

MARCH 16, 2020

UPDATE ON BIOCLINICA RESPONSE TO COVID-19

To our valued customers and partners,

While everyone across the world continues to navigate the uncertainty of COVID-19, Bioclinica is committed to supporting your business throughout the course of this pandemic and to provide continuity of service. The health and safety of our employees remains our top priority, while realizing it is critical to continue operations and help you respond to the unique demands that you may be facing.

Bioclinica's leadership team is meeting continuously to assess and appropriately respond to the crisis as it evolves. In order to provide continuity to Bioclinica operations and the ongoing needs of Bioclinica customers, business continuity steps include, but are not limited to:

- Bioclinica has communicated to all employees that all non-essential business travel is cancelled or should be rescheduled wherever possible. Approval from business heads before booking any tickets is now required;
- Office closures have been initiated in all Asia-Pacific, EU and US offices;
- Work at home scenarios for those offices impacted have been implemented;
- Staff for necessary on-site tasks have been put on a rotation;
- Social distancing recommendations including the use of alternate arrangements to a face-to-face meeting (e.g., Skype, WebEx, GoToMeeting, etc.) for all meetings with a large number of participants;
- Health authority and government advisories are being monitored;
- Reminders are being provided to staff regarding symptom awareness, managing health, and limiting contact;
- Enhanced cleaning/disinfecting protocol with cleaning staff in high impact areas;
- Increased use of electronic data transfer;

Currently, we do not anticipate an impact on our ability to deliver on project commitments. Our staff is well equipped to work remotely and complete deliverables. In addition, our teams are available and accessible to answer questions.

Bioclinica is consistently evaluating preventive measures and will update our communication as needed. We will continue to evaluate and follow the advice of the World Health Organization (WHO), national health and regional authorities.