

Notice on Business Continuity Plan (COVID-19)

Date: 18 March 2020

Dear Valued Clients and Business Partners:

In light of a nationwide restricted movement control order as announced by the Prime Minister on 16 March 2020, we would like to assure you that our operations will continue to function with little or no disruption.

We have, even prior to the public announcement, activated our emergency preparedness plan in view of the worsening of COVID-19 outbreak both locally and globally. Specifically, the Company's Business Continuity Plan (BCP) Management Team, which comprised heads from various departments, is driving our responses to the pandemic threat to ensure uninterrupted services to our clients and business partners as well as to protect the well-being of our employees.

Below are the highlights of our responses to the outbreak:

- Our resilient infrastructures that could support work-from-home capabilities via secured virtual private network (VPN) gateways have enabled us to mobilize our employees to work from remote locations in order to mitigate the risk of exposures. The Company's cybersecurity policies have been enforced on employees who are working remotely in order to ensure the security of our network and data.
- All of our employees are updated on the situation from time to time and stringent health and safety measures have been undertaken to ensure that the highest possible hygiene standards are maintained throughout every aspect of our daily works.
- Travel restrictions are in place to mitigate risk of infection.
- Mandatory self-quarantine guidelines are in place for employees who are feeling unwell, have attended mass gatherings or exposure to others who are ill.
- Employees have been advised to hold internal and external meetings virtually as part of our social distancing measures.
- Advices and guidelines issued by government will be duly observed.

We shall endeavor to meet your business needs through this rapidly evolving situation. In case you have any concerns and questions in relation to the above, please contact our client service team at 603-2288 8833.

Thank you.

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