



Monday, March 16, 2020

Dear Valued Customer,

The spread of COVID-19 has brought significant challenge to our global community, including unprecedented pressure on healthcare systems.

At the forefront of the battle to contain the virus, and treat those infected, are healthcare professionals – hundreds of thousands of surgeons, doctors, nurses, operating room staff and others.

We know that many individuals and teams are working in extremely difficult conditions, and for some this may be outside of normal areas of clinical practice.

At Smith+Nephew we recognise the incredible contribution of all healthcare professionals. We thank you for your dedication, compassion and courage during this difficult time. We are proud to count you as our customers, and to be part of the broader healthcare community.

Smith+Nephew has been responding to the COVID-19 outbreak for many weeks, first in China, and now in countries across the world. Our focus is to protect the health and well-being of our employees while continuing to serve customers. The commitment of our employees has ensured we have kept our products and services flowing. We stand together ready to offer assistance during this unprecedented and challenging period.

On behalf of the whole of Smith+Nephew, I thank you again for your service, and wish you good health.

Yours sincerely,

A handwritten signature in black ink, which appears to read "R. Diggelmann". The signature is fluid and cursive.

Roland Diggelmann  
Chief Executive Officer