



March 19, 2020

**Re: Colorcon Business Continuity – Impact of Novel Coronavirus (2019-nCoV)**

In view of the ongoing global situation related to Novel Coronavirus (2019-nCoV), it is important to update our customers of Colorcon activities in response. Colorcon is closely monitoring the situation and will follow the guidance provided by the [World Health Organization \(WHO\)](#), and the [USA Center for Disease Control and Prevention \(CDC\)](#), alongside local government guidance and rulings. Colorcon continues to act to protect its employees while endeavoring, as always, to provide unmatched quality and service to our customers worldwide.

Colorcon has implemented its existing formal, documented Business Continuity Management (BCM) system. This system is comprised of a long-established Business Continuity Plan (BCP) and a series of Disaster Recovery Guidelines that are an integral part of our global business strategy and day-to-day activities.

Our BCP, is designed to provide continuity of service to our customers by having facilities in locations around the world; including seven film coating production plants, which can produce equivalent Colorcon products. Colorcon is managing levels of raw material inventory in accordance with our BCP. Any supply disruptions caused by a reduction in production or closure of a site, will be mitigated, as far as possible, by Colorcon's other facilities being ready to supply product and dependent on the transport facilities available.

Currently, **ALL** Colorcon manufacturing plants are operational, including, significantly, our facility in Shanghai, China, which was allowed to restart production by the Chinese government immediately after the Lunar New Year due to the essential nature of its products. This illustrates the balance being struck worldwide between restrictions imposed by governmental authorities, and the production of such essential goods.

A copy of our [Business Continuity Position Paper](#) can be downloaded from our website.

We are currently experiencing a high level of customer enquiries regarding shipment of their goods. Please be assured that our customer care team will contact you promptly if we become aware of any issues related to your current orders.

Your Business Development Manager, Customer Service Representative and Technical Team can assist with questions about your product or service needs.

We will continue to monitor the local and global situation and communicate any relevant developments as they arise.

Sincerely

Daniel Wakefield

Vice President – Global Operations