

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.

<p>What is the availability of Innophos products and has supply been impacted by COVID-19?</p>	<p>Currently, all our phosphate and nutrition products are available based on forecasts. We will continue to monitor our product supply and communicate changes in a timely manner.</p>
<p>Will Innophos restrict operations due to COVID-19?</p>	<p>Consistent with the U.S. Federal Government’s March 16th updated Coronavirus Guidance for America and similar guidance issued by other governmental authorities, as a supplier in a critical infrastructure industry, we plan to continue to operate our business so long as we are able to continue operations in a manner that is compliant with evolving regulations and that ensures 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>
<p>What is Innophos doing to ensure business continuity during the COVID-19 outbreak?</p>	<p>All our manufacturing facilities remain operational. Across our sites, non-operational employees have been directed to work from home and 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>

<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 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 • 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 to later this year, 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 for confirmed COVID-19 cases?</p>	<p>Throughout our supply chain, we assess each ingredient’s authenticity, consistency, potency, and purity to prevent any contamination. As part of that assessment, we have asked our suppliers to advise us of any confirmed COVID-19 cases at their manufacturing facilities so that we can take appropriate steps to ensure that our ingredients are not contaminated. However, as we advise below, currently 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 phosphate products from potential contamination due to COVID-19?</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, potency, 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 nutrition products from potential contamination due to COVID-19?</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>Where does Innophos source nutrition products and does this impact their availability or safety?</p>	<p>Our nutrition ingredients are sourced globally and from the U.S. Based upon guidance from the U.S. Centers for Disease Control and Prevention (CDC), “currently there is no evidence to support transmission of COVID-19 associated with food...and in general, because of poor survivability of these coronaviruses on surfaces, there is likely very low risk of spread from food products or packaging that are shipped over a period of days or weeks at ambient, refrigerated, or frozen temperatures.”</p> <p>In addition, the World Health Organization (WHO) has indicated that “the new coronavirus cannot be transmitted through goods manufactured in China or any country reporting COVID-19 cases...and though the new coronavirus can stay on surfaces for a few hours or up to several days (depending on the type of surface), it is very unlikely that the virus will persist on a surface after it has been moved, travelled, and exposed to different conditions and temperatures.”</p>
<p>Have you had any incidents of individuals infected with COVID-19 at any of your facilities?</p>	<p>Like many employers in essential industries, we have received a small number of reports of COVID-19 related to our employees due to the widespread nature of this outbreak. We have strict protocols we follow in response to these reports to protect the health of our employees and we have not had any significant disruptions due to these reports. As noted above, COVID-19 is not considered a food safety concern. We will continue to comply with all requirements and guidelines regarding the sourcing, manufacturing and trade of material set by the relevant authorities.</p>

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