



# Tackling the crisis, together

As this week marks the return to the office for most of our teams, we take a look back on these few lockdown weeks, with their highlights and challenges.

On May 11th, France began a period of progressive deconfinement. The French economy has not been spared by the health crisis either. Many companies, small or large, had to temporarily close their doors, resort to furloughing, find a new organization to continue their activity, their production, their project...

Overnight, Baker Tilly STREGO employees joined forces, collectively, to support our customers in these exceptional circumstances, to provide them with the answers and the best advice, to better understand this unprecedented crisis.

Baker Tilly STREGO formed a team, a body, to be, at this moment (and more than ever) as close as possible to our customers, while taking care of our employees.

## Internally #WeCare

Even before President Macron's speech, and as the epidemic progressed, Baker Tilly STREGO employees were invited to stay at home. On March 16, our teams were already working from home, ready to engage. The next day marked the first official day of lockdown and we were far from imagining that it would last 8 weeks!

Confined, yes, but always in touch. Quickly, an internal newsletter was launched #Greatconversations. On the agenda, each week, news from the group, advice on how to best organize telework, how to get away from it all, testimonies and photos of the confined life of each other ... The management teams also shared their commitment, information concerning the situation of the company, and showed appreciation and recognition to the fully committed teams.



Even if for some people, the work load was reduced, a natural cooperation between the teams allowed those whose missions accumulated, to delegate. This solidarity and this proximity did not leave us during this confinement. Sports and creative challenges from a distance were thus organized. And birthdays have not been forgotten!

## Organisation #WeAssist

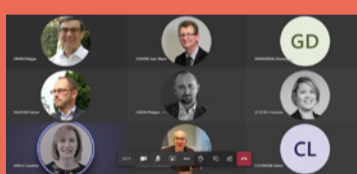
Who says telework, means adapted equipment, secure access to applications and data, facilitated connections and exchanges...

These imperatives were immediately met by our Information Systems Department, thus ensuring continuity of services, while maintaining high level of security.

And to connect together? Teams, Microsoft software, has been our favourite tool, the key to our daily contacts. We were able to easily communicate (with or without switching the cameras), from 2, 15, 50, up to 200 employees at the same time!

## Clients #WeSupport

Very early on, a «COVID-19» task force was set up, bringing together business experts and communication teams.



Each government decision, each new measure has thus been the subject of an in-depth study, to adapt the practices of field teams; in particular the payroll management of companies facing partial activity, or temporary cessation of activity. Social and legal specialists were particularly involved and intensely mobilized.

As soon as necessary, dedicated mailings were sent to our customers, articles were published on our website, on our social networks, to enlighten our customers on legal, tax and social news in constant evolution, on available grants, on the steps to be taken ... Webinars were also provided, to share advice and solutions to support our customers in this disrupted climate. We have also just released a guide to allow them to approach recovery time in the best possible conditions.



## Solidarity #Purposeprojects

One thing is for sure, this unprecedented period has seen an outpour of solidarity and goodwill.



In the face of adversity, our people and our clients rallied around a collective effort to reduce the impact of the crisis: creating safety visors with a 3D printer and a plastic sheet, making safety masks and overalls to send to nearby hospitals, collecting goods for people in need... So many instances showing that together we are stronger.

The recovery is now underway and the challenges are crucial for many of our customers. The way of working will definitely have to adapt but the level of engagement from the teams does not weaken.

Support remains the key word in our company, our commitment to tackle the "new normal" together.