



Coronavirus and NMG

The impact of Coronavirus and Social Distancing

Dear Client

In the wake of the recently declared Novel Coronavirus pandemic by the World Health Organisation, President Ramaphosa announced on Sunday, 15 March 2020 that a state of national emergency has been declared in terms of the Disaster Management Act, therefore labelling the Coronavirus a national disaster.

As part of the measures to curb the transmission of Coronavirus, our President has implemented a social distancing policy. NMG in turn has implemented its business continuity plan (BCP), which has been updated to include the nuances of the Coronavirus pandemic. NMG's takes into consideration the fact that many of our clients are cancelling and or postponing face-to-face conferences, seminars, and or meetings, with more clients moving to a virtual delivery model.

A key aspect of this plan is social distancing and, with this in mind, the following protocols have been put in place by NMG with immediate effect:

- ✿ NMG employees will manage interaction with clients, providers and suppliers to avoid face-to-face situations and will instead be making use of technology to "cyber-meet". Where possible, existing calendar commitments will be cancelled and others postponed where a cyber-meet is not a practical alternative.
- ✿ Our offices will be restricted to NMG employees and contractors and we will make alternative arrangements for clients and suppliers wishing to engage with us via the appropriate technology. Where this is unavoidable, all visitors to our offices will be screened.
- ✿ Our employees have been advised to avoid international and non-essential local travel. Client or any other business engagements requiring such travel will need to be conducted remotely or will need to be rescheduled. All internal and external meetings will be held virtually, where possible.
- ✿ Our professional staff and administration staff will be present at work, or will work flexibly and remotely so long as the delivery of quality service is met and so long as effective core business continuity is achieved. Optimal methods of deploying our Operations will be implemented, with due recognition of the use by some of our staff members of public transport and of living in crowded housing conditions.

We trust that you will support our social distancing policy in light of the current situation. These are truly extraordinary times, requiring a strong partnership between service providers such as us, our clients, our staff members and other stakeholders as we respond positively and optimally to this crisis and challenge.

Lastly, NMG has a commitment to our team that we will fight our way through this global health crisis to ensure that when the tide turns – and we are certain it will – when our clients feel confident to interact with us face-to-face again, we will be there for you.

Take care of yourselves and each other.

With best regards

The Directors and Staff
NMG Benefits