

REDITECH

REDITECH PTE LTD

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Co. Reg. No. 199306678R

Letter to Customers: Our Support During Enhanced Measures to Contain Spread of Covid 19

Dear Friends and Customers of Reditech,

On Friday, our government announced the suspension of activities for of all non-essential businesses and enhanced social distancing measures. We believe Reditech is able to continue to operate under the “Facilities management and critical public infrastructure” category. To this end we have made a declaration for “Exemption from Suspension of Activities” and will continue to operate at reduced function until we get an official response as directed on the website <https://covid.gobusiness.gov.sg/faq/general>.

To keep our customers and staff safe during these trying times we will reduce and adjust our activities in the following ways:

- Effective 7 APR all office staff will stay home. Sales staff will continue to work remotely where possible.
- Phone lines will not be monitored and we will take all sales inquiries and service requests via email. Please send service requests to admin@reditech.com.sg and sales inquiries to your regular sales contact.
- Engineering staff will avoid coming to the office where possible and will standby at home. Should a service request be received they will be dispatched from home so minor delays may be experienced.
- All non essential projects will be halted and our staff will contact you to make an alternate schedule.
- Maintenance works during this time will be evaluated on a case by case basis our staff will contact you to make arrangements.

We will do our utmost to minimize any reduction in service level and will stay engaged through email as the situation evolves.

We understand that there may be frustrations at the delays and thank you for your understanding during these tough time. Safety is always our top priority.

From all of us at Reditech we wish you and your families the best of health.

Best regards,

Matthew Wong
General Manager