

FROM THE  
**EXECUTIVE BOARD**



# HAPPIEST MINDS COVID 19 UPDATE AND OUR ONGOING COMMITMENT

1<sup>st</sup> April 2020

**Dear Customer,**

I hope that you and your loved ones continue to stay safe and healthy.

In just the last two weeks, the Coronavirus has spread at an alarming rate in many countries across the world, leading to a complete lockdown in many countries, including India, Europe and most of US. We are all going through a difficult time - one that might strongly influence and change how we live, work, travel, and socialize.

We are fortunate that we have a culture of trust and mindfulness at Happiest Minds and are therefore able to connect effectively across different levels and functions within the organization to take quick decisions.

Since our last email on this subject, we want to take this opportunity to update you on the steps that we continue to take to monitor the evolving situation. We are trying our best to find balanced solutions to the different challenges in order to safeguard all our stakeholders.

- **99% of Happiest Minds are working from home, using technology (Zoom, Microsoft Teams and other tools) to collaborate and continue to ensure minimal disruption to service across different functions.**

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- **We have been able to do multiple production releases and effectively able to address critical customer issues**

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- **So far there is no disruption to our service to any of our customers across the globe**

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- **We have reiterated our full commitment to our vendors and contractors. Their involvement and well-being are critical for providing uninterrupted service to our teams and customers**

As we continue in solidarity and play the part of responsible citizens in mitigating the spread of this virus, we also need to be cognizant of our responsibilities towards those who are part of Happiest Minds family and depend on us. During this period of uncertainty, we have stood by them, educated and equipped them to mitigate the spread of the virus, and continue to provide essential help to them during this lockdown. This includes putting them in a hotel and taking care of all expenses during their quarantine period and providing all the required assistance to family. We have also set-up a team of qualified counsellors for employees that need assistance.

While we have prioritized our response to this pandemic over everything else at this time, our teams have not lost focus on ways and means to expedite progress once things get back to normal. Our Technology team is already spending time discussing technology and solutions that will be required to address this disruptive environment. Our focus has not shifted away from having YOU and our teams at the center of it all.

We value the trust you have placed in us and will do whatever it takes to live up to it.

Wish you the best of health, and hope you make the most of your time with family.

**Regards**  
**Executive Board**