

March 16, 2020

Dear Valued Customer and Friend:

We understand and share your growing concern surrounding the Coronavirus (COVID-19) pandemic worldwide. We see local, state and federal governments taking action along with businesses and public and private institutions to stem the tide of the virus.

Rocky Mountain Orthodontics® (RMO®) is taking internal steps to assure the protection of its employees and you—our doctors and staff—and your patients. As a manufacturer of quality orthodontic appliances, RMO places great emphasis on safety, cleanliness and exacting standards in our production processes. We are now taking extra precautions to protect all of our stakeholders.

In this time of uncertainty, we are taking preventive measures to keep everyone safe, including educating our people on the importance of personal protection such as proper hand washing, safe coughing/sneezing practices, and social distancing. We are proactively upgrading environmental cleaning of common contact areas, posting CDC/WHO guidance documents throughout our facility, limiting meetings and visitors to our offices, and halting all unnecessary travel. We are making operational changes to our plant to support ongoing prevention and limiting impacts of COVID-19.

RMO is also communicating with our essential suppliers to assess their business continuity plans in order to anticipate service level disruptions and to make contingency plans where necessary.

We have heard directly from many of you and we appreciate your suggestions and insights. We all confront this challenge, and, in the end, we will prevail together. Please don't hesitate to contact us if there is anything we do can to help you during this difficult period.

Your Friends from RMO:

Tony Zakhem, CEO

Jody Hardy, President

