

June 23<sup>rd</sup> 2020

## COVID-19: Update to our Shareholders and Partners

Al Madina Logistics Services Co. SAOC (AMLS) continues to closely monitor and update its measures in light of the developing COVID-19 Pandemic, and abide by the decisions and guidelines of the Supreme Committee for Dealing with COVID-19. Our objective first and foremost is to protect the Health and Safety of our staff and onsite implants/customers, to ensure continuous levels of service as an important part of Oman's food supply chain logistics.

In continuation with the previous circulars on the subject, this is a general update to keep you informed on risk mitigation measures and actions AMLS has been taking to protect its people and customers.

### COVID-19 Rapid Response Team

AMLS had set up a response team in February, to make fast, informed decisions. This team has daily meetings to evaluate and follow up on all related measures, such as reported cases, contact tracing, quarantine facilities, implementation and enforcement of overall risk prevention measures, monitoring contractors, and contact/reporting to Authorities where needed. The RRT team is comprised of:

Nader Hakim	Chief Operating Officer
Khalil Al Balushi	Senior Manager - Human Resources and Administration
Nabil Al Balushi	Manager - Transport
Kishore Gollapudi	Assistant Manager - Contract Logistics
Anand Kumar	QHSE Officer
Riyas Koruvalappil	Senior Exec QHSE

Recent Actions taken by the RRT:

#### 1- Staff Accommodation Arrangements to Minimize Contact

To limit potential spreading of the virus AMLS has increased accommodation capacity and mandated a maximum of two employees for room-sharing. In addition to this, different shifts and departments have been allocated in different buildings/floors, in the event that one shift of a particular function is affected, the second shift would be isolated and able to continue the operational functions.

## 2- Setup of Quarantine Accommodation Zones

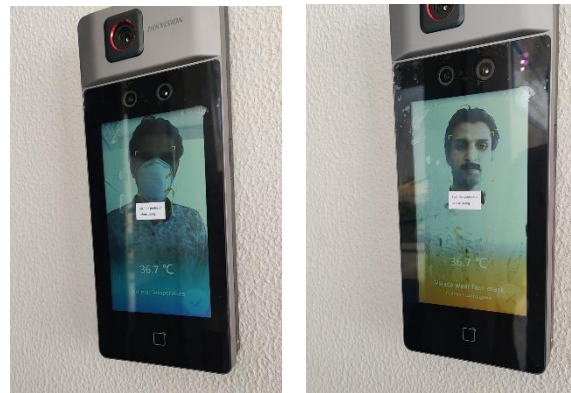
We have set up separate quarantine areas for employees who may test positive and another for suspected cases (quarantined due to pending test results, or out of extra precaution being secondary contacts of affected employees). These quarantine zones are outside the accommodation buildings and have self-contained services, as well as food/supply delivery arranged by AMLS to maximize their comfort during the quarantine period.

## 3- Monitoring of Contractor Personnel

AMLS contractors must provide declaration forms disclosing information related to the health of personnel who work on AMLS site, as well as their confirmation of compliance with MOH directives. AMLS also tracks any contractor employees who may have health complaints and ensures that they are tested or quarantined; they would not be allowed back onsite without a medical clearance letter.

## 4- Automated Mask and Temperature Screening

We have installed additional security/safety measures which are connected to building access doors, scanning all people entering and scanning for temperature and face-mask detection (doors will not open otherwise). This system has been installed at MCD Dry Port entrance with testing and verification underway, while planning to roll out additional units to cover all access points.



Brief of previous actions (March) still active and maintained:

## 5- Increased Awareness and Site Sanitation

With workers of all levels at our Dry Port and Distribution Centers, toolbox talks have been conducted for training and awareness. Multi-lingual graphics posters have been placed at operations notice boards. Cleaning Staff have been increased and sanitizers distributed in all locations to ensure easy access at any time. A no-handshake policy has been adopted with alternative greetings mandated. Staff and partners alike have been encouraged to use online services where possible.

## 6- Temperature Screening (Manual)

All entrances to Facilities, Offices and Receptions mandate a temperature scan whether for staff or contractors / visitors. Anyone with a fever would not be allowed to enter the facility until they obtain a medical clearance certificate.

**7- Protection for front-line Employees**

Our employees who may be accepting documents from drivers or checking temperature at the security points, have been mandated to wear protective gloves and masks. All other staff have been encouraged to wear gloves as well, and AMLS distributes these to staff on a daily basis. This measure was updated to include all staff at work with the Supreme Committee's May decision.

**8- Reduced Shifts and Increased Remote Operations**

Functions which are possible to operate remotely (non-physical activities) have been set up for remote work, through secure access to our IT systems and communications. Pregnant employees have been asked to work from home until further notice. Functions which cannot be done from home (such as facility security, warehouse operators, truck drivers, etc.) have been put on reduced shifts where possible, to minimize presence at any given time.

**9- Suspension of non-critical Activities**

At our Distribution Centers all non-core activities (such as Audits, Training, Visitor, Presentations, etc.) have been suspended till further notice.

**10- Suspension of Finger-Print (Biometric) Attendance Systems**

Attendance systems have reverted to manual tracking by supervisors, until further notice.

**11- Travel Suspension**

All out of country travel has been suspended until further notice.

**12- Minimization of Meetings / Groups**

Large gatherings and meetings have been suspended; AMLS has implemented video conferencing and file-sharing tools which are now used for operations & management meetings.

**13- Public Areas (MCD Dry Port) Social Distancing**

Barriers have been set up at MCD's customer service center to control through social distancing, as well as security control on the number of people allowed in reception at any given time (6 persons maximum).

**14- Weekly Compliance Audits**

AMLS QHSE team audits compliance with these directive on a weekly basis, producing a report that is reviewed by AMLS CEO.

**15- Periodic Microbial Sterilization**

AMLS shall have cold fogging services performed by sterilization professionals for all public/common areas as an additional precautionary step.