



SUNDARAM FINANCE

Enduring values. New age thinking.

SEC:040C:20-21/SS

August 12, 2020

The Manager - Listing
National Stock Exchange of India Limited
Capital Market – Listing
Exchange Plaza, 5th Floor
Plot No. C/1, G Block
Bandra-Kurla Complex
Bandra (E), Mumbai 400 051

Dear Sir,

Sub: Submission of disclosure of Covid – 19 pandemic impacts

We enclose disclosure of material impact on Covid–19 pandemic with reference to SEBI circular No. SEBI/HO/CFD/CMD1/CIR/P/2020/84 dated 20.05.2020

Thanking you,

Yours truly,
for Sundaram Finance Limited

P. Viswanathan
Secretary & Compliance Officer

Encl:

Sundaram Finance Limited



Evaluation of COVID -19 Impact		
	heads of information	SUNDARAM FINANCE LTD'S RESPONSE - 12th August 2020
(i)	Impact of the CoVID-19 pandemic on the business;	COVID 19 PANDEMIC HAS AFFECTED ALL NBFCs - THE DETAILS OF THE IMPACT ARE AVAILABLE IN THE VARIOUS ANNOUNCEMENTS MADE BY RBI AND FINANCE MINISTRY
(ii)	Ability to maintain operations including the factories/units/office spaces functioning and closed down	AS ON DATE WE HAVE OPENED OPERATIONS IN 507 OF THE 606 BRANCHES
(iii)	Schedule, if any, for restarting the operations	As and when Announcements releasing the lockdown are made by respective Governments, other branches would be opened gradually
(iv)	Steps taken to ensure smooth functioning of operations	A "work from home" policy has been put in place to ensure that the service to customers/depositors goes on smoothly without any interruption and the continuity of operations is ensured. BESIDES THE WORKFROMHOME POLICY, a detailed Admin SOP was prepared and circulated to all for smooth functioning of Operations. (Copy enclosed) - our concern mainly is the safety and health of all employees, customers and those come in contact with us -
(v)	Estimation of the future impact of CoVID-19 on its operations	It is difficult to exactly estimate in view the various uncertain factors that determine the future impact.
(vi)	Details of impact of CoVID-19 on listed entity's capital and financial resources	kindly refer to the Annual Report of the Company for FY 2019-20 in our website www.sundaramfinance.in
	(a) Profitability	It is very difficult to exactly estimate in view the various uncertain factors that determine the future impact.
	(b) liquidity position	Comfortable
	(c) ability to service debt and other financing arrangements	we have paid all the maturities of deposits/debentures and other borrowings on date of maturity or in some instances much earlier. All interest commitments met either on the due date or well before that
	(d) assets	Comfortable
	(e) internal financial reporting and control	periodical MIS being made available to middle and senior management to chalk out plans depending upon change in the status
	(f) supply chain	Not applicable
	(g) demand for its products/services	The business was in low key in the month of Apr / May. However, it picked up in Jun 20, in line with the sale of auto sector. We have seen around 40% regular trend in Jun. Seen further improvement in July 20.
(vii)	Existing contracts/agreements where non-fulfilment of the obligations by any party will have significant impact on the listed entity's business	Moratorium had been extended to all eligible customers, in line with the RBI Guidelines. Considering the uncertainty of customer's behaviour post moratorium and taking into account the overall stressed economic situation in general, the company, based on its estimates and judgments specific to the COVID-19 pandemic, has provided for possible credit loss in respect of loan receivables.
(viii)	Other relevant material updates about the listed entity's business.	Nil


Sundaram Finance Limited

Work From Home Policy

1. Objective

The Work from home policy has been designed to ensure that both employees and our company will benefit from these arrangements

2. Scope

This policy applies to Full Time Employees whose primary work location is Home.

3. Guidelines for Work from Home:

- The option to Work from Home is not a right and is provided to employees only after due consideration of the specific business need.
- Work from Home needs to be approved, in advance, by the D(O) & MD based on business justification.
- The approval shall be valid for a specific period, not exceeding 6 months. If the requirement for Work from Home persists after the approved period, the same approval process shall be followed.
- The Reporting Manager, in consultation with Functional Head, should agree with the employee on the Work from Home timings and track the employee for both deliverables and availability for performing the work.
- Functional / Department Heads are required to send the list to HR on or before 25th of every month confirming the list of employees who will be working from home the next month.
- Employees can opt for flexible work timings starting from 8.00 a.m. onwards and report for work. Typically, this could be 1 hour before and after normal office hours ie., 9.00 a.m. to 5.30 p.m. For example,

Shift	Shift Start time	Lunch Break	Shift End time
A	8.00 a.m.	12.00 p.m. – 12.30 p.m.	4.30 p.m.
B	8.30 a.m.	12.30 p.m. – 01.00 p.m.	5.00 p.m.
General	9.00 a.m.	01.00 p.m. – 01.30 p.m.	5.30 p.m.
C	9.30 a.m.	01.30 p.m. – 02.00 p.m.	6.00 p.m.
D	10.00 a.m.	02.00 p.m. – 02.30 p.m.	6.30 p.m.

- Employees once opt for a particular shift timing, they can opt for another shift timing only in the next month.
- Employees are required to be present between 10.00 a.m. and 4.00 p.m. which is “Core Office Timings”.
- Any login post 10.00 a.m. will be considered as late / leave, as per company policy, unless the employees were on official work / tour / training in which case they are required to regularise their attendance in the HRMS.
- Employees are required to use the HRMS “Sign in” and “Sign Out” option to record their attendance. Whenever, employees avail personal leave / permission, they will continue to

follow the existing Company Policy, applicable to them, to apply leave / Permission in HRMS.

- The employee must be logged on to the system and be available for any calls and work during the agreed shift timing. If the employee is not available for any part of the shift time, the same should have been intimated to the Reporting Manager in advance.
- The employee will be required to make available a suitable space in their home, which will allow for undisturbed working. This includes furniture (table and chair), which would be suitable for long periods of computer work.
- If the employee is required to attend office for internal / external meetings / reviews etc., they will be given advance notice and they are expected to attend without fail.
- If the employee has an approval to work from home but is required to visit a client or other office, then their business expenses can be claimed, as per company policy, considering their home as base.
- The employee is required to sign a Non-Disclosure Agreement and shall be bound by the terms and conditions mentioned therein.
- The employee is required to ensure that all Security and people policies (Refer SFscape for details), applicable to all employees are 100% complied.

4. Broadband / Dongle Allowance:

- The employees Working from Home will be paid a sum of Rs.500/- (Rupees Five Hundred only) per month towards broadband / dongle allowance.
- This allowance is applicable only for those employees who are not provided with a Company Mobile / Data Card / Reimbursement of Home Telephone / Broadband connection.
- This allowance will be reviewed and revised, once in 6 months, considering the market tariff for a 2 GB / day data plan.

5. Bring Your Own Device Allowance (BYOD):

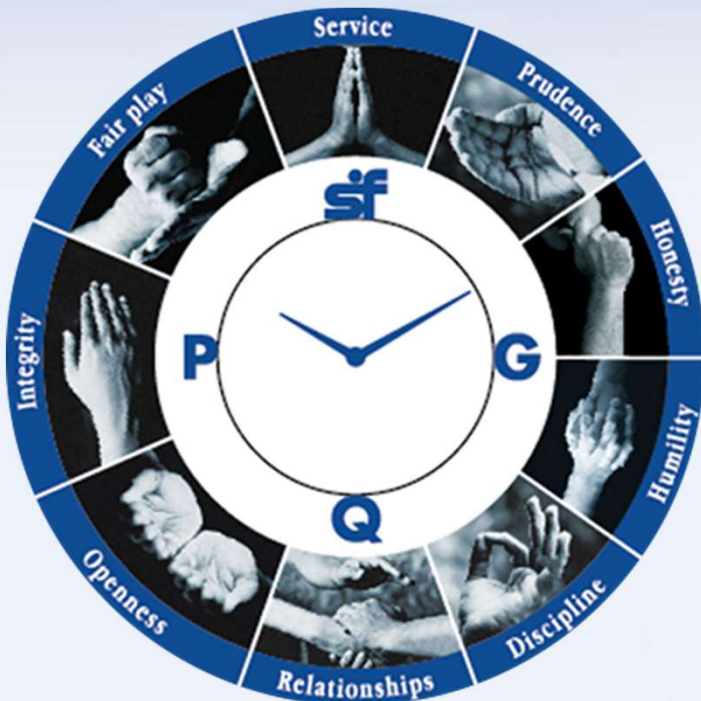
- For those employees who are on a work-from-home plan as mentioned in 3, and are not provided with a company owned asset but are using their own Desktop / Laptop for official purpose, a sum of Rs.1,000/- (Rupees One thousand only) per month will be paid for the period they work from home.
- This allowance will be paid to the employees, based on the list received from the Respective Functional / Department Head and verified by SIS/IMS.
- The employee will follow the guidelines laid out in the Company's Information Security Policy. The employee shall ensure that proper security / anti-virus software is installed in the device as per the Company requirement.
- Company reserves the right to confiscate, audit or inspect employee-owned devices; manage the device and the business applications running on it (e.g. from a central management console); enforce technical security controls such as access control, malware protection software and encryption; monitor, access, manage, recover or delete business apps and data on employee-owned devices; remotely delete all business information in the event of a security incident, if the individual who owns the device leaves the organisation or the device is lost or stolen.

- When user leaves the company, user should make sure the access to company data is completely stopped, user should bring the device to the company and the Technology Team need to wipe out permanently all the company related data from the device.
- Company won't guarantee all the devices will work as per the user's expectations and won't trouble shoot these devices. This responsibility will be entirely with the employee.
- If the company identifies that the device is not used as per the company usage policy, company has the full right to wipe out the entire device.

6. Effective Date

- The Work From Home Policy comes into effect from July 01, 20.

The Company reserves the right to modify, withdraw this facility, at any time, without any notice to employee(s).



Growth • Quality • Profitability



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Back to Office

Guide to Managers on Admin SOP



General Checklist

- No offices in any zone to be opened until receipt of State Govt Notification / approval from Govt Authorities, if any.
- Sanitisation activity to be completed prior to opening the office

General :



- Check Local conditions & area classification
- Check availability of employees with personal transport
- Avoid employees attending office from red zone
- Usage of public transport (train , bus and share autos) should be avoided



Entry to Office :



- Temperature screening of employees should be done if the headcount including associates and flexi is more than or equal to 15
- Self declaration form should be collected from the Employees visiting for branches where HC < 15
- Society/ building association/ landlord to be intimated in advance , wherever necessary





General Check List contd..

- Clear schedule to ensure that not more than stipulated employees are present at any given point of time
- Weekly schedule of the employees attending office to be shared in advance with Ahs / HR / Admin
- Usage of Arogya Setu App by all employees
- Copy of the acknowledgement letter of permission to be shared with
 - All employees in branch
 - AH & HR
 - Local Police station, if need be.
- ID card, sanitizer, gloves, masks, helmet and water bottle to be carried by employees while travelling on official work.
- Driver and Admin / BM to ensure that the office car is disinfected before and after use.
- No person to be seated next to the driver and not more than 2 passengers are allowed to travel in the car
- Avoid touching things when you go to public / customer place.





House Keeping & Security Personnel: (wherever applicable)

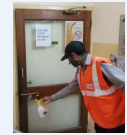
- Persons from hotspot / containment area are to be avoided
- Before entering the office HK / Security personnel should sanitize their hands
- Name, address and contact number of HK / Security person to be entered in the register available in the security desk / reception
- HK / Security service personnel must wear mask and hand gloves
- Additional HK staff may be deployed in shifts at RO / Large Offices as intense cleaning is required.
- The HK / Security persons need to be educated about usage of reusable mask and disposal of used masks.
- Additional masks for HK / Security personnel may be kept in the Office for emergency use.
- Telephone and the furniture in the watch and ward area should be cleaned and sanitized at the end of every shift.
- Floor mats needs to be cleaned and sanitized every day
- The floor cleaning mob and other materials needs to be washed properly and dried in sunlight daily
- Dust bins needs to be cleaned at regular interval



Work Area



- Continue the present arrangement of providing hand sanitizer in each floor/ wing
- Floor area to be sanitized using Lizol / Domex/ Dettol
- The handles of commonly used doors are to be sanitized at regular intervals
- Security guard in the respective floor should open the door during entry and exit of the employees
- Use forearm to open the doors as much as possible
- Wherever possible, passage / cabin doors may be kept open
- Furniture & work stations to be sanitized daily (chairs and tables)
- Employees may be advised to drink hot water and use their own water bottles & coffee mugs
- Awareness signages / posters with regard to Covid -19 may be displayed



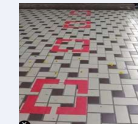
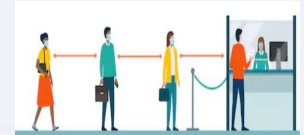
Work Area contd..



- Arrange seating of staffs in such way to maintain the recommended social distancing norms
- Employees / Cashier to maintain social distancing norms while interacting with the customer, collecting documents / cash and sanitize his hand after each transaction
- Ensure only one customer is allowed inside the office / branch at a time. Others may be provided seat at the Reception Area ensuring Social Distancing Norms.



- A marking may be provided on the floor outside the Cashier cabin where the visitor can stand and interact with the Cashier
- In larger branches, provide for Q with markers at 6 ft.



- Staffs may be advised to use mask. Addl. mask for Visitors / office boys may be kept in the Company
- ERT (Emergency Rescue Team) members at HO may be involved for monitoring the arrangements.



Work Area contd..



- The Floor AC temperature may be set between 24°C to 26 °C
- The AC filters should be cleaned, once in a week & the common area AC remotes should be operated by a select staff and not by all
- Wherever possible, windows in all floors / cabins may be kept open to allow entry of fresh air
- Usage of lift may be avoided, as much as possible. If not possible, only 2 person should be allowed in the lift, Lifts should be sanitized 4 times a day
- Employees are advised to work only in the system allocated to them and use of other's system may be avoided. In unavoidable situation, clean the system with damp cloth / tissue prior to use. Sanitize hands after use.
- The taps in the water dispensers should be sanitized 4 times a day
- Water dispensers in the floor may be kept without glass. Employees can use their glass for drinking water
- Intercoms need to be sanitized at regular intervals



At Pantry (as applicable)



- Entry may be regulated and social distancing to be followed
- The support staff must wear mask and hand gloves
- The support staff / Vending machine operators are to be screened every day and follow the guidelines applicable to other staff
- All the utensils are to be sterilized in hot water before their regular use
- After office hours, the pantry needs to be cleaned / sanitized and kept dry. Waste to be kept in closed bins and removed prior to leaving office.
- Consuming tea / coffee/ food in pantry to be avoided
- Water cans / bubble tops / milk pockets needs to be cleaned prior to use.



Dinning Hall (wherever applicable)



- The door handles needs to be sanitized regularly
- The floor needs to be cleaned with Dettol / lizol / domex at regular interval
- Taps needs to be sanitized regularly
- The windows in the dinning hall needs to be opened regularly to allow fresh air
- The tables and chairs needs to be sanitized regularly
- Staff may be advised to sit in alternate seats.
- Each floor / department may be allotted specific time for lunch
- The food waste needs to be cleared immediately after the lunch time
- The dustbins in the dining halls are to be provided with lid
- Staffs may be advised to bring their own water bottle
- Group gathering of staffs during lunch break may be avoided
- Door in the dining hall should be kept opened during lunch time



Rest Rooms



- The existing arrangement of providing liquid soap in the rest room to be continued
- All the sanitary wares needs to be cleaned at regular intervals (every one hour)
- The taps, health faucets, flush tank nobs needs to be sanitized at regular interval
- Spitting of tobacco products, bubble gums and smoking is strictly prohibited, if required signage may be displayed.
- The rest room doors, handles, knobs are to be sanitized at regular interval
- Mops and other cleaning materials used in the rest room needs to be kept separately and they need to be washed properly and dried in sunlight
- Usage of towels in rest rooms may be avoided
- The exhaust fans in the rest rooms needs to be functional through out the office hours
- The external tower bolt in the door at closet area may be removed



Mail Room / Stationary Room & Vehicle Parking Area (as applicable)



- All vehicles entering the office should be sanitized at the entry point
- Collection and dispatch of couriers should be in a specified area
- The covers should be sanitized before handling
- Mail room staff should wear mask and gloves during the working hours
- Alternate arrangement may be explored (eg. Email confirmation) instead of getting signature in the dispatch register





STAY SAFE!

In case of any clarifications / consultations do reach out to
your Manager / HR Business Partner / Muthu Kumar, Admin @ Corporate Office



Sundaram Cares