

## COVID 19- For us your safety comes first

Dear Valued Customer,

Greetings from TCI EXPRESS Limited!

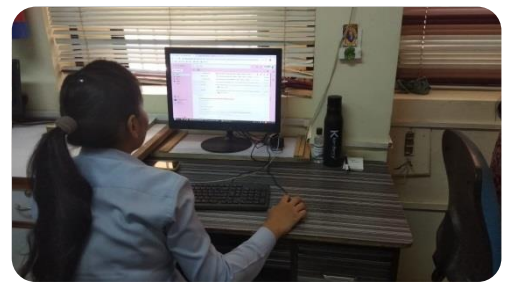
As we all know that coronavirus (COVID-19) situation continues to evolve globally, we all have to conquer this challenge collectively. We as an organization want to assure you that our strengths emerge from our commitment and responsibilities towards our Customers, Community & the Country. The safety and well-being of our Customers, Associates & Employees remains our top priority, and we are ready to serve our nation during this crisis.

In view of this evolving situation, we at TCI EXPRESS Ltd. have put in place several health and safety measures to safeguard our employees, customers & partners reporting at our facilities and protect them against this outbreak.

### Preventive measures taken:

We are creating regular awareness in our facilities for our employees & partners for following precautionary measures and maintaining personal hygiene.

Screenings through Infrared Thermal Thermometers at our facilities are mandatory for everyone before entering our facilities. Anyone with mild symptoms are asked to return back immediately and seek urgent medical attention.



We are also undertaking regular deep sanitization of our workplace especially the touch points. Hand sanitizers are readily available at various touch points for continuous usage by everyone. We are also announcing regularly the DO's & DONT's for maintaining the basic hygiene.

In these challenging times we assure you all, that our teams are doing their best to remain focused in the safest possible ways. We are also adhering to various precautions and guidelines to minimize any risk to you and our employees

We understand few precautionary measures taken by us may create small hindrance and delays, and would like to sincerely request you to be accommodative for the benefit of every citizen and nation.

Thank you all for your cooperation in conquering this health crisis.

Assuring you all of our best and safest services at all times.

Thanks & regards,

Pabitra Mohan Panda  
Chief Operating Officer (COO)