



YOUR BRIDGE BETWEEN LIFE-CHANGING THERAPIES AND PATIENTS

March 27, 2020

To our valued customers and partners,

We trust you and your families are safe and in good health. Our teams are undeterred from our mission and promise to be your bridge between life-changing therapies and patients – now, more than ever.

Our People

We are happy to report that our employees across the globe remain healthy, with a number of them, such as your project management teams, working remotely with new evolving policies that are expanding our reach and connectivity. For those in our facilities, we have been relentless in ensuring they are working in safe environments with increased cleaning procedures, open spaces in break rooms and cafeterias, and shifts that do not overlap to reduce the amount of person to person exposure. In addition, we have stepped up our action plans, including global safety team checklists, site-specific measures to ensure employee access when commuting to work, and contingency plans for public transportation issues.

We are working at both the local and national level with relevant government authorities and engaged in proactive discussions on new guidelines and recommendations and to enhance our planning and business continuity protocols. **As stated previously, we are recognized as an “essential” business in each municipality and country we are located and as such are operating as normal.**

Our Services

Our services have been uninterrupted during this crisis and we are grateful to our dedicated employees as well as you, our clients who continue to trust and rely on our services.

We are thankful to all our partners that we collaborate with for their dedication to maintaining our supply chain. Our supplies remain well-stocked, even in some cases as long as six months, and we have numerous redundancies and back up sources that we can count on. Our logistics partners continue to operate as normally as one can expect during these circumstances being both creative and flexible in their support.

We recognize the importance to remain flexible with your timelines and we have done our best to accommodate every request for expedited production, shipping and distribution, across all of our business segments. Across our

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network of global sites, we are involved in numerous urgent requests including for the use of certain medicines for compassionate use for COVID-19 patients. It is gratifying for our employees to know we can help meet your clinical trial needs with unique requirements or accelerate delivery of medicines to pharmacy shelves, or assisting our clients combat to COVID-19 and its complications head on with new treatments in early phase as well as later phases in global clinical trials.

We are recognized for our industry leading customer experience and we promise that we will continue to be there for you every step of the way during this crisis. Thank you for your business, your partnership, and your understanding as we work together in the shared goal of ensuring that life-changing therapies reach patients across the globe during these unprecedented times.

Kind regards,

A handwritten signature in black ink, appearing to read 'S. Haffar', with a stylized flourish extending to the left.

SALIM HAFFAR
CEO
PCI Pharma Services

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