

March 16, 2020

## RE: COVID-19/Coronavirus Customer Notice

We at AUA Industria are committed to providing our esteemed customers with the quality service they need, within our abilities. Given the constantly changing situation around the global COVID-19 outbreak, and its recent emergence in Kenya, we wish to alert you of the possibility of certain changes to the way we support you in the near future.

In order to ensure continuity of service, AUA may reduce the number of staff reporting to our Head Office, and encourage certain teams to work from home. Some staff may report to sites directly, while others may provide support to your systems remotely by working with your on-site personnel.

Given the relatively informal nature of public transport in Kenya, we cannot guarantee arrival times for AUA personnel on sites. While we will endeavor to ensure timely attendance, we must prioritize the safety and health of our staff while they carry out our duties. Whenever possible, we will inform you of any substantial delays or cancellations as soon as they become apparent.

In addition to this, given disruptions in the global supply chain continuity, we expect delays in the manufacture, shipping, and transport of imported equipment and materials for your projects and services. This may lead to delays in project completion, and in some cases, project stoppages. While we have stock of certain critical spare parts for the maintenance of client systems, we cannot guarantee medium to long term availability of these items, which could lead to significant downtime and malfunctions of your systems. **We are happy to review technical alternatives, should the need arise.**

Our helpdesk will continue to remain available on email by mobile phone. Given the anticipated pressure on resources, AUA will prioritize clients based on SLA commitments, but rest assured, we will try to attend to your needs as soon as possible.

**Should our offices close, we may reduce or stop some services temporarily. We will post notice of these changes on this website.**

We thank you for your patience and understanding during this very challenging situation.