

MUKURU STATEMENT & GUIDELINES

It is always Mukuru's priority to ensure a healthy and safe environment for our employees and customers. We are therefore monitoring the situation regarding the Covid-19, also known as Coronavirus very carefully.

According to latest press reports, Covid-19 seems to spread much like flu - through coughs and sneezes. It has also been suggested that the virus can spread when people cover their cough or sneeze with their hand and then touch something other people touch - such as a doorknob or tap. You can catch the virus by touching a contaminated surface and then touching your own mouth or nose.

Symptoms of Covid-19 are not like those of a cold: it causes a fever, a cough and / or troubled breathing, not a runny nose or congestion.

Most cases appear to be mild and the only people really at danger are the older members of society and those who have underlying conditions such as weak hearts, diabetes, cancer or other illnesses that result in a suppressed immune system.

During this period, we seek your support in ensuring the highest standards of personal hygiene and cleanliness in our offices and branches for the health and well-being of our employees and our customers in accordance with the following guidelines.

1. General

- All employees are advised to limit handshakes and close body contact (substitute an elbow bump for a handshake!)
- Make sure you, and people around you, follow good respiratory hygiene by covering their mouths with a tissue when coughing or sneezing and then disposing of the used tissue immediately
- When you are in public places, wash your hands often with soap, or at least alcohol-based hand cleaner, in case you've picked up the virus from some surface
- If you must touch a public surface, don't touch your face afterwards until you've washed your hands
- Use a knuckle to push elevator buttons and a tissue to open doors and hold railings
- Avoid contact with anyone with cold or flu-like symptoms
- Employees with persistent cough or sneezing with symptoms like fever and difficulty in breathing are advised to stay at home

2. Handwashing:

- Avoid touching your eyes, nose, or mouth with unwashed hands
- Wash your hands after using public transportation, visiting public places, using the phone, and before eating
- Wash your hands for at least 30 seconds
- Hand sanitizer will be available in visibly located places in all offices and branches: please make use of this liberally and frequently!

3. Cleaning:

- Attempts will be made to clean and sanitize high-contact surfaces like meeting room tables, chairs, door handles, printers, etc every 2 (two) hours
- When cleaning, the same process as normal will be followed except that the sanitizer will be left on the surface for at least 5 minutes

4. Bathrooms:

- Attempts will be made to clean the bathrooms with increased frequency
- Attention will be paid to areas with high human contact such as water taps, door/towel/cistern handles, seats and cover flaps, wash basins, door knobs, buttons and switches
- Adequate supply of liquid soap, paper towels, hand dryers, and toilet paper will be supplied at all times
- Toilet-flushing apparatus will be functioning at all times, and all sanitary pipes and fittings are in good working condition

5. Travelling

- Dr Carmen Dolea, Head of International Health Regulations Secretariat, World Health Organisation, has said that aircraft cabins are absolutely not dangerous and travellers do not need to cancel their plans unless visiting restricted countries.
- The best thing to do in aircraft cabins is to practise proper hand hygiene with alcohol-based rub or gels, and to use coughing etiquette. In other words, make sure you cough and sneeze into your elbow, use a tissue

and throw it in a bin.

- If you return from a country that is affected by the Covid-19 virus, you should self-isolate for a period of 14 days. This means you should stay at home, not come into work, not go to public areas such as parks or shops and not use public transport or taxis. You should also avoid having visitors and ask friends, family or delivery services to get the shopping – and put it down outside, where you can pick it up. If you share a home with others, and they have not been advised to self-isolate, then stay in a separate, well-ventilated room. If you share a bathroom, use it after other people, use separate towels – and then clean it.

If an employee or customer is confirmed as infected with the Covid-19 virus within the past 14 days, the office or branch should immediately close and employees should be quarantined pending further instructions from management.

We will continue to evaluate the severity of the situation and provide updates on further actions and preventive measures. This means that the guidelines set out above are subject to change at any time. Any changes will, of course, be communicated to you as soon as these are available. In the meantime, we ask you all to practice caution and not to panic. We will do whatever is necessary to support our employees and customers in whatever way is necessary.