



17 March 2020

COVID-19 CORPORATE CONTINGENCY

Dear Valued Client,

NCP Alcohols are heeding the advice and instructions from our own government and international health organisations to follow the relevant protocols and do our part in these trying times. Where it is related to our operations, we continue to communicate our vigilant preparations and precautions to COVID-19 to our employees, suppliers, clients and customers in a clear and transparent manner and will continue to do so for the time necessary. We are confident in our particular response to this crisis and that we will be able to continue to deliver on our responsibilities to our clients and customers.

In addition to reviewing and updating our business continuity plans in the context of this pandemic, we have implemented several measures to ensure the resilience of our operations and to limit any impact on our services. Measures taken include:

Offices: Guidelines from the World Health Organisation on hygiene practices have been put in place and increased throughout all buildings while certain prevention protocols have been introduced.

Staff: All employees have been instructed to remain vigilant when it comes to personal contact and hygiene. Contingency plans are furthermore in place should the impact of COVID-19 affect the way our staff have to carry out their daily functions.

Other:

The importance of individuals changing their behaviour cannot be stressed enough as this is the single most important weapon in preventing COVID-19 from spreading rapidly. Here at **NCP Alcohols** our employees have been given clear instructions in this regard:

- Wash hands frequently with soap and water for a minimum of 20 seconds and use hand sanitisers available throughout the company.
- Cover nose and mouth when you cough or sneeze, cover with a tissue.
- Avoid/ensure a 2m social distance from anyone with flu-like symptoms.
- Minimise physical contact, and
- Use the alternative ways of greeting, avoiding physical contact.

Taking the lead from scientists, doctors, experts and other knowledgeable individuals at the forefront of the fight against COVID-19 locally and abroad, **NCP Alcohols** reiterate the following restrictions:

- Non-essential international and domestic travel to be avoided and where needed, approved by the Executive Committee.
- Increase social distance and limit contact between groups of people.
- Gatherings of more than a 100 people are prohibited

- Increased cleaning regimes and hygiene controls where employees gather.
- Encouragement of the use of available technology (such as video and audio-conferencing tools) to conduct internal and external meetings.

NCP Alcohols will for the foreseeable future and for as long as local and international health organisations and experts advise the global community to do so, continue to treat the COVID-19 pandemic with the utmost urgency and vigilance it requires. We furthermore endeavour to continue to communicate and update employees, contractors and customers.

For further information email info@ncpalcohols.com.