

## Head Office

24 Fabriek Street, Kuils River, 7580  
P.O.Box 131, Kuils River, 7579  
South Africa  
Tel: +27 (0)21 903 3131  
Fax: +27 (0)21 903 2307

## Kwazulu Natal Depot

41 Livingstone Road, Pinetown  
P.O.Box 23, New Germany, 3620  
South Africa  
Tel: +27 (0)31 702 7353  
Fax: +27 (0)31 701 0895

## Dear Customers and Suppliers

Dekro Paints has been monitoring the developments with the COVID-19 Coronavirus and would like to inform you of the measures we have put in place to mitigate the spread of the virus.

At Dekro Paints the well-being of our employees and clients is important to us. In response to the COVID-19 pandemic, we are following advice from the World Health Organisation (WHO) and the National Institute for Communicable Diseases (NICD).

We are committed to playing our part in slowing the spread of infections, and will adapt our operations as needed to support the Department of Health in its endeavours achieve this goal.

Dekro Paints has implemented the following measures to reduce the risks associated with the virus:

### OUR STAFF

- All staff will have their temperature taken daily on arrival at work, along with a mandatory sanitizing of hands.
- All international and local business travel has been suspended and we are encouraging our people to use virtual conferencing solutions to meet with each other.
- Employees returning after travel to affected countries have been requested to self-quarantine for 14 days from the date of arrival back in the country.
- Symptomatic employees have been asked to self-isolate and to consult a healthcare practitioner before returning to work.
- All our offices are equipped with sufficient soap and hand sanitizer and all surfaces are regularly cleaned with appropriate disinfectant. We have furthermore made hand sanitizer and vitamin C available to our staff upon request. Regular hand-washing is encouraged. All high contact surfaces such as counter tops, door handles etc., will be disinfected regularly.
- All staff have been briefed on safety and hygiene measures and we have an on-site Occupational Nurse and Doctor.
- Our drivers will also be equipped with the correct PPE i.e. hand sanitizer, masks and gloves at all times.

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## OUR CUSTOMERS

- Dekro Paints enables employees to work remotely and we are confident that our people are prepared should the need arise for staff to self-isolate or to suspend operations at our premises.
- All our client-facing people have been encouraged to rather limit contact and have meetings via video conferencing or telephonically.
- We have arranged for certain staff to operate from home securely so as to protect our clients data.
- Please engage with your relevant contact at Dekro Paints should you wish to negotiate alternate meeting arrangements and ways of working or discuss any concerns.
- Our people and clients will be encouraged to maintain a distance of at least one metre from each other.
- Handshaking and other forms of physical greeting are discouraged.
- Visitors to our offices, upon arrival at our offices, hand sanitiser will be provided and temperature will be taken.
- Visitors to our offices will need to complete travel declarations for us to identify whether they have been to a high-risk region in the previous 14 days.

## OUR SUPPLIERS

- Dekro Paints have made provision as far as possible in terms of forward buying to ensure continued supply of goods.
- We kindly request for our suppliers to provide their delivery staff with the correct PPE i.e. gloves, masks (if coughing).

We wish to thank all our clients, employees and supporters for their patience, understanding and tolerance as we navigate through this uncharted territory. We would also like, however, to reflect and focus on the positives. Disruption changes the way we do and see things, and we should be open to learning the new ways of doing and being in this altered world. It may seem unlikely now, but who knows of the new opportunities that may arise from this.