

19 March 2020
Health & Safety Update 2.0

RESPONSE TO MITIGATE IMPACT OF THE CORONAVIRUS COVID-19 DISEASE

To all interested parties

Heidelberg Southern Africa has taken precautionary steps to play our part in mitigating the impact of the spread of the Coronavirus COVID-19 disease and to protect our staff and their families, our valued Customers and the greater Southern African community as far as possible.

The following measures are effective immediately:

- A work from home policy has been adopted from 23 March 2020 until further notice and plans have been put in place to continue serving Customers
- No domestic or international travel for work purposes will be permitted until further notice
- Face to face meetings are strongly discouraged, the use of online meeting platforms or the telephone are highly encouraged
- Good hygiene is mandatory
 - washing of hands and making use of hand sanitizers regularly
 - covering your mouth and nose with your arm when sneezing or coughing
 - hand sanitizers have been distributed to all service staff and delivery drivers
- No physical contact especially when greeting
- Staff that display flu-like symptoms are required to remain at home
- Protocols are in place at our 3 regional offices to carefully manage necessary visits by outside parties

We are taking our lead from our valued Customers on protocols to be observed by our sales and service representatives when visiting Customer sites, to ensure that we continue to deliver safe and effective service.

Our current consumable and spare part inventory levels are stable, we do however expect global supply chains to be under significant strain in the coming months. Our organization is doing everything within our control to ensure that supply remains stable and consistent to our valued Customers.

Sincerely,

Heidelberg Southern Africa Management

