

May 10, 2020

Asst. Vice President, Listing Deptt.,
National Stock Exchange of India Ltd.
Exchange Plaza, Plot C-1, Block G,
Bandra Kurla Complex,
Bandra (E),
MUMBAI - 400 051
Scrip Code: HEROMOTOCO

The Secretary,
BSE Limited
25th Floor,
Phiroze Jeejeebhoy Towers,
Dalal Street,
MUMBAI - 400 001
Scrip Code: 500182

Sub: Press Release

Dear Sirs,

Please find enclosed herewith a copy of the Press Release being issued by the Company.

Kindly place the same on your records.

Thanking you,

For Hero MotoCorp Ltd.

A handwritten signature in blue ink, appearing to read 'Neerja Sharma', with a horizontal line underneath.

(Neerja Sharma)
Company Secretary & Chief Compliance Officer

Encl.: As above

Hero MotoCorp Ltd.

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HeroMotoCorp.com CIN: L35911DL1984PLC017354 PAN: AAACH0812J

New Delhi (India), May 10, 2020

HERO MOTOCORP SWIFTLY RESUMES RETAIL BUSINESS WITH STRICT SAFETY GUIDELINES

- **OVER 1500 RETAIL OUTLETS OPENED ALREADY**
- **RETAIL SALES CROSS 10,000 UNITS SINCE RE-OPENING**
- **COMMENCES WHOLESALE DISPATCHES FOR THE FIRST TIME IN FY'21**
- **SHARES RESTART MANUAL WITH DEALERS IN 12 LANGUAGES**

Hero MotoCorp, the world's largest manufacturer of motorcycles and scooters, has commenced its retail operations with the re-opening of more than 1500 customer touch-points including authorized dealerships and service centers. These outlets contribute to around 30% of the Company's total domestic retail sales.

10,000 units of motorcycles and scooters have already been sold since the reopening of these customer touch points.

Keeping the safety and wellbeing of everyone as top-most priority, the Company has issued a Restart Manual to all its Dealerships, Service Centers and Parts distributors.

Hero MotoCorp also commenced vehicle dispatches from its manufacturing facilities for the current fiscal year (FY'21) on Thursday, May 7. All of Hero MotoCorp's manufacturing facilities across the globe had halted operations since March 22 as a precautionary preventive measure against COVID-19.

On May 4, Hero MotoCorp became the first two-wheeler manufacturer in the country to resume operations after it reopened three of its manufacturing plants at Dharuhera and Gurgaon in Haryana and Haridwar in Uttarakhand.

In addition to sharing the restart manuals with dealer partners and parts distributors, Hero MotoCorp has also conducted intense training programs through webinars reaching to 700 internal sales, after-sales employees and over 7000 customer touch-points, already.

Besides English and Hindi, the Company has released the restart manuals in 10 regional languages, which have proven immensely helpful in rural and interior areas. The manuals have a lot of visuals that accurately yet simplistically convey all crucial aspects to be followed. It is also providing guidance on the acquisition of key safety materials such as masks, gloves, sanitizers, disinfectants, and other equipment to the dealers.

The elaborate restart manuals cover the whole breadth of activities for restarting operations, from pre-opening preparations to monitoring & operating protocols post restart. The manuals provide guidance on –

Press Release

- Deep cleaning
- Fumigation
- Safety marking of the channel point
- Rearrangements at the channel point to ensure social distancing
- Seating, washroom, work-station, equipment hygiene
- Staggered break times, staff/ customer entry protocols, use of PPEs
- Encouraging digital payments, careful handling of documents/credit cards/cash
- Staff training, entry protocols, social distancing, customer entry protocols
- Use of PPEs such as masks, gloves

The manuals also cover various other aspects like Pre-delivery inspection (PDI), delivery norms, home delivery, pre-booking to avoid customer rush, social distancing protocol in workshop, hygiene/care of tools, vehicle pick-up and drop protocols, and creation of waiting areas.

Hero MotoCorp had recently also shared similar Safety Manuals with its employees as operations commenced at its three manufacturing facilities. The Manuals for operations employees focused on safety and hygiene measures to be followed within plant premises. The Company is maintaining strict procedures to ensure hygienic workplaces by ensuring measures such as thorough sanitization of all workplaces regularly, sanitization of buses, shuttles and other official vehicles after each trip, deep cleaning and sanitization before daily shift commencement.

For more information:

www.heromotocorp.com | FB: /HeroMotoCorpIndia | Twitter: @HeroMotoCorp

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