

May 14, 2020

Dear Valued Customer,

At Henry Schein, we believe that our business is ensuring the health of your business in every way. As the COVID-19 pandemic evolves and health care offices begin to re-open, Henry Schein's field-based team members are looking forward to seeing you in person soon – and safely.

To that end, we have developed a set of guidelines for Team Schein Members (TSMs) to follow before and during visits to your office. These guidelines, which we share below for your benefit, will remain in place at least through Labor Day:

- **Call Ahead:** All field based TSMs will contact you in advance of a visit. They will outline the purpose of the visit and ensure that you or your facility manager approve the visit before entering your office.
- **Temperature Checks:** TSMs will take daily temperature checks to ensure they are healthy before visiting your office. In addition, should your facility require a temperature check before visitors enter, they will be pleased to participate.
- **Masks During Visits:** TSMs will always wear a face mask or face covering in your office. Upon completing a visit, they will wash their hands or use hand sanitizer before exiting your facility. Our TSMs will also practice social distancing.
- **No Co-Travels:** TSMs will not co-travel with other industry representatives within their vehicles.
- **No Clinical Participation:** TSMs will not observe any clinical activities within operatories or exam rooms if the clinical activity will result in the disbursement of aerosols or observe any other procedures that involve patient interaction with risk for viral transmission. TSMs will wait outside of the operatory or exam room until the clinician has certified the patient is no longer in the room and the premises have been properly disinfected.
- **Video Calls:** As an alternative to an in-person visit, each of our Sales Representatives has the ability to send you and your staff a video link to conduct a virtual meeting.

We want to be as respectful as possible to you, your staff, and your patients because the safety of your team and ours is the first and foremost priority. We thank you for welcoming Team Schein into your office, and we look forward to seeing you soon.

Sincerely,

AJ Caffentzis
President, US Dental Distribution