



om | smart seating

For Immediate Release

Dear OM Family,

OM Seating thanks you for your support over this past week while we've **temporarily been on PAUSE** for onsite shipping and production. We've done that to do our part in buying time for our healthcare system to ramp up, and to mitigate risks for our on-staff, "older" and "at risk" family members—both at OM and at Home.

Looking ahead, please let your clients, accounts, and contacts know that we also care about their important needs and valued orders, and **we generally hope to be able to responsibly return to temporarily reduced onsite production and shipping operations by the end of next week (April 3rd).**

Please be patient as we allow for a brief "ramp-up" and further evaluation period early this coming week. We will make another announcement when we resume onsite shipping; including for any "essential orders" that continue to come in, and that we're keenly aware are needed.

What We Are Doing Meanwhile...

- We are **STILL TAKING ORDERS**
- Many departments are operating from home, and our Customer Experience team is entering orders on a first-come, first-served basis
- On many confirmations we have assigned a **temporary** "high-date" to avoid confusion in evolving delivery dates. We will work with you to improve these dates, once our shipping resumes
- Any **urgent/"essential" orders**, especially for the healthcare industry, will be pushed to the front if necessary. **Please mark orders as such IF relevant**—and an OM Customer Experience Team Member will contact you to plan

As a company we are strong, and what is strength for? Strength feeds resilience and allows us to make incredibly hard decisions, such as temporarily pausing onsite operations because we believe that what we do, matters.

OM pledges to continue being a responsible employer and corporate citizen, as well as continue to be your steadfast partner in serving seating needs everywhere. With all optimism, please stay well and healthy and care for each other.

OM Seating | Together, We Will.