

Innophos Product Safety and Availability: COVID-19 Frequently Asked Questions (FAQs)

As the world continues to respond to the COVID-19 pandemic, we would like to share with you the steps we have taken to ensure the safety, quality and availability of our products and protect the health and safety of our employees, customers and partners.

What is the availability of Innophos products and has supply been impacted by COVID-19?	Currently, all our phosphate and nutrition products are available based on associated lead times for each product. We will continue to monitor our product supply and communicate changes in a timely manner.
Has Innophos had to restrict operations due to COVID-19?	<p>As a supplier in a critical infrastructure industry, we continue to operate in a manner that is compliant with evolving regulations to ensure the safety of our employees, contractors, and other constituents.</p> <p>We are committed to keeping our business open and continuing to service our customers. Our products are <i>essential ingredients</i> for food and beverage, nutrition, pharmaceutical and personal care products, water treatment, industrial and household cleaning products and detergents, nutrient fortification for farming of essential crops, and critical infrastructure and environmental safety applications.</p>
What is Innophos doing to ensure business continuity during the COVID-19 outbreak?	All our manufacturing facilities remain operational. Across our sites, non-operational employees only come to work in limited circumstances as necessary to perform business critical functions. All work from home employees have full access and connectivity to business-critical programs and capabilities. Operational employees are provided regular guidance and precautionary measures regarding proper hygiene, safety practices and social distancing while performing their responsibilities at our facilities.

<p>What policies do you have in place to assure safety and integrity of your employees?</p>	<p>The safety, health and welfare of our customers and our employees are our highest priority. We are following the guidance and recommendations of the Centers for Disease Control and Prevention (CDC), the World Health Organization (WHO), federal, provincial, state, and local government, public health authorities, and relevant industry agencies and have implemented the following comprehensive measures:</p> <ul style="list-style-type: none"> • Updating our operating procedures at the plants to minimize contact between personnel • Identifying critical plant and laboratory functions and teams to minimize service interruptions and to keep critical functions operating • Implementing temperature checks upon entry of a site, requiring masks and social distancing at all times • Enhancing sanitation regimes and making building modifications to increase touchless interactions • Directing non-operational employees to work from home reducing the number of employees on site to lessen risk of exposure • Maintaining active and ongoing communications with our customers and supplier partners • Suspending non-essential travel • Suspending in-person gatherings of our employees • Restricting visitors to our facilities; only allowing essential deliveries and contractors on-site
<p>How are you handling food safety certifications and/or audits by certification bodies during the crisis?</p>	<p>We support and follow applicable government direction and are continuously monitoring the external situation and guidance from the different governments in order to adjust our actions. To that end, we are working with customers and certification audit bodies to either accept desk audits or postpone audits, and we have postponed audits of our suppliers. We also are closely monitoring and following guidance from applicable governmental agencies, including FDA guidance on domestic routine surveillance facility inspections, which FDA has temporarily postponed unless mission critical.</p>
<p>How are you tracking upstream suppliers during COVID-19?</p>	<p>Throughout our supply chain, we assess each ingredient’s authenticity, consistency, effectiveness, and purity to prevent any contamination. As part of that assessment, we have asked our suppliers to inform us of the measures that they are taking to mitigate risk associated with COVID-19. Furthermore, upon guidance from the U.S. Centers for Disease Control and Prevention (CDC), FDA and WHO, there is no evidence to support the transmission of COVID-19 by food or food packaging.</p>

<p>What is Innophos doing to protect the quality, availability, and safety of phosphate products?</p>	<p>Our phosphate products are manufactured in Innophos facilities located in Mexico, the United States and Canada. We adhere to Food Safety Standards in providing quality ingredients with high levels of product traceability. Throughout our supply chain, we assess each ingredient’s authenticity, consistency, effectiveness, and purity to prevent any contamination. Most global production facilities operate under:</p> <ul style="list-style-type: none"> • ISO-9001 Quality Standards • GFSI (BRC or SQF) Food Safe Standard for Food • IPEC Guidelines for Excipients <p>In addition, we continue to review multiple sources globally to ensure the quality, availability and safety of our raw materials, processing aids and packaging.</p>
<p>What is Innophos doing to protect the quality, availability, and safety of nutrition products?</p>	<p>We adhere to Food Safety Standards in providing quality ingredients with high levels of product traceability. Throughout our supply chain, we assess each ingredient’s authenticity, consistency, potency, and purity to prevent any contamination. Most global production facilities operate under:</p> <ul style="list-style-type: none"> • ISO-9001 Quality Standards • NSF 173 CGMP Standards for Nutrition • GFSI (BRC or SQF) Food Safe Standard for Food <p>Our nutrition ingredients are sourced globally and from the U.S., and we are evaluating suppliers on an ongoing basis.</p>
<p>How does the COVID-19 situation look in your factory, region, country?</p>	<p>To protect the health and safety of our employees, we closely monitor COVID-19 at each of our sites across the US, Mexico, Canada, and China. We have strict protocols that we follow in response to any positive or presumed positive cases. The situation is different at each site, and we share learnings on a regular basis. Most importantly, we have not had any significant operational disruptions due to COVID-19 at any of our sites.</p>
<p>Please describe the status of your logistics network (e.g., availability of trucks, rail cars, terminals, etc.)</p>	<p>To date, we have not had any material disruptions to our logistics network due to COVID-19.</p>
<p>What is the best way for customers to partner with you to increase supply security?</p>	<p>Since demand for all our ingredients remains strong, we ask our customers to provide accurate forecasts and to place orders as early as possible.</p>

We reserve the right to change any of the above-referenced protocols as needed or as recommended by public health authorities.