

9 January 2021



Dear Members,

It is with a heavy heart that we announce that a **staff member has tested positive for COVID-19**. Further to this, we will have two (2) more staff members in self-isolation due to possible exposure from the CV-19 positive individual.

In compliance and collaboration with the Department of Labour, all employees will need to evacuate the office immediately and self-quarantine for 14 days. A full track and trace will be done, and all members that have visited the Experience Centre will be contacted.

Gauteng's infections are on the rise, with the Westrand continuing to be a COVID-19 hotspot. It is imperative that we put our employees and members wellness as well as safety at the forefront of all our decisions. Therefore, **with immediate effect, our Will Call and Johannesburg offices will be closed until the 1st of February 2021**.

Please note that during this closure (11 January 2021 – 31 January 2021):

1. Our **Africa Support team** will continue to assist members via email and LiveChat while we search for a secure and reliable phone solution.
 - o Operating hours are **Monday – Friday, 09h00 – 17h00**
 - o Please allow up **24 – 48 hours** for responses before escalating
 - o If you have not received a response within the 24 – 48 hour timeframe, please **forward your original email to escalationsza@youngliving.com**
2. All **orders already placed for collection from our Experience Centre** will be redirected to our third-party logistics company and shipped to members.
 - o We will **contact these members** individually to obtain the relevant address and update the shipping options on our system
 - o **Young Living Africa will subsidize this shipping cost** therefore members do not need to worry about paying an extra cost for shipping

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- All of these orders will be shipped via express for these members
3. All new orders placed for delivery will be fulfilled and shipped as per normal.

During this time of closure, we will not be accepting orders for collection therefore we advise members to place orders for shipping to avoid disappointment or order delays.

“Hope is important because it can make the present moment less difficult to bear. If we believe that tomorrow will be better, we can bear a hardship today.” – Thich Nhat Hanh

Thank you for your support and understanding. We ask that you please keep our employees and members in your prayers as we navigate through this uncertain time.

Yours sincerely,

**Management,
Young Living Africa**