

11<sup>th</sup> July 2020

**To,**

**National Stock Exchange of India  
Limited (stock code: "FSL")**  
Exchange Plaza,  
Plot no. C/1, G Block,  
Bandra-Kurla Complex,  
Bandra (East)  
Mumbai - 400 051

**BSE Limited (stock code: 532809)**  
Phiroze Jeejeebhoy Towers,  
Dalal Street,  
Mumbai - 400 001

Dear Madam/ Sir,

**Re.: Disclosure of material impact of COVID-19 pandemic on listed entities  
under SEBI (Listing Obligations and Disclosure Requirements) Regulations,  
2015**

In reference to Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are hereby giving the impact of COVID-19 on the business operations of the company, is being enclosed herewith as "**Annexure - A.**"

Thanking You,  
For **Firstsource Solutions Limited**

**Pooja Nambiar**  
**Company Secretary & Compliance Officer**

**Encl.:** A/a

**FIRSTSOURCE SOLUTIONS LTD.,**

Paradigm B, 5th Floor, Mindspace, New Link Road, Malad (W), Mumbai - 400 064, India.  
Tel: +91 22 6666 0888 | Fax: +91 22 6666 0887 | Web: www.firstsource.com

## **ANNEXURE-A**

In terms of Regulation 30 of SEBI (Listing Obligations & Disclosure Requirements) Regulations, 2015, we would like to inform you that the Government of India issued various notification/orders/ guidelines for complete/ phased lockdown from 23<sup>rd</sup> March, 2020 onwards to contain spread of COVID-19 disease. The situation is rapidly evolving and we are monitoring it. Impact analysis based on current data is as follows:

### **Business Continuity for Customers:**

The Company has operations within India as well in some international geography, helping keep their systems and operations up and running. We as responsible Corporate Entity were utmost concerned about health & safety of all our employees, stakeholders and their families. The Company is adhering to the guidelines as specified by Statutory Authorities of India, and has adhered to work from home policy during the lockdown period. We have access to all information through our network connected with servers and there has been no hampering in accessing the database. Employees of the company are working on a regular basis from home and are in touch with their departmental heads through daily conference calls.

### **Steps taken to ensure smooth functioning of operations:**

The Company has taken variety of safety steps, such as maintenance of social distancing, sanitizing the office space and vehicle on regular basis, enforcing regular cleaning of hands and wearing of masks for the staff allowed as per guidelines of the Government.

### **Staff Training & Calling:**

We are supporting our staff during this difficult time as they are a critical part of our company. Logistics and financial support is being provided wherever required. In the medium term we have focused on staff training, digital attendance and a work from home protocol.

### **Financial impact being assessed:**

Company is regularly tracing key variables on capital adequacy, asset quality, liquidity, provisioning and profitability. However given the rapidly changing economic & regulatory environment, it will be difficult to make any forward looking statement as of now.

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**Liquidity position:**

The company has adequate liquidity to cover expenses for the next 12 months.

**Internal financial reporting and Control:**

We have strengthened our internal reporting and control processes using the full capability offered by digital tools. All key approvals of purchases and expenses have dual controls based on the internal authority matrix. All banking operations have dual controls.

**Supply Chain:**

The Company is involved Business Process Management and has no supply chain operations.

**Compliance with applicable laws:**

The Company has complied with all the applicable legal requirements, wherever possible, during the lockdown period. Requisite forms, disclosures, returns etc. were filed in time under various laws and regulations as applicable to the Company.

**Existing contracts/ agreements where non-fulfillment of the obligations by any party will have significant impact on the listed entity's business:**

There are no Existing contracts/agreements where non-fulfillment of the obligations by any party will have any impact on the Company's business.

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