

April 07, 2020

Subject: Business Continuity Plan for sales and service operation during the Coronavirus (COVID-19) Outbreak

Dear Our Valued Customer

As the number of the COVID-19 cases in Thailand has continued to rise every day. On behalf of Atlas Copco (Thailand) Limited, we are now in BCP mode which currently our operation team has been separated to locate at head office and alternative site, and for marketing team is on 'Work From Home'. This is to reduce the chance of infection and any negative impact that may be caused from any new cases found as the Ministry of Public Health (MoPH) recommendation.

Under this sensitive situation, we have prepared business continuity plan as following detail in each scenario with consideration of your confidential of data as our main priority.

**In case of normal access to production area**

As we are now in the unforeseen situation, we are severely limiting the number of visitors coming to our office. In case a physical visit is necessary, to avoid any inconvenience, we would appreciate sending us details for a site visit at least 2 working days in advance. To ensure that we could complete the appointment schedule and prepare process (such as spare part) for you at the earliest as we could.

\*Visitor Guideline below\*

**In case of 'City Lock Down'**

All operations are postponed for all customer only field service engineer standby at home to support customer, if required.

**In case of infection found or Self-Quarantine**

The backup team will be ready for replacement

Under this crisis situation, we would like to inform you our BCP team as below detail. **It is IMPORTANT that you must include BCP team email in every time of sending your data to ensure that for any urgent matter our BCP team could process to support continuously.**

Brand	Name - Surname	Position	Contact Number	Email
Atlas Copco (Service - Compressor)	Pornthep Boonsu	Service Planner North	090 880 7835	pornthep.boonsu@atlascopco.com
	Sonthidech Kedpradit	Service Planner South	090 880 7834	sonthidech.kedpradit@atlascopco.com
	Sanya Pancharoen	Service Planner East	090 880 7833	sanya.pancharoen@atlascopco.com
	Saroj Urarak	Service Planner Central	065 931 3024	saroj.urarak@atlascopco.com
Atlas Copco (Oil-Free Air)	Kiattisuk Sukdatong	Telemarketing	063 197 3970	kiattisuk.sukdatong@atlascopco.com
	Sukhumal Kamoncham	Sales Assistant	062 597 3934	sukhumal.kamoncham@atlascopco.com
Atlas Copco (Industrial Air)	Thitirat Charoensin	Telemarketing	065 731 2670	thitirat.charoensin@atlascopco.com
	Somjit Chaisorn	Sales Assistant	098 280 4089	somjit.chaisorn@atlascopco.com
Atlas Copco (Gas and Process)	Chainarong Hongchan	Regional Service Manager	081 701 3997	Chainarong.hongchan@atlascopco.com
	Pisan Nitichakorn	Sales Manager Greater Mekong	081 371 5862	pisan.nitichakorn@atlascopco.com
	Thomas Wolff	Technical Operation Manager	063 217 6706	thomas.wolff@atlascopco.com
	Wei Hoong Wong	Regional Sales Manager	+601 9339 0938	wei.hoong.wong@atlascopco.com
	MinJae Choe	Technical Support Manager	+8210 3229 9534	minjae.choe@atlascopco.com

**Atlas Copco (Thailand) Limited**

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Website: atlascopco.com

Reg. No. 0105536082816

Reg. Head Office

Brand	Name - Surname	Position	Contact Number	Email
Beaconmedaes	Asana Gomontien	Business Line Manager	081 817 8757	asana.gomontien@atlascope.com
	Rattana Petkaew	Sales Assistant	063 270 4935	rattana.petkaew@atlascope.com
	Kamonwan Ngamkam	Sales Assistant	061 385 6088	kamonwan.ngamkam@atlascope.com
Atlas Copco (Rental)	Suratsawadee Siripanya	Team Leader	081-900 4049	suratsawadee.siripanya@atlascope.com
	Chingchan Kusolthammarat	Rental Sales Engineer	061 410 9816	ck@atlascope.com
	Sarawut Pongdet	Rental Technician	089 891 7424	sarawut.pongdet@atlascope.com
	Harin Jantharattana	Rental Technician	081-700 4381	harin.jantharattana@atlascope.com
Office Support	Papitchanuch Kaewwachiraporn	Accounts Executive	038 562 900 #0	papitchanuch.kaewwachiraporn@atlascope.com
	Anong Potisan	Tax Department	065 513 3064	anong.potisan@atlascope.com
	Chayaporn Swang-ngamvong	Purchase Supervisor	062 601 2902	chayaporn.swang-ngamvong@atlascope.com
	Naovarat U-Arjin	Credit Supervisor	089 996 8208	naovarat.u-arjin@atlascope.com

For any contact with our officer, **you could contact the office by office phone number as usual. For any urgent matter, please contact our BCP team.**

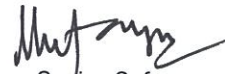
The business continuity plan as informed may be changed depending on the situation evaluated by our BCM team, which we will inform you at once if there is any change.

We sincerely apologize for any inconvenience may have been caused to you from the operation under BCP mode, which we commit that with our best effort we will provide the service at the best as the situation would allow us to do so.

Your kind cooperation and understanding to this crisis is highly appreciated. We truly hope that we together with unite collaboration will get through this pandemic situation very soon.



Your faithfully,



Sarjay Safaya  
Regional General Manager

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## Safety instruction for Visitor

(Covid-19 infection prevention and Controlling)

As you are all aware, Covid-19 is becoming a big health concern globally. Atlas Copco (Thailand) Limited has implemented the below measures for the safety of its employees and visitors.

1. A general visitor is not allowed in the site without an appointment. It is recommended that online communication tools are considered instead of a physical meeting. Only suppliers who affect business activities and meet safety criteria will be allowed into the site.
2. A visitor must be good health, is not a Covid-19 infection patient or suspected infection and have no symptoms such as respiratory symptom, fever, cough, running nose, shortness of breath and breathing difficulties.
3. A visitor will undergo body temperature measurement (reception /security guard. Body temperature should not be more than 37.5 degree Celsius.
4. A visitor or his/her family members should not have travel history from foreign countries within 14 days.
5. A visitor must not have had contact directly with a person who is a Covid-19 infection patient or suspected infected patient or have travel history from foreign countries within 14 days.
6. A visitor is not a person identified for Covid-19 diagnosis and/or in contact directly or closely with suspected infection person or waiting for Covid-19 diagnosis.
7. A visitor does not stay or perform in local high-risk areas of Covid-19 infection following the Ministry of Public Health, Thailand announcement.
8. A visitor must wear a face mask during working on the site all the time.
9. A visitor must clean hands with soap or alcohol-based hand rub with alcohol gel.
10. A visitor must maintain social distancing at least 1-meter (3 feet) distance between yourself and others.
11. A visitor must follow this instruction and good personal hygiene practice all the time during working on the site.

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