



Olympus Field-Based Employees - Preparedness and Response Plan for COVID-19

1. Olympus employees have completed internal training on COVID-19 safety and preparedness including proper use of PPE during travel (air and car) to and from customer sites. Olympus field personnel primarily work from home and are not subject to the challenges of working in an office setting.
2. Olympus must be notified of any customer-specific COVID-19 safety requirements in advance of scheduling an onsite visit. This notification must be written and received a minimum of 5 working days prior to the scheduled service date. If there is nothing currently in place at the customer facility, then Olympus will follow their own best practice regarding COVID safety as an onsite vendor.
3. Olympus field employees will make every effort to control their environment leading up to the service event, but it is possible delays may occur due to the dynamic nature of the onsite support process when combined with the fluidity of the pandemic. Sometimes daily changes to travel and workplace safety restrictions are necessary based on evolving conditions.
4. While onsite Olympus engineers will strive to follow all customer requirements as previously communicated or through onsite instruction. Engineers will typically visit customers by themselves so any additional supervision required to control safety in the repair area will be the responsibility of the institution requesting service.
5. Service Part delivery will be through national couriers (Fedex/UPS) and will be the responsibility of the customer's receiving department to mitigate any box contamination possible in the normal delivery process.
6. Olympus Engineers will provide their own PPE where possible but may also require customer provided PPE should additional protection be required. In addition, social distancing will be adhered to when and wherever possible. Olympus will use gloves where possible.
7. Olympus is utilizing Life Threads, a third party vendor that can provide our field-based employees with the appropriate PPE, including masks, gowns, coverings, face shields and hygiene.
8. Customer/Olympus interaction should be limited to the arrival greeting and conclusion of the visit as this will help reduce person-to-person risk exposure. Olympus will follow customer site guidelines regarding common areas including bathroom and eating facilities.
9. Tools will not be shared and will only be used by Olympus. Tools will be decontaminated as needed with appropriate disinfectant solutions. Please note Olympus engineers do carry industrial alcohol wipes that can be used for this and other cleaning purposes. While Olympus has no capability to "deep clean," they will make every effort to wipe down any external areas of contact including keyboard, monitor, eyepieces, and external system surfaces. Likewise, your support in decontamination of the work area prior to our arrival is appreciated.
10. Field engineers will self-monitor physical symptoms based on the Olympus training and CDC guidelines that have been communicated to them. Should symptoms arise, they are required to notify their supervisor and their customer contact immediately, leave the customer premises, seek professional

medical attention, and follow instructions for self-quarantine or further testing. Any incomplete work will need to be re-scheduled for another time and possibly with another engineer. We will prioritize any open service requests should there be an interruption in the onsite service.

11. Fever/chills, cough, fatigue, muscle or body aches, headache, sore throat, loss of taste/smell, congestion or runny nose, nausea or vomiting, diarrhea, shortness of breath or trouble breathing are current symptoms of COVID-19 and will trigger a cessation of all field activities for the employee in question.
12. Any Olympus employee who has tested positive for COVID-19 or has confirmation of direct contact with a COVID-infected person and is exhibiting symptoms will require self-quarantine for 14 days and a formal return to work clearance from a professional healthcare provider.

Resource:

Olympus COVID-19 Safety plan - https://www.olympusamerica.com/corporate/corp_covid.asp