

## Dear Customers and Partners,

As the Global COVID-19 pandemic continues to develop, Woodley Trial Solutions remains committed to supporting our clients and in turn their patients.

Health is our business and ingrained in our culture. With the continuing spread of the virus and the fast-changing guidelines issued around the world, Woodley are constantly developing new strategies and updating processes. We are carefully monitoring WHO and CDC guidelines, and following UK Government and Public Health England guidance, adapting to minimise exposure and transmission to protect our team and their families while ensuring continuity of operations.

Employees who report feeling any symptoms or who are unwell are advised to follow local guidelines for testing or treatment. We are also following isolation protocols for colleagues who may have been exposed to someone with suspected COVID-19.

Due to our global nature, all of our systems are cloud-based or hybrid and staff already interact using a variety of web conferencing and online collaboration tools. Woodley has increased our use of such tools and developed WTS-specific SOPs for remote working. Many of our staff already work remotely and this is increasing daily. For the safety of our team who are required to work from the office or warehouse we have increased our disinfection protocols across all facilities and restricted gathering for meetings.

All international and non-essential domestic travel has been restricted to further minimise the risk to ourselves and our customers. All conferences and in-person meetings are being postponed until they can be held safely and responsibly.

When this outbreak was first detected we took immediate steps to confirm the robustness of our supply chain and increased stockholding where necessary. Where products are sourced "on-demand" we will endeavour to meet requirements with usual update processes.

Across our entire business Woodley are fully prepared and continue to be here for you as normal. Please contact us by the usual methods i.e. phone, email, Teams / Skype, GoToMeeting, website, etc. We will continue to update you as appropriate if our situation changes.

Thank you to all our customers and suppliers for their vigilance and support during these temporary measures.

Stay safe and look after one another,

**Robin Wickham**  
CEO, Woodley Trial Solutions



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