

Dear Valued Customer

On the 12th March 2020, the World Health Organisation declared the novel coronavirus outbreak as a pandemic. This pandemic has presented a challenge to everyone around the world and given the rapid development of COVID-19 globally and now in South Africa, we would like to share with you the key plans and actions that Motus is implementing throughout its businesses to support management of this pandemic.

Our employees, customers and partners safety has always been our top priority. We recognise the contribution we can make to minimise the impact through proactive interventions.

WE REMAIN FULLY OPERATIONAL

To ensure that as a company we are responsive to the quickly changing dynamics of this situation, a cross-functional COVID-19 Crisis Committee team in our business has been established, led by a direct report of the CEO. The team defines specific immediate goals and actions to achieve these and adjusts continually to changing circumstances.

Communication has been circulated extensively to all our employees to empower them to deal with and implement the required basic health care standards in compliance with health authority guidelines.

The cleaning frequency in all dealerships and office facilities has been increased and cleaners are making use of approved sanitising products. Special attention is given to high touch areas like door handles, railings and switches.

Hand sanitizing products are dispersed throughout our locations and are readily available to customers and staff.

Our stringent vehicle cleaning process has been enhanced to include sanitizing the vehicle before and after each service, paying particular attention to the steering wheel, door handles and other high-touch hard surfaces using accredited disinfectant products. This process is performed at the branch to ensure that no other person has access to the vehicle between sanitizing it and it being given to a customer.



Given these action plans, and barring a scenario where National Government forces the shut of operations, Motus do not currently envisage a scenario where we will be unable to service our customer's needs, or where our service levels will be impaired.

Aligned to advice provided by national guidelines, should a confirmed case of Covid-19 present in our business, we have a detailed plan in place to guide our response, including amongst others the use of specialist services and isolation protocols.

We believe that our current safety plans are sufficient to ensure continuity of safe environment and services.

We remain optimistic that the co-ordinated actions between the authorities, business and the public will make a significant impact in containing the pandemic and we will further support epidemic efforts outside our business wherever possible.

As we all strive to make the best possible decisions in these challenging circumstances, we deeply appreciate your support. Our dealerships are open for business and we are dedicated in ensuring that they remain a safe place for all.

If you require more information, please contact your local dealership

The Motus Retail Team

Directors: OS Arbee (Chief Executive Officer), OJ Janse van Rensburg (Chief Financial Officer), R Mumford, KA Cassel
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