

Dear Esteemed Partner,

In view of the spread of Coronavirus (COVID-19) across the world, we at Birla Cellulose have taken preventive measures that ensures compliance with the local health agencies and other government authorities across all our manufacturing and office locations. We are taking additional measures as detailed below to ensure well-being of our people and associates while ensure an unhindered service to all our customers.

All our plants are working at full capacity & we have ensured adequate coverage of raw material and supplies. We are also in close coordination with the shipping lines to ensure the supply of the fibre is managed in time.

Initiatives at our Manufacturing Units:

- ✓ Developed Unit level crisis management plan properly defining roles and emergency action plan
- ✓ Awareness sessions to employees & business associates in local language - explaining personal hygiene, early symptoms and precautions (awareness and education campaign in all Units to covering employees including contract workmen)
- ✓ Display of posters for personal hygiene practice, COVID-19 precautions at prominent locations
- ✓ Screening form and undertaking from contractors and sub-contractors on health and travel history
- ✓ Screening/checking body temperature persons who are entering campus
- ✓ Availability of doctors & para-medical staff (24/7 hours) for emergency and required support and tie up with the local hospitals for immediate support
- ✓ Inventories of essential items such as Hand Sanitizers, Soaps, protective masks, water, food etc.
- ✓ Disinfection of common areas such as restrooms, eating rooms, offices, doorknobs etc. & increased frequency housekeeping of common facilities and washrooms
- ✓ Restriction on travel for own employees (Business & Personal) - All international travel has been banned, domestic travel permitted only in case of essential and business critical reasons with approval of business head
- ✓ Enforced self-quarantine in case of any employees/ returning from abroad even from personnel travel including close family members
- ✓ Travel and visit restriction to suppliers/ vendors at unit, use of VC and teleconference meeting for discussion
- ✓ Cancellation of all events including mass gathering
- ✓ Monitoring of local environment & situation in unit (ongoing basis) in adherence with government advisories & local health authorities
- ✓ Primary Isolation Ward and safe transport facilitates with infrastructure to manage suspect cases
- ✓ Screening/checking body temperature periodically for all residents at inside & outside Colony including schools & contract workmen facilities
- ✓ Daily updates to head office Crisis Management team on suspected/ ongoing/ confirmed cases and action taken

Initiatives to Maintain Business Continuity:

- ✓ Ensured adequate cover of imported raw materials and supplies
- ✓ Sourcing of alternate supply chain for critical items affected in geographies like China, Italy and Thailand etc.
- ✓ Step wise monitoring of movement for import logistics and shipments
- ✓ Educating suppliers and contractors on preparedness of COVID-19 and their back-up plans
- ✓ Availability of support and critical staff for business continuity
- ✓ Identifying/ documenting cases scenarios for sustainability of the Business

In order to prevent any future disruptions in movement of goods, we request all our customers to place their requirement at the earliest as this helps us to plan the production and supplies better.

We wish good health and safety to all of you, your family and friends. Together we shall see thru these difficult times. For any query, please immediately get in touch with your account manager.

Regards,

Rajeev Gopal

Global Chief Sales & Marketing Officer, Pulp & Fibre Business,

Birla Cellulose, Aditya Birla Group

