



Eysins, March 19<sup>th</sup>, 2021

***Subject: Infusion Sets – supply resumption***

Dear valued customer,

Ensuring the safety and quality of our products is BD's top priority. As was previously indicated in our Field Safety Notice (MDS-21-4072), we have been notified by a 3rd party sterilization services provider that it intentionally falsified sterilization process records related to the processing of BD products. Thus, BD decided to remove all potentially affected products from the market, as we could no longer guarantee their sterility.

We fully understand the impact this decision has had on the continuity of critical care and we have worked diligently to restore supply as soon as possible.

**We would like to inform you that we expect to commence shipment of infusion sets for Alaris™ Pumps on 22/03/2021. Shipment volumes will be limited initially, and we will be allocating them fairly and reasonably between various geographies and customers until we are able to fully meet customer demand.**

Shortly, your BD customer representatives will be communicating your specific product allocations and availability dates. The shipment of other products, such as affected gravity infusion sets and connectors, will resume at the later stage and will be communicated separately.

BD is committed to serving your infusion product needs reliably and we sincerely regret the inconvenience it caused to you and your patients. We are confident that the strong partnerships we have developed over the years will enable us to successfully navigate this challenging situation.

Please reach out to your BD representative for any additional questions or comments.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Igor Friedmann', written over a light blue rectangular background.

Igor Friedmann  
VP GM  
WW Infusion Specialty Disposables