



YOUR BRIDGE BETWEEN LIFE-CHANGING THERAPIES AND PATIENTS

March 20, 2020

To our valued customers,

We thank you for your continued confidence in us and your partnership as we work through these challenging times together, and hope that you and your families are safe and healthy. With the widening spread of COVID-19 across the world, we wanted to provide you the latest updates on our people, our operations, and importantly, our commitment to ensuring uninterrupted service to you and your patients.

Our People

The safety of our employees and families is paramount, and as such we have taken the same measures as many companies to increase the availability and use of sanitation products, increased cleaning and social distancing. We are fortunate that our sites are in areas that have not yet been severely impacted, and we have established business continuity plans and protocols for any reduction in our labor force.

We remain steadfast in working within the current local requirements at each of our sites globally, and while there are increased restrictions regarding work environments, **we are committed to maintaining on-site operations and therefore supply while exercising flexible working where possible.** In some parts the US, including recent actions in Pennsylvania and California, there have been operating restrictions placed on businesses that are considered “non-essential,” but the guidance we are receiving is that PCI is considered an essential business. Given that, our US facilities will continue to operate unless we are told otherwise by the relevant authorities.

Our Services

Our team has been working diligently to ensure we keep the lines of communication open and are proactively reaching out to all of our customers. Please feel free to connect with your PCI contact for any questions regarding your program if you have not heard from them.

All of our operations are running as normal as possible given the circumstances and we do not foresee any issues whether you are working with us in Clinical Trial Services, Commercial Packaging, or Drug Development and Manufacturing. We are actively planning and working to deliver on our promises to you and will inform you as soon as possible should any concerns arise, and our plans to mitigate those hurdles.

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For our Clinical customers, given the current climate with clinical trial sites and patient access, we are being flexible and creative to ensure patient needs are met.

For our Commercial customers, we are experiencing some special requests to pull forward orders and we are doing our best to accommodate on a case-by-case basis, as well as closely monitoring any impact to trucking and logistics on a day-by-day basis.

Our Partners

As we've shared previously, we have not had any supply concerns from any of our partners and do not see any issues arising in the immediate future. We remain vigilant in risk mitigation through secondary sourcing, back up suppliers, and preemptive research on additional options. For example, our Clinical logistics partners are working together to provide back up for each other, and we also have other alternate companies that we contract with to provide further assurance for uninterrupted supply chain.

Lastly, I want to personally thank you again for your trust in us and our ability to be your bridge between life-changing therapies and patients. It is a pleasure to collaborate with you and we appreciate the opportunity to share this journey together, even in these extraordinary circumstances.

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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