



ITR's Culture of Care

July 2018 Newsletter



Introduction

“You don’t build a business, you build people and then people build the business.” – Zig Ziglar

Our fortified business foundation is built around our culture of care, which we believe provides us with a competitive advantage and propels us through time into achieving continuous triumphs. A culture that we maintained for over three decades since our existence. A culture where leaders care about employees, who in turn care for each other and for customers and where everyone at ITR cares about the company’s purpose of saving lives each and every day through providing safety drug testing.

Our culture of care is based on the three pillars of:

- **Communication:** Clarifying and communicating our mission as well as listening and connecting with our employees
- **Training:** Providing various training avenues to continuously sharpen our employees’ skills
- **Recognition:** Recognizing and rewarding talent to convey our appreciation

It is this culture of care that enables us to empower our people to grow within our company and attain leadership positions as a result of our commitment to promoting from within.

In this newsletter, we will discuss the different elements of our culture of care and then announce our most recent Vice-President promotions.



I. Elements of Our Culture of Care

- **Communication:**

Successful communication is a two-way street. Effective communication requires a sender, a receiver, a message and most of all a “code” that allows communicators to have the same understanding of the message, which is the company’s mission and vision. Our shared values are at the heart of ITR’s code. They set the tone for our company’s culture thereby enabling stronger cooperation and understanding and establishing a solid bond of trust between all parties involved in the conversation.

The best illustration of our mission is the Biomedical Research Awareness Day (BRAD) where we wanted to raise awareness on the importance of ITR’s mission in the advancement of biomedicine and in the development of new treatments and cures for people and animals. During this day, each department at ITR showcased the role they play in furthering this greater cause through demonstrating and explaining the work they do on a daily basis for the purpose of connecting the dots between individual roles and the greater goal of ITR.

Empathy is one of ITR’s core values that we foster and encourage. This results in everyone at ITR operating in an empathetic fashion during their daily tasks. The Animals In Our Lives Save (TAILS) is a clear example of how our people are treating animals and their bond to them. This platform allow our employees to share their stories on animal research and how these animals contributed to improving human and animal lives.



BRAD Poster on How Biomedical Research Saves Lives



The Animal In Our Lives Save

TAILS Logo



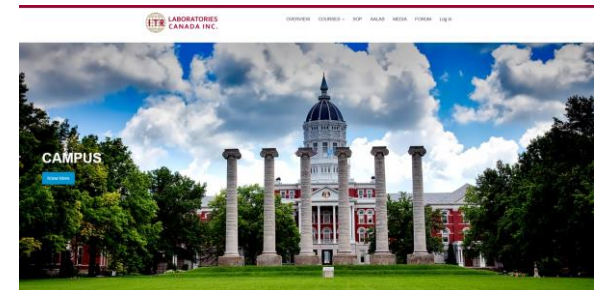
I. Elements of Our Culture of Care

- **Training:**

Good science is achieved through skilled and knowledgeable technical staff and scientists. Employee training and development is essential for ITR's success. It is important to ensure that our employees' skills, abilities and knowledge levels are being regularly updated. We provide employee training and development to onboard new employees and to satisfy every individual employee's development plans where we train to fill a skill or knowledge gap, address a performance issue or prepare the employee to take on greater leadership responsibilities.

At ITR, we provide various kinds of training whereby our trained employees could train other staff members, our workforce could attend seminars, workshops or conferences or our employees could seek self-directed learning initiatives online either through ITR's e-learning campus, which provides access to web-based seminars, protocols, rules and regulations or through training modules and certifications accessed through other organizations such as ACLAM, AALAS, CALAS and CCAC. We are proud to have one of the very few ACLAM Diplomates in Canada, Abbas Fotovati. We are pleased to announce his receipt of this prestigious certification earlier this month. Furthermore, congratulations to Adrian Bocan and Albert Muya Dibaya, who have recently received their CALAS certification.

By investing in employee training and development, we help our employees feel more connected, valued, accountable, focused and part of the team.



ITR e-Learning Campus Homepage



Logos of Various Associations



I. Elements of Our Culture of Care

- **Recognition:**

Taking care of the employees will have a direct impact on the level of animal care, and employees that have been appreciated will respond better when the call of sacrifice is sounded.

To create this sense of commitment and loyalty in our employees, we established ITR's Recognition Award, which acknowledges star employees in animal care. This is done through an internal voting process where other employees vote for whoever they believe has shined at doing their job. Our winners so far are Terry Pimm and Otimize Masagbor.

We also established ITR's Innovation Award that rewards creativity in inventing new techniques or enhancing already used ones in research. This award recognizes employees that are proactive and seek to ameliorate the way research experiments are done.



ITR's Recognition Award



II. Vice-President Promotions Announcements

Our continuous investment in our employees creates loyalty, and we tend to incentivize personal development through promoting from within to fill up leadership positions.

We have recently undertaken an important step in support of our most recent expansions. We have reorganized our management structure with the promotion of three of our directors to Vice-President positions. Today's restructuring is about positioning ourselves for further long-term growth.

The changes we are announcing affect Sciences, Operations and Program Management.

- **Sciences:**

General Toxicology and Safety Pharmacology Study Directors, Immunologists and Pathologists will report to Joseph Younan, Vice-President of Sciences. With over two decades of experience in toxicology, including 19 years at ITR, where he has occupied positions such as Toxicology Technician, Quality Assurance Auditor, Study Director, Manager of Toxicology and Director of Toxicology, Joseph is suitably positioned to lead our group of scientists.

- **Operations:**

Will Ruddock has been promoted to the position of VP of Toxicology Operations, which includes the departments of Toxicology, Clinical Pathology, Pathology and Pharmacokinetics (PK). Will began his career in drug development in the UK in various technical, scientific and management positions before joining ITR in 2002 as a study director and later as a Director of Toxicology. We believe that, in the role of Vice-President of Toxicology Operations, Will has the knowledge and the unique abilities to steer the operations groups to excellence.



II. Vice-President Promotions Announcements

- **Program Management:**

Pete Aughton is promoted to the position of Vice-President, Program Management. In addition to his responsibilities for the Inhalation Study Directors, he will oversee the Pharmacy and Analytical groups. Pete has been part of ITR for almost two decades. However, his experience in toxicology dates back even further to when he was in England. Pete is a life-long learner, who has not stopped acquiring knowledge since graduating from university with a Sciences degree. He went on to obtain various distinguished diplomas such as the Diploma of the American Board of Toxicology and the Diploma in Toxicology from the Royal College of Pathologists. We are confident that Pete will drive our program management team towards continuous victories.





Conclusion

In conclusion, the real competitive advantage in ITR's business is one word only, which is "people". At the end of the day, it is our employees that are our greatest assets. While we upgrade our facility and equipment, we need to renew our individual skillsets, upgrade our teams and arm them with what they need to know to remain competitive and do their best work.

