



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

SML is currently open with an on-site staff that allows us to maintain social distancing and a safe environment for our employees. We are now open from 7:30am to 4:30pm Pacific Standard Time. Although we continue to improve our turnaround time, you may still experience a longer in lab time than you may be used to. This is occurring because of the new protocols that have been put in place to insure the health and safety of our workers, you, your staff and the patients who will use our products.

If you have concerns about getting a case and you need something on an emergent basis, PLEASE CALL us! We will assign a technician to fulfill your order as rapidly as possible.

Our Products department is fully functional. All product orders can be placed by accessing our products division online or, if you prefer, by calling us directly. Although there is still a significant disruption of our supply chain, we are fulfilling orders as quickly as we can. 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 and safety measures:

- All employees are required to answer a series of screening questions daily, using an app to gain a clearance to come to work.
- All employees have been provided with travel masks to use coming and going from home to work.
- Upon arrival at the lab, a thermal camera takes their temperature. Once cleared to proceed into the facility...
- Employees must change out of their street clothes and into work scrubs that are changed daily.
- N95 masks are to be worn at all times.
- Hand sanitizer is at every work station and throughout the facility.
- Teaching and reminding employees about protective measures on increased and proper hand washing, and avoiding contaminating contact with self and others is done regularly.
- Posting CDC / WHO guidance documents throughout our facility to ensure that safety practices are continuously visible and top of mind.
- **Using UVC Light technology to disinfect every lab case throughout the manufacturing and shipping process.**
- Work stations have been reorganized and barriers have been placed to allow employees to maintain social distancing.
- A number of employees are working remotely to insure the facility does not become over crowded.
- No visitors are allowed at our facility.

- Educating our employees on signs and symptoms of COVID-19 and encouraging them to do the right things to keep them safe when they are not at work.
- Suspending all non-essential business travel until further notice.
- Requiring employees to suspend personal travel until further notice, except for medical emergencies.

If you have 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