

10 July 2020

Dear Members,

We have *(two)* 2 employees that have tested positive for Covid 19. Further to this we have *(three)* 3 staff that have already been in self isolation due to exposure in their homes.

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 has been contacted.

### **BUSINESS OPERATIONS**

#### **Will Call orders**

- The Experience Centre and Will Call will be closed with immediate effect until further notice. We will keep you abreast of any new developments. Current orders ready for collection at Will Call will be shipped to members.

#### **Website orders – Fulfillment and shipping will continue as normal**

- All orders placed through the virtual office will follow the normal order fulfillment process and will be shipped within 5-10 business days through NightwinG couriers.

#### **Member Services – Please note that we have a lack of resources in our team due to COVID 19**

- LiveChat will be temporarily unavailable until further notice.
- Phone lines – please expect a longer holding time, please be patient as we attend to your call.
- Africa Support E-mails - please allow up to 5 business days for a response to your query.
- NFR E-mails - please allow up to 5 business days for a response to your query.
- Escalations mailbox – if you have not received a response within 5 business days or if you are not satisfied with feedback received, please e-mail [escalationsza@youngliving.com](mailto:escalationsza@youngliving.com).
- Please refrain from sending e-mail queries to managers directly as we want to ensure we comply with audit requirements and this will be managed through the escalation's mailbox
- Please refrain from forwarding queries and personal information on employee's Whatsapp numbers and groups as we need to comply with the POPIA regulation, and all queries must be logged and have an audit trail.

Yours sincerely  
Young Living Africa Team