



YOUR BRIDGE BETWEEN LIFE-CHANGING THERAPIES AND PATIENTS

April 14, 2020

To our valued customers and partners,

Over the few past weeks, we have all faced challenges which have disrupted our lives and learned to adapt and adjust to this temporarily new reality. This pandemic crisis has also brought out the best in humanity – strength, compassion and determination to stand united and to care for what is most important in our life: family, friends, colleagues and communities. At challenging times like these, purpose is what drives people to have faith, hope, and do the right thing.

At PCI, our Purpose is to help our customers bring life-changing therapies to patients. Our people have never been more anchored and driven by this purpose than today. Sharing our customers' testimonials and incredible patient stories are a source of energy and motivation for them to continue their hard work on the front line, knowing that what they do every day really matters to patients. We thank you for sharing your stories that involve PCI as your partner in your missions.

Our People

Our number one priority is the safety of our employees, and as we have shared with you in previous communications, we have implemented a number of initiatives to protect them, including following all CDC, WHO and local government guidelines. We have recently had a handful of declared cases of COVID-19 with our employees at our operations in Philadelphia and Rockford. Most importantly, the affected employees are in good health. This situation triggered our emergency response plans and, in compliance with CDC guidelines and an abundance of caution, we have established quarantine procedures, decontamination cleaning procedures and temporary operational pauses in impacted areas. These cases have not resulted in significant operational disruption and customers affected were contacted immediately.

The recent events were also an opportunity to stress test our emergency and pandemic-specific response actions, taking into consideration the most recent CDC guidelines and local authorities' recommendations, as well as finding additional ways to implement the most rigorous safety measures across each facility. In order to ensure we have a safe working environment at each site, we are continuing to introduce local initiatives such as adjusting shift durations, filling local public transportation disruption gaps, providing Pandemic Pay for those in need and instituting appreciation pay to support our US front line heroes and heroines.

In addition, to deliver more medical resources to our employees and ensure sustainability of a safe and uninterrupted supply of medicines to all patients, PCI is partnering with Matrix Medical Network, a leading health care provider, to

NORTH AMERICA

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

EUROPE

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

ASIA PACIFIC

MELBOURNE

to initiate on-site clinics and/or 24/7 healthcare professional availability in our US operations where licensed clinicians will provide temperature checks, answer questions about symptoms, help identify proper medical quarantine periods for individuals, and provide medical and clinical expertise about COVID-19 and related issues.

Our Services

We continue to monitor our supply position on a daily and weekly basis, assessing the multitude of factors that will allow us to deliver uninterrupted operations. We have been very fortunate to maintain record output and high demand, and our teams are performing at their highest levels, as we are supporting a number of new drug launches during this turbulent time.

In addition, we are proactively engaging our partners to assess their evolving supply position and importantly, lead times. We are communicating with our customers via our project teams accordingly on any impact to delivery or timing, including pending bulk drug deliveries. One of the areas that we are paying special attention to is managing capacity and in particular, special requests for order pull-ins, understanding that the increased demand is time critical and predominantly for lifesaving medicines affiliated with COVID-19 treatment. This includes actively managing our schedule to create line time to support these opportunities. We appreciate our customers who are helping to accommodate schedule movement for their orders. We have been fortunate to make several compassionate use shipments for COVID-19 patients in the USA and Europe across all of our Clinical sites.

We remain confident in our emergency response and business continuity plans and our peoples' commitment that we will maintain uninterrupted supply of medicines to our customers and their patients. And we thank you, our customers, for your support and understanding as we all manage through this unusual situation together. We also welcome sharing our experiences, learnings and best practices with you – please do not hesitate to let us know if you would like further information or dialogue.

I want to express our utmost gratitude to every PCI employee and all those in the front line caring for you, our customers and partners, and the patients we serve together. We thank you for your trust and collaboration.

Kind regards,



SALIM HAFFAR

CEO

PCI Pharma Services

NORTH AMERICA

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

EUROPE

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

ASIA PACIFIC

MELBOURNE