



Circular No: IEX/MO/349/2020

Date: 18th March 2020

Business continuity readiness to pro-actively prepare for the impact of COVID-19

Dear Members,

COVID-19 has been declared a pandemic by the World Health Organization (WHO) on 11th March 2020 and organizations globally as well as in India are taking measures to ensure business continuity for their customers and business partners while also ensuring the well-being of their employees.

At IEX, our endeavor has always been to ensure that we have the business continuity readiness in place to ensure that the 24x7 services that we offer to our members do not get impacted by any external event. Therefore, as part of our business continuity readiness plan, we have created and tested our technology infrastructure to ensure that we are equipped to offer all the business services in a secure and seamless manner to all our members, if our employees are required to work from remote locations due to the COVID-19 impact.

We have also informed the CERC that in an event where closure of all office premises is mandated as a preventive measure for COVID-19, we have the required technology infrastructure readiness in place to support the business operations without any disruption.

Currently, we are able to manage all the business operations from our office premises and the business continuity readiness plan that we have put in place will ensure that we continue to offer seamless and secure 24x7 services to all our members even if our employees are required to work from remote locations.

**For and on behalf of
Indian Energy Exchange Limited**

**Amit Kumar
Senior Vice President
(Market Operations)**