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Madrid 16<sup>th</sup> March, 2020

## **EMERSON AUTOMATION SOLUTIONS Communication**

**Subject: Coronavirus (COVID-19) Update**

Dear customer:

Emerson's most important priority is the safety of our employees, their families, customers and business partners. Considering the threat of COVID-19 Coronavirus to the health of our communities and businesses, we are committed to minimizing the spread of this virus implementing internal measures which we are sure will help to prevent it from spreading. We reaffirm our support for you and your employees to collaborate in the regulations you establish.

Emerson has the strongest network of Automation professionals in the industry and guarantee a safe and profitable operation with the least possible impact on your business.

Globally, we have implemented policies and procedures which guarantee the health and well-being of our employees and for those that they have contact with, according to World Health Organization (WHO) and the Center for Disease Control (CDC) prescriptions. From temperature monitoring to the provision of hygienic resources and limits on non-essential travels, we are working 24 hs a day to reduce exposure and risk, while working to support your needs for technologies and services.

Over the past 15 years, Emerson has developed a global sourcing and manufacturing strategy minimizing disruptions in our products' delivery. We are currently maintaining production and delivery levels with minimal interruptions in all global regions. We continue to control any impact, which will be communicated to you to minimize any possible interruption in your business.

If you currently have or are thinking of requesting an order/contract so that we can provide you a possible Service in your plant or Project Engineering, we confirm that our staff will help you and provide it to you, guided by public health policy restrictions and your own company policies. We have Job Hazard Assessment procedures as well as extensive travel logs globally which all our service staff and supply chain are strictly complying with. This way, we guarantee any of the standards of access compliance as well as the stay there. Our experience is at your disposal to help you with your operational needs.

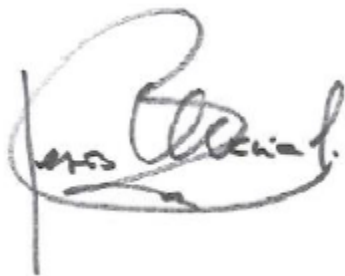
Emerson has also developed the strongest virtual capabilities in the Automation industry, which help you to minimize not only travels, but also your team exposure. These include cloud engineering, Virtual Factory Acceptance Tests(vFATs), the availability of digital tools to engineer solutions, manage installed assets, streamline procurement processes, access to online trainings and to identify relevant contacts in our company. You have our technical and commercial support through remote assistance and virtual meetings. We encourage you to use these advantages as much as possible.

Emerson's staff is organized to guarantee our service so that you are not affected. The usual contact telephone number at Emerson is at your disposal, which we remind you of is 900 901 983. In addition, you have your usual contact person for any type of request that you could require. Please, do not hesitate to use it.

As always, Emerson is at your disposal and even more in this moment in which all (workers and companies) have to collaborate to get out of this situation as soon as possible, so that we all return to normality shortly.

We thank you for your collaboration and the trust you place in Emerson. We strive to earn that trust day by day.

Kind Regards,

A handwritten signature in black ink, appearing to read 'Jesús María', written in a cursive style.

Jesús María  
General Manager  
**Emerson Automation Solutions Iberia**