

Avantor

100 Matsonford Rd
Building One, Suite 200
Radnor, PA, USA 19087-8660
t (610) 386-1700

Avantor response to the coronavirus (COVID-19) pandemic

As a global Life Science company, Avantor is fully committed to the safety and well-being of our associates, customers, suppliers and the communities that we serve. We are proud to manufacture and deliver the products and services that are essential to our customers during the evolving coronavirus (COVID-19) pandemic.

Our associates are working hard to mitigate the spread of COVID-19 and sustain operations during this dynamic situation. Though we may be working differently than usual, we are no less dedicated to serving our customers and overcoming the challenges affecting our industry and others globally today. Avantor continues to take proactive safety measures while actively working to ensure business continuity.

These are just some of the actions we are taking:

Vigilance

Whether our associates are collaborating onsite with a biopharma or pharma research team, working virtually to slow the community spread of the coronavirus, discovering or manufacturing essential biopharma materials or delivering critical products, we are committed to keeping them safe.

We continue to be vigilant in our response to the pandemic by following precautionary safety guidance from credible health agencies such as the World Health Organization (WHO), Centers for Disease Control and Prevention (CDC) and European Centre for Disease Prevention and Control (ECDC).

We've implemented COVID-19 response measures across the board:

- **Remote work** – We have enabled employees to work remotely as much as possible and encouraged virtual collaboration, interaction and meetings.
- **Infection control** – We have requested that all global employees continue practices such as social distancing, washing hands frequently and thoroughly, and staying home if they feel sick.
- **Service provider interaction** – We have requested that our carriers and delivery service providers also take similar steps to minimize risk to our employees, including practices such as social distancing, washing hands frequently and thoroughly, and staying home if they feel sick.
- **Travel** – We have placed **full travel restrictions** on Company business travel, and implemented a 14-day self-quarantine for those who have recently returned from travel.

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- **Visitors** – We have implemented **new requirements for visitors to our sites**, such as travel declarations.
- **Handling protocols** – We have provided training to associates who handle product and/or interact with drivers from third-party organizations who deliver goods and services to our facilities. Based on guidance from local health authorities, appropriate PPE will be provided as needed.

Business continuity

Our customers rely on us to manufacture and deliver essential products, especially during these uncertain times. We are taking the necessary steps to minimize disruption and we will continue to provide updates as appropriate.

We have formed a cross-functional Steering Committee that is driving a swift and collaborative response across our global business. The team is assessing the situation daily and adjusting actions as needed so that we continue meeting the critical needs of our customers.

We are actively engaged with our customers and suppliers to understand supply and needs. We have set in motion business continuity plans at our facilities to provide manufacturing and delivery of critical materials. We are monitoring decisions made by governments, countries and other companies that may impact business continuity.

Our teams are working diligently to adapt to these new measures in an effort to mitigate any adverse impact they may have on the free flow of products to our customers. If such a disruption occurs, we believe our business continuity plans will be effective in most conceivable situations. At the same time, we remain deeply committed to the safety and well-being of our employees.

We will work to share updates regarding product availability and the status of our distribution and production operations with customers.

Service levels

With worldwide manufacturing and distribution locations, Avantor deploys a global supply chain strategy, which includes business continuity considerations and leverages our strong relationships.

While each product we sell has different supply chain considerations, we remain actively engaged with our customers to ensure we are supporting them to the best of our ability during this challenging time.

Many of the products Avantor distributes are stocked in multiple locations across our global network, providing us helpful flexibility in the event that a segment of our global distribution network is impacted. Some of the products we manufacture may also be produced at more than one location; however, not all of them are.

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Logistics

Avantor is doing everything possible to minimize shipment disruptions for our customers. In some cases, we are experiencing delays due to border controls or other logistical flow constraints. We are communicating with these customers to work through shipment logistics as necessary and ask customers who have a change in operations to contact us with an update.

Commitment

Our mission of setting science in motion is more meaningful now than ever before. We are seeing first-hand how our work is helping customers develop new vaccines and therapies to stop this terrible disease. Our associates around the world are dedicated to finding resourceful ways to fulfill customers' needs.

We thank our customers for their ongoing support, our suppliers for their flexibility, and our associates for their unwavering dedication and resilience during this unprecedented time.

Contact

The COVID-19 pandemic is both global and evolving. We are working diligently to adapt to new developments and to share updates with customers.

We are with our customers every step of the way. Nothing has changed in this regard.

For products

For any questions regarding our products, please be in **contact with your Avantor Sales Representative**. If you cannot reach your representative, contact our Customer Service Team.

For logistical updates

Please keep us updated on any operational changes that may impact your ability to accept our shipments. **Please contact your local Sales Representative or local Customer Service Team with changes to any logistical handling needs.**

We are making sincere efforts to provide useful updates to our customers as conditions evolve.