



## Response To COVID-19

1 April 2020

To MEO's clients, suppliers and stakeholders,

As you all know, the COVID-19 outbreak has become a pandemic now and affected most of the countries worldwide. I would like to provide you an update on the precautionary measures taken to date by Miclyn Express Offshore Group (MEO).

We have been commencing our response to COVID-19 outbreak since February 2020. Emergency Response Team (ERT) and MEO Group's Senior Management Team are discussing regularly to monitor and adjust our response to the outbreak according to the latest development, advice and recommendations by the World Health Organization, local government and regulatory authorities.

To date, MEO has:

- Implemented and communicated MEO Group's Business Continuity Planning (BCP);
- Formed an ERT to assist MEO Group's Senior Management on developing, improving, adjusting and communicating the response plan to employees;
- Suspended all non-critical business travel and advised employees to defer/cancel non-essential personal travel;
- Implemented social distancing measure group-wide, whereby one team works from home and another team works at the office alternatively (alternate timing depends on the local requirement), except for Malaysia, Indonesia (Jakarta) and United Arab Emirates team who all are working from home due to the order/advice from the local government.
- Asked employees to maintain good personal hygiene, seek medical assistance immediately if employees exhibit symptoms of fever, cough, running nose or difficulty in breathing.
- Asked local country to develop local level BCP, deemed appropriate, to accommodate local requirements;
- Asked local country to notify Group management and ERT immediately should there are:
  - Any major precautionary measures announced by the local government that will affect the business and operations locally;
  - Official diagnosed or suspected COVID-19 case of local employees and vessels.
- Implemented additional measures for corporate office in Singapore:
  - Limit the number of visitors to the office premise or arrange tele-conferencing/ video-conferencing with visitors or visitors are to declare their health condition and only those with no health-alert declaration are allowed into the office premise;

- Ask those employees who are issued with Quarantine Order/Leave of Absence/Stay-Home Notice to notify management and ERT immediately and ERT to provide a digital form monitor and document those employees' body temperatures;
- Implement daily temperature check (those employees work at office) in conjunction with the office building management measure.
- Issued safety alerts and circulars to vessels on:
  - Precautionary measures before crews/passengers/visitors board the vessel;
  - Vessel response plan if outbreak happens on board;
  - Personal hygiene measures for crews and visitors;
  - Measures on cleaning and disinfecting the vessel.
- Co-ordinated the supply and delivery of protective items (infrared thermometers, surgical face masks, hand sanitizers, and cleaning and disinfecting items) to all the vessels.

MEO is dedicated to monitoring the situation continuously, with a view to always act in the best interests of our employees, clients and stakeholders to balance off the business and operations requirements while we seek to manage the impact of COVID-19.

Thank you for your ongoing support and understanding.

Kind regards,



**Diederik de Boer**

Director/Interim Chief Executive Officer