

10 March 2020

Dear valued partners:

We are now seeing how the coronavirus has sowed fear, anxiety and even mistrust not just among family, friends and colleagues but also with valued business partners like you. Our immediate response to the situation is twofold.

First, we have implemented the following preventive measures:

- Limit all face-to-face meetings with customers and suppliers
- Postpone or cancel events and overseas travel
- Self-quarantine employees who may have travelled overseas in the past 14 days prior
- Impose a mandatory temporal scan in all entrances of the building
- Provide antiseptic disinfectant and sanitizers throughout the building
- Conduct regular disinfection of our whole facility specifically high touch areas, i.e. door handles, elevators, etc.
- Encourage the use of social media and other digital platforms for web meetings (WSI has invested heavily on internal video conferencing systems to allow a seamless communication platform with external parties).

Second, and perhaps equally more important, we are also focusing on our business continuity processes to ensure that there is no significant impact on our operations in the extremely unlikely event that the virus reaches our headquarters. Essential functions such as order processing, logistics and delivery are high on our priority list.

Our mission has been and always will be to grow your business. While the challenge of COVID-19 is evolving, we will not lose sight of our goal and assure you at the same time that we will do whatever it takes to keep everyone safe.

Thank you for your continued trust and support.

Sincerely,



JUAN G. CHUA
President