



SERVICE INFORMATION LETTER

SIL N° S-GEN-21-005

DATE: June 8, 2021

REV.: /

To: Leonardo Helicopters products
Owners / Operators / Service Centres

SUBJECT: Leonardo Helicopters launches ERP System enhancement

Helicopters Affected: All

Dear Customer,

Through the present letter, Leonardo Helicopters Division (LHD) wishes to inform you about an important enhancement to the Leonardo ERP (Enterprise Resource Planning) System, as part of the Leonardo digitalization programme. Within summer 2021, Leonardo will move from its current SAP business suite to the latest, state-of-the-art SAP 4/HANA suite.

As part of the rollout activities of the new platform, we will require to temporarily shutdown the company-wide Leonardo SAP systems. The current schedule foresees a **SAP interruption, starting from July 30th, 2021** for some days across the LHD Global Support Network. This includes, besides the Customer Support Headquarters based in Italy, also the branches in the UK, US, Brazil, Malaysia, Australia, Poland and Belgium.

The upgrade will involve all activities run through the Leonardo ERP system, however LHD is undertaking all efforts to limit the SAP interruption to the absolute minimum. This upgrade extends to activities related to Material Support, including E-Commerce functions for Orders, Quotations and Warranty Management and peculiar Customer Portal Functionalities.

During this transition to the new suite, the management and execution of regular Customer orders will be temporarily suspended.

Certainly, the 24/7 Fleet Operation Centres will remain fully operational in support of AOG and critical maintenance work stoppage events. We will have dedicated additional resources in our three main 24/7 FOC sites in IT, US and UK to support any increase of orders which will be routed to the FOC, through traditional systems (phone, email, facsimile). Leonardo is fully committed to provide maximum support until the shutdown period and immediately after in order to mitigate the effects of the shutdown.

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As a first mitigation, from June 2021, Leonardo is already anticipating the execution of Customer orders with deliveries requested between August and September 2021. Likewise, Leonardo's Suppliers have already been engaged for a dedicated effort to support this important transition period.

In parallel, we kindly ask our Customers to anticipate any orders for material required in proximity to the shutdown period, assuming a window between July 30 and August 15 (conservatively) when we may have issues in processing regular orders. LHD will then undertake all efforts to execute orders before the shutdown.

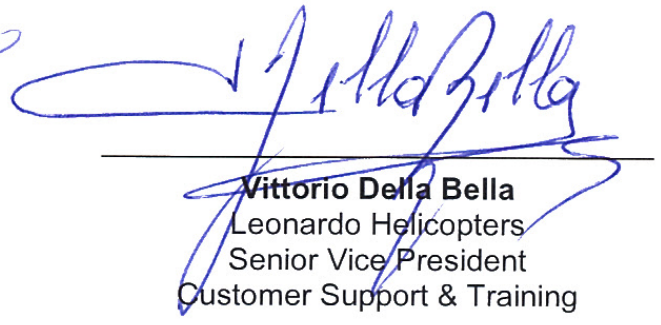
Please consider the subject information letter as an advance notice. In the upcoming weeks, we will keep you updated and provide any useful information, which may help to manage the period in the best possible manner.

While thanking you in advance for your understanding and collaboration, we wish to assure you about the maximum efforts put in place in order to minimize and address any possible impact on your helicopter operations, as we aim at soon introducing significant advancements to grow the quality of our Customer experience through our digitalization programme.

Should you need any additional information, please do not hesitate to refer to the point of contact provided with the Customer Support & Training Worldwide Directory, available on Leonardo Customer Portal at this [link](#).

We will be happy to assist.

Sincerely,



Vittorio Della Bella
Leonardo Helicopters
Senior Vice President
Customer Support & Training
WW Services