



Dear client

The Covid-19 pandemic has now permeated every corner of the world. It continues to impact sentiment, markets and the ways we live and work.

The areas and partners we operate in and align with have mostly implemented emergency measures to curb the spread of the disease, such as banning and restricting gatherings, closing educational facilities and encouraging social distancing. These measures have been put in place to ensure global healthcare systems are not overwhelmed and that those who need it most can get the care they need.

President Cyril Ramaphosa introduced new restrictions and we fully support his efforts to mitigate and slow down the spread of the Covid-19 virus.

We acknowledge that these measures place pressure on businesses and activities that are the lifeblood of employment and growth. This has created uncertainty and anxiety, but our hope is that the action taken now will minimise damage to the economy.

It's difficult to predict how long it will take before we start to see less impact on people and the economy starts to recover. However, we will continue to coordinate all our efforts, adhere to best practice measures and follow the recommendations of the World Health Organisation and local health authorities.

Our priority remains to serve our clients, protect our staff and operate effectively so we continue to contribute to the South African economy.

How we are ensuring safety and business continuity

While the situation continues to evolve, we want to reiterate the key actions we are taking to ensure safety and business continuity, while we continuously evaluate and improve our processes.

Official and medical guidance

We constantly monitor the guidance provided by the authorities in every territory we are present. We keep ourselves current on all relevant official advice and directives and mould our internal guidelines accordingly. We have taken advice from medical specialists on Covid-19 and have continued access to this expertise.

Travel

Employee who has travelled to any international destination, or who has been in contact with a person who has, must self-isolate for 14 days. We are only allowing local travel that is business critical.

Events and meetings

We are postponing all our events and restricting meetings we organise, host and attend. Where possible, we are replacing face-to-face events with webinars and in-person meetings (at our office and yours) with online meeting applications. This will ensure we remain close to you and support you where we can.

Business continuity

Our priority is to ensure that our business provides continuity to you even when our teams are working outside the office. We are ensuring our IT systems can support this enhanced flexibility.

We will keep your needs uppermost in mind given your unique requirements across our various divisions and regions. We commit to provide you with relevant updates as and when needed.

If you have any questions, please get in touch with Medical HealthCare at our offices on 010 443 8777 / 010 443 8888.