



Date: March 16, 2020

Important Updates on COVID-19 Task Force Business Continuity and Health & Safety Actions

Dear Valued Client,

ValueMomentum's COVID-19 Task Force has been meeting daily with a laser-sharp focus on 3 important parameters:

- (a) Safety of our Associates, our communities and our Clients' communities
- (b) Providing uninterrupted service to our Clients
- (c) Ensuring seamless, rapid and transparent communications with our Clients, our Associates and our Vendors/Partners.

No COVID-19 cases or business interruption Incidents to date:

To date, no incident has been reported where any of our Associates has exhibited symptoms or tested positive for COVID-19. Further, our service deliveries are continuing across the board without any interruption or incident thus far.

According to the CDC, while the immediate risk of being exposed to this virus is still low for most Americans, as the outbreak expands, that risk is likely to increase. Likewise, In India too, the situation is rapidly evolving.

It is the Task Force's assessment that in order to minimize the spread of the disease and to protect our collective communities and for Business Continuity Planning, enabling our Associates to work from home is the best option.

We have continually reiterated to our Associates, the importance of practicing CDC prescribed safety measures, our business travel prohibitions (international and domestic), strong discouragement of personal travel (international and domestic) and the requirement for them to notify the Task Force in the event of an emergency travel requirement (none reported so far) and to share important updates to their Task Force leader if they believe they may be at risk.

Measures being Undertaken by the Task Force to Prepare for Business Continuity:

We have [communicated the modalities for working from home with all our Associates](#) and with most of our Clients. Further, 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. They are concluding drills and testing for these measures in short order.

Further, for almost all our clients, we have delivery leaders who are well versed with coordinating work with distributed teams. Our Client-facing leaders are also working with individual Client project managers at each of our Clients to develop a work from home rhythm.

The Task Force is prepared to have all Associates be able to work from home by Mar 20, with full productivity. However, *we will activate this mode at each project level after taking the approval of the concerned project manager and the Client's IT operations team.*



The Task Force has also provisioned a communication infrastructure to our Associates, to

- (a) allow for speedy communication with each of our Associate to share important Company updates quickly; we are working with our Client teams to see if we can bridge their Task Force into this communication channel for rapid updates between both our teams;
- (b) enable them to operate from home as they would in the office – to provide uninterrupted service to our Clients. This infrastructure allows them to join their scheduled Client meetings, initiate ad-hoc meetings and collaborate with Client team members and with Company Associates. At this point, the Task Force does not anticipate our Clients to modify communication methods to engage our Associates.

All of these are being updated through multiple channels, including email, a Microsoft Team channel for COVID 19 Announcements (which includes all communications, a Wiki for FAQs and notifications of important updates, important Task Force Leader contacts), and a public [Webpage](#) – in the spirit of enabling seamliness, rapid and transparent communications.

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 or to your Client Management Team or to me directly.

Sincerely,

Kalyan Kodali (“KK”)
CEO