



March 25, 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 outbreak.

Olympus is continually monitoring the global developments around the COVID-19 pandemic and has set up a global task force to ensure business continuity. The health and safety of our employees, our customers and the patients they treat, and our global communities are extremely important to us. We are doing everything we can do to maintain supplies while also being vigilant about the risk. Although delays may occur, we do not foresee any significant impact to business continuity. We are continually assessing our situation and will promptly inform stakeholders about changes whenever appropriate.

Regarding infection prevention, research has shown that coronaviruses (amongst which is the COVID-19 virus) belong to the group of enveloped viruses. Precedents of the COVID-19 virus can be inactivated with standard disinfection processes.<sup>i,ii</sup> WEO, the World Endoscopy Organization, states that no additional approach is needed for endoscope cleaning and disinfection, since coronavirus including the COVID-19 virus is easy to inactivate using many common disinfectants.<sup>iii</sup> In the Olympus instructions for use (IFU), state-of-the-art processes and evidences are taken into account when describing how to reprocess an endoscope. After every patient use, the healthcare service provider needs to ensure that the endoscope and all reusable endoscopic accessories are subject to comprehensive reprocessing in accordance with the IFU. All devices and accessories need to be properly stored until their next patient exam. Consequently, customers can continue to safely use their Olympus medical flexible endoscope, including bronchoscopes, when adhering to the instructions for use and utilizing reprocessing best practices of their respective markets.

We are paying special attention to our healthcare partners, who are at the center of working to address this global crisis. We understand that their focus must be on addressing this pandemic, and therefore we honor and respect all protocols and restrictions on access to customer facilities. We will take additional precautions to minimize in-person contact while ensuring that we are able to continue to provide excellent customer service for our life-saving products.

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. More information is available here: [www.olympuscanada.com/covid-19](http://www.olympuscanada.com/covid-19).

Please contact us with any questions.

Best regards,



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  - ii. Rabenau HF, Kampf G, Cinatl J, Doerr HW. Efficacy of various disinfectants against SARS coronavirus. *J Hosp Infect*. 2005;61(2):107-111. doi: 10.1016/j.jhin.2004.12.023
  - iii. <http://www.worldendo.org/wp-content/uploads/2020/02/Suggestions-of-Infection-Prevention-and-Control-in-Digestive-Endoscopy-During-Current-2019-nCoV-Pneumonia-Outbreak-in-Wuhan-Hubei-Province-China.pdf>