

STATEMENT ON CORONA VIRUS (COVID-19) BY MABATI ROLLING MILLS LIMITED (MRM)

Dear Valued Customers,

At MRM, the safety and well-being of our employees and customers is always our priority, guided by our ZERO HARM Policy. In response to the COVID-19 pandemic whose presence is now in Kenya and greater parts of the world, we have taken measures to safeguard our staff, partners and the community as a whole to ensure good health.

We would like to assure our customers that MRM has taken preventive measures based on directives by the World Health Organization (WHO) and the Ministry of Health to safeguard our staff and office environment. As such, we have activated a business continuity plan through the following steps to ensure minimal disruption to the supply of our products and services to our esteemed customers even as we work hand in hand with the Government to contain this pandemic.

A. Our offices including Retail Service Outlets

On the advice of our government, the World Health Organization and health professionals, we have adopted stricter hygiene routines and request our staff and customers to observe the same to minimize the risk personal and communal health.

Consequently, the management has provided and ensures:

1. Temperature checkpoints at all our premises.
2. Hand sanitizers at every entry point and offices across our premises.
3. Adequate soap and water for handwashing.
4. Enhanced sanitization services for incoming vehicles and visitors at all entry points.
5. All surfaces and door handles are constantly being disinfected throughout the day.
6. All office doors kept open to minimize contact on door handles.
7. To avoid transmission whilst in our reception area, we have removed all frequently touched items like water dispensers, coffee machines, newspapers, and fliers. Apologies in advance for any inconvenience caused.
8. Our staff are required to wash their hands or sanitize with an approved sanitizer regularly.
9. Our brochures and product information can be accessed online on <https://mabati.com/>

In addition, we kindly request our customers and visitors to:

- I. Use hand sanitizers when entering and leaving our service outlets and offices.
- II. Kindly maintain a distance of at least one (1) meter between them and others.
- III. Observe one-customer-at-a-time practice at the reception/Sales counters to help maintain the recommended distance.
- IV. Contractors are expected to adhere to the same set of guidelines while on site.

B. Assisting our Employees

We are in continuous communication with our employees, reminding them about the importance of good hygiene and providing them with relevant information. Employees who feel ill have been advised not to report to work but seek medical attention. Should any of our employees be diagnosed with COVID-19, we have put in place specific communication procedures.

C. Service Delivery

To ensure minimal disruption of supply of our products and services in the market, we have:

1. Reduced movement by our sales team and embraced online order placement, and processing through emails.
2. Our service outlets remain open for collection and dispatch of material to various parts of the country. However, where the process might be a little longer, kindly bear with us as we do our best during these challenging times.
3. Our call Centre remains active to assist and advise on any queries as we support the construction sector and the economy as a whole.
4. Our aftersales, technical, sales and customer service team are available on email, telephone, WhatsApp, Social media or SMS to address any customer queries.
5. To access our full product range, receive quotations and services, customers can reach out through the contact form on our website <https://mabati.com/contact-us/> or **WhatsApp to 0788 202020**.
6. For our trade queries, our respective area sales managers remain actively on call to support and serve you. For further assistance on trade matters, kindly reach out to our Head of Sales directly on **+254 731 049 936** or email to Abhijeet.gupta@safalgroup.com
7. We encourage all our customers to embrace cashless payments like online banking and mobile transfers to minimize use of the PDQ machines availed at our service outlets as we adhere to hygiene and continue with constant sanitization.

We encourage you to remain vigilant and look out for regular information updates from the Government and authorized health officials.

Should you have any queries do not hesitate to contact us through any of the following contacts:

- ❖ Administration & Human Resources – Julius Ochieng Julius.ochieng@safalgroup.com ; 0731 049925
- ❖ Customer Service – Patience Wekesa patience.wekesa@safalgroup.com ; 0731 049939
- ❖ Commercial Sales – Abhijeet Gupta Abhijeet.gupta@safalgroup.com ; 0731 049936
- ❖ Operations at Service Outlets – Paul Raj paul.raj@safalgroup.com 0780 545320

Thank you for your continued support, loyalty, as we look forward to serving you better.

Yours Sincerely,

Andrew Heycott
CEO -Mabati Rolling Mills Ltd (MRM)