

Dear Valued Clients,

As we continue to monitor reports of the impact of the Coronavirus (COVID-19), we want to assure you that **True African (U) Limited** remains committed to delivering outstanding business solutions and continuity.

During this evolving health situation, the safety and well-being of our team members, clients, and families is our main priority. We greatly care about our communities and want to do our part to keep you healthy, keep our employees healthy and help minimize the spread of the virus. In that spirit, we are implementing more aggressive components of our Business Continuity Plan to assist in the containment of the coronavirus and help protect us all.

**Our True African (U) Limited offices are closed to outside visitors until further notice.** We encourage you, our clients, to use other means available to communicate and send information to us at this time.

- Our Teams are available via **email, phone, online meetings and video conferencing** to continue to serve you.
- If the above methods are not an option for you, the drop-off of documents is allowable currently as a last resort and by **appointment only**.

**All nonessential client visits are suspended until further notice.** We feel that for you, your team's and our teams' safety, it is best that we delay on-site visits/work at this time unless absolutely necessary and as a matter of urgency!

Even as our Operations continue as normal, supported by our infrastructure and business continuity plans, we have taken other steps to help prevent the spread of the virus which includes minimizing the number of team members in our offices. Several of our professionals will primarily work remotely from home during this time, while others are working alternate hours, creating social distancing for those in the office. All team members are directed to stay home if they or a family member are sick.

We will keep you informed of any further changes.

On behalf of all of us at **True African (U) Limited**, thank you for your understanding and support during this challenging time. Remember, we are all in this public health situation together. We wish you, your families and your teams good health.

Kind Regards,  
Wangechi Kamau  
Head of Business Operations