



For Immediate Release
Q1 2020

Contact Information:

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RE: COVID-19 Business Continuity Plan Deployment

Dear Clients and Partners,

At Illumia, we live by the notion that people are the ultimate enabler of organizational performance. As we jointly navigate unprecedented times – now more than ever – we recognize the need to continue to operate as a trusted thought partner on people topics to our clients, partners, alliances, and broader society.

With this in mind, we have taken the necessary precautions to ensure the safety of our teams, clients, partners, and alliances while enacting Illumia's business continuity plans. Our aim is to continue to anticipate and adjust as the COVID-19 situation evolves:

- Virtual operating model activated in line with our business continuity plans while continuing to work collaboratively with our teams, clients and partner communities
- Rapid response to support our clients in preparing and establishing Immediate Response Teams (IRTs) while considering employee, customer, financial, and broader value chain impacts
- Sharing of virtual operating model leading practices, methodologies, and tools that help our teams, clients, and partners mitigate impact and enable resiliency
- Enablement of virtual interaction capabilities, methods, and tools that balance social distancing with need to move our clients forward
- Full freeze on both NA and International travel, conferences, and events in line with CDC guidance

In parallel with above, we have stepped in to provide ongoing COVID-19 centric advisory support to our clients while keeping the people agenda at the forefront. We know that uncertainty breeds anxiety, fear, and confusion and are committed to serving as a stabilizing factor – by enabling our internal architecture for resilience, understanding where our clients are and meeting them there, and jointly walking through to the other side.

As we engaged our teams, clients, partners, and alliances across each vertical, many different challenges exist, yet one factor remained consistent – **the people** – and the power of hope fueling their resilience, acts of kindness that underline human connection as the beacon that will guide us towards a better tomorrow, and a selfless and unwavering commitment to prop each other up when we need it most – both at home and in the office.

We are very proud of our teams, clients, and partners and remain optimistic in our ability to overcome and emerge stronger, better, and perhaps more mindful than ever before – not only as a business but as a broader society.

Best Regards,

A handwritten signature in black ink, appearing to read 'Sanel Kostic'.

Sanel Kostic
Managing Partner