



**Date: March 21, 2020**

**Weekly Update from ValueMomentum's COVID-19 Task Force Coordinators**  
***Mar 16 – Mar 20, 2020***

Dear Fellow Associates,

We hope this message finds you safe and well. We would like to share updates on the key actions we have taken for the safety of all of us and continued delivery to our clients.

Here is what we are doing:

**Safety of our Associates, our Clients & our joint communities**

- All of our offices in USA have closed and our Associates working from those offices are all working from home. For our Associates who work from our Clients' offices, we have requested our Clients and they all agreed that working from home is the safest choice. Those Associates have also started working from home.
- Every one of our Associates have been instructed that, until our COVID19 Task Force informs them otherwise, all meetings (internal as well as with clients) have to be conducted virtually. If there are any extenuating circumstances that make it necessary for an in-person meeting, the concerned Associate(s) should take a pre-approval from the COVID19 Task Force. We would carefully evaluate the safety and conditions under which this might occur and take the most conservative course - for our Associates, our Clients and our community.
- We have [educated](#) all our Associates on various other precautions such as travel, staying at home and social distancing.
- We have been testing "work from home" for all our Associates in India. Most (70%) of them are already working from home. We are confident of having the remaining also work from home no later than March 24<sup>th</sup>. After that, our offices in India will be run by a skeletal staff of office administrators (on rotation basis) who will oversee regular sanitization, collecting deliveries of supplies (mail, end point computing etc.), and distribution of critical information and other items safely to our associates working from home. A few of our Clients' operations need white rooms. We have established a process to support such needs while maintaining a safe and secure work environment for our Associates.

**Business Continuity**

- Microsoft Teams adoption is currently at 95% among our employees. Additionally, we have deployed Microsoft Teams for our subcontracting colleagues, to further enable collaboration while we work-from-home. Microsoft Teams equips us with online meetings, screen sharing, collaboration and virtual townhalls. This also allows rapid communication of any ongoing threats to everyone. It allows every Associate to get in touch with the COVID19 Task Force, if they need help, in addition to a number other channels available to them.

- Our ICT (infrastructure and network operations team), under the direction of our COVID19 Task Force, worked tirelessly for the last ten days in preparing user machines as well as our infrastructure / networks for operationalizing work from home for all of us. Now, this team is gearing up for providing ongoing support of Associates working remotely. Likewise, our HR partners and Finance team have been working tirelessly to mobilize the work from home operations.
- We are gearing up to provide our team leaders training, tools and delivery frameworks to ensure we continue to support our Clients with high productivity.
- We have initiated the process of moving our contract, work order and check signature process to fully online mode using e-signature. This will be accomplished soon.
- Our COVID19 Task Force is actively tackling every issue and circumstance that is coming up. This team communicates throughout the day and has a daily debrief to anticipate and prepare for any other issues that may arise. They are also briefing the Company Board thrice every week.
- Our Board has created a succession plan for top leaders and is also being provided with a succession plan for the next level of key leaders by middle of next week. Financial stress testing has also been performed and the results have been approved by our Board as satisfactory.
- We are communicating often with you on procedures, changes, precautions and any reported cases or potential cases. We are relying on a multichannel communication model with Microsoft Teams as the primary channel, a dedicated website as the consolidation channel and Instagram and LinkedIn as the additional reach channels.

Now that we have mobilized our work from home operations, we all need to lean on each other to make this successful. Here's what you can do:

- **Stay home:** Going out – even to meet friends casually, to eat, to drink, to watch movies or to attend functions – will put you at a higher risk of catching the virus. Avoid social events such as marriages, birthdays, get togethers, as many reported cases trace their origins to such events. Avoid going out to places with large groups of people, such as shopping malls, movie theaters, restaurants and other such venues. Remember that ‘work at home’ for parents, and ‘stay at home’ for kids, is being advocated by authorities and experts, not to create an opportunity for socializing. These measures, instead have been put in place to promote social distancing, as it is considered to be the best way we can come together as a society to stop the virus from spreading.
- **Be responsible:** In spite of taking every precaution, if you start experiencing symptoms of COVID-19, don't panic, but please be responsible. How responsible you are, can make a big difference to your family and especially to the elderly around you. Seek medical attention and follow CDC/WHO guidelines. If you or your member of your household are showing any symptoms of COVID-19 or awaiting the result of COVID-19 testing, you should not meet Clients, or any of our other Associates or go to our or our Clients' offices. Doing so is not only irresponsible, but also may be considered illegal. Please inform your all Task Force Leader of your situation.

- **Stay vigilant:** We are working with sensitive data and Clients' confidential information. To protect this data, be vigilant at all times. Have a quiet, secure space to take all business calls. Do not work out of public places, such as coffee shops, where you may increase your chances of contracting the virus and potentially compromise the security of our data and networks. Be sure to lock your computer when not working in order to protect data privacy. Do not show your screen to people around you. If you have received a privacy guard for your screen, please use it diligently.
- **Stay connected:** Check COVID19 Announcements ([US](#) & [India](#)) posts on Teams at-least once a day to know the latest on what is happening at the Company, our offices and at our Client locations and what is expected of you. Check our COVID19 Announcement [Webpage](#) often as it will have all the latest information in one place. Be available to your Team Leaders and your Clients at all times during the work hours by keeping you contact phone available for work and by checking your email/Teams channel regularly. Please contact your team leader or your Task Force Leader if you are experiencing any issues with connecting with your regular project calls or if you experience any other connectivity issue. The Task Force is also making available Skype, for Associates in India to dial into your standing meetings which have US dial-in numbers. For collaboration with your colleagues, please use Microsoft Teams. Please note that Contractors are also being provided access to Microsoft Teams – and you will be able to do Team video and voice meetings with anyone within the Company.
- **Stay healthy:** Working from home may be new for many of us and we need to prepare to be productive and prevent injuries. An essential piece of a good remote work space is a designated desk. Coming to a desk that's only for work can free employees from distractions and help them shift into productivity mode. Be sure to use an ergonomic chair, and a chair mat to protect flooring and make it easier for chairs to roll. Improved ease of movement offers ergonomic support and will help to reduce back and leg strain. Use headsets or earphones to stay connected and comfortable, and prevent neck strain. And be sure to take breaks, stretch, walk and stay hydrated.
- **Stay positive:** Things may look bleak as this Outbreak is expected to spread and impact the economy. Please remember that your Management Team and your Board has effectively managed the Company and delivered uninterrupted service to our Clients during three previous financial crises. The COVID19 outbreak is surely different as it is a health event with a financial impact rather than a straight financial event. However, our past demonstrates that we have come together as a community and supported each other and overcame previous financial crises which, at that time, looked very bleak. Seeing our commitment and our resolve to providing uninterrupted service, our Clients also stood by us during previous crises and, over a period, became closer to us. Working from home means working alone and not in the physical presence of your colleagues. Let this not demotivate you as all of us are working together and leaning on each other to overcome this crises, while meeting our commitments.

We thank you for cooperating with the Task Force in coming together and adopting Microsoft Teams and in achieving work from home in such a short time. We are confident that this will help our community to be safer.



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Please do not hesitate to contact your Task Force Leader with any questions or concerns you may have. You can also reach the Task Force at [CTF@valuemomentum.com](mailto:CTF@valuemomentum.com).

Working together, we can make our shared process a success under these challenging and uncertain times. We thank all of you for your understanding and cooperation.

Wishing you and your families health and safety,

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