

Dear Enlighted Community,

As the COVID-19 virus situation continues to evolve globally, Enlighted remains fully committed first to the health and safety of our customers, partners, employees, and the communities where we live and work. We are actively managing the impact, if any, to you and to our business. We have a dedicated team of executives that meet daily to review developments and rapidly take action to further these objectives. In addition, we are able to leverage the global resources of Siemens for information and best practices as the situation develops.

We are operating with full staff and conducting our product support normally, available by phone, email, or chat at enlightedinc.com/support. We have implemented remote working protocols and most employees are doing so, meeting local and national rules and health guidelines.

In addition, here is an update and summary of some additional actions:

- Employee travel is restricted to essential business only and in accordance with customer and local health restrictions as they develop.
- We are leveraging our teleconferencing system, Zoom, wherever possible in lieu of travel.
- In countries and geographies where offices remain open, we are reducing the number of employees in those offices by increasing work at home and implementing appropriate social distancing and sanitation measures.
- We are postponing or canceling our participation in large gatherings such as trade shows through May 15.

Because the situation remains fluid and different in many parts of the world that we do business, we continue to strive to meet local customer needs while respecting local health rules and recommendations. If we are invited by you to your site, please advise our employees to follow your company's additional guidance. We are monitoring and adjusting these actions as necessary.

As you know, the COVID-19 virus has impacted many companies' global supply chains, and Enlighted is also affected. We are doing our best to minimize this impact to your business and ours, and as part of that are committed to providing you with as much visibility as possible. We are working diligently to find alternative sources, expedite production and shipment. Please contact your Enlighted Representative for more information.

We thank you for your continued trust in Enlighted.

Thank you,



Stefan Schwab
CEO – Enlighted, A Siemens Company