



This updated was published on [www.baxter.com](http://www.baxter.com) on 2024-10-14. For more up-to-date information, please go to [Hurricane Helene Updates | Baxter](#).

Baxter's North Cove manufacturing site was significantly impacted by the rain and storm surge from Hurricane Helene, which was unprecedented in Western North Carolina and resulted in water flooding the facility.

**Supporting our employees in the impacted communities, bringing the North Cove facility back online and helping to ensure ongoing supply to patients are our top priorities.**

Below are the latest updates in each area:

**Employees:** We were thrilled to welcome back more than 1,000 employees to work last week, with an additional 1,000 remediation contractors on site to aid in the cleanup and recovery. **This week, we expect to have 3,000 people contributing to recovery efforts – with 2/3 of those being Baxter employees.** We also continued to serve 100+ colleagues every day at our employee support center, where we offer food, water and toiletries as well as access to showers, laundry facilities, computers and generators – as many of our employees still don't have access to power.

**Facilities and Infrastructure:** We continue to make good progress on site cleanup and remediation.

- Current priorities are completing deep cleaning of the facility, including floors and equipment, as well as assessing the status of all equipment and production lines.
- A second temporary bridge is being installed at the site, thanks to the support of ASPR, North Carolina Department of Transportation and our local team. This will enable additional truck and equipment traffic to enter and leave the site. In the interim, our first temporary bridge has already transported more than 350 truckloads of finished product off site to begin shipments to customers.
- As shared Oct. 9, **our goal is to begin restarting North Cove production in phases by the end of this year.** We do not yet have a timeline for when we expect production to be fully restored to pre-hurricane levels.

**Supply Continuity:** As a global supplier of IV fluids and peritoneal dialysis (PD) solutions, we have activated our global manufacturing network to help support patients and customers in the U.S. We are ramping up production at these sites and will use air and other methods of transportation to get products to the U.S. as quickly as we are able. We are grateful for the support of HHS, FDA and ASPR in the ongoing recovery and remediation of our North Cove site and for their collaboration in helping to mitigate the impact on product supply. Additional updates include:

- FDA announced Oct. 9 that it has authorized **temporary importation for five Baxter manufacturing facilities in Canada, China (two sites), Ireland and the UK.** Temporary importation authorization across these sites includes 19 IV solution and dialysis product codes.
- We are working closely with FDA to authorize temporary importation for additional Baxter manufacturing sites and products, which could provide additional inventory in the near term.
- Shipments to the U.S. from two Baxter sites that were already able to export products started last week and more are on the way.
- These importation authorizations and the ability to reallocate capacity from other Baxter facilities enabled us on Oct. 9 to **increase U.S. allocation levels of our highest demand IV fluids for direct customers from 40% to 60%, and for distributors from 10% to 60%.** We also increased high concentration dextrose and sterile water for injection allocations and expect to be in a position to make additional increases for certain product codes by early November.
- Based on 1) the current status of our remediation efforts, 2) our expectations regarding our ability to reallocate capacity from other Baxter facilities, and 3) initiation of temporary



importation on certain products, **our goal remains to return to 90% to 100% allocation of certain IV solution product codes by the end of 2024.**

- **We continue to actively deliver supplies to current peritoneal dialysis (PD) patients.** The allocations for PD solutions remain as communicated. We are working with our partners to closely monitor stock levels, identify alternate sources of supply and optimize utilization of PD supplies. We have requested that healthcare professionals limit new PD patient starts to pediatric patients (those under 18 years old) and other medically necessary patient exceptions may be considered. While our priority is to ensure our existing patients and customers get the supplies they need, we are looking for every opportunity to expand our support to address new patients as we progress toward recovery. We do not yet have a timeline for expanding the allocation to new starts but will provide updates as available.
- **Conservation efforts for IV and PD solutions remain essential at this time.** Our Medical Affairs team continues to offer support and resources for product management and conservation strategies and has launched a new [webpage](#) dedicated to hosting this information. Customers looking for clinical resources can visit the link at the bottom of this update.

We are appreciative of the ongoing support and patience of our customers and partners as we work diligently to fulfill our Mission to Save and Sustain Lives for our employees, patients and communities.

#### **Resources for Healthcare Professionals and Customers**

- Please reach out to your Baxter representative or distributor for questions regarding supply. For customers who need additional assistance beyond their existing Baxter communications channels, please contact [HurricaneHeleneSupport@baxter.com](mailto:HurricaneHeleneSupport@baxter.com).
- [Conservation and Medical Information Resources](#)
- [October 1 Medical Information Letter for Home Dialysis Customers](#)
- [September 30 Medical Information Letter for Healthcare Facilities](#)