

## Statement on COVID-19

Dear Customer,

Here at Hitachi Medical Systems Europe we would like to assure you that we are committed to you and your patients in need of CT, Ultrasound and MRI examinations. However, the safety and well-being of our people and our customers has become our number one priority and we need to carefully balance this commitment against the health risks associated with COVID-19. Which is why we are taking careful considered steps to keep our communities safe while continuing to monitor this ever-changing situation – and then acting appropriately.

With this in mind, here are some of the actions we are now taking.

### **Protecting people and customers**

In terms of personal interactions with customers:

- We are postponing preventative service maintenance until further notice.
- Limiting face-to-face visits from our service engineers and application specialists – but making them available via the local country customer service helpline to support you in the best way we can.
- Ensuring that if one of our team does visit your premises, they follow our extensive hygienic policies - and strictly adhere to hospital hygiene requirements.

We have already adopted best-practice employee hygiene to limit the risk of contagion of our employees so you can be reassured that should any of our people interact face-to-face with you the customer, we have already taken all necessary steps to limit exposure to the virus.

**Working with public health authorities**

We are closely monitoring all updates from the [World Health Organization](#) regarding COVID-19 and introducing new measures as needed and we will continue to take guidance from public health officials and government agencies.

**Our commitment to you - our customer - and your patient**

We know that our systems and service play a key role in diagnosing (and ultimately treating) patients. So, where we aren't able to support you in person, we are committed to support you remotely. Please contact your usual, local Hitachi Medical Systems customer service.

We are hugely appreciative of the role you play as healthcare professionals – your ongoing endeavours working on the front line to contain this coronavirus are immensely admirable. We want you to know that we are doing our part to ensure the safety and wellbeing of you and your patients.

Thank you for your continued loyalty. If you have any question please don't hesitate to be in contact.

Sincerely,

Jean-Luc Budillon  
COO & President  
Hitachi Medical Systems Europe