

Responding to the Crisis



Safety and the Security of the Employees



Revamp of the IT infrastructure (network) in the past came to our advantage



Looking ahead of time

- VPN, network, Laptop, SIM, data cards
- Processes – onboarding, F&F etc.
- Focus on critical activities such as month close, March payroll



Focus on Operational Excellence activities, Just Do It improvement projects

Continued attention to Automation

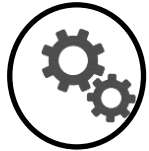


Regular communication with the team

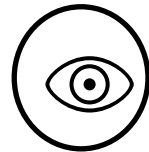
Sustaining Service Excellence & Beyond



Revisit the Strategy for the Year – realign targets



Continued focus on automation



Focus on the critical and important activities impacting stakeholder



Preparing on approach to return to office