

Dear Valued Client,

HEALTH PRECAUTIONS: COVID-19:

20 MARCH 2020

C-Track (SA) (Pty) Ltd.
Co. Reg. No: 1997/016952/07

Regency Office Park
9 Regency Drive
Route 21 Corporate Park
Irene Ext 30
Centurion

P.O. Box 68270
Highveld Park
0169
South Africa

Tel: +27 (0)12 450 2222
Fax: +27 (0)12 450 2497

Email: info@ctrack.co.za
www.ctrack.com

Ctrack will continue to update our clients on the steps we are taking during this time on precautionary measures announced by our President, Mr. Cyril Ramaphosa. In addition, our Inseeo Group has also announced additional steps we need to take to stop this COVID-19 in it's tracks. China has shown that stringent steps create positive results to reduce further infections.

Ctrack is now taking further steps to protect our staff and customers. We must mention, that we understand our country is not in a full quarantine, but precaution is the focus at the moment until further announcements are made by Government, or our Head Office. We will adjust our measure to stay inline within this dynamic environment.

The following measures are now in place at Ctrack SA;

1. No direct customer and supplier face to face meetings can take place until 31 March 2020. We will communicate with our clients and partners on an individual basis on how we can still communicate with the use of software platforms, e-mails or forums that's suits both parties.
2. Our technicians are being issued with protective gear that is required to continue with their work, when required to visit your vehicles for installations. Our IT specialists can support you with "Team-viewer" applications on computers, without any risk to your IT environment.
3. Our group is taking steps to reduce risk in supplying hardware and components for our solutions. Currently, we are not experiencing any problems in this area yet. We will continue to share critical changes that affect us, when they surface.
4. Our Call-Center staff (0860 333 444) is still manning their stations 24/7, and we support them with additional protection measures when using our Head-office facilities. We further remain in the guidelines of not allowing 100 people or more to gather, and we are using free space during this time, to spread out our staff within available floorspace.
5. All other staff must now also operate from home, and we are issuing the last of required equipment to ensure they can still support your business within satisfactory levels.

We trust you will understand our actions, and share our concerns. We have asked our staff also to respect your requirements and guidance, ito your own precautions in this regard. In closing, we would like to reconfirm our best endeavours to manage our service levels as best we can.

Lastly, we would like to thank you for your own precautions with COVID-19, and support towards our business over the years. These actions we are taking now, is also done to ensure we can stand up in the near future, to say we have proactively secured all of our futures together as responsible business people.

Mr. Hein Jordt

Managing Director

Ctrack – Africa Region

Mr. John Weldon

Senior Vice President,

Enterprise SaaS Solutions