



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

March 8, 2022

**SUBJECT: Ukraine - West Pharmaceuticals Services, Inc. Update**

Dear Valued Customer:

West is committed to providing timely and transparent communications to all our stakeholders as we navigate through the ongoing sanctions and evolving challenges of the Russia-Ukraine war. First and foremost, we hope for the safety and welfare of those who may be in harm's way as a result of these events. And especially for those customers and colleagues that may have family and friends in the region, our sincere support to you.

Currently, West does not foresee any material negative impact on our manufacturing and supply chain operations. However, orders for West customers in Russia and Ukraine are being impacted by the current situation.

**Sanctions:**

On February 23, 2022, sanctions were levied by the US, EU, Japan, UK, Canada and Australia on multiple Russian banks and individuals and the breakaway regions of Donetsk (DNR) and Luhansk (LNR) Ukraine. This was followed by additional sanctions by the US on February 24, targeting all ten of Russia's largest financial institutions and several key Russian state-owned enterprises, and export/import restrictions to limit access to US technology by Russian defense, aviation, and maritime sectors. On March 3, these same countries implemented restrictions on Russian aircraft and ocean vessels entering their airspace and seaports, to which Russia responded with similar restrictions against NATO countries. Further, the EU added seven banks to a list of Russian banks which are now excluded from the SWIFT payment system. As this is a fluid situation, we will continue to monitor the changes in sanctions and ensure compliance.

**Proactive Measures by West:**

During this time, West has taken proactive measures to mitigate risk, provide our customers continuity of supply and minimize delays wherever possible by:

- Sourcing our raw materials and proprietary medical device components from across the globe. To date, we have had minimal issues and do not foresee any issues of significant concern in receiving raw materials that would negatively impact our ability to manufacture products in any material respect.
- We are continuing to monitor and track the impact on global logistics. The current denial of Russian air space and ports has caused longer transit times, reduced cargo capacity and higher transportation costs. Additionally, transportation into and out of the region may become delayed, and carriers/freight forwarders may decline to transport goods into the conflict areas. When we



become aware of logistics issues, we will work directly with impacted customers to find solutions.

- We have assessed our energy and fuel dependency in the region and have made necessary adjustments to ensure the continuity of operations in our European production facilities. We do not anticipate an energy impact in the near-term and will continue to monitor for additional fuel availability and future impacts throughout this dynamic event.
- With the significant increase in cyberattacks targeting global organizations and critical infrastructures, we continue to monitor these threats and ensure our operations and information assets remain protected. We are working closely with the Department of Homeland Security/Cybersecurity and Infrastructure Security Agency (DHS/CISA) to implement preventative measures to reduce the risk to our organization.
- We are continuing to monitor and track the impact on financing terms for customers in Russia, Ukraine and Belarus and will work directly with such customers to put alternative payment terms in place. We will also require information regarding the specific banks which will be used to process the payment, so we are able to screen them and to ensure we are not receiving or providing payments via sanctioned entities.

We appreciate your support as we continue to supply the needs of our customers and the life-saving medicines they provide patients around the world. Should you have any specific customer inquiries or concerns, please contact us at [Global.WestUkraineUpdate@westpharma.com](mailto:Global.WestUkraineUpdate@westpharma.com). Our sales and service professionals are standing by to answer your questions and provide you any related updates.

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