



HEALTH • HYGIENE • HOME

Chairman Hon. Chang, Wan Ick
Vice Chairman Choi, Ye-Yong
Social Disasters Commission

29 November 2019

Dear Chairman, Vice Chairman and Delegation of the Social Disasters Commission

I would like to express my gratitude that members of the Korean Government's Social Disasters Commission (the "**Commission**") came to the UK and I apologise that you had to travel so far to see me. I appreciate and am humbled by the Commission's commitment to resolve the humidifier sanitiser ("**HS**") issue. This is a commitment that we share. The work of the Commission is of the utmost importance and I am grateful for the progress you have made.

Since I became CEO of RB Group plc on 1 September 2019, I have been briefed on the HS issue. I was devastated to learn of this unprecedented tragedy and would like to add my sincere apology to all the victims, their families and those who have suffered. I know that many families have lost loved ones, including children. I feel their pain deeply. It is with sincere regret and profound sympathy that I humbly offer my heartfelt apology.

The HS issue is an unprecedented and complex tragedy. I respect the commitment of RB Group plc and my predecessor to support Oxy RB when it offered victims and their families fair compensation.

I appreciate that there is still a long way to go to fully resolve the HS issue. This is a priority for me, and I hope together with the Commission, we can ensure that all who have suffered can begin the long and necessary healing process.

I humbly ask the victims and their families who have suffered so much to accept my apology.

Yours sincerely

Laxman Narasimhan
Chief Executive Officer
Reckitt Benckiser Group plc

Reckitt Benckiser plc

103-105 Bath Road
Slough, Berkshire SL1 3UH
United Kingdom
T +44 (0)1753 217800
F +44 (0)1753 217899