



16th March 2020

Dear All;

As PCR continues to monitor the development of the coronavirus (COVID-19), our utmost focus is on the well being of our staff, clients, study subjects and vendors. We are focused on our efforts to maintain a safe and healthy workplace to sustain our business operations.

PCR is one of the largest consumer product testing companies in the world, with 5 global company owned offices. Working with a company like PCR through these times, should give you the confidence of knowing that we are working 24 hours a day to get your results out to you and that unlike some of our competitors, we are strong enough to get through this nightmare. Our sites are set up to implement the correct procedures to make sure everyone that comes on site, stays safe.

PCR has a crisis leadership team responsible for plan implementation with executive Managerial membership and representation from each functional area of our organization including account management, business operations, communications, human resources and IT.

Throughout our planning and preparedness activities, our actions are aligned to the level of threat, the level of impact and potential for escalation.

Changes to our work environment

With COVID-19 continuing to impact people and countries around the world, our teams are moving to remote work. Outside of a few infrastructure support staff & clinical technicians running studies, most of PCR employees will be working from home. Below are some of the main points that we would like to communicate to you as we make this transition:

- Employees technology access and business continuity plans have been tested and are in place.
- Employees have access to collaboration tools and online meeting spaces to work effectively during this transition.
- As a part of our business continuity plan, for all customer related projects, we have identified a primary and secondary owner (PM). The secondary project owner would take control of the project if the primary owner gets infected or unable to work during this period. If this is the case, you will be contacted right away.

Our Business Continuity Plan addresses: data backup and recovery, all mission critical systems, financial and operational assessments; alternative communications with employees and alternate physical location of employees, customer assurance.

Our commitment to you

PCR is committed to the continuity of all our services and partnering with our clients to support their business needs throughout this period of escalated concern and on an ongoing basis. We understand that you may have your own challenges that you will face as we work through this unprecedented situation. As we have in the past, we will continue to collaborate and work with our customers to find the optimal solution.

If you have any additional questions please email Barriedrewitt@Princetonconsumer.com