

PNG DATACO Preparedness and Response to COVID-19 TO ALL OUR VALUED STAKEHOLDERS

We wish to inform all our stakeholders (including, customers, service providers, contractors, suppliers, partners, etc.) on the mitigation measures and plans taken by DataCo to ensure business continuity in response to the COVID-19 State of Emergency (SOE) declared by the Government of PNG. We have now activated our response emergency plan effective from **Tuesday 24th March 2019 for a period of 14 days** as we closely monitor national and international developments and the Government's directives under the SOE. Our objective is to safeguard our employees' and their families' health and well-being whilst ensuring business commitments are continuously met by monitoring and promptly reacting to disruptions in the daily delivery of services.

We have now activated our COVID-19 contingency plan which includes the following measures:

- 👉 We will keep skeleton staff in all DataCo offices to maintain operations while the rest of our staff will work from home using technology platforms starting 24th March for a period of 14 days. Our main objective is to ensure business continuity through settlement of all critical commitments, payments and services while maintaining limited exposure between staff and external stakeholders.
- 👉 All face to face meetings with all customers and external stakeholders are suspended until further notice. Engagement with external stakeholders will be conducted through technology platforms like teleconferencing or video conferencing within this 14-day period.
- 👉 All business travel inside and outside of PNG will be suspended during the 14-day SOE period. Urgent local travel only for maintenance and network upkeep will be undertaken under a strict approval process from the Controller of the SOE.
- 👉 All new customer connectivity work (Service Order Delivery) will be suspended given the travel ban during the 14-day SOE period until further notice.
- 👉 Our Network Operation Centre (NOC) will be the centre of our business operations during this 14-day SOE period. All monitoring and customer support will be through the NOC. Our Customers and stakeholders can contact the DataCo NOC on noc@pngdataco.com or on ph: **(675) 313 3900 / 326 1119 / 7839 2841**.
- 👉 DataCo takes COVID-19 very seriously and will continue to implement reasonable measures and continue to safe guard its employees, their families, all stakeholders and mitigate the risk of COVID-19 by all means.

PNG DataCo Management wish to assure all stakeholders and the general public that we will continue to provide quality wholesale services whilst adhering to government directives and the measures highlighted above to ensure safety of our staff and our stakeholders.

Thank you for your continued commitment to DataCo PNG Ltd. We thank all stakeholder, our business partners, their employees and their families for bearing with us through this trying times.

God bless us all and keep us safe always during this time of calamity.

Paul Komboi

Chief Executive Officer