

Dear Customer

24th March 2020

As you are aware, President Cyril Ramaphosa has declared a national state of disaster and put drastic measures in place to arrest the scale and speed at which the Covid-19 virus is spreading, protect people from infections and minimise the potential impact on society and business. South Africa has been placed on lockdown and people are entrusted to enter into self-isolation from midnight on 26 March through to midnight of 16 April 2020. A list of essential services which may continue to operate has been defined.

We wish to reassure you that as the leadership of Cape Armature Winders, we have implemented measures which are in line with the guidance from the Government of South Africa. The well-being of our employees and our customers remains of utmost importance to us. Our executive committee has taken every measure possible to ensure business continuity for our South African and cross border customers. The following measures have been implemented to minimise the impact on your business.

Staff hygiene:

Cape Armature Winders has been and continues to promote good hygiene and respects social distancing by limiting the number of people entering and moving within Cape Armature Winders facilities.

Hand sanitisers have been deployed at our site access points.

Our staff has been informed of all the hygiene practices recommended by the Department of Health.

All staff entering customer sites will abide by all regular Cape Armature Winders sanitising protocols as well as customer or site-specific protocols.

Sales Support:

All sales staff will be available to customers via remote communication (telephones & emails)

Our sales teams will remain in contact with customers via these remote tools - there will be limited face-to-face calling during the lockdown period.

Services:

Cape Armature Winders will remain open during the 21 day lockdown due to the essential services we provide to many of our customers that supply essential services within the Western Cape region. These customers operate within the military, food supply chain, fishing industry, municipality's and other government organisations.

Force Majeure:

As per the Force Majeure provision in our General Terms & Conditions you are herewith provided with written notice of this unforeseen event causing impossibility and / or non-performance and /or defective performance of Cape Armature Winders contractual obligations towards yourself.

Cape Armature Winders will do our utmost to deliver on essential services on time or per contract obligations but can however not be held liable for any late deliveries.

We are continuously monitoring any changes in Government policy and will adapt as required to enable us to provide an improved service to our customers.

We wish you the best & please stay safe.



George Epenetos
Commercial Director