

WINNING TOGETHER AGAINST COVID-19

19th March 2020

Dear Customer,

I hope this mail finds you, your family and rest of the community in good health.

Like you and the rest of the world we, at Happiest Minds, are closely watching the ongoing spread of Covid-19. Top priorities for us, as indeed it must be for you, are safety of our people and families while ensuring continuity in the project execution and support for you.

In the spirit of our core value of "Being Mindful" of the trust you have placed on us, we want to highlight measures taken by Happiest Minds to ensure seamless services to you in this situation.

1 We have created a task force to ensure business continuity and safety of our team until the Covid-19 situation is contained. The task force meets daily to review the situation. The task force and teams are making the best efforts to ensure a safe environment and to ensure that our customers projects are executed seamlessly without any disruption.

2 We have procured digital infrared thermometers for all locations to measure temperature of all team members during entry to the work place. We are continuing to fumigate and provide sanitizers at all office locations. Admin is taking extra care to wipe down door knobs handles, railings etc.

3 We have provided Work From Home (WFH) for internal as well as customer projects (based on necessary approvals). The arrangements which have helped this to work smoothly include company provided laptops (with all security features) to all members, good internet connectivity to work from home and secure VPN to connect to your systems through Happiest Minds network.

4 All Happiest Minds who are working on site and at customer premises have been advised to follow the customer advisory and strictly adhere to customer's guideline.

Travel

- 5**
- a. Work related domestic and international travel are stopped for the present. Our teams are advised also to avoid personal travel unless essential.
 - b. We are providing hotel accommodation for seven days to all our team members returning from abroad. They can self-quarantine in the hotel to ensure safety to their family as well.
 - c. People who have traveled domestically are advised to mandatorily self-quarantine for 5 days.
 - d. We have advised our international customers to avoid offshore visits for the time being.

Meetings

- 6**
- a. We have advised our staff to forego handshake and keep at least 2 meters distance from each other. Social distancing to be exercised even outside of work.
 - b. If any meeting requires more than 5 people, usage of video/audio conference using Webex or MS Teams meeting is mandatory

7 Training

We will not have any class room training with more than 5 participants until further notice

8 Team Events and Outings

There will be no team events and outings until further notice

9 We have a significant number of our Happiest Minds in our US, UK, Europe, Middle East and Australia geographies. These Happiest Minds are closely following the directions and guidelines provided by the concerned government and local health support agencies. We have requested them to make their safety and health the top priority and keep in mind the interests of the larger community through their movement and activities. Many of our Happiest Minds are working out of customer locations and will be following the guidance and guidelines provided by them in terms of coming into office, collaboration with other members etc. All of them are connected through WhatsApp and other media and we are in touch with them to provide assistance if needed.

We thank you for your confidence and faith placed on us. We will continue to monitor the situation and appraise all of you with updates. We wish you and your families safe and secure times ahead and pray that we all come out stronger after these testing times. If Happiest Minds can be of help in any ways, please do not hesitate to reach out. Let's win together against Covid-19.

Regards
Executive Board