



March 11th, 2020

Dear Customer,

The Coronavirus (COVID-19) emergency and the government's provisions to contain the spread of the virus are affecting many business operations.

At Fedegari, to date, we are continuing manufacturing operations, although with some limitations due to the absence of some employees and a slowdown in supplies.

The Group's goal is to minimize the risk of total closure.

For this reason, we have organized our services as follows:

- **Our commercial support is active:** to reduce physical contacts, we will be organizing video conferences with customers and all involved parties, regardless of location.
- **After-sales support is active:** we will support customers with physical interventions, where it is still possible and safe to travel, sending staff from those locations that can still operate; we cannot send staff to areas subject to quarantine periods. Our Customer Service support is always available by phone; if necessary, we invite you to open a ticket through our website (<https://fedegari.com/post-vendita-ticket/>) and we will contact you in the shortest possible time.
- **Factory Acceptance Tests are carried out regularly:** all scheduled FATs are being overseen by Fedegari staff and properly documented so that the machines can be shipped on schedule. We are preparing a specific procedure to ensure customers that the testing operations of their machines will take place as if they were present. If any customer deems it necessary to physically participate in the FAT, they will be expected to adhere to our company's current safety protocols before we can proceed.

Fedegari cannot however, accept the postponement of any scheduled FATs and the subsequent shipment of any machines due to this current state of emergency.

Considering unpredictable circumstances and the possible introduction of more restrictive provisions, please note that the situation may change with short notice. We will keep you informed of any future developments.

We thank you in advance for your understanding of the global emergency we are experiencing, and we assure you of our commitment and determination to return to normal business operations as soon as possible.

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