

Message from CTC Group President

Dear Valued Customers & Employees

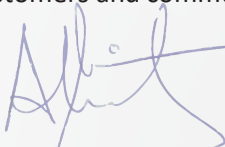
As global concern about the current Coronavirus COVID-19 outbreak grows, CTC Group is taking numerous steps and continues to work closely with all stakeholders to address the different aspects of the matter bearing in mind that our customers' & employees' health and safety remain a top priority. We are working to keep the workplace as safe and hygienic as possible for employees and customers while also minimizing the disruptions to day-to-day operations.

We continue to monitor the situation very closely while adhering to recommended guidelines from the local public health authorities as well as Ministry of Health, and international bodies such as the CDC and the WHO. We have implemented an international business travel ban for all our staff and limited travel across the company's locations to minimize potential exposure to this virus. We are coordinating with the Ministry of Health to protect the wellbeing of employees and customers. In addition, we are utilizing our own operational preparedness plan to ensure business continuity to serve our valued customers.

We have instructed our employees to observe and implement measures recommended by Ministry of Health, and the other bodies, such as: frequent washing of hands using soap, refraining from use of attendance machines, consider social distancing and discontinuing physical contact including hand shake greetings, stay home if feeling sick, self-quarantine after travel, guidance on proper cough and sneeze hygiene (use tissue or elbow), and so on.

We are also providing sanitizers and paper handkerchiefs around CTC Group offices, showrooms and outlets for customers and employees. In addition we have enhanced our cleaning protocols across the Group. We are encouraging staff to rely on virtual communications and transactions when possible, and working to educate walk in customers, broadcasting awareness messages for calling customers through our IVR Call Centre and continue to support our community.

We will continue to closely monitor the situation and do everything in our ability to keep our employees, customers and community safe.



Ahmed Elamin Ahmed Abdellatif
President, CTC Group