

LETTER TO OUR CUSTOMERS AND STAKEHOLDERS

Dear Stakeholder,

The Covid-19 pandemic continues to have a big impact on our personal lives, our priorities and how we conduct our business. At Bamburi Cement health and safety has always been our number one priority. The health and safety of our employees, customers, our stakeholders and communities remains paramount. At the same time we maintain our commitment to continue to offer the highest level of quality products and services to our customers, and build on our mutual partnerships with all our stakeholders.

As we all go through these unprecedented times, I wish to assure you that here at Bamburi Cement we continue to constantly monitor the situation closely, strictly following guidelines and directives by the Kenya Government, the World Health Organization and other relevant authorities; and going beyond that to implement strict protection measures throughout our operations, especially regarding hygiene and social distancing. Our employees are instructed to strictly adhere to them, and the same applies to everyone visiting our Plants.

We have a Business Resilience Team in place which is constantly monitoring the situation and developing and implementing processes as required to make sure we meet all our stakeholders needs, including offering continued supply to our customers, delivering our commitments to all our stakeholders; as we minimize any risk.

Here are some of the measures we have in place:

- Our customers are encouraged to continue placing their orders through the LeadRetail app (Naveda) or contact their Bamburi Sales Managers or Customer Service on phone for any support through 0722 202941 (Nairobi Grinding Plant) or 0725616633 (Mombasa Plant) or Email: ke-customer.service@lafargeholcim.com
- Our Plants continue to operate while adhering to all Government directives. Our customers are advised to take note of current Government guidelines that affect operational hours.
- Our Logistics operations remain fully operational and our transport partners well aligned, to continue to meet our customer needs effectively, following within the Government guidelines
- Our Bamburi Special Products (BSP) readymix and precast operations remain fully operational and aligned accordingly. The BSP customer service team remains available to support on 0722632289 or email: bsp.info@lafargeholcim.com
- All non-critical external visits to our sites remain suspended, and face-to-face contact minimized where possible.
- Corporate enquiries can be channeled through our switchboard lines +254 20 2893000/+254 (0)730 614352/(0)730 614353/ (0)709 724000 or email: corp.info@lafargeholcim.com or to the appropriate Bamburi Cement personnel through their mobile numbers or emails.
- We have closed Bamburi Haller Park and suspended some of our activities and services at the Bamburi Forest Trails to only allow for activities like jogging, walking and cycling that meet the social distancing requirements.
- We are working closely with our communities and supporting them during this time. Our key focus has been to provide handwashing stations (water tanks & soap) and face masks to different vulnerable communities in Mombasa, Kilifi, Kwale, Machakos and Kajiado counties, donating PPE like face masks and sanitizers to others, including our customers drivers, as well as food donations. These continue as we evaluate other needs to support.
- We have regular communications with all our employees on new government requirements and continue to inspire them to follow all prevention guidelines to protect themselves and their families, and cope well with the changed environment.



I recognize that these are challenging times for all of us, but wish to assure you that we are fully committed to keeping all our stakeholders at the heart of our business.

- We have strict hand-washing, sanitizing and social distancing guidelines and aids, as well checks and other restrictions across our operations, to ensure our employees are well protected as they work. We continue to update these on need basis. Employees are also advised to stay home and call our staff emergency toll-free number incase they feel unwell.
- We conducted extensive site trial runs to ensure that we have all the systems and tools in place to allow part of our workforce to work remotely. As a result, we were able to send those employees that can conduct their activity offsite to work from home.
- We switched to longer shift mode to protect our operational staff.
- We continue to review our supply chain and build up stocks where necessary.

I recognize that these are challenging times for all of us, but wish to assure you that we are fully committed to keeping all our stakeholders at the heart of our business and I know that through close collaboration, we will overcome the current difficulties.

Should you need any clarification, please do not hesitate to get in touch with us.

Many thanks for your continued trust in Bamburi Cement.

I wish you and your families good health.

Best regards,

SEDDIQ HASSANI
Managing Director