



TO ALL OUR VALUED CLIENTS AND PARTNERS

Heading into almost a year now with the unique and difficult working environments caused by COVID-19, we wish to reassure all our clients and partners on our unwavering support while taking all necessary steps to ensure continuity and the safety of all concerned:

Team Health & Safety

Above all, the health and safety of our client, partners and staff remain and always will be of our highest concern. We are tracking the situation carefully around the world, while following the instructions of local governments and authorities.

In order to provide you with additional peace of mind, we strictly follow all recommended SOPs and regulations imposed. We appreciate your kind patience and cooperation as we navigate through this “new normal” together:

- Limiting all non-essential visits to our offices and site.
- Increasing daily cleaning & sanitizing across all EAESB offices and manufacturing locations.
- Enforcing social distancing for those employees who continue working within our centers.
- Business meetings are done remotely with customers as we have a dedicated hotline for enquiries and video conferencing is available upon request.
- Working hours shorten from 9-5 to limit spread of the virus and ensure overall wellbeing of our management and staff.

Customer Support

In these times of uncertainty and challenges, we would like to inform you that EAESB remains fully operational and open for business.

As a specialist provider for the businesses/ essential service industries such as Palm Oil Mills among other essential sectors, we have a responsibility to make sure that our clients will be attended to accordingly & professionally.

- Our Project Engineers are ever ready to head down to site with the all the necessary documentations so rest assured that you can count on us for any inspections / installations / servicing jobs.

- Customer Care, Accounts, Technical Support, and Sales Support are maintained and ensured productivity throughout this time using via Telemarketing or Internet Video Conference Communications.
- We proactively engage with our suppliers and ensure that all orders and project deliverables are met in time.

If you would like to discuss any specifics in more detail, please do not hesitate to contact our customer service hotline or drop us an email at info@excelae.com.

Thank you for your ongoing support and let us continue to be your first choice in the scope & field of Air Pollution Control Service Provider.

Keep Safe and Best Regards,

From all of us at Excel Air Engineering Sdn. Bhd.

#kitajagakita