

March 16, 2020

THE PHILIPPINE STOCK EXCHANGE, INC.
6th Floor Philippine Stock Exchange Tower
5th Avenue corner 28th Street
Bonifacio Global City, Taguig City

Re: **IMPACT OF THE COVID-19 ON NOW CORPORATION (“THE COMPANY”) BUSINESS OPERATION; MEASURES UNDERTAKEN TO MITIGATE THE RISKS**

Gentlemen:

In response to the SEC Notice to the Public listed Company issued on March 12, 2020, NOW Corporation would like to inform the investing public that the Company’s operation is on business as usual. The COVID-19 has positive impact in the Company’s business as more clients are applying for Fiber Air subscription due to the government’s encouragement of work from home arrangements in the private sector.

To safeguard the health of its employees, the Company has undertaken the following preventive measures to mitigate the risks of COVID-19:

1. Workplace Measures for Prevention and Control

- a. Proper and regular sanitation of the workstations
- b. All employees entering their respective offices are required to undergo temperature screening using a non-contact body thermometer. Employees with body temperature above 37.5 degree Celsius will not be permitted to enter the building.
- c. Social Distancing measures are observed among employees. A 1-meter radius is maintained between employees’ workspace.

2. Flexible Working Arrangements

- a. The Company has implemented a flexible Work from Home arrangement for its employees residing outside the Metro Manila.
- b. The Company has implemented alternate working schedules for its employees residing in Metro Manila.
- c. The working hour was shortened by one (1) hour or until 5:00 PM to give employees enough travel time to be in their respective homes before the government’s mandated curfew of 8:00 PM.

3. Communication with External Partners

- a. Visitors and external partners are encouraged to postpone their visits and if necessary external meetings are encouraged to be done via video or teleconferencing.
- b. 24/7 communication and coordination are in place to service client’s queries



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4. Employees Health Care

- a. Daily updates and reminders are disseminated to the employees.
- b. Employees are advised to undergo home quarantine should they experience fever or other symptoms of COVID-19.
- c. If an employee or employee household member tests positive for COVID-19, that employee including the proximity employees, shall undergo a self-quarantine for at least fourteen (14) days.

The foregoing measures are likewise being implemented in the Company's subsidiaries.

The Company shall closely monitor updates from the Department of Health and other government agencies regarding the COVID-19. The Company may undertake additional measures as may be required by the national and local governments.

Very truly yours,


Angelina L. Macasaet
Corporate Secretary