



GE Healthcare  
Pharmaceutical Diagnostics

Pollards Wood  
Nightingales Lane  
Chalfont St. Giles  
Buckinghamshire  
HP8 4SP  
United Kingdom

May 18, 2022

**Omnipaque™ and Visipaque™ availability**

Dear valued customer,

As you are aware, we are continuing to experience temporary supply issues for our iodinated contrast media products as a result of having to close our Shanghai fill and finish manufacturing facility for several weeks due to local COVID-19 policies. This is a fluid situation that we are working through daily and our team is keeping impacted customers informed so they can plan accordingly.

Our priority is delivering for our customers and their patients, and we understand the impact of disruption to your supply. Following the lockdown in Shanghai, we took immediate action to expand production capacity, drawing on our global manufacturing network. We have also continued to work extensively with the local Shanghai authorities to enable increasing numbers of operators to return to the site, complying with local COVID-19 protocols.

To best enable availability and continuity for our customers we are balancing supply of available product globally and have in some markets introduced measures to reduce order quantities but with a higher frequency of delivery, as well as optimizing production to focus on three main product variations.

While there will be disruption to supply in the coming weeks in some markets, we expect production output from Shanghai to continue to increase and will return to full production capacity as soon as local authorities allow. We have delivered our contrast media products reliably around the world for decades and are working around the clock to minimize the impact of the Shanghai site restrictions to your operations.

Your local sales representative and customer service team are available to answer any questions you may have.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Kevin O'Neill', with a long horizontal line underneath it.

Kevin O'Neill  
President & CEO  
Pharmaceutical Diagnostics  
GE Healthcare