Employee Recognition at IQVIA

The purpose of this document is to provide information about IQVIA' Work Worth Doing / **Because It Matters** recognition program. The table of contents listed below will guide you to different sections of the document describing or answering questions about the program.

Table of Contents

Edition Date: 6/13/2018

Work Worth Doing / Because It Matters (WWD) - our global employee recognition program, gives us a way to formally recognize and reward employees who demonstrate behaviors aligned with our values, and to celebrate employees who have reached tenure milestones.

Key Highlights:

- Updated performance recognition program—**Because It Matters**—that consolidates the three sub-programs (Thank You, Team Effort, and Exceptional Performance)

- Integrated, interactive social media feature makes recognition more memorable and meaningful

- Teamwork, Leadership, Customer, Quality remain our standard for determining nomination

- **Enhanced career achievement experience that includes Yearbook, a personalized memento containing messages from leaders and peers

- Customer project nominations (pass-through) and other exceptions process unchanged

Award Structure
An equity index is applied to the award levels for various countries and adjustments are made taking into account the difference in the cost of goods worldwide.

Focus of recognition	Award Name	Level*	Who can give	First Approver	Final Approver	Presenter
Encourage Effort	eCard	eCard	All employees	N/A	N/A	Nominator
Reward Results	Applause!	50 points	All employees	N/A	Nominator's manager	Nominee's manager with nominator presence, if possible
	Bravo!	100 points	All employees	N/A	Nominator's manager	Nominee's manager with nominator presence, if possible
	Shout Out!	250 points	All employees	N/A	Nominator's manager	Nominee's manager with nominator presence, if possible
Spot Bonus	Outstanding!	$500 Cash	G31+	N/A	Nominator's manager's manager (+1)	Nominee's manager with nominator presence, if possible
	Distinction!	$1,000 Cash	G31+	Nominator's manager	Nominator's manager's manager (+1)	Nominee's manager with nominator presence, if possible

*Cash applicable in countries using cash in lieu of awards/vouchers.

**Note: current career achievement does not include locations in Asia

Program Guidelines

Work Worth Doing / **Because It Matters** is our comprehensive way of recognizing great effort and results at IQVIA, and includes career achievement and performance recognition. Our career achievement program continues to be handled by O.C. Tanner, who will also now be our partner for performance recognition. All locations except those in Asia are eligible for the career achievement program. Performance recognition is housed on a sub-program called **Because It Matters**, which consolidates the Thank You, Team Effort, and Exceptional programs.

IQVIA' Work Worth Doing / **Because It Matters** recognition program serves to highlight the excellence that exists in all areas and job functions across IQVIA. Employee recognition can be given in many ways, such as saying thank you, giving praise or providing some kind of public acknowledgement. Being recognized for achievements and knowing that one's contributions matter to the organization have a considerable impact on employee engagement and retention.

Purpose
- Highlight behaviors that demonstrate Teamwork, Leadership, Customer Service and Quality
- Recognize individuals and teams, in a timely, effective, and public way, for their exceptional contributions
- Help foster an environment of shared success and engagement
- Recognize that each individual can make a difference
- Serve as a fair and flexible practice that becomes an integral part of the IQVIA culture

Eligibility
The program is open to all regular employees below Grade 180. Novella, Encore & Q^2 Solutions employees are not eligible for this program. Employees at Grades 180 and above may nominate employees for awards and approve award nominations, but they may not be nominated for awards. All employees are eligible to receive eCard recognition. Agency temps and contractors are not eligible.

Recognition Sub-Programs
The Work Worth Doing program now has one sub-program, **Because It Matters**, that focuses on all aspects of performance recognition. All recognition is accessed through a single portal, and recognition has been categorized into different types:

- **Encourage Effort** recognition is informal recognition that celebrates day-to-day great work. This can be given in a number of ways—by saying thank you, spotlighting a team member in a meeting, or by sending an eCard
- **Recognize Results** is more formal recognition for unique contributions that make a critical difference and are aligned to our values
- **Spot Bonus** recognition is given to celebrate breakthrough results that improve the probability of our customers' success

The type of recognition you can give depends on your job grade level. Please refer to the award structure chart on page 2 for a complete breakdown of recognition type can be given by your job grade.

Awards and Global Conversion
The global award is defined using a number of factors, including purchasing power, in conjunction with data from Mercer, a leading global compensation / expatriate data expert, the US State Department, and the United Nations. The model is designed to adjust awards in the United States for various countries, and adjustments are made taking into account the difference in the cost of goods worldwide. This information is provided to IQVIA by O.C. Tanner, our recognition partner.

Award Distribution
Employees who receive points based awards will be able to bank those points in their Work Worth Doing / **Because It Matters** account and redeem them in the **Because It Matters** catalog, which includes an extensive selection of merchandise and vouchers. After an employee has been notified of the award, applicable taxes and any other required deductions related to the award will appear on his or her next paycheck. Cash awards will be paid by local payroll as part of the regular payroll process, less applicable taxes and any other required deductions.

Employees in cash in lieu countries will continue to receive cash awards. These employees will see award points in their Work Worth Doing / **Because It Matters** account as they receive awards. *Please note that these points are visible for reporting purposes only and not available for redemption.*

Nominations & Approvals

Nominations and approvals are completed online. Approvals follow the manager hierarchy of the nominator rather than the recipient, as awards will be charged to the nominator's budget. We encourage the nominator to speak with the recipient's manager before submitting a nomination to avoid concerns or delays. There is a 72 hour delay between approval and recipient receiving award to allow for personal recognition.

For information on who may nominate for each award type and level, and the approval levels required, review the award structure chart below.

Award Structure

An equity index is applied to the award levels for various countries and adjustments are made taking into account the difference in the cost of goods worldwide.

Focus of recognition	Award Name	Level*	Who can give	First Approver	Final Approver	Presenter
Encourage Effort	eCard	eCard	All employees	N/A	N/A	Nominator
Reward Results	Applause!	50 points	All employees	N/A	Nominator's manager	Nominee's manager with nominator presence, if possible
	Bravo!	100 points	All employees	N/A	Nominator's manager	Nominee's manager with nominator presence, if possible
	Shout Out!	250 points	All employees	N/A	Nominator's manager	Nominee's manager with nominator presence, if possible
Spot Bonus	Outstanding!	$500 Cash	G31+	N/A	Nominator's manager's manager (+1)	Nominee's manager with nominator presence, if possible
	Distinction!	$1,000 Cash	G31+	Nominator's manager	Nominator's manager's manager (+1)	Nominee's manager with nominator presence, if possible

*Cash applicable in countries using cash in lieu of awards/vouchers.

FAQs

General Program Questions

What is the Work Worth Doing / Because It Matters Recognition Program?

Work Worth Doing is our comprehensive way of recognizing great effort, results, and career contributions at IQVIA. **Because It Matters** is part of Work Worth Doing and focuses specifically on recognizing employees for their performance.

Because It Matters serves to highlight the excellence that exists in all areas and job functions across IQVIA. Employee recognition can be given in many ways, such as saying thank you, giving praise or providing some kind of public acknowledgement. Being recognized for achievements and knowing that one's contributions matter to the organization have a considerable impact on employee engagement and retention.

What are some key goals of the Work Worth Doing / Because It Matters Recognition Program?

Some key objectives of our recognition program include:

- Highlighting behaviors that demonstrate Teamwork, Leadership, Customer Service and Quality
- Recognizing individuals and teams, in a timely and effective way, for their exceptional contributions
- Helping foster an environment of shared success and engagement
- Recognizing that each individual can make a difference
- Serving as a fair and flexible practice that becomes an integral part of the IQVIA culture
- Spotlight exceptional contributions over the course of one's career

How do I access the IQVIA Because It Matters Recognition site?

You may access the IQVIA Work Worth Doing / Because It Matters program on iQ by searching for "Work Worth Doing" or by going to My Home > HR > Pay & Benefits and click on Rewards & Recognition. You may search under the Tools and Applications list on your iQ home page for easy access.

Who is eligible to receive awards under the Work Worth Doing / Because It Matters program?

The program is open to all regular employees below Grade 180, with the exception of Novella, Encore & Q^2 Solutions employees. Employees in Grades 36 and above may nominate employees for awards and approve award nominations, but they may not be nominated for awards. All employees including employees at Grade 180 and above are eligible to receive eCard recognition. Agency temps and contractors are not eligible.

Who is eligible to receive career recognition through Work Worth Doing / Because It Matters?

All employees, with the exception of Novell, Encore & Q^2 Solutions employees, are eligible to receive career achievement recognition. Agency temps and contractors are not eligible. All IQVIA locations except those in Asia are eligible for the career achievement program.

How is the Work Worth Doing / Because It Matters Program structured?

This recognition program is accessed through a single portal, and recognition has been categorized into different types:

- **Encourage Effort** recognition is informal recognition that celebrates day-to-day great work. This can be given in a number of ways—by saying thank you, spotlighting a team member in a meeting, or by sending an eCard
- **Recognize Results** is more formal recognition for unique contributions that make a critical difference and are aligned to our values
- **Spot Bonus** recognition is given to celebrate breakthrough results that improve the probability of our customers' success

All award levels will be accessible through the **Because It Matters** program. Employees can receive award points, which can be redeemed for a number of items and vouchers / gift cards. The type of recognition you can give depends on your job grade level. Please refer to the award structure chart on page 2 for a complete breakdown of recognition type can be given by your job grade.

Nomination Questions

How do I nominate and recognize an eligible employee?
You may nominate an eligible employee by using the Work Worth Doing / **Because It Matters** tool available on iQ. To nominate someone, follow the access directions to the site. Once on the **Because It Matters** site, enter an employee's name (or employee ID) in the 'Who would you like to recognize today?' bar.
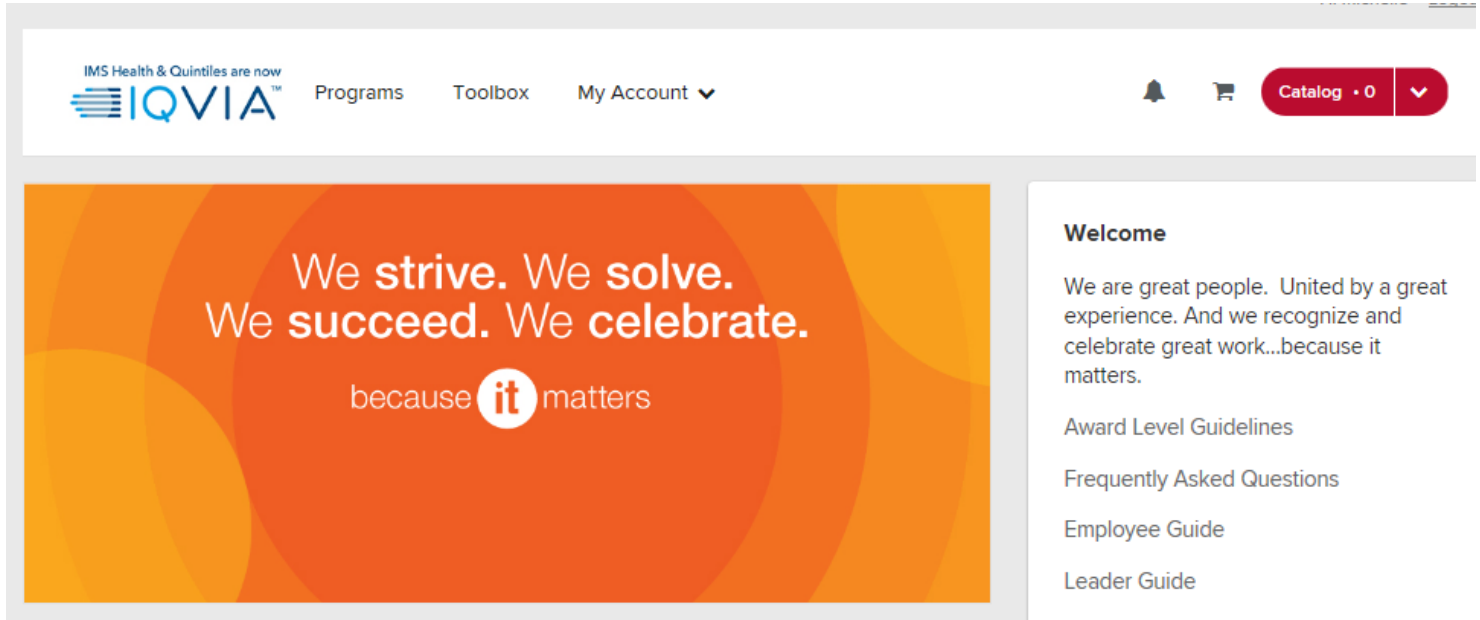
What is the approval process for a nomination?
For each nomination, the approval process will be directed to the nominator's reporting hierarchy rather than the recipient's reporting hierarchy. Please refer to the program structure chart on page 2 to review the award levels and required approvals.

Who pays for the recognition nomination?
The costs of each approved award nomination will be allocated from the nominator's reporting hierarchy rather than the recipient's reporting hierarchy.

How do I know when to send a thank you and when to give points / cash?
Send an eCard to celebrate to say thank you and celebrate day-to-day great work, such as when an employee:
- Helped out
- Showed a positive attitude
- Showed great team work
- Asked questions to further a project or process
- Shared new ideas
- Achieved a personal milestone such as education, technical fellow, technical coach, new certification, birthdays, life events, etc.

Nominate for points / cash to recognize contributions that have impact, such as when an employee:
- Improved situation or result
- Exceeded expectations
- Managed high pressure situation
- Inspired others
- Demonstrated great leadership
- Delivered results to a customer

What are some things to consider when determining the level of recognition?

A major goal of the Work Worth Doing / **Because It Matters** program is highlighting behaviors that demonstrate Teamwork, Leadership, Customer Service and Quality. Some things to consider when nominating an employee and determining the level of recognition include:

- Is the contribution part of the employee's current role or is it above and beyond current expectations?
- What level of initiative did the employee take beyond expectations?
- What was the business impact of the achievement, contribution or behavior?
- What was the employee's role or contribution in the achievement?
- What was the geographic scope of the achievement (i.e. local, regional, global)?
- Did the employee's action reflect one or more of our values?

An optional nomination wizard will be available to help guide you in evaluating an employee's work and guide you to the recommended award.

How do I know what to write on the eCard and nomination page?

When giving recognition, you will be asked to enter the reason for the recognition. Try to frame your description in the stages of Situation → Action → Result. Describe the Situation; explain their Actions; and explain the Results of the actions. Be as descriptive and specific as possible to help the recipient know how and why their work was so impactful to you and the company.

Is there a process for submitting awards to a team of employees?

Yes, you may add up to 25 names when submitting the award or sending an eCard. Simply continue to search and add names to the 'who would you like to recognize' box. For nominations with more than 25 employees, please submit a ticket through VIA.

Should I include everyone on a team to make sure no one feels left out?

No, it is important to make recognition genuine and meaningful. Recognize those who have made the great work possible and their efforts are aligned to desired behaviors. By including everyone on the team, the recognition becomes diluted and is no longer valuable to employees.

Redemption Questions

How do I know if I have received an award?

Once approved, the award presenter will have 72 hours to present the award, after which the award will automatically be deposited into your account. You will receive an email notifying you of the points deposit.

How do I redeem my points?

You can view the award catalog at any time by clicking on the 'Catalog' button in the top-right hand corner of the main page. Once you are in the catalog, you can select from a number of merchandise and voucher options. You can redeem your award points any way you like. Each award in the catalog has a point cost. Ordering an item will deduct that cost from your points account—the leftover points will remain.

Do my award points have any expiration dates?

Once received, your award points do not expire. Please note that gift cards / vouchers you select may have their own expiration terms.

What if I am no longer a IQVIA employee—can I still use my points?

Once an employee has terminated employment, he/she will have 90 days to redeem award points. Terminated employees can access the site by visiting http://www.appreciatehub.com/becauseitmatters. Please contact O.C. Tanner using the contact information provided on page 15 to obtain your username and password for the site.

What if I want to purchase an award or voucher of lesser value than my award?

You can redeem your award points any way you like. Each award in the catalog has a point cost. Ordering an item will deduct that cost from your points account—the leftover points will remain.

What if I receive a cash award?

After you have been notified of the award, it will appear on your next paycheck. Cash awards will be paid by local payrolls, less appropriate social charges or other applicable taxes.

Is there an option to give my award as a charitable contribution?

Yes. All employees have the option of redeeming their award for a Charity Choice gift card, which can be used as a donation to the charity of their choice. Please visit www.charitygiftcertificates.org to review the charitable options. US employees also have the option to redeem for an American Red Cross gift card that can be donated at the same website.

Presentation Questions

If I am the presenter, is there anything I need to do?

As the presenter, you will receive an email once the recognition has been approved and is ready to present. In order to complete the presentation, follow these steps:

- After you have given the presentation, sign into the Work Worth Doing / **Because It Matters** program
- Click on "Toolbox", then scroll down to the "Pending Presentations" section
- Click on the check box under "Deposit Award Into Nominee's Account", then click "Update"
- A presenter has 72 hours to give the presentation before the award points are automatically deposited into the Nominee's account

Additional Questions

Who is the administrator for the program?
The Global Compensation Department of IQVIA HR administers the Work Worth Doing / **Because it Matters** program with our partner from O.C. Tanner.

Can I recognize employees by purchasing gift cards on my own and submit expenses through the Expense System?
No. Rewards and recognition are processed through our Work Worth Doing / **Because It Matters** program. Any recognition expenses submitted through the Expense System will not be reimbursed.

Are awards taxable?
Yes. We are required to report all vouchers and cash payments as taxable income. After payroll has been notified of the award, social charges or other required applicable taxes related to any awards will appear on the recipient's next paycheck. Cash awards will be paid by local payrolls, less appropriate social charges or other applicable taxes.

How are you adjusting award amounts so they are fair and equitable globally?
The global award is defined using a number of factors, including purchasing power, in conjunction with data from Mercer, a leading global compensation / expatriate data expert, the US State Department, and the United Nations. The model is designed to adjust awards in the United States for various countries, and adjustments are made taking into account the difference in the cost of goods worldwide. This information is provided to IQVIA by O.C. Tanner, our recognition partner.

Wall of Fame – how does it work?
Recognition can now be shared and celebrated with co-workers on the Wall of Fame. This feature appears below the 'give recognition bar' on the main landing/home page. It includes a running digest of all approved award activity and congratulations in the program over the past 30 days. From the Wall of Fame, employees can view messages of approved awards and congratulate the recipients for those awards directly from within the feed. The landing page will automatically show award activity for ALL employees. Awards appear immediately on the newsfeed after award is issued to the recipient by the presenter. The nominator, approver and recipient have the opportunity to make the award private so that it does not appear on the newsfeed.

I don't want my recognition to be public on the website. Can I control that?
Yes, if you don't want your name and accomplishments to be shown for all employees to see, you may turn it off by clicking My Account, then My Profile and editing the Recognition Sharing section.

How do I get the certificate to make a presentation?
Once the award has been approved, you as the nominee's manager will receive an email notice to present the recognition. This notice will include access to a certificate that you can either print and present to the employee or email to the employee.

How should I present the recognition to the employee?
Make a formal presentation (in person or via phone) when possible to highlight the employee's accomplishment and present the certificate. When making the presentation, highlight what the employee did and how they made a difference at IQVIA. If necessary, connect with the nominator to discuss the impact the employee's work made.

NOTE: Keep in mind that some employees may be uncomfortable with a large, public presentation. Others may miss the value of the reward if presented in a one-on-one meeting. Plan in advance in order to take their preference into consideration and to help ensure the experience is positive.

How do I know an email I've received about recognition isn't an email spam?
All system generated emails are addressed from IQVIA Global Recognition, sent from appreciate@appreciatehub.com. Please add this address to your safe list in order to see images within the system generated emails.

If I'm an approver, will I receive notifications reminding me of pending approvals?
Yes. After the initial notification is sent to you, you may receive up to 3 reminders. The first reminder is sent 5 days after the initial notification, and each subsequent reminder is sent in 5 day intervals.

Tips on Recognition

Effective Recognition

Effective Recognition involves identifying and reinforcing positive individual and team performance. It is based upon the basic idea that everyone wants to do a good job – and appreciates when his or her good work is noticed by others. The Work Worth Doing / **Because it Matters** program provides an opportunity to recognize the great work our colleagues do every day with everything from a simple, but heartfelt "Thank You" eCard up to a voucher or cash award at the highest level. Making recognition part of our culture means it is important for us to acknowledge efforts by our colleagues that reflect IQVIA' core values:

- Teamwork
- Leadership
- Customer Service
- Quality

The key to effective recognition that will be appreciated and remembered is to understand while acknowledgment comes in many forms, it always includes two important elements:

- Praise that is proportional and timely to the achievement
- Thanks that are sincere

As you consider using the Work Worth Doing / **Because It Matters** program, remember the following:

- Timing is crucial; delays in recognizing accomplishments weaken the impact
- Match the recognition to the achievement
- Small gestures of thanks go a long way
- Effective recognition doesn't have to cost a lot of money

While the online recognition tool makes recognition convenient, people make recognition personal.

Special Recognition Tips for Managers

Effective recognition requires planning and commitment. Without it, recognition can become sporadic and inconsistent. You can make a difference by:

- Reviewing the current state of recognition efforts
- Incorporating recognition into ongoing events, such as team meetings
- Discussing your recognition strategy with your HR Business Partner
- Collaborating with your peers to ensure consistent application of recognition
- Using available reporting to monitor recognition usage
- Cultivating a culture of recognition

Make Effective, Memorable Recognition Presentations

Most employees prefer recognition be delivered by their immediate supervisor, in front of their peer group. Recognition is very effective when delivered in the form of a story, with specific links to the behavior and outcomes that are being recognized. This helps other employees understand what is valued in the organization. One word of caution: not all employees enjoy public attention. Use your best judgment.

Tips for Great Presentations:

- Make the recognition public, yet personal — based on preference of individual.
- Know exactly what is being recognized.
- Double check all details and facts.
- Make the presentation flow like a story.
- Make specific comments regarding the accomplishment.
- Stick with positive, upbeat remarks.

Avoid creating an atmosphere of winners and losers. Emphasize the accomplishment, not the reward!

Managers / Admins Only

Manager Toolbox Instructions

Managers can see the give and receive activity of their employees via Manager Reports in the Toolbox.

From your Toolbox menu, you can view My Team Health and Top Recognizers.
My Team Health and Top Recognizers will report on the entire down-line provided there is activity for individuals in the down-line. This means that if a person did not give or receive recognition they will not show up in the graphs.

1. Click Manager Reports
2. Select first graph for Top Recognizers – provides you with Top 10 and Bottom 10 recognizers.
3. Select second graph for My Team Health – provides you with Top 10 and Bottom 10 recipients

Give   Programs   Toolbox   My Account ▾

🔔 3
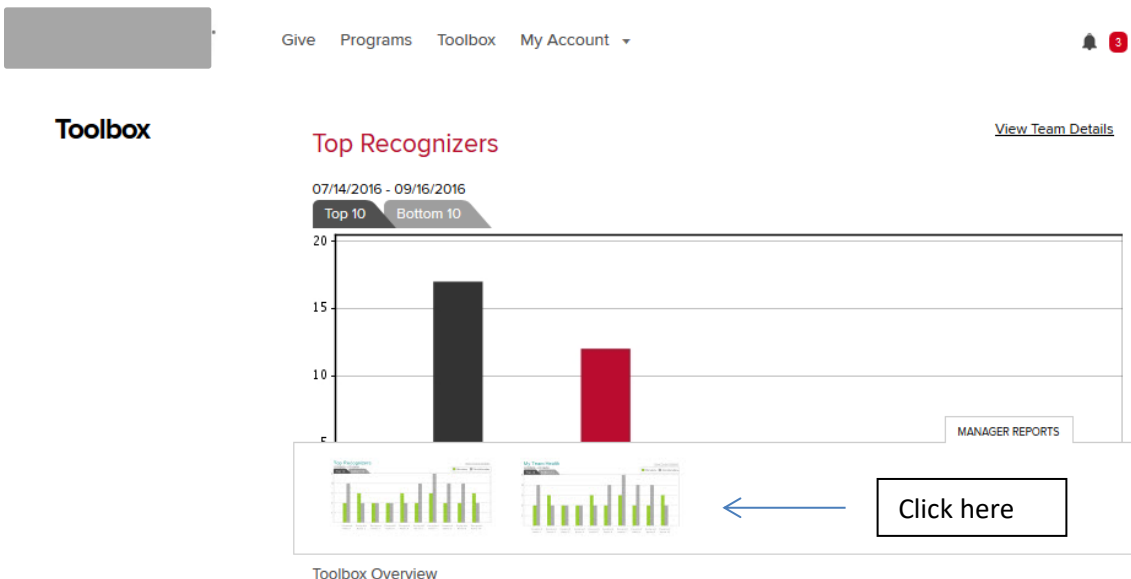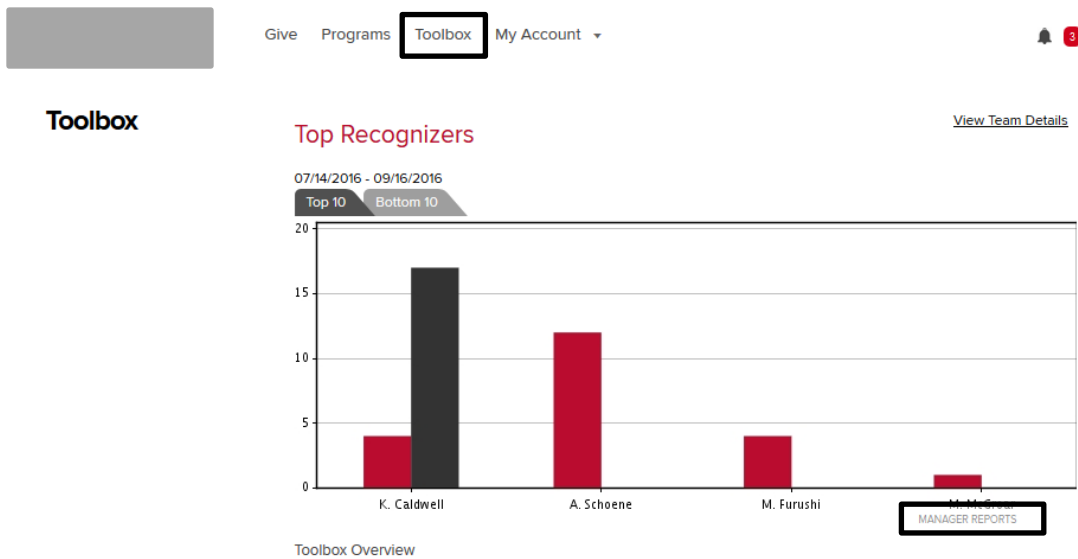
Toolbox

My Team Health

View Team Details

07/14/2016 - 09/16/2016

Top 10   Bottom 10

K. Caldwell	A. Schoene	M. Furushi

MANAGER REPORTS
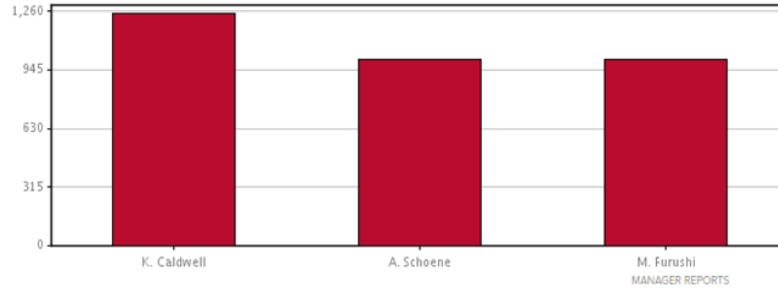
Toolbox Overview

Additional Toolbox features

Managers can also review pending nominations within their toolbox.

Pending Approvals

If you have approvals pending, a table will display within the area of the Toolbox. Clicking on the Award Level will direct you to the approval form. Review the award details and select Approve or Decline.

Pending Presentations

If you have presentations assigned to you, within the area of the Toolbox, a table will appear under Pending Presentations with basic information on the presentation. Click on the award level link to display the approval form with all the information submitted from the nominator and approvers. Click on the PDF link to access the eCertificate for your presentation.

Completed Activity

Managers will have access to review all awards they approve and present.

Contact Information

Who should I contact if I have any questions about My Account, an Award, or Order?
Contact O.C. Tanner, our partner. Contact details are listed below for your reference:

Country	Phone	Email Address	Available Hours
Australia	+1 801 493 3007	orders.au@octanner.com	8:30 AM - 7:00 PM EST (M-F)
Brazil	+1 801 493 3007	orders.intl@octanner.com	8:30 AM - 7:00 PM EST (M-F)
Canada	+1 800-668-7227	service@octanner.ca	8:00 AM-5:00 PM EST (M-F)
China	400 898 6539	orders.cn@octanner.com	9:00 AM - 5:00 PM CST (M-F)
Hong Kong	852 8202 8827	orders.hk@octanner.com	9:00 AM - 5:30 PM HKT (M-F)
India	0008001009519	india.support@octanner.com	6:30 AM-3:00 PM IST (M-F)
Japan	+1 801 493 3007	orders.jp@octanner.com	8:30 AM - 7:00 PM EST (M-F)
Mexico	001 866 574 4639	ordenes.mx@octanner.com	8:30 AM - 7:00 PM EST (M-F)
Singapore	800 8523 725	orders.sg@octanner.com	9:00 AM - 5:30 PM SST (M-F)
UK / EU	008000 2826637	clientservices@octanner.co.uk	8:00 AM-5:00 PM GMT (M-F)
All other European countries, Middle East and Africa	+44 (0) 208 418 7454	clientservices@octanner.co.uk	8:00 AM-5:00 PM GMT (M-F)
US	+1 888-708-7080	orders@octanner.com	6:30 AM-5:00 PM MST (M-F)
US Export / International*	+1 801 493 3007	orders.intl@octanner.com	8:30 AM - 7:00 PM EST (M-F)