



YOUR BRIDGE BETWEEN LIFE-CHANGING THERAPIES AND PATIENTS

April 3, 2020

To our valued customers and partners,

We are all facing circumstances that have disrupted our daily lives and we hope that you and your families continue to be safe. We at PCI are proud and grateful to be working with you, united and devoted to our shared mission.

Our People

This pandemic crisis has brought out the best in our organization – PCI employees' high sense of duty to people in need of life saving medicines. More than ever, together, we have stepped up to this challenge. We are getting daily messages of acknowledgment and appreciation from you, our customers and partners, for the dedication and flexibility of our PCI teams working hard to help get drug products to patients affected by the COVID-19 virus as well as other conditions.

Whether our employees are working remotely or inside one of our facilities, each of them feel a great responsibility in maintaining the critical supply of medicines to millions of patients worldwide. Our teams globally have gone above and beyond in so many ways during the past few weeks, and I am proud of them for their commitment and perseverance. We have even received a note of gratitude from one of our clients' patients, and it not only warmed our hearts but also made us even more determined to continue the work we do each day.

Our Services

PCI's purpose is to help our pharmaceutical and biopharmaceutical customers bring life changing therapies to patients. We can only live up to our purpose if we maintain uninterrupted supply of medicines during this crisis. Fortunately, PCI is considered an "essential business" in all states and countries where we have operations. In fact, our operations have been running business as usual with no significant concerns or issues even during these challenging times.

We remain on top of our internal supply chain and proactive with our customers' needs, as we have been monitoring and collaborating with partners to ensure flexible and creative solutions for each area of the business including urgent packaging requests, assistance with logistics concerns and unique Direct-to-Patient scenarios. Our dedicated PCI teams will continue to work closely with our customers, partners and suppliers every day to make sure we have all the supplies we need to continue to operate safely and deliver medicines during this crisis. ►

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On a case by case basis, we have been asked to take some extraordinary efforts, and we are happy to say that we have been able to deliver on those client requests. In fact, we have even intervened in recent cases in Italy where, as you can imagine, the environment is extremely difficult, and helped our clients deliver compassionate use medicines to help desperate COVID-19 patients.

This situation and environment understandably brings about many emotions; fear of illness and economic uncertainty but also hope for a bright and more purposeful future. I know we have heard from a number of you that as you have adapted to this new normal, your business has evolved along with your outlook for the future. Things may continue to change in your daily lives as well and we look forward to working with you in your journey.

I believe in PCI because of our purpose and our people and I thank you for your continued trust in us. Wishing you good health to you and your families.

Kind regards,

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

SALIM HAFFAR

CEO

PCI Pharma Services

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