

IC NEWSLETTER

Fourth Quarter - October, 2017

Edition N° 005

MAKO

**NEW
OFFICE IN
DOMINICAN
REPUBLIC**

**4 STEPS
TO IMPROVE
BUSINESS QUALITY
LOS LAGUITOS**

**OFFICE IMPROVEMENT:
AUDITING**

LED LIGHTS IN SPAIN



CORPORATION

“Excellence in development and management of large scale projects”

MAKO

By José Antonio Heras, Executive Assistant to President/CEO

Part one: The Beginnings

Our Corporation has recently been awarded another contract of great scale. We have been entrusted to update the technological features of the operating system of Digicel's cellular phone coverage in twenty six countries in the Caribbean and Central America. This contract is commonly referred to as the Mako project, named after the famous Mako sharks that dwell in the Caribbean Sea.

The Mako project came about thanks to the coordinated efforts of upper management and our ever growing international business relations and partnerships. Digicel provides cellular phone services to thirty one countries in the Caribbean, Central America and Asia Pacific.¹ However, their equipment in the Caribbean and Central America is old and in great need of new technology. So they looked for help. This is where ZTE Corporation (hereafter ZTE), our strategic partner of over ten years, plays an important role. ZTE is a global leader in telecommunications and information technology providing integrated end-to-end innovations to over one hundred and sixty countries worldwide.² Digicel contracted ZTE to provide the new-age telecommunications equipment they need to operate their business. ZTE, then put together a highly structured plan to upgrade Digicel's equipment. Their plan has various stages. One of those stages refers to the revision/inspection, tests and installation, and maintenance of such equipment. So they, too, sought the help of professionals in this field.

Due to our international reputation and experience in these types of projects, ZTE reached out to The Prato Group and us to lead this stage. By mid-December and after several meetings and negotiations, ZTE, The Prato Group and IC Corporation signed an agreement. Subsequently, our Corporate Engineering Manager and project head, Joanna Emanuel, put together a crew of highly trained professionals who started

working on the Mako project right away. The first thing they did was to gather all the information possible about the project. This included demographics, geography, and the sites' accessibility, among other information. Secondly, they received different types of trainings, including one on high altitudes safety (to climb signal towers). Finally, additional personnel was hired. All are now ready and enthusiastic to be deployed.

All are now ready and enthusiastic to be deployed

PROJECT SPECIFICS

This project has required the attention of our entire engineering department, the operations center in Venezuela and many other supporting staff throughout our different offices. Overall, we will perform inspections on approximately 3,000 pieces of old equipment and towers. Subsequently, we will install and test 2,500 pieces of new equipment. In addition, we will be conducting approximately 500 tower inspections and installations of new equipment in Haiti. So where do we start? Well, we have decided to start this mega project in Haiti since it is right next to the Dominican Republic country we know very well.

Our team members will fly to Haiti in February, 2018. While in Haiti, the crew will assess the working conditions and accessibility to the work locations, determine the status of several telecommunications towers and equipment, and report their findings back to headquarters. Once this initial task is completed, the crew will be

divided into various working teams, each with no less than two engineers and/or technicians. We are confident that, by having various teams onsite working simultaneously, this project will be completed in a timely manner.

Following are the countries where we are currently or will be working: Anguilla, Antigua, Aruba, Barbados, Saint Barthelemy, Bonaire, Cayman Islands, Curaçao, Dominica, El Salvador, Grenada, Guadeloupe, Guyana, Haiti, Turks and Caicos Islands, British Virgin Islands, Jamaica, Martinique, Montserrat, Panama, Saint Martin, Saint Kitts & Nevis, Saint Lucia, Saint Vincent & the Grenadines, Suriname, and Trinidad & Tobago.

We are ready to use all of our resources to make the Mako project a successful one. For this reason, the leadership team saw it necessary to open a new office in a strategically located place: Dominican Republic.

The first and major task of this new office will be to assist with the Mako project. This office, tactically located, will allow us to receive and deploy resources (human, equipment, etc.) to all twenty six countries swiftly.

We are ready and willing to make this project a total success!! Stand by Caribe here we come! ♦

¹ <https://online-top-up.digicelgroup.com/en-HT/>
² http://www.zte.com.cn/global/about/corporate_information/Introduction



IC Dominicana Opens Its Doors

By Yamely Espinal, Regional Manager, Dominican Republic



Since early 2017, IC Corporation was in search of a strategic country in the Caribbean to set up an office branch. After thorough research, the Dominican Republic (DR), was chosen. One of the reasons for choosing DR is its strategic location. DR is located in the center of the Caribbean Islands, making it a pivotal area to conduct business.

By the end of 2017, Yamely Espinal, an architect by trade, was hired to head this office. Yamely's first tasks were to establish this office branch legally and to find an ideal place to set it up. And so, IC Corporation Dominicana SRL was born. In later weeks, and after visiting several options, the office space was selected. Immediately after, Yeisily Rodríguez, Regional Manager, Venezuela, provided assistance in the recruitment of personnel, selection of furniture, among other things.

IC Corporation Dominicana SRL (Dominicana) is now located in the prestigious sector of Piantini in the capital city of Santo Domingo, at the Corporate Office Tower 2010, on Avenida Gustavo Mejía Ricart, Suite # 102, on the 6th floor. The building has a dining area, gym, terraces, among other amenities for the enjoyment of all tenants.

Dominicana has been entrusted with many responsibilities. Here is a brief description. On one front, Dominicana will work, in conjunction with the entire Corporation, in the Mako Project. Dominicana, among other things, will provide logistic support and assistance in the financial area. On the other front, Dominicana will be also putting together a business plan that will focus on two industries: electricity and tourism. The former relates to the country's electricity supply and demand; the latter relates to the main source of the country's income: hotel chains. On this note, Dominicana will focus on providing a variety of hotel supplies such as toiletries, linen, electric appliances among others to the several vacation resort chains in DR.

Due to its strategic location and relationships, Dominicana promises great progress and growth for IC Corporation. We believe that 2018 will bring great prosperity for Dominicana and for IC Corporation as a whole. ♦



4 More Steps to Improve Business Quality

By Alejandro Au Ma, Corporate Pre-Sales Manager

There are many consultancy and quality programs available in the business world. However, the best solution for a company the size of IC Corporation is a series of down-to-earth methodologies, all based on common sense. Business quality can be achieved in four very simple steps as recommended by Doug and Polly White, contributors and business quality consultants to Entrepreneur.com¹. These additional steps complement the Four Steps to Improve Quality article in the previous edition of this newsletter.

1. Document the Processes

In order for small and midsize businesses to improve their quality, processes must be consistent across the organization and over time. This can be best accomplished by documenting the processes and ensuring that the way the work is actually done matches the documentation. Documenting our processes is not a glamorous job, but quality improvement requires that things are done consistently.

Identify Quality Issues 2.

Management and general staff must embrace quality issues as opportunities to improve. No company wants to discover that quality deficiencies exist in its processes. However, companies must view them as a positive thing. Companies should not sweep deficiency issues under the carpet. Companies commonly penalize staff who raise quality concerns to later find out that they, fearful of penalization, hide these issues. Hence, reward employees who identify quality issues, don't punish them.

3. Fix the Problem for the Customer

Mistakes happen. Most people understand it. The matter in question is how we deal with the problem when it occurs. If handled poorly, the mistake can result in the loss of a customer. Conversely, if handled well, the result will be a loyal and long-term customer. The key is to accept full responsibility when mistakes happen and ensure that you treat the customer fairly. When a problem occurs, resolving the issue for the customer must always be the top priority.

Ensure that the Problem Doesn't Recur 4.

After executing steps 1, 2 and 3 most companies call the issue closed. After all, the customer has been satisfied. However, this approach misses the opportunity to prevent future quality problems. It is imperative to ask, "What caused this problem, and what do we need to do to ensure that it never happens again?" Once you have answered these questions, you can correct the process. This is why having well-documented processes is the first step to quality improvement. When a flaw in the process is identified, the fix can be quickly spread out across the entire organization as long as the entire staff is working symmetrically toward the same goal: customer satisfaction.

While following this course of action sounds simple, it requires a disciplined approach. Yet getting the nuances right can be critical. Properly executed, it will put IC Corporation on the path to continuous improvement. In the long run, the rewards will be well worth the effort. ♦

¹ <https://www.entrepreneur.com/article/242926>

LOS LAGUITOS

A MULTIFACETED HEALTHCARE CLINIC

By Sheila Quintero, Regional Manager, Panama

The Colon province, a place of great value for Panama due to the great influx of international trade, began a total renovation of its urban infrastructure. This renovation includes the recovery of historic buildings and abandoned sites. The government's idea behind this project is to boost the country's economic growth and public investment, as well as to promote Colon as the logistical hub of air and maritime transportation services of the entire Americas. But to do this, the government believes that by implementing a strong healthcare system it will produce healthy people, which in turn results in healthy economies and higher productivity.

Bearing in mind that healthy people are the basis of strong economies and that today people are more aware about their health, their personal care, and hygiene, the government saw it necessary to enact public policies that would enhance the livelihood

of the local population. As a result of the newly implemented policies, the government decided to build a new multifaceted healthcare clinic in Laguitos, Colon. As planned a bidding process began. Many companies competed, but thanks to the networking efforts and credentials of our staff, IC Corporation was awarded the contract to build and equip this clinic.

IC Corporation is proud to have won and to be part of this project as it will improve the health disparities and needs in the region. This project will benefit more than 25 thousand families who reside in Colon.

This is another great accomplishment of IC Corporation, especially of our Panama office. **Way to go guys!!** ♦



MINORITY CEO SUMMIT 2017 - WASHINGTON DC

By Ingrid Freeland, Regional Manager, USA

"A call to the Private Sector of the U.S. to be Part of the Center of the Puerto Rican Recovery Effort."

As you may have read in our last quarter article "Hurricane Season," the countries in the Caribbean have been severely affected in 2017.

Since then, the USA Office has attended several conferences regarding the crisis in Puerto Rico, to discuss and learn what can be done, and to learn which federal entities to contact to be part of the reconstruction and recovery of the Puerto Rican communities.

After the trip to New York last October, the USA Office was invited by the Minority

Chamber of Commerce in late November, to attend the 16th edition Minority CEO Summit 2017 in Washington, DC to offer our IC4S solutions, and services expertise.

This annual event is typically held at the Key Bridge Marriott in Washington, DC. The three-day program is divided into several conference sessions, forum sessions, and

one-on-one meetings. Each session has a separate and distinct target – but are all related to the theme of the event "A call to the Private Sector of the U.S. to be Part of the Center of the Puerto Rican Recovery Effort."

Puerto Rican Recovery Effort."

The meetings were geared to bring together a diverse mix of high-ranking speakers to discuss specific issues of importance to en-

trepreneurs involved in the reconstruction effort of the island. Also, issues related to contracting development were discussed, including international trade, investments, donations, and hosting large-scale activities.

The inaugural plenary of the high-powered, three-day summit was presented through six forums and included networking sessions, a Gala Awards ceremony and dinner, and a tour of the White House – all of which are tailored to provide a collaborative environment for entrepreneurs to exchange ideas, create partnerships, and to take their passions to the next level to gain access to the \$79 billion in U.S. support to Puerto Rico. ♦



LED LIGHTS PROJECT IN SPAIN

By Rosemary Montaña, Regional Manager, Spain

The LED (Light-Emitting Diodes) lighting venture started as a pilot project but ended up being an important experience and a learning lesson to us at the Spain office. Thanks to this project, our gateway to the fascinating world of LED lighting was opened. Consequently, it has become the first of many projects that IC Intracom plans to develop.

You may ask yourself, why LED lights? Well, it all started with a thorough study of possible business projects in Europe. The study concluded that Energy Efficiency is booming in Spain; hence, everyone is leaning toward ways to save money and protect the environment. To this point, the private and public sector are in great need of LED lights. IC Corporation decided to focus on replacing traditional lighting bulbs with LED ones. For this reason, our potential clients range from property managers, production factories, food chains, hospitals, schools, pharmaceutical offices, technical inspection of vehicles, to town halls, libraries, public swimming pools and sports centers.

It is not a simple task because we are immersed in a saturated market where the competition and big brands are already settled and attracting a large chunk of clients. However, if there is something we, at IC Corporation, have learned throughout the years is to be persistent and passionate about what we do. As a result, after several years analyzing the market in Spain, we were able to sign our first contract. It consisted of changing luminaries in the offices of an important American pharmaceutical laboratory based in Madrid. This project was a total success. We are looking forward to many more. ♦



OFFICE IMPROVEMENT: AUDITING

By Kinlay Cheng, Project Coordinator, USA

An administrative audit is the action of verifying the operations and administration processes of a company. This is done by complying with established policies. An audit is essential for the correct management of company assets since it minimizes errors that may affect its financial standing. Likewise, audit results provide to leadership the tools necessary to take adequate management decisions that would ultimately reduce possible financial loss.

IC Corporation's expansion around the world is due to the excellent management of its leadership team and the market's high demand. As part of this growth, different policies and processes for evaluation, verification and monitoring have been implemented. Thanks to the information gathered through this monitoring process, the Board of Directors decided to perform an internal audit of the Panama office.

Despite numerous cases of political and bureaucratic instability in Panama, our local office has achieved significant operational growth in a short period of time. It has generated, contracted and executed the largest projects within IC Corporation. To continue this trend and enhance its administrative processes an audit was performed in late October. After a meticulous revision of documents, contracts, methods, procedures etc., the following recommendations came about. First, it suggests that the Panama office needs to implement a stronger follow-up system for projects, especially in the technical, quality control and administrative areas. Second, one of the most valuable recommendations of this audit is to reinforce, immediately, all means of communication between company's offices. And finally, it recommends and advises to apply different strategies and correction systems that would enhance and amend these weaknesses.

Most importantly, by putting these recommendation into practice we can achieve each of the company's commercial goals with professionalism and excellence; therefore contributing to the success of IC Corporation. ♦

HUMAN RESOURCES

By Diana Banton, Corporate Administration & HR Manager

DEVELOPING LEADERSHIP SKILLS

What is leadership? Who is a leader? Can leadership skills be learned, or are you born with them? These are just some of the questions that we all ask ourselves at one time or another in our lives.

Leadership involves: establishing a clear vision, sharing that vision with others so that they will follow willingly, providing the information, knowledge and methods to realize that vision, and coordinating and balancing the conflicting interests of all members and stakeholders.

A leader steps up in times of crisis, and is able to think and act creatively in difficult situations.¹

There's no question that some people are just natural born leaders. Others may spend years strengthening their skills and helping others just to achieve their leadership status. Anyone can assemble a team and give direction, but to be a strong leader you must have the ability to inspire others. Leadership can be learned, but not taught, and should never be taken lightly.

HISTORY SHOWS THAT, THE BEST GREAT LEADERS HAVE THE FOLLOWING TRAITS:

- ✓ The ability to Listen
- ✓ The ability to Communicate Effectively
- ✓ Demonstrate Integrity
- ✓ Demonstrate Humility
- ✓ Demonstrate Empathy
- ✓ Make It Their Mission to Inspire Others
- ✓ Lead By Example

FOLLOWING ARE SOME TIPS FOR DEVELOPING LEADERSHIP SKILLS:

- ✓ Cultivate a sense of compassion and responsibility for others.
- ✓ Once you make a career decision, commit to sticking through the tough learning period.
- ✓ Do your part to create an upbeat environment at work. A positive and cheerful workplace is important to productivity.
- ✓ Broaden your cultural and social horizons beyond your usual experiences. Learning to see things from different perspectives will give you greater flexibility in problem-solving.
- ✓ Be willing to venture in new directions to seize new opportunities and learn new skills.
- ✓ Never insist on reaching a goal at any cost. It must be achieved at a reasonable expense, without undue hardship on others.
- ✓ Be humble. Have integrity. Have empathy for others.
- ✓ Be bold in vision and careful in planning.
- ✓ Lead by example.

A true leader "walks the walk". They don't just tell you how to do it; they show you how to do it. They don't make excuses. Their expectations of themselves are just as high as their expectations for their team. When leaders lead by example they become a great resource, and employees respect them more and willingly take their direction.

Anyone can be a leader regardless of your position in the Corporation. We all need great leaders in our lives that we can learn from, grow and then lead others in turn. The most important thing to remember is that, effective leadership is not about you. Leadership is about serving others without any thought of oneself. ♦

¹<http://www.businessdictionary.com/definition/leadership.html>

“Alone we can do so little; together we can do so much.” Helen Keller

NEW HIRES

The following new hires joined the Company during the 4th Quarter 2017:

Venezuela



Victor Altuna,
Engineering Analyst



Alfredo Arteaga,
Engineering Analyst



Edward Carrero,
Engineering Technician



Engelbert Durán,
Engineering Technician



Fabian Guzman,
Drafter



Alex Isculpi,
Logistics Analyst



Oscar Marquez,
Project Coordinator



Carlos Valenzuela,
Engineering Technician



Jheyson Zapata,
Engineering Technician

We welcome all our new hires and wish them success and wisdom as they serve the Corporation.

TRAINING

Employees in the USA actively participated in Knowledge Management soft skills training.

What is Knowledge Management?

Knowledge management is a program or system designed to create, capture, share and leverage knowledge towards the success of the organization. Instituting a knowledge management program requires many changes and support at all levels of the organization.

Areas that benefit from knowledge management are as follows:

- Corporate governance
- Marketing
- Information technology



- Human Resources
- Research and development
- Staff training
- Operations

ENGINEERING BASIC ELECTRICITY PRINCIPALS

By Miguel Cuevas, Project Coordinator, Spain

⚡ As part of the IC Corporation's policy of developing top level professionals, an initiative was taken to train engineers and general staff on basic electricity principals.

This virtual training took place in December, and was attended by members of the USA, Panama and Spain offices. The syllabus was divided into three parts. First, definitions and concepts were reviewed. The basic concepts of energy, electricity and its main parameters (current, voltage, resistance and power) were explained. Second, more complex topics were addressed. For example, the differences between DC and alternating current, single-phase and three-phase systems, and the process of generation, transmission and distribution of electrical energy were the main topics of discussion. And finally, we talked about low-voltage electrical installations (residential and commercial) and explained the dangers and precautionary measures to be taken before handling electrical circuits.

The training, which lasted six hours in total, had a very good impact among the participants who showed a great deal of interest. Many questions arose and all kinds of doubts were clarified. But most importantly, we all acquired a great amount of knowledge on this topic. By being part of this training, the participants learned the basic concepts and parameters involving electricity. Additionally, we now have the tools necessary to face daily challenges regarding electrical issues.◆



MANAGEMENT VIEW

1) Describe your work ethics?

My work ethic is based and aligned with IC Corporation's corporate values. Nevertheless, I highlight the following values as paramount of my daily work: responsibility and commitment to achieving the company's objectives; to maintain a positive and willing attitude; to inspire confidence in others; and honesty. Nevertheless, in order for us to succeed as a group, it is essential that my team follow these same values as it gives the client the trust they are looking for in a provider.



Joanna Emanuel
Corporate Engineering Manager

2) What has been your strategy to develop a qualified team that contributes to the success of your office?

My strategy has been to, firstly, identify the strengths, weaknesses and opportunities for improvement that my team has; secondly, to establish a training plan for their professional advancement; and, thirdly, to have continuous feedback among the team members and supervisors. More importantly, I feel very close to my team, which allows me to supply them with the tools they need to succeed.

3) How would you describe your professional experience working in at IC Corporation?

It has been a highly enriching experience, both professionally and personally. I have been able to know co-workers from different cultures as well as clients from all over the world. This pushes me to have each project "made to measure". In this industry there is no single recipe, we are in constant learning and development. We are required to investigate, propose and execute each work in a different way; therefore making our job very resourceful. Our daily job is highly demanding, yet fulfilling and rewarding as we achieve all project's goals.

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MARKETING & SALES

By Reinaldo Suárez, Corporate Sales Manager

10 Methods to Build Your Clients' Trust (Part Two)¹

This second and final part will focus mainly on the importance of establishing emotional connections with your customer. Knowing your client's likes and dislikes is an efficient way to build a business relationship.

6 Earn an Emotional Connection
You will earn an emotional connection with a customer by offering them help without any expectation. Trust is an emotional connection earned through a sincere relationship. For example, offer them something like a recommendation, a contact to someone, anything that can help your customer's business or goals, without trying to market or sell them something.

7 Build Rapport through Authenticity
To be authentic and genuine is the cornerstone for building trust. In this manner, you are focused on building a relationship rather than making a sale. When the relationship deepens and you are asking about their family and interests, you set yourself apart from your competition and the trust grows beyond measure.

8 Incorporate "How-To" Videos and Educational Articles into Your Sales Process
Another way to position yourself as an expert and a trusted resource for potential customers is to incorporate educational articles, testimonials and "how-to" videos into the sales process. This is a way to build trust before, during and after the sale is done.



9 Listen with Intent
Do not saturate your potential customer with too many presentations and videos. It is necessary to let them speak out about their problems and challenges. This is a way to show respect for their work and time. Prepare a list of key questions that will allow you to better understand your clients and to create a custom solution for them.

10 Deliver Results
If you're a beginner, you need to be creative to get your business going. If you have a track record of delivering what you promise, you don't need creativity. Your record will speak for you. It takes a lot of hard work, dedi-

ation, and integrity to build a long-term group of customers, and to keep them, you need to keep giving results.◆

¹Part One can be found in Edition N° 004



PARTNER INTERVIEW



Carlos Prato, CEO, Zone III (L) - María Rocío de Prato, General Director (C)
- Rubén Prato, CEO, Zone I & II (R)



Grupo Prato

Ruben Prato, CEO, Zone I & II

Provide a brief history of Prato group 1

The Prato Group was founded as a family business in 1979 in Venezuela's country side. In 2001 the Prato Group went international by opening an office in the Dominican Republic to conduct construction projects. In 2003, we, in collaboration with IC Corporation, began telecommunication projects. In 2005 we conducted construction operations in Panama. We dealt with mega projects, citadels as well as turnkey telecommunications projects. In 2015 we started healthcare related projects. We built our first medical tourism clinic in the Dominican Republic. Subsequently, we started operations in the financial and education fields in Venezuela and Dominican Republic respectively. Nowadays we are certified to provide quality management of engineering systems, as well as in the management of telecommunications and construction projects. Also, we will soon be certified in environmental management, safety management and occupational health. In 2017 we ventured into the education field with the Pacific Training Institute and started a financial company, Financiera Grand Pacific, in Panama to provide solutions to entrepreneurs and small and medium enterprises.

What makes the Prato Group unique? 2

We emphasize two main values: Firstly, we focus on customer satisfaction. We always take the necessary corrective measures in a timely manner. Secondly, we are always proactive in financing projects and payment methods. These two reasons make customers choose and stay with us.

What is Rubén Prato's job at the Prato Group? 3

My job is to develop, put in place and execute long-term strategic planning. My main goal is to take the company to new business horizons. We want, for example, to be, within seven years, among the 25 best and largest construction companies in Latin America.

What kind of leadership characterizes Rubén Prato? 4

The leadership that has worked for me is the authoritarian. I am a person who strongly believes in due processes. My managers, for example, have their goals, obligations, responsibilities and processes to follow as clear as water. This empowers them greatly and as a result we get great outcomes. They know what to do at all times and make wise decisions in my absence. By empowering my managers I don't have to micromanage them.

What has been your experience working/collaborating with IC Corporation? 5

It has been an experience of mutual trust. From the beginning, more than 15 years ago, there has always been good vibes between our companies. This has allowed many good things to flow, for example, dialogue and amicable dealings. Prato Corporation feels is a strategic ally of IC Corporation and I hope that we continue like this eighty more years.

How can IC Corporation reinforce its commercial collaboration with Grupo Prato? 6

We must continue with our mutual trust. We are aligned with the same objectives and we have shared visions. We must continue to work as complements of each other. ♦

Continued from Page 7...

MANAGEMENT VIEW

Joanna Emanuel, Corporate Engineering Manager

4) What motivates you to work in IC Corporation?

I am fascinated by diversity and change. The dynamics of our business and my teammates inspire and motivate me every day. Each project represents a challenge, and nothing is more satisfying to me than accomplishing goals; more importantly, if these goals are shared, the joy is greater. Professional achievement is more important to me than economic reward.

5) What Characteristics define a good leader?

There are several characteristics necessary to be a good leader. First, it is essential to know how to empower your team members, i.e. give them the confidence and the necessary authority to carry out their tasks individually. Second, maintain coherence between what is said and done, i.e. one must lead by example, you cannot claim what you do not model. Third, a good leader needs strong emotional intelligence to act correctly in any giving situation, especially during the adverse ones. And finally, being communicative, knowing how to reach out to your team, providing information in a timely manner, and to be open to receive feedback are essential habits to succeed. ♦

EMPLOYEE TESTIMONIAL



Leonardo Moreno
Technician, Venezuela

What challenges have you faced while working at IC Corporation?

IC Corporation. has set forth many professional challenges which I have completed successfully. I started as a handyman, doing jobs like plumbing, carpentry, office cleaning, etc. but later, and thanks to my effort, several opportunities showed up in my journey. I got to be part and was trained on numerous projects throughout the years. I have participated in projects related to fiber optics, construction, and telecommunications. I currently partake in the Mako project in the Caribbean. These challenges have made me a better person and professional. For that I remain grateful to IC Corporation.

How do you feel about IC Corporation?

IC Corporation is an excellent company that has given me so many satisfactions and opportunities to grow and prosper. I cannot think of another place that has given or could give me so much. Likewise, these opportunities inspire me to always give back to IC Corporation and they motivate me to be a better worker, team player, and produce far more positive results than expected. I'm proud to be part of this great company.

What is the favorite part about working for IC Corporation

There are several favorite parts that I like about working at IC Corp., it is hard to pinpoint one in specific. I, for example, like all the available opportunities for growth that one can take advantage of. I also enjoy working with all the staff members, learning from them and helping them in what they do. But my most favorite part of working here is to be part of this great organization that gives me so much, that challenges me to always be a better professional and, most importantly, an organization that I proudly call family.

Where do you see yourself in the next five years?

I wish to continue to grow within the company; but most importantly, I would like to keep contributing with my hard and honest work to the success of IC Corporation. In five years I picture myself supporting IC Corporation in every way I can. Whatever IC Corporation needs, I'll be there for it.

What lesson have you learned from a previous job that you currently apply?

I have learned that an excellent and professional interaction with staff members is the key to success. I learned to be courteous and respectful, traits that I now apply every day at IC Corporation. As expected, these traits make my job easy and amicable. ♦

IC CARES

By José Antonio Heras, Executive Assistant to President/CEO

Mission Statement

To support humanitarian efforts that improve the quality of life in the communities where we live and work including the support of philanthropic efforts globally in the area of disaster relief, and medical research and investigation.

As part of IC Corporation's mission, the IC Cares Foundation continues to give back in every edition we will highlight those organizations that we supported or continue to support. Here are two of them.



The Centro de Capacitación Laboral Don Bosco focuses on helping young adults advance in their professional career. The Centro's mission is to teach young adults new skills on manual trades such as mechanics, electricity, air conditioner systems, etc. and to prepare them for internships opportunities.

The Centro currently offers a course in office assistance, commerce, mechanics (industrial, electrical and automobile), welding, Air Conditioning, and carpentry.¹

In past years IC Cares Foundation has made significant donations to this center. The donations made a great impact on the well being of its attendees. IC Cares' donation was mainly destined to renovate and build infrastructure for recreational purposes. New basketball courts and soccer fields were built new infrastructure for training and recreational proposes and modern supplies were acquired, as well as tools for daily school and training activities.



Assisting 80 million people in around 80 countries each year, the World Food Programme (WFP) is the leading humanitarian organization fighting hunger worldwide, delivering food assistance in emergencies and working with communities to improve nutrition and build resilience.

On any given day, WFP has 5,000 trucks, 20 ships and 92 planes on the move, delivering food and other assistance to those in most need. Every year, we distribute approximately 12.6 billion rations at an estimated average cost per ration of US\$ 0.31. These numbers lie at the roots of WFP's unparalleled reputation as an emergency responder, one that gets the job done quickly at scale in the most difficult environments.²

We, at IC Cares Foundation, are proud to contribute to WFP in its great and noble cause. We know that our donations will help many people in need. ♦

¹ <http://cclldonboscosanfelix.blogspot.com/p/contactenos.html>
² <http://www1.wfp.org/>

Our Foundation supports humanitarian efforts in the following five categories in countries where our offices are located.



Animal Rescue



Community Help



Happy Kids



Research & Investigation



Sports Development



FOUNDATION

Healthy Habits Quiz: How To Make Changes That Stick

BE SMART... START SIMPLE



Herminio Alamo
Registered Nurse,
Case Manager,
Coach

You want to break 3 habits. It's best to:

- A. Stop them all at once while you're motivated
- B. Quit one at a time

Answer: B. It's tough to change too many things at once. It takes time to form bad habits, but it also takes time to replace them with good ones. Conquer one habit, then move on to the next.

By June, what percentage of people have stuck with their New Year's resolutions?

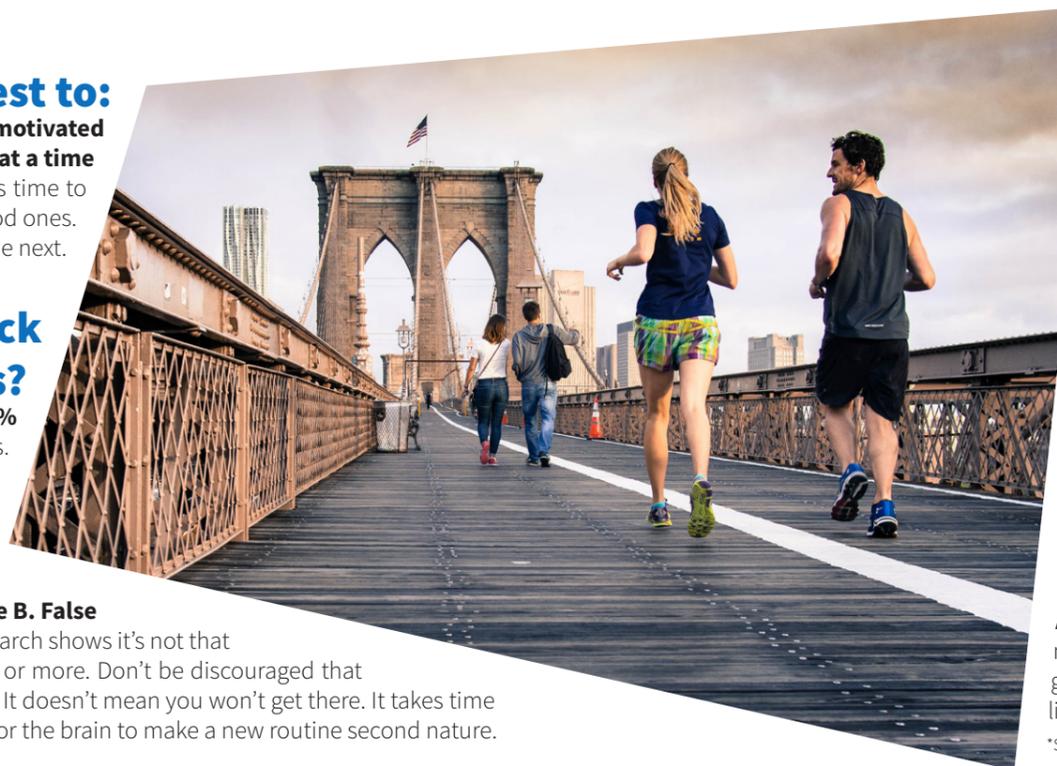
- A. 11% B. 18% C. 40%

Answer: C. Studies show that by midyear, less than half had kept their January promises. With the right attitude and approach, you can improve your own odds.

If you haven't formed a habit in 3 weeks you should give up.

- A. True B. False

Answer: B. Many people believe change can be cemented in 21 days, but research shows it's not that simple. For some, creating a habit can take 2 months or more. Don't be discouraged that things aren't happening faster. It doesn't mean you won't get there. It takes time for the brain to make a new routine second nature.



If you can drop a bad habit just 1 day a week, it can help you quit it for good.

- A. True B. False

Answer: A. Bypassing your bad habit for short amounts of time will help build your confidence that you can let it go permanently. If you can do it easily, make the challenge a little harder until you reach your goal. For example, if you cut the habit 1 day a week, try to go for 2 days next.

Expect to slip up.

- A. True B. False

Answer: A. Everyone has lapses when trying to build a healthy habit. It's part of the process. It doesn't mean you've failed. Forgive yourself for dropping the ball. Use it as a chance to learn your triggers. Can you handle being around friends who are smoking when you're trying to quit? If not, avoid those situations. Learn from your mistakes, and move on.

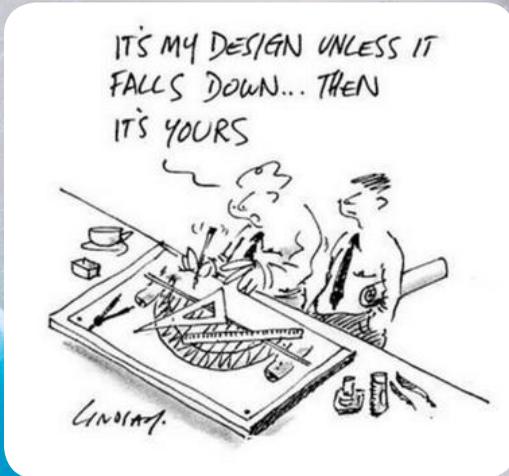
Save rewards for when you meet your end goal.

- A. True B. False

Answer: B. Rewards, however small, can motivate you. They remind you of your progress and make things more fun. For short-term goals, rewards should be simple, like going to a movie, getting a manicure, or buying a pair of shoes. Give yourself larger rewards for reaching bigger goals, like buying a piece of jewelry or taking a vacation. ♦

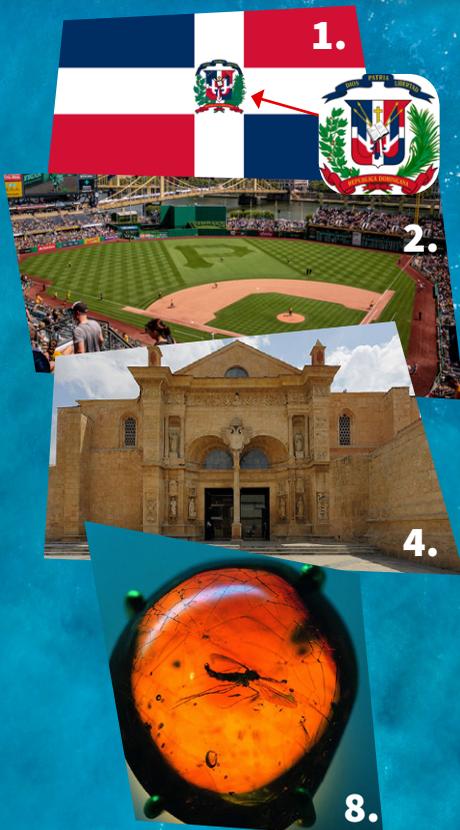
*Source: WebMD

Fun Section...



Discovering Countries

Dominican Republic



1. The Dominican flag is the only one to have a bible in it. Adopted on November 6, 1844, this is one of the oldest flags in the world. It has its roots in the Haitian flag of the 19th century.
2. The national sport of the Dominican Republic is baseball. Some of the world's best baseball players are Dominicans.
3. Director Francis Ford Coppola filmed scenes of the The Godfather Part II in the Dominican Republic's capital city, Santo Domingo.
4. The oldest Cathedral in the Americas is situated in Santo Domingo. The first stone for the Cathedral was laid in 1514 by Diego Columbus, Christopher Columbus' son.
5. Dominican Oscar de la Renta is one of the best-known fashion designers of the 21st century. Born in Santo Domingo, his clothes are worn by celebrities such as Laura Bush, former first lady of the US, and Secretary of State Hillary Clinton.
6. Spanish is the official language of the Dominican Republic, although English, Ital-

ian, German, and French are also spoken all over the country.

7. The Dominican Republic is credited with creating and developing the merengue style of music, which is a fast-paced, rhythmic dance music.
8. The Amber Museum in Puerto Plata houses the famous Amber Stone with a pre-historic mosquito preserved inside, which can be seen in the box office hit, Jurassic Park. Amber is a fossil tree resin found in only a few places in the world.
9. The Dominican Republic is known as the bread basket of the Caribbean because it grows, farms and catches almost everything that's served for breakfast, lunch and dinner.
10. Santo Domingo is North and South America's first capital city, the site of the first catholic cathedral, first university and hospital. Some of the original buildings have been restored and can be visited in Santo Domingo's Colonial City.

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