

The Premier Research logo features the word "premier" in a blue, lowercase sans-serif font, with "research" in a green, lowercase sans-serif font below it. A thin green arc curves around the right side of the text.

premier
research

The year "2023" is displayed in a large, blue, sans-serif font, centered on the page.

2023

The title "Corporate Social Responsibility Report" is written in a black, sans-serif font, stacked in four lines and centered on the page.

Corporate
Social
Responsibility
Report

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A Letter From Our CEO

We are in a time of great transformation — both on a global level and on a micro level within our company. We continue to operate in a demanding market while charting a course that includes long-term and sustainable growth.

Despite challenges, we remain committed to the highest ethical standards as we help the most innovative companies transform life-changing ideas and breakthrough science into new medical treatments.

I couldn't begin this report without acknowledging the steady path set by my predecessor, Dr. Ludo Reynders, who for over 13 years spearheaded the successful development of the organization and has been a determined and visionary leader. I am proud of the way we have transitioned, and I am enthusiastic about the future.

We continue to look across the company to find ways to **modernize the way we work together** in a post-COVID world, **reinvigorate our patient-centric approach**, **strengthen our technology**, and **upgrade our strategic delivery**.

In 2023, Premier Research achieved memorable milestones:

- We began discussion about ways to support a truly **virtual first** work environment that would allow our team members flexibility while supporting global connections. This included a thorough review of systems, tools, and office space to find logical ways to **streamline processes** while **reducing our footprint and wasteful energy spending**. In 2024, we're taking action against these plans to ensure sustainable and financial savings are realized, while we also consider new ways we can bring our global team together.
- We **reviewed our “Values” and “Core Behaviors” — our cultural language**. Working with team members across every level, department, and geography, we created a renewed culture blueprint illustrating who we are today and guiding our actions to support what we want to be in the future.
- We **reinvigorated our patient centric approach**. We explored—and continue to seek—new ways to capture the voice of the patient. By combining our expertise with insights from patients, advocates and others, we incorporate the needs of patients into program design.

- The integration of **diversity in clinical trials** continues to be a pivotal focus, and we established a process for ensuring sponsors address FDA required diversity, equity and inclusion requirements. This shift towards inclusivity will support scientific advancements for all, and also contribute to a more equitable and just health system.
- Clean and accessible data is vital to our work, and we continued to **improve our technology and data transparency** by enhancing Remarque, our clinical technology platform. Seeking technology enhancements, we aim to make it easier to review study progress and minimize risk. A win for patients, sponsors and researchers.

This is an important time in the industry, especially as biotech funding is rebounding. With our customers, we're part of an interconnected system that continues to improve the human condition through life-changing therapies. With an understanding of the importance of the work we support and the ever-changing regulatory environment we face; we continue to expand and customize services to meet the demands of product development.

Our team is motivated by our connections to sponsors and to the patient community. We are grateful to play a role in supporting more healthful living.

I give my profoundest thanks to all who have contributed to this important work.

John Ratliff

CHIEF EXECUTIVE OFFICER



John Ratliff

Chief Executive Officer

Mr. Ratliff brings a wealth of sector experience and achievement to the company, including most recently as CEO and Chairman of Curia, a contract research and development organization. Prior to Curia, Mr. Ratliff was CEO of Covance, the drug development business within LabCorp. Mr. Ratliff also served in various roles at Quintiles (now IQVIA), including CFO, COO, President, and board member.

About Premier Research



Who We Are

Putting it simply, we are in the business of creating hope.

Around the world, millions of people face health challenges every day. Many of their questions are going unanswered, their needs are unfulfilled. We seek to help solve their challenges, to answer their questions, and to make new treatments available. The work we do provides people with options so they may make informed decisions about their wellbeing. It gives people more time with their loved ones. It improves quality of life and saves lives.

Our commitment to patients is at the heart of our business. It is what keeps us going every day.

As a product development company dedicated to transforming life-changing ideas and breakthrough science into new medical treatments, we are supporting companies at the forefront of scientific discovery. Working primarily with biotech, pharmaceutical and MedTech innovators, we deliver a full suite of services to help customers navigate the demands of research and development from concept through to commercialization.

We maintain high standards and pursue excellence in all that we do because we understand the significance of our work.

About Premier Research

What We Offer

- **Clinical Research and Development.** We offer end-to-end support for phase 1-4 clinical studies by bringing together therapeutic, strategic, and clinical expertise to expedite and de-risk the clinical research process.
- **Strategic and Regulatory Consulting.** We provide a full range of strategic support, from product concept to regulatory interactions, submissions to commercial strategy, to help sponsors approach their development programs with confidence.
- **Nonclinical and Early Development Services.** We deliver integrated nonclinical and early clinical development services to reach critical early development milestones on time and get assets to clinic faster.
- **MedTech Development.** Our experts provide planning and regulatory support as well as execution of pilot, feasibility, pre-market, pivotal, and post-market studies for sponsors of medical devices, diagnostics, and digital therapeutics.
- **Real-World Science and Late Phase.** We support sponsors seeking full-service programs and standalone services that utilize cost-effective, decentralized strategies to deliver real-world data and observational studies.
- **Clinical Technologies.** Remarque, our clinical technology platform, powers our work, unifying our data-driven process, people and resources to support study management, risk based monitoring, and comprehensive data review.
- **Functional Service.** We provide access to clinical and statistical experts around the world that allow sponsors to scale their resourcing needs without the constraints and capital investment of hiring full-time employees.



Ethics

We recognize the profound impact our actions have on the lives and well-being of the patients we support and the customers and other stakeholders who share our mission. High ethical standards, transparency, and honesty continue to inform all aspects of our business. With a culture rooted in caring, we ensure that honorable behavior is the bedrock of our work.

Each year, we renew our pledge to ethical excellence, our commitment to moral practices, and the empowerment of every member of our community to seek corrective measures should our actions not fulfill this promise.

In 2023, we continued to abide by our **Global Code of Conduct and Ethics (Code of Conduct)**, with steadfast dedication to maintaining the highest standards of ethical conduct and adherence to industry regulations.

Fostering a culture steeped in integrity is not just a regulatory obligation, but the very essence of sustaining trust, building credibility, and ensuring the longevity of our impact on the world. Our ethical approach protects the safety of the selfless people who participate in trials and ensures they are treated fairly with the highest standard of ethical protocols. At Premier Research, we have the need but also the desire to make sure we deliver our work in a moral and honorable way.



Nearly 2,000
hours of training
dedicated to
ethics topics

Ethics



To reinforce our collective obligation to upholding ethical business practices, we continually review and adhere to **our suite of policies related to ethical conduct** covering the following topics:

- **Safe Reporting** – We provide all team members with a phone number and email address for reporting suspected Code of Conduct violations in good faith, without fear of retaliation. Reports are investigated and timely corrective action is taken when necessary.
- **Environmental Standards** – We incorporate environmental policy standards throughout the company and apply this to our supply chain to ensure that we not only comply with regulatory obligations but also do our part to support global sustainability.



- **Data Security** – As a research organization, safeguarding data is of paramount importance. We prioritize data privacy and integrity, strictly adhering to all applicable data protection laws within the jurisdictions where we operate, encompassing regulations such as HIPAA, GDPR, and the California Consumer Protection Act. Our Global Privacy and Data Protection Policy governs the secure processing, storage and deployment of data.
- **Human Rights** – We are dedicated to protecting the health and safety of the patients, physicians, and customers we serve as well as our team members and partners. Our anti-harassment policy and employee handbook make it clear that human rights violations of any kind from our team members, customers, or partners are not tolerated.
- **Anti-corruption** – We ensure employee understanding and compliance with anti-corruption laws. All Premier Research team members are accountable to our anti-corruption policy and are required to participate in yearly training.



Premier Research Culture and People

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Stacy Schnieber
Chief People Officer

“At Premier Research, we take immense pride in what we do – and how we do it. We’ve always had a culture that set us apart but, in 2023, we made a commitment to restating Our Culture so that we could live it even more intentionally every day. It was something we tackled as a global community. There is plenty of excitement about how this relaunch will carry us into the future, and I can’t wait to see how this positive energy impacts all that we do in the days, months, and years to come.”



Premier Research Culture and People



Renewing Our Culture

In the quest for medical breakthroughs, the clinical research industry never stands still. The same is true of our organization. We are always evolving, improving, innovating. But we have learned that there is value in intentionally slowing down and capturing the changes, achievements, and aspirations that define who we are.

And that is what we did in 2023. We took time to celebrate all that makes us unique. Working with people across every seniority level, department, and geography, we created a renewed culture blueprint capturing who we are today along with our aspirations for the future. This blueprint outlines the elements of our refreshed **Our Culture**.

To support Our Culture, we defined five **Values** with associated **Core Behaviors** that provide us with a solid base on which to operate, develop, and accomplish all of our goals.



We Aim High



We Get It Done



We Work Together



We Care



We Stay Agile

We are committed to living Our Culture every day and delivering practical tools that make it easy for our team members to put these beliefs into practice. This commitment helps ensure the best outcomes for our team members, our customers, and all other stakeholders.

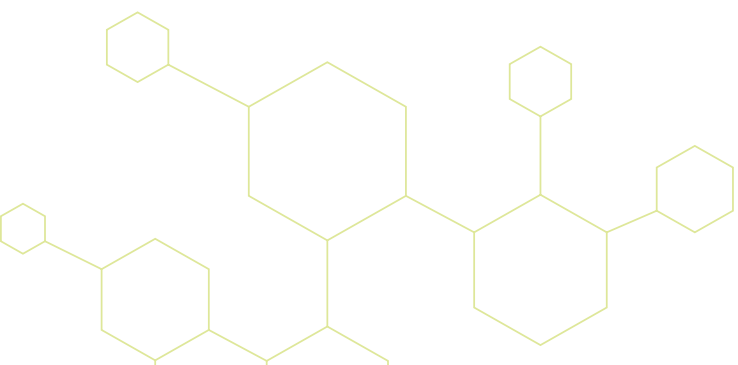
As a team, we will continue to celebrate the positive impact of Our Culture and constantly improve the ways in which we work together.



Premier Research Culture and People

What Our People Say

- ▶ **9 out of 10** feel accepted by immediate coworkers
- ▶ **9 out of 10** understand how their job helps the organization succeed
- ▶ **9 out of 10** agree my manager cares about me as a person
- ▶ **8 out of 10** agree my manager cares about my development



Premier Research Culture and People

Celebrating Great Work

In committing to our new Values, we reaffirmed our commitment to an environment of **gratitude**. Our team members are the foundation of our success, and we take care to routinely recognize their efforts and commitment.



17,000
recognitions made
in our Awardco
system in 2023

We know that what we do is life-changing and rewarding, but we are mindful of the hard work it takes to be successful. As projects are completed and products approved, we take time to recognize **'Mission Moments'**, making sure our impact is visible companywide. Stories of innovation and patient success offer the encouragement to keep us pushing to be better.

We encourage **peer-to-peer recognition** through formal platforms like our Awardco system where employees can make the good work of their peers visible across the organization as well as informal channels—shout-outs in team meetings, one-one conversations, emails, chats. Birthdays and work anniversaries are also recognized with personalized messages and other tokens of appreciation.

By celebrating the achievements of our team, we not only boost morale but also create a positive, supportive work environment where every employee can excel.





Premier Research Culture and People

Talent Development

As we examined Our Culture in 2023, we recommitted to not only recognizing performance but also providing training and growth opportunities to all team members, embedding “**Keep Growing**” in our **Core Behaviors**.

We believe in our people and know their knowledge and growth has an impact on what we can accomplish as a business. There is great value in investing in a differentiated, supportive employee experience as it supports the delivery of exceptional customer service and organizational success.

Our comprehensive onboarding process showcases this commitment to talent development and draws on a partnership between our learning team and department leadership. Ongoing career development is supported by instructor-led and self-driven continuous learning programs focused on leadership, soft skills development, and job-related learning.

We also have developed methods to assist our People Managers, as we recognize the critical role they play in supporting and engaging our team members. In 2023, we committed to monthly calls with our People Managers and used dedicated communication channels to address questions around process, strategy, and Our Culture. Additionally, we launched a manager-focused training program to help up-skill Premier Research management, which in turn helps to continually improve the employee experience.

We make a point to not only measure the progress of each team member via a well-defined goal setting and performance review process but also measure the success of our programs through surveys, focus groups, and other dialogue.

- **One Premier Onboarding:** A global onboarding program to introduce new hires to our tools, systems, and best practices, and help new hires find their place within the organization
- **Manager Essentials:** A development program to provide People Managers with the skills, knowledge, and practice to foster high performance among the team members they supervise
- **Data Learning Series:** A data learning program that supports the organization’s emerging digital direction through foundational data knowledge
- **Therapeutic Certification Programs:** Programs developed by Premier Research subject-matter experts to enhance understanding of therapeutic areas and clinical topics including analgesia, device, drug development, neonatology, oncology, pediatrics, and rare disease



▶ 235,660 total hours spent on training

▶ 2,000+ hours dedicated to leadership development



▶ 2,100 hours of training on data security

▶ 2,000+ team members completed a Therapeutic Certification Program



Premier Research Culture and People

Diversity, Equity, Inclusion, and Belonging

We continue to embrace inclusionary business practices as we believe this fosters equal opportunity, fair employment, and reasonable accommodations. Importantly, it allows us to bring together the best and the brightest talent. We welcome varied perspectives – we know doing so makes us better. In turn, we trust our talented team to ensure diversity, equality, and inclusion in clinical research.

Recognizing our Differences Through Employee Resource Groups

In 2023, we continued to provide employees with the opportunity to create, lead, and/or join executive-sponsored **Employee Resource Groups or ERGs**. These organizations are an important part of our supportive and inclusive workplace, creating a platform for employees who share common interests, backgrounds, or characteristics to come together, support one another, and provide educational opportunities and resources to their colleagues.



In 2023, the **Black Employee Network**, and the **Military Connection Veteran Support Group** celebrated three years since launch and our **Premier Pride LGBTQIA+ ERG** celebrated its one-year anniversary. We also celebrated the launch of our **Women's Initiative Network** during Women's History Month (March). This group has grown to more than 60 members since launching. Altogether, ERGs at Premier had more than 200 active members in 2023, supporting educational programming that was made available to team members across the global.

Diversity and Inclusion in Research

Our commitment to promoting diversity and inclusion extends to our clinical trial work. In today's clinical research landscape sponsors grapple with the challenge of comprehensively integrating diversity, equity, and inclusion principles into their trials. We counsel our customers on ways to effectively address access and equity in their research programs. There is significant value in representation in clinical trials, helping to broaden our understanding of disease and ensure healthcare is accessible to all people. Working with our sponsors, we aim to support research that not only adheres to regulatory standards but genuinely embodies a commitment to diversity, equity, and inclusion.

2023 Employee Breakdown

2,404 employees worldwide

North America **50%** Europe **37%** APAC **13%**

60.6% of all team members are female

61.3% of People Managers are female

53.1% of employees Vice President and above are female

19.5% of all US team members are minorities

14.7% of US people managers are minorities

Premier Research Culture and People



Employee Wellness and Safety

We deeply care about our team members and explicitly made “We Care” one of our defining Values in Our Culture. Our people make us special. They are the guarantee for the outstanding service we offer. In return, we want to help all Premier Research team members live healthy, fulfilling lives in and outside of work.

With this in mind, we push our team members to establish a healthy work-life balance. The science has made it clear: People need time to rest, refocus and recharge. We work in a rapid-fire industry where deadlines loom large. Providing needed **time off** is a critical component of how we achieve success, and we’ve adopted competitive time off policies and encourage our People Managers to work with their team members to find an appropriate balance.

Beyond this, we regularly review employee needs and gather feedback about the benefits and rewards that we offer so that we satisfy the needs of our workforce and remain competitive within the industry. Central to this is a robust **Global Employee Assistance** program offering practical information and counseling on a variety of topics including mental health, financial planning, stress management, career success, and physical wellbeing to support overall employee wellness.

Other benefits offered to eligible employees include:

- Country-Specific Time Off Policies
- Employee Resource Groups
- Flexible Work-From-Home Guidelines
- Health and Welfare Benefits
- Leaves of Absence (health-related and personal)
- Paid Holidays
- Retirement Plans
- Wellness Training and Resources

Beyond benefits, we make a concerted effort to help each member of our team establish more fulfilling and balanced daily routines, and to **make sure they feel safe in their workplace.**



To that end, we conduct our business in compliance with all applicable and relevant laws and our team members are encouraged to raise any concerns they may have about potentially unethical conduct or illegal activity by reporting them to their line manager or by speaking to People Services.

We also partnered with an independent company that operates an anonymous confidential reporting service that is available 24/7/365 in a choice of languages to assist employees who would prefer not to liaise with someone internally.

The service is available to receive reports covering issues such as: health and safety, corruption, harassment, dishonesty, fraud, victimization, bribery or any other issue that employees feel is unacceptable in the workplace. We take all reports seriously and investigate them thoroughly to address and resolve any issues.



Lien De Cnop

Vice President Total Rewards

“We ‘Aim High’ as an organization and intentionally craft our Total Rewards policy to support our team’s work. Reward and recognition are prioritized and serve to attract and retain the high-caliber talent who add value to our organization and contribute to the betterment of global health care every day.”

Supporting Global Environmental Sustainability

We understand the significance of monitoring our environmental performance as a component of being a responsible business. We are committed to establishing accountable operations. We integrate policies from our **Environmental Management System**, applying these to our operations and supply chain.

- **Facilities:** In 2023, we conducted a comprehensive review of all our global facilities to identify opportunities to decrease our office presence in alignment with our largely virtual workforce, with changes planned for 2024 that will reduce our office footprint while retaining all global capabilities. We are proud to report that our Green Park facility in Reading, U.K. uses 100 percent renewable energy. When possible, we add energy-efficient equipment and energy-control/limiting mechanisms into our workspaces to lessen our impact on the environment, including LED lights with automated on-off functions and correctly tuned HVAC systems. We will continually assess office use, environmental impact, and our energy-saving practices to do our part to support sustainability.
- **Decentralized Trial Activities:** We encourage decentralized trial activities wherever appropriate as they are not only more cost-efficient, but also reduce patient travel for site visits.
- **Vendors/Service Providers:** We advocate for the effective use of materials and resources in all business engagements. At a minimum, we require that our suppliers and service providers have an environmental policy that promotes efficiency and reduced emissions. Where appropriate products are available, preference is given to the acquisition of recycled, recyclable, or reconditioned goods and materials.
- **Travel:** Unnecessary travel is avoided, and energy-efficient travel is encouraged when practical.
- **Reuse/Recycle:** We have programs and protocols (such as electronic signatures) in place to limit waste production. Hazardous cleaning supplies and any other similar materials have been replaced with appropriate alternatives.
- **Training:** Our employees take part in yearly evaluations, ongoing development and induction training to guarantee awareness of and adherence to all pertinent policies. These activities are intended to promote environmentally friendly work practices. All team members have access to a phone number and email address for relating any environmental policy breaches.

Responsible Business Practices



One of the most significant facets of our work is supporting the development of life-saving technologies. We never lose sight of our part in this, and we feel an extra moral obligation to conduct ourselves in an honorable way.

We feel a deep responsibility to the patients we serve, the customers we support and our entire network of stakeholders.

We believe the way we do business is as important as the results we achieve.

Our Values, “We Aim High,” “We Get It Done,” and “We Care” underscore our commitment to excellence, innovation, and perseverance in all that we do.

We therefore commit to:

- Aligning to the goals of our customers
- A culture of achievement agility, and belonging
- A fundamental belief in working together and taking accountability
- Compliance with industry regulations and ethical business practices
- Support of all employee and patient communities

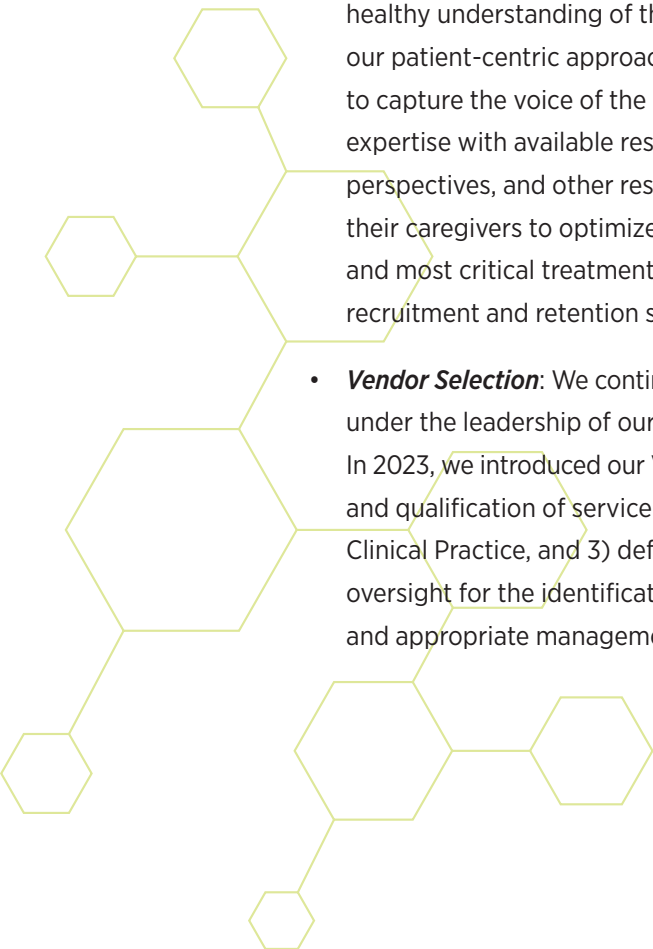
Responsible Business Practices

Compliance, Safety, and Patient Considerations in Clinical Research

We understand our role in ensuring patient safety and delivering real benefits to patients. Protecting and aiding the people participating in our trials is at the center of our approach to clinical development, compliance, and safety practices. Through rigorous training, clear policies, and honorable business practices, we seek to ensure the safe and ethical execution of the research we support.



- **Compliance Training:** Our robust training program provides the basis of our product development and clinical research activities, ensuring all Premier Research team members, contractors, and third-party partners are knowledgeable in safe and ethical clinical conduct. We deliver biennial training rooted in ICH GCP and ISO 14155:2020 Guidance, along with need-based trainings to address guidance updates, business need, and changes to global and local regulations.
- **Patient Advocacy:** Beyond compliance training, we have committed to attaining a healthy understanding of the patient populations we serve. In 2023, we reinvigorated our patient-centric approach with an initiative to explore new and innovative ways to capture the voice of the patient. Marrying our therapeutic, regulatory, and clinical expertise with available research, insights from key opinion leaders, advocacy perspectives, and other resources, we identify the needs and concerns of patients and their caregivers to optimize program design. By understanding each disease's burden and most critical treatment goals, we can better assess study design and enhance recruitment and retention strategies.
- **Vendor Selection:** We continue to add efficiencies to our Vendor Management practices under the leadership of our Executive Director of Vendor Management Operations. In 2023, we introduced our Vendor Management Office tasked with: 1) the identification and qualification of service partners, 2) oversight of vendor compliance with Good Clinical Practice, and 3) defined service standards. Our dedicated managers provide oversight for the identification and retention of vendors and ensure high performance and appropriate management of escalations.



Responsible Business Practices

Risk Management, Audits, and Monitoring: As clinical trials have become more complex, the clinical trial process has faced new operational challenges. It's more important than ever to design quality into a study at the outset rather than reacting to issues once a trial has begun. Accordingly, we prioritize Risk Based Quality Management (RBQM) rooted in Quality by Design (QbD) principals and utilizing Risk Based Monitoring. This systems-wide approach to holistic, cross-functional clinical trial management provides a framework for effective decision making and Good Clinical Practice. Leveraging bespoke technology with oversight from Risk Strategists and Clinical Data Analysts, our teams are fully equipped to perform data review and surveillance, navigate risk, and support auditing throughout the lifetime of any study.

Data Protection

The ability to analyze and secure data is essential to our work. We prioritize confidentiality, integrity, and availability of data. Adherence to policies, programs, and industry standards is a focus for all our team members.

- **EUCROF GDPR Code of Conduct:** Premier Research has supported the development of the EUCROF (European CRO Federation) GDPR Code of Conduct – the first transnational Code under GDPR for the CRO industry. In 2024/5, Premier Research will become a Code Adherent to the EUCROF GDPR Code of Conduct as it becomes the accepted standard for GDPR compliance in EU by contract research organizations (CROs).

Victoria Watts, Premier Research's Vice President Privacy and Global Data Protection Officer, has taken a leading role in drafting and editing the EUCROF GDPR Code of Conduct in conjunction with stakeholders from other CROs, data protection, security and quality experts, and associate bodies of EUCROF.

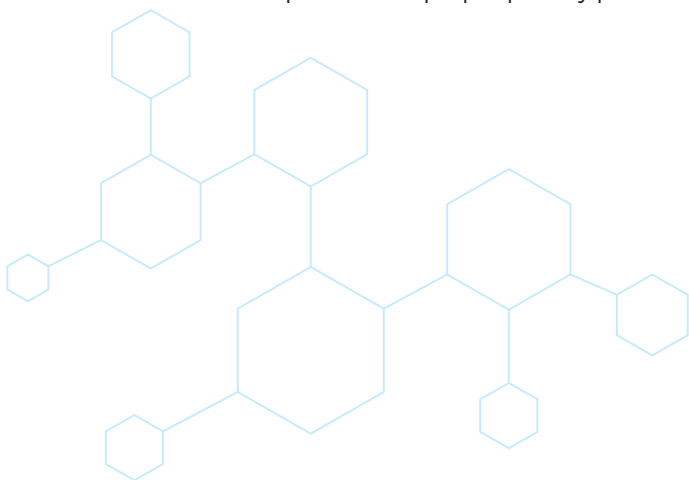
- **Our Global Privacy Program:** Our Global Privacy Program ensures personal data is processed in alignment with applicable regional privacy legislation, including the current General Data Protection Regulation (EU) 2016/679 (GDPR), the California Consumer Protection Act, the United Kingdom Data Protection Act of 2018, and HIPAA.



Responsible Business Practices

Routed in the data protection framework established by GDPR, our program adapts to meet individual needs and countries where there are legal obligations that go beyond the requirements of GDPR. Our Global Privacy Program aligns with our strategy for data governance and information security creating a holistic approach to personal data protection. It covers the following:

- Leadership, oversight, and monitoring
 - Policies and standards
 - Training and awareness
 - Transparency
 - Data subjects' rights
 - Contracts and data sharing
 - Records processing
 - Records management and security
 - Risk and data protection impact assessments (privacy by design)
 - Breach response
- **Information Security Policy:** Our Information Security Policy works with our Information Technology and Data Governance Policies to establish a framework for ensuring the integrity and protection of confidential business information. The Program defines best practices and safeguards our systems. As a result, there have been no reportable data breaches for which Premier Research was responsible to date.
 - **Training:** In 2032, our employees received more than **2,100 hours of training on multiple data security courses**. Expectations regarding data security and the importance of proper privacy practices are made clear to our team.



Responsible Business Practices

Government Access Request Report

In order to comply with our obligations to protect personal data transferred from the European Economic Area and United Kingdom, we publish whether we have received any requests for such personal data from government authorities in countries not deemed to have an adequate level of data protection by the European Commission. Premier Research has a policy of not disclosing personal data to any governmental or other public authority unless required to do so to comply with a binding and valid order. Each request is scrutinized by Legal Counsel and the Vice President, Privacy and Global Data Protection Officer before any response is made. Below are the requests that we have received in the last 5 years.

Type of Request	Country of Origin	Year	Data Subjects Affected	Action Taken
FINRA	US	2018	Employee and Investigator	Fulfilled
FINRA	US	2020	Employee and Investigator	Fulfilled
FINRA	US	2020	Employee and Investigator	Fulfilled

Looking Ahead

Premier Research aims to provide transparency in all environmental, social, and governance practices. We are determined to make progress and to share it with stakeholders. Improving our business practices and streamlining our reporting process is a continuous effort that we make to support a sustainable global community.



About

Premier Research, a global clinical research, product development, and consulting company, is dedicated to helping innovators transform life-changing ideas and breakthrough science into new medical treatments. We offer strategic solutions across the entire development lifecycle, from pre-clinical through commercialization, specializing in smart study design and full-service clinical trial management.

Leveraging technology and therapeutic expertise, we deliver clean, conclusive data with a focus on reducing development timelines, securing access to the right patients, and effectively navigating global regulations to ensure submission-ready results.

As an organization that puts patients first, we pride ourselves on helping customers answer the unmet needs of patients across a broad range of medical conditions.

Visit premier-research.com.



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