

**Date: March 23, 2020**

**Important Updates from ValueMomentum's COVID-19 Task Force  
Week of Mar 16**

Dear Valued Client,

We hope this message finds you safe and well. We would like to share updates on the key actions we are taking at ValueMomentum with respect to the safety of all our Associates and continued delivery to our clients.

Here is what we are doing:

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

- All 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) are to be conducted virtually.
- We have [educated](#) our Associates on various other precautions such as travel, staying at home and social distancing.
- We have also been monitoring any incident reported by our Associates or our Task Force Leaders involving an Associate who may be experiencing COVID-19 related symptoms and instructing them to self-quarantine and/or seek medical attention – to ensure the well being of our Associates, our Clients and that of our joint communities. Currently, we are monitoring the following cases:

- Confirmed Case – none
- Contacts with a Confirmed Case – none
- **Suspect Case – 1**

*A few days ago, one of our Associates in Mumbai, India experienced some symptoms (fever and cough, but no shortness of breath) after traveling by train, to tend to a family emergency. He sought medical help and was advised to self-quarantine by the doctors. Our Task Force Leader notified the Client and the Associate's colleagues at the location immediately, and also advised these colleagues to self-quarantine and monitor for symptoms. **The Associate has since been feeling much better, and we are happy to note that, the doctor has advised him that he does not need to test for COVID-19.** The doctor has advised him that he should continue taking the prescribed medication and report back after 5 days.*

- Contacts with a Suspect Case – 3
  - i. 2 in Mumbai, India  
*Associates were co-workers of the abovementioned suspect case. They are currently in quarantine at their homes in Mumbai, India*
  - ii. 1 in Maryland, US  
*Associate lives in an apartment community where a resident of that community was in contact with another person (not in the same apartment community) who is a confirmed case*
- We have been testing “work from home” for all our Associates in India and 99% of them are now working from home. Our offices in India will now 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**

- All our employees are active users of Microsoft Teams for collaboration. Additionally, we have deployed Microsoft Teams for our subcontracting staff, to further enable collaboration while we work-from-home. Microsoft Teams equips our Associates with online meetings, screen sharing, collaboration and virtual townhalls. This also allows rapid communication of any ongoing threats to all Associates. It allows every Associate to get in touch with our COVID19 Task Force, if they need help, in addition to a number other channels available to them.
- Our 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 Associates. Now, this team is gearing up for providing ongoing support of Associates working remotely.
- 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 has also been provided with a succession plan for the next level of key leaders. Financial stress testing has also been performed and the results have been approved by our Board as satisfactory.



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- We are communicating often with our Associates - at least once a day - 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.

We all collectively thank you for working with us to do the right thing and support work from home for our Associates. We are confident that this will help keep our joint community safer due to social distancing.

Please do not hesitate to contact anyone at ValueMomentum with any questions or concerns you might have. You may continue to reach us via email or phone. You can also reach our COVID19 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,

Thanking you and with best regards

Kalyan Kodali

CEO