

1030 Eskdale Road
Winnersh Triangle
Wokingham
Berkshire
RG41 5TS



01st September 2022

Dear [insert customer name or Valued Customer],

Ongoing Supply Disruptions Impacting BD and BARD Product Shipments

Like many companies around the world, BD is experiencing unprecedented supply chain challenges resulting in limited availability of and access to raw materials, shipping and transportation delays, labour shortages and backorder situations. These impacts are felt across almost every industry and in our everyday lives, and we know we're not alone in navigating many of these pressures.

We are working diligently to mitigate the challenges we are experiencing both at BD and across our supplier base while continuing to invest in new innovations and technologies to address demand surge, market dynamics, and logistics capabilities. Indeed, BD in EMEA updated our legacy Bard ERP system as an important step to fully integrate Bard into BD, in order to provide enhanced capabilities and customer experience.

The new system went live on 4 July and meant a pause in shipments to allow for integration activities. Shipments have resumed, but as with every system integration, we are currently fixing issues and refining operations as we diligently work through order fulfilment.

We are sorry if these supply chain challenges impact your operations or cause any inconvenience to you.

Please be assured that we remain committed to delivering the highest level of quality and continuity as we work in close partnership with our suppliers, transportation providers, and government stakeholders to re-establish reliable supply. The product lines most impacted by the supply chain challenges include products in the fields of oncology, interventional radiology, and urinary incontinence.

Unfortunately, as we work to mitigate these supply chain challenges, we may not always be able to provide a delivery estimate for your order. We understand that this may cause challenges for your clinical activities, scheduling treatments or providing customer care.

If you have any questions, please contact our Customer Service team; customer.service@BD.com, 01293 606643 or your local Representative who will manage or direct your enquiry appropriately.

Yours sincerely (if naming customer)

Becton, Dickinson U.K Limited

By: _____

Name: [insert name]

Title: [insert title]