

VITTORIO DELLA BELLA
Senior Vice President
Customer Support & Training
Leonardo Helicopter Division

27 February 2020
Our Ref. CSS&T/2020/011

Subject: Information about COVID-19 crisis management and temporary impact on Customer services

Dear Customer,

due to the international situation related to the COVID-19 outbreak, to which Leonardo is giving full attention, we have put in place immediate actions to minimize impacts to Customers' operations with AgustaWestland products.

Leonardo Plants and Customer Support & Training offices in Italy are fully operational at this time, as is our Supplier network, and Leonardo has immediately introduced strict controls on employee travels. As of today, travelling to and from Italy, China, Japan, South Korea and Singapore is limited by the strict rules mandated by the Local Governments of these "Risk Countries", as defined by the World Health Organization.

Nevertheless, in light of the ongoing situation, the support to your needs remains fully operational. We are advising You of the following:

- AOG and Urgent Support (both logistical and technical) is being granted through the usual priority channels without any disruption.
- Urgent dispatch of technicians and/or engineers to Customer sites outside of the Risk Countries is being managed relying on our network of worldwide specialists.
- Within Risk Countries, we are maximizing the use of technicians and/or engineers that were already at Customer premises, strictly following local regulations and restrictions.
- Training Activities in Lombardy remain temporarily suspended and we are keeping all affected Customers up to date, while working with all of You to guarantee essential operational activities.

Leonardo – Società per azioni
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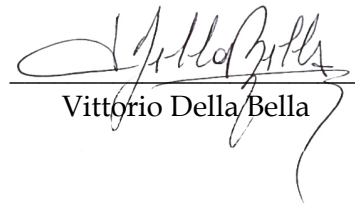
Company Share Capital. € 2,543,861,738.00 fully paid up
Tax Code & Company Registered no. 00401990585
VAT no. 00881841001
R.E.A. no. 7031



We are fully committed to reduce to the minimum the impact of the current safety measures on Your business.

Should you need any additional information, please do not hesitate to refer to your point of contact provided within the Customer Support & Training Worldwide Directory, available on our Leonardo Portal.

Yours sincerely,



Vittorio Della Bella

A handwritten signature in black ink, written in a cursive style, positioned above the printed name "Vittorio Della Bella". The signature is written over a horizontal line that extends across the width of the name.