

## **GTC is open for business - a lockdown isn't a shutdown**

**27 March 2020**

Dear GTC stakeholder (clients, service providers, staff and colleagues)

### **What lockdown and Microsoft Teams means to GTC**

So much has happened since my last communique on 17 March, both within GTC and in the world around us. Today, the first day of our national lockdown saw GTC as busy as usual, albeit with some adaptations.

### **Hadedas and barking dogs...**

I have participated in three Microsoft Teams meetings so far this morning. I interacted with the same committed, dedicate and professional GTC staff whom I normally meet for our regular Friday morning meetings at our office at the Wanderers Office Park. There were some differences... Clearly there's an abundance of Hadedas in Morningside. There's a noisy dog in Greenside and lots of children at another of our staff's addresses. The data connection is not ideal from a few connections too.

We are able to communicate on other video communication systems in addition to MS Teams such as Skype and Zoom. It is interesting to note that Zoom's share price in the USA has risen some 140% since January this year. That's definitely bucking the trend!

### **You may need to bear with us...**

The point I'm making is that whilst you should expect business as usual, an understanding of staff members' home environments, together with some latitude is going to be a requirement. I personally am sharing my home base with my wife, two adult children, my daughter's boyfriend, our helper and her husband. Each of us in the house is working and requires desk space, data connection and relative privacy for phone calls and video conferencing. Some give-and-take is going to be required.

As a client or service provider, please rest assured that our normal business protocols prevail. Do excuse crying babies, barking dogs and other domestic distractions. For a number of our staff, offsite working is new. Sharing this home office environment with other family members on a prolonged continuous basis definitely is a new experience!

### **Business as usual – lockdown is NOT shutdown**

As committed in my last letter, please do not expect a reduced service offering from GTC during this period. To the extent that you think you are, please communicate this soonest through your conventional lines of communication and direct an email to me on [ceo@gtc.co.za](mailto:ceo@gtc.co.za). I will personally respond to your email. I am very pleased to advise that there has been very little activity on this dedicated email address since my last letter.

GTC's landline numbers will continue to operate as normal, though will be answered from an offsite location. We will be keeping our website updated with our current status and any other notifications that could be important to you. You'll find this at <http://www.gtc.co.za/news/covid-19-gtc-operations/>. We are amending our website as is required.

GTC has always prided itself on being at the forefront of technological capability. Whilst not choosing the prevailing circumstances, it is our fervent objective to prove our decentralised and systemised competencies and capabilities during this time. GTC is open for business.

Yours sincerely

Gary

**Gary Mockler**  
**Group Chief Executive Officer**