

17 March 2020

Dear ICLIX Customers & Suppliers

Regarding: COVID-19 (CORONAVIRUS) PREVENTATIVE MEASURES

In light of the recent Corona virus developments and prevention steps suggested by the various health bodies, we would like to assure you that we have implemented steps to limit any further transmission of the Coronavirus (CoVid-19), we'd like to reassure you that ICLIX continues to make your safety our number one priority. Only now, our emphasis has been enhanced to also assist in safeguarding your health and wellbeing when you visit our offices or if our Technicians come to your premises to do any work.

It has always been at the core of ICLIX's values to look after the interests of the employers of South Africa. The ongoing global spread of the Coronavirus will have an impact on each and every business in South Africa.

In a statement on 15 March 2020, President Cyril Ramaphosa, clearly stated the severity of the threat the Coronavirus poses to our country, as well as the role business need to play in protecting our employees, our clients and our communities. ICLIX recognizes this responsibility and will do everything possible to align its operations accordingly.

Accordingly, all ICLIX managers and employees have been trained and equipped with the necessary tools to implement heightened cleaning and hygiene protocols with immediate effect. These protocols are in accordance with the guidelines issued by the World Health Organization (WHO).

Knowledge sharing sessions have taken place with all our staff for them to better understand the following important topics

- What is the Coronavirus? (CoVid-19)
- How is it transmitted
- What are the symptoms to watch out for?
- What to do and who to speak to if you are displaying any of the above-mentioned symptoms.
- What can we do to ensure we limit the spread of the virus?
- The importance of personal hygiene and sanitizing or washing your hands regularly.
- The importance of wiping down work areas and equipment regularly with approved disinfectants.
- Understanding the benefits and importance of social distancing.

ICLIX has also created a Coronavirus committee that meets daily to review the ever-changing landscape and how it may affect our staff as well as our clients.

We believe the situation requires a proactive as well as a reactive approach which must ultimately result in the best socially responsible outcome.

Our installation teams will be equipped with masks, surgical gloves, hand sanitizer, and disinfectant to wipe down all surfaces when working in a customer's Home / Business. The teams have also been requested to highlight any concerns they may have when entering a client's home. The safety of our staff and clients is of the utmost priority for us.

The above information will also be shared with all new clients when the installation bookings are made to give the client assurances that the necessary steps are being taken in line with best practice.

We have been reviewing our business continuity plan to ensure a "work from home" scenario can be executed if or when it is required.

ICLIX has therefore implemented the following measures:

- All our employees who are able to work from their homes will do so;
- We have advised clients that want to come pay accounts at our offices with cash or card to rather do it via electronic methods;
- Wherever possible we will minimize and avoid all travel related activities;
- All clients with existing, scheduled appointments will be contacted telephonically and appointments that can, will be postponed;
- Existing appointments that absolutely cannot be postponed will continue on the basis that both ICLIX and the client will take all necessary steps to ensure that the appointment is conducted in a safe way;

These include:

- Ensuring that the number of participants are kept to an absolute minimum;
- Ensuring that all participants are 100% symptom free;
- Ensuring that appointments are held in well ventilated venues that are large enough to ensure safe working distances between participants;
- No new appointments will be scheduled unless they are absolutely necessary;
- All telephonic, online and video conferencing services will continue uninterrupted;

We have also implemented a policy whereby business partner meetings will need to take place telephonically or via tools such as Skype, ZOOM meetings, etc.

In addition, the company is encouraging employees to practice frequent and thorough handwashing and observe increased personal hygiene. Employees who develop a fever or who feel poorly while at work will be sent home and guided to seek immediate and appropriate medical attention.

What does this mean for you? It means that you can be re-assured if you need to visit ICLIX, knowing that we are meticulously cleaning all high-contact areas at our offices, at regular intervals throughout the day, to minimize the risk of spreading COVID-19.

If there are any confirmed cases of Corona Virus in our business, we have a strict protocol in place based on the guidelines from the National Institute of Communicable Diseases (NICD). Should a situation arise that necessitates that we close the office, we will do so immediately to protect our customers and staff. However, we are confident that our precautionary measures are sufficient to minimize risk.

Our offices are still open for business, providing all of our services as per normal, and within our usual trading hours just with reduced staff onsite. If there is any change to this it will be communicated through to you.

We will continue to monitor the situation and modify our response as needed. We will keep you up to date on a regular basis.

This is a critical time for our country and the only way that we can minimize the damage to our economy is by working together and doing our part. It may feel like the world has come to a standstill, but even as we all take precautions to protect the more vulnerable members of our population, we know that life goes on, as it must,

and so does the need to journey on. As you look to fulfill that need, we hope that you will continue to put your trust and confidence in us, knowing that we, in turn, will continue to put your health and safety as well as that of our employees, and indeed all mankind, ahead of all other concerns.

We encourage our clients to keep abreast of developments on the Government's WhatsApp group by adding the number 060 012 3456 to your contacts and sending, 'Hi'. This will have an automated response with options.

You can also follow these social media pages:

Department of Health on Twitter @HealthZA

The Presidency on Twitter @PresidencyZA

If you have any questions regarding these measures or require any further information please feel free to contact us.



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