



Dear Customer,

after a summertime when Covid-19 relaxed its grip on our personal life and our businesses we are somehow back to face difficult times as pandemic has strongly developed in many countries. On one hand news about potential vaccines are quite encouraging, on the other hand, we know that all this will not end in “a couple of weeks” therefore the attention to our health has to be still the highest priority.

With very few exceptions all countries have put in place a number of “distancing” measures by reducing the “non-essential” activities; “non-essential” shops, restaurants, tourism, travels among others are, as in the first wave, the most suffering ones.

There’s a substantial difference from the first wave: Governments, Health Systems, Companies and People knows better how to deal with the pandemic and trying to act more precisely, although prudently, in order to keep economies alive as much possible.

Despite so far we do not see any disruption in terms of business we’ve decided to send you a brief update about major events in our worldwide organization.

PLANTS

All plants, as of today, are working regularly. Actually, in these last days of 2020, we are living a very significant rump-up in deliveries, in some case reaching values never reached even in best years.

Work forces are fully available and operative in workshops, while minor flaws are registered in supplier capacity as well as in transportation time. However, deliveries are proceeding regularly.

BRANCHES

Our branches worldwide, in the different countries, are subject to different restrictions therefore have different situation in terms smart work adoption and business travelling possibilities. Nevertheless, our Customer Service, Sales, Application Engineering activities continuity are fully granted with no exceptions, either physically or digitally. Deliveries to customers from our branches are regular.

As most of you have probably noticed we are living a certain rebound in business which, by itself, is a wonderful news but it requires a very strong coordination in terms



of planning along the supply chain in order to keep it aligned and capable to support this expansion phase; promptly adapting capacity to demand is important for all of us that's why we have to keep on being in close and frequent contact .

We are very confident we'll be soon out of these business and personal situations but in the meantime let's keep the determination and safety attitude towards ourselves, our family and our teams we kept so far.

I take the opportunity to wish you and all your dears a Merry (&Safe) Christmas and a Great 2021

Forever Forward

Fausto Carboni

CEO Bonfiglioli Group