

Letter to Our Customers:

The COVID-19 crisis is creating challenges and uncertainty for all of us. At rms Company we are committed to:

- Protecting the health and welfare of our employees, their families, and the patients we serve.
- Taking mitigation actions to help reduce the number of cases and lessen the pressure on the healthcare system. (“flattening the curve”)
- Doing all we can to continue delivering quality, on-time products and services that you expect from rms.

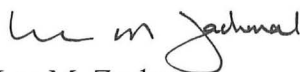
Following are some actions we’re doing in pursuit of those goals:

- Asking selected support and indirect employees to work remotely.
- Stepping up cleaning and disinfecting of workspaces and common touchpoints.
- Eliminating non-essential travel, in-person group meetings, and visits from people outside our facilities.
- Emphasizing personal hygiene and social distancing.
- Requiring employees who are sick, or who live with someone who is, to stay home.

In addition, we have created a COVID-19 Response Team made up of our senior leaders. We meet regularly to monitor guidance from the Center for Disease Control and other authorities to ensure we take appropriate action. We have contingency plans in place to minimize impact to the operation in addition to recovery and customer communication plans should disruptions in our supply chain or workforce temporarily limit our capacity to meet our commitments.

Nobody knows how this will all play out and the situation is changing rapidly. But we are dedicated to working with you through the likely coming challenges. rms is a member of the Cretex Medical family of companies. Cretex has been owned by the same family for 103 years and has been through world wars, recessions, depressions, and other periods of uncertainty. Our long-term commitment to our customers and employees has served our stakeholders well over the past century. We have a solid balance sheet and we’ll get through this difficult time. When we do, we’ll emerge with the capability and capacity to remain your trust-worthy and valued supply partner.

Yours truly:



Lee M. Zachman
President