

# TECHIIA

**A new reality.  
A new work format.**

A practical guide on how to maintain the  
dynamics of work in times of instability

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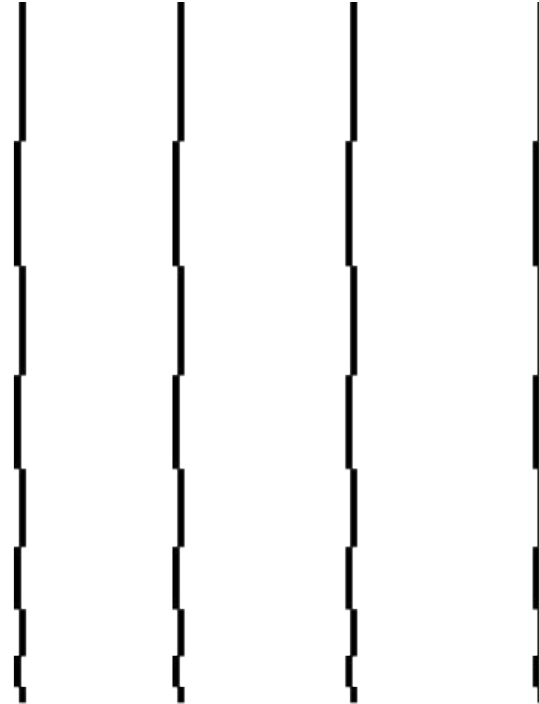
2020

# A new reality. Globally.

The COVID-19 virus has forced the world to live in another way. This also applies to how we do business. Not so long ago, my colleagues and I shared ideas while having our morning coffee in the office kitchen. And now we have to work in isolation and only sometimes we have the opportunity to visit the office. Projects and overall business speed are at stake. In addition, there is the problem of data and communication security.

We do not know what viruses will affect our lives in the future, but today we are creating a new format of life and work. Promoting interaction between remote co-workers is our priority. We do our best to be no less productive remotely.

This instruction is not only a guide to action for our employees but also is the demonstration of our approaches to working in the new reality to our partners, customers, and users of our products and services.

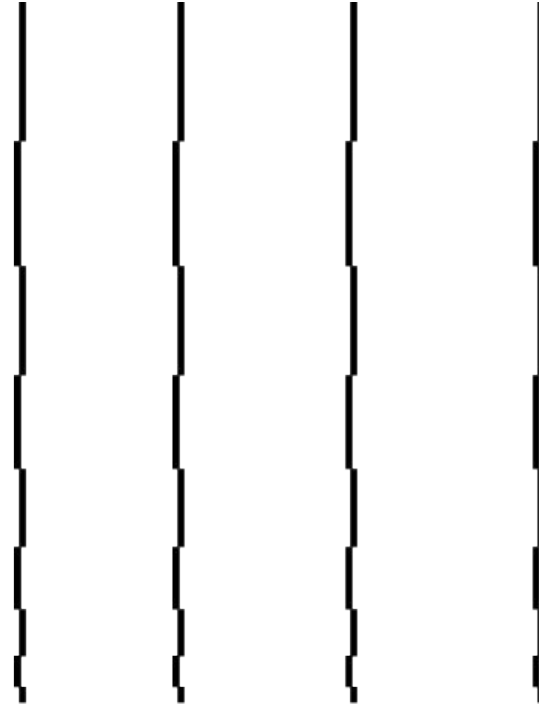


2020

# Changing approaches. Connecting people.

Since the beginning of the COVID-19 pandemic, TECHIIA Holding has introduced new approaches to maintain high dynamics.

A special working group of representatives from key departments helps all our teams adapt to new conditions. Our partners, customers, and users can be sure that we fully comply with our obligations in any way possible.



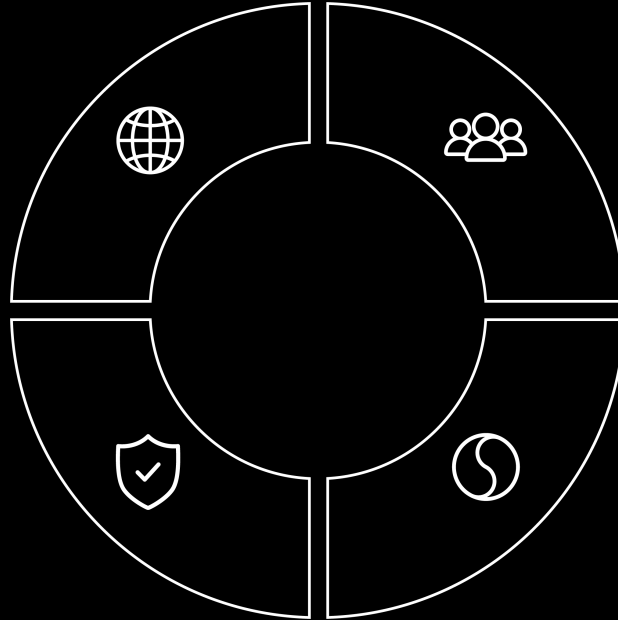
# Changing approaches. Connecting people.

## ONLINE ANYTIME AND ANYWHERE

TECHIIA offices are located on all continents except Antarctica. We organize our work so that employees can work equally effectively in the office or from home. This goes for equipment, virtual workspaces, and tools for online meetings, as well as parties in virtual "kitchens". We have taken care of the security of remote devices and reduced the risk of data loss.

## INDIVIDUAL POLICIES

TECHIIA includes more than 10 different businesses and projects. Each of them has its own specifics, culture, and specifics of work with partners and clients. Therefore, we have formed a strong institute of regional directors and a center of expertise. In synergy, they develop various policies, procedures, and interactive tools for WePlay Esports (an esports media holding), Enestech Software (an IT-product company), jMind Systems (the service company), and other holding companies.



## STRONG PROJECT TEAMS

We hire new employees, adapt them, and involve them in projects totally remotely. We provide effective remote work from home, even for the most complex technical projects. The best talents from around the world can work in one team. It is thanks to our strong teams that continue to grow rapidly.

## FLEXIBLE WORK

At the holding level, we provide a universal set of tools, processes, and methodologies for remote work to be effective. Though our strength is not in the instructions, but in the critical thinking involved. We react to changes quickly and select the best options to solve a variety of problems in any mode.

# Effective work. Recommendations

## ANALYZE

Analyze the critical points.  
Identify the problem areas  
and activate employee  
support wherever possible.

## ADAPT

Change processes.  
Strengthen the interaction  
between people. Ensure  
business cohesion.

## VERIFY

Make sure that all tools are  
working. Constantly check  
whether your working  
methods are effective.



# Effective work. Recommendations

## Actions

### ANALYZE

1. Analyze all processes in the company and record those that critically affect performance, these are data security, communication, teamwork, and more.
2. Make a list of responsible persons who might get involved in the process transformation as quickly as possible.  
Engage them in a quick-response team.
3. Regularly analyze the results of transformation and change processes if required.

### ADAPT

1. Apply changes to remote work policies to create new ways for teams to interact.
2. Create conditions for employees to connect from anywhere, anytime, via any device.
3. Give employees remote access to crucial data.
4. Protect business data and bring it in line with the law.
5. Give employees specific recommendations on how to arrange the workplace at home.
6. Create and provide employees with the Code of Ethics during video conferencing and texting via email and messengers.
7. Create virtual workspaces where employees can communicate informally.

### VERIFY

1. Introduce a continuous monitoring procedure to analyze the effectiveness of new tools.
2. Constantly update processes to support and accelerate business growth.
3. When implementing new methods and tools, choose the most flexible ones to changes, they should not interfere with current and strategic business plans.