

Dear Valued Customer,

In light of the current crisis surrounding COVID-19, we want to take this opportunity to inform you of the preventive actions taken by Armiti maintenance team to contribute in limiting the spread of infection. Armiti would also like to express our sincere gratitude towards everybody who is fighting against this outbreak in the region.

As we all work together towards the common goal of caring for each other, the health and safety of our customers, employees, service partners and suppliers is our utmost concern. As a leading provider of building maintenance and Guest Room services, we understand Armiti has an important role to play during these testing times. However, we have some limitations in attending the complaints and meetings to comply the required guidelines from the World Health Organization (WHO), Centers for Disease Control and Prevention (CDC), Dubai Municipality and local authorities. We would like to apologize as we are experiencing some delay in attending the service maintenance. Rest assure that we will continue to support all our customers until the situation get back to normal.

We have set up additional precautionary measures within our service ecosystem and will continue to do so for as long as the circumstances require. Rest assured that we have put in place a strong contingency plan and procedure to provide continued services with the least disruption to Armiti customers. As we visit your vicinity and attend to your service needs, you can be confident we are doing everything possible to ensure your safety and wellbeing.

OUR PROMISE TO YOU

Our team is continuously monitoring the ever-changing situation surrounding COVID-19 and will do our best to keep everyone safe. In line with the recommendations of the World Health Organization (WHO), Centers for Disease Control and Prevention (CDC), Dubai Municipality and local authorities, we have been taking all required actions to ensure we are following guidelines.

OUR ACTION PLAN

Our highest priority is ensuring your safety while delivering building maintenance and Guest Room services when you need them. We are taking proactive actions to demonstrate our ongoing and strong commitment to providing the resources required to maintain a healthy environment, including:

- Deep cleaning of Armiti vehicles, call center, offices and will continue to carry out this activity as frequently as necessary
- Appropriate personal protective equipment and hand sanitizers to be used before and after every appointment by Armiti technicians

Armiti Trading LLC

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- Increased awareness and using all channels available to remind and ensure our employees to adhere to strict personal hygiene standards, including frequently washing their hands
- Cleaning products used by Armiti team

We strongly believe that a clean environment is absolutely crucial to infection control.

WHAT YOU CAN DO TO HELP PROTECT OUR EMPLOYEES

We have taken every measure to lessen the risks of contracting COVID-19 by dealing with staff accommodation, work place and not deploying employees who have returned from vacation. We would like our customers to also help protect our employees by the following:

- Declare prior to entry that any concerns, isolation of personnel or signs of COVID-19 are made in advance of the appointment
- Inform us if you have travelled to a country of concern within the last 7 days of the appointment

By working together, we can ensure Armiti delivers the best possible service to all our customers, so please help us in keeping everyone safe and healthy as well as sharing responsibility in our fight against COVID-19.

If you have any concerns, questions or comments, please do not hesitate to contact our customer experience team.

Kind Regards,

Armiti Trading LLC

**Rasoul Moghaddam
Managing Director**

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