

1st May 2020

To: ALL OUR CUSTOMERS & STAKEHOLDERS

Dear Esteemed Customer,

RESUMPTION OF BUSINESS ACTIVITIES: STAYING SAFE TOGETHER.

We would like to thank you for your patience, support and understanding as we navigate these unusual times together. Despite the increase in the number of confirmed cases in Nigeria as at 1st May 2020, we remain hopeful that as we continue to apply the precautionary measures aimed at combating the COVID 19 pandemic, we shall overcome and bring the pandemic to an end soon.

As a responsible corporate citizen, R. T. Briscoe (Nigeria) Plc, is duty bound to comply with the recent directives of the Federal Government of Nigeria and the respective state governments with respect to the gradual easing of restrictions nationwide. We would like to inform you of our resumption of business activities and our mode of operations during these periods.

We shall be resuming business activities at all our locations effective Monday, 4th May 2020. Our opening business hours shall be between 9am and 3pm. However, you can always explore other contact channels to reach us and we will gladly attend to your service needs.

We are aware of the need to exercise caution and take precautionary measures to curtail and contain the further spread of the virus. Hence, we have adopted the following measures in order to maintain safety and also serve your interest better.

Clean & Healthy Environment:

Following the five weeks temporary shutdown, we have carried out extensive cleaning of our offices and workshops to ensure a safe and healthy environment for our staff and other stakeholders.

Periodic daily sanitizing and disinfecting of shared common areas especially the high traffic points shall be continually carried out during our operating hours.

Access Point Procedures and Guidelines:

1. **Face Masks:** As directed by the State Governments especially Lagos, all our staff are expected to adhere to the compulsory use of Face-Mask before gaining access to our office premises and continuous use while communicating with others.

We advise you our dear partner to please adhere to this government's directive on the wearing of face masks in public places while at our premises for your safety and that of others too.

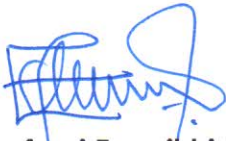
2. **Body Temperature** checks: shall be carried out at the entrance and/or access points on all customers and any person with temperature above 39 degrees Celsius shall be denied access.
3. **Hand Sanitizers:** all customers are to use the hand sanitizers provided before gaining access to our service points and offices.
4. **Social distancing:** In line with the guidelines on social distancing, all customers are to ensure a space of at least 2 meters between individuals and our service staff. Appointment booking by telephone and email has been fully activated and customers are encouraged to make use of these channels to book for their vehicle maintenance service in order to reduce the number of customers waiting at a time.

Your Responsibility

As you may be aware through information disseminated by the Task Force on COVID-19, the spread of the virus has degenerated to community transmission. This implies that you may not be too sure that the next person to you (colleague, customer or neighbor) is not infected.

We advise you to take personal responsibility to follow all precautionary measures and guidelines to stay safe while doing business with us and in all your interactions till further notice.

Be Cautious & Stay Safe.



Olorunfemi Eguakhide
Executive Director, Operations