



20 March 2020

To our valued Clients and Partners,

As we all continue to monitor the developments of the spread of COVID-19, we would like to assure you that at Strawberry Star Group 'SSG' the health and wellbeing of our customers, colleagues, vendors and partners is our utmost concern. We want to reinforce awareness of the measures in place at SSG to ensure the uninterrupted delivery of our services.

SSG is closely watching developments from government sources, including the National Health Service (NHS) and the Public Health England, and we have invoked the following precautionary measures from our business continuity plan to help minimise the potential impact of the virus on our employees, clients, operations, and communities:

- We have restricted all non-essential travel and instituted a quarantine period for anyone that has travelled to an impacted area.
- We have technology capabilities in place to allow employees to work and access SSG systems remotely to deliver our services in accordance with compliance and security policies. Employees are equipped and trained to work remotely using their SSG-provided technical resources, and all non-essential employees will be working remotely until further notice.
- In addition, we are carrying out deep cleaning to all our offices and buildings with a focus on contact points. In the spirit of social distancing and all our wellbeing, we are helping clients by creating video walkthroughs of show apartments, with our lettings and sales teams increasingly using mobile phones to provide clients with tours of properties.

At SSG, we are dealing with the Covid-19 outbreak with the utmost priority and want to assure all of you of our continued commitment to supporting your financial risk management needs.

We will keep you informed of any changes to our services.

Thank you,

SANTHOSH GOWDA

Chairman

Strawberry Star Group