



18 March 2020

Valued Cummins Customer,

As the Coronavirus (COVID-19) pandemic continues to evolve and impacts the way we work, I wanted to provide you with an update on how Cummins is approaching the situation and ensuring we are providing you the service and support you can count on amid the rapidly changing times.

Cummins continues to monitor the situation and follow recommendations and requirements from local, state and federal authorities. We are taking all appropriate measures to protect our customers and employees, for example, we are:

- Educating our employees on the risks and signs of Coronavirus (COVID-19).
- Providing guidance on “social distancing”.
- Implementing remote working where it is operationally feasible.
- Awareness campaign with employees on important health and hygiene measures.
- Implemented rigorous cleaning procedures in all our branch locations and offices.
- Provided guidance for customers and suppliers that need to visit our facilities.

As of March 18, we have enacted our facility business continuity plans and our pandemic response team is meeting daily to ensure all our facilities are responding and adjusting to the situation according to the risks evaluated for each operating location. Our supply chain teams continue to work diligently to ensure any disruptions are minimised and we will continue to monitor our supply base with a view to expediting critical parts and products to meet your ongoing requirements.

I want to assure you that our focus on your business and unwavering dedication will continue. Every day, our service technicians may be called upon in response to critical equipment down situations, both in the shop and in the field. Our goal is to continue to deliver the service and support that you depend on, while implementing preventative measures to ensure your safety and the safety of our employees.

If you have any questions or concerns about our preparedness or how we can safely meet your service and support needs, please do not hesitate to contact your local representative, branch or business partner. In the meantime, I want to assure you that Cummins remains committed to serving your business needs while taking the necessary steps to help safeguard the health of our employees, customers, suppliers and communities.

Thank you,

Jason Chong

General Manager

Cummins Sales and Service Sdn. Bhd.