

Date: March 30, 2020

**Weekly Update from ValueMomentum's COVID-19 Task Force Coordinators
Mar 22 – Mar 29, 2020**

We hope this message finds all of you safe and well.

Please see below some updates on what we have been focused on during the past week:

Safety of our Associates, our Clients & our joint communities

- 100% of our Associates in the US have been working from home since the week of Mar 16 and 99% of our Associates in India have been working from home since the week of Mar 23. All meetings (internal as well as with clients) are being conducted virtually, with no exceptions.
- A skeletal staff continues to operate out of our offices in India and they are using abundant caution for the safety of those who remain to provide essential services to keep our operations running.
- In India, a 21-day lockdown is in effect from Mar 25. We have procured required passes and clearances from the government authorities for our skeletal staff to ensure safe passage while they commute to our facilities. These are also being used to facilitate the safe transportation of compute equipment and support services to our Associates' homes, when needed.
- The outbreak and the 21-day lockdown in India has also resulted in the displacement of some Associates, who were subletting living spaces, and their hosts reneged on their commitments. We have made arrangements to provide safe and secure accommodation for these Associates. Our HR teams are working closely with these associates and facilitating safe transitions to the new accommodations.
- We have been monitoring incidents involving an Associate who may be experiencing COVID-19 related symptoms. Currently, we are monitoring the following cases:
 - a. Confirmed Case – 1
On Mar 25, we [informed you](#) of a US-based Associate, who likely has COVID-19. The exposure, very likely, happened after Mar 13 while our Associate was working from home in NJ from exposure to a person in their family who has tested positive for COVID-19. Our Task Force Leader (Head of HR, US) is in touch with the Associate.
 - b. Contacts with a Confirmed Case – none; this will not be tracked henceforth.
 - c. Suspect Case – none; *Our Mumbai Associate we previously reported on is feeling much better and is no longer being considered as a suspect case.*
 - d. Contacts with a Suspect Case – This is no longer being tracked.

- Communications to Associates via the various channels established ([webpage](#) and Microsoft Teams channels ([US](#) & [India](#))) include resources available through the Company's insurance plans (such as access to virtual care in the US) as well as specific guidelines to follow if they or their family members experience COVID-19 symptoms. Associates are also being informed that any medical leave or leave on account of caring for a family member will not be deducted from paid or sick leave.

Business Continuity

- A series of tests and drills were conducted between Mar 16 and Mar 22 for ensuring smooth and secure operations when all Associates are working from home. These drills confirmed that we were ready to work from home.
- Associates in India have worked from home for one week to date. No significant disruption in services have been reported. Further, all project teams reported that they were able to complete project deliverables without any perceived productivity loss.
- The Company's IT operations, communications and infrastructure (ICT) team has geared up to provide support to Associates working from home. This includes any remote support as well as the logistics involving delivering hardware and services to ensure that Associates can continue receiving support, while working from home. We have expanded the ICT team to meet new challenges and demands from our remote workforce. Please expect to see improvements to the support process. Please also accommodate initial hiccups you may face during this transition period. We are thankful to the ICT team for their tireless efforts and we thank all Associates for their support of ICT's efforts.
- Microsoft Teams, our official collaboration platform, supports online meetings, screen sharing, collaboration and virtual townhalls. Please use the platform to engage within teams and across teams to manage project deliveries and stay in touch across the organization.
- Our support functions (ICT, Managed Cloud Service, HR, Finance, Accounting and Facilities) will be available on Teams channels for any help. The ICT team is making the required enhancements to the Company's self service portal to manage new types of support tickets. In parallel, we are also looking at new tools to improve the overall support process. ICT will keep all Associates posted on updates.
- The HR team has been working closely with all the Associates and will continue to support them in addressing their anxieties relating to accommodation, infrastructure and other needs. They are in the process of rolling out various initiatives to ensure associates remain connected and stay positive.
- We have expanded our ability to remotely on-board new Associates. Soon we will be able to make the process online across the organization.
- We are continuing to work on providing our team leaders with training, tools and delivery frameworks to ensure we continue to support our Clients and Product Owners with high productivity. Please give us feedback and suggestions on tools and technology we can leverage



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to bring changes to the way we execute projects. We would like this to be a collective experience where we learn and make the overall engagements better for all of us and our customers.

- We are preparing to enable our operational leaders (HR, Client Partners, Client Service Directors, and other teams) with the ability to conduct live events using a feature of Microsoft Teams to conduct virtual townhalls and rapidly respond to Associates' questions. We have already field tested this feature and are pleased with the results.
- 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.
- We continue to communicate 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. Rapid and transparent communications, along with safety and operational continuity, is one of the three key mandates of the Task Force. Our marketing team is working tirelessly in helping us with this mandate. Please keep checking COVID-19 [website](#) and Teams ([US](#) & [India](#)) channels regularly. We are posting updates as we gather new information. We have FAQs on key topics which include what you should be doing in case you experience COVID-19 symptoms.

Please be sure to adhere to the guidelines issued by your local governments to keep you, your family and your community safe. 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.

Wishing you and your families health and safety,

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