

To our valued channel partners:

The President of South Africa declared the outbreak of COVID-19 as a National disaster in terms of the disaster management Act, 2002 and regulations to prevent and reduce the risk and impact of the disaster was published on the 18th March 2020 following the World Health Organisation that the Virus is a public Health Emergency concern. As a result, the following will changes will need to be implemented:

- On Thursday 26th March 2020 @ 17h00 Gallagher(SA) ('GSA') will be closing our head office and warehouse. Purchase orders continue to be received (electronically only) and entered into our systems; however, we are unable to provide a timeframe for shipment, collection or delivery. The same applies to all repairs and or replacement products.
- GSA will continue to provide technical phone support. Our team of engineers will work with you remotely from their homes, it would be wise to schedule a time with them for non-emergency matters. Those with urgent client issues (particularly the Channel Partner who service Key Point clients or any of the other critical support services identified by the Presidency). The technicians are enabled at their home office with the technology to provide you the on-going support that has been provided on site or head office historically. However, please continue to contact Gallagher (New Zealand) Technical Support desk first as normal, they are also enabled to work from home as well .
- Our Sales team remain available for support via phone and email, so please contact them for anything at sales.za@gallagher.com
- Our finance department will also be also be working from home and will be able process payments and respond to queries to finance.za@gallagher.com
- To help minimize the impact on our Channel Partners we will be offering all online training (both full courses and re-certification) for FREE until 31st May 2020.
For anyone who has currently booked a classroom-based course, we will be contacting you to convert to an online course. This will also be free and can be done by emailing our training team at security.training@gallagher.com
- Our office number + 27 11 974 4740 will be diverted to a local agent should you require any additional clarity or support not mentioned above.

We wish you and your families strength, safety and good health during these challenging times.

Kind Regards,

Gallagher South Africa

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