



March 19, 2020

To our valued customers and business partners,

As we all navigate through this unprecedented moment in our history, we are inspired by the opportunity to stay connected with you. We continue to closely monitor the current outbreak of COVID-19 and are rapidly adjusting to the dynamic needs of this situation as they arise. Please know that our number one priority is the health and safety of all our employees, customers, and vendors. We also recognize the need to maintain business continuity to the best of our ability during these times.

As an update to the proactive and precautionary measures we are taking that were identified in our last communication on this matter:

- Currently, we are open and continue to ship daily.
- We continue to work behind the scenes to ensure your orders are received and shipped accordingly.
- We are currently monitoring every supplier very carefully. At this time, our suppliers are open and manufacturing components to varying degrees, including those in China. Shipping ports are currently open, and materials are being processed. Based on this information, we feel good about our ability to meet demand.

With that, it is important to note that we are actively monitoring and adhering to all local and federal directives. In this ever-changing environment, government-imposed restrictions, even on a local level, could impact, so you may experience longer than normal lead times. We will

continue to have open lines of communication with our distribution centers and shipping partners to minimize delays to the best of our ability.

Relative to customer care, it is our desire to be available to you and consumers alike. As you might imagine, we are experiencing the effects of school closures and other restrictions on businesses. That is why effective 3/23/20, the hours of operation in Customer Care will be 8:00am-6:00pm EDT, until further notice. As this is a temporary solution, the intent is to resume normal hours of operation once the situation permits.

We are monitoring the situation closely and collaborating with all of our business partners. We appreciate your understanding as we navigate these uncharted waters. We value our relationship with you and are committed to working through these circumstances together. We are taking all possible steps to address this situation and maintain high levels of service to you along the way.

Should you have any questions or concerns, please don't hesitate to contact our Customer Care team or your Regional Sales Manager.

Thank you for your support; we will get through this together!

Vijay Shankar
Executive Vice President of Sales
Kichler Lighting LLC