

22<sup>nd</sup> March 2019

Dear Esteemed Customers / Partners,

The world is facing one of the most challenging times on account of the COVID-19 pandemic. With rapid proliferation of cases globally, India being no exception, is believed to be on the cusp of Stage III of the upsurge with possible risk of exponential growth, given the size of our Country. Expectedly the Government of India and we all citizens of the Country are pulling all stops to ensure that epidemic is contained as quickly as possible.

Starting from today, the state administration declared limited period lockdown of all commercial establishments, markets, factories and offices (except those involved in essential services like water, power, security and health and safety) across the country. This lockdown will remain in force till 31<sup>st</sup> March 2020. Obviously, the objective is to effectively curb the spread. We are attaching herewith the District Administration's notification in this regard. In this regards our functioning of various transactions pertaining to production / warehousing and dispatches will not be operational.

While it is so, we at Hitachi Metals India would like to assure that we are committed in helping our valued customer, partners & associate organizations to maintain business continuity and ensure the health & well-being of our and their employees, as well on priority. Strictly following the guidelines and advisories issued by Government of India we have been observing "social distancing" & also been taking all necessary measures to ensure our plants and offices are adequately sanitized and all office employees are monitored with their travel and family situation screened.

Sensing what was coming, we had already been working on a comprehensive Business Continuity Plan that included expediting production, managing inventory and arranging dispatches in advance to some of our customers wherever it was possible. While we endeavor to priorities our customer needs and efficiently cater to them, there may be some delays caused in servicing our customers due to this limited period lockdown. We hope for your kind understanding and seek your cooperation to bear with this extraordinary situation.

Although all business travel activities have been suspended recently. Meetings with our business partners and also internally are conducted by electronic means such as WhatsApp and Voice conferencing till 31<sup>st</sup> March 2020. Our Sales & Customer Support officials are available round the clock for any requirement or services. The objective is that post such extraordinary situation, Hitachi Metals India should be able to restart its operations in quickest possible time, to enable it to serve its valued customers/ partners with bare minimum disruption. In case of any difficulties or apprehension our designated Sales Head may be reached directly anytime through email and phone for any assistance to ensure supplies on time.

In any case, the undersigned is also available for you to deal with any contingency. We wish you continued good health & business growth. Until then, we are just a call / e-mail away.

Sincerely,



Sanjay Seth  
Managing Director, Hitachi Metals (India) Pvt. Ltd.  
Tel: +91 124 4814812 (Direct), Mob: +91 9810194620  
E-mail: sanjay.seth@hitachimetals.co.in

 **Hitachi Metals (India) Private Limited**

Plot No. 94-95, Sector 8, IMT Manesar, Gurugram-122050 (Haryana) India; Tel: +91-124-4812300; Fax: +91-124-4812399  
www.hitachi-metals.co.jp

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