



Leiria, Portugal · March 18, 2020

Dear Customers, Business Partners, Suppliers and Friends,

Portugal and the World are going through extremely difficult days as a consequence of the COVID-19 pandemic.

This severe public health crisis demands from each individual citizen, from public entities and from companies a responsible behaviour and discipline, which is key to the national and international effort to contain and mitigate the effects of this outbreak.

The Movicortes Group of Companies, which MOVITER Equipamentos S.A. integrates, has implemented a Covid-19 Contingency Plan, following the precise indications of the Portuguese Health Authority and of the National Civic Protection Agency.

This Contingency Plan imposes several restrictions in what concerns our interactions with Customers, Business Partners, Suppliers and also with the community. These restrictions are listed below:

- All company facilities will be closed to the public. Digital and mobile means of communication are to be used as an alternative thus assuring the recommended social distancing.
- A significant part of our teams involved in sales administration, marketing, financial services, human resources and accounting will be working from home.
- All needed information and contacts related with all departments of the company may continue to be obtained through your usual contact personnel, with the same phones, mobile phones and e-mail addresses; you may also access our website for further information: www.moviter.pt.
- The delivery and reception of goods, parts and equipment in the company facilities are subject to special rules of individual protection (gloves, mask and full protection garment) and social distancing is to be applied by our employees. Signs with these rules will be displayed in visible areas in the buildings.
- The entrance and circulation within the buildings of the company are restricted to Moviter staff.
- The after-sales service and the spare parts service continues to work and are available to support our customers in all the territory of Portugal. However this is done with limitations of means and travel restrictions due to the national Mitigation Plan for the COVID-19 pandemic. We will give preference the most severe and urgent cases. The Moviter After-Sales Service team will inform our customers in a detailed manner about the conditions under which service may be rendered.
- MOVITER has implemented a Customer Support Service, free of charge. You may reach the below referred contact person for each type of subject if you should need commercial or technical information or support:

Commercial services: Rui Vieira Domingos - rui.domingos@movicortes.pt - (+351) 935 683 510

After-sales services: Jorge Amaro - jorge.amaro@movicortes.pt - (+351)935 683 500

- PDI and commissioning of new equipment are fully operational, following rules that assure mutual protection for our staff and customers. Detailed information will be provided to the customer prior to each commissioning of equipment.
- All MOVITER's salesmen remain active and at your disposal, through digital means of contact and mobile phones, reducing to a minimum face to face contact.

We will continue to do the utmost to support all our customers and to be focused on their satisfaction. This has been our focus through more than three decades of history and in spite of these challenging times this remains our strong commitment.

We thank you for your understanding. Stay safe.

Please accept our best regards

The Board of Directors

