

**A message about critical power support from Tan Yu Ming,
General Manager- Kohler Uninterruptible Power, Southeast Asia**

Kohler Singapore Pte Ltd

I hope that this message finds you and your loved ones healthy and safe as together we face challenging and unprecedented times. Our mission at Kohler Uninterruptible Power is to help organisations achieve Business Continuity. We are backed by the significant resources of our parent Kohler Company - and I would like to assure you that we have taken actions, and put in place structures and procedures to allow us to continue the normal provision of our maintenance and project services to our customers during this difficult period.

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We have fully embraced the recommendations from the various authorities and all employees' business movements are being mapped, with appropriate measures in place regarding business or personal travel, or in the event of the various situations that require self-isolation.

Practically, we have implemented twice daily individual temperature monitoring and appropriate segregation in our workshops and amongst our field service team. Where necessary we are deploying IT and phone solutions to allow you to contact us on the same numbers and e-mail addresses as normal. Similarly, for our contract customers, the emergency calls process and numbers remain valid, complete with its built-in escalation procedure.

Our policies are designed to prevent any employee attending site if suspected of posing a risk to customers and our Field Service Engineers have been instructed regarding the risks and best practise in relation to COVID 19, including dynamic risk assessment. This involves assessing any environment they attend is safe for them to work in and as you would expect, empowering them to step back from any that are not.

For the foreseeable future we will be completing all scheduled work as planned, however we are realistic that at some point our Service team may be depleted through self-isolation or illness. Therefore we ask that if in the future our scheduling team request some flexibility on the visit date then you try and support us with this, especially in light of the fact that at short notice engineers could be called to critical equipment supporting hospitals and the emergency services. In the same vein, if you have site access forms that need completing, please inform us well in advance so engineers are not held up when they arrive.

Similarly, our sales team will continue to support customers with their projects to avoid creating delays. We are very happy to convert face to face meetings to phone or video conferences and site audits to guided video tours.

Finally, I would like to thank you for choosing to work with Kohler Uninterruptible Power and reaffirm our commitment to supporting your organisation's business continuity.

Best regards,

Tan Yu Ming
General Manager – Kohler Uninterruptible Power (Southeast Asia)
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