

**Details of familiarization programme imparted to Independent Directors in the FY 2017-18**

Familiarisation programmes were imparted to all the Directors of the Board. The Directors including Independent Directors spent around eight hours in a workshop on Design Thinking, customer experience development centre and strategy meet presentations by the Senior Management of the Company.

These programmes were organised in the Company's office located at Sonata Towers, Global Village, RVCE Post, Mysore Road, Bengaluru- 560 059 on 6<sup>th</sup> February, 2018.

An expert and a pioneer who runs 'Ideafarms', which is currently India's leading Design Thinking providers, conducted and engaged the Directors in a session on 'Design Thinking'. This session was followed by briefing the Directors about 'Customer Experience development Centre' which is located at the premises of the above mentioned venue. Later, the Senior Management of the Company conducted a strategy meet for the Board members.