

# How we coped with COVID-19

## #PwCAgile

## During the lockdown period we were prepared

We kept our clients and market updated by sharing our planning through our official website

We navigated our clients and the market through the uncertainty

We switched to online operations in less than 24 hours by putting our Business Continuity plan into force

**We stayed close to our people by continuous communication:** creation of COVID-19 dedicated internal site, daily updates and videos

We capitalised on our investment in advanced technology to continue offering great results

### We stayed safe

- Majority of our people working from home
- Monitoring mechanism for people working from clients' premises
- Constant disinfections
- Guidelines on office and client visits and travel monitoring

### We stayed connected by

- Implementing our cutting edge technology to achieve remote collaboration with our people and clients
- Adjusting in no time to our clients' environment and needs to achieve excellent results
- Organising virtual workshops to answer any questions or address concerns about the impact of COVID-19

### We cared

- Part of #menoumespiti campaign by covering our building with the #menoumespiti logo
- Completed 11 Upskilling trainings to organisations & NGOs
- Supported the 1st Antivirus Crowdhackathon
- Supported NGOs with our Virtual Easter Bazaar

### We maintained our well being

- Kept our people in high spirits by adjusting our wellbeing program to the circumstances and turned it to virtual mode
- Promoted our 24/7 anonymous helpline for people who struggle with quarantine
- Organised online Pilates class for everyone to attend

### We didn't stop learning

- **17** internal e-Trainings for more than 800 people

### We welcomed new colleagues

- More than **65** interviews
- **20** people assessed
- **35** new joiners onboarded

### We are independently assessed and certified to ISO22301:2012

The International Standard for Business Continuity, which provides the framework to help organizations keep operating during the most challenging and unexpected circumstances