

## Message from the Manager, Corporate Communications

### Our New Normal

*"We have seen a lot of corporate citizenship and corporate responsibility ..., but the question needs to be what was the real impact of that programme? Did you really make a difference or was it just for the headline?" – Phyllis Costanza, Head of UBS Society and CEO of Optimus Foundation*

This year started like any other as we made resolutions and set goals for business operations and corporate social responsibility activities (CSR) to guide us through the year. Our 45th anniversary, which will be celebrated on August 22nd, was paramount in our minds as we planned a host of interactive CSR activities. However, everything changed with the onset of the coronavirus (COVID-19) pandemic, which was confirmed to have reached our shores on March 12th, 2020. To help stem the outbreak, the country was placed on lockdown from March 29th, 2020. Citizens were asked to stay at home, venturing out only when absolutely necessary. Most businesses were closed, with only essential services allowed to operate. For NGC, this impacted our business operations, as well as all external community activities, which came to a sudden halt. Non-essential staff were asked to work from home. Rostering of essential staff was put in place to ensure the safety of people first and business continuity.

COVID-19 has forced us to rethink how we do business, communicate, engage, and connect with our fenceline communities and partners. These were some of the activities undertaken by the Company during the last few months to assist our immediate communities and stay connected to the wider national community:

- Supported our at-risk community - elderly homes – through the distribution of gift cards
- Helped families and communities through hamper drives
- Contributed to non-governmental organisations (NGOs) for the sourcing, production and distribution of face masks to the public
- Financially assisted the Living Water Community to help them continue their charity work for families in need of assistance



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- Contributed specifically to the Halfway House for abused infants and children, Mercy Home for HIV/AIDS patients and the cancer hospice
- Supported safety messages on COVID-19 which were shown on television and social media and broadcast on radio. We also supported fun programming such as: "Home Sweet Home" cooking with Cup of Joe, and #WatchAMovieOnUs with the trinidad+tobago film festival (ttff).

We note that the COVID-19 pandemic offers a great opportunity for us at NGC to shift towards a different kind of CSR and contribute to addressing urgent social, economic and environmental challenges that are affecting our country. Obviously, we all hope for the quickest resolution and to return to life as we once knew it as soon as possible.

I began this reflection with a quote from one of the world's top financial managers. At NGC, we weighed our contributions and sought to create a new CSR that is impactful, and more importantly, reaches those who are most affected. We are strengthening our commitment to do our part to ensure not just business continuity, but assistance to our country as we move forward with the new normal in mind. We at NGC hope you and your families are safe and continue to do all in your power to remain so.

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