



**Date: March 15, 2020**

### ***Preparing to Work from Home***

To ValueMomentum Employees & Contractors (“Associates”),

The Task Force has committed to the Company’s Board and to many of our Clients that all our Associates will have the ability to work from home by March 20. For those Clients who have not yet embraced work from home (“AtHome”), we have made appeals. The Task Force is completely committed to making AtHome happen successfully for all of our Associates at the earliest.

Once AtHome is in place, all Associates will need to lean on each other and there are **FIVE THINGS** each of you can do to make it successful.

**STAY HEALTHY.** Stay Home as going out (even to meet friends casually, to eat, to drink, to watch movies or to attend functions) will put you at a high risk of catching the virus. If possible, buy a month of ALL supplies so that you don’t have to go out. Wash your hands regularly (once every hour atleast), as it is highly recommended by WHO and CDC. Maintain social distance of at-least 6 feet, as it will keep you safe and keep others safe. Cover your cough with you elbow or a paper napkin, as otherwise your virus can travel a long distance and infect your loved ones and others.

**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 POSITIVE.** Things may look bleak as this Outbreak is expected to infect millions of people and have an impact on 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 AtHome 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.

**STAY DEPENDABLE.** This is a time when your work ethic matters more than anything the Company leadership or Task Force can do. Our Customers trust us to work honestly, provide an honest service and provide deliverables on time. If we break our Customers’ trust, it will be a collective loss for all of us. Please remember this while working at home. The Company and everyone at the Company will lose, if you are not as productive as you were while working at the office. We are all depending on your work ethic and honest effort to make this happen. We



also would like you go a step further – set yourself rigid working hours and a daily schedule, please start work on time, dress in a professional manner as you would if you were working at office and demonstrate a high level of commitment (to customers and project leaders) to meet you deliverables. Please understand that an honest day’s work expected of each one of us is at least 8-9 hours creating the deliverables or participating in meetings. Any time spent away from creating deliverables and on doing other things such as Internet browsing or checking social media, is not a good work ethic and is not an honest day’s work. Please use your good judgement. When taking a break, please communicate to your team members that you are doing so. Also, please don’t wait for appreciation from your leaders and customers for the good work you are doing. There will be time for that when things return to normal.

**RISE TO THE OCCASION.** Even when you have the work ethic, there maybe circumstances because of which your productivity may suffer. Maybe the internet will slow down or maybe there will be a power outage or maybe the monitor/laptop provided for AtHome is too small. We are requesting you to rise up to the occasion by not allowing these to hinder your productivity. Maybe you can work early mornings when there are no bandwidth problems. Maybe you have work at hours when there is no power interruption. Please use your ingenuity and creativity to get the job done. Please rise up to the occasion and get the job done in-spite of everything – including when priorities and schedules shift. Remember, we are all leaning on each other to overcome this crisis together.

While the above Five Things are needed from all of us, there are a few things that team leaders should bear in mind:

**TRUST.** We are very proud of the Company’s culture and what we have achieved together. We have achieved the success not by being slackers but going above and beyond what is expected of us in delivering to our Clients. Just because we are working AtHome, our culture is not going to take a back seat. Please trust your team members. Please know that they have all worked very hard all these years and take their responsibilities seriously.

**BE TRANSPARENT.** Being open and transparent with your team members as they work AtHome is crucial. Please be sure that you are setting clear expectations with your team members. Please share feedback often. Keep them updated of the project status, Client expectations and feedback.

**STAY ENGAGED.** Work AtHome will create extra burden of a planned engagement as the easy face-to-face interactions are no longer possible. Please plan for this. Please make sure that your expectations for deliverables, meeting times, reviews, timelines, etc. are clearly communicated, preferably in writing. Please make time for video conferencing and/or tele-conferencing multiple times a day. Please expand the scope of your engagement to topics beyond the project, and please take the responsibility of keeping your team members up-to-date on Company news, Client news and progress. Please use your ingenuity and creativity to keep the morale high and to continue your team building efforts, even while we work AtHome.

**FOCUS ON SAFETY.** There will be occasions where some Associates may have to work from the Company’s offices or from our Client offices. There also may be occasions where some Associates may have to meet Clients or other Associates. Please exercise an abundance of caution in these situations. Anyone showing any symptoms of COVID-19 or anyone awaiting the result of COVID-19 testing or anyone who has a family member with either the symptoms or the diagnosis of COVID-19 should meet Clients or our other Associates or go to our or our Clients’ offices. Doing so is not only amoral, but also may be considered illegal. Please advise all team members to be transparent and report to the Task Force Leader about such situations.

Decisions related to when your team will be asked to work AtHome will vary, as discussed above. Please be prepared, and when a decision is conveyed to you, please consider the following:



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- Carry all essential computing equipment you require to be able to work from home. Be sure to carry all your chargers (mobile device, laptop, etc.). Please inform IT Support at [support@valuemomentum.com](mailto:support@valuemomentum.com) with the details of the equipment (other than your regular laptop and related accessories) that you are carrying home with you.
- You will be able to access all ValueMomentum network and system resources with an Internet connection. You will also be able to access Client networks and applications; please discuss this with your Task Force Leader or with your team leader for details.
- You will be able to collaborate with all ValueMomentum Associates using Microsoft Teams.
- Please publish your phone number to your team leaders, HR contacts and Task Force Leader.
- Please note some handy pointers for working from home:
  - Have a quiet, secure space to take all business calls
  - Please mute your line, when not speaking, so as to minimize background noise
  - Please 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
  - Please be sure to lock your computer when not working in order to protect data privacy

During this period, each Associate is required to:

- Download Microsoft Teams onto your mobile device, if you've not already done so.
- Monitor the [COVID19 US Announcements](#) Team Channel for updates and respond to any instructions shared in the channel; please do this daily; please also bookmark the [Webpage](#) which is another channel you can access updates.

We will continue to monitor the Coronavirus issue and will provide further updates in the coming weeks. Any questions or concerns should be directed to the Task Force group ID: [CTF@valuemomentum.com](mailto:CTF@valuemomentum.com), or by contacting your local Task Force Leader.

Sincerely,  
Gopi Gade (“GK”)  
Task Force Coordinator - US