

workhuman*

Delivering a New Employee Experience in Biotech and Pharma

WHY WORKHUMAN IS YOUR TRUSTED PARTNER



The biotechnology and pharmaceutical workforce faces unique challenges. Chief among them: acquiring and retaining top talent, scaling innovation and change (especially as new technology emerges), and the continual compliance to advanced, rigorous industry regulations.

Our employee recognition and experience platform at Workhuman® is designed with these challenges in mind. In fact, for one leading pharmaceutical company, frequent recognition correlated with **15% lower turnover** and was found to be **8x more powerful than salary increases** in improving engagement.

As the #1 provider of employee recognition software, we've built a track record of demonstrating the ROI of recognition to leaders of the world's most iconic and admired companies for more than 25 years.

Key findings from our biotech and pharma clients:

5x

increase in recognition activity for the same investment as their previous recognition solution.

Source: Zimmer Biomet customer snapshot, Workhuman, 2023

12pt

increase from employees on the recognition question in a post-launch employee engagement survey.

Source: Merck case study, Workhuman, 2022

77%

of colleagues were recognized in the first six months after Bravo launched.

Source: Pfizer case study, Workhuman, 2023

Your peers find value in recognition.

Some of the world's most forward-thinking biotech and pharma organizations are Workhuman clients:



And they've spoken: We're #1.

Workhuman has driven engagement, productivity, and retention for our clients for more than 25 years. No wonder we've been recognized by G2 and Gartner, among others. So, why settle for second-rate recognition when you can partner with the best of the best?



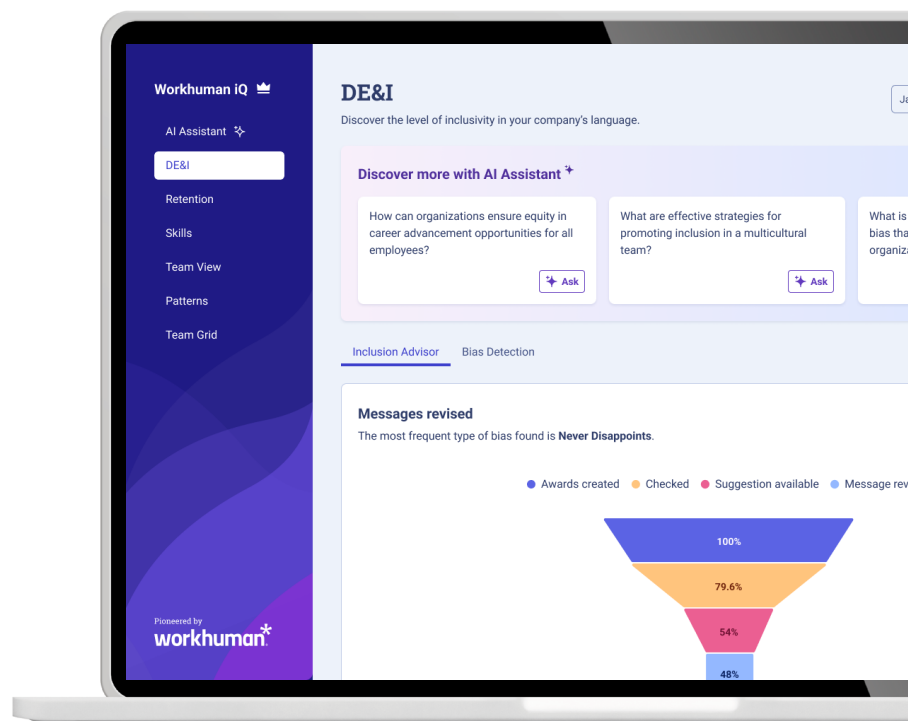
Workhuman has everything you need to build an engaged culture.

Actionable insights: Workhuman® iQ, the most comprehensive AI-powered Human Intelligence™ solution on the market, uses data from 100M+ recognition moments to understand the overall employee experience. Use these insights, analyzed by our multidisciplinary team of experts, to uncover elusive pain points, identify improvement opportunities, and solve real challenges.

Inclusive innovations: Inclusion Advisor, the industry's first DEI coach, uses AI and natural language processing to mitigate implicit bias and foster inclusion in real time – all while maintaining employee privacy and dignity. According to Workhuman research, 75% of people choose to make a change to their language when unconscious bias is flagged.

Seamless integrations: The Workhuman platform can be wherever your people are, integrating with critical workplace applications like Microsoft Teams, Outlook, Slack, Workday, and more. With our open API, Workhuman fits seamlessly into your workflow and enables real-time recognition.

Global rewards: Employees in 180+ countries can redeem points for merchandise, gift cards, experiences and global charity options. We offer a mobile app and broad language support, and have deep expertise in many cultural, financial, and operational dynamics, including unions and works councils.



Unmatched expertise: Our team of experts with backgrounds in HR, benefits, recognition, and strategic communications empower clients and speak your language. They'll help you set up your program, get it launched, and support your ongoing success.

Let's dig in deeper.

Demonstrate hard-dollar ROI with recognition.

Disconnected work cultures demand more than the same old tricks. With decades of experience delivering breakthrough data and measurable client outcomes, we've developed battle-tested best practices that give us absolute confidence we'll do the same for you.

We know budgets are finite, so we do everything we can to make every dollar you spend with us worth it. How would you feel about having immediate access to data that transforms the feel-good aspects of recognition into quantifiable business results?



For the first time, we have a program where we can actually measure and track recognition globally. It is so nice to have a standard whereby **we have the data to say, 'How are we doing?'**


ANDREA LABARBERA

Vice President, Global Talent & Engagement
Zimmer Biomet

Source: Why Workhuman? Creating a Culture of Engagement With Recognition, 2024

What differentiates Workhuman from any other recognition provider is our ability to elevate recognition beyond a tactical program of appreciation and rewards. The Workhuman platform is a strategic, measurable part of our customers' overall talent strategy. The Human Intelligence data within demonstrates how the program impacts key metrics leaders care about through hard-dollar ROI, and helps managers improve dashboards through advanced reporting and customization.

Each employee interaction (e.g., nominations, feedback, assessments) provides a unique data point that reveals trends and insights into employee behavior, inclusion, and company culture. This data is synthesized, along with natural language processing, so you can better understand what's going on in your company – and act on it.



It's just such a phenomenal number of people recognizing each other for the great work that they're doing every day that **makes a real difference, ultimately, to the lives of patients.**

CLAIRE WHIELDON

Former Global Rewards Program Director
AstraZeneca

Source: Workhuman® Live, Atlanta, 2022

Workhuman iQ paints a vivid picture of an organization's strengths and challenges, such as:

- **Retention insights** to help mitigate flight risk
- **Emerging trends** and themes that hinder company culture
- **Deep analysis** of soft skills across teams and business units
- **Greater understanding** of equity across the business

Jump ahead further with Workhuman iQ & AI Assistant, an AI tool designed to monitor and improve the effectiveness of your culture and employee experience programs. Using your own data paired with Workhuman research, AI Assistant proactively offers up insights related to skills, performance, productivity, culture, talent mobility, flight risk, and more. Get rapid-fire analysis for a holistic view and use open-ended prompts to generate reports and highlights that leaders and managers can absorb and put into action.

All told, AI Assistant can showcase how your strategic investments are transforming company culture in three ways:

ONE

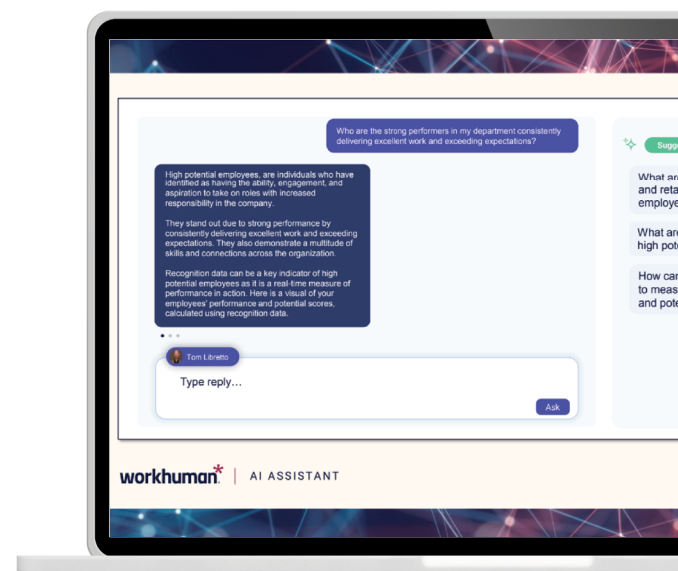
Less spreadsheets, more stories. See trends in different areas and capture a holistic view of performance and organizational health, in intuitive formats you can read and analyze yourself.

TWO

Less manual processes, more skills mapping. Empower managers to take a proactive role in shaping culture by surfacing recommendations to drive team engagement, retention, and performance. Advanced skill mapping allows for better internal mobility, people development, and succession planning.

THREE

Less guesswork, more guidance. With 24/7 access to AI Assistant, get closer to your data without analysts or engineers. Our Workhuman-specific language model answers your questions through live prompts, or you can simply navigate the easy-to-use interface.



Root your recognition in privacy and security.

As one of the world's most regulated sectors, biotech and pharma organizations experience stringent requirements for ensuring the safety and efficacy of every product delivered. Noncompliance is not an option.

Your employees' data is at the center of Workhuman's framework, which puts it at the core of our security and privacy approach. Our [certifications and standards](#) signify more than mere checkboxes. They exemplify our enduring pledge to maintain the best security controls and our ability to adapt to emerging threats.



ISO/IEC 27001 and ISO/IEC 27701 compliance: Our security controls are audited and verified annually by an independent, third-party governing board, which is the gold standard for information security globally. Additionally, every employee at Workhuman is trained on ISO/IEC 27001.



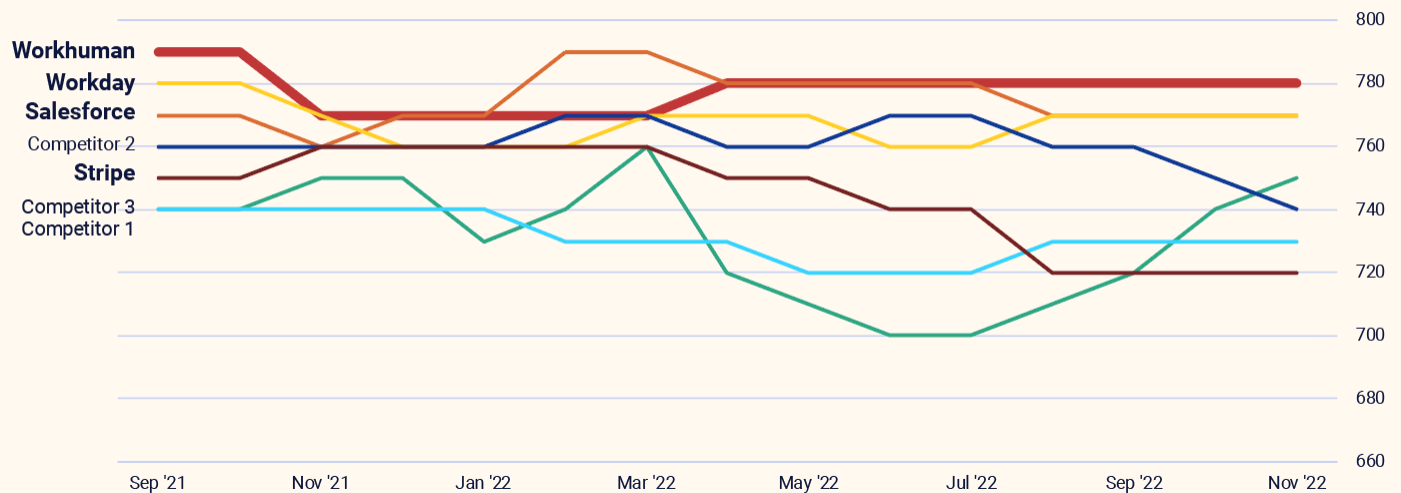
PCI DSS certification: We are certified as a PCI DSS Level 3 merchant and our payments provider, Opayo, is certified as a PCI DSS Level 1 payments provider.



GDPR compliance: Our full GDPR compliance extends to all personal information and data rights governed by GDPR, including right of access, rectification, erasure, and objection.

Our commitment to security is underscored by our comparison with renowned SaaS companies. [BitSight](#), a respected security rating company, conducted an analysis that shed light on Workhuman's position among industry giants. BitSight's ratings – basically a cybersecurity credit score – have demonstrated correlations with breach probability and the likelihood of ransomware attacks.

BitSight security rankings, SaaS companies



Source: BitSight, 2022

While recognizing that such comparisons are snapshots in time and that scores may vary, we consistently outperform many well-established organizations recognized as industry leaders, including Salesforce, Workday, and Stripe, as well as three of our direct competitors. Aside from achieving a high score, our performance is resilient and unwavering in contrast to the volatility observed in other organizations.

Choosing Workhuman means choosing a partner that places data security at the forefront, offering you and your employees peace of mind and reliability in an increasingly data-centric world.

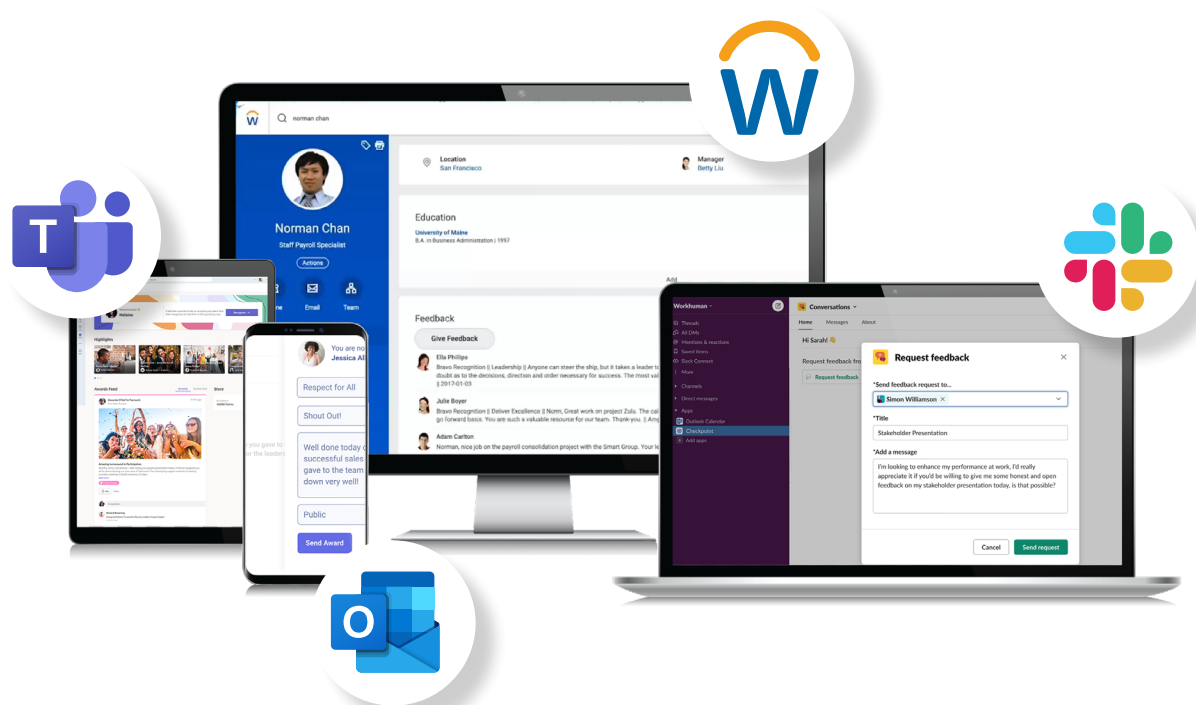
Recognize in the flow of work with a fully integrated tech stack.

There is global competition for highly skilled workers in the consumer healthcare space, including pharmaceutical and biotechnology – and Social Recognition® provides an edge.

Helping researchers and other professionals celebrate and award each other builds resilience against burnout. It helps organizations retain their best people by leveraging and strengthening connections within and across teams. And with a highly engaged workforce, innovation can occur at lightning speed.

Congratulations reinforce moments that matter, and by commenting on others' awards, an employee becomes more engaged in the company culture and forms emotional bonds that help increase productivity and lower voluntary turnover.

Creating these moments of connection shouldn't feel like an extra to-do item for your employees. Rather, revolutionize the way your teams collaborate by elevating productivity and enabling recognition in the flow of work with Workhuman's flexible, open API.



Available integrations include:

Workday. This certified, prebuilt, and bidirectional integration between Workhuman and Workday captures recognition and rewards data for workers who reside in Workday HCM. It creates an interoperable link between the two systems, where Workday serves as the system of record for foundational and organization worker data, and Workhuman manages the solution for rewards and recognition programs.

Microsoft Teams. The Workhuman app for Microsoft Teams is your direct line to a thriving workplace ecosystem. Seamlessly send and receive recognition awards, celebrate achievements, and honor life's important milestones, all within the MS Teams environment.

Microsoft Outlook. Make recognition, check-ins, and feedback a seamless part of your Outlook experience while staying in the flow of your work. With just one click, elevate your recognition game and keep the momentum going.

Slack. Never miss a beat in your culture of recognition. Send, receive, and approve award nominations and spark meaningful check-in conversations right in Slack. It's the swift, hassle-free way to spread appreciation and foster connection companywide.

Certified API integration. Workhuman delivers a hosted portal integration that maps employee data using Workday's API infrastructure (i.e., "Get Worker"), enabling you to integrate the recognition platform with your worker portal.

"The fact that all colleagues have access to recognize each other is really helpful. It doesn't start at a certain level; it's throughout the organization. And it recognizes that we're all responsible for creating that culture of gratitude and that culture of recognition."

ELIZABETH ROSEMAN

Former Head of Broad-Based Compensation & Global Programs
Merck

Source: Workhuman Live, Atlanta, 2022

Transform the biotech and pharma employee experience with recognition.

Biotechnology and pharmaceutical workers around the world want meaningful work, personal and professional growth, empowerment, and belonging.

Our research with Gallup found that “employees who receive recognition that fulfills at least four of the five pillars of strategic recognition are **4.4x as likely** to strongly agree that their job gives them purpose in their life.”

Our team of advisors and consultants will partner with you to create a strategic recognition program that generates a rich employee experience and drives performance forward – just like we did with these biotech and pharmaceutical clients.



Customer story:

Delivering a memorable employee experience at Merck

Merck partnered with Workhuman to implement a modern Social Recognition solution that allows for in-the-moment, peer-to-peer recognition anywhere in the world. As a result of this program, **72% of awards are peer-to-peer** and Merck experienced a **12-point increase** on the recognition question in its employee engagement survey. Researchers at Workhuman also found that there is a **5x lower likelihood to leave for new hires** recognized within their first year.

I understand and appreciate that recognition can be expensive. However, the return on that investment – and I call it an investment and not an expense, because it really is an investment – the return on that investment is significant. You have lower turnover, it increases performance, and it drives engagement.

MICHAELA LEO


Former Director of Compensation
Merck

Source: [Merck: Culturally Energizing, Global Social Recognition](#), Workhuman, 2021

Customer story:

Managing change and performance at Organon

A spinoff can be a tumultuous time for employees, but not at Organon. Organon partnered with Workhuman to manage change and performance throughout the organization's inception, launching a recognition program to **reinforce new core values and behaviors**. An all-employee Team Award to welcome everyone to the newly minted organization was cited as “an **overwhelmingly positive** and an amazing experience” – the perfect way to jump-start their brand new culture of recognition. After launch, Organon tapped into Workhuman recognition data to see the **pulse of culture in real time**.



If we can have a constant flow of recognizing performance and contribution, you then reduce the stress on these annual or semiannual processes. ... And when we do that, you unlock enormous potential. The work we've done with Workhuman is so foundational to our thinking, and we believe is actually key to us unlocking a new, a reimagined way of managing the performance of this company.

AARON FALCIONE

CHRO


Organon

Source: Building Culture From the Ground Up at Organon, Workhuman, 2022

Customer story:

Recognition: a key ingredient to AstraZeneca's winning culture

For AstraZeneca, they saw a need to connect their global culture. They sought to unite their disparate workforce of 80,000+ through one unifying recognition program. After selecting Workhuman as their recognition partner, they achieved **250,000+** recognition moments in less than one year. In fact, **87% of oncology colleagues** were recognized in first six months. With **89% of employees rating AstraZeneca** as a great place to work, recognition is sure to be a component of their winning culture.



There's been a huge amount of hard work this year, and having something that allows us to quickly say, 'Thank you. ... We see how you're making a difference,' has really encouraged our people to keep going. It's been absolutely phenomenal having the [recognition] program to be able to support them.

CLAIRE WHIELDON

Former Global Rewards Program Director
AstraZeneca

Source: Workhuman Live, Atlanta, 2022



The bottom line:

By investing in employee recognition with Workhuman, you'll get a trusted partner who will show you the power of recognition – and its ability to drive engagement, productivity, and retention – while complying to the highest security regulations in the industry.

**Make the case for change.
Contact us today.**

+1 888.743.6723 | workhuman.com
Or read more on our blog: workhuman.com/blog

Join HR's leading innovators and trailblazers at our next [Workhuman Live](#) conference.

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