

July 22, 2020

To,
Corporate Communication Department
BSE Limited
Phiroze Jeejeeboy Towers
Dalal Street, Mumbai – 400 001
BSE Scrip Code: 532528

Listing Department
National Stock Exchange of India Limited
Exchange Plaza, Bandra Kurla Complex,
Bandra (East) Mumbai 400 051.
NSE Code: DATAMATICS

Dear Sir/Madam,

Sub.; Disclosure of Material Impact of COVID - 19 pandemic under Regulation 30 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015.

Pursuant to Regulation 30 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 read with SEBI Circular SEBI/HO/CFD/CM1D1/CIR/P/2020/84 dated 20th May, 2020, Please see below the details of impact of COVID-19 covering the following areas:

Sr. No.	Particulars	Company's Response
1	Impact of the COVID-19 pandemic on the business.	<p>Datamatics Global Services Ltd. (DGSL), a global Technology, BPM and Digital Solutions Company.</p> <p>The crisis created by COVID 19 has weighed on our Q4 performance, which in turn has also impacted our overall annual results. Nevertheless, given our broad service portfolio and wider industry presence, we are hopeful that we will navigate the stress in the coming year.</p>
2	Ability to maintain operations	<ul style="list-style-type: none"> • In the wake of COVID-19, Datamatics had its business continuity plan ready and in a matter of days enabled majority of employees to work-from home across the globe. • Datamatics has clearly defined its priorities during the crisis. These include - focusing on employee well-being, servicing and retaining customers and tightly managing cashflows. • Considering lot of enterprises are under stress due to COVID-19 situation, Datamatics has extended free usage of three TruBots under 'COVID-19 Enterprise Support Program' until 30th September 2020.
3	Steps taken to ensure smooth functioning of operations.	<p>For Datamatics, the top priorities as an organization are:</p> <ol style="list-style-type: none"> 1. Employee well-being 2. Focus on customers & retention 3. Manage cash flows & liquidity



		<p>Employee well-being: The employees are of foremost importance for Datamatics. At a company level, Datamatics is implementing all the guidelines recommended by the Government to ensure the safety and well-being of employees and to reduce the spread of the pandemic in the society at large. Datamatics has enabled over 99% of employees to work-from-home in a matter of very few days.</p> <p>Focus on customers: Servicing and retaining all Datamatics customers is of paramount importance. The current crisis and lockdowns with short notices have put high pressure on Team Datamatics to deliver to its customers. With the onset of a global economic slowdown, many Datamatics customers will come under stress with their business shrinking. It will naturally cause their priorities to change towards scaling back, conserving cash, and exploring ways of becoming more efficient by leveraging digital technologies, and perhaps redesign their core business. As the customers adopt digital technologies to drive their businesses, it provides the company an excellent opportunity to partner with them in implementing digital transformation solutions that would enable them to remain competitive.</p> <p>Managing cash-flow: This is a top priority for the company. The Datamatics Management team is keeping a keen eye on the cash flow, taking all the necessary efforts to actively conserve cash, and curtail all discretionary spends. COVID-19 Enterprise Support Program Powered By TruBot.</p> <p>COVID-19 Enterprise Support Program Powered By TruBot : To help enterprises navigate the business risk and mitigate their productivity losses, Datamatics has launched 'COVID-19 Enterprise Support Program'. Under this program, Datamatics is offering free use of three TruBots until 30th September 2020. With this program, the company aims to help the enterprises mitigate business risks and successfully manage their operations remotely by using Datamatics TruBot. The company has seen a good response to this program not only from the existing customers, but also from the other enterprises, which are using RPA for the first time.</p>
4	Estimation of the future impact of COVID-19 on its operations.	With COVID-19 pandemic, there is a high uncertainty around the global growth forecast. Though the IT and BPM industry is going to get impacted because of COVID-19, it is too early to forecast how the worldwide IT and BPM industry will fare in the next 12 months.



5	Details of Impact:	
	Capital and financial resources;	The resources will get stretched due to increased requirement of working capital.
	Profitability;	The crisis created by COVID 19 has weighed on our Q4 performance, which in turn has also impacted our overall annual results. Nevertheless, given our broad service portfolio and wider industry presence, we are hopeful that we will navigate the stress in the coming year.
	Liquidity position;	The Company has liquidity to manage the current situation at this time.
	Ability to service debt and other financing arrangement;	The Company is in a position to service its debts and other financing arrangements.
	Assets;	No major impact on the assets of the Company is envisaged for now.
	Internal financial reporting and control;	The Company has a sound internal financial reporting and control mechanism.
	Existing contracts/ agreements where non-fulfilment of the obligations by any party will have significant impact on the listed entity's business;	Currently, the Company does not see any failure in performance by the Company of its obligations envisaged in contract / agreement entered into by it which may have material effect.
	Other relevant material, if any.	None

Further, while submitting the financials under Regulation 33 of the LODR, we have included the impact of the COVID-19 pandemic in our financial statements.

We continue to monitor the situation closely and provide regular updates, as and when there are material developments in this regard.

This is for you information & record.

For **Datamatics Global Services Limited**

Divya Kumat
EVP, Chief Legal Officer & Company Secretary