

**To HuFriedyGroup Partners, Friends, and Communities Around the World:**

The spread of COVID-19 continues to affect all of us, globally. With the uncertainty of what is yet to come in duration and consequences, we at HuFriedyGroup have continued to focus our attention on education for our communities on best practices, preparation for a return to more normal times, and innovations to minimize the likelihood and effects of any potential future outbreak in the dental suite. We remain unwaveringly committed to our community, employees, partners, and the dental and healthcare professionals and their patients, whom we serve with our infection prevention, instrument manufacturing, and instrument reprocessing workflows. Here are some ways in which HuFriedyGroup is working towards the global efforts to help minimize the spread of COVID-19.

**Safety First**

Our top priority continues to be the health and safety of our employees, and we have taken a number of steps to achieve this goal so we can remain focused on producing infection control products that are critical to the safety of our customers and end-users. Precautionary measures including remote capabilities for our office personnel, restricting travel, and increased frequency of cleaning and sanitizing of our facilities have been implemented.

**Service Matters**

Our field sales team will remain readily available via phone, email and virtual meetings. All non-essential travel will be deferred until further notice. Emergency in-person visits will be accommodated as requested. Our Customer Care Specialists representatives will continue to support you in the same way they have supported you in the past.

**Education and Resources Remain Key**

Now, more than ever, we are reminded of how infection prevention solutions, education, and compliance are critical for the dental and medical communities that we serve. We invite you to explore the online CE opportunities, webinar events, and podcasts currently available. We have a large repository of on demand learning, and we will continue to develop new digital content, resources, and education to support your needs. Additional resources for offices, staff, and patients are also available through our GreenLight Dental Compliance Center platform. As a leading infection prevention resource, we have launched a new [COVID-19 resource section](#) on our site that you can utilize as a trusted source for new collateral and reference material related to the topic of COVID-19.

Additionally, the following links provide access to a wide variety of resources, CE courses, and community programs:

Resources: <https://www.hu-friedy.com/infection-prevention>

Online CE: <https://www.hu-friedy.com/education>

Communities: <https://www.hu-friedy.com/community>

**Supporting the Need for Products**

We are working very closely with our teams to do everything we can to maximize our supply of the products you have come to trust. Our market-leading solutions in the areas of PPE, sterility assurance, chemistries and single-use disposables, equipment, dental water management, instruments, and instrument reprocessing workflows have teams working 24/7 to optimize what we can provide. We appreciate everyone's understanding and patience as we work through this unprecedented demand situation.

**The Best in Practice**

We are thankful to our employees for their continued focus and to our partners for their ongoing collaboration. We are grateful to all the dental professionals and healthcare providers who remain dedicated to servicing those in need of care. COVID-19 has created new challenges for us all. However, it is also situations like this that remind us how – with determination, perseverance, innovation, unity, and following best practice – together, we will prevail.

Sincerely,



Ken Serota  
President, HuFriedyGroup