

Dear Valued Customers,

Due to the spread of COVID-19, which has been declared a global health pandemic by the WHO, we have implemented safeguards and taken additional steps to minimise its potential impact on our clients, employees and business partners. Ensuring the safety and well-being of our employees, clients, business partners and communities continues to be our priority commitment.

[**ALPHAMATIC Group** refers to *Alphamatic Systems Sdn Bhd (Company No: 125159-H)*, *BOSS Solutions Sdn Bhd (Company No: 199877-X)*, *BOSS Solutions Global Sdn Bhd (Company No: 948540-V)* and *Alphamatic Distribution Sdn Bhd (Company No.: 161850-D)*]

Company Assurance for Clients

ALPHAMATIC Group is executing pre-established business continuity plans, to ensure delivery of seamless support, services and IT business during these challenging times.

- **Working Remotely:** For the majority of teams, work can be conducted through remote connections, which enables our teams to work off-site for most tasks. Engineers / Support Consultants / Project Consultants around the nation are working separately and remotely where possible to mitigate the risk of an entire team becoming infected. We will serve our clients virtually and stay agile in how we respond to their needs at this time.
- **Safety On-Site:** Where on-site work is required (for example, working in data centre locations or customer sites/offices or other on-site support services), staff who are on-site to accomplish specific tasks are spending only the minimum time required in locations. On-site support engineers / consultants are requested to apply social distancing and hygiene protocols based on guidance from health authorities. Additionally, teams have implemented rotating schedules to reduce the number of people in a single location and to separate individuals in joint groups as much as possible.
- **Our Suppliers:** **ALPHAMATIC Group** operations are supported by many strategic suppliers, and we are in contact with all of them continually to ensure they apply comparable mitigation practices with their teams, while still maintaining service levels. For those who supply operational resources, we are focusing on scheduling and in-office practices to reduce the impact of any potential event. Finally, we are maintaining a database of updates and feedback from suppliers to ensure we can quickly locate and confirm documented information outlining the COVID-19 protocols and practices they are supporting.

Safeguarding Employees & Operations

ALPHAMATIC Group has established a COVID-19 Pandemic Taskforce, working in tandem with local crisis teams and health authorities, to coordinate all efforts around the COVID-19 situation and provide guidance to **ALPHAMATIC Group** staffs.

Notable actions include but are not limited to:

- Asking all employees to work remotely as much as possible, and wherever possible, **ALPHAMATIC** offices remain open (except during the country lockdown period).
- We are initiating split operations (shifts) options and select staff segregation for business-critical roles/functions.

- Cancellation or postponement of physical events planned for the next three (3) months, and directed our people to leverage the use of technology to conduct virtual meetings/event with clients.
- Following the lead of **ALPHAMATIC's** safety & health department, as well as guidance from government and leading health organizations, we have implemented comprehensive enterprise resilience plans to include the restriction of all non-essential business travel to the high-risk countries, enhancement of virtual tools to support the remote workforce.
- Encouraging a heightened awareness of personal hygiene, including the use of masks and hand sanitisers as appropriate.

We have fantastic team across **ALPHAMATIC Group** that are here for you. On behalf of all of us at **ALPHAMATIC Group**, we're committed to being your partner and persevering together in all the days and years ahead. As we go forward, we'll be sure to keep you updated, and know that we always value your enquiries & feedback.

Yours Sincerely,

The Management Team

Head Office : Wisma Alphamatic, No. 22-18, Jalan Puteri 4/2, Bandar Puteri, 47100 Puchong, Selangor.
 Johor Office : 48-01, Jalan Molek 2/3, Taman Molek, 81100 Johor Bahru, Johor.
 Penang Office : 2829 A & B, Jalan Baru, Bandar Prai Jaya, 13600 Prai, Penang.
 Perak Office : 35A & B, Jalan Bendehara, 31650 Ipoh, Perak.

Tel: 03 8060 3836
 Tel: 07 352 3778
 Tel: 04 397 6882
 Tel: 05 255 7033

Fax: 03 8061 6839
 Fax: 07 351 6092
 Fax: 04 397 6878
 Fax: 05 253 3388

