

# Ninestars' COVID-19 Commitment

COVID-19 has disrupted the rhythm of our daily lives and business, bringing some unique challenges. At the time of this note, India, where most of our operations are based, is under lockdown on government's directive for 21 days, starting March 24. Our personnel, customers and partners across the world are facing similar or more severe struggles.

**Customer promise:** Despite the uncertainty presented by a health crisis of this scale, we are committed to bring you uninterrupted service delivery and support. We have implemented service continuity plans across projects. The plan strengthens our ability to remotely manage our services and access to a skill-diverse workforce to support those services. We are back to SLAs in most of the projects within days even with reduced capacity. We continue to innovate with technology to ensure smooth operations and customer delivery under changed circumstances.

**Employee wellbeing:** At Ninestars, an equal priority is the health and safety of our people. We are following recommendations from the World Health Organization (WHO) and relevant local authorities. Within hours of the government recommendation to restrict movement, we rolled out remote working for our staff in Operations. We want our employees to work from home safely and comfortably. Our HR policies and guidelines accommodate needs such as self-isolation, treatment or providing care for a family member. Even before the lockdown, we had restricted all business travel, communicated COVID-19 awareness and precautions and enhanced remote-work capacity.

**Monitoring closely:** While we are prepared to address the situation, we are also aware that it is a crisis shape-shifting every day. We have daily executive meetings to discuss updates. Teams meet regularly at the function and project levels. This collaboration and transparency allow us to take decisions proactively, which in turn helps our customers to avoid any unexpected interruptions.

While we do not anticipate performance issues, we promise to diligently communicate updates. We appreciate your understanding and partnership when we all need it the most. It is our belief that when we come out of this crisis and meet on the other side, what will matter most is how we persevered with grace, camaraderie and compassion.

**Let's lead through this crisis.**