



Edkal Technologies Pvt. Ltd.

No. 31, 5th Cross, 5th Block
Koramangala
Bangalore-560034, India
Tel: +91 80 4038 1888
E mail: info@edkal.com
Website: www.edkal.com

EDKAL TECHNOLOGIES RESPONSE TO COVID-19

The world is navigating through uneasy times right now, firstly we hope this note finds you and your loved ones in good health and spirits. Our organization is continuously assessing the COVID-19 (coronavirus) situation and has measures in place to safeguard the interests and health of our employees and our customers. I would like to personally share with you some of the steps we have taken.

When the World Health Organization (WHO) declared a Public Health Emergency of International Concern, we adopted a multi-tiered approach to deal with the virus starting with establishing preparedness strategies for continuity of operations and clear communication.

Regarding our staff:

- Employees are instructed to stay home if they are ill or show symptoms of cold or flu. Regular health checkups are being advised on an ongoing basis to identify any infections early on to minimize the potential for virus transmission to others.
- The latest updates about COVID-19 are being shared with our employees to keep them well informed. An ebook on awareness of COVID-19 and practices followed is mailed to all employees across the organization. Also a WhatsApp group is set up to exchange information and is closely monitored by our HR, the administrator of the group.
- Members of our team based at client sites will prioritize client guidelines over Edkal guidelines as required.
- Virtual communications are being encouraged to cut down on human-to-human contact internally and externally. Social distancing practices are in force.
- We've reinforced the necessity of effective hand washing practices and good hygiene to all our team members including house keeping team.
- Installation of additional hand washing facilities and implementation of increased sanitation practices are in place as per WHO standards. We are well stocked with personal protective equipment and antibacterial products.

To our customers:

- We have invoked the business continuity plans to ensure the ongoing business critical projects are not impacted and identified suitable back up team to support all other projects; ensured that our technological infrastructure enables our teams to work remotely as necessary.
- We personally reached out and shared the precautionary steps we are taking to ensure Business Continuity and our ability to serve our customer during this time. Account and Delivery managers will be available 24/7, if any help is needed to ensure business continuity.



Edkal Technologies Pvt. Ltd.

No. 31, 5th Cross, 5th Block
Koramangala
Bangalore-560034, India
Tel: +91 80 4038 1888
E mail: info@edkal.com
Website: www.edkal.com

- We expect no significant disruption in client services. We remain ready to respond to customer needs via phone, email and where possible by video services. Our facilities are operating normally, and at full staff, albeit with heightened health and safety protocols in place.
- We are working closely with our vendors and suppliers, beyond ensuring continuous supply, to confirm they are following strict hygienic processes throughout.

To summarize, we have not experienced any interruption in our operations, and foresee no disruptions in our ability to provide service. We are committed to the success and well-being of our clients, colleagues and communities, and are working actively to ensure that we continue to maintain the level of service as this situation develops.

While we have taken measures to ensure business as usual, the situation remains fluid. One of the challenges is increased uncertainty, which we do our best to remove on our end.

We have full confidence in our abilities to support our customers and each other during these unprecedented and turbulent times. We wish you all good health, stay well, stay immune.

Satyajit Bandyopadhyay
CEO, Edkal Technologies
satyajit.bandyopadhyay@edkal.com