



COVID-19 – Colpitts Clinical Update – April 30, 2020

It is of the utmost importance that we demonstrate to our employees and our customers how we manage through these challenging times. Colpitts Clinical is closely monitoring the guidance of the World Health Organization and the Centers for Disease Control. Our industry partners are working hard to protect travelers and are doing all possible to reduce the anxiety of travelers and create a positive impact.

- **Airlines** are updating us immediately on the various changes to flight schedules, change and cancellation policies in order to offer travelers the options for making decisions about their travel plans. Airline cancellation, rebooking and refund policies vary by airline, travel destination, date booked and dates of travel.

Airlines continue to increase the rigor of cleaning and sanitizing the aircrafts. Including a high-grade, EPA-registered disinfectants that are used on all flights, some are using a new disinfectant fogging process, providing more hand sanitizer, gloves for flight attendants, and implementing enhanced sanitation procedures.

Many airlines have added additional measures to maximize social distancing to include reduced food and beverage offerings. Non-alcoholic beverages (water, canned drinks or juice) will be available on request, but no snacks or other food for purchase will be served. Meals will not be offered in first class.

Airlines are restricting advanced seat selection for adjacent seats in all cabins. Gate agents are allowed to reassign seats to establish more room between passengers during flights. After boarding, customers can also move to a new seat if they desire more space in their ticketed cabin as long as it does not disrupt aircraft weight and balance restrictions. Airport personnel are spacing out customer boarding to minimize crowding and they are using signage and floor markings to promote six-foot distancing, as well as beginning to install plexiglass dividers at customer service counters. In addition, they are reducing touch points by disabling self-service kiosks. All policies vary per airline.

As restrictions start to lift in certain areas around the globe, airlines are issuing policies that are likely to evolve. Many carriers are requiring all personnel to wear facemasks and strongly encouraging travelers to wear masks and will make them available at ticket counters, gates and onboard airplanes.



- **Airport terminals** have enhanced cleaning protocols in place. Increasing deep cleaning throughout the airport, focusing on “high touch” areas at the airport like handrails, escalators, elevator buttons and restroom doors. Installing additional hand sanitizer stations throughout the terminals.

TSA and Traveling During the COVID-19 Pandemic

TSA is recommending that travelers wash their hands directly before and after completing the security screening process and that personal items such as wallets, keys or phone be placed in carry-on property that will be screened through the X-ray system. Facemasks may be worn during the screening process, but a TSA officer may ask you to adjust the mask to visually confirm your identity.

- **Hotels** are protecting their guests at their properties using their resources to continuously clean and disinfect based on the guidance from the leading health organizations.

Hotels continually review the frequency of cleaning and disinfecting of all areas in the hotel, including guestrooms, restrooms, leisure facilities, and other public areas paying special attention to the high-frequency touch areas, for example light switches, remote controls, telephones, door handles, toilet flush, shower controls, tap faucets, and elevator call buttons.

Marriott International Launches Global Cleanliness Council to Promote Even Higher Standards of Cleanliness.

Marriott is rolling out enhanced technologies over the next few months, including electrostatic sprayers with hospital-grade disinfectant to sanitize surfaces throughout the hotel. Electrostatic spraying technology uses the highest classification of disinfectants recommended by the Centers for Disease Control and Prevention (CDC) and World Health Organization (WHO) to treat known pathogens. The sprayers rapidly clean and disinfect entire areas and can be used in a hotel setting to clean and disinfect guest rooms, lobbies, gyms and other public areas. In addition, the company is testing ultraviolet light technology for sanitizing keys for guests and devices shared by associates.

Hilton announce a new program to deliver an industry-defining standard of cleanliness and disinfection in Hilton properties around the world. In a first for the hospitality business, Hilton will collaborate with RB, maker of Lysol and Dettol, and consult with Mayo Clinic to develop elevated processes and Team Member training to help Hilton guests enjoy an even cleaner and safer stay from check-in to check-out.

Hotel cancellation policies at this time varies by hotel, location and dates.



Colpitts Clinical is working closely with hotels and reconfirming the day prior to arrival to insure that the hotel remains open due to the constant changes in various locations.

- **Sedan Services** have increased their vehicle cleaning protocol to include multiple vehicle disinfectant cleanings a day, including between passenger changes. This includes, but is not limited to, all handles, power switches and door storage areas, windows, cup holders, and as it applies to children car seats. They are making every effort to protect travelers so that they arrive at their destination safely and healthy.
- **Car Rental** providers are using enhanced techniques to clean their vehicles after each rental. In particular, they are paying special attention to interior customer touch points such as seats, steering wheels, door handles and other hard surfaces. They are cleaning their facilities frequently with recommended sanitizing products.

Most car rental locations are open at airport locations and Colpitts Clinical is working closely with each office to reconfirm arrangements. Many off airport locations are now offering complimentary delivery service.

As of today, there has been no impact to our valued employees. 70% of our staff work in a virtual environment and our remaining employees, in our headquarter locations, are working virtual at this time. We have contingency plans in place to cover for and operate through any employee(s) illness. Their health and safety are very important and we will continue to offer important travel and expense reimbursement services to all the Patients in our client's clinical trials.

We are always reviewing potential impacts by identifying, analyzing and strategizing to mitigate risks to our Sponsors, CROs, Sites, Patients and their family. Headquartered in Norwood, Massachusetts, with EMEA headquarters in the U.K., Colpitts Clinical is a Direct Travel Company. With our travel management network, Colpitts has access to 190 locations in 50 countries.

We will do our best to lead you through these challenges.

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