



March 16, 2020

Dear Valued Clients,

With each day that passes, the Coronavirus (COVID-19) is having a greater impact on our lives. Each day is a new normal where we rethink what an appropriate response should be to this pandemic. Top of mind are the implications for our families and friends, our clients and Celerion. The biggest challenge is the uncertainty with regard to how this will play out. While endless experts are speculating on the number of people who will contract the disease and the timeline for it to run its course, the reality is we do not know. The hope, of course, is that the steps currently being mandated by various regulatory authorities, including social distancing, will mitigate the worst-case scenarios. While we cannot predict the future with certainty, we do know that this will pass and while it runs its course, we are doing all we can to act responsibly in the face of many challenges.

This month, we celebrated our tenth anniversary since founding Celerion. Our roots in this business go back 50 years. The Management team at Celerion has worked closely together since founding our company, driving significant growth and building strong partnerships with our clients. We all have deep experience in drug development and are “hands-on” involved in our business. Key to persevering now in the face of this disease is tapping into this experience and working closely with you, as a partner, to make the right decisions to protect your interests and the safety of our participants and staff. While we will certainly need to cope with uncertainty over the coming weeks, we are confident that Celerion will emerge from this crisis strong and ready to work by your side to meet your development goals.

With regard to specific actions we are taking at this time, we are following the recommendations and practices that are coming directly from the CDC, WHO, and local regulators and health departments by implementing the following procedures:

- We have increased the frequency and extent we are cleaning and sanitizing our facilities in addition to adding resources like hand sanitizers throughout our sites
- Actively encouraging sick employees to stay home following CDC guidelines of acute respiratory illness symptoms
- If anyone at our facilities (employee, participant/subject, or visitors) develop symptoms upon arrival at work, they are segregated and sent home
 - Standard decontamination procedures follow
- We are reinforcing hygiene and avoidance by signage and facility communications
- Recruiting Call Center and participant communications - we have created call script to remind participants not to come in if they are ill, have a fever or have any symptoms that could be related
- In the facilities where we screen participants, we are working within the current guidelines of the local health authorities to ensure everyone's safety
- We have promoted safe travel policies:



- Promote alternatives to travel such as web conferencing and phone meetings versus face to face.
- All travel has been limited to business critical. If employees must travel, we have been following the CDC and WHO guidance on high-risk travel.
- We are encouraging Clients and our Sponsors to hold non-critical meetings by phone versus Face to Face
- Where our ability to monitor sites is limited, we are working with sponsors to maintain subjects' safety and medical monitoring
- We have added risk management teams to look at supply chain disruptions to ensure we can continue to operate
- Business continuity teams have been activated at the local level to monitor staff absenteeism & local community outbreak status on an ongoing basis

We are continuing to monitor this situation closely and are following the trends in our local communities at each of our locations. We will work closely with our Sponsors, IRB's/ethics committees, and our staff to do our part in the containment of COVID-19.

Please know that top of mind, we are here to help execute successfully for you, our clients and protect the safety of our staff and participants. Every possible action will be taken to minimize the negative impact on projects affected. Key to success during this challenging time will be frequent communication and working effectively with you as true partners. Our employees and Management are here for you and reachable. While we most certainly will not have all of the answers, we will do everything we can to address your concerns. Stay safe and sane while we all work together globally to overcome this pandemic.

Challenged for now but optimistic about the future...

Susan Thornton

CEO and President