

Lab Subjects is a semi-annual newsletter developed and distributed by ICON Central Laboratories to provide helpful tips and updates for the investigator sites involved in the clinical trials we support worldwide.

Inspection-Ready with Up-To-Date Certificates

At the start of every new study, ICON Central Laboratories provides each site with current lab certificates for all relevant ICL locations. Check your certificates periodically and if any of them is expired, remember you can visit us on the web to print and file an up-to-date version anytime at:

www.iconplc.com

...and click on the link for Global Central Laboratories, then Lab Certificates.

Extreme Boxes for Extreme Temps

Sites in both the Northern and Southern hemispheres are facing the most extreme seasons of the year - summer or winter. In preparation for extreme temperatures, ICL recommends that sites in these locations take appropriate measures to protect samples from extreme temperatures.

- **ALL sites in regions of extreme cold**

(<0°C or <32°F for prolonged periods) may contact ICL to request Extreme Ambient Shippers which can be used to protect samples from cold temperatures (up to -18°C or 0°F). These boxes are recommended by ICL in particular for sites in Russia and Ukraine.

- **ALL sites in regions of extreme heat**

(>25°C or >77°F) are provided with Thermal Ambient Shippers by ICL which are used to protect samples from hot temperatures. Please ensure you are using these shippers when shipping ambient samples and request additional shippers as needed.

Shippers are easy to use and you may order them by contacting your ICL Site Services team:

- by phone, or

- by sending an e-mail request to labsitehelp@iconplc.com.

Note: These shippers require a minimum of ten (10) business days to arrive, so please be sure to plan ahead and order accordingly.

Upcoming Holiday Schedule (November 2011 through January 2012)

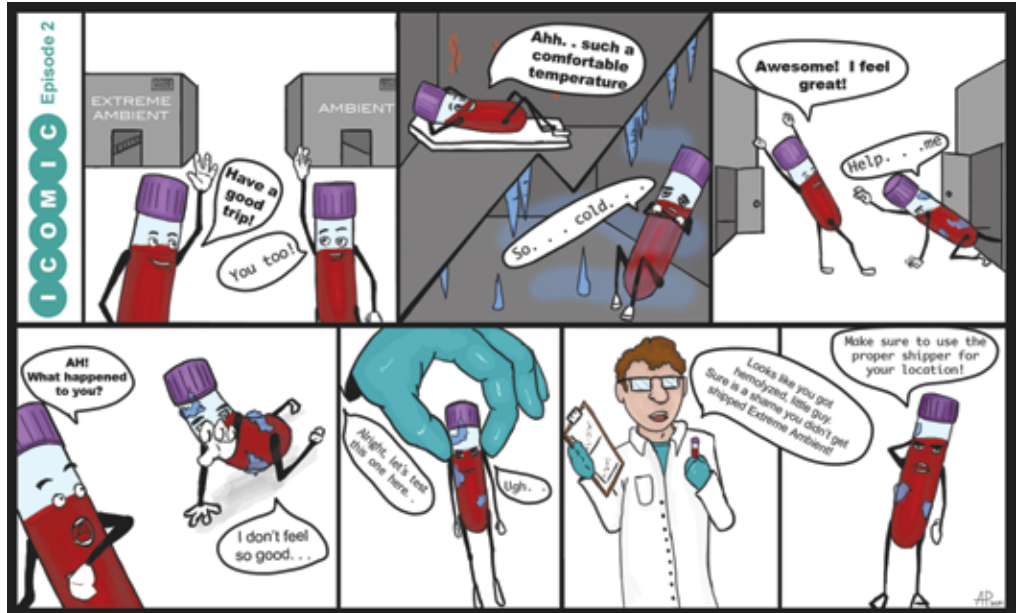
Below is a list of upcoming holidays that affect ICON Central Laboratories' Site Services Department's operating hours and/or commercial couriers delivering to our laboratories. As always, courier schedules are subject to change and local courier offices may institute their own changes in cutoff times, so be sure to speak with your local courier office in advance and plan ahead to schedule subject visits accordingly.

NORTH AMERICA	EUROPE	INDIA	SINGAPORE	CHINA
<p>Thanksgiving - Thur 24 Nov</p> <ul style="list-style-type: none"> - Site Services: Limited Service - Couriers Not Delivering: <ul style="list-style-type: none"> - FedEx, DHL <p>Day after Thanksgiving</p> <p>- Fri 25 Nov</p> <ul style="list-style-type: none"> - Site Services: Limited Service - Normal Deliveries <p>Christmas - Sun 25 Dec</p> <ul style="list-style-type: none"> - Site Services: Closed - Couriers Not Delivering: <ul style="list-style-type: none"> - FedEx, DHL <p>Christmas (observed) - Mon 26 Dec</p> <ul style="list-style-type: none"> - Site Services: Limited Service - Couriers Not Delivering: <ul style="list-style-type: none"> - FedEx, DHL <p>New Year's Day - Sun 01 Jan</p> <ul style="list-style-type: none"> - Site Services: Closed - Couriers Not Delivering: <ul style="list-style-type: none"> - FedEx, DHL <p>New Year's Holiday (observed)</p> <ul style="list-style-type: none"> - Mon 02 Jan - Site Services: Limited Service - Couriers Not Delivering: <ul style="list-style-type: none"> - FedEx, DHL 	<p>Christmas (observed) - Sat 24 Dec</p> <ul style="list-style-type: none"> - Site Services: Limited Service - Couriers Not Delivering: <ul style="list-style-type: none"> - TNT, DHL - Specialist Couriers as normal <p>Christmas - Sun 25 Dec</p> <ul style="list-style-type: none"> - Site Services: Closed - Couriers Not Delivering: <ul style="list-style-type: none"> - NO Courier Deliveries <p>Boxing Day / St. Stephen's Day</p> <p>- Mon-Tues 26-27 Dec</p> <ul style="list-style-type: none"> - Site Services: Limited Service - Couriers Not Delivering: <ul style="list-style-type: none"> - TNT, DHL - Specialist Couriers as normal <p>New Year's Eve - Sat 31 Dec</p> <ul style="list-style-type: none"> - Site Services: Limited Service - Couriers Not Delivering: <ul style="list-style-type: none"> - TNT, DHL - Specialist Couriers as normal <p>New Year's Day - Sun 01 Jan</p> <ul style="list-style-type: none"> - Site Services: Closed - Couriers Not Delivering: <ul style="list-style-type: none"> - TNT, DHL - Specialist Couriers as normal <p>New Year's Holiday (observed)</p> <ul style="list-style-type: none"> - Mon 02 Jan - Site Services: Limited Service - Couriers Not Delivering: <ul style="list-style-type: none"> - TNT, DHL - Specialist Couriers as normal 	<p>Muharram - Mon 05 Dec</p> <ul style="list-style-type: none"> - Site Services: Limited Service - Normal Deliveries <p>Christmas - Sun 25 Dec</p> <ul style="list-style-type: none"> - Site Services: Closed - Specialist Couriers Only <p>Christmas (observed) - Mon 26 Dec</p> <ul style="list-style-type: none"> - Site Services: Limited Service - Normal Deliveries <p>New Year's Day - Sun 01 Jan</p> <ul style="list-style-type: none"> - Site Services: Closed - Specialist Couriers Only <p>New Year's Holiday (observed)</p> <ul style="list-style-type: none"> - Mon 02 Jan - Site Services: Closed - Specialist Couriers Only 	<p>Christmas (observed) - Sat 24 Dec</p> <ul style="list-style-type: none"> - Site Services: Limited Service - Normal Deliveries <p>Christmas - Sun 25 Dec</p> <ul style="list-style-type: none"> - Site Services: Closed - Specialist Couriers Only <p>Christmas (observed) - Mon 26 Dec</p> <ul style="list-style-type: none"> - Site Services: Limited Service - Normal Deliveries <p>New Year's Day - Sun 01 Jan</p> <ul style="list-style-type: none"> - Site Services: Closed - Specialist Couriers Only <p>New Year's Holiday (observed)</p> <ul style="list-style-type: none"> - Mon 02 Jan - Site Services: Closed - Specialist Couriers Only <p>Chinese New Year - 23-24 Jan</p> <ul style="list-style-type: none"> - Site Services: Limited Service - Specialist Couriers Only 	<p>Christmas - Sun 25 Dec</p> <ul style="list-style-type: none"> - Site Services: Closed - Specialist Couriers Only <p>Christmas (observed) - Mon 26 Dec</p> <ul style="list-style-type: none"> - Site Services: Limited Service - Normal Deliveries <p>New Year's Day - Sun 01 Jan</p> <ul style="list-style-type: none"> - Site Services: Closed - Specialist Couriers Only <p>New Year's Holiday (observed)</p> <ul style="list-style-type: none"> - Mon 02 Jan - Site Services: Limited Service - Specialist Couriers Only <p>Chinese New Year - 23-24 Jan</p> <ul style="list-style-type: none"> - Site Services: Limited Service - Specialist Couriers Only

Your Opinion Matters!

You may have noticed that we've just launched our Annual Investigator Site Survey via email. Thank you to all who have already responded! If you don't have an email address on file with us or if you're not sure if you do, please contact our Global Call Centre to provide us with an email address for your site today!

Your participation in our annual survey provides us with invaluable information to help us serve your site better and we thank you in advance for taking the time to complete it.



New Supply Communication!

If you've ordered supplies from ICON lately, you've probably noticed that we've implemented an email notification system to alert you that your kits are en route. If you haven't received one of these yet, you might want to give us a call and make sure we've got an email address on file for your site.

The way it works is that once a supply order has been shipped out, your site will receive an email notification informing you that your supplies have shipped out: this will include ship date, order number, tracking information, contents of package, and other relevant information you might find useful for visit planning. We realize that often times the logistics of supply delivery can be a burden so we hope that this information will help in your preparation as well as cut back on unnecessary supply orders.

While we make every effort to accommodate supply orders placed in a shorter time frame, please remember to plan ahead and always try to allow 7 – 10 business days for your supply order to arrive. In the event that you do need kits sooner or are requesting that they arrive by a specific date, please be sure to use the "Date Required" field on your Supply Re-Order Form or provide your requested date by email to let us know the date you wish to receive your supplies on site.

If you don't receive this notification email by the time your supplies should be shipping, be sure to contact us. Our Site Services team is here to answer any questions or help place supply orders by phone, fax, or email at labsitehelp@iconplc.com.

Need Support?

Whether it's lab results you're seeking, a request for supplies, or assistance with collection or packaging instructions, our Global Call Centre is here to help. There are a number of ways to reach our knowledgeable and supportive Site Services group to get you on your way.

- Contact us by email at: labsitehelp@iconplc.com
- Or reach us at one of our toll-free numbers around the globe (see the table below). These and our direct numbers are posted online at www.iconplc.com/labsitehelp.

Toll Free Numbers Around The Globe			
(Newly Added Toll Free Numbers are Highlighted below)			
Country	Toll Free No.	Country	Toll Free No.
Argentina	0-800-222-2602	Japan	00531-13-1504
Australia	1800881823	Latvia	800-2461
Austria	0800-295306	Malaysia	1-800-815-060
Belgium	0-800-74-152	Mexico	001-8002814656
Brazil	8008921061	Netherlands	0800-0228527
Canada	1-877-797-4422	New Zealand	0800-444-711
Chile	1230-020-4346	Norway	80014910
China - North	10-800-713-1446	Peru	80054424
China - South	10-800-1301-406	Philippines	1-800-1-116-1007
Colombia	01-8005-1-81468	Poland	00-800-111-3950
Denmark	808-87-278	Portugal	800-863-313
Estonia	800-0111371	Russia	8-10-8002-8993011
Finland	0800-9-18199	Slovakia	0800-001673
France	800915589	South Africa	0800-963-142
Germany	0-800-180-6766	South Korea	00308-13-2368
Greece	0800-1809-203-9542	Spain	900-941-335
Hong Kong	800-93-0646	Sweden	020-799-922
Hungary	06800 19035	Switzerland	0800-562-591
India	000-800-100-3316	Taiwan	00-8011-489-41
Ireland	1800-550-203	Thailand	001-800-13-203-9546
Israel	1-809-31-5679	United Kingdom	0808-101-3860
Italy	800-87-4092	United States	1-877-797-4422

To send us ideas or suggestions for future newsletter topics, contact us at LabSubjects@iconplc.com.

North America

ICON Central Laboratories, Inc.
Toll Free – U.S. and Canada:
+1 877 797 4422
Tel: +1 919 674 5474
Fax: +1 631 306 5399

Europe

ICON Central Laboratories, Inc.
Tel: +353 1 291 2355
Fax: +353 1 291 2777

Singapore

ICON Central Laboratories, Inc.
Tel: +65 6895 8270
Fax: +65 6542 0875

India

ICON Central Laboratories, Inc.
Tel: +91 80 4089 4115
Fax: +91 80 6713 5541

China

ICON Central Laboratories, Inc.
Tel: +86-10-83195131
Fax: +86-22-65209008

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