



Focused on your success.

March 19, 2020

Dear Valued Customer,

Thank you for your business and your partnership in these trying times. We are maintaining our daily operations at the levels required to provide lens, lab, and supporting services to our customers that continue to serve patients. Walman Optical has always been focused on your success, and now more than ever that focus is also on the health and safety of you, your patients and our employee-owners.

In addition to the measures we are taking to deep-clean and disinfect the equipment and surfaces at every Walman Optical facility, we are continuing to evaluate our procedures regarding COVID-19. Prior to placing the eyewear or lenses in the protective shipping materials, we clean it and wipe it with alcohol to ensure it is disinfected. We recently reviewed this production step and reinforced the process as part of our COVID-19 preparation. In addition, we increased and reinforced our compliance with hand washing and hand sanitizing frequency.

Our goal is to safely deliver the exceptional quality and service you've come to expect so you can care for your patients and maintain your business on your schedule.

Like all businesses, there might be some unplanned delays, and we are conducting ongoing reviews of our operations and our capacity. As an independent lab, we're connected to a reliable supplier network with months of inventory and minimal exposure to high-risk countries to provide the products you need. We are also prepared with onsite maintenance and spare parts to ensure our equipment is fully operational.

Of course the health of our employee-owners and their families is also a top priority for us. Anyone showing symptoms or illness must stay home and follow CDC guidelines. We are encouraging all employee-owners to be proactive in their safety by practicing social distancing and refraining from physical contact.

Stay well and thank you for your continued support. Please reach out to your Walman Optical account manager if you have any questions, concerns, or suggestions. We are proud to be your partner and will continue to keep you informed of any updates.

Best regards,

A handwritten signature in black ink, appearing to read "Bryan Schueler".

Bryan Schueler
Sr. Vice President and General Manager