEOPLE

- Awareness session on COVID
- Travel Advisory & restrictions on all Travel
- Rapid Action force teams formed at global & regional level
- Quarantine Measures with Paid leaves
- Tech M COVID App (Self assessment & Doctor consultation)
- Preventive measures at Work place – Fumigation, Thermal Screening, Social Distancing
- Continuous connect with employees – Coronicals, Prime Time @9, Wellness over WebEx, YouDOST, TechMighTea
- Each one House one campaign Launched

GOVERNMENT

- E-PASS facility for COVID-19 Curfew for the Delhi Police
- Heightened support by our team in UP100 providing emergency services to UP
- Technology Support to Govt to enhance contact tracing & Monitoring(Kanpur)
- M&M as opened its kitchen at 10 locations across country for feeding the underprivileged and those in need of food

COMMUNITY

- Mahindra Group started working on Ventilator Project.
- Contribution to Food Banks in US
- Voluntary services by associates across the country – grocery/grain distribution / plant watering / community drives / migrant workers feeding etc.
- Donations for provision of food and essentials through NGO's
- Contribution to Mahindra Foundation fund
- Partnership with Emoha – an elder care where we are providing volunteers and call centre support
- PPE kits distribution to needy

CUSTOMERS

- BCP Plans for all customers.
- Desktop migration, Laptop rentals, Broadband allowance to rapidly transition into WFH.
- WFH - 95% for IT, 60% for BPS
- Continuous engagement with Customers (WSJ & Customized connect programs)

02

ASSOCIATE

Hoping for the best while preparing for the challenges

- Rapid Action Force constituted at Global level to continuously monitor the situation and take decisive actions

- Regional Rapid Action teams are in place across all Locations to monitor the situation on ground

- Emergency Response team (Global Toll Free numbers) has been set up and equipped to handle queries around COVID-19

- Robust cadence - Daily calls with Executive team on Operational readiness. Twice a day review with CPO & COO

04

We were amongst the first ones in the Industry to act

- All International & Domestic travel put on freeze

- Well defined exception matrix for unavoidable travel

- Detailed daily advisory issued covering Travel restrictions, RED countries, Leveraging technology for meetings, Quarantine protocols etc.

- All travelers are being quarantined for 14 days

05

AWARENESS
The first step to contain COVID-19

- Awareness sessions on COVID-19 conducted by Doctors across all Tech M locations in India

- Posters & Standees with relevant information on COVID-19 put up across all vantage points in Tech M offices

- Relevant information is being continuously disseminated by multiple stakeholders (CEO, CPO, Business Leaders & HR leads)

- Our Microsite hosted on intranet, is updated every single day to provide the latest updates on Do's & Dont's, RED listed countries etc.

We scaled up fast to adopt Social distancing norms

- Internal events with large gatherings banned

- NO External visitors being allowed in Tech M offices

- We are encouraging all stakeholders (Internal & External) to leverage technology to conduct meetings

- We have closed down common areas like Gym's and Recreation rooms

- All our Cafeteria's are being operated with maximum 50% utilization…with cordoning off of some areas & revamped seating

07

Between Wellness & Business… we prioritized Wellness

- Associate safety and wellness is paramount…therefore we have enabled work from home with required Client & Security clearances
- All restrictions around work from home have been relaxed till further notice
- We plan to gradually increase the number of Associates' working from home over the next few days
- We have guidelines to protect Associate leaves (if required due to Quarantine or on being infected by COVID-19)

Being Socially Connected…while maintaining Social distancing

- Each One House One campaign launched
- Enables Tech M Associates to open their homes to another Tech M Associate in need of a safe accommodation

In line with Social distancing norms with hosting restricted to the same society / vicinity..

KEEPING THE ENGAGEMENT LEVELS HIGH DURING LOCKDOWN

PRIME TIME @ 9PM

Daily Squashing of Rumours

KNOW RIGHT FROM WRONG

PUNE: WHAT HAPPENED?

THE MYTH

Many of you are aware of a video that went viral on social media, about an unauthorized person entering a TechM office in Pune.

A lady cop barged into Tech Mahindra office at Giga Space in Pune, and accused us of flouting the government rules around the outbreak of Coronavirus in India.

Some sources also said she was a social worker.

THE FACT

She was not a cop, but an external party worker and she trespassed and threatened our staff.
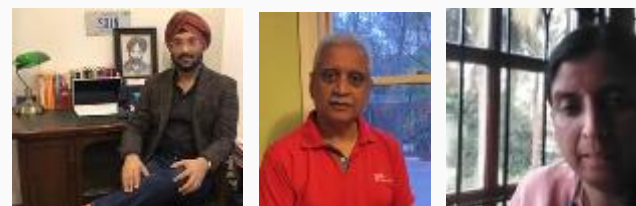
As IT companies delivering to essential services we were exempt from the shutdown declared and office was functional with minimum staff, maximum safety measures and with due permissions.

We have not violated any laws.

Live Microsite

Latest update on CoronaVirus | Frequently Asked Questions | What is TechM Doing? | What Should You Do? | Action Items For Project Managers | Emergency & Important Contact | Q&A on Coronaviruses (COVID-19)

Coronavirus (COVID-19): All that you need to know as a TechMighty

Daily Leader videos

Daily Customer Kudos

WHEN CVS HEALTH AND BNFS RAILWAY PRAISED TECHM FOR GOOD WORK

- Regular Leadership Connect Programs with every geography
- Daily Leadership calls with HR, location council & Business
- Leveraging the time for Leadership Development of Top 300 leaders through a Virtual Development Program called Chrysalis

- TECHM CORONOCALS – a daily newsletter launched post the lockdown with an objective to keep all TechMighties Connected, Engaged & Focused

- The newsletter is multidimensional with the following broad sections:

STAY ASSURED *Messages from key leaders*	**KNOW RIGHT FROM WROG** *Quashing rumours & stating facts*	**UPGRADE YOURSELF** *Curated Courses on picking up new skills*	**UPDATE YOURSELF** *Latest updates with Tech M's readiness plan & links to authenticated sites*
MEDIA COVERAGE *Comprehensive digest on Tech M media coverage*	**SOCIAL MEDIA UPDATES** *Real stories of how TechMighties are fighting COVID-19*	**MAINTAIN FOCUS** *Best practices on WFH & a platform to share personal experience*	**STAY TUNED IN** *All key policies & Contact details for Emergency Response Team*

Tech M COVID-19 App

TECH4GOOD

Virus 0: 1 app

- Information on COVID-19

- Self-Assessment (symptom driven checklist and other social factors)

- Video consultation facility with a Doctor in case of suspected symptoms

  - 2 dedicated doctors are assigned in 2 shifts between 9 AM – 8:30 PM(IST).

  - Associates need to express interest on the app for consultation…and they will be assigned a que no & Consultations to happen on a First in First out basis

- Tie ups with few hospitals to provide COVID-19 healthcare

12

Our Support staff has been adequately equipped as we prepare to fight this out..

- Special training sessions have been conducted for Support staff

- They have been equipped with Face Masks, Gloves & Sanitizers as they go about their duty in keeping our workplace secure

13

Measures to keep our offices safe & secure

- 75+ CONTROL POINTS with Thermal scanning operationalized at entry and exit points across Tech M offices (India)…35,000+ Associates being scanned daily

- Hand sanitizers have been kept at all Floors & Common areas

- All Offices & Guest houses stocked with adequate supplies of medicines, food rations, sanitizers, disinfectants etc.

- All our offices are regularly being sanitized and disinfected

- All Buses ferrying Tech M associates are being sanitized daily

CUSTOMER

We remain committed to safeguard the interests of our Customers'

- BCP activity for all Accounts has been taken up on war footing

- Standard collateral on Tech M's response to COVID-19 has been shared with all SBU Heads to ensure consistent and proactive messaging to our Customers

16

Here is a sneak peak into our BCP Actions..

1 Global Business Continuity Governance

- **Organization Overlay Contagious Illness Strategy** for all business units
- **Lighthouse** – Enabling project managers transition to responsive plans
- **Drills** – Schedules, Monitoring, Support for project managers
- **Resource Impact Analysis** to capture mass absenteeism mitigation
- Account Level Plan Templates

2 Event Management

- **Continuous Engagement** with business units and crisis management teams
- **24/7 COVID-19 Employee Help Desk** & ongoing governance
- **Regular notifications** across the COVID-19 event
- **Activation of BCP levels & Work from Home** model

Enabling Associates' to Work from home…without disruption

1 **Laptops – To Rent**

Allows Associates' to rent laptops to Tech M while getting an attractive monthly allowance

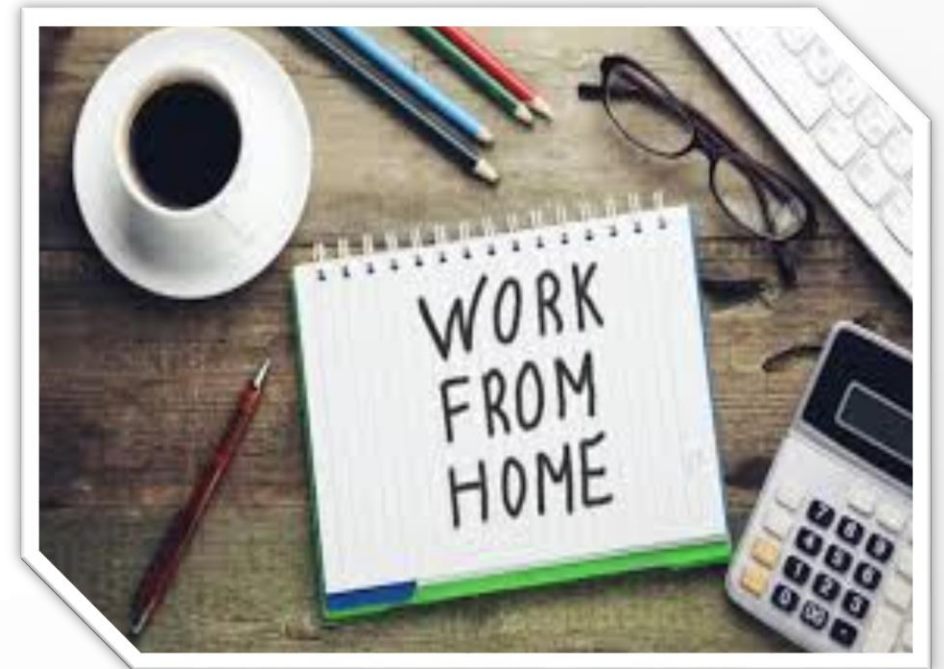Enables Tech M to overcome the laptop shortage in the market

2 **Desktops – To take home**

Tech M Desktops are being moved to Associate homes

Cost of Desktop movement reimbursable to Associates'

3 **Bandwidth – Freed up**

Associates opting for WFH entitled to a Monthly allowance for High speed Broadband connection

18

TECH M New LOGO – Distant But Connected

To show the external world how we adjusted to the crisis, we decided to give our logo a slight twist for a brief period of time. From today, our logo will feature the following changes:
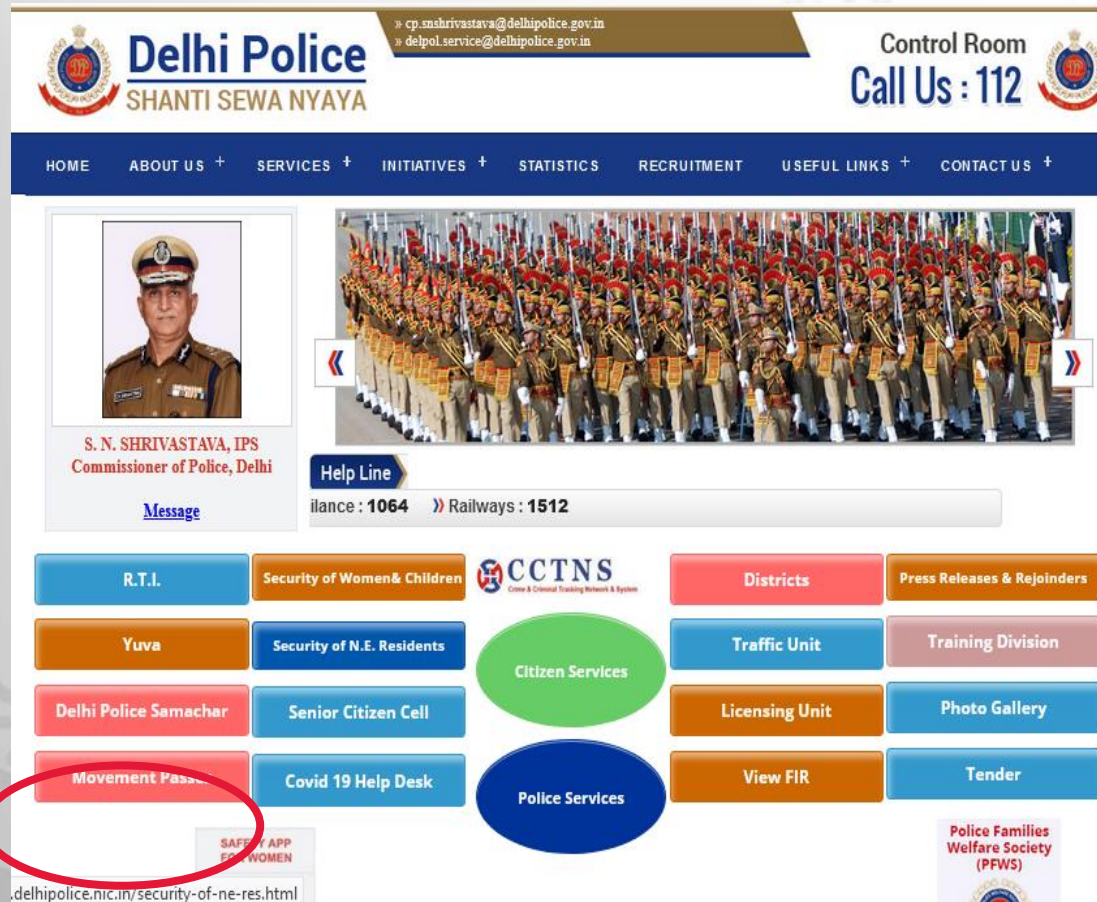
- The letters in **TECH** are spaced out to show that we are following **social distancing**.

- The **"E"** in **TECH** is enclosed within a **home** to show that we are working from home to deliver on our commitments.

GOVERNMENT

E-PASS facility for COVID-19 Curfew has been launched

Initiatives to help Govt. of India during unprecedented threat of COVID-19 in India

DELIVERED IN 48Hrs.

What's New - Online downloadable version of Movement Pass for the citizens of Delhi NCR.

Old Process to issue Curfew/Movement Pass – It was only a paper based curfew pass for which people need to stand in long queue and wait for 4-5 days min.

How Movement Pass/eCurfew pass developed by Tech Mahindra will help Citizens - Delhi/ NCR Citizens can log on to Delhi Police website https://www.delhipolice.nic.in/ and download the pass within 30 min. subject to the approval from the respective district DCP. (This step is taking longer time- sometime 24 hour.)

Next Phase - Gurgaon, Ghaziabad, Noida, Faridabad etc locations shall be covered

Lending a helping hand to Government to combat COVID

- M&M prepares ventilator prototype in 48 hours

- Heightened support by our team in UP100 providing emergency services

  to UP

- Technology Support to Govt to enhance contact tracing &

  Monitoring(Kanpur)

- Mahindra Holiday resorts getting converted into quarantine beds

- M&M as opened its kitchen at 10 locations across country for feeding the

  underprivileged and those in need of food

SOCIETY

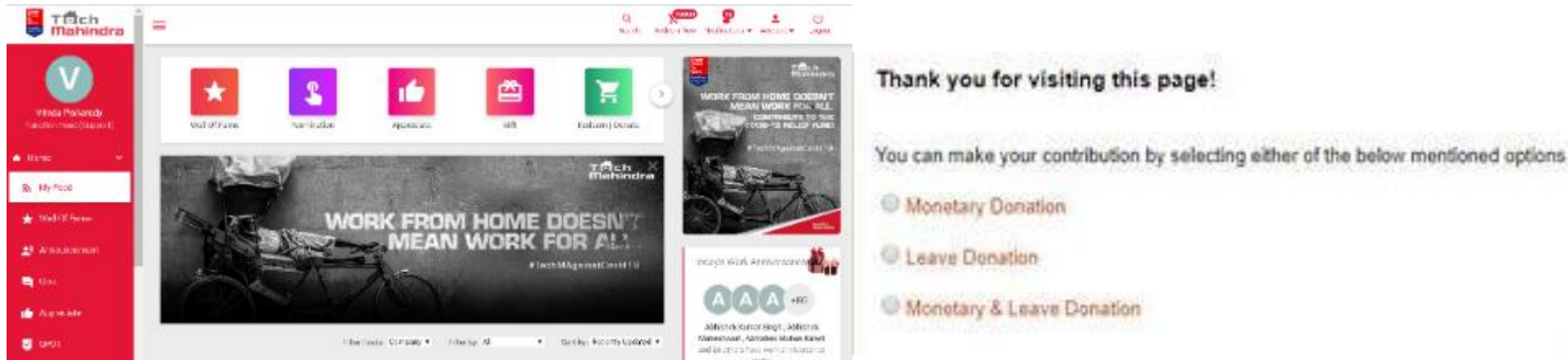# And Maintaining Contribution towards the Society
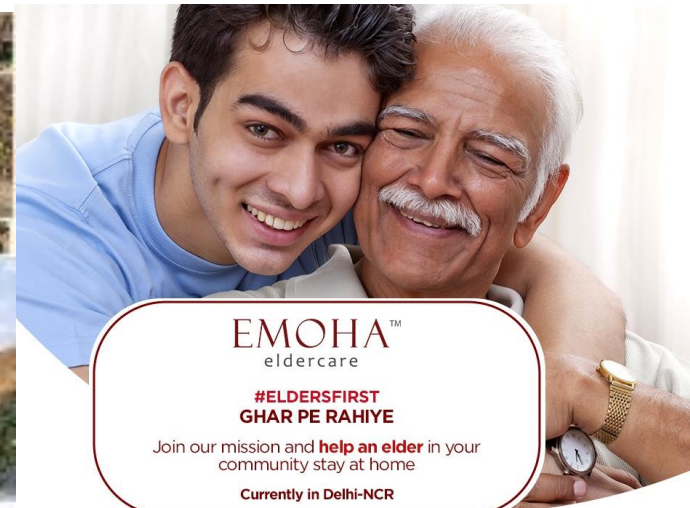
Donate your awards

Donate your Leaves

Donate your Salary

Fund Collection

Associate contribution through cash, leaves or reward points to Mahindra Fund

Voluntary Drives by Associates

Volunteering

Providing Care for Elderly stuck at home

Caring for Trees

Food Drive

Thank You!

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