

Customer Letter Issued 9/29/2024

Update on Baxter's North Cove, NC Facility

Dear Valued Customer,

We are writing to share that Baxter's plant in North Cove, NC has been impacted by the unprecedented rain and storm surge from Hurricane Helene. While we are still working to assess the extent of the impact, water has permeated the facility, damaging some inventory and raw materials. As a result, the North Cove facility is currently closed for production due to limited access to the facility caused by roadway collapse as well as flooding at the site. Production will be halted until the situation is resolved. We are working closely with local, state and federal officials to assess the damage and implement a plan to bring the plant back online as quickly as possible.

Ahead of the storm, Baxter implemented its hurricane preparedness plan, which included evacuation plans for colleagues, as well as proactively moving products to higher ground or secure storage where feasible. However, unfortunately the heavy rain and storm surge triggered a levee breach, which led to water permeating the facility. The bridge accessing the site has also been damaged.

Bringing the North Cove facility back online and helping to ensure ongoing supply to patients is our top priority. We are instituting a shipment hold for the next 48 hours and will be implementing allocations shortly thereafter to help ensure we are appropriately managing our inventory and minimizing disruption to patient care. Additionally, we will leverage Baxter's global manufacturing network to help mitigate potential supply impact while we continue efforts to fully restore North Cove's manufacturing operations.

We will continue to provide updates as additional information becomes available and aim to provide an update on estimated timing to resume production as soon as possible. In the meantime, please do not hesitate to contact your local representative with any questions. Regular updates will also be posted to [Baxter.com](https://www.baxter.com).

Best Regards,

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