

November 22nd | 2021

Dear Valued Customer:

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

Smiths Medical recognizes 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. It is premature at this point to speculate on how long these raw materials shortages may last and the impact this may have on production. We will continue to communicate any changes to inventory and availability.

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 on reprocessing.

If you have any questions, please contact our customer service or visit our on line portal at <https://smiths-medical.custhelp.com/> to leave a question and one of our customer service representatives will respond to you directly or reach out to your local account manager.

Yours faithfully,



Marylou Allman
Global Product Manager