

March 30, 2020

The nationwide lockdown, as announced by our Hon'ble PM, is an important step towards fighting COVID-19 collectively. As mentioned in his address to the nation yesterday evening, all essential services will be continued and necessary arrangements will be done.

As a responsible corporate, Tata Steel continues to work with the respective state governments and district administrations to help in this hour of crisis.

#### **Business Continuity**

The Company is following the Government directives & guidelines on social distancing, ensuring safety of all stakeholders and the community around its areas of operation. Majority of the employees have been advised to work from home across locations in the country.

It has been notified and clarified by the Govt. of India and the respective State Govts. that Mines, Steel, Coal, Power, Fertilizers etc., under Essential Services and Process Industries where the continuous operations of the plant facilities are important, are also exempted from the lockdown measures and will continue to operate. Basis the clearances given, specific guidance and instructions received from the respective district administrations have been issued to the operating plants and mines.

As a responsible corporate citizen, we will minimise the operating footprint and have minimum number of people working in our operating plants and mines.

#### **Health and Safety Measures**

In view of the rapid spread of suspected/confirmed cases of COVID-19 (novel corona virus) being reported in several parts of the country, it has become imperative that we continuously take steps to ensure health & safety of all.

We have put in place several proactive measures to deal with COVID-19:

1. Travel advisory on **suspension of all international and domestic business travel** of employees. The suspension of overseas travel and domestic travel--either by air, train or road--has been enforced till further notice.
2. All employees with **overseas travel history** (either for self or any of their family members), especially to countries like China, Hong Kong, South Korea, Japan, Italy, Thailand, Singapore, Iran, Malaysia, France, Spain & Germany over the last 14 days have been advised to undergo self-imposed quarantine/home isolation for a period of 14 days from the date of their arrival with an intimation to their respective head of the department and GM (Medical Services), Tata Steel. They are allowed to avail Work from Home as per the policy guidelines. Self-

imposed quarantine/home isolation norms are governed by the guidelines of home quarantine issued by the Government of India, Ministry of Health & Family Welfare, Directorate of General of Health Services.

3. The Company has **imposed restrictions** on mass gatherings, events, get-togethers, mass meetings.
4. **Vendor partners** have been requested to restrain from visiting Tata Steel premises other than for normal course of business. All visitor gate passes, physical meetings, non-essential plant visits, non-essential visits to Procurement, Finance & Accounts and any other agency need to be minimised and done using digital platforms like Phone, Email, Video Conferencing. etc.
5. **Restriction on visitor's entry** to Tata Steel offices and plant has been imposed. The employees have been instructed to connect with vendors, suppliers, customer and partners virtually using available tools wherever possible.
6. **Regular sanitisation** of all control rooms, cleaning of floors and facilities across offices/ plant areas/ canteens/ cafeterias have been initiated. Hand sanitisers have been placed in all the offices and in conference rooms. Sanitisation of all the duty buses are being carried out twice a day. Housekeeping staff have been provided with disposable masks and gloves to drive hygiene.
7. Employees have been instructed to **refrain from using any mode of public transport** and are being encouraged to pool-in their private vehicles for commuting to/from their workplace, wherever feasible. In case this is not feasible/ workable, employees will be extended **Work from home (WFH) / special leave** as applicable. For vendor/ outsourced employees this may be granted by the concerned employer.
8. All **expecting mothers** are required to Work from Home (WFH) /avail Special Leave, as the case maybe, with immediate effect, till further notice. This is also applicable for the expecting mothers engaged with any of our registered vendor as an outsourced resource.
9. The Company is **disabling the biometric system-based attendance** recording; only RFID based monitoring will be continued. Digital information Kiosks across the Company have been disabled.
10. **Drive employee awareness** on Covid-19 through internal messaging on intranet, billboards, posters and other communications channels. Posters highlighting Do's & Don'ts and hand washing techniques have been put up across prominent places including buses, canteens and more.

11. **Small group awareness sessions** with various stakeholders (community people, school children, employees and their families/security staff, etc.) are being carried out.
12. **A helpline number** and a query link has been created for employees for addressing queries of employees and their families on real-time basis.
13. **Medical advisories** are being issued to employees and their families by GM (Medical Services), Tata Steel on a regular basis.
14. COVID-19 **Medical Task Force** has been formed to review the medical preparedness (in terms of availability of PPEs, setting up of quarantine centres, isolation wards, training of doctors and other medical logistics) of Tata Steel hospitals in Jamshedpur and in Raw Materials locations across Jharkhand and Odisha.
15. **Creche services** across Company locations have been temporarily shut down. Accordingly, employees whose child/children avail the creche services at any of the Company location may avail Work from Home (WFH)/ Special Leave till further notice. This is also applicable for employees engaged with any of our registered vendor as an outsourced resource. Accordingly, paid Special Leave may be granted by the concerned employer.

### Employee Engagement

Tata Steel Foundation has launched **Project 'FarRishta'**, a **digital volunteering initiative** for employees across Jamshedpur to engage in three areas of counselling, teaching and guiding – while staying at home.

Engage with the younger lot from *Masti Ki Pathshala*, bridge school run by Tata Steel Foundation, engage with the elderly from *Ashirwad Bhavan*, an Old Age Home in Jamshedpur and support help-seekers from *Jeevan*, a Suicide Prevention Center through various activities, are some of the initiatives taken to engage employees in this lockdown period. As on date, seven volunteers have already clocked in seven hours engaging 92 students and 24 elders engaged through audio/video Call.

The Company has developed various **E-Learning Modules across various disciplines** to keep employees engaged during this period. The modules are also available for employee wards.

### Medical Facilities

Regular **medical advisories** are being generated from Medical Services of Tata Steel. A team of doctors across all locations have been trained to take care of COVID-19 cases and numbers of these doctors have been shared with all employees. **Details of testing facilities** across all Tata Steel locations have also been shared with employees.

**Medical facilities for COVID-19** have been created in all the hospitals of Tata Steel across its manufacturing units and mining locations in the states of Jharkhand and Odisha.

TMH Jamshedpur has curtailed the OPD services and has created special emergency facilities for repeat medicines through telephonic appointments and online/telephonic booking. A **COVID-19 Screening Room** has been created with online booking appointment provision for Jamshedpur citizens. **507 Isolation beds and 77 Critical Care Beds** with invasive and non-invasive ventilators is in the process of being set-up at TMH, Jamshedpur.

Besides the augmentation of facilities in Jamshedpur, the Company is also geared up to enhance services in the state of Odisha by providing for **500 bed isolation facility at various locations**. 150 bed isolation facility at Tata Steel Medica Hospital along with ventilator beds at Kalinganagar, Rs 6 crore funding for 100 bed quarantine centre at N.C. Autonomous College, Jajpur, partial funding and setting up of 200 bed hospital building at Gopalpur for Odisha Government and 50 bed isolation facility along with ventilator beds at Tata Steel Hospital, Joda are on the anvil.

In Jharia, West Bokaro and Noamundi, the Company has created isolation facility with Critical Care Facilities for COVID-19.

#### **Employee Helplines**

**Employee query link** has been created for addressing issues on COVID-19. These queries are addressed by experts (HR/Medical) on mail and uploaded on intranet for everyone's benefit.

**TMH Helpline** number is operational for Jamshedpur employees to address COVID-19 issues.

**Speak Up, the Coronavirus Guidelines Violation Reporting Helpline** has been created and used extensively for reporting violation of quarantine rules by the employees and their families.

Moreover, a **24X7 COVID-19 Helpline** has been created for Tata Steel and TIS group employees across all locations to provide accurate and quick information on COVID-19 Medical/HR/Communication issues. The issues are addressed within two hours and closed on a daily basis.

#### **Actions for communities proximate to Jamshedpur**

**Tata Steel Foundation deployed 10 vehicles** equipped to cover proximate Gram Panchayats (located radially outwards from the city of Jamshedpur), **playing pre-recorded and customized audio messages** (in Ho, Santali, Bengali, Hindi and Odia) on COVID-19 for mass awareness. A total of 34 Gram Panchayats were reached through this campaign till March 22, 2020, post which the mass awareness campaign was put on hold owing to the Janta Curfew announced by the Central Government followed by the subsequent lockdown.

The mass outreach was followed with a **digitally enabled and structured audio/video conversation** with the *Sarpanch* and other individuals including *Mukhia, Pradhan*, Ward Members, SHG members and other community members within each Gram Panchayat, intended to provide detailed information and clarifications to an empowered group of individuals who everyone else within the community would typically turn to for advice. The information provided during each call emanates out of a structured, well-researched module prepared by a core team of Tata Steel CSR and strictly in line with Government and WHO guidelines. The module undergoes relevant updates to cater to the evolving scenario each day.

A similar exercise was conducted with *Sahiyya Saathis* from Seraikela-Kharsanwan district in an attempt to educate, empower and equip these frontline health-workers with necessary information to appropriately guide the community. A total of 87 *Sahiyya Saathis* and 25 *Sahiyyas* have been provided orientation as per the module.

The digital module was well-received by the communities who felt reassured in these testing times, and given the evolving gravity of the circumstances, the outreach has been expanded to all units of Tata Steel CSR aimed at **reaching a total of 150\* Gram Panchayats** proximal to Tata Steel operating areas. (\*This number is evolving each day)

Furthermore, a **collaboration with the Ghaghidih Central Jail authorities** has been explored to **manufacture cloth masks** for distribution amongst the needy communities of Jamshedpur and also the contract workforce of Tata Steel. The support has already been given for training of prisoners and temporary deployment of additional sewing machines, and Tata Steel Foundation has ensured to procure 25,000 masks in the first phase. Tata Steel Foundation is also **exploring the possibility of manufacturing masks through SHG women and its training partners.**

**Tata Steel Foundation** has initiated supply of hygienically prepared and nutritionally appropriate meal - one per day - to the people in the most vulnerable section of the society. This set of people have been identified post a comprehensive vulnerability mapping of the population of Jamshedpur through a detailed field assessment conducted in the last two days. The **first ~500 meals were served today** to a group of disenfranchised labourers. From Monday, **this count will be increased to 10k and then will be ramped upto 50k** in collaboration with the district administration of East Singhbhum.

**Tata Steel Foundation** is engaging with employees to digitally reach out to the communities and uplifting their spirits in these testing times. In this light, **volunteering from home campaign** was launched under **FarRISHTA**, to encourage digital conversations with children of *Masti Ki Pathshala*, (a residential bridge school run by Tata Steel), elderly residents of *Ashirwad Bhavan*, an old age home and providing counselling to help seekers at Jeevan, a Jamshedpur based organization which runs suicide helplines. As on March 28, 2020, seven volunteers have already clocked in seven hours engaging 92 students and 24 elders engaged through audio/video call.

The Company is working to ensure that there is no interruption in basic civic amenities for the citizens of Jamshedpur during this period. Jamshedpur Utilities and Services Co. Ltd., a Tata Steel subsidiary, will continue to provide the basic civic amenities like water and electricity, ensure regular cleaning, fumigation and sanitization, garbage collection and disposal. The customer complaints pertaining to city amenities are being handled through the existing helpline number and the online system. The online bill payment system, already in existence, is being promoted aggressively. General awareness campaigns to sensitise people and ensure adherence to government guidelines will be amplified.

The Jamshedpur city healthcare services will continue as normal. Tata Main Hospital is responding to the COVID-19 situation by curtailing the OPD services and creating special emergency facilities for repeat medicines through telephonic appointments and online/telephonic booking for TMH COVID-19 Screening Room. These services have been created as a temporary emergency measure to reduce unnecessary crowding in the OPD and in the waiting area of TMH COVID-19 Screening Room.

#### Measures for Customers/Dealers

Tata Steel has **leveraged its channel partner network** to sensitise over 75,000 people on COVID-19 through both offline and online platforms. The offline initiatives include **distribution of right grade masks, sanitisers, meal packets and staples** and **setting up of mobile toilets** in certain areas. Many of the dealers operate in sub-urban areas and are helping in reaching out across the customer chain, especially those with limited resources.

#### Measures for Suppliers/Vendors

In accordance with Group Chairman's message, Tata Steel has communicated to all the vendor partners that full payments to the temporary workers will be ensured. Currently, the Company is operating with less than 50% contract manpower on rotation, but is committed to pay for all working days, to 100% workers.

**Vendors have been enabled to work from home** e.g. providing laptops, 100 new Citrix Xenapp licenses, SLA and **penalty holiday for IT vendors**. Vendors have been advised to travel only in most essential cases. **Biometric attendance reader has been disabled** across the manufacturing location for essential vendor employees.

**Hand sanitisers** have a provided at multiple locations in the plant, easily accessible to all. **Social distancing measures** are encouraged like carrying own lunch and avoid all physical meetings. Active assistance are provided to the suppliers of essential commodities (steel manufacturing) to continue/restart production and manage logistics. A **vendor helpline number** is being run to provide support required by vendor partners in case of any issues or concerns.

#### Way Forward

We, at Tata Steel, are exercising extreme caution. The health and safety of our employees, their families and our suppliers, vendors and our larger ecosystem is of paramount importance.

Tata Steel follows a robust management system framework and a sound safety governance structure that drives its health and safety measures. We are constantly monitoring the COVID-19 situation across our locations and are also ensuring regular communication with our stakeholders.