



27 March 2020

Dear Valued Customer,

First and foremost, from all of us here at Kalamazoo X-Ray Sales, thank you for all that you are doing to support our friends, families, and communities during this unprecedented time. We've always been proud to work with and support the medical community because we've always known the compassion and selflessness of healthcare providers that is now being witnessed by everyone across the country and world.

We are working hard to continue to be of support wherever we can while balancing our social responsibility to prevent the spread of COVID 19 into and out of your facilities. As you know, we support many facilities across the state and region and our main priority is ensuring our staff are not conduits for spreading the virus. Therefore, we've implemented the following policies to protect both of our staffs and your patients:

- Our staff will attempt to provide phone support first in order to limit in-person service inside medical facilities.
- We will be limiting in-person service calls to emergency service only (meaning preventing or fixing errors or issues that are directly tied to the basic purpose of the equipment as it relates to patient care).
- We are asking that our staff not be in contact with patients and the equipment/room they will be working in be reasonably sanitized to prevent the spread of COVID 19 to our staff.
- We are not stocking-up on personal protective gear or supplies in an effort to ensure these products are more readily available for healthcare providers. Because of this, we are only using these supplies when needed and will ask all healthcare customers to provide these supplies to our staff upon arrival.
- Our staff will be sterilizing their hands and tools between visits to facilities to prevent spread as well as wearing protective gloves.
- We will be monitoring the temperatures and for COVID 19 symptoms of staff before each day to ensure that no one with a fever or showing symptoms is entering a healthcare facility.
- We are continuing to install new equipment on a case-by-case basis but only in facilities that are not currently seeing patients and those that have reduced the on-site staff to absolute minimal levels. The number of installers will be reduced to a minimum level, only enough to safely install the equipment.

We feel it is our social responsibility to take a proactive approach to preventing the spread of COVID 19. Like you, our primary goal is the health and safety of our staff, clients, and community. We are doing everything we can to balance the essential services we provide with achieving that goal. With that said, we understand that some of our policies may be an inconvenience and we appreciate your understanding as we work to navigate this situation.

We encourage you to reach out with questions, comments, concerns, or suggestions for how we may be able to service you during this time.

I wish you and your family good health.

Sincerely,

Jim White
President & CEO