



February 2022 Edition

Integration Newsletter



Welcome to the
February edition of the
Integration Newsletter



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Office Lead



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Office Lead

Dear colleagues,

Achieving key milestones in our journey as new ICON has continued in February. Over the past month, we defined our mission and vision, which unites us all around a shared purpose and what we want to become in the future.

We defined our strategy and provided clarity around the key focus areas that will help us advance our mission and enable us to achieve our vision of becoming the healthcare intelligence partner of choice to our customers. We also defined the foundations and four values – Integrity, Collaboration, Agility and Inclusion – that form our Own It culture and will guide how we interact with each other and our stakeholders. You can access links to the brief video updates for each area in this edition of the newsletter, so please take some time to watch them.

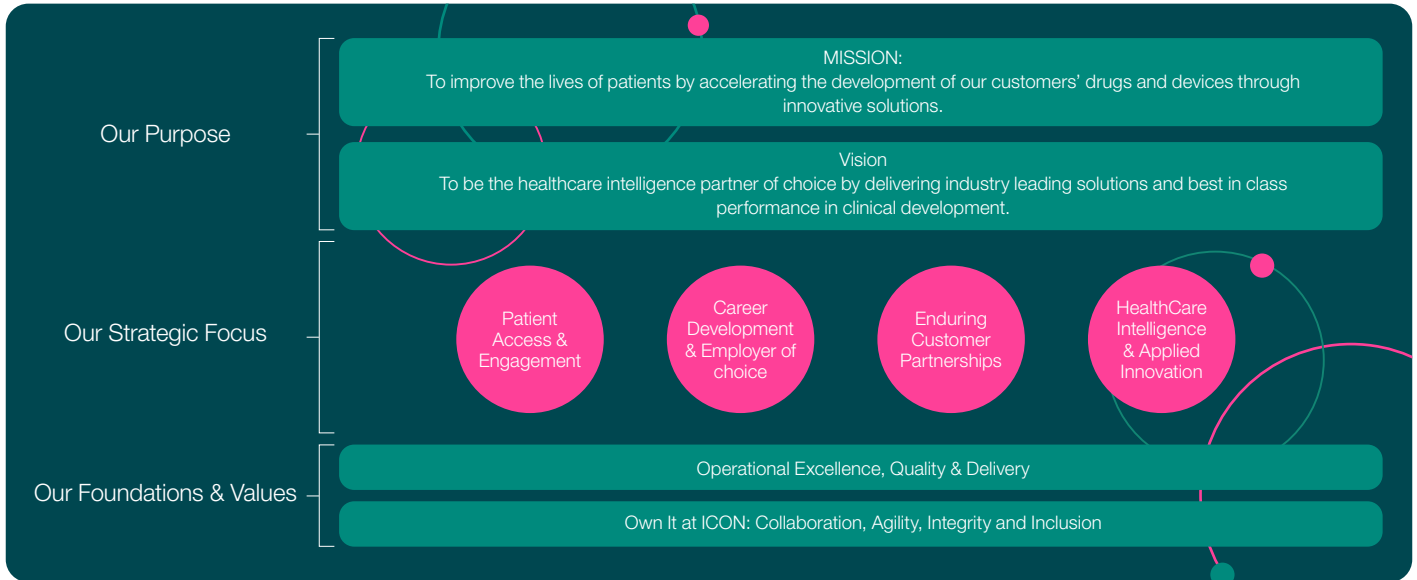
Other milestones reached this month include progress in unifying our IT environments, which you can learn about in Tom O’Leary’s update, and a future Procurement milestone coming in March, details of which are shared by Joy Harris on page four. Finally, we also announced our financial results to the market for Q4 and FY 2021 this week. As referenced by Steve Cutler in his Q4 update, 2021 was a momentous year for ICON and while we still have a lot of work to do in terms of integration, we can be proud of our progress and the milestones we have achieved so far as new ICON.

Regards,
Simon & Harris



Our mission, vision, strategy & values

Earlier this month, a series of video updates outlining the mission, vision, strategy and values of new ICON was shared with all employees.



If you haven't already done so, please take some time to watch each video so that you can understand our mission, our vision to become the healthcare intelligence partner of choice and the strategy & values that will help us grow and succeed.

Our mission & vision (3mins)



Our strategic focus areas (8mins)



Our values (7mins)





IT update

In February, we continued our journey towards unifying our IT environments through the following milestones:

1. Common platform (ServiceNow) for raising IT helpdesk tickets

On 21st February 2022, [ServiceNow](#) became the primary system for raising all IT helpdesk tickets. ServiceNow offers several useful features, including:

- Powerful search capabilities and an in-depth Knowledge section that includes many articles on how to use various IT systems, which will enable greater self-service and IT issue resolution.
- IVA chat bot, which can be used to raise a ticket or to speak to a member of the Service Desk team
- The ICON Digital Map which outlines all systems in use across ICON (including LPRAs systems)

2. Rollout of @iconplc.com email to legacy PRA colleagues

From 28th February, the IT team will begin to migrate legacy PRA colleagues to [@iconplc.com](#) inboxes. This process will start with a small number of individuals and will eventually extend to all users. The email migration project is expected to take in the region of 16 weeks to conclude. A range of information sessions will be made available to employees impacted by the above changes – please refer to emails from IT and posts to InsidePRA for further details.

I would like to thank everyone in IT who has worked hard to achieve these two important milestones. The teams truly lived our values of agility, collaboration, integrity and inclusion. I would also like to thank employees for embracing change as we move forward with our ambition to realising a shared experience for all employees.



Tom O'Leary
Chief Information Officer





Procurement update – Supplier Management Portal accessible for all ICON employees

The Supplier Management Portal (SMP) will be accessible by the whole business in March 2022. Access to the system is via the Procurement page of InsidePRA or MyICON.

You can use the SMP to:

- Search to see if the vendor you want to use is approved and for what services*
- Search to find an approved vendor that delivers the service you require (if your vendor isn't approved or you don't already know a vendor)
- Search to see who the Procurement contact is for your vendor
- Raise a new vendor request
- Look up the status of on-boarding for your vendor
- Raise a Supplier Corrective Action Request (SCAR)

*Some vendors may be approved for certain services or locations only

SMP has been in use in ICON since 2018 and it holds ICON's Global Supplier List (GSL), which is replacing the legacy PRA (L-PRA) Master Vendor list. All L-PRA vendors that were approved on the L-PRA Master Vendor list with >\$10K spend since 2019 have been added to SMP. Approved vendors with <\$10K spend can be added to the SMP upon request.

SMP is an automated system used for qualification and management of vendors using a risk-focused approach. Both the supplier and the assessment team (Procurement, Quality Assurance, Legal Compliance & Ethics, IT Security, Data Privacy, Finance & IT Validation) use the system. It is faster and more efficient than a paper based approach.

SMP provides the vendor with a questionnaire to complete, a copy of the ICON Supplier Code of Conduct and a Confidentially Agreement to sign. It's also used to provide finance information for paying vendors and to house master contractual agreements (linking to the Vendor Contract Management portal).

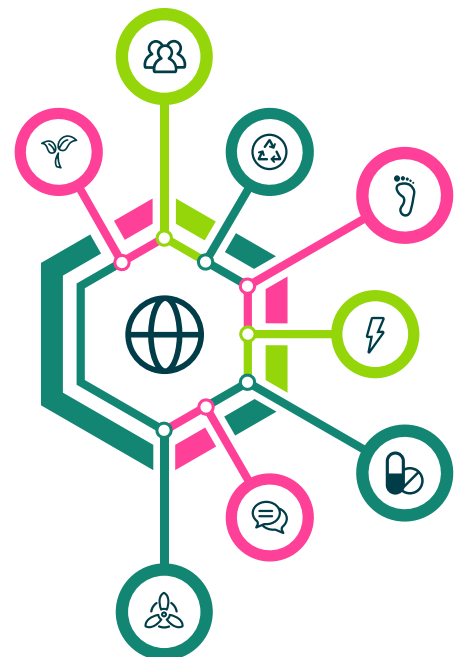
Training will be available to all staff in Cornerstone and how-to guides are also available in the SMP itself.

The New Vendor Request form will be retired as this is now completed directly in the system.

If you have any questions, please reach out to your Procurement contact or at VendorIntegrationQueries@iconplc.com



Joy Harris
VP Procurement





Uniting teams and building relationships

Uniting teams in a single office location continues and in February, teams in Taipei, Taiwan, marked the occasion with a small celebration.



Celebrating our Irish heritage – show your colours on St. Patrick's Day!

St. Patrick's Day is held each year on 17th March, not only in Ireland but across the world. From Rome to Rio and from London to Las Vegas, a host of famous buildings and sites around the world turn a shade of green to mark St. Patrick's Day – including the Leaning Tower of Pisa, Niagara Falls, Victoria Falls, the Sydney Opera House, the 'Welcome' sign in Las Vegas, the Sky Tower in Auckland, Christ the Redeemer statue in Rio de Janeiro and the Burj Al Arab in Dubai. You can learn more about Ireland's Global Greening Campaign [here](#)

Since ICON's roots are proudly Irish, we are eager to celebrate this day together. Between 1 – 13th March, we invite you to show your colours for St. Patrick's Day and send us your photos, which we will compile into a photo montage that we will share on the 17th March. Ideas could include wearing green clothing, dyeing your hair or wearing a green wig, lighting up your house, flexing your artistic skills, or getting creative in the kitchen!

You can submit your photos [here](#) – we look forward to seeing the creativeness of our colleagues!



ICON named by Forbes as one of America's best large employers 2022

ICON was the only CRO to be included in the 2022 Forbes America's Best Large Employers List.

Now in its sixth year, Forbes 'America's Best Employers List' features the top 500 large employers in the US with more than 5,000 employees. The list is generated from the results of an anonymous survey, where 60,000 Americans working for large organisations are asked to rate how likely they are to recommend their employer. Participants rated their companies on factors such as working conditions, development opportunities and compensation.

Along with being the only CRO to be included in the list, ICON also ranked amongst the top twenty pharma/biotech companies.





Employee referral programme – have you referred a candidate?

Congratulations to the many colleagues who have referred a successful candidate to ICON and are looking forward to a referral bonus payment of up to \$2,000 after their referred employee completes their probation period. If you have not yet referred a candidate and you think there might be someone in your professional network who would be suitable for one of the many ICON vacancies we have currently, then now is your chance to submit your referral.

As a reminder, following are some of the key aspect of the referral programme:

- The programme is open to all permanent employees of new ICON.
- Cross-entity referrals are now enabled for the first time, which means that any permanent employee can refer a candidate to any role across the legacy organisations.
- There will be sliding scale of referral bonus payments up to \$2,000 for referrals that result in successful hires.
- Referral bonus payments will be paid for permanent roles only and will be paid once the candidate has completed their probation period or 6 months' continuous employment. Payment will be made via our usual payroll process.
- As an added incentive to encourage you to introduce your high-quality contacts to ICON, there will be holiday voucher prizes up to the value of \$10,000 for our top 4 referrers in each region.

More details of the employee referral programme can be found on [InsidePRA](#) and [MyICON](#).



How to refer a candidate:

To refer a candidate for a role within your current business entity, please use one of the following options:

Legacy ICON

Workday
- click on the Career Worklet

Legacy DOCS

DOCSreferrals@iconplc.com

Legacy PRA

TAP Referral Portal

To refer to a role in a different entity to which you are currently assigned, please use one of the following options:

Legacy ICON

referrals@iconplc.com

Legacy DOCS

DOCSreferrals@iconplc.com

Legacy PRA

referrals@prahs.com

Questions?

Please email the Talent Acquisition team with any general queries, or if you wish to discuss/share the details of a candidate that you are unsure to which role they may be suited.

referrals@iconplc.com