



ENAGIC® (MALAYSIA) SDN BHD

Company No.: 201101042983

Direct Sales License No.: AJL931978

Unit 25-6 & 27-6, The Boulevard, Mid Valley City, Lingkaran Syed Putra, 59200, Kuala Lumpur

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www.enagic-my.com

DATE: May 1st, 2020

EDITION: 1st Edition

STANDARD OPERATING PROCEDURES (SOP) TO OPERATE DURING COVID-19 (POST MCO)

New Operation Hours:

Enagic (Malaysia) Sdn Bhd will start to operate effectively on **May 12th, 2020 (Tuesday)**.

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|---------------------------|--------------|
| Weekdays only | 10 am – 4 pm |
| Saturday: | 10 am – 4 pm |
| Sunday & Public Holidays: | Off |

Purpose of entry:

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| Goods' collection: | Allowed |
| Installment Payment: | Allowed – physically swipe in office only and upon request. |
| General Inquiry | Not Allowed – all inquiries need to be done through the designated platforms |
| Accessories purchase: | Not Allowed |
| Physical submission of application: | Not Allowed |
| Sales and Marketing activities | Not Allowed |
| Water Collection: | Not Allowed |

Steps for the new normal to be taken into consideration:

1. Screening & Sanitizing

All visitors are obligated to go through body screening temperature and are required to use hand sanitizer before entering the premise.

Any visitor with fever will not be allowed to enter the premise as a precaution step.

2. Social Distancing

Enagic will control the number of visitors who are allowed to enter the premise at one time.

A maximum of ten (10) visitors are allowed in the premise and each visitor are required to practice social distancing for at least one (1) meter.

3. Good Personal Hygiene

Enagic requires all visitors to use a face mask at all time before entering the premise. Always practice good personal hygiene as to protect yourself and others. Soap for handwash will be prepared at the washroom and the usage of hand sanitizer is highly encourage.

4. No Physical Contact

Enagic practices no handshake policy. Electronic payments are highly advisable.

5. Door-to-Door Activities – until further notice

This activity would be discouraged at this time. All the sales and marketing activities in our premise and public areas are prohibited.

6. Trainings, Meetings and Seminars – until further notice

All sorts of gathering are prohibited at this moment.

All trainings, meetings and seminars will be rescheduled and any request will be rejected.

7. Trade Shows; Exhibitions, Roadshows and etc – until further notice

All sorts of gathering are prohibited at this moment.

Any request to conduct roadshows, exhibitions and et cetera will be rejected.

8. Authorized Service Centre

All Authorized Service Centre owners must obtain permission/approval to operate from the government. In the event that permission/approval has been granted, all owners must ensure to comply with all the requirements and SOP sets to operate.

Enagic (Malaysia) Sdn Bhd shall not be liable and held responsible for your incapability to comply.

9. Online Sales and Inquiries

Online sales and inquiries are highly encouraged as means to break the spread of Covid-19 infection.

Enagic does not accept any submission of application in our premise as an effort to minimize the risk of Covid-19 infection.

Any inquiry can be made via:

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|------------|---|
| Phone: | 603 2282 2332 |
| Email: | Malaysia-sales@enagic.com |
| Facebook: | https://www.facebook.com/MalaysiaEnagic/ |
| Instagram: | https://www.instagram.com/enagicmalaysia/ |
| Website: | http://www.enagic-my.com/ |

Submission for online sales must be made through goc.mys@enagic.co.jp

Should you need further clarifications (during the Movement Control Order), kindly contact Mr Jerry at 6012 232 6242 directly.