

23 March 2020

## **AECI'S RESPONSE TO COVID-19**

Dear stakeholder

This letter serves to inform you of AECI's response to the pandemic, referred to as COVID-19. Our first initiative, on 7 February 2020, focused on personal hygiene and the restriction of certain travel. Our response plan has been developed and escalated several times since that date.

In March we established a cross-functional COVID-19 Task Team to monitor the flow of information from various stakeholders and to monitor the implementation of our action plans. The Team is accountable directly to me.

Members of the Task Team are the full AECI Executive Committee, Senior Managers from relevant Group functions as well as subject experts. They include a Medical Doctor with direct access to a Specialist Virologist and reputable sources of up-to-date information such as the World Health Organisation, the Centre for Disease Control and, in South Africa, the National Institute for Communicable Diseases and the Department of Health. Due to the urgent and strategic nature of work associated with the response plan, AECI has seconded a Senior Manager to the Team on a permanent basis. Team meetings are held daily. To minimise face-to-face engagement and honour social distancing guidelines, the Team is also holding meetings using online technology.

As an international business, AECI is committed to supporting the effort of governments, business and individuals through coordinated, effective action to minimise the impact of COVID-19 on society. The Group's strategy, of course, is focused primarily on preventing and minimising the spread of the virus. Also important, however, is ensuring that the business remains operational. AECI manufactures numerous products for customers in key sectors that include among others, personal healthcare, water treatment, agriculture and mining. It is of international importance that these and other industries be kept functional and hence that AECI continue to operate.

### **The strategic intent of the Task Team is as follows:**

1. To prevent or reduce, as far as possible, the infection of our employees, their families, co-workers and others who may come into contact with them;
2. To reduce the risk of COVID-19 becoming a community, national or international disaster;
3. To ensure prompt and adequate detection and treatment;
4. To reduce the level of absenteeism due to direct or indirect effects of COVID-19;
5. To minimise the impact on operations and ensure AECI (a) is able to honour contractual obligations, and (b) continues to safeguard its revenue streams;
6. To reduce the spread of COVID-19 and ultimately reduce the strain on international healthcare systems;
7. To restore society back to "business as usual" as quick as possible; and
8. To increase our readiness for future outbreaks.

The Team is currently organised in in seven Streams, each led by an Executive Committee member or a Senior Manager:

1. **Leadership:** strategy, integration across streams and action management;
2. **Workforce protection and workplace readiness:** health and hygiene supplies, cleaning regimes, communication, screening, contractor and visitor control, case management (medical);
3. **Legal requirements and stakeholder compliance:** monitoring and implementing country-specific measures required by authorities in all 26 countries in which the Group operates;
4. **Business continuity:** Supply Chain risk management;
5. **Technology:** employee connectivity, minimising exposure through touch-free applications;
6. **Human Capital:** minimising exposure while maintaining critical operational mass;
7. **Employee benefits (insurance and medical aid):** ensuring adequate support for employees and mitigation in the event of potential claims.

Early focus was placed on the availability and comprehensive dissemination of accurate information, personal and workplace hygiene, the restriction of travel, face-to-face meetings, visitors, social distancing in the workplace and requirements in the event of quarantine. Details of this early work are available on request.

There are indications that the rate of infection is starting to decrease in China and some other countries. Other countries, however, are taking unprecedented steps including total lockdown. The rate of infection in South Africa is on the increase and we are accelerating our actions to curb this as far as is practicable. The obligation to protect our employees remains paramount as does the obligation to meet customers' requirements and those of the sectors in which they operate. In this regard, we are accelerating our efforts to ensure business and supply continuity.

We will be in contact with individual customers and suppliers and will update our response as the pandemic develops or as directed by the respective authorities.

Should you wish to direct questions to the Task Team, please use this dedicated email address:

[covid-19\\_faq@aeciworld.com](mailto:covid-19_faq@aeciworld.com)

We are committed to playing our part in curbing the spread of the virus and minimising the impact on people and business. Should you have any comments or suggestions on how we can accelerate our recovery, please send them to the same email address.

Kind regards



**Mark Dytor**  
Chief Executive