

April 06, 2020

Re: Update on Fluence's Response to the COVID-19 Pandemic

Dear Valued Partner:

I hope this letter finds you safe and doing as well as can be expected during these extraordinary times. The novel coronavirus has reached every corner of the world and is having a profound impact on the health of our communities and the way our businesses are able to operate. I am writing to you while working remotely at home, alongside all the other members of my family. I suspect you and many in your organization are in a similar situation.

At Fluence, the safety of our employees, customers, contractors, suppliers and the communities in which we work has always been our top priority. We stopped all non-essential travel on March 9th, and on March 13th, Fluence implemented a company-wide remote work policy that required all office personnel to work remotely in order to limit the spread of the novel coronavirus through our activities at the office. Agility is one of our company's core values and the Fluence team acted swiftly and transitioned very effectively to remote work. We remain open for business.

As you know, electricity is critical to every economy as it enables all other industries to operate. Without a stable electricity network, we could not combat this pandemic nor function as a modern society. Therefore, our employees, contractors, suppliers and customers are continuing to perform their important work to deliver 73 new energy storage projects in 13 countries. To keep all project site personnel safe, we have implemented additional site safety procedures including strict new hygiene and physical distancing practices. We recognize the strong commitment all project site personnel are demonstrating to ensure these critical energy storage projects can continue to progress forward. We will continue to monitor the situation at all sites and will notify any impacted personnel if the situation changes.

The novel coronavirus pandemic is also having a significant impact on consumer behavior and the global economy. While no business is fully immune from the global recession we face, Fluence is well positioned to invest in our business and to continue to support our customers' growing energy storage needs. Our parent companies, Siemens and The AES Corporation, continue to provide their full backing and support to Fluence so our customers can be assured that we are there for them throughout their project's lifecycle.

While we do not know how long the pandemic will last, we commit to work with our customers and partners to achieve our mutual goals throughout this global crisis. Together, we will continue providing safer, cleaner and more reliable energy to communities around the world, while prioritizing the health and safety of everyone involved.

If you have any questions, please don't hesitate to reach out to your primary Fluence contact. Stay safe and stay well.

Sincerely,

Stephen Coughlin  
Chief Executive Officer