



Dear Valued Client,

Given the increasing concerns regarding the spread of the Coronavirus (COVID-19), Kore Group is reviewing its Business Continuity Plans (BCP) and proactively preparing in the event of a widespread scenario affecting our production operations.

We have implemented our pandemic blueprint as part of our overall Disaster Recovery & Business Continuity plan. We are monitoring developments and considering response and contingency plans; our priority is the safety of our employees and ensuring our ability to continue to serve our clients' needs.

Kore Group's BCP - Pandemic Flu Corporate Policy, key practices include:

- Hygiene education and preparedness of all personnel
- Social distancing and protocols
- Business fulfillment via remote access as necessary and only essential staff at work locations
- Infection-control measures including policies on sick leave and personal protection

In terms of prevention, we are reiterating the importance of following recommended [best practices of the Centers for Disease Control \(the "CDC"\)](#) for health and hygiene.

Our contingency plan is in place and we are working with all key departments to ensure that we have best practices in place to face multiple possible scenarios. This is a rapidly evolving situation and we will, of course, continue to communicate with you on developments as applicable.

Please reach out to your Account Service Team if you have any questions. On behalf of the entire Kore Group team, thank you for your trust and confidence in us as we work together to address this situation.

Regards,

Kore Group – A Kaye-Smith Company