



Trieste, 16 March 2020

COVID-19 and Wärtsilä Spare Parts Deliveries

Dear Customer,

The rapid spread of the outbreak of the novel coronavirus disease 2019 (COVID-19), combined with the impact of various government responses, have caused significant disruption to business on a global scale, including commercial travel, supply chains, and other commercial operations and relationships. Bearing in mind the importance of global coordination and our close business relationship, Wärtsilä Global Logistic Service (WGLS) wants to keep you informed of the proactive steps WGLS has taken to mitigate risks triggered by the COVID-19 outbreak.

First of all, WGLS continuously monitors regulatory requirements in response to COVID-19 and implements actions to protect the health and safety of its employees and persons in WGLS' premises. Furthermore, on 3 March 2020 WGLS appointed a fully dedicated "COVID-19 Proactive Team" to supervise the supply and logistic chains on a daily basis. The team identifies alternative operating models and implements proactive risk mitigation actions, including buffer stocks of spare parts, to avoid disruptions because of the COVID-19 outbreak. WGLS is in close contact with its suppliers and forwarders in countries, territories or areas with reported confirmed cases of COVID-19.

So far, WGLS has not seen significant delays in the global supply chain due to the extraordinary situation. However and as additional information becomes available, should WGLS assert that the effects of the COVID-19 on WGLS operations gives rise to a legal and/or contractual right to suspend, defer, or be released from its duties to perform, WGLS will duly notify you.

In case you would like to discuss your open purchase orders, please reach out to your local contact person in the WGLS Parts Coordination Management team.

We will continue monitoring the situation closely and keep you informed of any change on your specific deliveries.

Sincerely yours,

Director Global Parts Management & Supply Management

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