

17<sup>th</sup> March 2020

Dear valued Canon Medical customer,

We wish to advise that during this difficult time, the team at Canon Medical Systems is greatly aware of our responsibility to assist the healthcare and broader community through the ongoing support of equipment and services at a wide range of sites throughout Australia and New Zealand.

Our "Made for life" philosophy prevails to guide our approach in managing the complexities presented by the acceleration of COVID-19 in our communities.

We have a well-established Business Continuity Plan to provide effective response and recovery capabilities. In addition, our operations, workforce and response centres are located across a broad geography and in most cases our employees can work remotely; the DirectConnect service option continues to provide direct access to your assigned engineer; our spare parts and support network includes capital cities in Australia, Auckland and many regional centres and global resources are also available to us.

We are actively implementing risk management actions in an effort to reduce the impact of COVID-19. These actions are designed to ensure we limit the potential for transmission to and between key personnel so that we have maximum capability to provide customer service at our usual high standards in spite of the challenges. When our team visit your sites, our employees adopt strict safety protocols as well as any site-specific protocols. In addition, we have been liaising with suppliers, carriers and facility managers to share and implement best practice as it applies in these unusual circumstances.

Many companies are seeing a global impact to supply chains as a result of COVID-19. At this stage we are seeing no impact to our installation and maintenance programs.

This is a fluid situation that we are constantly reviewing and monitoring, and we continuously incorporate guidance from Government and regulatory authorities so that our approach is comprehensive and in the best interests of both you our customers and our employees. We are committed to providing the very best service possible and we welcome any specific suggestions of how we might help you.

We wish you a safe journey as we navigate these uncertain times. Should you have any questions, please do not hesitate to contact us.

Yours sincerely,



**Monica King**  
Managing Director  
**Canon Medical Systems ANZ Pty Limited**