

Le Président

N/Réf. : President n° 25/2020

Marignane, 20 March 2020.

Dear Customer

On behalf of everyone at Airbus Helicopters, I wanted to contact you directly during this extraordinary and unprecedented period.

For several weeks now, we have been facing the Coronavirus Covid-19 epidemic and we understand how anxious and concerned you must be. Coronavirus Covid-19 has affected the whole world and is progressing rapidly in certain countries. Our thoughts go out to all those who have been affected directly or have family or friends affected by the virus. In light of the human and economic impact of this epidemic, we have decided to raise our response level.

In this context, I want to assure you that all Airbus Helicopters teams have been mobilised to preserve to the best of capability in the current circumstances the continuity of our missions in order to support your operations. Our commitment to you, our customers, has never been stronger as we undertake to fight this pandemic in a supportive, professional, and responsible way. Our objective is the continuation of all production and development activities in order to deliver your machines at our high standards of quality. We put all measures in place to meet planned delivery dates and shall contact you should the crisis impact this planning.

Ensuring the quality support of our customers around the world has always been a priority for all of us at Airbus Helicopters.

Christoph Zammert, EVP Support & Services will write you shortly to explain the action plan in detail.

From the first signs of the crisis, we have been extremely vigilant and reactive. We have focused our efforts and means on the anticipation of supplies to limit as much as possible any shortages that could arise.

Since this pandemic began, we have activated a crisis cell and are working tirelessly to implement the processes, manpower, and dedicated teams necessary to continue our activities.

We are implementing strict hygiene and protection measures and defining a production and support service continuity plan across all our sites.

Rest assured that all our employees have been informed of the protection and hygiene measures necessary to combat the spread of the virus. These measures range from compliance with individual distancing to protective measures applied in all helicopter production, maintenance and support activities.

Over the last few days, we have made the decision to request that a certain number of employees work from home. They are all equipped with the appropriate material and tools to work remotely. We have increased our secured connexion capacity and implemented the relevant procedures. Despite these changes, your regular contact person within Airbus Helicopters will remain unchanged and can be reached by email or mobile phone. Everyone is working with the same secure software.

We are following World Health Organisation (WHO) guidelines and also the government authority guidelines of countries where we operate to ensure that our actions meet the health and safety requirements.

Your safety and that of your teams is our top priority. Our actions aim to demonstrate our firm commitment to deploying the necessary resources to guarantee a healthy environment for our customers and employees.

We must also draw your attention to the fact that these measures dictated by governments' decisions and the overall COVID-19 situation will probably have impacts on our capacity to produce and deliver but we are doing our best to minimise as much as possible these effects.

We will continue to monitor the constant evolution of Coronavirus Covid-19 and are committed to taking every measure necessary to enable the continuation of your missions and business activity in the current circumstances.

On behalf of all of us at Airbus Helicopters, I thank you for your loyalty and confidence, both in the good times and now the difficult times that we are currently experiencing,

Please take good care of yourself and those close to you.

Bruno EVEN
CEO Airbus Helicopters

