

Dear Valued Customers and Business Partners,

SJ Group Hong Kong Business Arrangements for COVID-19

Hong Kong is currently undergoing challenging times with the increasing number of new confirmed COVID-19 cases. We wanted to reach out and update you on how we are responding to the situation.

SJ Group would like to reassure all our customers and business partners in Hong Kong that we are committed to continuing our usual business as much as possible for all our Group Companies. Our management team is monitoring the situation on a daily basis as we balance our colleagues' safety with business continuity.

We have encouraged all our Hong Kong colleagues who can work from home to do so and have arranged for others to work in separate shifts to facilitate social distancing in all our locations as well as providing our staff with face masks and sanitizer in all SJ Group Hong Kong locations.

Our IT infrastructure has the capability to enable our teams to provide uninterrupted service securely in multiple locations in the event our Hong Kong office or one of our warehouses requires total shut down for an extended period.

We have business continuity protocols in place in the event that the number of confirmed new cases increase further in Hong Kong or one of our Hong Kong colleagues is confirmed with COVID-19. These protocols include operating in less locations temporarily, further decrease the number of colleagues attending SJ Group Hong Kong office and warehouses and drawing on our China offices and warehouses resources for support.

I would encourage you to keep regular contact with your usual contact window from SJ Group, as they would be well informed on any business continuity and COVID-19 preventive measures taken by our Group that may affect our services to you. If you are unable to get in touch with your usual SJ Group colleague, please contact the respective management team member listed in the contact listed attached with this letter.

Lastly and most importantly, we would like to extend our most sincere wishes that you and your loved ones stay safe and healthy. We look forward to overcoming this challenging situation together with you.

Yours Sincerely,



Charles Yip
SJ Group Managing Director
20 July 2020