June 3, 2026

Dear Valued Customer,

Harmony iQ Perspectives® software ("Perspectives software") became Service Obsolete on **August 1, 2024**, after a year of extended service support. We want to ensure you have our most current guidance on what this means for your operations and how STERIS will continue to support you through this transition.

The policy with respect to the support of Perspectives software is as follows:

- STERIS discontinued sales of Perspectives software with the introduction of HexaVue™ Connect Software Suite. Certain critical software, firmware updates, and patches for this product are no longer available; as a result, STERIS Technical Support's ability to troubleshoot, diagnose, and resolve issues may be limited.
- As of **August 1, 2024**, all Customers under a parts and labor service contract with STERIS will receive parts and labor support on the obsolete product to the extent parts are available for the time remaining on the Customer's current service contract, with no guarantee of parts availability. A labor-only service contract is the only option available for this product at contract renewal.
- As of **August 1, 2024**, all Customers under a labor only service contract with STERIS will continue to receive full labor support on the obsolete product through the end of the term of the Customer's current service contract. A labor only service contract will remain available for contract renewal.
- As of **August 1, 2024**, any Customer that is not under a service contract with STERIS yet requires service on a time and material basis will receive parts and labor services based on the resources available at prevailing market prices, with no guarantee of parts availability.
- As of **August 1, 2024**, several services will no longer be provided for Perspectives software:
    - New software releases will not be developed. As a result, new security patches and updates, operating system updates, bug fixes, and functional enhancements will not be delivered.
    - Firmware updates will not be developed.
    - Vulnerability assessments and compatibility testing with third-party software components and operating systems will not be performed.
    - Configuration changes driven by updates to the hospital's network or EMR system will not be supported.
    - Technical assistance for cybersecurity-related issues will not be provided.

Cybersecurity Risk Statement for Obsolete Product

Perspectives software uses obsolete or unsupported operating systems. Obsolete and unsupported operating systems have inherent vulnerabilities. Without ongoing security updates to its operating system, Perspectives software becomes increasingly vulnerable to exploitation of cybersecurity vulnerabilities. Cybersecurity exploitation can result in a risk of compromise to confidentiality, integrity, and availability of data and/or impact clinical workflows. Continuing to use Perspectives software constitutes acceptance of any and all residual cybersecurity risks associated with an obsolete product. You should evaluate whether ongoing use aligns with your risk tolerance and clinical operational requirements.

Recommended Actions for Our Customers

Replacement of Obsolete Product

To help maintain security and performance, we highly encourage you to consider upgrading to STERIS HexaVue Connect Software Suite. Your STERIS Sales Representative can help develop a transition plan to replace your existing Perspectives software.

Customer Technical and Physical Security Controls

We encourage you to review your internal policies and risk management strategies to ensure continued patient safety and regulatory compliance and to maintain a secure and safe environment. STERIS recommends that medical facilities implement an information security program based on NIST, HITRUST, or

another industry-recognized security framework to ensure robust administrative controls. To reduce potential cybersecurity risks, STERIS recommends implementing the following compensating controls:

- **Boundary Protection** – Implement robust boundary protection measures, including network segmentation and firewall configurations, to safeguard the integrity of data processed by Perspectives software. Continuously monitor network segments to which Perspectives software is connected for anomalous activity and review product audit logs.
- **Network Traffic Limitation** – Restrict outbound and inbound network communication to only required services and endpoints (e.g. application-to-database traffic), using firewall rules and network segmentation.
- **Identity and Access Management:** Apply standard Active Directory and account management best practices for the Windows servers hosting Perspectives, including least privilege access, strong authentication policies, and regular account reviews.
- **Intrusion Detection and Prevention Systems (IDPS)** – Deploy IDPS solutions to monitor network traffic and detect any suspicious activity or attempts to exploit the vulnerability in real-time.

STERIS strives to provide the highest level of Customer support in the industry. As part of our ongoing effort to better serve our Customers, we want to inform you of our policy regarding part/product obsolescence and our product management philosophy.

There are many factors that contribute to our overall product management philosophy. Rapid advancements in technology, the ever-changing standards of care, and the multitude of mandates regarding regulatory compliance are just a few of the market drivers that factor into our overall decision-making process. We continually strive to incorporate advancements in technology and shape best practice standards to not only better serve our Customers but ultimately provide solutions to the marketplace that put patient safety at the forefront.

We recognize the impact that an obsolescence notification has on your operation. To ensure your operating needs are met, please contact a STERIS Sales Representative to arrange a meeting to develop a cost-effective program to replace your existing equipment.

Sincerely,

Tumi Oredein
Equipment Service Sr. Product Manager