

COVID-19 update:

A message from our CEO



Dear Valued Cartrack Subscriber

As we join the world and our country in taking action to limit the spread and effects of the Coronavirus (COVID-19), we'd like to assure you that we are committed to protecting our employees and our customers, whilst continuing to deliver a world-class service.

Cartrack has implemented stringent precautionary measures across the business to combat the spread of the virus, in accordance with the directives from the World Health Organisation (WHO), the South African Government and our medical consultants.

Here is an update on our actions to reduce the risk:

- Strict hygiene and sterilisation procedures in our buildings.
- Staff education on hygiene and social distancing.
- Our consignment of protective equipment (masks and gloves) is expected within the next few days.
- We have stopped all international travel, and restricted local flying for critical business only.
- Various events have been cancelled, and we have minimised meetings within our offices.
- External meetings are conducted via teleconference where possible.
- Staff who are able to work from home are doing so.
- Call centres are separated into different locations within our buildings and between regional offices.
- Mobile technicians are issued with hand sanitizers, gloves and face masks.
- Essential recovery services are geared to operate from outside of our call centre.

Our business in South Africa is fully functional with all services being delivered. We are closely monitoring the growth of this pandemic and will move quickly to comply with instructions from the authorities and to implement further measures to protect our staff and customers.

Should you have any questions, please feel free to reach out to us clientservices@cartrack.co.za or in the event of an emergency, call 011 250 3000.

Kind regards,
Harry Louw
Cartrack South Africa CEO

