



A Message from Crest Healthcare CEO

Thank you for the work you do every day assuring that people in need of care receive it in only the best healthcare facility environment. We know you will be working especially hard in the coming weeks and months, and we want you to know that Crest will be here for you. Crest has a 50 year tradition of supporting our healthcare customers and partners, and our strong historical commitment to you guides us as we face the difficult challenge of responding to the coronavirus (COVID-19).

Product Availability

A combination of high customer demand and supply chain challenges is starting to cause product availability issues. Our current plan is to take orders for all products and fill them in the order received. We will do our best to let customers know when we expect to produce or receive additional inventory of out of stock items. If needed in the future, we may adopt an "order allocation" process that will consider our inventory levels, expectations for production or receipt of additional finished goods inventory, and past order history of our customers.

Staffing

We plan on maintaining our regular business hours and our current operations. With schools being closed in our home state of Minnesota, along with the possibility of our associates contracting COVID-19 or taking care of loved ones who have, we expect we may have staffing shortages. This could impact all parts of our business, including how quickly we are able to take phone orders in our call center and fill orders from our warehouse.

Please consider placing orders by electronic means, including our website, e-mail or fax. If you do not have a facility web account to use your credit terms, please contact us to set up your account.

We recognize that these are troubling times. Please be assured that all of us at Crest Healthcare are dedicated to supporting your commitment to your patients, residents, staff and their respective families and loved ones. We appreciate your continued patronage and support as we together combat the threat of the coronavirus.

A handwritten signature in black ink, appearing to read "Tim Kuck".

Tim Kuck
CEO/President
Crest Healthcare