



Sept 2023

Dear Investigator /Study Coordinator,

2023 Holiday Schedule of Services for Q² Solutions laboratories

As 2023 progresses and different holidays approach, Q² Solutions would like to advise you of our plans to provide continuous service to our customers during the October through December 2023 time period. The attached document provides you with specific information regarding the services we will be providing during this time period at our global laboratories.

In addition, when scheduling your patient visits, please keep in mind that during holiday periods the airlines, couriers and postal services are overburdened, and there is a much higher potential of delayed shipments during this timeframe.

Q² Solutions Global Project Services

Q² Solutions Clinical Trials Global Laboratories

2023 Holiday Information

Please consult the information in the following table for Oct - Dec 2023.

Samples shipped internationally should not be shipped to the intended performing lab on the 2 days immediately preceding a holiday in that country. Shipment arrival on a holiday should be avoided. This will reduce the potential for loss of sample stability should an international shipment arrive on a holiday in the performing lab country and encounter Customs clearance delays. Domestic shipments should be avoided 1 day before the holiday.

DHL, FedEx, TNT, Marken UPS does not pick-up or deliver on national holidays. Premium couriers such as Marken, OCASA, PDP, Quick, DTW and World Courier can provide service however please speak to your Q² Project Manager or Study Manager for authorization. Dry ice delivery services must be arranged in advance with the appropriate courier. Please consult your local courier for details on their service in your country during upcoming holidays.

Sites shipping specimens to other 3rd party laboratories should contact those locations for their holiday schedules for receipt of shipments.

Lab Location	Project Services Office	Sample Receipt (Limited due to skeleton staffing)	Safety Testing / Time Critical Testing Only	Onward Shipping
ARGENTINA Central Lab	13 Oct 2023 – Closed 16 Oct 2023 – Closed 20 Nov 2023 – Closed 08 Dec 2023 – Closed 25 Dec 2023 – Closed	13 Oct 2023 – Closed 16 Oct 2023 – Closed 20 Nov 2023 – Closed 08 Dec 2023 – Closed 25 Dec 2023 – Closed	13 Oct 2023 – Closed 16 Oct 2023 – Closed 20 Nov 2023 – Closed 08 Dec 2023 – Closed 25 Dec 2023 – Closed	13 Oct 2023 16 Oct 2023 20 Nov 2023 08 Dec 2023 25 Dec 2023 No International Shipping
BRAZIL DASA	13 Oct 2023 – Closed 16 Oct 2023 – Closed 20 Nov 2023 – Closed 08 Dec 2023 – Closed 25 Dec 2023 – Closed	12 Oct 2023 – Closed 02 Nov 2023 – Closed 15 Nov 2023 – Closed 20 Nov 2023 – Closed 25 Dec 2023 – Closed	12 Oct 2023 – Closed 02 Nov 2023 – Closed 15 Nov 2023 – Closed 20 Nov 2023 – Closed 25 Dec 2023 – Closed	12 Oct 2023 – Closed 02 Nov 2023 – Closed 15 Nov 2023 – Closed 20 Nov 2023 – Closed 25 Dec 2023 – Closed No International Shipping
CHINA Beijing	01-06 Oct 2023 – Closed	01-06 Oct 2023 Open with limited/skeleton staff	01-06 Oct 2023 Open, only safety and time critical samples	01-06 Oct 2023 No Domestic or International shipments
INDIA Mumbai	02 Oct 2023 - Closed 24 Oct 2023 - Closed 14 Nov 2023 - Closed 25 Dec 2023 - Closed	02 Oct 2023 24 Oct 2023 14 Nov 2023 25 Dec 2023 Open with limited/skeleton staff	02 Oct 2023 24 Oct 2023 14 Nov 2023 25 Dec 2023 Open, only safety and time critical samples	02 Oct 2023 24 Oct 2023 14 Nov 2023 25 Dec 2023 No Domestic or International shipments

Lab Location	Project Services Office	Sample Receipt (Limited due to skeleton staffing)	Safety Testing / Time Critical Testing Only	Onward Shipping
JAPAN Tokyo	09 Oct 2023 – Closed 03 Nov 2023 – Closed 23 Nov 2023 – Closed 29 Dec 2023 – Closed	09 Oct 2023 - Closed 30 Dec 2023 - Closed	09 Oct 2023 – Closed 03 Nov 2023 – Closed 05 Nov 2023 – Closed 23 Nov 2023 – Closed 30 Dec 2023 - Closed	09 Oct 2023 – Closed 03 Nov 2023 – Closed 23 Nov 2023 – Closed No Domestic or International shipments Year End: Cutoff date can be as early as 19 Dec 2023 depending on courier and shipping destination
SINGAPORE Singapore	12 Nov 2023 – Closed 13 Nov 2023 – Closed 25 Dec 2023 – Closed	12 Nov 2023 13 Nov 2023 25 Dec 2023 Open with limited/skeleton staff	12 Nov 2023 13 Nov 2023 25 Dec 2023 Open, only safety and time critical samples	12 Nov 2023 13 Nov 2023 25 Dec 2023 No Domestic or International shipments
SOUTH AFRICA Cytospace Laboratories Centurion	25 Dec 2023 - Closed 26 Dec 2023 – Closed	16 Dec 2023 25-26 Dec 2023 Open with limited/skeleton staff	16 Dec 2023 25-26 Dec 2023 Open, only safety and time critical samples	25-26 Dec 2023, No International Shipping
UNITED KINGDOM Edinburgh/London	25 Dec 2023 – Closed 26 Dec 2023 – Closed	25 Dec 2023 26 Dec 2023 27 Dec 2023 Open with limited/skeleton staff	25 Dec 2023 26 Dec 2023 Open, only safety and time critical samples	21 -30 Dec 2023 No Domestic or International Shipments
UNITED STATES Atlanta/Valencia	23 Nov 2023 – Closed 24 Nov 2023 – Closed 25 Dec 2023 – Closed 26 Dec 2023 - Closed	23-25 Nov 2023 25-26 Dec 2023 Open with Limited/skeleton crew	23-25 Nov 2023 25-26 Dec 2023 Open, only safety and time critical samples	22-24 Nov 2023 22-26 Dec 2023 No Domestic or International Shipments