

KIAN'S PROGRAMME ON CORONAVIRUS (COVID-19)

Dear Customer,

Please find below a general statement to customers on how KIAN is managing the fallout from the Coronavirus in China.



Announcement on health and safety procedures



Safety precautions for our staff

Many of our customers are wondering how the Coronavirus is affecting KIAN's production capability. We thought it best to be proactive and update you on how we are faring in this most unusual of situations.

A few weeks ago, as soon as news broke of the virus' rapid spread, Kian's management acted quickly to secure substantial supplies of face masks, hand sanitizers and thermometers, all of which had suddenly run out in China. Our Australian office was the first to send face masks, enabling our factory in Foshan to re-open on Monday 10 February, the first official day of work in China following CNY.

We did not stop there. More face masks and health equipment are being sent from our offices in Turkey, Malaysia and around the world. Little did we realize how useful our global offices would become in such a crisis.

Despite our scheduled return to work however, we were required to wait for official inspections of our factory before being allowed to resume production.

We are pleased to announce that government officials have since visited KIAN's factory and given us the all-clear.

Other factories and raw material suppliers in China which had remained closed are gradually returning to work. Transport and logistics firms are now clearing the severe backlogs that had built up over the past few weeks. We continue to work actively with key suppliers to ensure minimal disruption to our own production schedules.

After weathering the initial crisis, KIAN's management activated its contingency plans to prepare our manufacturing facilities in Malaysia, Indonesia, India and Vietnam for extra production. Some customers are already thinking in the same mode and are moving to engage our capabilities outside China.

In the meantime, please contact any of our worldwide offices if you have a particular requirement. They are often just a local phone call away. If your need is urgent, your account manager may suggest drawing from our existing stock in several countries.

We shall continue to monitor the situation and keep you updated of any significant developments. Thank you for your patience and understanding as we navigate this difficult storm that has hit all of China.

Kind regards