

17th February 2022

Bivona Tracheostomy Tube Supply

Dear Valued Customer,

On January 6, 2022, ICU Medical acquired Smiths Medical. We want to thank you and all our customers for the overwhelmingly positive response to the value and promise our combined portfolio of clinically relevant products brings to you and your patients. With that said, we recognize that the current supply situation with many Smiths Medical products is not meeting your expectations.

This past year has seen unprecedented challenges within global supply chains on key raw materials used in the manufacture and packaging of many products. The purpose of this communication is to inform you of the impact of raw material shortages on supply of Bivona tracheostomy products. These shortages are impacting our production and have prompted us to place the Bivona products on allocation.

Smith Medical recognize the significant impact and role Bivona products have in patient care, and we are undertaking mitigation measures, including communications with government agencies to minimize disruptions. With our commitment to address supply issues, is a commitment to keep you informed of our progress.

Thank you for your patience and understanding. As a reminder, our Bivona tracheostomy tubes can be reprocessed up to 10 times for adult tubes and up to 5 times for neonatal and paediatric tubes. Please refer to the instructions for use (IFU) for details.

If you have any question, please contact your local Smiths Medical representative or our customer services team at +44 (0) 845 850 0445.

Respectfully,



Chad Jansen
Corporate Vice President
Specialty Products



Nigel Bark
Vice President and General Manager EMEA
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