

## COVID-19: RADIALL CUSTOMERS UPDATE

1<sup>st</sup> April 2020

**Dear Customer,**

As you are aware, due to the current COVID-19 pandemic, several local governments have taken extraordinary measures to fight the spread of the virus. This unprecedented force majeure event is significantly disrupting our activities around the World.

Here below we would like to provide you with an update regarding our activities across sites as of the date hereof.

- **France.-** In line with the French Government directives, we have put in place the necessary health and safety precautions to enable us to restart a very limited part of our operational activities across our French sites.
- **Italy.-** Following the lockdown extension announced by the Italian Prime Minister on March 19<sup>th</sup>, our factory in Milan will remain closed until at least mid-April.
- **India.-** In accordance with the 21-day lockdown announced by the Indian Government on March 24<sup>th</sup>, our factory in Bangalore will remain closed until at least mid-April.
- **Mexico.-** Due to the accelerated spread of the virus, the State of Sonora has decided on March 25<sup>th</sup> to shut down all activities until further notice. Therefore, we have also been obliged to cease all our activities in Obregon.

Our factories in **China** (Shanghai) and the **USA** (Wallingford and Portland) are still operating at almost full capacity. However their activity will depend on our intercompany component availability and external supply chain.

At the moment we cannot anticipate or predict a date by which we can expect to reinstate our activities back to normal. The latter will largely depend on whether local authorities decide to extend the regulations put in place to fight the COVID-19 pandemic.

Based on the aforementioned, our operations teams are working on defining new deliveries timescales for either backlog or production of new products. As soon as this work is completed, our Sales Team will communicate it to you.

Please rest assured that we are doing everything we can to minimise the impact on your activities. We will continue to provide you with regular updates in the next weeks.

Yours Faithfully

**Dominique PELLIZZARI**  
**EVP Global Sales & Business Development**