



COVID-19 Update: Space Maintainers Lab (SML) Current Operational Status

SML is currently open with a limited staff to allow us to maintain a safe environment for our employees. In the upcoming weeks we will be running the lab in split shifts from 5am until 8pm (PT). This will allow us to maintain a normal work flow while protecting our workforce.

All new incoming packages: are being opened and prepared for processing. We will do our best to maintain a normal work flow and turn-around time for these cases.

All the lab cases that were in the lab at the time of closure: have been pulled out of production until the office gives us the “go ahead to proceed.” We are working hard to contact every office. This process is going slower than we would like because so many of you are still out of the office. If you have not heard from us already and you have concerns about a particular case, please call us and ask to speak to a Client Service Representative. Once we have your permission to proceed we will endeavor to finish the lab work as rapidly as possible.

Work that came in during the closure period: has now been opened and prepared for production. However, we are contacting every office for you to give us the “go ahead to proceed.” This is being done because many of these cases were sent by you only to have your office close right after doing so. We are finding that some of you are still closed. If we have not already made contact with you and you have concerns about a particular case, please call us and ask to speak to a Client Service Representative.

Emergency Work: If you have a case that is needed on an emergent basis PLEASE CALL us. We will assign a technician to fulfill your order as rapidly as possible.

Cases caught in transit: A number of cases were shipped to clients only to have them returned as undeliverable due to the office being closed. If you are missing a case and you have not already been contacted by our Client Service Team, please reach out to us.

All Product Orders: can be placed and will be reviewed daily. Orders will be fulfilled as quickly as we can. We are doing everything possible to fulfill orders where there has not been a significant disruption in our supply chain. We are committed to meeting our customers’ needs to ensure that we continue to deliver the highest quality products and services to you and your patients.

Our top priority is the health and safety of our employees, customers, their patients, suppliers, and communities. As a dental laboratory and products provider, stringent health and safety procedures are at the core of our operations. We adhere to the utmost rigorous infection control practices in

compliance with FDA, OSHA, and medical device policies and procedures. In addition to these procedures, we have implemented the following preventative measures:

- Upgrading sanitization and environmental cleaning of all common contact areas.
- Utilizing UVC Light technology to disinfect every lab case throughout the manufacturing and shipping process.
- Promoting protective measures on increased and proper hand washing, avoiding contaminating contact with self and others, and encouraging employees to self-quarantine when appropriate.
- Practicing social distancing by requiring employees to work remotely, with the exception of those employees that cannot perform their duties without being on-site. We are also staggering employee shifts to further promote social distancing.
- Requesting no visitors to our facility.
- Directing all asymptomatic employees that must complete work on-site to check their temperature each morning to screen for fever prior to returning to work.
- Educating our employees on signs and symptoms of COVID-19.
- Posting CDC / WHO guidance documents throughout our facility to ensure that safety practices are continuously visible and top of mind.
- Maintaining communication with our suppliers to determine their service level expectations and developing contingency plans as needed.
- Suspending all non-essential business travel until further notice.
- Requiring employees to suspend personal travel until further notice, with the exception of medical emergencies.

If you have any questions about live lab cases, please email cs@smlglobal.com

If you would like to place a product order, please email products@smlglobal.com

Thank you for support during this time of uncertainty. We look forward to serving you, our valued customers, and overcoming these challenging times together.

Sincerely,

Rob Veis,
CEO