



13 March 2020

COVID19 Impact and Contingency

Dear Sir/Madam

The Coronavirus, COVID-19, and the spread thereof remains a global concern. Whilst we cannot predict the course of events or the impact in the short to medium term, we are implementing practical and pragmatic measures and protocols that will protect our staff, suppliers and customers and ensure that we can continue to operate our business optimally.

We have made every effort to reduce the likelihood of operational disruptions. As part of our effort to ensure continued and uninterrupted service levels we have reviewed business continuity and recovery plans across the business. These plans include:

- Limiting access to our premises for any non-critical visitors
- Limiting staff travel
- Reducing face to face engagements with 3rd parties
- Elevating hygiene measures in our workspaces and vehicles
- Work from home scheduling for key employees
- Workload balancing between locations
- Team segregation between sites

Please be assured that we are committed to ensure a seamless service experience during this period.

Should you have any queries, please do not hesitate to contact me or your customer service representative.

Yours sincerely



Quintus van der Berg
Commercial Director



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