

UPDATE RE: AVAILABILITY OF PERSONAL PROTECTIVE EQUIPMENT

We are all aware of the increasing number of COVID-19 cases appearing globally, concern growing daily, and the resultant unprecedented demand for key Personal Protective Equipment (“PPE”) items. In order to help manage the large number of enquiries you are likely receiving from your members, we are providing a status update regarding the current availability of key PPE items from Henry Schein Canada. Given that the PPE supply chain is constantly changing, we will provide weekly updates.

Over the past eight weeks, we have experienced an unprecedented demand for all levels of Dental PPE products. During this short time, we have exceeded our usual total *annual* sales volumes of Masks, Gowns, Hand Sanitizer and Disinfectant—this volume would actually have been far greater had we actually been able to procure more supply and satisfy all orders.

Our Purchasing Team has been relentless in their pursuit of appropriate PPE items and are working as hard as possible to maintain the flow of much needed supplies to our customers. As China has begun to ease restrictions on exports, we are noticing a gradual improvement in the supply chain for PPE items and are hopeful that supply levels will improve over the next few weeks.

The status of our key PPE items as of today is as follows:

Face Masks:

- Given the high demand and extremely limited inventory, we are attempting to prevent hoarding of stock by dental professionals and are endeavoring to provide supplies to those genuinely in the greatest need
- We have no N95 Masks, however expect a relatively small shipment (approximately 375 boxes) within the next two weeks. We will endeavor to allocate these to offices who are in need to perform emergency care
- Level 1: Inventory available
- Level 2: Limited inventory available
- Level 3: Extremely limited inventory available

Gowns:

- We will be receiving a small supply of Disposable Gowns within the next week. These too, will be allocated to those offices genuinely in the greatest need

Face Shields:

- We have a large number on order with suppliers but nothing in stock

Hand Sanitizer:

- We are currently out of stock but hope to have supplies of alcohol-based as well as alcohol-free products in stock within the next 10 days

Gloves:

- We have good glove inventories and are confident we can meet the current needs of our customers. With the easing of the supply chain from Asian factories, we do not anticipate challenges with fulfilling customer demand for gloves

Surface Disinfectants and Wipes:

- While we remain on allocation from our suppliers, we have sufficient inventory to meet demand and are confident this will be the case going forward

In the weeks ahead, we want your members to know that Henry Schein will continue to be here to support them and their practices. Our teams are working tirelessly to secure and provide Masks and other key inventories for their offices. That being said, the factors surrounding our ability to meet PPE needs are unfortunately out of our control.

Despite these significant challenges, our purpose remains the same. Henry Schein Canada is committed to taking care of each dentist's practice so they can focus on patient care. As a global healthcare leader, Henry Schein remains fully committed to supporting our customers through these challenging times.

We thank your members for trusting us with their business. We encourage them to reach out to their Henry Schein Canada Field Sales Consultant or other members of our team with any questions.