

Date: April 22, 2021

Dear Valued Client,

I trust all is well with you. It has been a while since my last communication and over a full year since our collective organizations mobilized to safely operate remotely. I am most appreciative for the onset of spring, with its promise of renewal and freshness and the pace at which the vaccination program is progressing in the US. While we are gratefully optimistic about the year ahead for us in the US, especially as we have experienced only a handful of cases since 2020 March amongst our US Associates, we remain cautious knowing that the pandemic is growing in many other parts of the world.

As India is experiencing a second wave of the pandemic, cases amongst our India Associates too are rising. From virtually no cases in late March, they have gone up as of date to 76 cases amongst our 2500 Associates. Fortunately, recovery has been rapid and the recovery rate has been 100%. Our India Associates are recovering, quarantining and getting back to work within two weeks.

Our HR teams have been in overdrive since early March, supporting our Associates with logistical support and communicating safety measures. Our managers and leaders have also sprung into action in re-deploying previously prepared backup process, with identified backups for most Associates. In addition, given the strong business demand as we are experiencing robust growth, virtual onboarding of new Associates is continuing in high gear. Our Associates are also stepping up to support their impacted team members to ensure that their collective team efforts are not impacted.

As the situation develops, and on the guidance of our Board, we are engaging with you to keep you and your teams abreast of the situation, on the current impact and our contingency plans for more significant impacts, should the surge continue unabated for a period of time.

On the guidance of our COVID19 Task Force Coordinators, we are informing our Associates that they will continue working remotely at-least until September, 2021, and later if needed. We continue to keep key contacts of our Clients' informed about this and all our Clients are supportive of this decision.

I once again thank you, on behalf of all our Associates, for the privilege of being your partner. Thank you for your time, and if you need further information, please do not hesitate to contact me.

With best wishes for your continued safety and the safety of your associates,

**Kalyan Kodali ("KK")**  
**CEO**