



Business Continuity Customer Notification (Updated March 21, 2020)

Dear Customer,

As an update to our recent notification, we are pleased to provide the latest information on the impact to our business as a result of the COVID-19 situation.

After detailed and subsequent clarification with government authorities in the respective areas we operate, pursuant to their legally binding orders, the following Lumileds manufacturing sites must be shut-down for the time periods specified below:

- **Operations in San Jose, CA, United States – Closed until at least April 7, 2020;**
- **Operations in Penang, Malaysia – Closed until at least March 31, 2020;**

Please be advised that these closures will affect production and delivery of certain Lumileds products. The extent of our capacity for new orders is under evaluation and we will continue to communicate and monitor impacts (if any) to your existing orders. Despite the impact to our manufacturing operations, our customer service teams remain available to support you. We encourage you to review, revise and place your orders well in advance of delivery expectations in order to secure supply for your manufacturing needs.

As circumstances related to the COVID-19 pandemic evolve, we expect that more governmental restrictions will be enacted and Lumileds' operations in other countries may also become impacted. We will continue to update you as the situation unfolds and are committed to working with you to overcome any business challenges this event may present. Please rest assured that in addition to the safety of our employees and the communities in which we operate, quality and continuity of supply are Lumileds' top priorities.

In the meantime, please note the following:

- All your current sales and customer service contacts remain the same and we are available to support you globally.
- All Lumileds teams are equipped with comprehensive digital tools for on-line meetings, video conferencing, white boarding, etc... and are ready to support you globally with any questions you might have.
- Our customer service team is proactively monitoring your backlog and will contact you directly to discuss any potential changes to your orders.

We are closely monitoring the situation and directives around the world and will update you as appropriate should any changes impact our ability to serve you and deliver our products.

Thank you for your continued business and partnership.

Kind Regards,

Lumileds Business Continuity Team.