

**Date: May 19, 2021**

**Dear Valued Client,**

The COVID-19 situation in India, in the last five weeks, had a profound effect on what we at ValueMomentum think our roles and responsibilities are towards our colleagues and the communities we operate in. While we embraced employee health programs and corporate social responsibility programs in the past, we never had to think about operational planning and execution of activities those programs support. Importantly, we never had to think of such operations in the context of a rapidly growing infection rate, scarcity of valuable medical resources and lack of access to safe shelters for isolation.

The speed of the spread and the scarcity of resources was forcing our HR Partners, Support teams and Covid Task Force to go way beyond their job role in trying strenuously to access medical care for colleagues and in providing consolation to colleagues who were losing loved ones. Sadly, we lost three of our India colleagues and, some of our colleagues experienced loss in their families and in their communities. Covid patients require oxygen, sometimes hospitalization and occasionally ventilator support. Every one of these were in short supply. We needed a better plan and our Board embraced providing a “circle of care” to our colleagues as the goal for that plan.

At a time when timely access to resources / care (be it oxygen, isolation facilities, ICU beds or physician consultation) is simply not possible for most individuals, an organization’s coordinated efforts can make all the difference. This is especially true if the organization can develop and execute a well thought through health monitoring and care management process to provide a complete “circle of care” including infrastructure, resources, facilities and services. We moved rapidly to: develop an end-to-end process in consultation with care providers; set-up triaging and tele-consultation capability by partnering with an online physicians’ network; made available at-home monitoring, quarantine and nurse care by working with an at-home service provider; set-up isolation facilities where patients are monitored and provided care by entering into agreements with hotels and hospital partners; contracted with hospitals for providing at-hospital critical care services; and procured oxygen concentrators for use by at-home provider and isolation facilities. We made these available to our India colleagues, their families and their parents.

Our Board Members and Senior Leaders, especially those in India, were talking daily with our colleagues and sensed, in addition to a feeling of vulnerability, a cloud of melancholy setting in because of the tragedy that was unfolding in their communities over the last few weeks. To help their communities, and to create a joint purpose of doing good, we moved quickly to fund several non-profits providing services and access to medical care for the needy. This includes prime funding of a 200 bed Isolation facility for the needy, adoption of a mini-hospital with 15 ICU beds, early sponsorship of a 170 bed hospital and oxygen concentrators for an isolation facility serving law enforcement personnel.

We funded the procurement and distribution of 250+ oxygen concentrators by a non-profit to needy hospitals spread across India and we pledged 10% of the funding needed by a non-profit to set up three oxygen plants near Bangalore, in the state of Karnataka.

While I highlighted above some of the key actions we have taken, the PDF attached to this email (an internal communication of our efforts) has more details of the services and resources we are mobilizing for our colleagues, their families and the most vulnerable in the communities we operate in.

Our Board is unanimous in its current focus on managing the crisis today, while investing for the possibility, however unlikely, that it may get worse tomorrow due to a future third wave. It is very possible that the lockdowns will help, and, with increasing vaccinations, India will avert a third wave. We are already seeing a rapid reduction in daily new cases and better availability of medical resources. But, to prepare for the possibility of a future third wave, we are making investments in infrastructure, a team of employee volunteers and on-the-ground operating relationships with frontline volunteers and NGO workers who are the backbone of India's health infrastructure.

We socialized our above efforts and experiences with other senior leaders of the Tech Sector in India and are encouraged to see that it has galvanized some of them to mobilize their organizations in taking up similar efforts.

**Our ability to take up the above efforts was possible entirely because of your continued support and patronage.** Without your business, we could not have done this. On behalf of our Board of Directors, our Senior Leaders and all our Associates, please accept our sincere thanks and utmost gratitude for your continued trust and your heartfelt words of support.

Please know that, even during these trying times, our teams are performing at peak or near-peak productivity levels (with buffer staffing, when needed) and are meeting their commitments to our Clients.

As always, for more information, please do not hesitate to reach Kalyan Kodali ("KK"), our CEO, any of our Senior Leaders, Board members or me.

Thanking you and with warm regards,

*Raj Samanthapudi*  
*Founder and Executive Chairman, ValueMomentum*