

BioClinica Customer Update #4

May 5, 2020

To our valued customers and partners,

Over the past few months, we have appropriately shifted our attention towards the “short-term” as we transitioned into our virtual/work-from-home operating model, and cope with the human and economic impact from COVID-19. With the pandemic affecting all of us, our sympathies are with those who have lost loved ones, with those suffering from the effects of the virus, and with communities adjusting to new certainties.

We want to continue to provide updates on how we have faced the challenges that this environment has presented.

Operational Update

BioClinica employees continue to work remotely with the resources and tools to perform their jobs safely and securely with some exceptions:

- BioClinica’s Shanghai office successfully reopened April 13th aligned with local authority guidance and have implemented detailed measures to ensure everyone’s safety while working in the office building;
- Utilizing precautionary measures, select essential staff cycle into designated offices to support critical functions around the globe, such as our Receipt and Processing teams.

Also, we have been successful in pivoting our new hire onboarding process to the remote environment and continue to virtually recruit for key positions to ensure we continue to deliver on our commitments.

Supporting our Customers

Consistent and reliable customer service and support are always of critical importance to us. While BioClinica remains fully operational across all products and services, we continue to focus on ways to meet our customers’ unique needs.

- The Alternative Imaging Center Program, implemented for patients whose travel is restricted, is available in support of many medical imaging therapeutic areas and modalities;

- Remote and ambulatory solutions for centralized collection of blood pressure, body temperature, and electrocardiogram data for clinical trials are available within our Cardiac Safety team;
- Simplified operating procedures and requirements to aid sites and study coordinator efforts;
- We are engaging with global health authorities related to COVID-19 guidance and clinical trial innovation, and our scientific and medical experts are available to provide consultation around COVID-19 trial planning or changes;
- Bioclinica's Quality Assurance and Regulatory compliance teams can support virtual qualifications and remote-based audits and health authority inspections;
- Bioclinica Software Services is supporting COVID-19 study-related changes with exceptions to change orders and will work with you as you implement changes to your protocol;
- Continually monitoring our vendor partners and the supply chain to understand and mitigate risks on our and our client's behalf and will inform you of any issues we may encounter.

We are ready to work with you to find innovative solutions to support your employees and patients during these uncertain and challenging times. Please contact our staff at COVID19@bioclinica.com, or reach out directly to me with issues, concerns, or ideas on how we may better partner with you.

Sincerely,

Euan Menzies
Executive Chairman and CEO
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