



HOYA LENS CANADA, INC.

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March 26th, 2020

RE: HOYA CANADA SERVICE UPDATE – COVID-19

Dear Valued Business Partner

On March 23rd, 2020, Premier Doug Ford announced a mandatory closure for all non-essential workplaces in the province of Ontario to take effect on Tuesday March 24th at 11:59 pm in an attempt to slow the spread of COVID-19. Hoya will continue to support the needs our customers as long as we are permitted to do so. However, due to the regulations and restrictions imposed as a response to the pandemic, we have taken preventative measures to ensure that we are abiding by guidelines set forth by government officials.

We are still operating regular hours in all our labs across Canada including Toronto, Montreal, Halifax, Vancouver, Calgary and Winnipeg to offer you complete support during this unfortunate time. We have implemented safety procedures to help protect our employees by providing a clean and safe environment. Hoya has also established a Crisis Management Team and will continue to monitor the COVID-19 situation closely.

As the Ally of the Independent Practice, we understand the difficulties imposed by this pandemic and the impact that it has on eye care professions like you. Hoya is dedicated, as always to assisting you in any way that we can. We have implemented extended payment terms to independent eye care professionals in Canada to help maintain and re-build your business and are working on implementing programs that can help you to bounce back quickly when things return to normal.

As the situation evolves, we will continue to monitor and respond accordingly while ensuring that you are always up to date. We would like to thank you for your support during this time and know that we can get through this together.

Warm Regards,

A handwritten signature in blue ink, appearing to read "Ahmos Henry".

Ahmos Henry, B.V.Sc. EMBA
President, Hoya Vision Care Canada