

Date: August 28, 2020

Dear Colleagues,

Over the past few months, all of us have been united by our collective experiences facing the COVID-19 pandemic. It may not be a stretch to say that we all have been less than two degrees of separation from someone who has been impacted by the virus, and in some cases, even closer. Our Task Force and our Board are keenly monitoring the spike in cases, especially in India. While we are all anxious, we are hopeful reading about the promising solutions that are being developed and tested. We are all rooting for the hundreds of scientists and innovators feverishly working towards this goal. Reading such news gives hope that lasting solutions are within sight. More importantly, such stories of ingenuity and commitment inspire us to stay positive, step up and do our part.

We are enormously proud of the strength that all of you are showing. We had two reported cases (amongst our 900+ US Associates), both of who have fully recovered. In India, however, we have 42 reported cases (amongst our 2100+ India Associates), 24 of whom have fully recovered. Our HR teams in India are extending every resource that is safely available to them to help you contend with the virus. They are providing logistical support and moral support and are equipping you with information and contacts. They are also reporting that most of those affected are asymptomatic and on average, have fully recovered within approximately two weeks.

Amidst these anxious times, I am inspired by your resolve to do your best – in supporting one another, your family members, your friends, your co-workers and your Client counterparts, alike.

You have continued to uphold our core value of ‘putting customers first’ and remaining steadfast in collaborating with each other, and with your Clients. Together, along with our Clients’ teams, you have continued to deliver complex projects, meet service-levels and deliver solutions to meet business goals, without skipping a beat!

You have also stepped up to conceive and design new solutions that enable our Clients to digitally engage across the customer lifecycle, to win new assignments from our valued Clients, thus deepening our partnerships with them. And in some notable instances, many of you have come together to win the trust of new Clients, notably a Multinational Top 10 Global Insurer, a Fortune 500 Insurer and a Fortune 1000 Insurer.

Vince Lombardi, the legendary American Football coach and a symbol of single-minded determination to win, once said, "Individual commitment to a group effort – that is what makes a team work, a company work, a society work, a civilization work."

My deepest thanks to you all for your efforts, which have contributed towards deepening partnerships with our valued Clients’. Please rest assured that your Company is financially stable, and that the Board and the executive leadership are continuing to exercise prudence towards maintaining a stable outlook, especially as the pandemic continues to ravage communities in the geographies we operate in, and in turn, their economies.

The Board and the executive leadership is also appreciative of your diligent efforts to embrace the training and tips to safeguard security while we work from home, especially of our Clients’ data and intellectual property. Please continue to remain alert and connect with ICT teams or your supervisors if you have the slightest of concerns around IT security – on behalf of our valued Clients!

Our COVID19 Task Force Coordinators are advising that we should continue working remotely at-least until January 1, 2021, and later if needed. We have kept our Clients’ informed, and almost all of them are supportive of this decision.

As Lee Iacocca once said, "In times of great stress or adversity, it's always best to keep busy, to plow your anger and your energy into something positive." Let's all channelize our energies into challenging those things that will help us emerge stronger coming out of this global pandemic, than we were coming into it. Let's learn new skills, improve our fitness, master a new hobby or expand our horizons with the arts or literature. And as a team, let's come together to become smarter, more nimble and more knowledgeable in our respective professional tracks, so that we can advance towards our individual and collective goals, together!

Regards

Kalyan Kodali (KK)

CEO