

April 17th, 2023

**Reference: Portex™ Bivona™ Tracheostomy Tube Supply Update**

Dear Valued Customer:

The purpose of this communication is to provide an update on the supply of Portex Bivona silicone tracheostomy tubes. During 2022, there were unprecedented global supply chain challenges that impacted the availability of critical raw materials such as silicone and ink used in the manufacturing of Bivona tubes. In turn, supply of Bivona tubes to customers was affected. Significant progress has been made in addressing these challenges and providing continuity of supply through a combination of investments and projects aimed at increasing supply resiliency.

**Current Status**

- Global backorder has decreased 80% since October 2022
- Backorder recovery Bivona neonatal and paediatric tubes: End of April 2023
- Backorder recovery Bivona adult tubes: July 2023
- Bivona customized order fulfilment has returned to standard timelines for delivery

**Key investments**

- Increased silicone moulding capacity +25% for neo/peds tubes in 2022, with another +25% underway in 2023
- Dual sourcing of ink used for printing on flanges
- Cross-Qualification of silicone across different Bivona product families
- Operational improvements including increasing headcount at our distribution center to improve inbound processing time and outbound shipping

A return to continuity of supply continues to be our top priority. These investments and efforts position us to fully support your historical ordering patterns, provide timely delivery, and meet your ongoing needs.

We sincerely thank you for your flexibility and patience. If you have questions, please contact your local sales representative or customer services at 0845 850 0445.

Kind Regards,

*Marylou S Allman*

Marylou S. Allman

Senior Global Product Manager: Tracheostomy