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Dear Valued Customer

UK and Ireland Update on BD/BARD System Changes and Supply Disruption

To follow our previous communications regarding the transition of some of our internal systems we, wanted to provide a further update. As you will be aware in July 2022, BD across Europe, Middle East, Africa updated the legacy Bard system to SAP S/4 HANA as an important step to fully integrate Bard into BD to provide enhanced capabilities and customer experience in the future.

The new system went live on 4 July and meant a pause in shipments to allow for integration activities. Shipments resumed shortly afterwards, but as with every new system integration, we have experienced issues that impacted our speed of order fulfilment and over the last 6 months we have been refining operations to improve.

In addition, like many companies, 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.

Unfortunately, the combination of the above has meant that accurate visibility of when orders will be fulfilled has been extremely challenging to provide. This has had a significant impact on our customer service levels, for which we apologise.

However, we are now seeing improvements with regards to our system transitions. The average order receipt to dispatch time from our Olen distribution centre has reduced significantly for parcel shipments **in stock**. Turnaround times will continue to reduce over the coming weeks with further planned refinements, however, we do ask for your support. Please could you help us to help you by ensuring pricing, unit of issue, contact details etc. are correct to allow for optimum operation of our automated system. Palletised shipments continue to be a challenge currently, but we are working hard to resolve those as quickly as possible.

The supply outlook still remains a challenge but with increased control of allocations, shifting to different ports or working with alternative carriers, as well as airfreighting product, we are expediting the constrained supply into our region. We are now seeing improved reliability of our incoming supply and subsequently improved reliability towards our customers. The product lines most impacted by the

supply chain challenges include products in the fields of oncology, interventional radiology, and urinary incontinence.

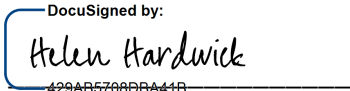
As we work to mitigate these supply chain challenges, we may not always be able to provide a delivery estimate for your order. We understand that this may cause challenges for your clinical activities, scheduling treatments or providing customer care.

Please contact customer services on 0118 315 0602 should you have concerns regards your order or your local BD representative in the event of extraordinary impact to your planned activities.

We thank you for your continued partnership in delivering patient care.

Yours faithfully

Becton, Dickinson U.K Limited

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