



May 1, 2020

Dear Valued Customers:

We hope this note finds you, your families, and your employees healthy and safe. No matter where you are in this world, you have undoubtedly been affected by COVID-19 in some way, shape, or form. These are uncertain, stressful times and Lutron is committed to helping our customers adapt to new ways of doing business today and in the future.

We are pleased to report that with help from our global supplier partners, our inventory levels are strong. All our global manufacturing facilities are operational, and we are shipping product. This is a testament to the continued dedication and commitment of the global Lutron family.

Lutron's greatest asset is our people, and their health and safety remain our primary goal. We are pleased to report that to date the Lutron family has been minimally impacted by the Coronavirus.

While most of our business operations are being carried out remotely, front-line employees working at our global manufacturing and warehouse facilities, and our field service engineers, are adhering to strict health and safety guidelines from the Centers for Disease Control and Prevention and the World Health Organization.

We are proud of our employees and will continue to do everything we can to keep them healthy. Without them, we would be unable to fill orders for critical projects like hospitals and care centers all over the world – many of which are counting on us to meet their urgent COVID facility needs – or for our residential dealers, who are critical to the home infrastructure. Our people are truly making a difference with our global customers.

As we each define – and adapt to – our new normal, the way the world does business will undoubtedly be different. No matter what the future holds, Lutron remains committed to its five company principles and providing the service and support you need and expect from us.

We know our support is needed now more than ever to maintain business continuity. Please let us know how we can help you adapt to your new normal.

Thank you for being part of the extended Lutron family - we appreciate your continued support and wish you and your families good health.

Sincerely,

A handwritten signature in black ink that reads "Susan Hakkarainen".

Susan Hakkarainen
Chairwoman and CEO

A handwritten signature in black ink that reads "Ed Blair".

Ed Blair
Co-President

A handwritten signature in black ink that reads "Ramin Mehrganpour".

Ramin Mehrganpour
Co-President