



دايكن ميديل ايست وأفريقيا م م ح

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BUSINESS CONTINUITY PLANNING FOR THE CORONA VIRUS SITUATION

Dear Valued Customers;

We are no doubt entering a challenging phase for our economy and general wellbeing due to the widespread impact of the Corona Virus; COVID-19.

In view of the changing health situation in the region, and in order to comply with government decisions and participate in the protection of our families and customers, Daikin Middle East And Africa, along with our local affiliates and offices, have decided to implement "Work From Home" starting March 22nd, 2020 for most of our employees who are equipped to work from home and testing has been done to ensure all our systems work effectively from remote locations.

We are fully operational and contactable by email and mobile. All Sales and Service teams are fully operational to support your projects and can work efficiently, both on-site and remotely. Please be assured that we will support your business while ensuring the safety of our respective teams.

- **Sales & Customer Service:** We will be completely operational and the teams are accessible by emails and mobiles as normal.
- **Service, Parts & Aftermarket Support:** We are fully operational to support your needs on-site or remotely. We assure customers that the teams visiting their premises perform daily health check and follow safety guidelines to ensure that they are fit to work. They properly assess the job request and maintain recommended social distancing while attending to customer homes. Our field staff are equipped with proper protective and sanitizing equipment to safeguard the health and safety of our customers.
- **Finance & Accounts:** All transactions are going as standard. We encourage our customers to send all information via email only to accounts-payable: accountspayable@daikinmea.com
- **Logistics & Supply Chain:** Our operations are currently unaffected and continuing as normal. Supply is subject to the local situation in each country.

Solidarity, the mobilization of all and respect for the instructions will enable us to face together and as effectively as possible this unprecedented situation.

Please visit our website (www.daikinmea.com) and monitor our social media channels for further updates.

Daikin Middle East and Africa FZE

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