



24th January 2022

Re: BD Medication Delivery Solutions UK&I – Vascular Access Management

Dear Customers,

BD Medical – Medication Delivery Solutions is committed to providing the highest standard of product experience and service to our customers.

We always strive to deliver on our commitment, but we understand that you have been recently facing challenges related to the supply of several of our products. As we have witnessed the extraordinary and unprecedented impact of COVID-19 pandemic across the world, faced by the healthcare industry as well as our supporting industries. This situation is unfortunately not unique to the UK and is affecting many other European and overseas markets.

These challenges have impacted our ability to deliver and serve you:

- On-going logistics challenges affecting port and transport capacity.
- Manufacturing: raw materials, component supplies and other operational challenges.

We would like to specifically highlight key portfolios that have been impacted, where we may face intermittent supply constraints:

- BD Advanced Access Devices, in particular Peripherally Inserted Central Catheters (PICCs) and Midlines, until March 2022
- BD Securement Devices, until June 2022

Our goal has always been to deliver quality products with outstanding customer service. With these supply issues, we have fallen short of that goal, and we are committed to do better. Actions taken by BD to improve the situation and our ability to deliver:

- We are working closely with our raw material suppliers, transport agencies and other necessary third parties to ensure minimal supply disruptions.
- We are manufacturing at optimal levels to improve supply availability in addition to working on efficiency gain to increase production output.
- We consistently use all available means of transportation in an effort to mitigate the risk of delivery delays

As these products are often used in the delivery of important IV medications, we fully understand if you need to temporarily select alternative suppliers to help ensure healthcare continuity. We also recognise that by using alternative suppliers this may have an impact on your service delivery and we are prioritising efforts to improve the situation on the relevant products.

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Be assured that we continue to work on minimising the adverse impact to you, your staff, and the patients. We sincerely apologise for any disruption you have experienced and appreciate your continued partnership, understanding and support during this time.

We remain committed to providing you with regular updates on the situation to help you better plan ahead and would be more than happy to meet with any relevant stakeholders in your organisation to discuss further details and provide more information if needed.

If you have any questions regarding this letter, please contact your BD Account Manager or customer services on +44 (0)1293 529555.

Sincerely,

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