



Asahi India Glass Ltd.

**36<sup>TH</sup> ANNUAL REPORT  
2020-21**

**ADAPT**

**SUSTAIN**

**GROW**



# Contents

## Corporate Overview

- 2 Chairman’s Message
- 4 Adapt Sustain Grow
- 5 AIS: Inspired by a Vision
- 6 Strengthening our Business Platforms
- 27 Partnering Community Development
- 31 Geographic Presence
- 32 Q&A with MD & CEO
- 34 Performance Highlights (Standalone)
- 35 Corporate Information

## Statutory Reports

- 36 Management Discussion and Analysis
- 43 Report of the Directors
- 56 Business Responsibility Report
- 61 Report on Corporate Governance
- 77 Auditors’ Certificate on Corporate Governance

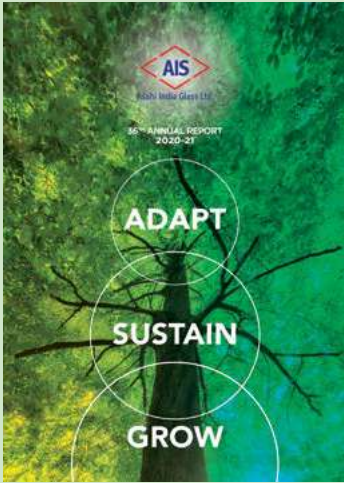
## Financial Statements

- 79 Independent Auditors’ Report (Standalone)
- 86 AIS - Financials (Standalone)
- 124 Statement Related to Subsidiaries / Associate Companies / Joint Ventures
- 125 Independent Auditors’ Report (Consolidated)
- 130 AIS - Financials (Consolidated)
- 165 Notice to Shareholders
- 177 Member’s Response Form
- 178 Shareholders Referencer

### Caution regarding Forward-Looking Statements

This Annual Report contains forward-looking statements, which may be identified by their use of words like ‘plan’, ‘expect’, ‘will’, ‘anticipate’, ‘belief’, ‘intend’, ‘project’, ‘estimate’, or other words of similar meaning. All statements that address expectations or projections about the future, including but not limited to statements about the Company’s strategy for growth, product development, market position, expenditures and financial results are forward-looking statements.

Forward-looking statements are based on certain assumptions and expectations of future events. The Company cannot guarantee that these assumptions and expectations are accurate or will be realised. The Company’s actual results, performances or achievements could thus differ materially from those projected in any such forward-looking statements. The Company assumes no responsibility to publicly amend, modify or revise any forward-looking statements, on the basis of any subsequent developments, information or events. The Company has sourced the industry information from the publicly available sources and has not verified that information independently.



Trees symbolise life, strength and change. As time passes, a tree draws from its deep roots to grow upwards and outwards throughout its lifespan - adapting to dynamic environmental conditions, evolving through different seasons and most importantly, sustaining life not just for itself but for those around it as well.



### Vision

#### See More

This by-line captures AIS’s culture:

- It describes AIS’s products and services which delight customers by helping them see more in comfort, safety and security.
- It expresses AIS’s corporate culture of merit and transparency.
- It defines the qualities of AIS’s people who want to see, learn and do more, in depth and detail.

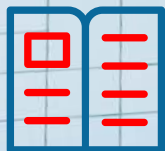
To transcend the ordinary.



### Mission

#### “JIKKO” - Execution for Excellence

With major investments in place, the time is now to reap the benefits by execution for excellence.



### Guiding Principles

All actions of AIS are driven by the following guiding principles:

- Creation of value for Shareholders
- Customer Satisfaction
- Respect for Environment
- Use of Facts
- Continuous Improvement
- Strengthening of Systems
- Upgradation of Human Potential through education and training
- Social Consciousness

## AIS at glance

### Total Revenue

₹ **2,457.48** crores

### PAT

₹ **133.07** crores

### EBITDA

₹ **470.87** crores



# Chairman's Message

## Dear Shareholders,

The year gone by has had profound implications on millions around the world. The COVID-19 pandemic has proven to be not just a health crisis but a socio-economic one as well, causing myriad challenges for lives and livelihoods. My thoughts and prayers remain with the people and families who have suffered losses in this time. I am sure you all are following the prescribed precautions to stay safe.

As the world witnessed the worst recession in recent history, India, too, reeled under the pressure of the pandemic. The first quarter of FY 2020-21 saw India's GDP growth rate plunge to 24.4%. The Government of India, along with the Reserve Bank of India, akin to their global counterparts, introduced a broad array of measures to prop up the economy and extend liquidity support to the financial markets and those hardest hit by the lockdowns. These measures helped in part to revive the economy; the GDP growth rate turned around to 1.6% in the fourth quarter of FY 2020-21. While the de-growth for the full year is estimated at 7.3%, the outlook for the subsequent fiscals is largely positive. The pace of the mass vaccination drive and sustained government support will hold the key, as new virus mutations heighten risks.

This pandemic has impacted our key growth-driving automotive industry. Already grappling with a cyclical slowdown that arose on account of regulatory reforms, lower credit availability, falling demand and decreased discretionary spending – the auto industry was dealt a fresh blow in 2020. The lockdowns hurt the industry's complex supply chains and brought manufacturing to a near standstill. During FY 2020-21, the sales of Passenger Vehicles reduced by 2.24% and Commercial Vehicles by 20.77%. Production in both Medium & Heavy Commercial Vehicles and Light Commercial Vehicles segments reduced by 28.40% and



17.30%, respectively. However, the overall situation has started to look up, as global supply chains rebalance, the Government encourages exports and pent-up demand finds release. With the Government bringing out a revamped scrappage policy, the resale market shall also pick up pace. The industry is expected to recover in FY 2021-22.

Furthermore, a slowdown in the residential housing market was witnessed even before the pandemic appears to have bottomed out in the first quarter of FY 2020-21. While the recovery was slow after the first wave, the market picked up pace in the second half of the year. Residential housing property registration and sales across major cities exceeded their pre-pandemic average levels during the third and fourth quarters of FY 2020-21.

This was aided by reductions in stamp duty in some states; release of pent-up demand; moderation in interest rates and arrival of vaccines. However, it remains to be seen how the emerging risks play out: the spike in commodity prices, such as steel, cement, copper and aluminium, and intermittent lockdowns could put pressure on housing prices and new project launches, respectively.

The retail real estate segment is expected to experience a long-drawn recovery, given that store expansions have decreased drastically and mall operators are still adapting to the post-pandemic social behaviour. When it comes to the commercial segment, it will be important to distinguish between the transitory and the lasting effects of the pandemic. Despite work-from-home being the prevailing norm, the importance of

physical office space has not diminished. Further, the establishment of REITs will likely benefit investors as well as developers, unlocking the value of their assets. As the vaccination coverage expands, corporate occupiers are cautiously optimistic. FY 2020-21 is expected to witness close to 38 million sq. ft. of new completions, while net absorption is likely to hover around the 30 million sq. ft. – at par with the average annual net absorption levels seen during 2016-2018.

AIS performance during FY 2020-21 mirrored the movement of these two industries, given the Company's close relation with both. Consolidated revenue stood at ₹ 2,457.48 crores in FY 2020-21, a 7.48% drop over ₹ 2,656.13 crores achieved in FY 2019-20. Net profit before tax stood at ₹ 204.86 crores in FY 2020-21, a 20.02% rise over ₹ 170.69 crores achieved in FY 2019-20. Net profit after tax stood at ₹ 133.07 crores in FY 2020-21, a 13.43% drop over ₹ 153.72 crores achieved in FY 2019-20. In view of the financial performance of AIS in FY 2020-21, and in line with AIS's Dividend Policy, the Board has recommended a final dividend of ₹ 1 per share.

While FY 2020-21 was a uniquely difficult year, it was also a time, in which we discovered the full measure of our strength and resilience as a company and our capacity to adapt, sustain, improve and grow. This year, more than ever, we have seen the Company culture in action, valuing care, empathy and agility. I must pause here to commend the extraordinary efforts of our people. I want to express my heartfelt gratitude to all my colleagues, and special thanks to those who have continued to work daily in our plants, offices, assembly units and on sites at customers throughout the pandemic.

AIS's newest greenfield plant at Patan, Gujarat became operational and has achieved a manufacturing industry landmark. In its journey to be certified by the Indian Green Building Council

**FY 2020-21 underlined once again that we are a resilient and purpose-driven business. It has also compelled us to ask ourselves what we need to do differently and what we need to further improve, so that AIS remains relevant and successful – particularly at a time when India will seek to achieve its growth potential firmly on the back of its core sectors.**

(IGBC) and the Leadership in Energy and Environmental Design (LEED) programme, AIS used high-performance glass in the factory façade. Additionally, notable improvements were made to contain costs, maintain rigorous fiscal discipline, prioritise investments and digitalise processes and ways of working. Our unwavering focus on quality, the enduring breadth of our portfolio, the strategic proximity to our customers and our thirst for innovation together helped us to take a strides in our existing markets. The restrictions on movement meant our teams showed the flexibility required to connect with customers and prospects virtually and meet their glass needs. Our range of digital apps and platforms provide a seamless bridge between the Company and its customer base, immersing the latter in a meaningful experience. Our new AIS Experience Centre in Gurugram is an extension of this very philosophy.

The scope of innovation at AIS is not limited to our products or routes-to-market. We believe that our vision to See More cannot be achieved without integrating environmental and social considerations into everything we do. Therefore, we are making efforts to innovate at every turn and ensure our value chains are sustainable – from plugging any further leakages and wastages in our operations, to conserving resources and recycling and reusing materials. Our projects in the community too gain from our innovative perspective. As the lockdowns curtailed mobility, our teams worked remotely, so that thousands of people could continue to benefit in the areas of education, skill development and women empowerment.

This fiscal, Ms. Sheetal Kapal Mehta joined us as an independent director. I heartily welcome Ms. Sheetal Kapal Mehta, on the Board of AIS. I'm certain her rich experience and expertise will be of significant value to our Company.

FY 2020-21 underlined once again that we are a resilient and purpose-driven business. It has also compelled us to ask ourselves what we need to do differently and what we need to further improve, so that AIS remains relevant and successful – particularly at a time when India will seek to achieve its growth potential firmly on the back of its core sectors. AIS will continue to take a disciplined approach to innovation, market penetration, productivity and sustainability. Even though the recovery from the COVID-19 pandemic will not be simple or straightforward, my greatest source of confidence is the passion for learning of our people.

On behalf of the Board, I would like to thank our entire stakeholder fraternity – our customers, employees, partners, suppliers, shareholders, bankers, policymakers, regulatory authorities and the communities around our manufacturing plants – for their support and encouragement during these trying circumstances. Together, we move forward with the resolve that we keep growing through change and challenge.

With Best Regards,

**B. M. Labroo**  
Chairman



## Adapt Sustain Grow

In a year impacted by a prolonged crisis, Asahi India Glass Limited (AIS) adapted fast to ensure the Company could continue to create value for all stakeholders. This meant:

- *Leveraging the Company's rich portfolio of glass brands and products.*
- *Responding to evolving customer preferences and taking smart risks to support emerging trends.*
- *Driving operational efficiencies that benefit employees as well as customers.*
- *Introducing new-age marketing programmes to deepen customer connect.*
- *Reinforcing its continued commitment to quality and safety.*
- *Placing its green foot forward.*
- *Motivating its teams and caring for their overall wellbeing.*
- *Partnering with the local community for their socio-economic development.*

The agility and resolve of the AIS team allowed the Company to grow through change, embracing challenges and keeping the Company on course to become the best glass company.

## AIS Inspired by a Vision

AIS's journey began in 1984 on a Joint Venture between the Labroo's Family, Asahi Glass Co. Limited (now AGC Inc.) and Maruti Suzuki India Limited (MSIL). The Company started its operations with manufacturing of toughened glass for MSIL. Initially known as the Indian Auto Safety Glass Private Limited, the Company changed its name to Asahi India Safety Glass Limited (AIS) in 1985. The Company became public in 1986 and got listed on Indian Stock Exchanges viz National Stock Exchange and BSE. Subsequently, with the acquisition of Floatglass India Limited, the Company entered into construction glass business as well, and changed its name to Asahi India Glass Limited (AIS) in September 2002.

Today, AIS is one of India's leading provider of cutting-edge glass products and solutions. It is present across the entire glass value chain, from manufacturing of float glass to processing of glass, fabrication and installation. It is an eminent brand preferred by retail and institutional customers in the domestic market as well as overseas.

Through its 3 Strategic Business Units (SBUs): Automotive, Architectural and Consumer, AIS constantly aims to push the boundaries of what's possible with glass. The Company focuses on continually exploring trends, deploying breakthrough technologies and building a pipeline of meaningful innovations that fuels growth. This relentless dedication to innovation has allowed the Company to deliver on customer expectations over the years.

**34** years in business

CSR Spending

₹ **4.95** crores



# Strengthening our Business Platforms

AIS designs, produces and distributes a portfolio of glass products and solutions that provide comfort, performance and safety, while evolving with customer demands and contributing to a green and healthy future. This guides the choices the Company makes today and shapes its portfolio for tomorrow.

# AUTOMOTIVE GLASS

At 74% market share, AIS continues to be the undisputed leader of the Indian passenger vehicle segment. The Company manufactures windscreens, side windows, rear windows, glass sunroofs and other assembled and value-added products for major automotive manufactures in India. These products comply with the most stringent safety and quality regulations and deliver maximum comfort for drivers and passengers. The Company relies on its three decades of experience and expertise in materials science and formulation of high-end automotive glass applications, to develop feature-rich products.

**5**  
Manufacturing plants

**4**  
Advanced warehouses cum assembly units

**74%**  
Share in domestic passenger vehicle segment



## New Launches

- Maruti Suzuki Celerio
- Honda City
- Hyundai Next-gen i20
- Kia Sonet
- Mahindra Thar
- Nissan Magnite
- Renault Kiger
- MG Mode K



AIS Automotive Glass SBU is supported by 5 state-of-the-art manufacturing plants spread across Bawal, Haryana; Roorkee, Uttarakhand; Chennai, Tamil Nadu, Talaja, Maharashtra and Patan, Gujarat. These strategically located units facilitate proximity to the major automotive players in the country, thereby fulfilling priorities based on SEQCDDM.

AIS is distinguished as the only Indian glass maker to win the prestigious Deming Application Prize in 2007. Over the years, the Company has garnered appreciation from most automotive OEMs for the high quality maintained by its products, with emphasis on Zero Accident & Zero Defect. AIS is committed to achieving differentiation through increased research into new technologies, enriching the customer experience and maintaining its high level of performance and operational excellence.

### Key quality credentials

- ISO 9001: 2008
- TS 16949: 2009 for Quality Management Systems
- OHSAS 18001: 2007 for Occupational Health & Safety Management
- IS 2553 Part 1 Certification for Safety Glass
- IS 2553 Part 2 (Temp) for Safety Glass - Specification Part 2 for road transport
- ECE Marking (Cat I, II and III) for Automotive Regulations

### Value-added portfolio

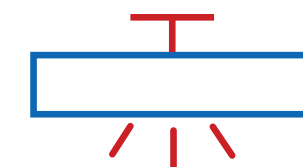
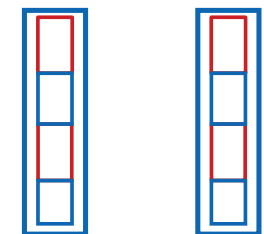


#### Windscreen

- Acoustic Windscreen
- IR Cut Windscreen
- IR Cut and Acoustic Windscreen
- Antenna Printed Windscreen
- Heated Windscreen
- Head Up Display
- Windscreen with Rain Sensor
- Windscreen with ADAS

#### Sidelites

- Dark Green UV Cut Glass
- Solar Control Glass
- UV Cut Glass
- Privacy Glass
- Water Repellent Glass
- Encapsulated Glass
- Plug in Window
- Sliding window for Buses and Trucks
- IGU for Metro and Railways



#### Backlite

- Backlite With Defogger
- Antenna Printed Backlite
- Privacy Glass
- Solar Control Glass



## Strengthening our Business Platforms

# ARCHITECTURAL GLASS

AIS is the one of the leading producers and suppliers of architectural glass and offers a wide range of highly specialised value-added glass products. It provides an array of solutions – across annealed glass, coated glass, decorative glass, processed glass and other value-added glass – intended for exterior and interior use in modern architecture, protecting people and allowing people to See More. The Company maintains enduring relationships with its customers through a well-knit network of wholesalers and semi-wholesalers. It has recently introduced a 10-year warranty on the Opal range to promote higher dealer engagement and customer sales.

Glass is found everywhere in today's living spaces. It is one of the oldest and most versatile building materials. Architects have long been using glass to enhance aesthetic beauty, light penetration and energy savings. The COVID-19 pandemic has thrown into sharp relief the strong link between building performance and occupant wellbeing. AIS Architectural Glass SBU recognises that this is one of the most useful contributions it makes. The Company is fundamentally aiming to develop solutions that help reduce the carbon footprint of buildings throughout their lifespan, while continuing to offer innovative tailor-made products that protect and add value to customers' daily lives.

**1,249**  
Stockists

**18%**  
Domestic market share

## PRODUCT RANGE



**Super Speciality Glass**  
For Ideas beyond the Ordinary

- AIS Swytchglas - Electrochromatic Glass
- AIS Integrated Blinds
- AIS Pyrobel - Fire Retardant Glass
- Energy-Efficient Reflective Glass



**Float Glass**

- AIS Clear™ - Clear Float Glass
- AIS Tinted™ - Heat Absorbing Glass



**Value-added Glass**  
For Unique Interior and Exterior Ideas

- AIS Stronglas® - Impact Resistance Glass
- AIS Securityglas® - Burglar Resistant Glass
- AIS Acousticglas® - Sound Resistant Glass
- AIS Valuglas
- AIS Securityplus
- AIS Insulated-Glazed Unit
- AIS Heat-Strengthened Glass



**Energy-efficient Glass**  
For Buildings that are sustainable

- AIS Opal® - Value for money Solar Control Glass
- AIS Opal Trendz™ - Patterned Reflective Glass
- AIS Sunshield®
- AIS Sunshield Trendz - Patterned Sunshield Range
- Ecosense® - High Performance
- Energy-Efficient Reflective Glass



**Designer Glass**  
For Interiors with an artistic touch

- AIS Mirror® - Distortion-Free Mirrors
- AIS Décor® - Back Painted Glass in Vibrant Colors for Interiors
- AIS Krystal® - Only Branded Frosted Glass
- AIS Disegno™
- AIS Mesh Laminated
- AIS Colored Laminated
- AIS Fabric Laminated Glass
- AIS Ceramic Frit
- AIS Printed Glass
- AIS Acid Etched Glass



**AIS Windows**  
For Beautiful Ambience

- uPVC
- Alluminium



# Strengthening our Business Platforms

## CONSUMER GLASS

Glass offers limitless potential in transforming a place both practically and visually. Recent advances in technology have widened these possibilities even further. 'Inviting the outside world in' is one of the greatest benefits of glass in modern interior design. Spaces reimagined with glass translate into more open environments that increase the inflow of natural light. Aside from the aesthetic advantages of this, natural light also plays an important role in uplifting a person's physical and mental wellbeing. AIS Consumer Glass SBU endeavours to help end-users convert their personal and work surroundings into ideal, efficient and positively reinforcing spaces, through its world-class products and solutions.

**1** million  
Customers served



### **Windows** uPVC & Aluminium

AIS Windows is the one-stop-shop for exceptional quality door and window frames. It provides an expansive range of fenestration products in uPVC and aluminium substrates for residential and commercial use. It offers design, consultation, glass and frame selection, and installation, along with options to customise the product and material. Each product is crafted keeping in mind consumer priorities like privacy, security and visual appeal. That said, the value proposition of AIS Windows extends beyond these and covers aspects like high functionality, cutting-edge design, safety, security, acoustic comfort, protection from pollution and energy efficiency. Recently, AIS Windows unveiled India's first new-age, multi-sensory experience centre in Gurugram, to enrich the customer pre-purchase journey.

#### Value proposition of AIS Windows

- Reliability of services through Call Center
- Transparency
- Solution provider approach
- Solutions enhancement through glass (Acoustic, Energy Efficiency & Security)
- Process & Manufacturing Excellence
- Verified & AISIC trained Installation and service professionals
- Unmatched after-sales service
- Use of technology for providing design flexibility and on fingertips
- Customer centric approach

### **GLASXPERTS**

AIS Glasxperts goal is to bring out the best in glass. The brand, much like the Company, recognises that the space one occupies at home is an extension of their taste, an expression of their individuality and a showcase of their aspirations. It leads the way in providing full-service innovative solutions in living glass, meeting expectations around contemporary, eco-sensitive and high-quality branded glass products, fittings and systems.

AIS Glasxperts superior technology and domain knowledge is unmatched. Its range of glass solutions, doors and windows rank high on all counts: aesthetics, safety and security, energy savings, acoustics, privacy and durability. It is known for its hassle-free 360-degree solutions – beginning with guidance on product selection and purchase, site assessment and consultation, installation, project management and post-installation support.



With its presence spanning 49 cities and 83 conveniently located service centres and numerous mobile vans, AIS Windshield Experts is India's largest automotive glass repair and replacement service brand. Proponents of the 'Repair First' philosophy, AIS Windshield Experts is an ISO 9001:2015 certified company and the preferred choice for insurance companies, fleets and car owners.

It provides fast, hassle-free and minimal-contact services, and cashless claim transactions to enhance customer convenience, while also confirming to strict TQM requirements. It maintains the widest multi-model inventory for all vehicles, including all luxury cars. It has partnered with nearly all insurance companies in India to manage their automotive glass repair and replacement claims.

With technicians trained to match international standards, AIS Windshield Experts is the only company to extend a one-year written warranty on workmanship and materials used. It also provides a host of value-added services, including battery check and replacement, wiper blade replacement, car sanitisation and detailing services.

Expanding its digital reach, the brand utilises its website, together with social media platforms like Facebook, Twitter, WhatsApp and YouTube, to help cater to customer queries and requests virtually. The website also supports the newly launched interactive chatbot for prompt and seamless redressal of any queries pertaining to passenger car glass repair and replacement.



# Immersive Customer Experiences

AIS is not just a manufacturing business; it's a customer-focused entity writing the next chapter of the development of glass. The Company goes the extra mile in cementing customers' affiliation for its brands and products, immersing them in a world of possibilities for their dream spaces and serving their heightened expectations in the digital era.

## AIS Experience Centre, Gurugram

AIS has taken another step forward in growing closer to its customers, with the launch of the AIS Experience Centre in Gurugram. The Centre reaffirms the Company's position as an innovator in the Indian glass industry. This new-age Experience Centre aims to change the way customers perceive glass, doors and windows in and around their spaces, as visitors are given a chance to See More.

Architects, interior designers, consultants, developers and end-consumers can experience their desired glasses and frames first-hand, gaining a better

understanding of their dimensions and utility prior to purchase. A digitally integrated, interactive environment, the centre is equipped with advanced AR/VR tools, touch surfaces and RFID sensors to further aid in visualisation and comparison of different glass solutions and window profiles.

The Centre paves the way for a previously low involvement category in interior design, to assume centre-stage, shining the light on the intricate details of windows and doors. It takes customers on a multi-sensory journey, engaging with them at a deeper level, tracking their movements post store entry and ensuring higher sales conversions. Products on

display include an ever-evolving portfolio of innovative glass solutions that will keep increasing. These are organised around the centre in a manner that tells a story, delivering a complete and memorable experience for visitors.

AIS is the first glass company in India to unveil a 360-degree Experience Centre, which brings alive the dream spaces of customers and witness the magic of glass.



For more details scan this QR code

## Glimpses of the AIS Experience Centre, Gurugram



## AIS Glass Design Olympiad 2020-21

Following the overwhelming acceptance and support of its first season, AIS organised the second edition of the AIS Glass Design Olympiad (GDO) during the year. The grand finale of the event was a fully virtual one, held on a live portal, witnessed by students, principals and faculty members of architectural colleges, renowned architects and others across India.

The theme of this edition was 'Reimagine Housing', particularly keeping in mind the Pradhan Mantri Jan Awas Yojana, a Government of India initiative to provide

affordable housing for the urban poor. Another key ask of the competition for the students was to incorporate the consequences of the pandemic in their designs.

Ten finalists were ultimately shortlisted, who presented their designs to an esteemed jury panel, comprising of the top architects of India. The winners received exciting cash prizes, certificates and trophies.



For more details scan this QR code

**138**  
Total registrations received

**40**  
Participating colleges





# Leveraging the Digital Era

## Digital apps and platforms

Corporate website: The all-new AIS corporate website significantly improves customer experience and ease of navigation. The interactive chatbot within the site enables automated query resolution and faster turnarounds. The 'Find your glass' tool of the site helps customers select the right glass/solution for their needs.

AIS other digital apps like AIS World of Glass, AIS Glass Simulator, AIS World of Shades and AIS Virtual World continue to keep the Company firmly ahead on the digital transformation curve and aligned to the tech-savvy customer base.



Scan this QR code to see our website

## AIS World of Glass App

The app specialises in ensuring that customers get the best glass solutions for their homes and offices – by bringing the diverse and exciting AIS product range to their fingertips. The app is yet another way to help deliver products of the highest standard and never compromise on quality. An industry first, the app also features augmented reality technology which enables customers visualise their dream doors and windows.

### Key features

#### Categorised glass solutions

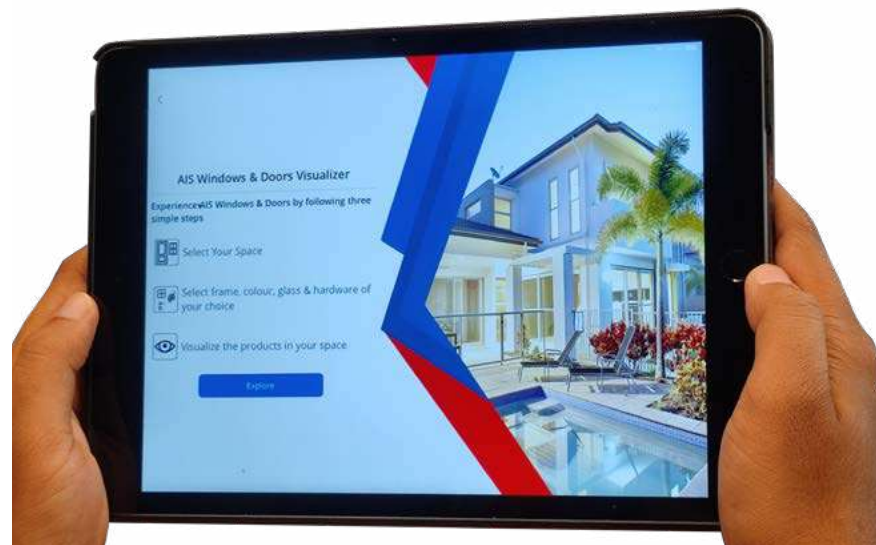
Categories include Acoustic, Privacy, Safety, Aesthetic and Energy Efficiency. Each category further supports smart glass needs.

#### Specialised glass applications

Range of specialised solutions includes glass staircases, infinity swimming pool, skylights, canopies and much more.

#### Augmented reality

- Toggle between different shades of glasses and frames across uPVC and aluminium
- Visualise AIS doors and windows from all angles, for any setting and on the basis of any type and colour – with a 360-degree view



- Animate the customised doors and windows
- Experience acoustic solutions at its best
- Discover the temperature change with the energy efficiency meter

#### Experience Zones

These Zones allow customers to experience privacy and security glass solutions, such as tech-powered glass that can switch from transparent to translucent at a click of a button.



## AIS Glass Simulator App

The app makes it easier to choose glazing solution that is not just suitable to the customers' needs, but is energy-efficient as well. As the world increasingly shifts towards a sustainable way of life, the demand for such products will only rise.

The app empowers customers to create energy-optimised spaces by considering different building parameters, like location, shape and size, terrain, orientation, wind direction, etc. A personal glass consultant, the app saves energy as well as decision-making time, effort and money.

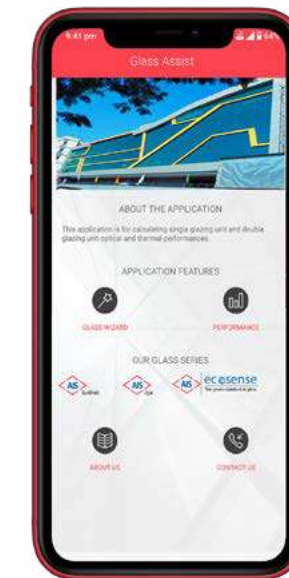
Other key features include Project Showcase, which help users browse all the eminent projects that have made use of AIS glass; Product Catalogue, which helps users to go through the comprehensive AIS portfolio; and so on.



## AIS World of Shades- VR App

The Virtual Reality (VR) app solves a critical customer requirement – imagining the perfect glass colour scheme for their homes or offices before purchase. Customers can choose from various AIS glass products, such as the solar control and heat reflective glass range (AIS Opal, AIS Opal Trendz and AIS Sunshield); the range of lacquered glass for interior applications (AIS Décor); and others.

With the help of a virtual reality headset, customers can explore a comprehensive view of various interior and exterior spaces with coloured glass. The app is available in three interactive modes: 360-degree mobile, web version, and virtual reality.



## AIS Virtual World – VR App

Another virtual reality-enabled platform, the app allows customers to experience the wonderful world of architectural glass. Customers can virtually tour the AIS glass collection, immerse themselves in innovative products and interact with solutions in a 360-degree environment – gaining insight about their quality and performance and further simplifying their decision-making process. This app is particularly advantageous in the post-pandemic world, with limited visits to physical stores.

### Key features

Visualise various applications to determine the most suitable product

- Gain knowledge about different high-quality products in a clear and concise way
- Test effectiveness of solutions in a completely flexible environment
- Navigate a smooth and intuitive user interface to access the immersive experience



All AIS Apps are available on Android and IOS app stores - Kindly "Download Now"



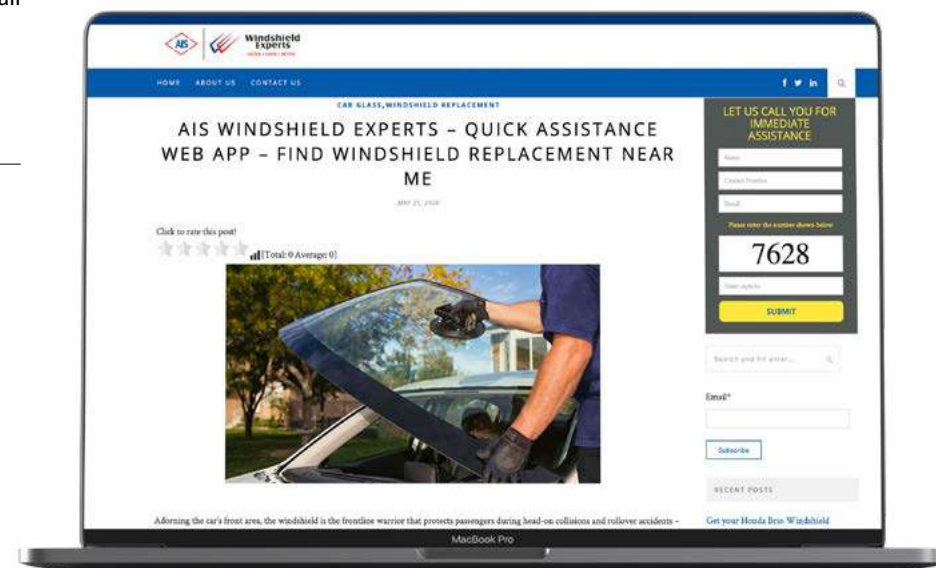


# Expertise to Excellence

## AIS Windshield Experts 'Quick Assistance' web app

To provide a seamless customer experience, particularly during COVID-19, AIS Windshield Experts introduced the Quick Assistance app. It is a web-based platform that can be used for getting car glass repair and replacement done with minimal contact. This app limits physical interactions, as the complete job process is organised online, including insurance documentation and claim settlement. The customer can simply log into the app, fill in the details, get a quote for repair/ replacement and thereafter, schedule an appointment as per their convenience. Door-step facility is also available. On the back of a wide network of service centres, mobile van service and distribution support, service and delivery are prompt and timely.

In case the customer calls the Company directly, a centralised customer helpline is equipped to handle all customer queries and acts as a single point of contact for all glass claims.



## Windshield Experts



For more information of the Quick Assistance app, log on to <https://windshieldexpertsquickassistance.com/>

## Glimpse of our informative videos

AIS has put across an array of videos to guide its stakeholders and create awareness about the usefulness and applications of various glasses.

