

Information Bulletin#3: COVID-19 situation

Colorno, March 23th 2020

Valued Partner

In compliance with the latest Prime Minister's decree issued due to the continuous worsening of the Covid-19 health emergency (*DPCM 22/03/2020*), **we confirm that our business is considered among the “essential ones”**. Therefore, **ZEC WILL CONTINUE TO OPERATE for the time being**.

Following service conditions remain unchanged for the moment:

- ✓ production activities of all our facilities are **guaranteed, although limited** due to the internal preventive measures undertaken;
- ✓ **Delivery service is guaranteed**; transport sector is in any case congested (logistics hubs and ports in particular), therefore delays and inefficiencies are to be expected;
- ✓ **Assistance from Technical/Sales/Purchasing/Financial Departments are guaranteed**, by most of operators from ZEC facilities or from home offices;
- ✓ To preserve production activities, ensuring a good service level to all our customers, **laboratory activities** (R&D, testing campaigns, sampling, parcelling, etc.) **have been drastically limited**, so they will be delayed.

Based on above considerations, we announce that **shipping dates shown in the order confirmation may become prolonged**. We invite customers to refer to our Sales Dept. to check the delivery status, prior to confirmed shipment date.

Waiting for further communication that will be sent in case of any necessary amendments, we apologize in advance for the possible disruptions we may cause and we assure You that ZEC is doing everything possible to preserve operations and to keep the commitments made.

Best Regards

ZEC S.p.A.
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