

Dear Associates,

We at IDC are always on the move irrespective of what comes our way! If work from home is the current norm, we have accepted it and made this our way of working. If social distancing is a mandate, we have stayed home and connected and collaborated virtually. If business needs are changing, we have shifted gears and delivered critical business features. All this would not have been possible without not just our own efforts but also the support of our families too.

My deep appreciation and gratitude to all our associates and their loved ones – thank you! Please keep in mind that the most important thing is to take care of yourselves and your loved ones and ensure that you stay safe, healthy and well!

The drive to go on against all hurdles was reiterated in the recent managers' meeting with Suresh Kumar, our CTO & CDO and Isabel Cruz, SVP - Head of People for Global Tech and eCommerce. Over 300 managers dialed in for the meeting; it was an informative session on the impact of COVID-19 on our strategy and the way forward for business. While Suresh helped us understand the scale of our journey, as he spoke about how different teams are progressing on their specific goals, Isabel shared with us how Walmart is looking at a broader reimagination of physical space, flexible work and what we've learned through this phase.

It was great to have a callout on the critical role that IDC is playing during such testing times. Technology continues to be the key player in serving customers, keeping our frontline associates safe, bringing massive changes to supply chain through the crisis and initiating contactless delivery/checkout.

Our strategy and fundamentals remain our north star while we stay nimble and resilient in our processes. The roadmap ahead is to prioritize what's essential, build more reusable models and to lean into all the fundamentals like data, analytics, tools for productivity and performance management to have the maximum leverage and to meet customer and business expectations.

This past week also marked a new milestone for us - we have 101 associates in Chennai now!!

I thank all the supporting corporate functions, hiring managers and their teams who have come together and have helped us through the online interviewing and onboarding and have provided customized solutions to the new joiners to ease the joining formalities. We are definitely looking forward to brewing some great impactful stories at our new location!

To draw in more potential talent in Chennai, we organised the 'Future of Retail' webinar recently. It was a great session with 150+ aspirants from Chennai and we discussed our hiring strategy and the scale of work at IDC. Their excitement was palpable as they engaged in an extended Q&A session with our panellists!

Below is a Zoom screen-grab of Sandhya from HR conducting a QnA with the leaders who presented at the webinar!



With the government set to announce more details regarding Lockdown 4.0, we will continue to share details with you on our path forward, as the contours of Lockdown 4.0 become clearer with the announcement of additional guidelines from the central and state authorities. So, stay tuned and, if you have any questions or concerns, please don't hesitate to reach out to your managers for clarifications.

Stay safe! Stay healthy! Stay connected!

Hari Vasudev

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