April 24, 2020

SUBJECT: COVID-19: West Update

Dear Valued Customer:

We wanted to follow up with you from our most recent communication dated April 16, 2020. As the COVID-19 situation remains very much in flux across the globe, 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.

To date, our West global facilities have operated largely to schedule and unless something unexpected happens, we expect to continue normal operations for the foreseeable future. We are pleased to say the same for our close partner, Daikyo Seiko.

Numerous countries have issued orders related to the COVID-19 pandemic, including the United States which has issued Coronavirus Guidance for America and guidance from Cybersecurity and Infrastructure Security Agency (CISA) which states:

“If you work in a critical infrastructure industry, as defined by the Department of Homeland Security, such as healthcare services and pharmaceutical and food supply, you have a special responsibility to maintain your normal work schedule.”


Given the critical role West plays in the healthcare industry, we are working with numerous national, state and city government entities throughout the world and have succeeded in obtaining the required clearances to maintain operations at all of our sites. We understand the risks to our operation and as discussed below, our mitigation efforts so far have proved effective.

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 May 17, 2020. Given the fluid nature of the situation, this date may be extended. We will keep you informed.

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.

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. While this has not been a problem so far, nor do we foresee an issue now, 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 continues to be an issue. For air and sea shipments, we are experiencing delays of up to two weeks. For ground shipments, we are experiencing minimal delays. 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.

**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.

**Sales and Order Flow**
We have been asked by a few companies to increase their orders. This is natural when there is a global or regional crisis as companies seek to ensure they have sufficient stock of packaging materials to support their operations. We are monitoring order flow to ensure that we are able to address true demand. At this time, we request that all customers continue to order volumes in alignment with their ordinary inventory requirements. We will only provide product beyond normal requirements on an exceptional basis.

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.

We appreciate your support during this difficult time.

Sincerely,

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