

TO OUR VALUED CUSTOMERS AND PARTNERS

At the beginning of 2020, the unexpected outbreak of the new coronavirus known as COVID-19 caused, and continues to cause, tremendous challenges to individuals, countries and businesses around the world.

At this critical time, we are taking all the steps we consider necessary to protect our employees and to ensure the continuity of supply to our customers with as little disruption as possible.

Smiths Interconnect recognizes that our products are instrumental to the continued function of essential industries including Medical/Healthcare, Defense, Aviation, Space, Transportation, Communications and information Technology around the world.

Given the essential nature of our operations and those of our customers in these industries, we are working to keep our sites open to continue to meet the needs of our customers.

I know that you, our key stakeholders, have a lot of interest with regards to how we are handling ourselves during this crisis so I have enclosed a simple Question and Answer sheet that hopefully will answer your key questions and concerns.

Best regards,

Paul Harris
Vice President, Sales and Marketing

Q&A AROUND COVID-19

Q1 – What is Smiths Interconnect doing in response to COVID-19?

A1 – We continue to closely monitor the situation around COVID-19. Throughout our global business, and in collaboration with the wider Smiths Group of companies, we are following guidance from appropriate governments and agencies, the World Health Organisation (WHO) and other public health bodies.

Q2 – What is Smiths Interconnect doing to protect its employees?

A2 – Our primary concern is always the safety of our people and of all those we work with. Each of our sites is supporting our employees in taking appropriate precautions to protect their health, including asking employees who are able to perform their duties off site to work remotely . We have also imposed restrictions on travel to high-risk areas and other non-business critical travel.

Q3 – How has COVID-19 affected production at Smiths Interconnect's sites?

A3 – We are paying close attention to the evolving situation and have introduced additional measures at all our sites across Europe, the Americas, Asia Pacific and Africa to mitigate the impacts associated with COVID-19. You will appreciate that global events around COVID-19 are continually developing and we cannot predict what may happen in the future. If production is affected and this results in an adverse impact to the delivery or service of orders, this will be communicated to customers directly.

Q4 – How have government measures to prevent the spread of COVID-19, such as restricted travel arrangements, enforced curfews and/or mandatory confinement impacted Smiths Interconnect and its employees?

A4 – We are closely monitoring the measures imposed by national and regional authorities in response to COVID-19 that affect the areas in which we operate. In keeping with our values, we comply with applicable laws, including permitted exemptions designed to allow essential business activities to continue. As we consider our products and services are instrumental to the continued operation of essential industries such as medical/healthcare, aerospace, defence, rail, communications and digital infrastructure, we seek to use all lawful means to keep our sites open during the COVID-19 pandemic.

We also take reasonable steps to assist our employees travelling to and from work where restrictions apply, including providing documentation explaining why the employees are needed on site.

Q5 – How will COVID-19 impact the delivery of my order?

A5 – We are taking the steps we consider necessary to carry out our usual business activities to the extent possible in light of the developing circumstances and publicly available guidance referenced in Q1. We are also in regular contact with our distribution partners as we continue to support our customers' needs at this time. We are seeking to deliver orders by agreed time frames in accordance with the terms and conditions applicable to the order. Any delays to orders as a result of COVID-19 will be communicated to customers directly through the usual channels.

Q6 – How might COVID-19 impact my dealings with Smiths Interconnect?

A6 – Following our introduction of certain travel restrictions (See Q2) and other precautionary measures, we no longer accept visitors at our sites unless truly business critical, permitted under applicable law and approved by senior management. Where this requires the cancellation or postponement of a scheduled meetings with you, we intend to use technology (such as Lync, Skype, Zoom, video and/or teleconference facilities) to connect wherever possible and practicable. We'll let you know if this may impact you in advance, and thank you for your understanding, if this is the case.

Q7 – How will COVID-19 impact Smiths Interconnect's suppliers and supply chain?

A7 – We are monitoring the potential impact that this situation could have on our supply chain and business operations while taking suitable measures to minimise any effect this may have on product manufacture and delivery. This includes asking our essential suppliers for their continued support to us and our customers operating in the essential industries referenced in Q4 and to inform us of any operational disruption or delay to delivery timeframes in connection with COVID-19 as soon as possible. Should there be any adverse impact to delivery or service timelines this will be communicated to customers directly.

Q8 – How is COVID-19 expected to impact Smiths Interconnect in the future?

A8 – Our teams are meeting regularly to monitor the situation around COVID-19. Our sites have Business Continuity plans in place designed to minimise potential operational disruption and these are being reviewed and updated regularly. In the long-term, it is of course impossible for Smiths Interconnect (or any other company, government or person) to be certain of the impact of COVID-19, but we will continue to closely monitor the situation. As things evolve, our focus will remain on keeping our people safe, while continuing to offer the service and support that our customers have come to expect of us.

Q9 – What should I do if someone in my organisation who has fallen ill with suspected COVID-19 has recently had contact with a Smiths Interconnect employee or visited a Smiths Interconnect site?

A9 – In these circumstances, we would ask that your usual Smiths Interconnect contact be informed **as soon as possible** so we can take all appropriate steps to protect the safety and security of our employees. If you are unable to reach your contact or are unsure who to contact, please notify Roberta Rebora (Smiths Interconnect, Marketing Communications Director) by email on Roberta.Rebora@smithsinterconnect.com or Melanie Burke (Smiths Interconnect, Global Director, Health, Safety, Environment & Security) by email on Melanie.Burke@smithsinterconnect.com.

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