

23 Mar 2020

Dear Customers and Partners,

We recognize that with the constantly changing COVID-19 situation around the world, this is an unprecedented time for everyone — a time that, for many, is filled with uncertainty. Our hearts and thoughts go out to each and every one of you.

We want you to know you have our commitment to continue providing you with the products and services you depend on. For more than 22 years, assisTek has focused on our clients and the important clinical research that you are conducting. This enduring mission guides us as we closely monitor, assess and respond to this pandemic and the ever-changing situation we all face.

You rely on us to help power your clinical research and collect the vital information from the participants in the research trials that you are conducting, and we understand the responsibility that entails. Meeting that responsibility day in and day out, in any environment, is our primary focus.

In response to the current situation, we have implemented our business continuity plan — which examines all areas of business operations at every level — and have taken actions to ensure continued service to our customers. Rest assured, we are prepared to serve you.

First and foremost, our plan ensures the health and safety of our employees, so we can continue to deliver and support the services and technology you count on. Considering the most recent news and announcements from the World Health Organization (WHO) and Centers for Disease Control and Prevention (CDC), we decided to have employees in our offices around the country who can perform their jobs remotely, work from home at least for the next 2 weeks. We've also offered extended sick leave for our employees should they need it. And, we have temporarily suspended business travel. Although we will not be in our physical offices, our secure digital health technology allows the assisTek team to remain in full communication and to continue to respond to the needs of our clients, the clinical sites/monitors, and our company management team.

These precautionary measures have been taken to limit the potential spread of the virus, to support our employees in this challenging time, and to ensure we maintain our ability to serve you, our customer, for the long term. Our senior leadership team remains vigilant and is monitoring the situation in real-time and responding rapidly as conditions evolve.

We hope that you, your families, and your organizations remain healthy and safe as we look forward to working together to overcome the challenges of COVID-19 pandemic.

Please be safe and stay healthy.

**assisTek CEO and Leadership Team**