



West Pharmaceutical Services, Inc.
530 Herman O. West Drive
Exton, PA 19341
www.westpharma.com

December 23, 2020

SUBJECT: COVID-19: West Update

Dear Valued Customer:

We continue to navigate through changes brought about by this pandemic and, although we are living in uncertain times, our commitment remains steadfast. Our priorities are unchanged - supporting our customers and keeping our West team safe as we work to supply the services and solutions needed to deliver on our promise. We will continue to provide updates through consistent and transparent communications to each of you during this time.

To date, our West global facilities have operated largely to schedule, and we expect to continue normal operations. We are pleased to say the same for our close partner, Daikyo Seiko. West is at the forefront supporting many customers who are developing potential solutions to address COVID-19 with components for diagnostics, anti-viral therapeutics, and vaccines.

We are committed to doing our part to speed the successful development and large-scale manufacture of high-quality components required for COVID-19 solutions, in addition to managing the ongoing supply of these materials for other drug products. To address this immediate demand, we are on schedule to expand our labor and equipment resources in our global plants and ensure multi-site supply capabilities for key West products.

Some of these initiatives include capacity expansions in the U.S., Ireland and Germany to support the production of high-value components with Westar[®] RS and RU, Flurotec[®] and NovaPure[®]. As necessary, we will inform customers about specific impacts in accordance with our policy on change notifications.

Protection of our Sites and Manufacturing Facilities: Our sites and facilities are open with restrictions based on country, state, and local guidance. Currently, our business continuity plans continue to mitigate risk and supply disruption due to COVID-19.

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 restriction is currently in effect through at least Q1 2021. Given the fluid nature of the situation, this date may be extended. We will keep you informed.

Delays in Transport: The ability to access dependable transportation continues to be a focus for our logistics teams. For air and sea shipments, we continue to experience delays of up to one week, accounting for normal lead-times for obtaining containers. Sea shipments in certain markets, particularly Asia, are seeing additional challenges and delays. For ground shipments in the EU, we are experiencing minimal delays. Ground shipments in the US continue to experience some service issues as capacity fluctuates. We are informed daily of delays in transport and where transport is available, substantial increases in costs are being imposed, which could result in additional customer surcharges. 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.



Sales, Order Flow and Cancellations: We have received requests by a few customers to increase or expedite their orders, and some of these requests are related to the pandemic, 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. Necessarily, we also must consider increasing demands from state governments and the requirements of applicable laws regarding prioritization of orders and resources. 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.

In these high-demand times, canceled orders can place a significant burden on our operations and supply chains. As we schedule the utilization of our network to optimize production, cancellations pose a serious risk of disruption to our operations and result in a wasted expenditure of limited resources and time. Cancellations can negatively impact our ability to serve global healthcare needs during a time when these services are more critical than ever. Orders that we have accepted on and after May 8, 2020 are not cancelable. This is also true for any order prior to that date that West has agreed to prioritize. If a customer requires a modification, delay or acceleration of an order, a request may be made through the West sales professional assigned to your account, and such orders, if formally accepted, may be subject to payment of fees or surcharges.

Our West sales and service professionals are available to answer your questions 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 as we continue to supply the services and solutions necessary to help resolve the global pandemic.

Sincerely,

A handwritten signature in black ink that reads "Cindy Reiss-Clark".

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

A handwritten signature in black ink that reads "David Montecalvo".

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