Ensuring Business Continuity
So We Can Best Support You

In a perfect world, life and work would go exactly according to plan. Reality shows that often isn’t the case. In the Pharmaceutical industry, changes and unplanned events can have a huge impact. As you, our customers, deliver treatments and cures to help protect mankind, it’s crucial that every product is delivered the right way, at the right time, every time. At DuPont, we have robust business continuity plans to ensure that when the unexpected happens, we have a structure and strategy in place to maintain continuity of supply for the product you need.

Our plans were tested during the Covid-19 pandemic—no one could imagine an event of this magnitude or severity. As you came through to continually deliver to patients, we made sure we did everything we could to support you. In our efforts to endure as your partner, we want to make you aware of those plans and continue discussing them with you so we can tackle any potential challenge we face, together.

Four Elements of the Business Continuity Plan

- Safety and Sustainability
- Global and Reliable Footprint
- Preparing for Unplanned Events
- Quality Certifications and the Aim for Excellence
Safety and sustainability is a core value at DuPont and something the Pharma Solutions platform takes extremely seriously. Our commitment not only protects our employees, locations, customers and communities around the world, but also makes sure we can keep our business running, so you can run yours.

- Ensuring zero injuries, occupational illnesses, and incidents; all are preventable. We call this the Triple Zero goal.
- Designing, building, operating, and maintaining our facilities to effectively manage process safety and other hazards and to minimize process and product risks.
- Securing the physical and cyber integrity of our facilities and working with our value chain to do the same.
- Delivering products and solutions that contribute to a safer, more sustainable future throughout the product life cycle.
- Protecting resources by driving towards zero waste and emissions.
- Resolving circumstances responsibly that require corrective action.

In 2020, 6 of our 8 sites are achieving Triple Zero status.

0 Tier 1* process safety events since creation of the DuPont Pharma Solutions platform in 2018.

*defined as no significant fires or spills

DuPont is a leading manufacturer with a global footprint. Our manufacturing expertise, culture for continuous improvement and our skilled workers allow us to respond safely and quickly to continue to supply our customers. The Pharma Solutions platform has the capability to manufacture its product portfolio at multiple sites across continents, which provides our customers with robust and reliable business continuity.

As the cellulosics leader, our manufacturing network is second to none.

**Avicel®** and **Ac-Di-Sol®** have two excipient manufacturing locations in North America and Europe to create robust business continuity. The manufacturing trains are created with similar equipment to ensure product equivalency and consistency at each site.

**METHOCEL™** has four manufacturing plants in the USA and Europe. Popular Controlled Release (CR) grades have been produced for decades in Midland, Michigan and our Stade, Germany site added pharma-grade capabilities in mid-2019. Low viscosity products used in capsules and coatings are manufactured in Plaquemine, Louisiana and Bomlitz, Germany.

Our facility maintenance programs include:

- Routine facility assessments investment planning to improve and maintain our manufacturing equipment and sites.
- Facility condition assessments which drive our lifetime extension capital investments to ensure plant longevity and reliability.
- Analysis of all critical equipment for reliability failure effects and equipment maintenance strategies to predict and pro-actively minimise failure and production loss.
In our industry, it’s prudent to expect the unexpected and prepare accordingly. We do that with a combination of digital tools, industry standards, and anticipating worst case scenarios.

- Our METHOCEL™, Avicel®, POLYOX™, ETHOCEL™ and our seaweed portfolio plants employ state of the art automated controls systems that constantly monitor processes and are programmed to bring the plant to a safe state in the event of an unexpected condition. This is done without operator intervention and minimizes the risk of upsets to the equipment, environment and communities.

- DuPont adheres to the industry standard Responsible Care® Guiding Principles (from the American Chemistry Council) that help member companies enhance their performance to manufacture and use chemical products safely. Risk reduction, community outreach program, mitigation projects and activities are repeatedly implemented to further reduce the frequency and impact on assets and employees.

- Worst case scenarios are reviewed on a regular basis, emergency plans are updated by incorporating the results of regular live and table-top exercises, and mitigation actions are implemented to minimize any emergency and effect on surrounding assets and employees.

**Failure Modes and Effects Analysis (FMEA)**

One mechanism for identifying and mitigating worst case scenarios is our Failure Modes and Effects Analysis (FMEA). Each of our product lines has a specific and detailed examination of the degree of likelihood of more than 15 hazard categories—from weather events, to logistics or supply challenges to pandemics, talent issues or process safety events.

Each hazard is rated on a probability and impact scale. A multi-functional DuPont team then conducts more detailed analyses and implements contingency plans for the high-risk ratings, by product, to ensure continuous supply to customers.
Quality is an integral part of business continuity and an area in which we continue to strive for excellence. The robustness of our quality system is verified through routine internal audits and third party certifications.

All our excipient manufacturing facilities are certified to ISO 9001:2015 and compliant with recognized guidelines for excipient good manufacturing practices. Our Bormit, Stade, Institute, Midland and Plaquemine manufacturing sites are additionally certified to EXCIPICT® Good Manufacturing Practices for Pharmaceutical Excipients. Each product grade complies with relevant pharmacopoeia as stated on its corresponding Product Specification.
We prioritize these robust business continuity plans because we know customers rely on our broad excipient portfolio to create essential pharmaceutical formulations, using the safest, most reliable raw materials. With close to 300 years of combined cellulosic experience across our portfolio, the unrivaled, vital expertise of DuPont scientists and engineers fuel cross-functional innovations that solve all types of formulation challenges. With this unmatched experience and a reliable, global footprint, we keep our plants running safely and prepare for the unexpected. Continuously meeting the stringent quality needs of our customers ensures you can do what you do best: help patients worldwide and deliver on the promise of a healthier life.

Nutrition & Biosciences
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