

Gerard Hanlon

8th April 2020

Dear Gerard,

As communicated, Covid-19 has had a significant impact on our overall business. But the sudden and dramatic impact on our BPO/BPO VAT business has been unprecedented and as a result we have had to make difficult decisions and introduce measures in response to the significant economic and financial challenges that this brings, including the difficult decision to place BPO/BPO VAT staff on temporary layoff. This is to confirm that your position is included in this temporary lay-off and consequently we are now issuing you with formal notice of temporary lay-off to take effect from Tuesday, 14th April 2020. You will continue to remain an employee of the company.

Given these uncertain times it is difficult to determine the length of the temporary layoff but we will be regularly reviewing the situation and we will continue to communicate with you during the temporary lay-off period to keep you updated.

We would ask you to email your current personal contact details, email and mobile number, so that we can continue to communicate any further updates to you. Please send these details to sonia.cullen@meridianglobalservices.com

As you will not be paid while you are on temporary layoff you can apply for the current emergency payment for Covid- 19 of €350.00 per week and this can be obtained by sending the attached form (see link below) to the Department of Employment Affairs and Social Protection('DEASP') who will make this payment directly to you for the duration of the emergency. This letter can be provided to the DEASP as evidence that you have been placed on temporary lay- off.

You can find more information about the payment and complete the simple one page application form at <https://services.mywelfare.ie/en/other-info-pages/covid-19/>. If you have any queries in relation to this please contact Sonia Cullen, Human Resources Department by email: sonia.cullen@meridianglobalservices.com

Clearly this is a difficult time and we understand the hardship caused to all those impacted by these necessary measures. We will be available at all times to provide support and assistance to those affected.

Yours sincerely

Mark O'Riordan

CEO