

HKA'S RESPONSE TO COVID-19

WE ARE HERE FOR YOU!

Dear HKA Stakeholder,

During these challenging times, it is more important than ever that both our personal and business communities support one another and build off each other's experience and lessons learned. We acknowledge that these are extraordinary circumstances that require pragmatic, agile, informed, and responsible measures in face of uncertainty – above all we must keep caring.

The health, safety and well-being of our families, employees, clients, sub-contractors and suppliers is our number one priority.

In response to the COVID-19 pandemic, we want to provide you with an update on our ongoing efforts to continue assisting clients while also protecting the health and safety of our workforce.

Our commitment to you!

- During this period of uncertainty, we wanted to let you know that here at HKA we will be doing our utmost to continue to operate as normal, and continue to deliver the highest quality service and work product to our clients, but with significant emphasis on video conferencing and digital collaboration.
- We are taking the necessary precautions to continue with our daily operations and ensure the safety of our employees, clients, families and the community. Leveraging our unique business resilience, our global reach, and technology enablers, we strive to remain fully operational across the group.
- We will naturally be exercising additional caution when working with our clients, partners and external stakeholders. We will communicate and collaborate digitally and via web conferencing as much as possible and as a first priority. We will continue to deliver our services regardless of the need to be present at HKA Offices. Our business infrastructure allows us to securely

deliver uninterrupted services from anywhere in the world.

- We will be very much limiting face to face external meetings, and where absolutely necessary we will be implementing social distancing in line with international guidelines in a pandemic.

You can find out much more about our crisis management approach, the controls we implement, and the lessons we are learning on our website at [LINK](#). We are keen to share as much as we can to help us all understand and learn.

Thank you!

We appreciate your cooperation and understanding of HKA's response to these circumstances. If you have any queries regarding our response, please email or call your local HKA contact.

Please do talk to us, we are here to help.

Our thoughts are with everyone affected by the coronavirus outbreak, particularly those on the front lines helping to battle this disease.

Best Regards,



RENNY BORHAN
CHIEF EXECUTIVE OFFICER



SIMON MOON
CHIEF OPERATING OFFICER