February 21, 2022

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.

The purpose of this communication is to provide an update on supply of Bivona® silicone tracheostomy tubes. We continue to navigate a series of challenges related to the supply of raw materials, impacting many in our industry and beyond. The current issue we are managing is with silicone and colorant for the connectors. We have been proactive in efforts to gain priority access to raw materials via work with the Health and Human Services (HHS) government agency and other mitigation activities, but we know that even slight short term delays in receipt of the raw materials have had a profound impact on our product supply, especially when demand for our products is also surging.

As we work through the raw material supply issues, we want to make you aware of the following:

- All Bivona items are on allocation to enable a level of control as demand surges and supply is constrained
- Full recovery on the Bivona range of tracheostomy tubes is estimated to be 6+ months
- Bivona silicone tubes are reprocessable; adult tubes can be reprocessed up to 10 times, neonatal and pediatric tubes can be reprocessed up to 5 times following the steps outlined in the instructions for use

The supply of ICU Medical’s Bivona silicone tracheostomy tube portfolio is a high priority for the combined company, and our new leadership teams are diligently assessing our supply chain and production. We will provide regular updates as we work to restore acceptable service levels.

During this time of supply constraints we encourage you to work with your ICU account manager who can assist you in your efforts to provide care with substitute products.

We appreciate your patience and understanding during this challenging time.

Regards,

Chad Jansen
Corporate Vice President, Specialty Products