

Business unit leaders:

The following message will be distributed to all associates tomorrow. I want to provide you a preview in preparation for any questions you may receive. Thank you for your partnership!

Dear family:

You will be receiving an email this week, stating our company's existing COVID-19 policies remain in place. Please note, our business was given an exception to the travel policy to resume onsite support, including air and rail travel.

To this end, our target date for readiness is **Monday, June 28**, including air and rail travel. Please note, each team may be on a different schedule for broader travel, and June 28 is the target date we'll be communicating to clients.

We recognize you may have questions regarding the process for re-entry. All team members will receive an invitation for a town hall on **Friday, June 18**, so we can share additional information and answer any questions you may have. We encourage you to send your questions to us in advance by clicking [here](#).

I want to thank you for your commitment to our organization, our clients, and the patients we serve while navigating the COVID-19 pandemic. Our shift to virtual support, the solutions you've delivered both internally and externally, and the teamwork you've exhibited will remain at the forefront of my mind.

As things reopen, lower numbers of COVID-19 cases are being reported, and there's a readiness for onsite solutions, our clients are returning to the field and actively requesting our support. Leaning on our pursuit of purpose and guiding principles, our focus on eliminating barriers to life-changing therapies and products to patients is imperative, and that's why we're approaching re-entry currently.

Here is a summary of our action plan:

- Business leadership is working with the enterprise to align on the approach and protocol for this next stage of re-entry. This ensures we leverage the power of the enterprise and are consistent with other teams planning to return to travel.
- We are updating our safety documents to align with our re-entry plans and will share with you next week.
- Each team's leadership will work with the client on timing for re-entry and prioritization.

Above all, thank you for your flexibility and for your responses to the re-entry survey, which helped leadership understand your readiness for our next stage of onsite customer support. We are looking forward to connecting on Friday June 18, to discuss the re-entry process further. If you have not received the invite in your Outlook calendar by end of day tomorrow, please contact your manager.

Thank you,

Your leaders