

Dear all,

Coronavirus (COVID-19) continues to affect many around the world, and in India, we have managed to contain it successfully in the first 3 stages, however, the next stages require even more care and alertness personally and for the business. While we have operated more or less in a business as usual manner, we cannot take anything for granted and at this time, let me share a few notes that are relevant for the context and related to technology.

1. **Virtual and WFM** : This is a great opportunity to learn to work in a NEW way, the traditional should pave for a technologically enabled collaborative working style.
 - a. We should Hold more Virtual meetings leveraging collaboration tools like **MS TEAMS, ZOOM, WEBEX , GTM, SKYPE, HANGOUTS**.. If you need any training or guidance on these, please reach out to the local IT Team.
 - b. We should consciously limit the number of physical meeting attendees. Internal Face to face meetings should be with only critical participants.
 - c. IT team will provide Remote access and VPN ID's for a period of 4 weeks (renewable) for approved requests.
 - i. WFH (Work From Home) will be permitted for authorised individuals. Individuals working in this mode must ensure corporate information security, data integrity and asset protection.
 - d. We have a partner Identified should be need rental machines for the short term, this can be utilised if we find we need machines for staff working from home.
2. **Phishing** : We should stay alert to phishing attacks themed around COVID-19. Phishing emails with this theme are showing up in inboxes across the world with deceiving links and attachments trying to lure unsuspecting victims into clicking on a link or providing personal information that can be used to commit fraud or identity theft or inject malware. Coronavirus-themed phishing emails can take different forms such as -
 - a. Health Advice Emails claiming to be from Government Agencies or Medical Experts
 - b. Workplace Policy Emails claiming to be from the HR Department of the Company
 - c. Offers on sanitisers, vaccinations, new curing methods, medicines, even toilet rolls
 - d. Charity Support Emails with malicious links
3. **Server and Data Centre** : We are monitoring the access and presently the risk here more around increased remote access on performance and security. Capacity and Internet pipe does not seem a constraint at the present moment and we also don't see any immediate need for a migration of services to the cloud. We are monitoring and will invoke necessary steps as required.

Please feel free to share your inputs and flag areas that we may have overlooked so that jointly we can make the environment safe and business ready.