

COVID-19 (a.k.a Wuhan Coronavirus 2019-NCov) FAQ 20 April 2020

IMPACT ON HOVIONE BUSINESS

Does Hovione have a team focused on preparedness and response planning?

Having a manufacturing site in Macau allowed Hovione to be exposed earlier to the challenges of dealing with COVID-19. Based on Macau's experience Hovione was able to proactively set cross-functional COVID-19 response teams working in different workstreams (e.g. health & safety of our employees, supply chain, sales & customers, business continuity, internal and external communication, social responsibility), with full transparency and being able to act fast based on the best of our knowledge.

Has Hovione identified the critical activities which must continue during a pandemic, as well as the Team Members and other supporting activities needed to proceed?

Hovione has identified all the critical activities to keep operations running having a higher focus been given to each of these activities so these can be managed closely, and potential issues can be tackled immediately.

Although all our Team Members are critical to continue the business, we've identified those which functions could be maintained remotely from those which the presence on site is essential. Consequently, we've kept on the plant only Team Members essential for the operations (e.g. production, laboratories, warehouse, maintenance, HSE, recycling unit, etc.) while Team Members that support the critical activities are working remotely from home.

Is Hovione operating in all sites?

Hovione continues to operate in the four sites where we're located: Macau, Portugal, Ireland and US. As the number of cases continues to increase in Portugal, Ireland and US we are starting to feel the first impact in our operations as some of our Team Members are going into isolation or quarantine. So far, we have not experienced any meaningful disruption to our operations, and we are doing all that is possible to deliver our products and services normally. However, if we encounter a problem that a confirmed delivery will be delayed, we will contact the customer immediately with details of the delay and a revised delivery date. If the customer does not hear from us, then this means they can assume their planned deliveries are still on time.

Where do Hovione raw materials come from?

We source our raw materials from many different countries that are now going through this pandemic crisis. As the situation is volatile, more than ever, our purchasing team is constantly monitoring and adapting to the daily changes. We have a contingency plan in place to guarantee our supply chain is robust and stable.

Has Hovione assessed with suppliers/sub-contractors whether they have robust Business Continuity plans in place?

Yes. Hovione has a Business and Quality Risk Assessment Model tracking supplier risks and contingencies. This is reviewed internally on a weekly basis with all relevant stakeholders.

Does Hovione have alternative suppliers and/or alternative supply locations?

Hovione has an approach of defining alternative suppliers and sites and creating stock provisions when a second source/site is not available.

Is Hovione working with logistical hubs in a high-risk area?

Hovione has a global Procurement and Logistics capability and resources based in China.

Can Hovione assure continued supplies?

Procurement is continuously working with suppliers to identify risks and solutions. At this stage we don't foresee any shortages. Safety stocks are in place and close follow-up with critical suppliers as well. We are working closely with our suppliers and supporting their operations as needed (e.g.

letters to authorities explaining the importance of what they're doing and impact on human health, letters to cargo drivers to facilitate passage, etc.).

Has Hovione experienced any shipment delays?

The restrictions to commercial air flight travel are limiting our options for air cargo but we believe this will be a short-lived turmoil. International restrictions in cargo traffic - namely shipments from Europe to the USA - is the one unnecessary and unexpected additional hurdle we are facing, but the logistics industry is resilient. To date, our Logistics team have been able to find alternatives by working closely with our suppliers and benefiting from their contingency plans. Working with large international global cargo agents allow us also to benefit from their knowledge and large experience.

What measures is Hovione undertaking to minimize the risk of manufacturing disruption?

Hovione has implemented a contingency plan aiming to establish adequate procedures for the containment and prevention of infection by the new coronavirus (SARS-Cov2) within Hovione and within the community.

The list of measures is extensive and covers several areas, namely but not limited to:

- Business continuity.
- Infection prevention and control (both within the plant and in the community).
- Social distancing and work-related measures.
- Proactive identification and isolation of workers with a clinical-epidemiological history of possible infection with the new Coronavirus 2019-nCoV (COVID-19).
- Reduced population on site (kept to the essential).
- Travel related measures.
- Commenced production of sanitizer liquid for distribution to employees and the wider community on request.
- Development of response protocols to provide immediate guidance in the event of further changes to the COVID-19 situation on a site.

Does Hovione contingency plan foresee what to do upon confirmed COVID-19 cases and impact in operations?

The contingency plan is divided in five scenarios, adapted from ECDC's strategic analysis, which are used to describe the possible progression of the COVID-19 outbreak in Hovione and respective preventive/mitigative measures to implement.

Scenario 5 describes a situation with confirmed cases in Hovione's population. The objective at this stage is to put in place all the measures previously defined to mitigate the impact of the outbreak, protect Hovione's population and reduce business impact. Immediate individual or restricted group quarantine is predicted, depending on the epidemiologic investigation output. No general quarantine is recommended if no risks are identified to other areas.

IMPACT ON HOVIONE TEAM MEMBERS**What measures did Hovione implement to protect the sites and all Team Members from COVID-19?**

It is essential to reduce risk for all our Team Members, especially those who are physically present in Hovione facilities.

- Team Members that can work remotely have been encouraged and in some cases mandated to work from home thereby reducing the risk to Team Members with critical functions that must continue assuring uninterrupted supplies.
- Measures were put in place to enable team members to work remotely in a safe and ergonomically friendly way.
- A set of Health & Safety measures were adopted aimed at creating the safest environment possible at Hovione, guaranteeing risk reduction for Team Members who need to be physically present in our facilities. This included measures to ensure social distancing both physical and organizational.

- Team Members are required to follow best hygiene and health practices recommended by global health authorities and personal meetings were reduced to a minimum with increased use of virtual meetings. Critical team members were organized into pods to prevent cross contamination between pods.
- Travel, non-essential visitors and audits have been cancelled.
- Restrictions of access to our facilities were put into place for any person (Team Members and others) showing signs/symptoms of disease including and not limited to fever / coughing / sneezing / runny nose.
- Temperature monitoring programs were put in place, inclusive of self-testing of team members, pre-entry questionnaires and temperature checking of all visitors to the site.
- Cleaning procedures were reinforced and adapted to be able to respond effectively against the current situation.

Is Hovione implementing any welfare services to its Team Members during the pandemic?

Hovione has implemented a set of measures that aim to make life easier for workers who go to work every day or who work from home.

Measures were implemented per site as deemed necessary including the following:

- Payment of an extra transport allowance to encourage the use of own vehicle and to discourage the use of public transport or car sharing.
- Surgical masks are provided to all the Team Members that use public transports or car sharing.
- Take away meals that allows Team Members to take home one meal a day for their families.
- Online purchase of supermarket products and delivery to the company's facilities.
- Psychological support to support Team Members during this phase.
- House rental near the factory to avoid Team Members to take long trips every day.
- Disinfectant gel for all our Team Members to take home.
- All Team Members have access to online courses on managing and planning work from home, improving productivity, time management and remote team management.
- We have facilitated working from home and flexible working arrangements outside of normal protocol.
- We have relaxed the use of un-paid leave, working hours and time in lieu arrangements to facilitate team members' home situations.
- We have ensured regular contact by Line Manager with offsite team members and encouraged video meetings etc.

Did Hovione identify Team Members with special requirements, and incorporate the requirements of such persons into the prevention plan?

Team Members with pathologies considered to be at higher risk if associated with this viral infection were identified. The health authorities in each country defined the criteria for higher risk and typically this included people:

- over 55 years old **AND**
- with diabetes, **or**
- with a history of oncological diseases, **or**
- with chronic heart disease, **or**
- with uncontrolled respiratory diseases, **or**
- under treatment with immunosuppressants.

Individuals falling into a high-risk category were encouraged to discuss their situation with their own medical practitioner as well as Manager and we advised that they and all pregnant women, stay temporarily away from working in the site. Although they are not in isolation or quarantine, they were advised to restrict social contacts, remain at home, and to pay attention to any signs and symptoms.

POLICIES DURING THE PANDEMIC

Did Hovione establish policies for sick-leave absences unique to the pandemic, including policies on when a previously ill person is no longer infectious and can return to work?

Hovione established Internal policies for sick-leave absences related to COVID-19, in alignment with the Health Authority and the Internal Best Practices.

- Team Members who have returned from active transmission areas in the last 14 days are not allowed in the premises. Return to work is allowed after 14 days if the person is asymptomatic.
- Team Members who have symptoms compatible with COVID-19 are not allowed into the premises. They are tested for COVID-19, as recommended by the occupational safety doctor. In case of a positive result, return to work is allowed after 14 days, no symptoms and, whenever testing is available, testing negative twice for SARS-CoV-2.
- Team Members who had a close contact with a confirmed or suspected case are not allowed in the premises - 14 days of isolation/quarantine is required. Return to work is allowed upon no symptoms and/or, whenever testing is available, testing negative for SARS-CoV-2 (aligned with the country testing policies).
- Team Members who had a casual contact with a confirmed case are not prevented from working (while asymptomatic) and can be tested for COVID-19 depending on test availability and the country testing policies.
- We have a regime of temperature monitoring for all team members and potential entrants to the site, and established return to work protocols after COVID-19 related absences.

Did Hovione establish policies for reducing the spread of the virus at the worksite?

Some of the policies are:

- For the Team Members who are in the site, measures have been implemented enforcing social distance (2 m in close environment), promoting the practice of the proper respiratory etiquette, and correct and frequent hand washing; disinfectant gel is also dispensed to all workers. There was also a reinforcement of cleaning and disinfection of all shared spaces and there is a weekly disinfection with an antiviral agent of the common areas such as the canteen, the cafeteria and the changing rooms.
- All Team Members are required to report risk contacts and symptoms they may experience.
- An Isolation room was prepared to receive any Team Members in case of the sudden appearance of COVID-19 symptoms. Training has been provided to internal first aid teams. If isolation room is not available, these team members will leave the facility promptly and reach out to their health care provider. We will be in close follow up with the support of Hovione occupational doctor.
- All staff identified as non-essential to be in the facility is teleworking since 13th Mar.
- Separation barriers have been installed in higher volume areas, such as security building and cafeteria.
- There is entry screening at the premises, with temperature control and a medical questionnaire for service providers.
- There is a general use of surgical masks in the premises both for staff and service providers (exception is related with country policies).
- Face to face meetings/training is to be avoided (giving preference to the use of Skype, MS Teams, Webex or similar).

Are deputies identified in advance to substitute others in case of absence?

At a management level Hovione has identified the “designated replacements” to safeguard certain knowledge and skills. Team Members able to replace each other for the same function avoid sharing the same physical environment so that they can substitute the other if needed.

At an operational level Hovione has identified all people which past experience and knowledge can be used to fill any unpredicted gap.

ALLOCATION OF RESOURCES TO PROTECT TEAM MEMBERS DURING THE PANDEMIC

Were resources given to Team Members to reduce the risk of infection?

Hovione has in place several resources to support Team Members preventing propagation of the infection, namely but not limited to:

- Disinfectant gel produced in house is available in all main buildings and common areas. Team Members are also allowed to take gel to their homes and families.
- Hand washing facilities and hand hygiene products are available in all building and main common areas.
- Social distance wall and floor marks are implemented to facilitate perception, with special care in the canteen, cafeteria and changing rooms.
- Lifts occupancy is reduced, and the use of the stairs is promoted.
- Depending on individual country's health policies, safety kits (e.g. masks, and disinfectant gel) are provided to Team Members for use on public transport or if car sharing. They are also given to those who are self-isolating and their families.
- The use of surgical masks is mandatory in the internal premises (aligned with the country directives). Surgical masks are distributed to all staff and service providers.
- Awareness information is continuously shared in the common areas highlighting best practices and hygiene measures (e.g. posters, videos, WhatsApp messages).
- Area workflows were reconsidered to minimize contacts.
- The definition of what is a close or casual contact and its risks are clearly defined, allowing Team Members to map all their contacts and proactively flag risks or opportunities for further prevention/protection.
- There's also questionnaire requirement for Team Members to notify any change in their health status updates and follow up made by the HSE and Medical Team where appropriate.

Were communications and information technology infrastructures put in place to support Team Members working from home, tele-conferencing instead of face to face meetings and remote customer access?

All Team Members that are working from home are using several online platforms, such as Skype, MS Teams, Webex or similar for teleconferencing. We maintain all the usual contacts and meetings with the Team Members on a daily basis as well as with our customers, but now by tele-conferencing. Online questionnaire was set in place to receive the Team Members concerns and main difficulties with remote work. Our IT team is easily available to solve any issues that might rise.

Team Members could take office equipment to their home to facilitate work and guarantee best conditions (e.g. laptops, monitors, keyboards, ergonomic chairs, etc.).

Do Hovione Team Members have access to medical treatment?

Hovione has a company local doctor for each of the sites. During the COVID-19 pandemic the doctors are available whenever medical advice is needed.

If a Team Member has any symptoms, the doctor will follow the protocol for diagnose and testing (if applicable), as recommended by the country's health authorities and internal company policy.

COMMUNICATION AND EDUCATION OF TEAM MEMBERS

Does Hovione disseminate accessible information about the pandemic to the workforce appropriate to the stage of alert?

We are communicating on a daily basis with our Team Members through multiple internal channels: tv screens & posters on sites, announcements, WhatsApp groups, intranet. We are reinforcing measures and communicating them not only according to the evolution of the situation but also in a

preventive way. Internal rules, health authorities' recommendations, tips to Team Members working from home, overview status on how the situation is evolving in our sites are some of the main topics that we have been communicating.

Did Hovione develop platforms to communicate the pandemic status and advise on actions to Team Members, vendors, suppliers, and customers?

For our Team Members in Portugal and USA, we have created an internal group on WhatsApp exclusively dedicated to the COVID-19 topic.

In Ireland, we have established an SMS alert system for all team members. This is used to provide timely communication to all team members in the event of a situational change on the site or changes in local legislative controls. A questionnaire platform or incident log has also been created for health status updates.

Hovione is also sharing an overall status with our stakeholders and customers on a periodic basis through frequent communiqués. These are either shared with our customers by the respective sales team as well as added to our website for overall consultation.

What to expect from Hovione communication?

At Hovione our communication is open and transparent. We will continue to communicate regularly with you through your commercial contact person as well as through the project teams' interactions. We will also intensify our communication with you concerning the status of your deliveries with regular emails from our commercial contact person, who will also be available to reply to specific inquiries regarding Hovione's response to this crisis and to your projects in particular.

SUPPORT TO THE COMMUNITY**How is HOVIONE supporting the national efforts against the virus?**

Our experience in Macau made the company realize that besides attending to the needs of its Team Members and customers we also could have a broader role in our community. Therefore, Hovione Portugal, Macau, US and Ireland have also begun to manufacture and supply hand sanitizer gel on a pro-bono basis.

Hovione is working closely with governmental and public health authorities to understand their needs and help as much as possible.

Which organizations are receiving Hovione support?

Hovione is producing several tons of gel per week which we use to support national and local organizations, such as hospitals, other health-care facilities, fire departments and municipalities. Hovione production of disinfectant gel has received wide media coverage.

What is Hovione's role in this pandemic?

Hovione is part of a collective effort that is being mobilized worldwide to develop treatments and vaccines against the virus. This makes us particularly proud.

We have created a webpage www.hovione.com/covid-19 where we publish all details regarding our response to the crisis, as well as relevant information about the disease and its prevention. Please contact us if you have any additional questions (ipina@hovione.com).