Date: March 19, 2020

National Stock Exchange of India Limited
Exchange Plaza
C-1, Block G, Bandra Kurla Complex,
Bandra (E), Mumbai-400051

NSE Symbol: SIS

BSE Limited
Phiroze Jeejeebhoy Towers
Dalal Street
Mumbai-400001

BSE Code: 540673

Dear Sir/Madam,

Sub.: Update – COVID-19

Please find enclosed an update on the strategy put in place by Security and Intelligence Services (India) Limited to tackle the dynamic and evolving nature of the pandemic Covid-19 and the initial Business Impact Assessment.

This is for your information and records.

Thanking you.

Yours Faithfully,
For **Security and Intelligence Services (India) Limited**

Pushpalatha K
Company Secretary

SIS – Update on Covid19

March 18, 2020

First Line of Defence



Medical screening

- We are living in extraordinary times and within a span of weeks, the social and economic climate across the world has been upended.

  Covid-19 has started affecting India a a bit late compared to other countries, but at SIS we have had the benefit of learning from our group companies in Singapore and Australia on the communication and prevention protocols to ensure that our employees and customers are supported and cared for. We were prepared well ahead with the continutiy plans.



Training session underway

- **COVID Strategy:** There is a 4 stage graded response system that we have put in place to tackle the dynamic and evolving nature of the pandemic. The graded action plan covers all 4 dimensions of our business:

  - *Office staff* – We have done a 360 degree communication covering online and offline media to ensure that our employees are aware of the measures to keep themselves, their famlily and the society safe.

  - *Frontline staff* – Training cascaded down to the billing employees who, apart from the safety and precautions orientation, are being trained on additional services needed by customers.

  - *Customers* – SIS is the first port of call for customers as they are having additonal service needs whether on security or facility management and we have geared up our training and procurement engines to support the customers.

  - *BCP* – We have created 20 security hubs and 10 facility management (FM) hubs at major metros and network cities for aggregating supplies and PPE for servicing our customers. Our finance and supply chain teams are working overtime to meet the enhanced demand for sanitation and cleaning products and PPE.



Additional cleaning at airports

STANDING WITH CUSTOMERS

Supporting additional needs of customer beyond scope of work

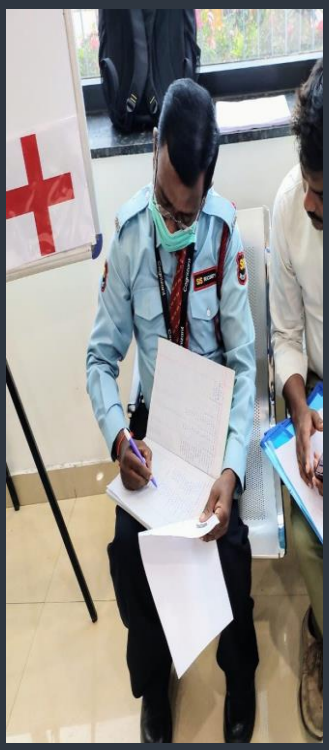
RETRAIN/ REDEPLOY

Training employees on additional services to meet diverse contingent needs of customers

Update on Covid19 (cont'd.)

March 18, 2020

Initial Business Impact Assessment



Medical room assistance



Disinfecting offices

a) *Security* - SIS is **the first line of defence** for our customers and we are going beyond the call of duty to service our clients
   - Setting up medical screening points
   - PPE supplies as required
   - Additional workers – for managing queues, testing
   - Retraining and redeploying employees on a massive scale



b) *Facility Management* - The crisis has reinforced the need for hygiene at both the personal and institutional level and SIS is at the **forefront of hygiene assurance**
   - The intensity of cleaning and sanitation has gone up and we have had to provide more manhours/ manpower to serve the demand surge
   - Despite the steep rise in demand for PPE supplies and chemicals – our relationships with the vendors have helped us stock and supply materials without any disruption in service
   - Disinfection and fumigation services seeing additional demand
   - Clients banking on SIS to be a partner who can handle daily exigencies with continuing engagement at senior levels

c) *Cash Logistics* - Banks are having to ensure more cash in the system as citizens are keeping more cash as an emergency measure. **Cash in circulation has shot up** over the past few weeks. SIS has amongst the largest vault capacity in the country which is seeing enhanced utilisation.

d) *International security* – Singapore has handled the crisis very efficiently with a lot of advance precautions and minimal disruption. Australia has had some some events being cancelled over the past few weeks like the Formula 1 for which we are going to be paid. We have no major event contract that is due for execution. We have also seen additional surge work across both Australia and Singapore.

Summarising, though there have been individual segments that are seeing stress like retail, leisure and entertainment – these form a small portion of our overall business (less than 5%) and our additional services and surge demand in other segments like healthcare for instance. should more than compensate for any shortfalls there. We are sanguine about our current customer base and service requirements. However the jury is still out on the future demand and that depends crucially on how the next month or two pan out. Until then SIS will continue to service any additional customer requirements that might be needed while keeping our employees health and safety top priority.