



March 18, 2020

To Our Valued Lutron Customers:

We are actively monitoring the COVID-19 virus and are writing today with Lutron's response. First and foremost, we are focused on the health and well-being of our employees, customers, and the entire Lutron community. We also want to assure you our global teams will work to maintain high levels of customer service during these uncertain times.

As of this date and time, there are no confirmed cases of COVID-19 on any of Lutron's campuses, our supply chain is strong, we are delivering products, and servicing our customers. A global cross-functional task force was formed to closely monitor the impact of COVID-19 and help us adjust quickly.

Now more than ever, taking care of our customers is paramount – we know you are counting on Lutron to deliver products and maintain high service levels to help you preserve continuity. Thanks to the continued dedication of the Lutron family, we are committed to making every effort to provide the service and support you need and have come to expect from Lutron. Please let us know if there is some other way we can be helpful to you with a product order or project.

The safety and health of the Lutron community remains our highest priority. Our teams are adhering to government and health authority recommendations to maintain a safe and healthy working environment and have implemented precautionary measures to protect us. These include:

- Enforcing global travel restrictions in accordance with the WHO and CDC guidelines
- Suspending all non-essential business travel
- Allowing only business-critical visits to Lutron facilities following a visitor screening
- Postponing all North America LCI training events through March 27th, including the Residential Opportunities Tour
- Implementing a "by appointment only" policy at all Experience Centers effective March 16th

We are closely monitoring inventory levels and the global supply chain with help from our supplier partners. Contingency plans are in place to reduce the likelihood of a delay, and we are committed to providing updates early and often should an issue be detected.

We appreciate your continued support of Lutron and wish you and your families good health. You are all part of our Lutron family.

Sincerely,

Susan Hakkarainen

Susan Hakkarainen
Chairwoman and CEO

Ed Blair

Ed Blair
Co-President

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