

23 March 2020

SGB-SMIT CALIDUS has been monitoring the developments with the COVID-19 coronavirus closely and would like to inform you of the measures we have put in place to mitigate the spread of the virus.

At SGB-SMIT CALIDUS, the wellbeing of our employees, clients and other stakeholders is of utmost importance to us. In response to the COVID-19 pandemic, we are also following advice from the World Health Organisation (WHO) and the National Institute for Communicable Diseases (NICD). We are also following guidance from both the World Health Organisation and the South African National Department of Health to protect the health and safety of our people.

SGB-SMIT CALIDUS will still be operating as normal in both the Pretoria and Cape Town operations for now, if this changes we will advise you immediately.

Collections and deliveries will still carry on as normal and staff and visitors at both our stores in Pretoria and Cape Town will have to follow the hygiene and social- distancing protocols applicable i.e. using hand sanitation products and keeping a one-meter distance from other persons;

The use of the elbow greeting is encouraged and no traditional hand greetings will be practiced during this period.

SGB-SMIT CALIDUS has implemented the following measures to reduce the risks associated with the virus:

## **1. OUR PEOPLE**

- All international and local business travel has been suspended and we are encouraging our people to use virtual conferencing solutions to meet with each other.
- Limit all meetings to advised maximum numbers or implement additional precautionary measures
- Symptomatic employees will be instructed to self-isolate and to consult a healthcare practitioner and obtain approval from the healthcare practitioner before returning to work (there have been zero reported cases to date in our company).
- All planned visitors need to agree before the visit with their host and decide if a physical visit is absolutely necessary.
- All visitors to our offices will need to complete a basic screening questionnaire to record and document travel movements over the past 30 days for us to identify whether they have been to a high-risk region in the prior 30 days
- All our offices are equipped with sufficient soap and hand sanitizer and all surfaces are regularly cleaned with appropriate disinfectant.

### **SGB-SMIT CALIDUS (PTY) LTD**

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## **2. OUR CLIENTS**

- SGB-SMIT CALIDUS is confident that our people are prepared should the need arise for staff to self-isolate or to suspend operations at our premises.
- Our Sales Teams are fully equipped to effectively function remotely and off-site, should the need arise so as to ensure they can continue to work safely and effectively from home, at other offices or any other location. All internet connections on SGB-SMIT CALIDUS laptops and phones are protected using secure VPN technology.
- We regularly use teleconferencing and video conferencing technology to work effectively together across our factory locations.
- We have policies in place which cover the appropriate way to work securely when out of the office to ensure confidentiality and the protection of data.
- Please engage with your SGB-SMIT CALIDUS representative should you wish to negotiate alternate meeting arrangements and ways of working or discuss any concerns.
- We have developed a declaration (Attached) and request that you complete and email it back to your SGB-SMIT CALIDUS relationship partner so that we can properly assess visitors and identify high risk individuals.
- For those clients who have sent us their own documentation or requested alternative working arrangements with SGB-SMIT CALIDUS, please ignore the above.

## **3. OUR SUPPLY CHAIN**

SGB-SMIT CALIDUS maintains a global and robust supply chain with various facilities (both in Europe and South Africa) and suppliers around the world. Presently, we are therefore currently able to continue to supply our customers without interruptions. However, kindly note that there are delay communications flowing through over the past few days due to the increasing impact of the virus.

SGB-SMIT CALIDUS continues to will closely monitor the situation. Our team will immediately notify you of any potential delays, once we are informed. and are in constant contact with our production facilities, suppliers and SGB-SMIT head office in Regensburg, Germany. This also includes monitoring our inventories for which we already have contingency arrangements in place.

Should any supply bottlenecks occur, we will try to keep them to a minimum by taking appropriate measures and will of course inform you at short notice of anything that may change internationally or locally.

Visits from suppliers should be kept to an absolute minimum where appropriate and necessary. All suppliers will need to complete follow the visitor protocol to have prior approval and a declaration form with the relevant documentation attached where appropriate before visiting or delivering goods/services.

#### **4. SGB-SMIT CALIDUS EVENTS**

All SGB-SMIT CALIDUS events have been cancelled or postponed until further notice. If these affect you directly, you will be notified in a separate email.

We are committed to playing our part in slowing the spread of infections and will adapt our operations as needed to support the Department of Health in its endeavours to achieve this goal.

Combating COVID-19 is a collective effort that all of us, and not just medical professionals, have a responsibility for. While fear and uncertainty are understandable sentiments, we encourage everyone to manage this situation with empathy, understanding and calmness. We can only effectively manage the situation by working together as the impact affects us all as a nation.

Yours sincerely

SGB-SMIT CALIDUS MANAGEMENT TEAM