



**Date: March 9, 2020**

**Updates from ValueMomentum on preparedness to minimize service disruptions and measures for business continuity in light of the COVID-19 Outbreak**

Dear Valued Client Representative,

At ValueMomentum, we are committed to providing the highest level of service to our Clients while ensuring the safety and well-being of our associates, client personnel, partners, vendors, and all associated personnel working at various ValueMomentum and Client facilities.

While currently there is no report of anyone in our community being infected with COVID-19, we have been preparing for the continuously changing environment. This communication is intended to share updates from ValueMomentum to our Clients regarding the guidelines we have adopted to minimize the spread of COVID-19 within our communities and minimize service disruption to our Clients.

**TASK FORCE**

ValueMomentum has appointed a Task Force to deal with this incident. The aim of the Task Force is to minimize the spread of COVID-19 within our community, minimize it spreading between our community and our clients and minimize the disruption of our service to our Clients and our work. They have the full support of our Company Board to take any action and make any decision necessary to achieve this.

The Task Force will meet daily to discuss our approach to the outbreak and to lead communications and coordination of all matters with our Associates, Clients, Partners and Vendors. The Task Force Leaders include an overall coordinator in USA, an overall coordinator in India and identified location-specific leaders. Task Force Leaders will be point persons to coordinate any required Company measures and to address any concerns or events that may occur. These Task Force Leaders will also be responsible for coordinating with local authorities to institute measures required by such authorities.

Each of our Clients is being provided with the contact details of our Task Force Coordinator and the Task Force Leader responsible for our team providing services to each Client and responsible for coordinating any incident management tasks.

**BUSINESS CONTINUITY**

- Our development, data, and operation centers will function normally unless a developing situation warrants a change. Our Task Force will determine if a facility needs to close based on guidelines from local authorities or based on the condition at the local facility.
- We are making necessary arrangements to enable Associates to work from home if such a situation arises or to comply with local government guidelines.
- Privacy and protecting Client protected data is of at most importance for us. We are working with our clients to ensure secure access to client environments with all required hardening and access controls necessary to protect customer confidential data for all work from home needs. We have the



required contingencies to ensure customer operations and services can be fulfilled with minimal or no disruptions.

- ValueMomentum has identified measures with suppliers and support staff to ensure that they are briefed on maintaining hygiene. Further, at each of our office locations, the Company has identified vendors to provide additional services that are aimed at maintaining hygiene.

## **GUIDELINES FOR OUR ASSOCIATES FOR ENSURING THEIR WELL BEING AND THAT OF OUR COMMUNITIES**

ValueMomentum has issued comprehensive guidelines to our Associates in US and in India covering topics such as:

- Travel Guidelines for our Associates
- Guidelines to Associates who demonstrate illness
- Additional Guidelines to prevent the spread of COVID-19 in our communities
- Additional actions being taken by ValueMomentum to prepare for addressing the outbreak

We have and will continue to share updates to such Guidelines as the situation warrants. You can review the detailed guidelines and forthcoming updates on this [Webpage](#). Further, we have setup additional channels of communications using Microsoft Teams and a group ID for the Task Force to ensure communications on any additional updates and information pertinent to the incident.

## **TRANSPARENCY IN OUR COMMUNICATIONS AND AN APPEAL FOR YOUR CONTINUED COOPERATION**

Our commitment to our Clients as we together tackle this fluid situation is that we will be completely transparent in our communications through:

- Updates to this communication as the situation warrants, both directly and through our webpage for our employees
- Proactive communication from members of our Task Force who will coordinate and communicate all measures we are undertaking for business continuity and for the well-being of our Associates and our communities
- Collaborating with you on specific matters as they relate to our mission-critical engagements with you and on matters that are warranted by the situation in the local communities we operate in

Please rest assured of our highest level of commitment to your organizations and our communities as we navigate the outbreak.

Should you require any additional information, please do not hesitate to reach out to our Task Force leaders at [CTF@valuemomentum.com](mailto:CTF@valuemomentum.com) or to your Client Management Team or to me directly.

Sincerely,

Kalyan Kodali  
CEO