



## HYPERD Sdn Bhd

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15 March 2020

### **6T Brothers LETTER TO CUSTOMERS COVID-19 UPDATE # 1**

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Dear 6T Brothers' Customer

#### **The evolving impact of COVID-19**

6T Brothers (6T) is closely monitoring the evolving of COVID-19 situation and the impact it have. While the extent and timing of the impact of this crisis is uncertain, 6T management has undertaken a review of our delivery activities nationwide in order to put in place appropriate mitigation strategies to ensure the continuation of our service to customers.

6T appreciates its position as a key home delivery partner to your business. Our priority is to protect the safety of our team and in turn, maintain an ongoing, reliable and timely delivery service to all customers across our national depo.

#### **Our Preventative measures**

In addition to putting in place standard recommended precautions around hygiene and other health practices, 6T has implemented the following preventative measures to protect our team and continue to service your business better:

- Contact free deliveries service, with recipient identification & picture as proof of delivery
- Reduce face-to-face meetings with both internal and external parties
- Segregation between staffs where possible in line with social distancing guidelines and WFH.
- Where possible, splitting workforces across batches or across different physical locations to avoid cross-infection
- Redundancy plans are in place for key operational roles
- Access to sanitation services if the need arises
- Extra Restrictions on travel in line with our Government updates and associated quarantine and isolation measures.

#### **Communication**

6T Brothers recognises each customer will have its own set of circumstances and requirements for working through this difficult situation and that these may change as we move forward. We ask that you maintain contact with your 6T representative if this is the case so we can work proactively with you to ensure a positive outcome.

We also ask that you understand this is an unpredictable and unprecedented event and there may be occasions where there are possible disruptions to services outside of 6T's control, for example, as a result of Government advice or regulation.

#### **Further information**

We are closely monitoring the situation and will continue to provide updates as we have information to share.

We thank you for working with us while we work through this situation together.

Do Stay well and safe,

Thanks for your ongoing support and please keep well!

Choon Heng, Tew  
CEO of 6T Brothers