

SP Sysnet Business Continuity Message During Covid-19 period under the state of emergency and lock-down periods

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Dear Valued Customers/Partners/Business Associates,

The Covid-19 pandemic has created a truly unprecedented situation which affects us all. Our hearts go out to anyone who's been impacted by the virus, either directly or indirectly. During this time, we want to reach out and update you on how we're approaching the situation at SP Sysnet.

Like most organisations, we are doing our best to secure the health and well-being of our employees and their families. Our employees have been strongly encouraged to minimise their travel and work from home. With many already used to working flexibly, this shift has fortunately been relatively smooth, and we believe should have little impact on our ability to deliver. We are operating just as normal. We have already implemented safe social distancing practices and we will continue to enhance those measures to ensure we do our part to reduce the chance of spread. Our entire sales, operations, service delivery teams have been working from home (WFH) and staggered working hours, if they need to come to office.

Our office will remain operational and we do not foresee any change to our services and material delivery schedules except some delays. Our team will contact respective contacts in advance to ensure that sites are still open and able to take deliveries and able to perform onsite services. However, it is important to note that we are operating in a dynamic environment so we will continue to update you with any changes should they occur. Our service delivery and Technical support team available 24 x 7 to service. We are very happy to see our wonderful team's extended support to our customers during this difficult time.

Moments like this, reminds us that we're all connected. We're called upon to be our best selves, with patience, understanding and compassion. Despite the many difficulties we all face, I'd like to re-assure you that SP Sysnet remains fully committed to doing everything we can to support you through this difficult time, and on behalf of the team, wish you all to be safe and healthy.