

## FAQ ON SAFETYWARE RESTRUCTURING – FOR CUSTOMERS

Update 16/6/2025

### A. General Questions

Question	Answer
Why is Safetyware restructuring its business?	To better focus on our core strengths, improve operational efficiency, and deliver an even better customer experience.
When will the restructuring take effect?	The restructuring will officially take effect on <b>1 July 2025</b> .
What are the new company structures?	<b>Safetyware Sdn. Bhd.</b> — PPE manufacturing & overseas market development. <b>Safetyware Solutions Sdn. Bhd.</b> — Trading, distribution, rental, and services (Malaysia market).

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### B. For Customers

Question	Answer
What do I need to do?	Update your system to reflect Safetyware Solutions Sdn. Bhd. as your trading partner for orders from 1 July 2025 onward.
Will my current orders be affected?	No. Existing orders issued to Safetyware Sdn. Bhd. prior to 1 <sup>st</sup> July 2025 will be fulfilled as usual.
Will my point of contact change?	No. Your sales and customer service contacts remain the same.
Will there be any changes to product pricing or delivery?	No. All existing product prices, stock availability, and delivery schedules remain unchanged.

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