



September 2024

Dear Investigator /Study Coordinator,

2024 Holiday Schedule of Services for Q² Solutions laboratories

As 2024 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 2024 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

2024 Holiday Information

Please consult the information in the following table for Oct – Dec 2024.

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 CentralLab | 11 Oct 2024 – Closed 18 Nov 2024 – Closed 25 Dec 2024 – Closed | 11 Oct 2024 – Closed 12 Oct 2024 – Closed 18 Nov 2024 – Closed 25 Dec 2024 – Closed | 11 Oct 2024 – Closed 12 Oct 2024 – Closed 18 Nov 2024 – Closed 25 Dec 2024 – Closed | 11 Oct 2024 – Closed 18 Nov 2024 – Closed 25 Dec 2024 – Closed (No International shipments) |
| BRAZIL DASA | 11 Oct 2024 – Closed 18 Nov 2024 – Closed 25 Dec 2024 – Closed | 12 Oct 2024 – Closed 02 Nov 2024 – Closed 25 Dec 2024 – Closed | 12 Oct 2024 – Closed 02 Nov 2024 – Closed 25 Dec 2024 – Closed | 15 Nov 2024 – Closed 20 Nov 2024 – Closed 25 Dec 2024 – Closed (No International shipments) |
| CHINA Beijing | 01-07 Oct 2024 – Closed | 01-07 Oct 2024 (Open with limited/skeleton staff) | 01-07 Oct 2024 (Open, only safety and time critical samples) | 01-07 Oct 2024 – Closed (No Domestic or International shipments) |
| INDIA Mumbai | 02 Oct 2024 – Closed 01 Nov 2024 – Closed 25 Dec 2024 - Closed | 02 Oct 2024 01 Nov 2024 25 Dec 2024 (Open with limited/skeleton staff) | 02 Oct 2024 01 Nov 2024 25 Dec 2024 (Open with limited/skeleton staff) | 02 Oct 2024 – Closed 01 Nov 2024 – Closed 25 Dec 2024 – Closed (No Domestic or International shipments) |
| JAPAN Tokyo | 14 Oct 2024 – Closed 04 Nov 2024 – Closed 30-31 Dec 2024 – Closed | 14 Oct 2024 – Closed 04 Nov 2024 – Closed 30-31 Dec 2024 – Closed | 14 Oct 2024 – Closed 04 Nov 2024 – Closed 30-31 Dec 2024 – Closed | 14 Oct 2024 – Closed 04 Nov 2024 – Closed 30-31 Dec 2024 – Closed (No Domestic or International shipments) Note: For shipments in Dec 2024, cutoff date could be early depending on courier and destination |
| SINGAPORE Singapore | 31 Oct 2024 – Closed 25 Dec 2024 – Closed | 31 Oct 2024 25 Dec 2024 (Open with limited/skeleton staff) | 31 Oct 2024 25 Dec 2024 (Open, only safety and time critical samples) | 31 Oct 2024 – Closed 25 Dec 2024 – Closed (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 |
|---|--|---|---|---|
| SOUTH AFRICA Cytespace Laboratories Centurion | 16 Dec 2024 – Closed 25 Dec 2024 – Closed 26 Dec 2024 – Closed | 16 Dec 2024 25-26 Dec 2024 (Open with limited/skeleton staff per request) | 16 Dec 2024 25-26 Dec 2024 (Open with limited/skeleton staff per request) | 16 Dec 2024 – Closed 25-26 Dec 2024 – Closed (No International shipments) |
| UNITED KINGDOM Edinburgh / London | 25-26 Dec 2024 - Closed | 25-26 Dec 2024 (Open with limited/skeleton staff) | 25-26 Dec 2024 (Open, only safety and time critical samples) | 23-31 Dec 2024 – Closed (No Domestic or International shipments) Note: Shipments must be shipped out by 20 Dec 2024 |
| UNITED STATES Atlanta/Valencia | 28-29 Nov 2024 – Closed 24-25 Dec 2024 – Closed | 28-29 Nov 2024 24-25 Dec 2024 (Open with limited/skeleton staff) | 28-29 Nov 2024 24-25 Dec 2024 (Open, only safety and time critical samples) | 28-30 Nov 2024 – Closed 23-27 Dec 2024 – Closed (No Domestic or International shipments) |