

24 March 2020

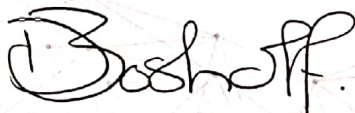
Dear Valued Customer,

In the light of our President's address on 23 March 2020, PHT-SA would like to confirm the following:

Our customers and our staff are important to us and in view of the COVID-19 outbreak PHT-SA has put in place all necessary measures and actions to contain the spread of the virus to protect our customers and staff. We are still committed to guarantee, as best as we are allowed to, our usual service to our customers. PHT-SA therefore introduced the following precautions to protect our customers and our staff members

- We are a supplier to the food Industry therefore our office will stay open and manned but working in safe conditions.
- No visits by outside people or customers to our offices will be allowed.
- We follow a no touch policy, no human contact and strict personal hygiene.
- PHT-SA has banned all non-essential business travel both local and to other countries.
- All PHT-SA staff are equipped with laptops and are available on their phones, WhatsApp and Skype to communicate with customers even when working from home.
- Kindly note that with some of our staff working from home, while they are also taking care of their families, there might be delays and interruptions in communications.
- Our technicians will adhere to strict safety and hygiene regulations when visiting customer facilities for maintenance work.
- We are in close contact with all our suppliers and we have their commitment to keep on supplying goods where possible. It is a crazy time and stocks on certain goods are running very low. We are committed to our existing customers and will treat them with preference.
- PHT-SA is closely monitoring the situation daily and will adjust when necessary.
- We are in this together, together we will overcome.

Kind regards, Vriendelike groete, Mit freundlichen Grüßen



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