

Dear Valued Customer of Smiths Board Test Products:

July 19, 2022

Please note that there are several items where delivery is significantly delayed. These delays vary from a few months to some not being remedied until early 2023.

The cause of these delays stem from a sustained high demand level of our products since the start of the pandemic, coupled with the demand for many other products globally. These high demands have depleted our inventory levels and severely stressed material supply lines, in many cases back to the foundry level from where the pipeline begins, causing us to be unable to obtain components for our products.

Smiths has never experienced outages to this extent in the past and we understand how incredibly disruptive these outages can be to you, our customer.

We have acknowledged and identified the causes and have triggered multiple actions within Smiths and our supply base. We are working diligently to:

- Secure secondary raw material supply lines.
- Negotiate agreements with suppliers to ensure uninterrupted capacity.
- Qualify new suppliers and processes.
- Bring inventory levels back to normal to result in delivery times that Customers expect.

While this message is painful for us to communicate, please accept our most sincere apology for the disruption these outages cause you or your customers.

Smiths is confident that with the actions we are taking internally and with our supply base, we will be able to eliminate these shortages and be in a more desirable supply position. We will then, ultimately be able to serve you, our customer, at the same high levels you have come to expect from Smiths.

Regards,
Smiths Interconnect

