

March 12, 2020

Dear Valued Customer:

As your trusted partner in medical technologies and services, we are writing to provide an update on Olympus' response to the novel coronavirus (COVID-19) outbreak.

- Olympus Medical Systems Corporation continues to monitor the latest developments of COVID-19 to ensure we are able to provide timely and appropriate guidance to our employees and stakeholders. As part of our process, we are relying on these updates from various national health protection agencies, including but not limited to:
  - **Global: World Health Organization (WHO)**
    - <https://www.who.int/health-topics/coronavirus>
  - **Canada: Government of Canada**
    - <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html>
  - **United States: Centers for Disease Control (CDC)**
    - <https://www.cdc.gov/coronavirus/2019-ncov/community/index.html>
  - **Europe: European Centre for Disease Prevention and Control (ECDC)**
    - <https://www.ecdc.europa.eu/en/novel-coronavirus-china>
  - **Japan: Japanese Ministry of Health, Labour and Welfare**
    - [https://www.mhlw.go.jp/stf/seisakunitsuite/bunya/newpage\\_00032.html](https://www.mhlw.go.jp/stf/seisakunitsuite/bunya/newpage_00032.html)
  - **China: Chinese Center for Disease Control and Prevention**
    - <http://www.chinacdc.cn/en/COVID19/>
- In addition to implementing employee travel bans to impacted regions, Olympus has, as an additional precaution, implemented a temporary restriction on non-essential business travel.
- During this outbreak, Olympus is paying special attention to our role in infection prevention. As COVID-19 is a new virus, specific claims have not yet been validated for Acecide-C, the predominant high-level disinfectant used with Olympus automated endoscope reprocessors; however it is important to note that research has shown that coronavirus strains preceding COVID-19 are easily destroyed by liquid chemical germicides.<sup>1</sup> Acecide-C is manufactured by Best Sanitizers Inc., which has also stated its commitment to the highest level of surveillance of the current situation. We will continue working closely with Best Sanitizers Inc., with infection prevention societies, and with all regulatory agencies addressing this important human health concern. A statement from Best Sanitizers can be found here: <https://medical.olympuscanada.com/alerts-statements>

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<sup>1</sup> Nelson DB. Infection control during gastrointestinal endoscopy. *Can J Gastroenterol.* 2007;21(1):13–15. doi:10.1155/2007/169846

- Olympus recommends that customers continue to reprocess their Olympus medical devices according to the Olympus Instructions for Use.

The novel coronavirus is a serious situation for the consideration of all, but particularly those in the healthcare community. Olympus will continue its monitoring of the situation, in accordance with the company mission of making people's lives healthier, safer and more fulfilling around the world.

Please contact us with any questions.

Sincerely,

A handwritten signature in black ink, appearing to read 'MLauzon', written in a cursive style.

Mike Lauzon  
Vice President, Sales & Marketing,  
Medical Systems Group  
Olympus Canada Inc.