Recruitment & Retention

Merck and WCG Site Augmentation

Overview of Relationship

WCG has supported Merck's site augmentation needs through an Enterprise agreement since 2021. Throughout this collaboration, WCG has helped ensure that Merck's site augmentation needs are being met through efforts such as chart review, referral physician networking, community outreach, data entry, and query resolution. This support helps Merck meet critical timepoints in its studies such as screening closure and data base lock timelines. WCG has provided support to Merck sites in over 20 countries and at over 800 PI/Protocol combinations.

The majority of WCG's support (per internal Merck requests) is focused on data entry for oncology trials with over 400,000 pages entered and over 260,000 queries resolved, but WCG can offer the full suite of WCG Recruitment and Retention services at the CRC or SC level and services are deployed based on what the study needs are at the time, per CRM request.

WCG Site Solutions Global Footprint

WCG Site Solutions Headquarters: Eden Prairie, MN USA
WCG Site Solutions European Operations: Frankfurt, Germany

Previously/actively MSD-supported countries are **bolded**
Countries currently onboarding are green

- **Argentina**
- Australia
- Austria
- **Belgium**
- **Brazil**
- Bulgaria
- **Canada**
- **Chile**
- **Colombia**
- Croatia
- **Czech Republic**
- Denmark
- Finland
- France
- Georgia
- **Germany**
- **Greece**
- Guatemala
- **Hungary**
- **Ireland**
- **Israel**
- **Italy**
- Kazakhstan
- Lithuania
- Luxembourg
- **Mexico**
- Moldova
- **Netherlands**
- Norway
- Peru
- **Poland**
- Portugal
- **Puerto Rico**
- Romania
- Russia
- Scotland
- Slovakia
- **South Africa**
- Spain
- Sweden
- **Switzerland**
- Turkey
- **Ukraine**
- **United Kingdom**
- **United States**

Our Clinical Research Professionals

Deploy vital support to your overburdened study teams:

Clinical Research Coordinator (CRC)

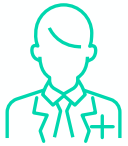
WCG CRCs act as a member of your study team, supporting key activities throughout the participant journey including:

- Patient chart review and screening
- Physician Referral Networking
- Trial data entry
- Study administration activities
- Participant recruitment/enrollment
- Participant support and retention

Study Coordinator (SC)

WCG Study Coordinators can do everything a CRC can do and more, including:

- Submitting IRB documentation
- Helping prepare for monitoring and close-out visits
- Study oversight and obtaining consent



Clinical Research Nurse (CRN)

WCG CRNs can complete all tasks and services that a CRC can, including the specialized addition of:

- Phlebotomy *(peripheral veins only)*
- Sample collection
- Collect and record basic vital signs
- Administration of investigational product

Investigator Site Support

CRC Support Goals

Bolster Identification Opportunities

Accelerated Chart Review

WCG employs an inside-out model for participant identification, beginning within the site before expanding out to neighboring physicians and the local community as needed.

This systematic approach ensures efficient recruitment of high-quality participants while providing the sponsor with valuable insight into sites' internal enrollment potential and timing. The remainder of the site's contribution capacity is then determined based on all viable external sources of referrals.

Using a staged approach enables WCG to measure results before establishing next steps, thereby maximizing the benefit of our services for your trials.

HCP Outreach

Where effective, WCG will identify and establish referral pathways with providers that are within reasonable distance around the study sites.

The provider network structure will incorporate the forecasted number of newly diagnosed metastatic breast cancer patients those providers expect to see in each period based on actual information as well as a virtual waiting room to monitor study eligibility of patients currently on first- or second-line standard-of-care treatments.

Retain & Maintain Study Data

Retention Focus

CRC attention centered on ensuring there is regular engagement with your enrolled study participants, and when needed, providing pertinent study updates to those enrolled to help mitigate dropouts. Ongoing engagement include regular check-ins facilitated by WCG CRCs.

These solutions are aimed to improve a study's retention efforts at a site. We can measure results based either on improving current retention efforts for an ongoing study at a site or based on a target retention rates.

Documentation

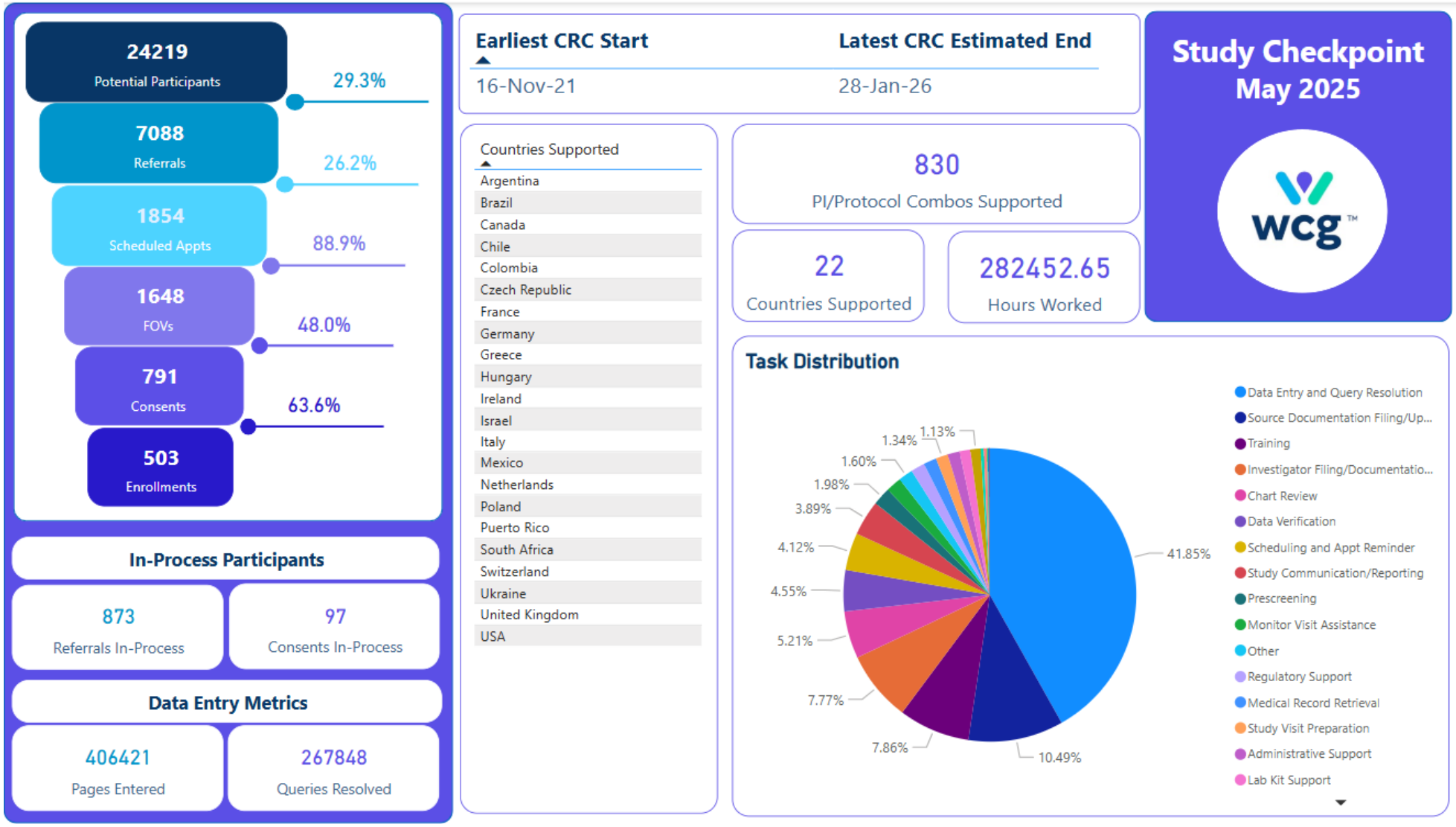
Documentation is the critical process of converting all your sites and participant's time and efforts into data that could transform future treatments.

The work required with capturing study data is interconnected with the overall journey and is not simply a byproduct, but rather an integral part to measuring study success.

Our solutions aim is to improve site's data entry and query resolution performance. We can measure results based on actual known information like current backlog or based on agreed upon targets for data entry / query resolution timelines based on agreed assumptions.

Summary of JIT Scope and Placement

Data from Project Start to Present (November 2021 – May 2025)



PI/Protocols Supported *is the count of unique PI + Protocol combinations. Within the Enterprise program it is common for WCG CRCs to provide support across multiple protocols operated by the same Physician (PI).*

Semester 1 2025 Site Satisfaction Surveys Overview

Objective: Assess site satisfaction with WCG CRC and SC support for Merck's portfolio.

Parameters: A survey was sent to 98 globally active sites with 1+ month of support. It was distributed in English, Polish, Spanish, German, Hungarian, Ukrainian, and Portuguese.

Timeline: Survey was open from March 26th-April 18th.

Goal response rate: 25%

Achieved response rate: 63%

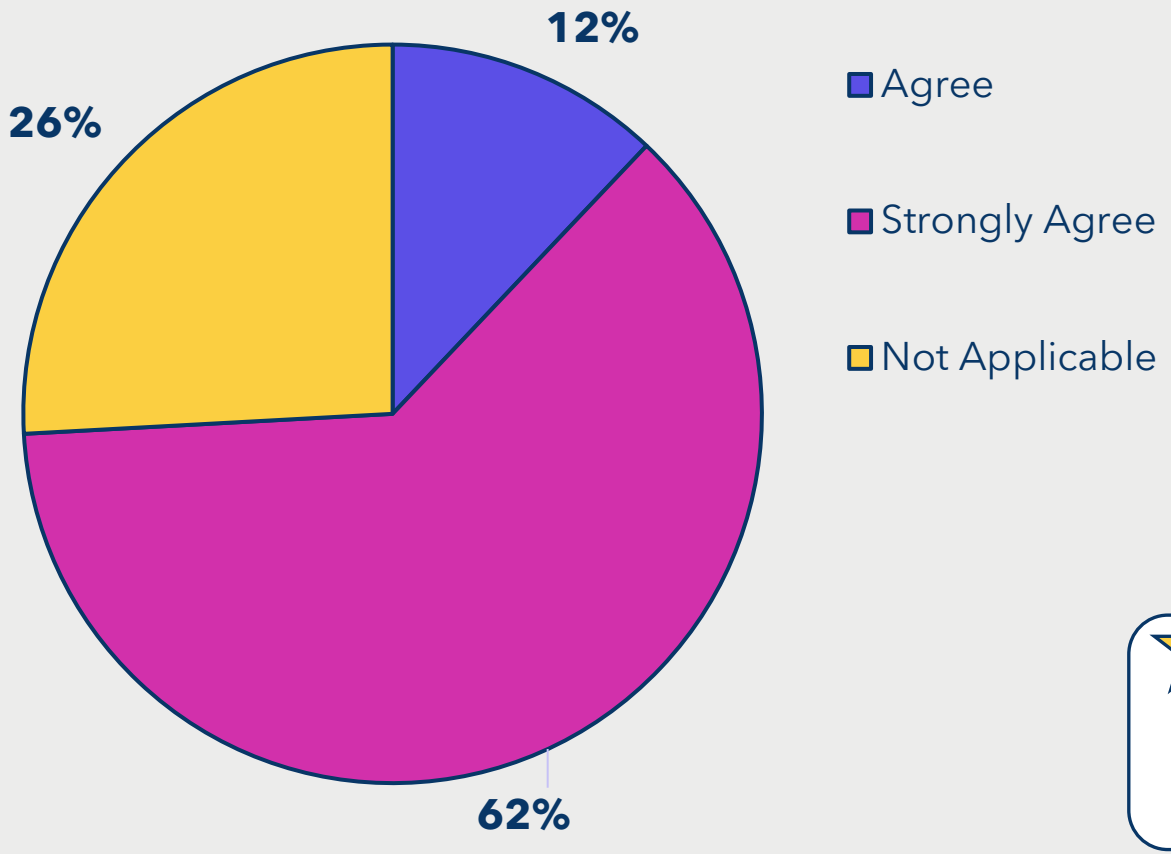
(62 responses across 98 unique sites)

Responses received across 13 regions:

Brazil, Colombia, Germany, Greece, Hungary, Israel, Mexico, Netherlands, Poland, Puerto Rico, Ukraine, United Kingdom, United States.

Global Site Survey Responses

The WCG CRC or SC performs high quality prescreening activities.



The WCG CRC has effectively performed all delegated functions, promoting an increase in patient selection and allowing the medical team to focus on patient care, selection, and review, as well as clear and continuous attention to the MSD monitoring team.

-Grupo Ollin Care SA de CV – Centro de Investigacion Clinica Ollin Care

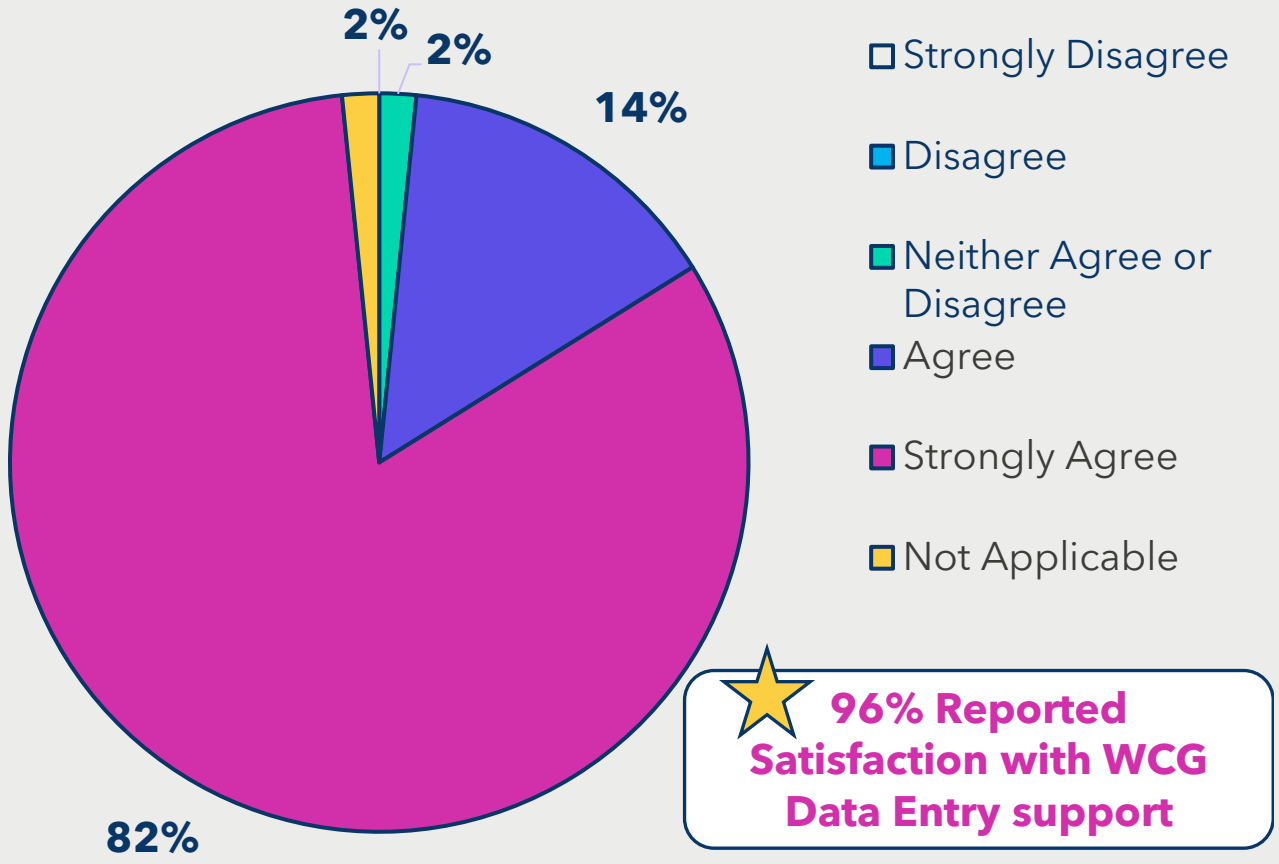
It is an excellent element that has helped improve the metrics.

- Hospital Universitario "Dr. Jose Eleuterio Gonzalez"

100% Reported Satisfaction for sites utilizing WCG prescreening support!

Global Site Survey Responses

The WCG CRC or SC supporting my study site performs high quality data entry.



96% Reported Satisfaction with WCG Data Entry support

[CRC] has been a great addition to the team and has helped resolve data backlogs for several studies. With her work, we have been able to resolve all queries for severely backlogged studies resulting in better data management.

-Weill Cornell Medicine

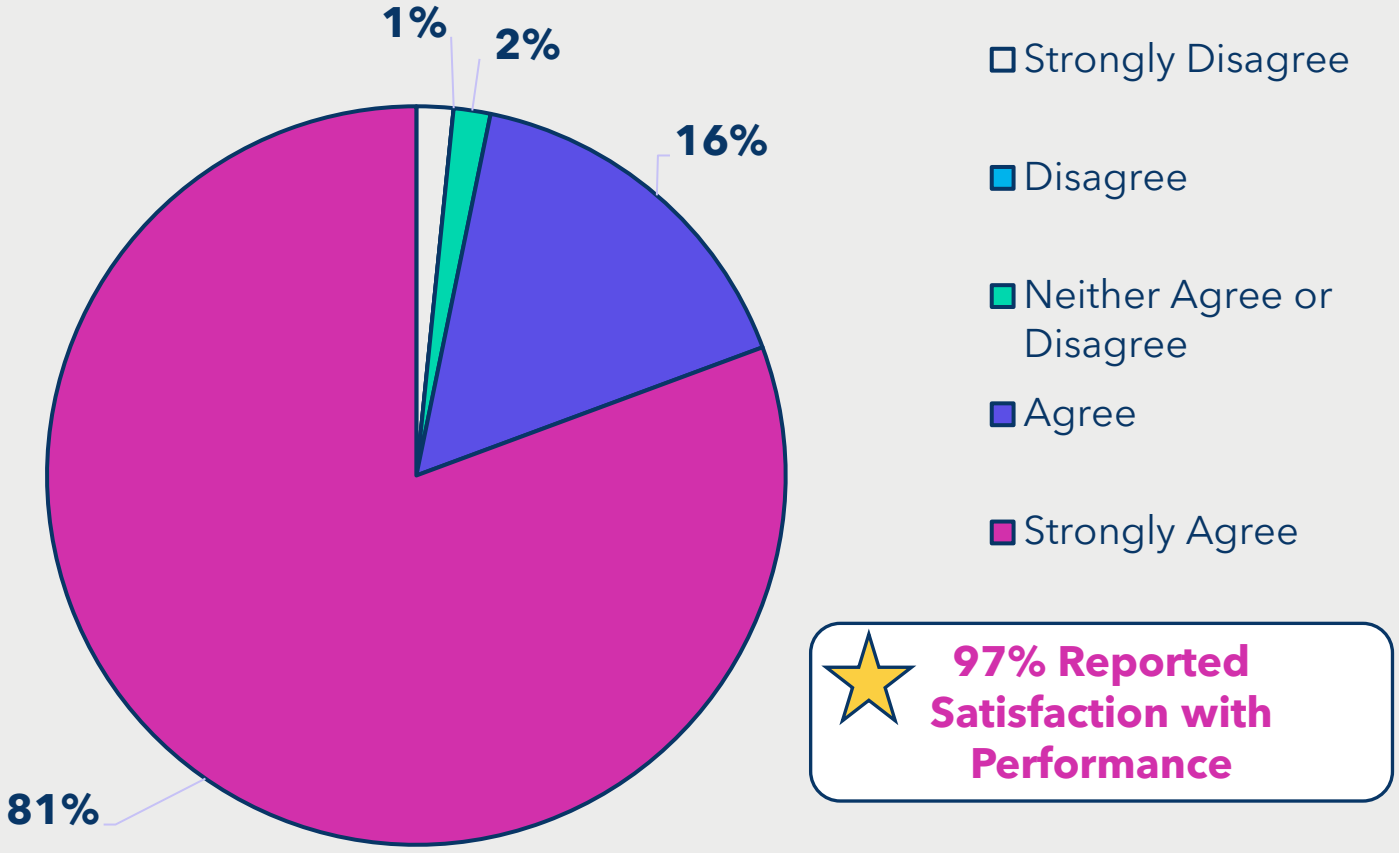
Great experience. It really helps the center deliver metrics to sponsors more quickly.

- Hospital Nossa Senhora Conceicao - CIPO

Neither agree or disagree: Site deemed it too early in support to determine satisfaction.

Global Site Survey Responses

I am satisfied with the performance of the WCG CRC or SC.



97% Reported Satisfaction with Performance

Support has been fantastic, and we couldn't be happier with the contribution the SC has made since joining us.

- Walsall Manor Hospital

Cooperation with WCG CRC significantly improves and optimizes work, allowing for better planning and execution of tasks within the project. The collaboration is comfortable, and the feedback is quick and productive.

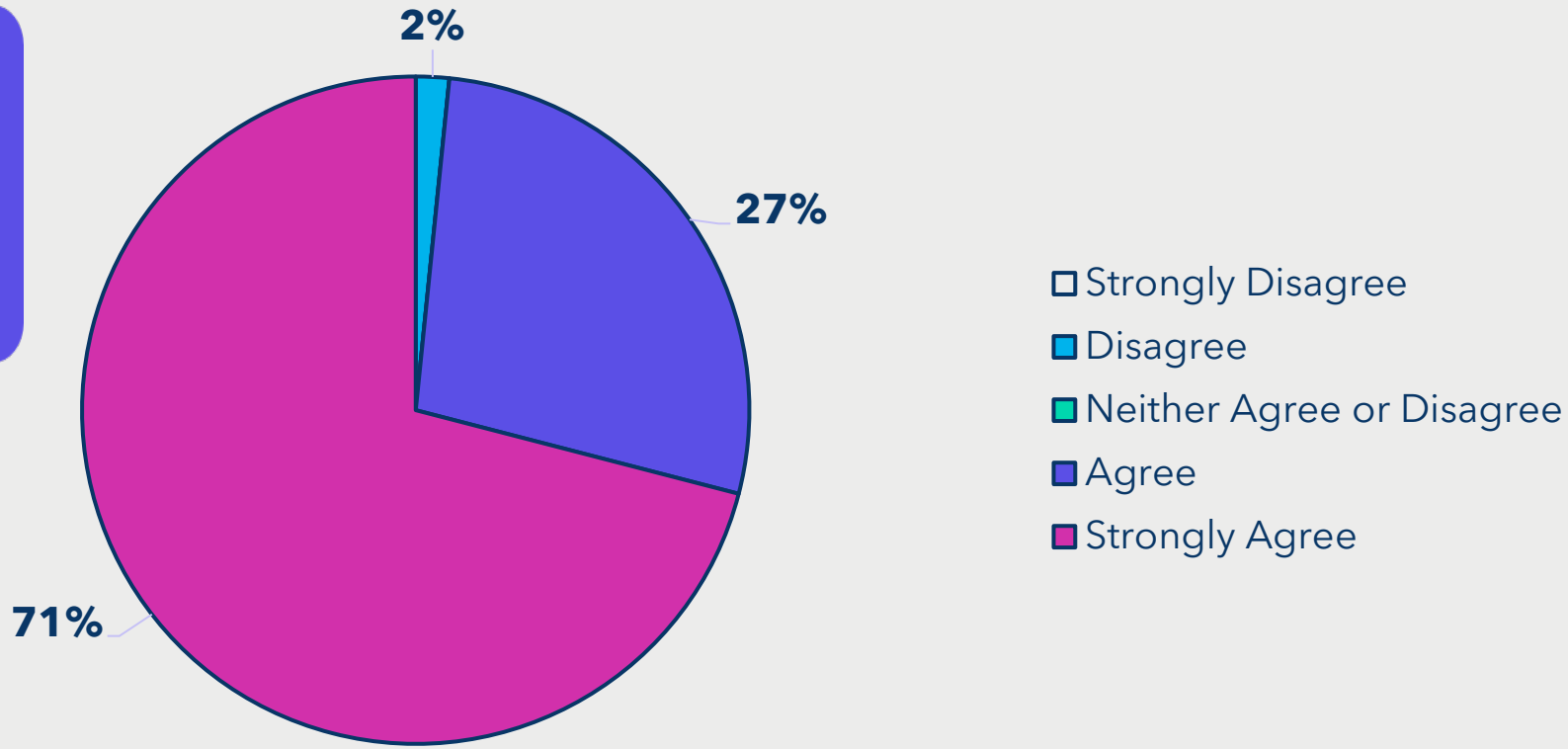
- Institute of Transfusion Medicine and Blood of the NAMS of Ukraine

Neither agree or disagree: Site deemed it too early in support to determine satisfaction.
Strongly disagree: WCG concluded a SC in Germany based on site's feedback that the SC did not have enough cardiovascular knowledge.

Global Site Survey Responses

WCG efficiently onboarded a CRC or SC to fulfill the scope of work requested.

"The deployed CRC quickly learned, easily integrated in the team, found common ground with the study team, and skillfully performs data entry."
- Orszagos Onkologiai Intezet



Disagree WCG concluded a SC in Germany based on site's feedback that the SC did not have enough cardiovascular knowledge.

CASE STUDY: WCG Increased Enrollment by 67%

CHALLENGE

A sponsor with a key ulcerative colitis was facing enrollment difficulties due to a combined impact of challenges from the COVID-19 pandemic and the large number of competing IBD trials in the industry.

SOLUTION

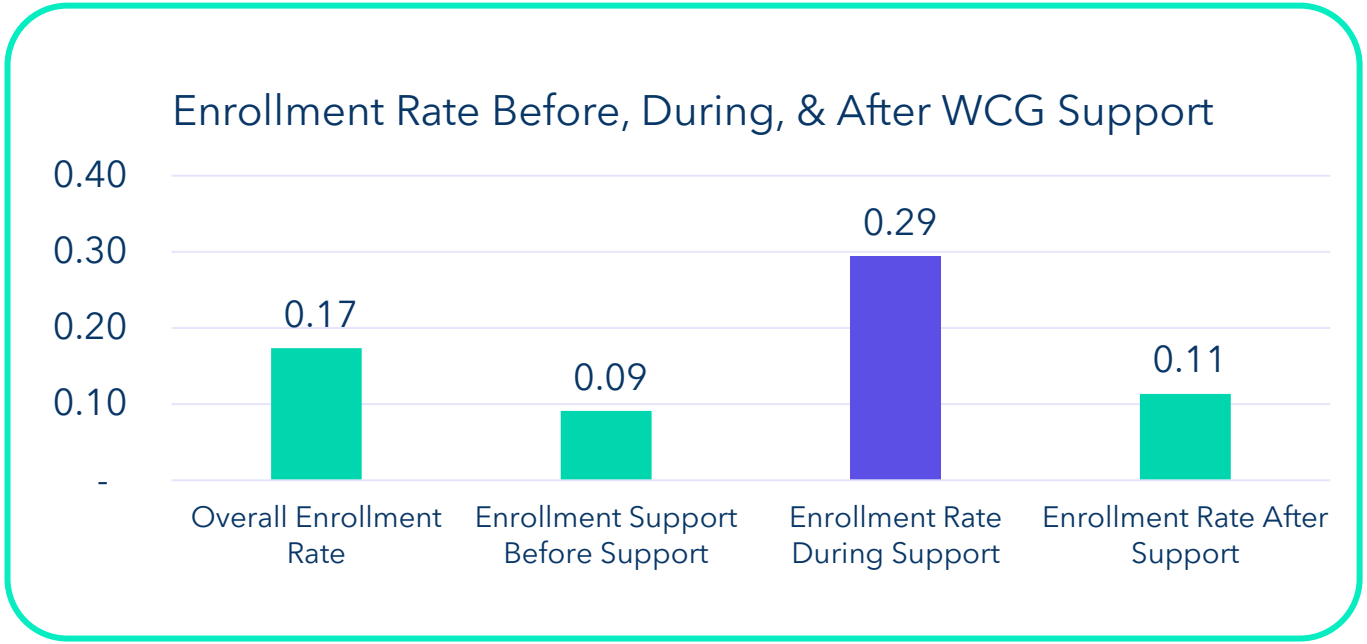
WCG developed a multi-referral source recruitment strategy that utilized our virtual waiting room to support enrollment by monitoring the progression of the potential participant's eligibility symptoms.

The strategy was designed to inform and engage participants during the COVID-19 screening hold and appointment disruption.

RESULTS

WCG support spanned 5 countries and reduced drop out during COVID-19 study freeze.

67% increase in enrollment at WCG supported sites



CASE STUDY: WCG Contributed 30% of Study Enrollments While Supporting Timely Participant Data Entry

CHALLENGE

A sponsor's global vaccine study faced the compounded challenge of enrolling an elderly population within aggressive timelines, while ensuring participant data was available in real time for sponsor review.

SOLUTION

WCG developed a customized study recruitment strategy with data verification support. This strategy focused on both ends of the participant journey by maximizing enrollment of internal and external participants while also ensuring timely and accurate data entry and query resolution was completed.

RESULTS

The study met its enrollment and endpoint timelines with WCG support.

30% Contributed 30% of the enrollments in the countries supported by WCG

Funnel Data

30,500+ Potential Participants	**16,500+** Referrals	**5,000+** Appointments Scheduled
5,000+ First Office Visits	**5,000+** Consents	**4,500+** Enrollments

CASE STUDY: 800+ Pre-Qualified Participants Transferred to Study Sites for IBD Portfolio

CHALLENGE

A sponsor needed to effectively and efficiently enroll its Inflammatory Bowel Disease (IBD) portfolio covering multiple drugs across multiple protocols and indications. Furthermore, as common with IBD studies, a key enrollment criteria was that individuals needed to be actively experiencing symptoms at the time of consent.

SOLUTION

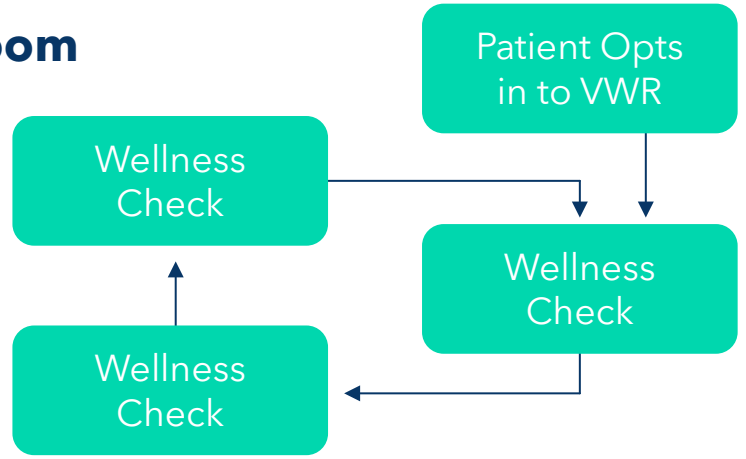
WCG developed a recruitment strategy that screened medical records across multiple protocols simultaneously. WCG's virtual waiting room was utilized to keep participants engaged until the required symptom flare was experienced and they could be further evaluated and consented.

RESULTS

The studies enrolled on time with most of the protocols in the portfolio successfully enrolling ahead of schedule. WCG prescreened over 58,000 potential participants, comparing multiple protocols to inclusion / exclusion criteria, and populating the virtual waiting room.

Pre-qualified potential participants pending flare waited within the virtual waiting room until they could be transferred to the study teams for consent. WCG's screening services ensured that only the qualified 800+ potential participants were transferred to the study sites.

My Patient®
Virtual Waiting Room



Thank you!

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