



A Message from Calvin Chia, Our Operation Manager:

Continuing to Serve Customers During (And After) Covid-19

Dear Valued Customers

Through our Heavenly Father's grace, may safety and good health be with you and may He also grant unto you the resoluteness and fortitude to pass through this pandemic unscathed.

As we all know, COVID-19 has affected how we live, work, communicate and socialize with friends, colleagues and our loved ones. It has also altered the conduct of our business dealings.

As the number of COVID-19 cases continue to increase worldwide and locally, the Malaysian Government has implemented and enforced the "Movement Control Order" measures to be in force mandatorily from 18 March to 12 May 2020 (where only essential service providers are allowed to continue their operations) to minimize the community spread of the Covid-19 virus.

We want to let you know that whilst all our retail stores are closed during this "MCO" period, our E-commerce platforms of Carousell and Facebook Marketplace are still operational with certain limitations in deliveries.

All employees will have to wear face masks, be subjected to temperature screenings, observe good personal hygiene and are working from home with video conferencing where applicable and possible. In addition, we will continually review and adapt our measures as the situation evolves.

We seek your kind understanding that these are unprecedented times and we are committed to continue serving you at our shops, Donation-In-Kind Centres and digital channels when and where the circumstances permit.

Notwithstanding the above, please reach out to us if you have any special request to be looked at (<https://www.facebook.com/RedShieldIndustriesMalaysia>), we will be most happy to do what we can to help find solutions or explore the options with you to deliver the highest possible level of customer service standards and satisfaction under current trying time.

Meanwhile, stay safe while we do our part, alongside our fellow Malaysians, to minimize COVID-19 transmissions. We very much look forward to serve you again in the near future.

A handwritten signature in black ink, appearing to read "Calvin Chia".

Calvin Chia

Operation Manager, Red Shield Industries Malaysia

The Salvation Army Malaysia
