



West Pharmaceutical Services, Inc.  
530 Herman O. West Drive  
Exton, PA 19341  
[www.westpharma.com](http://www.westpharma.com)

March 19, 2020

**SUBJECT: COVID-19: West Update**

Dear Valued Customer:

We wanted to follow up with you from our most recent communication dated March 12, 2020. As the COVID-19 situation remains very much in flux across the globe, and continually changes, we may experience potential logistics and supply challenges that are outside of our scope of control. Our priority is to support you and all of our customers during this difficult time. We are committed to consistent communication as we continue to manage the various impacts of this pandemic on our business.

Protection of our Sites and Manufacturing Facilities:

We continue to restrict all travel of our team members, and we continue to restrict all visits by external customers and suppliers to our West facilities. This ban is currently in effect until April 15, 2020 but may change as the situation evolves.

To date, our West global facilities have operated largely to schedule, and we are on target for most, if not all, of our production dates. In some countries, we have experienced government-based restrictions or limitations with the movement of personnel, affecting our workforce and scale of daily operations at sites. At this time, our business continuity plans continue to mitigate risk and supply disruption due to COVID-19. We are operating at normal capacity in all sites as of this letter. We expect to be able to continue to do so, assuming there are no significant changes in availability of resources, including labor, or access to dependable transportation.

Sourcing and Raw Materials:

We are closely monitoring our supply chain, including Daikyo, and at this time, do not foresee any negative impact from direct or indirect suppliers. West sources raw materials and proprietary medical device components from across the globe. Over the past month, specific concerns have been raised around the sourcing of materials directly from the countries impacted by COVID-19. As an added risk mitigation, we are increasing our inventory of select raw materials sourced from current areas of concern to minimize any supply disruption, to the extent we can. Any delays in receiving raw materials has the potential to impact our ability to manufacture products.

Delays in Transport:

The ability to access dependable transportation is fast becoming a major issue. This is the case for ground, air and sea lanes, all of which we depend on in our manufacturing process and delivery of finished product. We are informed daily of delays in transport and where transport is available, substantial increases in costs are being imposed. This is an evolving situation and it is beyond our control. We are in regular communication with our transport partners and are working to resolve issues



on a day-by-day basis. We will contact you if it becomes apparent that transport delays will impact our ability complete in a timely manner the production of orders you have given us.

Business Continuity and Planning:

Like most of you, our Global and Regional Pandemic Preparedness and Crisis Management teams are conducting business impact analyses and developing contingency plans in the event that the COVID-19 situation degrades operations or necessitates temporary closure of any of our sites, or more limited production at our sites. These teams are planning for screening of vendors and team members, as appropriate, evaluating and attempting to mitigate the impact on our plants.

Our sales and service professionals are available and will continue to keep you informed, as we stand by your side to provide components that are critical to the containment and delivery of injectable medicines during these uncertain times. Should you have specific customer inquiries, manufacturing and supply chain questions or general concerns, please contact us at the email address below, [Global.WestCoronavirusUpdate@westpharma.com](mailto:Global.WestCoronavirusUpdate@westpharma.com).

We appreciate your support during this difficult time.

Sincerely,

A handwritten signature in cursive script, appearing to read "Cindy Reiss-Clark".

Cindy Reiss-Clark  
SVP, Market Units and Commercial Solutions  
West Pharmaceutical Services, Inc

A handwritten signature in cursive script, appearing to read "David Montecalvo".

David Montecalvo  
SVP, Chief Operations and Supply Chain Officer  
West Pharmaceutical Services, Inc.