Integration Frequently Asked Questions

Frequently Asked Questions (FAQs) as of Day One were provided in the Day One Guide and organized by functional area/business unit. Below is a combined summary of Frequently Asked Questions that have been entered by employees into our general feedback survey **since Day One**. Please review these updated questions and answers in their entirety before submitting new questions.

General Corporate & Integration Information

Where can we find general company overview and headcount summary information, and can this be shared with clients?

You can find an ICON Corporate Overview deck on each Intranet here: the HR InsidePRA page or ICON Brand Portal.

This slide deck includes an overview of the leadership team and organizational structure, a history of the company to date, our global footprint, and combined capabilities and experience.

In addition, legacy ICON mission and values are included. Please note: vision, mission, values and strategy related information will continue to evolve as we integrate and define these aspects for the 'new ICON'.

The slides in the corporate overview can be used to orientate new employees to the combined company, and may also be dropped into client presentations.

Note: The information is not intended to be tailored.

What is the history on the 'ICON' name? Is it an acronym?

ICON is not an acronym but was a name chosen at the foundation of the company in Ireland in 1990. The founders wished to convey the nature of the company as an international contract research organisation and also chose a name that was simple and recognisable in all geographies.

Is there standard acquisition messaging available to provide to sites for Legacy PRA project teams?

A guidance document for site-facing staff is posted to the microsite and InsidePRA. On the microsite, please see the Global Operations folder on the Resources page. On InsidePRA, please see the Employee Resources Tab and look under "For Site-Facing Employees".

When should the company name ICON be referenced vs. still using PRA?

The company name ICON can be used when communicating externally – our email signatures reflect the new company name (with an explanation that ICON has acquired PRA). Therefore, site staff should be aware that we have changed to ICON. How and when you choose to change things on a project level will be at project team discretion. For more guidance, please see the "Rebranding Efforts" section below.

What is the projected timeframe for a full integration?

As announced in the general communication strategy, a full integration will be a phased approach over the next two years. Timing will vary across business functions – the goal is to have most areas integrated by the second half of 2022, however there will be some longer-tail items such as systems etc. that may take longer to be fully integrated. More details will be shared with employees as we progress through integration.

Where can communications sent to legacy PRA customers and other stakeholders including press releases, social media promotions, and email communications be found?

Everything that is available for employees to utilize is provided on the microsite and legacy company Intranet and/or the ICON Brand Portal. Employees should follow any guidance on distribution that is included on those documents.

Will there be an updated Data Privacy Notice link for L-PRA?

It has come to our attention that the link which is used in many L-PRA documents and surveys is no longer active: https://prahs.com/privacy-notice

The correct link is: https://prahs.com/legal/privacy-notice

If a vendor is currently on a legacy PRA-run study using ICON lab or imaging services, would there be any changes to the study or conflict of interest?

No, ICON routinely use their own lab/imaging services so this is not a conflict of interest.

Can ICON labs be included as part of a single contract with the client (including clinical services) instead of as a vendor pass thru?

ICON Central Laboratories can be included as part of a single PRA contract with the client as an affiliate, rather than as a vendor. For further support, contact the Labs Contracts team (ILS-CCS-Contracts@iconplc.com) or Legal team (LabsLegal@iconplc.com).

NEW: What information about the acquisition is publicly available and can be shared with sites or clients?

ICON's external website contains a "Progress on Integration" page where the most up-to-date public information can be found: https://www.iconplc.com/news-events/icon-to-acquire-pra-health-sciences/progress-on-integration/

NEW: Is there an Org Chart showing our ICON Leadership Team that can be shared externally?

ICON's external website contains a page outlining the ICON Leadership Team: https://www.iconplc.com/about/leadership/executive-management/

Human Resources

How are years of service determined for employees who transferred from legacy ICON to legacy PRA prior to the acquisition?

Per the acquisition terms, if an employee changed companies prior to the acquisition closing, their tenure will be based on their time with the company in which they were employed at the time of close.

UPDATED: How do you update MyCV to reflect the new company ICON?

IT has implemented an update to MyCV, which resulted in the company name being updated automatically from PRA Health Sciences to 'ICON, formerly PRA Health Sciences'.

I have questions about returning to the office and the new flexible working policy. Where can I go for more information?

For questions, please contact your Functional/People Manager or HR business partner.

NEW: Will work anniversaries be celebrated within the new ICON? If so, what are the key milestones?

Yes, work anniversaries are celebrated with service awards in 5-year increments, starting at 5 years.

Benefits/Payroll

Will ICON have an employee stock purchase program?

As of now, we do not plan to continue the Employee Stock Purchase Program (ESPP) that was in place at legacy PRA. However, we will continue to assess the competitiveness of our various benefits programs.

What are the tax implications of the PRA stock sale?

If an employee was a recipient of legacy PRA share awards or purchased shares through the ESPP prior to close, in the main, individual tax implications do not arise as a result of the stock sale. However, in some jurisdictions tax may arise depending on the nature of stock held, and your country of residence. Further support can be provided by E*Trade to an individual regarding their account.

Will healthcare/dental benefits change for legacy PRA employees?

We are actively engaged in reviewing benefits on a country-by-country basis. Employees will be notified in advance of any changes to benefits.

Will pay cycles or pay period dates be changing?

At this time, there have been no changes to pay cycles or pay period dates. If a change is made, it will be communicated in advance.

Will accrued PTO rollover for legacy PRA employees?

PTO, as currently recognized by legacy ICON or PRA, will continue to be recognized by the combined business in the same manner as it was prior to the acquisition.

Training

Will the ICON Global Ethics and Compliance Training be assigned to legacy PRA employees in Cornerstone and how do you mark required trainings as completed?

This training was assigned to all legacy PRA employees via Cornerstone with a due date of 01Sept21. Completion status is captured automatically by the Cornerstone system.

For legacy PRA staff supporting a legacy ICON project, are the legacy PRA employees required to complete ICON SOP training, or is it sufficient to have an up-to-date PRA training profile?

Legacy PRA's Process & Learning Management team is getting a weekly report of shared resources and internal transfers. They are partnering with counterparts at ICON to determine what training is required and manually adjusting assignments. Please reach out to Jennifer Jordan or Donna Minear for specific queries.

Facilities

Where can I find a list of all office locations for the new combined company?

Visit the interactive 'Global Office Locator' map on ICON's public website:
https://www.iconplc.com/contact/global-office-locator/

Rebranding Efforts

****Quality & Compliance guidance regarding document rebranding is summarized below and can also be found on the microsite in the Q&A folder on the Resources page here.****

When will legacy PRA templates be rebranded in Vault Quality?

As of July 30, legacy PRA Process Owners were provided with instructions on how to update document templates stored in Vault Quality with the ICON name and logo, as well as the recommendation to prioritize Site and Sponsor facing documents for these updates.

This process will take time, so for a while it is expected that we will see a mixture of ICON branded and PRA branded documents in legacy PRA's Vault Quality.

Also please note that while the logo may change, some templates will retain references to 'PRA Health Sciences' in the body of the document for now – and this is acceptable.

The PRA QMS ID number at the bottom of QMS documents will be retained.

Announcements to the appropriate groups will be made when key documents have been rebranded.

Changes to SOPs and Work Instructions will come later.

When should legacy PRA Project Teams update their project templates?

Individual project teams do not need to move everything over to rebranded templates right away, but instead, when creating a *new* project document, or *updating* an existing project document, the template available in Vault Quality should be used.

If a project team member is presenting to someone outside of the organization (i.e. to clients, site staff), the presentation content should be presented using the new ICON branded PowerPoint presentation template.

If a study closure is in the near future, it may make sense to continue to use the PRA-branded documents until study close.

Are there any references to “PRA Health Sciences” which should NOT be changed?

References to “PRA Health Sciences” should NOT be changed on regulatory or legal documents where the legal entity is PRA Health Sciences (e.g. IND submission documents for studies where PRA Health Sciences is listed as the legal entity, or contracts where the legal entity is PRA Health Sciences).

When is it is expected that the PRA legal entities will be changed to ICON?

PRA legal entities will continue in existence as separate legal entities within the ICON group of companies until further notice. No subsidiary level legal entity mergers are expected to take place within the first 12 months post close at this time. Subsidiary level legal entity changes will be communicated in advance.

If a rebranded template is not yet available in the legacy PRA QMS, should I do it myself?

No. If the QMS template has not been updated, the existing template can continue to be used. The only exception is external presentations, where the new ICON PowerPoint template should be used.

Do site documents need to be rebranded?

Site documents do not need to be replaced with ICON-branded templates (e.g., if an existing Site Signature Duty Delegation Log is PRA branded, this does not need to be *replaced* with an ICON branded template).

When a *new* template/document needs to be provided to the site (for example, a new page of the Site Signature Duty Delegation Log), and when the ICON-branded template is available in the QMS, rebranded templates may start to be used. This is part of the study team’s determination of how to proceed with rebranding.

Does it matter that there may be a mixture of ICON and PRA branding in legacy PRA Project materials?

It is important to note that our customers have been informed that we now identify ourselves and the organization as ICON. As we move through the integration activities, project documents may still carry the PRA name and logo and this poses no regulatory concern or risk.

Project teams may choose to include a Note-to-File in the Trial Master File (TMF), acknowledging this gradual transition and the presence of both company names and logos. Templates have been created for project teams to use as needed and these are available on the microsite and on the InsidePRA Acquisition page under Branding.

Is there an ICON branded newsletter template which project teams can use?

There is not yet an approved newsletter template for the combined company. In the meantime, study teams can continue using the PRA branded newsletter template.

Where do I go if I have a question about business cards (for example, if my title is not available in the template)?

Please contact your local facilities team with any queries relating to business cards. There is an option to customise templates.

NEW: Do rebranded CVs needs to be pulled for TMF filing?

Project teams do not need to proactively replace all current PRA Health Sciences-branded CVs in their eTMF. However, they should replace them with the ICON-branded version the next time they would normally update the TMF.

If presenting a *new* CV to a client, a fully ICON-branded CVs should be utilized (once available). In addition, teams should ensure a Note to File regarding branding of documents is present in their TMF.

NEW: I am a L-PRA employee and do not have access to the ICON Brand Portal. Where can I find ICON branded virtual backgrounds?

A selection of virtual backgrounds has been added to the Branding Tab on the InsidePRA Acquisition page.

Any L-PRA employee can also request access to the ICON Brand Portal by emailing marketing@iconplc.com

Email Signatures

What does “function/practice/technology” mean in the ICON email signature template?

The line in the approved ICON email signatures provides space where employees can include the function, practice or technology team that they work on. For example, a function might be Proposals or Study Start Up or Accellacare, a practice might be Therapeutic Expertise or

Medical Affairs, a technology might be Mobile Health Platform. It is up to team leadership to guide their teams on what should be included in that line of the email signature.

Do legacy PRA team members need to include the disclaimer "This e-mail transmission may contain confidential or legally privileged information…" which some legacy ICON employees have after their email signature?

At this time, legacy PRA team members do not have to include the legal disclaimer found in legacy ICON email signatures in their email accounts. If the direction should change, updates will be made to the legacy PRA email signature templates.

Is it possible to adjust the format to allow office location, or closest office for regional employees?

If it is critical for employees to denote where in the world they are located, or the time zone they are located in, they may add a line under their title that denotes the office or location they're in. As an example: "Based in Portugal" or "Regionally based in Raleigh, NC, United States" Keep it simple, direct, and below your title in the email signature.

NEW: How long should L-PRA employees keep the acquisition statement attached to our email signature?

This statement should remain for now. Guidance will be provided in due course when this is no longer required.

NEW: Should L-PRA employees continue to include country-specific company registered name, number and office at the bottom of their new ICON email signatures?

This is not a requirement at ICON.

Collaboration Through Technology

UPDATED: What is the forecasted timeline for legacy PRA and legacy ICON employees to gain access to department intranet spaces and/or Microsoft Team spaces?

It has been announced that Microsoft 365 will be implemented in a phased approach during 2022 for the entire organization, enabling one common email domain, and use of MS Teams. We will also be implementing Box in the first half of 2022, as a common platform for content management for all employees, and a new intranet for the combined organisation will launch in Q2 2022. In the meantime, both legacy intranets will be maintained.

I am a legacy ICON employee – how can I share documents and materials with legacy PRA employees if it is too large to email?

Store your document in a Box folder, and enable access for the legacy PRA employee(s).

NEW: I am a legacy PRA employee – how can I share documents and materials with legacy ICON employees if it is too large to email?

When individuals from each legacy organisation are connected on Microsoft Teams through NextPlane, then documents can be shared as attachments via the chat function.

Alternatively, L-ICON employees can provide L-PRA employees with access to a Box folder, where L-PRA employees will be able to upload documents for sharing.

I can't access the microsite – do you have any advice?

Please note that you must be connected to the corporate network to access the microsite.
If you are a legacy PRA employee please note you can also visit
https://insidepra.prahs.com/acquisition-information

NEW: I am a legacy PRA employee hosting meetings through MS Teams, and I noticed I always have to admit L-ICON colleagues in to the meetings individually, which can be distracting to the host on a call with many participants. Is there a way I can bypass this so that L-ICON employees can enter the meeting without having to be admitted?

Yes. In your meeting invitation, click on "Meeting Options". You will be taken to a screen where you can toggle the answer to the question "Who can bypass the lobby?" to "Everyone".

NEW: Can L-PRA employees send emails to L-ICON email distribution lists, and vice versa?

Yes, IT have made it possible for each legacy organisation to send each other's distribution lists. However please note they cannot be made visible in each other's global address lists until our email services are merged, therefore if you don't know the name of the distribution list in question, collaboration between colleagues in each legacy organisations is key.

Resourcing

Who can I speak to about sharing resources across legacy organizations?

Requests of this nature should be routed through your HR business partner.