



## YOUR BRIDGE BETWEEN LIFE-CHANGING THERAPIES AND PATIENTS

To our valued customers,

As the news of COVID-19 spreads, we at PCI want you to know that we are committed to you and our promise to be the bridge between life-changing therapies and patients. We are closely monitoring the pandemic, following guidance and advice from the World Health Organization (WHO), US Center for Disease Control (CDC), and local health organizations. We have robust business continuity plans to ensure that we continue to provide you uninterrupted supply chain services. We will also maintain frequent and pro-active communications with you on the situation as it develops. Below is an update on our plans, and how we are managing operations during this unusual time.

### **Protecting People**

PCI's first priority is to help you in your mission to provide life-changing therapies to patients. To successfully accomplish this goal, we must protect our people who are manufacturing, packaging, and shipping those therapies.

We are fortunate that **zero PCI employees have tested positive** for COVID-19 and we are proactively following pandemic guidelines such as:

- Limit site visits to business critical reasons only
- Limit meeting attendees and use MS Teams for all but daily direction setting
- No attendance penalties for sick employees to stay home
- Frequently sanitizing communal spaces such as lunch rooms
- Training additional backups for critical positions
- Secured several months' supply of PPE and cleaning supplies
- Support work from home for personnel not physically required on site

Thankfully, PCI's sites are not yet located in the geographic areas most affected. All of our sites have business continuity plans that are being reviewed for the COVID-19 situation and readied for implementation if the situation makes it necessary.

### **Clinical Trial Services, Commercial Packaging, and Manufacturing Services**

We have been proactively reviewing components for orders and have not identified any shortfalls to complete orders for the near future. We have been actively coordinating with our logistics services to ensure that our shipments make it to patients despite any current or future travel restrictions. We do know that there will likely be increased costs, but our goal is to ensure deliveries within your timelines and we are focused on meeting your needs.

#### **NORTH AMERICA**

BURLINGTON | CINCINNATI | MISSISSAUGA | PHILADELPHIA | ROCKFORD | SAN DIEGO

#### **EUROPE**

BRIDGEND | DUBLIN | BERLIN | HAY-ON-WYE | TREDEGAR

#### **ASIA PACIFIC**

MELBOURNE

Two of our primary logistics partners own or operate significant freight or charter aircraft so the effects of restrictions on personal travel will be limited. We are actively working with another key logistics partners on workarounds to using passenger flights.

With these considerations in mind, we request that you:

- Inform us when shipments are critical due to supply levels or patient conditions. Understanding the situations that are critical allows us to develop a specific logistics plan for that shipment
- Forecast your needs as far in advance as practical and be flexible with supplies to avoid situations becoming critical
- Minimize requests to our project managers to not overwhelm them as they provide increased focus on critical and emerging needs
- Use PCI's WebFlow™ where possible to answer administrative supply chain questions

### **Supply Chain – Inbound**

We are continuously assessing the risk from suppliers for items such as PPE, paper products, labels, foils, etc., and are mitigating as much as possible. Thankfully much of PCI's supply chain footprint is sourced locally with very little coming from overseas. We have good visibility into the portions of the supply chain we control, but need your assistance understanding risk from supplies you provide to us. We are already working with customers where we have identified risks because the API, bulk, and packaging components are sourced from highly affected geographies. Please let us know if there are other issues or delays with supplies you provide PCI such as bulk drugs, sourced packaging, or the API that we are not already communicating about.

We are recognized for our industry leading customer experience and we promise that we will 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,



**SALIM HAFFAR**

CEO

PCI Pharma Services

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