

COVID-19 CONTINGENCY PLAN

Kreate Energy has taken every possible measure to ensure seamless delivery of services committed as part of our current engagements. The health and safety of our clients and our employees is our top priority.

Our workforce is well positioned to provide services through latest technology and equipped to provide services from remote locations on short notice.

WHO declared COVID-19 a pandemic on March 11, 2020. India is experiencing a fall in power demand leading to drop in rates since big consumers like malls, markets and offices are shut to combat the spread of coronavirus but power demand will not be affected adversely by the crisis as coal availability from domestic linkages as well as import has not been affected.

- In order to minimize exposure and community spread cross-infections due to Covid-19, resources have been required to work from home.
- Over the past few days, we have further evaluated our technological capabilities by providing continued support to our team members and now we are confident that our people are equipped to provide proper services from remote working.
- Process of monitoring of remote work has been piloted by Heads of the Department and Reporting Managers. Each team member's work will be supervised and assessed by their managers to ensure that team members are working as per the timelines assigned.
- Daily timesheets are being established at the start of each working day. These are reviewed in the morning, afternoon and evening each working day to allow managers to monitor work progress and address critical issues on immediate basis.
- Work products and client deliverable plans are being reviewed and tracked daily by respective reporting managers' /HOD's /project leads.

- Resources working remotely are available online to our clients during the working hours on email, phone, Google Hangouts and other shared relevant collaboration platforms.
- Our dedicated Business Development team member are analysing the market scenario and by their business intelligence providing strategies for better opportunities and smooth operations.
- Our Technology team is working on improving our forecasting models to provide the best data and working on customised models.
- Our Operations and Control Room teams are reviewing the power trends 24x7 and providing uninterrupted services to the clients.
- Kreate Energy's commitment to its people. It is expected that the COVID-19 issue may not impact team morale and performance levels. It is the joint responsibility of every individual, their RMs, HODs, HR and Management to ensure that people are fit, safe and productive in this phase.

HUMAN RESOURCES DEPARTMENT

- The HR team has documented and shared the medical emergency contact numbers to the teams.
- The HR team is keeping track of the latest news and announcements from the Indian government and share the same with the entire team.
- The HR team is constantly in touch with the team members on their well-being and ability to work remotely.
- Team leaders and HR will be responsible to maintain staff and team morale. They shall coordinate with Marketing communication and Learning and Development team to prepare more frequent newsletters/ updates for the resources.

ADMINISTRATION AND FACILITIES MAINTENANCE

- In accordance with Indian government advice and the World Health Organization (WHO) and other guidelines published, additional cleaning and sanitization of the office premises is being conducted since March 2020.
- Cleaning essentials, hand sanitizers and other supplies for an extended period of operations have been purchased and stored by the Administration team.
- Cleaning personnel/Office staff are provided with safety gloves and masks (as required) for cleaning purposes.
- Additional bandwidth for the remote working has been provisioned, as needed. Such resources are being monitored and appropriately provisioned based on user feedback and usage.

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INTRODUCTION

This document contains details of contingency plans adopted by Kreate Technologies to ensure the organization can quickly adapt to the challenges to continued operations in light of the COVID19 pandemic.

OVERVIEW

Kreate Technologies has taken every possible measure to ensure seamless delivery of services committed as part of our current engagements.

Based on regular monitoring of regional developments and communications with local, state and central government officials we do not expect any significant disruption to the services provided by Kreate Technologies.

In the unlikely event of any incidence(s) that might adversely affect the services, Kreate Technologies will inform its clients first, as well as take immediate steps to mitigate any potential risk. Client deliverables are and will always remain our priority.

CLIENT - BUSINESS CONTINUITY

Kreate Technologies is committed to ensure near seamless delivery of services to our respected clients. In order to achieve this, we have taken pro-active measures in the past few weeks. We have constituted a senior management team, headed by our Managing Director for the purpose to monitor the situation daily and take appropriate action to minimize any potential impact on delivery and mitigation efforts.

Enabling remote delivery of services

- In order to minimize exposure and community spread cross-infections due to Covid-19, resources have been required to work remotely
- Most of our people are currently enabled to perform their project deliveries from home or other remote locations

- In the lead up to a full remote work situation, we have conducted a mock operation with 50% of our staff during the week of March 16th 2020. This trial was successful with no impact on project delivery. Now we are operating with 100% of our staff working remotely, except for a small operational staff who have been permitted by the local authorities to monitor critical infrastructure.
- Over the past few days, we have further evaluated our remote working procedures and enabled additional support for internet connectivity to improve remote working access.
- Our Internet bandwidth has been increased to allow for the remote connectivity for all people such that teams can collaborate and operate with minimal disruption.
- Each project manager has been empowered to set up a reporting hierarchy that is designed for remote management of the project. These plans have been reviewed and communicated with the management team. We are using JIRA and other cloud based collaboration software to facilitate a higher level of collaboration needed during remote work situations.
- A specific remote working protocol has been piloted such that Technology Team Leads and Directors have a clear view of the progress of their respective projects, including emerging resource needs and client feedback.
- A daily attendance/stand-up huddle is being established at the start of each working day to allow managers to monitor work progress and address critical issues that can affect project delivery and performance.
- Work products and client deliverable plans are being reviewed and tracked daily at the close of business by the delivery managers/project leads. These are reported to the respective project leaders daily over conference calls and collaboration cloud platforms.
- Resources working remotely are available online to our clients for the working hours on email, phone, ZOOM, Skype, Google Hangouts and other shared relevant collaboration platforms.

- In case a particular project does not allow for remote working, .Kreate Technologies management team will discuss immediately with the client and explore mutually acceptable solutions and alternatives. Kreate Technologies' commitment to its people. It is expected that the COVID19 issue may not impact team morale and performance levels. It is the joint responsibility of every individual, their RMs, HODs, HR and Management to ensure that people are fit, safe and productive in this phase.

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- Additional bandwidth for the remote working has been provisioned, as needed. Such resources are being monitored and appropriately provisioned based on user feedback and usage.
- .Kreate Technologies has a hardware firewall. Our IT team has tested and confirmed that remote employees can connect and securely access client and .Kreate Technologies network resources as required.