



Ethics Hotline FAQs

What is Parexel's Speak-Up Program?

At Parexel we believe in doing what's right by being ethical and honest and acting with respect and responsibility in everything we do. What you do – and the way you do it – matters. Our Speak-Up Program allows all employees and third parties to report possible misconduct any time you see or become aware of a suspected violation of Company policies and/or procedures, laws or regulations.

What is Parexel's Hotline?

Parexel's hotline is managed by NAVEX, a third-party supplier that specializes in compliance and ethics programs. The Parexel Hotline can be accessed 24 hours a day, 365 days a year, to allow employees and third parties to report any misconduct associated with our Code of Conduct, Policies & Procedures, or laws and regulations. Using an independent third-party system ensures employees confidentiality and, when requested and allowable by law, anonymity when submitting a report. We encourage you to share your identity as it leads to a better investigation. There are two ways in which employees can report a suspected violation or misconduct. Both offer the same level of confidentiality.

1. **Calling the Hotline:** countries with Parexel operations have their own unique dial-in number allowing employees to submit reports in their local language. Available local telephone numbers for each country can be accessed via parexel.ethicspoint.com ; enter your country name under 'Report a Concern', when you do this the relevant phone number automatically pops up.
If your country is not listed you can still report issues by:
 - Directly contacting the Chief Compliance Officer or check out the [Parexel Compliance Pulse page](#) for more info.
 2. **Hotline Website:** visit parexel.ethicspoint.com to file a web-based report. These reports can be filed from within or outside the Parexel network.
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Who is responsible for Parexel's Hotline and Speak-Up Program?

Parexel's Chief Compliance Officer and our Regional Compliance Officers oversee Parexel's Compliance Program including our Code of Conduct, the Speak-Up Program and our Hotline.



Information collected through the Parexel Hotline will be kept confidential and anonymous because NAVEX, the program administrator, is a neutral, experienced third-party provider of confidential reporting services and is contractually required to conceal the identity of the person making the report. Reporting through the website or calling in a report using the local telephone number in the applicable country can be done confidentially and anonymously if the employee making the report chooses that option and it is allowable under the local law in your country. All reports go through a standard investigative process. You are able to call back or check the website at any time to receive a status on your report.

If I do not want to use the Hotline, who can I report a concern to?

You are encouraged to first notify your manager, your manager's supervisor, or the local General Counsel in your region, to report a concern or questions. If you are not comfortable doing so, you can also contact Parexel's Chief Compliance Officer. Other employee options for initial notification include the following:

- › Regional Compliance Officers
- › Legal & Risk Management
- › Executive Management
- › Human Resources (HR)
- › Internal Audit

In some countries you can also report to certain external parties who, under local legislation, are eligible recipients of such information. These are typically regulatory bodies or national authorities that are authorized to collect and investigate such reports.

What type of misconduct or issues can be filed to the Hotline?

You can report a wide variety of issues, including but not limited to:

- › Retaliation
- › Bribery and Kickbacks
- › Fraud
- › Misconduct regarding accounting and auditing matters
- › Insider trading
- › Conflict of Interest
- › Embezzlement or Theft
- › Falsification of contract, reports, and records



- › Discrimination based on gender, race, disability
 - › Environmental misconduct
 - › Health and Safety
 - › Inhumane working conditions (child labor, slavery, etc.)
 - › Violation of Anti-Trust laws
 - › Code of Conduct & Policy violations
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HR Issues or Reports of bullying

Reports of personal work-related grievances should be reported to HR in the first instance. In some countries reports of sexual harassment or bullying at the workplace should be reported to the country specific committee or work's council 'person of trust' to redress such complaints, in accordance with applicable local laws.

For instance, in India, employees should report these types of complaints to the Internal Complaints Committee (ICC) that has been formed under applicable law to address such matters.

As a Parexel employee, why should I get involved if I believe I saw a violation of Company policy, procedures, or applicable laws?

Reporting violations is consistent with Parexel's values of integrity and ethical conduct. In addition, Parexel's Code of Conduct requires that employees report suspected violations of Company policies, applicable laws and regulations, or other ethical issues.

Your reports are important to us because it helps Parexel identify wrongdoing that may not otherwise be uncovered.

Do I have to reveal my identity?

Reporting anonymously does make it more difficult to conduct a comprehensive investigation so it is not encouraged. But employees who wish to report anonymously can do so, as long as it is permitted by local law.

In a small number of countries anonymous reporting is not allowed by local law and in one or two countries anonymous reporting is recommended as standard.



If I do not report anonymously, what information will I be asked to provide?

When you make a report through the hotline that is not anonymous, the following personal information will be collected:

- › Name
 - › Phone number
 - › Email address
 - › Relationship with Parexel (employee, vendor, etc.)
 - › Best time to contact you
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What information am I asked to provide if I file a report?

Both the Speak Up Hotline telephone operators and the Speak Up website ask a series of questions designed to collect the relevant facts about the situation. When answering questions, it is important to limit answers to facts. Refrain from speculating or providing opinions. You will be asked to provide the following information:

- › Details about the incident you are reporting (time, place, location, circumstances)
 - › Description of what happened
 - › Name and other personal data of any persons you name in your report.
 - › If management is aware of the issue
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What happens if I am a subject of a report?

All issues reported through the Hotline go through a standard investigative process to determine if the complaint is substantiated. Action is only taken if the misconduct provides to be justified.

If I file a report anonymously, how will I find out the outcome of the issue I raised?

The Speak Up Hotline assigns a unique identification number to each submitted report. In addition, the employee submitting the report will be asked to provide a unique password. The combination of the unique identification number and password allows the anonymous reporter to:

- › Provide additional information on the reported misconduct
 - › Answer questions that have been posed by a company representative regarding the report
 - › Learn about the eventual outcome of the report.
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Am I protected if I “speak up”?

Parexel has a zero retaliation policy. Employees who submit reports in good faith, anonymously or not, are protected from retaliation from their management and/or colleagues. Employees who cooperate with investigations that may result from employee reports are also protected from retaliation. If you believe that you or another colleague has been retaliated against for reporting a concern or for participating with an investigation, you should contact a member of HR or Compliance immediately. You may also report any retaliation via our Hotline.

How to I find the phone number that I can use to report a case in my country?

Available local telephone numbers for each country can be accessed via parexel.ethicspoint.com ; enter your country name under ‘Report a Concern’, when you do this the relevant phone number automatically pops up.
