

Casale Litta, November 9, 2020

Dear customer,

as you probably know, the latest Italian emergency decree, published on November 4th, has divided the Italian territory in "red", "orange" and "yellow" areas, each subject to specific regulations. Lombardia, where IWT Headquarters are located, has been identified as a "Red Area": here, manufacturing and industrial activities will proceed regularly, and people are allowed to move for business purposes (but also for study, health, and other essential reasons).

Therefore, in compliance with the Minister's Decree, and thanks to all the efforts and the rigorous safety measures we have been proactively putting in place as from the beginning of this pandemic, we hereby confirm you that **our facilities are 100% operational. All our sites are working at normal capacity and our manufacturing activities, logistics and support are regularly proceeding to guarantee the supply of research products and services to our clients, through our net of subsidiaries and distributors.**

During this challenging time, in fact, IWT's focus remains on creating the best possible conditions to continue supporting our customers and maintaining the high service level you expect from us, while ensuring the health and safety of all those who interact with our facilities, of our employees and of the local communities in which we operate.

We have successfully worked to avoid disruptions caused by COVID-19, while at the same time acting responsibly to do what we can to prevent further spread of the virus. We are closely monitoring the situation and are following the recommendations of global and local public health authorities in all regions in which we operate; in addition to this, our dedicated team of internal and external experts is assessing the impact on employee safety and business operations.

As noted in previous updates, we have taken extensive precautions to protect our on-site workforce, including increased cleaning and disinfection, screening and restricted access for external personnel, and the availability of personal protective equipment. In addition to this, we have substituted face-to-face meetings with video calls and we are massively applying smart working among our employees.

Businesswise, we're facing Covid as an opportunity to improve and put into place new resources and initiatives to make the best out of this situation. We've adopted all the state-of-the-art communication and remote working systems that technology offers today to stay in contact with you. **We are, at all level, trained and committed to effectively serving your account: we are, as always, here to assist you on planned and new projects, including work supporting COVID19 research efforts.**

Should the above conditions change, we will inform you accordingly within the shortest possible time.

Stay safe, and thank you for your trust during this situation.

We are honoured to be your partner!



Edoardo BERNARDINI
Managing Director – IWT srl