

Clario Ukraine Response Update

March 11th, 2022

Dear Client,

Further to the ongoing events unfolding in Ukraine and the subsequent impacts of the conflict, we would like to provide you with the following updates. Because the situation is evolving so rapidly, we encourage you to engage directly with your Clario Project Manager to understand how your studies in Ukraine and neighbouring/impacted regions may be affected.

Logistics

We continue to monitor the impact to supply chain continuity within the affected countries. Below is an updated summary of import/export capabilities across the impacted countries.

Ukraine

- Order Creation: Administration Possible
- Proforma Invoice Creation: Suspended
- Inbound Shipments: Suspended
- Outbound Shipments: Suspended

Russia

- Order Creation: Administration Possible
- Proforma Invoice Creation: Suspended
- Inbound Shipments: Suspended
- Outbound Shipments: Suspended

Belarus

- Order Creation: Administration Possible
- Proforma Invoice Creation: Suspended
- Inbound Shipments: Possible at Risk
- Outbound Shipments: Possible at Risk



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All courier partners have suspended services in Russia and Ukraine. Only one carrier remains active in Belarus and is utilizing road import/export only. Consequently, depending on the demand level to/from Belarus, we expect shipment delays and cost implications based on the prioritization of transits. Further, as we have seen capabilities continue to be restricted, we expect that there will soon be no access to Belarus.

Our carriers are now alerting us of the potential for delays in transit to the APAC region. As of today, we have not yet observed any significant impacts but will continue to monitor the situation. Our Project Management team will share visibility at the study level and work with you as best possible in managing your shipments. We encourage you to proactively engage with your Clario Project Manager to prepare and manage impacts or potential changes to your trial strategy.

Data Transmission & Trial Management

It is expected that internet and telecommunication services may be subject to disruption during this crisis. However, Clario's ability to receive and process data remains intact. Across all our service lines, our Project Management teams will support you through operational strategies in the event of temporary or permanent loss of connectivity. Additionally, our eCOA platform operates with offline capabilities enabling data to be stored on devices until an internet connection is established, at which point it will be transmitted.

Currently, we see decreased telecoms activity from within Ukraine, indicating less study level activity, either due to disruption to in-country telecoms services or from patients being unable to complete their assessments. We encourage you to engage with your Clario Project Manager and keep us informed on how you intend to manage affected patients.

We have established internal triage groups across our product lines to allow our Project Managers to get quick assessments on technical options/feasibility of any requests you may have. These groups are already proactively identifying methods to best support client requests regarding limitations on shipping capabilities, patient site migrations, alternative data collection methods, etc. Please reach out to your Clario Project Manager if you need consultative support.

Any study with ongoing changes to software for devices in the field will be impacted if there is no access to the internet. Consequently, if your study includes Ukraine, there is a heightened risk that devices may not be running on the latest software release. Therefore, any patient using offline capabilities may be using an old version in error. Should your study have ongoing updates, your Project Manager will discuss this with you so that we can collectively monitor active sites/patients to mitigate this risk.

Trade Compliance

We are continuously analysing this situation with respect to regulations and are cooperating with our partners, banks, and insurance companies to ensure that we meet trade and financial compliance requirements. The sanctions would ordinarily result in difficulties arising with customs payments. However, these activities are currently suspended for Russia. As more information is provided regarding sanctions and financial consequences with affected banks, we will evaluate our position relevant to clinical trial management and proactively engage with you where needed.

Cyber Security

Our Cyber Security operations team is fully enabled to align to US Cybersecurity and infrastructure Security Agency (CISA) recommendations, including a “Shields Up” program that recommends four steps to strengthen security posture. To date, this program has been effective with no concerns relating to our services and infrastructure materializing.

1. Identify and catalogue ALL internet exposed assets

- Clario maintains applications service catalogues that identify clinical and business operations, who can access the applications and how they are connected on the network - whether external or internal. For all internet-facing clinical applications, the infrastructure and applications are being monitored 24x7 by Clario’s security platform and Security Operations Centre (SOC). The SOC is receiving weekly threat intelligence reports from our security partner, Mandiant Managed Defence.

2. Detect, prioritize, and remediate known exploitable vulnerabilities

- Our continuous 24x7x365 network and server endpoint monitoring captures all security events in a Security and Event Monitoring (SIEM) platform. From this system, our security operations team leads the identification and evaluation of risks and develops and executes appropriate remediation steps. As a result of the crisis in Ukraine, the Clario SOC has applied a heightened focus on cybersecurity events/intrusions. Our Security Operations Team generates and reviews daily reports on these events/intrusions, particularly those sourced from Russian IP address space.

3. Protect ALL cloud-based services

- Clario provides continuous Security Impact Assessments for all internet-facing applications, applying remediation where necessary.
- For all endpoints, user laptops, workstations and servers integrated with cloud-based services, Clario continuously monitors infrastructure and captures security events in a SIEM platform.

4. Continuously alert, triage and remediate on detected intrusions

- This is the primary function of the Clario’s SOC.

What We Do Next

Our Project Management team is fully aware of all active studies impacted by the current events and will coordinate with you on recommended actions. We encourage you to collaborate closely with your Clario Project Manager and support team to ensure that we are aligned on how you wish to manage your patients.

This is an evolving situation that our critical response team will continue to observe and respond to. It is important that we remain fully aligned with our clients, so we will endeavour to maintain the appropriate level of outbound communication, but should you have any questions, please do not hesitate to contact your Project Manager.

Kind Regards,

Clario Executive Leadership