

Dear Valued Customers,

The safety and security of our customers and company-wide staffs are always our top commitment in bringing MPPA's best retail offerings. The recent widespread of Covid-19 virus to several regions have triggered our focus and efforts even higher as part of the Company's good governance to ensure a safe shopping environment and quality products throughout our store network nationwide.

We have taken further measures and stricter controls in term of cleaning and hygiene protocols in accordance with public health authorities. We uphold MPPA's ISO certification: ISO 22000:2018 - Food Safety Management System which is integrated with ISO 9001 :2015 - Quality Management System and HAS 23000 & SNI 99001:2016 - Halal Management System into our food safety protocols.

In order to prevent any contaminations:

- All employees at stores, store support office and distribution centers are required to have temperature checked prior entering MPPA's property as a preliminary prevention step. Those who demonstrate fever-like symptoms and/or body temperature in excess of 37.5 Celsius are not allowed to enter our premises and required to consult with doctors. This is to ensure that all staffs within our environment are healthy to provide their services to consumers;
- We have increased the deployment of antibacterial hand sanitizers at stores and enforced staffs to regularly clean their hands;
- All cashiers are required to wear face masks and hand gloves as extra measures to prevent any contamination;
- Social distance is enforced at stores such as at cashiers' queuing lines;
- At store back-end receiving area, personnel conducting receiving items are required to use gloves, masks and hand sanitizer, while document exchange is done touchless;
- We advise customers to use non-cash payments such as debit cards, credit cards, OVO to minimize the exchange of cash bank notes;
- We increase the frequency of cleaning store utensils with food-grade disinfectant and public areas including shopping trolleys, bank EDC machines with hospital-grade disinfectant;
- We have strengthened our Hypermart Online for online ordering (website, Android, iOS) for delivery by Grab in Jabodetabek area;
- Management give briefings to store teams on continual basis for enhanced store operations and to adjust the supply of food and beverage products with food safety recommendation to fulfill the customers' needs;
- Management intensively give socialization to all employees for prevention steps toward virus contamination.

For the customers' convenience and in order to minimize panic buying, we have also put purchase limitation of 10kg on rice, 2 packages on cooking oil, 2 cases for instant noodles and 2 packages of sugar to ensure all customers can get these items.

We will continue to monitor the updates of Covid-19 corona virus and will respond based on the advice from government authorities and public health authorities.

Best regards,
PT. Matahari Putra Prima Tbk

Danny Kojongian
Director
Corporate Secretary & Public Relations

