



# 2019

## SUSTAINABILITY AND CORPORATE CITIZENSHIP REPORT





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## // Letter from the CEO //

We are pleased to present IQVIA's™ 2019 Sustainability and Corporate Citizenship Report.

At IQVIA, our passion for a healthier world motivates our employees and our leadership. Our more than 67,000 employees across 100+ countries are committed to advancing global public health and work tirelessly to make a positive impact for citizens around the world. We are committed to the wellness and safety of our employees and customers, individual privacy, environmental responsibility, and ethical business practices. We know our success depends on it.

We are inspired by the potential of Human Data Science—the integration of the study of human science with breakthroughs in data science and technology—to fuel innovation and advance our understanding of human health. We believe that by unleashing the power of Human Data Science — we can reimagine ways to address the most complex global health challenges.

We harness our resources and expertise to identify, understand, and address unmet public health needs and through our innovative technologies and offerings, we help our customers bring much needed therapies to market. We are driving change in the industry as a leader of digitally-enabled life science services and solutions. As a trusted partner, with life science companies, medical researchers, government agencies, payers, nonprofit organizations, and other healthcare stakeholders, we are proud to help tackle the challenge of creating a healthier world for all.

At IQVIA, honesty, integrity, and ethical conduct serve as the guiding principles which inform everything we do. We work to build a world where all patients are empowered to make more informed healthcare decisions. To learn more about IQVIA's sustainability and corporate citizenship efforts, I encourage you to read this full report.

Regards,

A handwritten signature in dark ink, appearing to read 'Ari'.

Ari Bousbib

Chairman and Chief Executive Officer



## // About IQVIA - Our Mission and Purpose //

IQVIA is a world leader in using advanced analytics, technology and deep life sciences expertise to help customers drive healthcare - and human health - forward. Together with the companies we serve, we are enabling a more modern, more effective and more efficient healthcare system, and creating breakthrough solutions that transform business and improve patient outcomes.

With over 67,000 employees, we conduct operations in more than 100 countries. Powered by the IQVIA CORE™ and distinctive execution capabilities, IQVIA delivers unique and actionable insights at the intersection of large-scale analytics, transformative technology, and extensive domain expertise. We aim to bring the potential of Human Data Science to life — an emerging, discipline that integrates the study of human science with breakthroughs in data science and technology to advance our understanding of human health, and help everyone make better, more insightful decisions.

IQVIA is inspired by the pace of change in healthcare. Our collective understanding of human health and the science of disease is deepening. Data and information are expanding by the minute, and demanding analytics that can keep pace. Technologies are emerging and transforming the way we ask questions, find solutions and make decisions. We are committed to harnessing and accelerating change, and creating real, actionable insights that modernize how drugs are developed and brought to market. Our customers are facing greater complexities and cost constraints and we are committed to helping them solve their challenges, so they are able to elevate value and outcomes for patients. Our solutions enable life sciences companies to innovate with confidence, maximize opportunities and, ultimately, drive human health outcomes forward.

We are a global leader in protecting individual patient privacy. IQVIA uses a wide variety of privacy-enhancing technologies and safeguards to protect individual privacy while generating and analyzing the information on a scale that helps healthcare stakeholders identify disease patterns and correlate with the precise treatment path and therapy needed for better outcomes. IQVIA's insights and execution capabilities help biotech, medical device and pharmaceutical companies, medical researchers, government agencies, payers, and other healthcare stakeholders tap into a deeper understanding of diseases, human behaviors, and scientific advances to advance their path toward cures.





## // Sustainability at IQVIA //

Corporate citizenship and sustainability are essential pieces of our IQVIA culture and vision. A focus on wellness and safety, product innovation, environmental responsibility and ethical business practices is central to our success—and this culture of caring extends to the communities where we live and work. We strive to make a difference locally and globally. We set key objectives related to pollution prevention, including minimizing waste and reducing carbon emissions.

We pay close attention to quality and compliance while embracing fresh ideas and new innovations. This dual commitment empowers us to improve healthcare — enhancing and advancing wellness and safety, strengthening supplier relationships, and supporting environmental stewardship.

IQVIA is committed to supporting sustainable business practices and acting as a good corporate citizen running our business in a socially responsible way that helps create long-term value.

IQVIA uses a generally accepted definition of sustainability: meeting the needs of the present without compromising the ability of future generations to meet their own needs.

IQVIA demonstrates this commitment by adopting policies and practices in specific areas related to sustainable development, including environment and health and safety; corporate social giving; supporting workers' human rights; serving as a global leader in protecting individual privacy; and ethical business practices.

IQVIA's sustainability and citizenship program centers on three focus areas:

**Planet:** Making a positive impact on the environments we work in

**People:** Creating a workplace of highly engaged, safe, and healthy employees who follow the IQVIA Code of Conduct

**Public:** Engaging consistently and transparently in a manner that inspires participation and demonstrates leadership in sustainability

IQVIA's employees, directors, officers, contractors, and temporary workers (for ease of reference only, referred to in this report as "employees") are expected to support IQVIA's sustainability and citizenship program.

### Among other things, this program:

- Monitors and addresses how operations affect local communities and broader regions globally.
- Serves employees and community neighbors through policies and practices that promote social betterment and environmental stewardship.
- Ensures that our suppliers are aware of sustainability and citizenship efforts, and through our Supplier Code of Conduct, we encourage them to advance their social and environmental responsibility.
- Continually strives to improve integration of sustainability citizenship into the work environment and business performance.
- Requires employees to use resources responsibly and efficiently by minimizing waste and helping to preserve water and other natural resources.

## Sustainability governance

IQVIA strives to advance and strengthen our sustainability efforts and to openly share our successes and plans for the future. We pursue this through the work of the IQVIA Sustainability Committee, comprising decision makers from around the organization who represent our diverse business units. This committee coordinates our sustainability efforts and reports on progress to the Board of Directors and executive leadership.

### The committee has representation from the following departments:

- Environment and Health and Safety
- Facilities
- Procurement
- Global Legal
- Ethics and Compliance
- Human Resources
- Corporate Communications and Community Relations
- Business Development

Our committee meets regularly to move forward on programs and projects that support the three core areas of IQVIA's sustainability program: planet, people, and public.

# // Our commitment to ethics and compliance //

Wherever IQVIA does business in the world, the fundamental values of honesty, integrity, and ethical conduct form the core of everything we do. Our reputation is shaped by the personal decisions of every employee. IQVIA staff strive to be decent and fair-minded, and do what is right on the job, even in the most difficult situations. IQVIA undertakes a wide variety of steps to keep informed about current and proposed laws, regulations, and guidelines so we can keep our employees informed within each of the more than 100 countries where we operate.

## Ethics and Compliance Program

Maintaining compliance and ethical standards is essential to earning and retaining the trust of our stakeholders and supporting our customers' continued success. Our Ethics and Compliance Program supports our sustainability and corporate citizenship initiatives and includes:

- Assessing compliance risk
- Setting standards of compliance and ethical conduct set forth in company policies, procedures, and our [Code of Conduct, "Doing the Right Thing"](#)
- Raising awareness of compliance and ethics standards through training and on-going communications
- Providing avenues to ask questions or raise concerns, including our Business Ethics Line, a confidential, externally hosted reporting system available 24/7
- Conducting or monitoring investigations of reported noncompliance in the risk areas under its oversight
- Monitoring and auditing areas of compliance risk to ensure that established policies and procedures are being followed and are effective.

## The Ethics and Compliance Office

The Ethics and Compliance Office (ECO) is responsible for developing and implementing a risk-based, scalable and practical ethics and compliance program focused on healthcare compliance and anti-bribery/anti-corruption. It also helps support IQVIA's mission of driving human health forward by mitigating risk and fostering a culture of doing the right thing throughout IQVIA. It is led by our Chief Compliance Officer (CCO), who reports to the General Counsel.

IQVIA's global Ethics and Compliance Program assesses compliance risks, sets standards and policies, and monitors, audits, and investigates compliance-related issues. The ECO also oversees our Ethics Line and works with a cross-functional team to define our core curriculum of mandatory compliance training.

The Global Legal department, Human Resources (HR), Internal Audit, Quality Assurance, and Chief Medical and Scientific Office are other functions that support our commitment to ethics and compliance and which have ownership of selected compliance areas (e.g., Good Clinical Practices, data privacy, cybersecurity, anti-trust).

Highlights:

- Establishing, promoting, and maintaining written guidelines for appropriate and acceptable conduct is fundamental to creating an effective corporate compliance environment. Written standards for employee conduct promote clarity about our expectations for consistency in behavior. We have established corporate policies to help reinforce our culture and core values.
- IQVIA's global Corporate Policies are high-level, overarching documents that flow from our Code of Conduct, "Doing the Right Thing" (the "Code") and align IQVIA's written standards with the Code. These global policies help to establish a common company culture that is consistent with our vision and values. IQVIA employees are expected to adhere to all Company policies and procedures.
- IQVIA'S Code is our enterprise-wide, codified set of anchoring principles. It describes company expectations of acceptable behavior in a variety of areas, including healthcare regulations, conflicts of interest, and data privacy protection. The Code directs readers to additional resources where they can obtain further detail or guidance on particular matters, as well as specific and accessible instructions for reporting perceived or potential transgressions.  
  
We publish the Code in electronic format and in 18 languages, each of which is publicly available on our website. It is also available via the corporate intranet site.
- Employees receive robust compliance training including a Code of Conduct certification.
- Using a range of training methodologies, various groups across the enterprise (e.g., HR, ECO, Quality Assurance, Information Technology, and our Global and Regional Business Units) strengthen our culture of compliance and ethics and enable employees to understand:
  - The importance of being compliant with external and internal requirements

- The importance to IQVIA of complying with those requirements
  - What they need to do to comply
  - The individual and corporate consequences of noncompliance
- We utilize various communication methods including articles posted on IQVIA's intranet site; live presentations to targeted audiences; region- or country-specific training; and a "Doing the Right Thing" channel on our "Go IQ" employee mobile app.
  - We conduct investigations of reported noncompliance and take corrective action as needed. We review areas of compliance risk to ensure that established policies and procedures are effective and being followed.
  - Reporting: IQVIA provides various channels (local and global) for employees to obtain answers to questions or to report potential or actual violations of law, regulation, or policy freely and without fear of retaliation. IQVIA makes several avenues available for reporting infractions of Company policies, including the Ethics Line (telephone or website), HR, Quality Assurance, Internal Audit, and the Global Legal department.
  - These reporting methods and prompt management of identified issues help with early issue detection. They also promote a culture where employees are comfortable bringing up their questions or concerns without fear of retaliation.
  - The IQVIA Ethics Line is an ethics and compliance reporting service available for employees to call to ask questions, seek guidance, or raise concerns about IQVIA's standards for ethical business conduct. Employees are encouraged to speak with their manager or another local resource, such as their HR representative, about such matters.

However, there may be times when an employee is not comfortable approaching his or her manager or others to discuss sensitive matters. For those situations, IQVIA has established the Ethics Line as a confidential communication alternative. The Ethics Line offers anonymous reporting where permitted by law.

- IQVIA has anti-bribery and anti-corruption policies and procedures that cover, among other things, interactions with government officials, healthcare professionals, and third parties that provide goods or services to IQVIA. These policies and procedures are reinforced through anti-corruption training and tested through periodic auditing and monitoring.



## Supply chain stewardship

IQVIA actively seeks to foster an environment where our supply chain partners are held to sustainability standards that align with IQVIA's own values and objectives. IQVIA considers its ability to effectively leverage the various backgrounds, capabilities, and contributions of its supply chain partners to be a major factor in creating mutually rewarding business opportunities and enhancing its own business performance.

To this end, the [IQVIA Supplier Code of Conduct](#) spells out expectations for our supply chain partners in a number of key areas, including:

- Ethics and Compliance
- Labor and Human Rights
- Environment
- Health and Safety

IQVIA strongly encourages its vendors and suppliers to not only agree in principle to the standards outlined within the Supplier Code of Conduct, but to make every effort to adopt and implement them as well.

Prior to entering key supply chain relationships, IQVIA sourcing professionals vet prospective suppliers for alignment with our values regarding sustainability.

By extending these expectations not just internally but throughout our supply chain, we effectively multiply the impact we have in the global markets where IQVIA operates.





## Data privacy

IQVIA is a global leader in protecting individual privacy. The company uses a variety of privacy-enhancing technologies and safeguards that protect individual privacy while generating and analyzing the information that helps our customers drive human health outcomes forward. We respect the critical importance of privacy protection. The growing availability and linking of information, and the increased use of analytics helps us realize the benefits of better healthcare and costs. However, we need to understand how privacy risk manifests itself in this dynamic environment. Risk-based approaches informed by deep expertise in healthcare, data, privacy, and other disciplines will help us realize the benefits and manage the risks.

IQVIA respects the relationships we have with our customers and respects the privacy of all individuals whose Personal Information may be processed by IQVIA in the performance of our services and our business operations. IQVIA's [Privacy Policy](#) supplements our [Privacy Shield](#) policy, to apply around the world.

This Policy explains how IQVIA collects, holds, uses and discloses Personal Information, including Personal Information of our personnel, consumers, healthcare professionals, patients, medical research subjects, clinical investigators, customers, suppliers, vendors, business partners and investors. IQVIA intends that our corporate privacy policy and implementing standard practices and procedures will support timely compliance with all international privacy laws and regulations around the world.

To demonstrate our commitment to the protection of Personal Information, including Personal Information transferred out of the European Economic Area ("EEA") and Switzerland for the performance of our services and business operations, we adhere to the Privacy Shield Principles and are certified to the EU-U.S. Privacy Shield Framework ("Privacy Shield"), as set forth by the U.S. Department of Commerce and the Federal Trade Commission.

Further details of the Privacy Shield and the Privacy Shield Principles can be found on the website at <https://www.privacyshield.gov>.

## Cybersecurity

IQVIA has an Integrated Information Security Framework to protect the confidentiality, integrity, and availability of data in IQVIA's possession, which is based on industry standards and regulations, including, but not limited to: GxP, HITRUST, the ISO 27000 family, COBIT, HIPAA, HITECH, and NIST.

The Integrated Information Security Framework comprises corporate policies, which include:

- Integrated Information Security Framework Governing Policy
- Data Classification Policy
- Acceptable Use of IT Assets Policy

The Global Information Security team is responsible for the development, oversight of implementation and ongoing monitoring of internal adherence to the Integrated Information Security Framework, associated policies, and Standard Operating Procedures.

While the Global Information Security team has developed the policies, it's the responsibility of all IQVIA employees to implement and adhere to those policies on a daily basis.



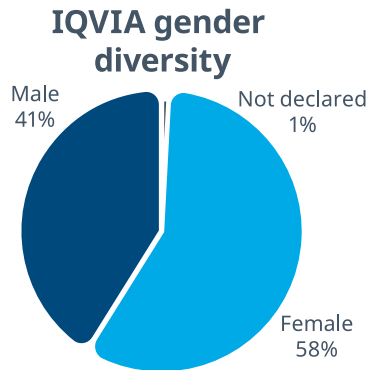
# // Our Commitment to People //

Attracting, developing, and advancing talent at all levels at IQVIA is critical to our business and an essential element of our inclusive and innovative workplace.

## Workforce diversity

IQVIA is committed to maintaining a culture of diversity and inclusion in which people from all backgrounds can fully contribute to the growth and success of our business. We create this culture of inclusion for employees regardless of gender, race, color, creed, religion, marital status, age, national origin or ancestry, physical or mental disability, medical condition, veteran status, citizenship, sexual orientation, gender identity, or any other protected group status.

**77** unique  
ethnicities  
worldwide



**157** United  
States  
veterans

Our business focuses on three core areas:

- **Recruitment:** Our recruiting process actively seeks a broad range of candidates, with varied backgrounds and experiences, from within and outside the company, for consideration across a range of open positions.
- **Development and progression:** IQVIA is focused on having a pipeline of talent advancing through our organization and on providing opportunities for all employees to develop within a role as well as toward their next role. We will continue to consider a diverse slate of candidates for progression through our succession planning process.
- **Retention:** Retaining our employees is just as important to us as hiring them. To increase employee engagement, we seek feedback from employees through surveys and focus groups. We will continue to use this feedback and review our processes to identify additional initiatives aimed to further increase employee retention.

IQVIA is committed to the fair treatment of all employees and maintaining a respectful workplace. IQVIA strives to create a productive work environment that supports teamwork, trust, safety, and well-being of employees. We treat each other and anyone we interact with while working for IQVIA with respect and dignity. We deal with grievances and complaints in a serious and timely manner. Anti-discrimination, anti-harassment and anti-retaliation policies are available to employees on our global intranet and are summarized in our Code of Conduct, "Doing the Right Thing." Policies also cover abusive behavior, violence and threats, and drug and alcohol use.

## Talent and learning

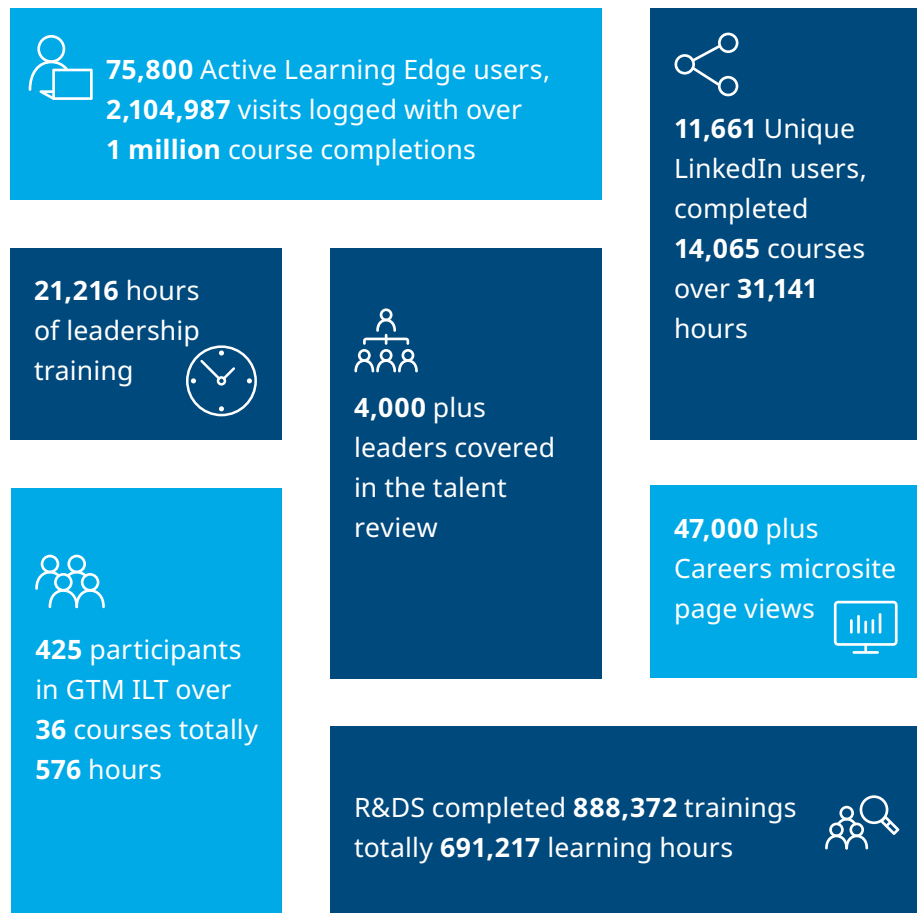
At IQVIA, we are on an exciting path forward — one that relies heavily on our talented, smart, and innovative people. As we combine data science with human science, we know our domain expertise and unique knowledge drive our core business and, in turn, our clients' ability to make the world a healthier place.

We support our colleagues in creating brave new possibilities by fortifying our professional learning and development environment. Last year we invested in a common global learning platform where our diverse workforce can readily find the resources it needs to help clients solve problems differently. In 2019 we launched the Brave Minds employee value proposition, founded on three pillars; to inspire purpose and drive a passion for a healthier world, to embrace intellectual courage and disrupt conventional thinking, and to make an impact and grow through a learning culture that provides a rewarding experience with supportive leadership.

Our formal and informal development opportunities focus on regulatory compliance, leadership, technology, analytics, clinical and therapy areas, project management, and more. Plus, our learning model offers myriad sustainable options with the flexibility of virtual study, online resources, webinars, and other leading-edge offerings, along with traditional learning activities.

Helping our dedicated people grow, develop, and reach their full potential in this constantly shifting landscape keeps our teams motivated and engaged as they support clients around the globe, and positively push boundaries to help advance healthcare forward.

### Learning and development training hours





### Employee Resources Groups

ERG program overview:

IQVIA ERGs provide a framework for all employees to connect, giving colleagues with similar interests an additional way to collaborate. A component of our Employee Value Proposition and a reflection of our commitment to diversity and inclusion, these groups support our values and business goals and foster the diverse thinking required for innovation. They provide a forum for the exchange of ideas and opportunities for mentoring and professional development.

### 5 current ERGs

-  Black, Asian, and Minority Ethnic Network
-  Emerging Professionals Group
-  LGBT+ Group
-  Veterans Employee Resource Group
-  Women Inspired Network

### ERG activities

- WIN: Mindfulness Workshop January 22, 2020, RTP office  
Monthly Book Club starting in February, RTP office
- VERG: Select local U.S. office observations of Veterans Day (2 offices)
- LGBT+: IQVIA Pride (early Q3) – IQVIA took part in celebrating the 50th anniversary of the Stonewall Riots. Pride is a yearly celebration of the value of diversity and the LGBT+ community. NYC office & London office  
  
Introduction to Allyship event (Q2) – A guest speaker came to present on how to be a good ally to LGBT+ employees. We discussed a brief history of the challenges faced by community members and best tactics to support our colleagues bring their whole self to work. NYC office

### Employee health, well-being and benefits

Our people make IQVIA successful, and we recognize the importance of looking after our most important asset. IQVIA values its employees and invests in them with resources and incentives to promote their personal well-being and that of their families. In recognition of the importance of its employees not only to IQVIA's business success but to achievement of its global health mission, IQVIA provides a variety of health and welfare benefit plans that are available to employees and their family members.

As we continue to harmonize employee health and well-being benefits around the globe, we have taken the opportunity to closely align our programs to various markets and our company culture. This results in a more targeted, personal approach to addressing priority health risks and conditions, while providing broad prevention programs through virtual and electronic pathways. Below are summaries and examples of these country-based benefits that show the breadth and intentionality of our benefits packages.



### Flexible working and time off

IQVIA recognizes that within a diverse organization like ours, everybody has different needs to meet in order to achieve a positive work/life balance and we accommodate changes where it is practical. We are committed to ensuring our employees have opportunities to work flexibly in order to meet the demands of outside commitments such as family and further education, as well as ensuring we continue to deliver the high standards of service expected from all customers and stakeholders.

### Leave time

We are committed to supporting the balance of work and family commitments. Due to regulatory differences, leave time policies vary by country. As an example, parental leave policies are one in a range of family friendly policies that have the purpose of providing support as well as ensuring the Company complies with all legislative requirements. Taking time away from work to care for a new-born baby or an adopted child is an important time for new parents and IQVIA is committed to providing support through time off from work, as well as educating employees and line managers about their rights and obligations. IQVIA also provides paid leave that ensures our employees are not disadvantaged at times of need or for other commitments including sick time, bereavement, jury duty, military service and time off for voting, depending on country specific policies.

### Health and welfare benefits

Due to regulatory and market differences, health and welfare plans differ by country. As we continue our post-merger harmonization activities around the globe, we strive to offer choice and flexibility in selecting private medical plans, dental and vision plans, telemedicine, onsite medical care, critical illness coverage, disability, accidental death and dismemberment, life insurance, tuition reimbursement, pet insurance, identity theft protection, commuter benefits, and retirement savings. In the UK, our new benefits intranet site 'iHub' is designed to provide flexible and relevant support across all aspects of life, including physical and emotional wellbeing, family benefits, planning for the future and financial stability.

### Wellness

Our Healthy You wellness program is currently under harmonization and will continue to provide educational programs, health expo's, access to ergonomics support, wellness newsletters, flu vaccinations and wellness reimbursement programs to employees in various countries. 8828 (64%) of our employees in India took part in a comprehensive annual health check in November 2019 and identified modifiable health risks. The aggregate data on high blood pressure, hemoglobin A1C, and lipids help to guide educational and prevention programming.

2020 wellness plans include biometric screening, digital health programs to reduce health risks and improve quality of life, and a network of local wellness committees. As our post-merger benefits harmonization concludes in most areas of the world, we look forward to generating more robust 2020 metrics to reflect engagement and outcomes.

### Employee assistance programs

IQVIA recognizes that personal problems can adversely affect an employee's job performance, health, family, and general well-being. The notion that "I can handle it myself" can be a trap that contributes to the pressures an employee may feel. To help with these pressures, IQVIA has contracted with an independent employee assistance firm in the US to provide individual face to face assistance on a confidential basis. We have also added a behavioral health component to our US telemedicine offering, allowing employees to schedule convenient video conferenced counseling sessions. Various other countries have local employee assistance programs, as is a best practice for this type of benefit.

### Saving for retirement

IQVIA provides locally relevant savings and retirement plans for employees worldwide. Pensions and 401k plans are simple, low-cost and tax efficient ways to support our employees' future into retirement.



## Looking after our people wherever they are

It is important to us that our employees are looked after in times of need wherever business may take them. International business travel is common at IQVIA, and we provide and promote support through a 24/7/365 medical and security hotline that provides emergency referrals, guaranteed payment for hospitalizations and medical services, evacuation, and repatriation. Our international travel assistance program helps to give our employees, their families and friends reassurance that they will be well looked after in any circumstance.

Every crisis situation is different with unpredictable impacts on technology, processes and physical access. However, we have several business continuity programs, plans, and playbooks in place that help standardize responses to these events, enabling rapid action and decisions from facilities, local management, and enterprise leadership when needed most.

With safety and security as top priorities, these processes help us locate and communicate as quickly as possible to employees as well as clinical trial patients when the unexpected occurs.



## // Our commitment to public health //

### **IQVIA cares**

IQVIA provides financial and in-kind support for a variety of health-related nonprofit organizations worldwide. In addition, we support causes and programs that are important to our employees. These include community fundraising and volunteer activities, and support for health-related charities and natural disaster fund drives. Together we contribute more than \$1 million a year to worthy causes and charities. Examples of noteworthy contributions include:

- The annual CEO Team Award program recognizes teams that have worked together to drive distinctive innovations. The awards celebrate employees' contributions in fostering innovation, disruptive thinking, and intellectual courage to drive human health forward. IQVIA donated \$120,000 to the charities of choice as determined by the 2019 CEO Award winning teams include:
  - 2016 Kumamoto earthquake contribution
  - Heart for Heart Foundation - Bulgaria
  - Open MRS Inc
  - Teach for All
  - Teenage Cancer Trust
  - Tencent Charity
  - UNAIDS
  - Doctors Without Borders (\*Three winning entries)
  - Heart Valve Bank
  - St Jude Children's Hospital
  - World Child Cancer
- IQVIA donated \$150,000 to provide additional needed resources to an early career physician-researcher, known as the "IQVIA Scholar". This contribution will further pediatric clinical trial research within the Department of Pediatrics at the University of North Carolina at Chapel Hill.
- IQVIA Day encourages employees to participate and receive a day off to perform volunteer activities within their local communities.
- For the past 13 years, we have been an active member of the CEO Roundtable on Cancer - a workplace wellness accreditation program established in 2006. Private, non-profit and government employers in diverse industries have earned Gold Standard accreditation, including the National Cancer Institute (NCI), the federal government's principal agency for cancer research and training. IQVIA earned Gold Standard Accreditation in 2007.

- The Gold Standard’s mission focuses on three goals with regard to cancer:
  - Risk reduction
  - Early detection
  - Quality care
- By focusing on these three goals, the Gold Standard program can assist employers in implementing a culture of wellness in their workplaces, helping to promote the health and well-being of their employees and save lives.
- In September 2019, IQVIA raised awareness for World Alzheimer’s Month through a variety of activities including illuminating several facilities in purple lighting and a global social media awareness campaign. The North Europe, Middle East, Africa and South Asia (NEMEA) team ran a regional event, Race for Health, which saw 19 countries and over 650 staff members taking part and raising over \$16,000 for Alzheimer’s Disease International.
- In Japan, IQVIA employees participated in the annual Gold Ribbon Walking charity event to raise awareness for children’s cancer, which remains the #1 fatal disease among children with over 550 lives in Japan lost every year.
- During October 2019, the Australia & New Zealand team participated in the 28km Cancer Council 7 Bridges Walk in Sydney
- IQVIA employees in India raised money and awareness for rare diseases in India and reached a symbolic milestone in the fourth year of the Race for 7 run/walk in February and March. From Kochi to Coimbatore, Bangalore, Mumbai and New Delhi, IQVIANS turned up in large numbers with family and friends to participate in the event and raise their voices for the rare disease.
- Contract Sales and Medical Solutions organized a hunger relief effort to benefit Rise Against Hunger—an organization that provides food and life-changing aid for people in developing nations around the world. The team assembled 20,000 meals for those in need.
- US and Canada R&DS leaders volunteer at Ronald McDonald House in Durham, NC. The team cooked several on-the-go meals for family members going to or from local hospitals.
- IQVIA Denim Day raised funds for the American Cancer Society and their battle to beat breast cancer.

We are on the front lines of the global public health conversation through ongoing work with nonprofit organizations, government agencies, patient advocacy groups, and other healthcare stakeholders.

IQVIA is a preferred provider to a consortium of 14 global health product development partnerships funded in part by the Bill and Melinda Gates Foundation.



By partnering with consortium members, IQVIA provides access to our global clinical development infrastructure and standards, particularly in the areas of infectious diseases, such as HIV, malaria, and tuberculosis.

## Advancing public health

At IQVIA, we are inspired to advance health outcomes. Through collaboration, we hope to overcome some of the biggest challenges facing global health. A few examples of recent work include:

**Supporting progress against antimicrobial resistance:** IQVIA is part of the Centers for Disease Control and United Nations’ Antimicrobial Resistance Challenge, an effort to accelerate the fight against antimicrobial resistance across the globe. We are committed to identifying and understanding the driving factors behind the rising number of drug-resistant bacteria strains to inform ongoing prevention efforts. To improve antibiotic use, IQVIA is committed to building on an existing framework of antibiotic prescribing reporting and analysis and using innovative methods such as machine learning to better understand the data. We are providing state-level antimicrobial prescription reports in the U.S. for all 50 states.

**Leading the way in drug safety:** IQVIA formed a novel alliance with the FDA Center for Biologics Evaluation and Research to monitor and evaluate the safety and effectiveness of various vaccines, blood products, and other biologics. For this important public health collaboration, IQVIA worked with the Observational Health Data Science and Informatics initiative and its world-class team of healthcare experts and unique data assets from Columbia University; Stanford University; Georgia Institute of Technology; University of California,

Los Angeles; and the Regenstrief Institute at the Indiana University School of Medicine to enhance the function and outputs of the initiative.

IQVIA is also a collaborating partner for the FDA Sentinel Initiative, a national electronic system which uses electronic health care data to monitor the safety of FDA-regulated medical products, including drugs, vaccines, biologics, and medical devices. IQVIA is a co-lead with Deloitte Consulting for the Community Building and Outreach Center which will focus on communication and collaboration as well as deepening stakeholder involvement and broadening awareness, access, and use of Sentinel tools and data infrastructures.

**Collaborating with cancer researchers to advance real-world evidence:**

IQVIA collaborates with Friends of Cancer Research in a cross-industry effort to advance acceptance and drive future uses of real-world evidence. This research helps confirm that clinical benefits seen for therapies in clinical trials are consistent with the benefits of those treatments within real world settings. The project is part of a Friends of Cancer Research initiative that is working to demonstrate the application of real-world evidence in oncology research.

**Partnership with the American Cancer Society:** IQVIA leaders are involved in the Tri-State Chapter of the American Cancer Society's CEOs Against Cancer program. CEOs Against Cancer brings together business leaders who share the passion, expertise and financial resources to impact groundbreaking research. Each year the CEOs Against Cancer chapter members carefully select a small number of promising research projects to support with the funds raised through their efforts.

**Empowering patients:** The launch of the IQVIA Patient Portal, a global web-based solution, empowers patients with a direct access point for clinical trial information. It increases patient understanding and engagement during the trial and reduces the substantial cost associated with patients dropping out of a trial or being unavailable for follow-up. This innovative tool enables increases in clinical trial patient recruitment, engagement and retention by ensuring transparency and collaboration before, during, and after a clinical study.

**Improving care for stroke patients:** Angels Initiative, initiated by Boehringer Ingelheim and in collaboration with IQVIA, is focused on improving care for stroke patients. IQVIA's management and administration of the initiative includes: hospital enrollment, on-site consultancy, as well as training and education of healthcare professionals regarding stroke-patient care.

**Providing consumers with seasonal allergy information:** IQVIA monitors seasonal suffering across the U.S. giving consumers unique insights into important health related information. FluSTAR provides key healthcare measurements for flu, allergy, and cough and cold season. This proprietary platform provides detailed information on levels of impact, identification of most affected U.S. cities, and a breakdown between pediatric and adult populations for every ZIP code in the country. Launched in 2019, the new

FluSTAR mobile app conveniently gives consumers direct access to track the spread of flu and colds in the U.S.

**Fighting the opioid epidemic:** IQVIA partnered with the American Medical Association's Opioid Task Force to support strategies that target the nation's opioid epidemic and continues to provide valuable insight into the ongoing efforts to combat this public health issue. Our data and analyses helped illustrate the effects of legislation regarding opioids.

**Bridging oncology gaps:** We created the Collaboration for Oncology Data in Europe (CODE) with life science partners to maximize the value of cancer treatment while helping to facilitate access to innovative new therapies. CODE is developing an Oncology Data Network to harness valuable information about anti-cancer medicines, which will benefit oncologists, pharmacists, patients, and health systems.

**Assessing disease burden, enabling innovation:** Tuberculosis is a major global public health challenge, and India accounts for more than a quarter of these cases on an annual basis. As part of an effort funded by the Bill and Melinda Gates Foundation, IQVIA provided crucial information about tuberculosis managed by the private sector to enable understanding of the true disease burden in the country and around the world. The work revealed significantly higher rates of tuberculosis than had been previously recognized, as well as prospective causes, which can inform preventative protocols going forward.

**Malaria access in action:** Most malaria-endemic countries lack the ability to monitor the relationship between disease burden and the national supply and quality of critically needed medicines. To address this challenge, we collaborated with the Medicines for Malaria Venture to consolidate data flow and enable the Uganda National Drug Authority to complete the development of a system for monitoring pharmaceutical use at a national level.

**Enabling Alzheimer's insights:** European Prevention of Alzheimer's Dementia (EPAD) is a public-private consortium designed to better understand the early stages of Alzheimer's disease and prevent dementia before symptoms occur. EPAD selected IQVIA to oversee a longitudinal study of 6,000 non-identified patients that enables researchers to track development of Alzheimer's disease symptoms. With 30 sites open and actively recruiting patients, this is the largest cohort trial in the world in this population.

**Improving national clinical research literacy:** IQVIA is a partner with the Center for Information and Study on Clinical Research Participation (CISCRP). To address the critical need to improve patient diversity in clinical trials, this new consortium is dedicated to bring grass roots education and awareness into underserved and minority communities through the U.S.



## IQVIA Institute for Human Data Science

The IQVIA Institute for Human Data Science contributes to the advancement of human health globally through timely research, insightful analysis and scientific expertise applied to granular non-identified patient-level data. The Institute fulfills an essential need within healthcare by delivering objective, relevant insights and research that accelerates our understanding of how health systems function, how treatment is evolving, and how care is delivered. These insights are critical to sound decision making, and ultimately lead to improved human health outcomes.

Recognizing the potential to contribute to the advancement of human health globally, IQVIA created the IQVIA Institute for Human Data Science (“the Institute”) to deliver timely research, insightful analysis, and scientific expertise applied to granular non-identified patient-level data. With access to IQVIA’s institutional knowledge, advanced analytics, technology and unparalleled data, the Institute works in tandem with a broad set of healthcare stakeholders to drive a research agenda focused on Human Data Science, including government agencies, academic institutions, the life sciences industry and payers.

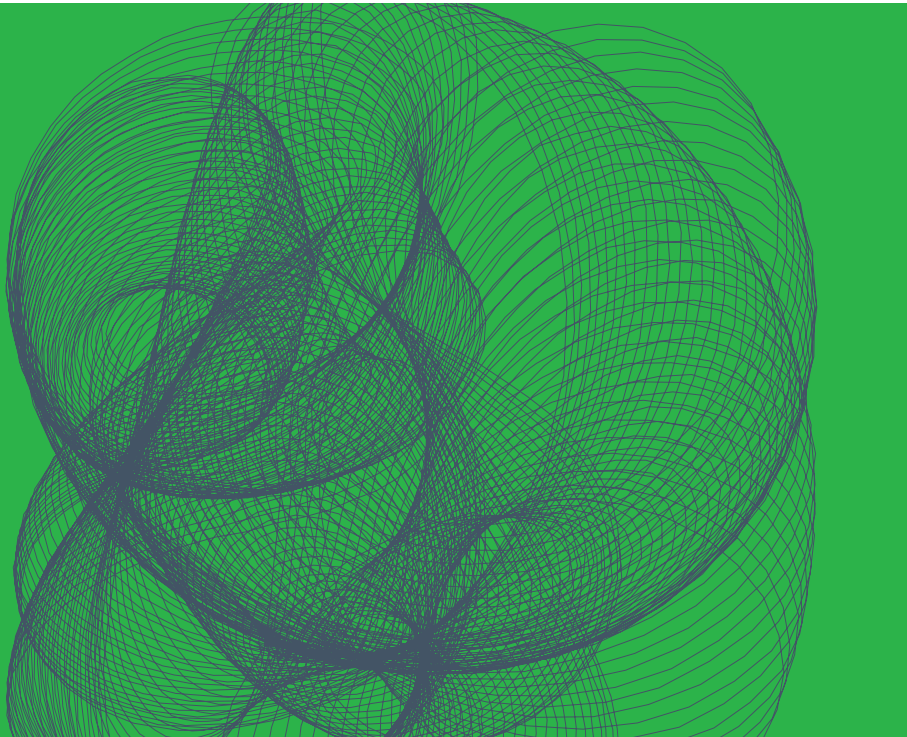
Research undertaken by the Institute is published in reports which are available without charge from our website. More than 50 reports have been published during the past six years on a range of important healthcare topics, including trends in global oncology, the role of digital health, medicine use and spending, and advances in precision medicine. Over 25,000 people from around the world have opted in to receive information from the Institute. These reports are widely cited in the media and by other researchers in their peer-reviewed research. They also provide the basis for content presented each year in a range of public forums and in front of thousands of people who benefit from our research insights.

Through collaboration with the Institute, researchers and students have access to a broad range of proprietary databases and tools to support independent research, discovery work and analysis. We work with clients and partners to share the learnings from their work, often through the hundreds of peer-reviewed publications and medical articles as well as thousands of general news articles where the work was cited.

A bibliography of some of the published research that relied on IQVIA data can be found [here](#).

Additionally, we partner with academic research organizations around the world to provide “pro bono” data resources and analysis to further their research endeavors. Over the past six years, the estimated value of this pro bono and deeply discounted data support exceeds \$10 million annually.

We are on the front-lines of the global public health conversation through ongoing work with nonprofit organizations, government agencies, patient advocacy groups, and other healthcare stakeholders. And we are setting the agenda for public discussion of healthcare topics – ranging from biosimilar sustainability; orphan drug development; biopharmaceutical innovation – with regular publication of our original, independent reports on these important issues and trends around the world.



# // Our commitment to the environment and health and safety //

## Environment

IQVIA strives to make a difference locally and globally. We recognize that being a responsible corporate citizen requires a firm commitment to following conscientious environmental practices and establish specific objectives and targets to continually reduce our environmental impact where possible.

Sustainability efforts include tracking and seeking ways to improve environmental performance globally, especially in the areas of greenhouse gas management, energy efficiency, and waste reduction.

### Climate change

IQVIA is aware that climate change has many direct and indirect impacts, one of which is on human health and well-being. Negative impacts we have begun to see include an increased spread of various infectious diseases, access to and the availability of clean water, which may lead to increased rates of water-borne diseases, food insecurity and food hygiene issues that may lead to higher rates of malnutrition, disease or lower immunity to disease. In all cases, the global health care industry is acting upon these increased physical risks by continuing to develop treatments for these types of disease and critical health problems. As the demand for health care and biopharmaceutical solutions rises, IQVIA anticipates it will have an opportunity to support its customers in an expanded capacity. Additionally, these chronic physical impacts may also lead to increased energy consumption and drive up our operational costs. As such, IQVIA always includes these chronic physical impacts within its climate-related risk assessment and associated business decisions.

### Energy consumption

Of more than 310 facilities globally, 98 percent of IQVIA's businesses operate in office buildings, many of which are in multi-tenant buildings with the primary energy consumption being electricity for lighting and heating, ventilation and air conditioning systems. In addition to office space electrical use, our seven central laboratories operate laboratory instruments.

We employ energy management systems in select locations to identify ways to reduce energy consumption. As a result, we implemented measures to increase the efficiency of HVAC systems and reduce energy consumption of idle equipment, including turning off computers each day. Our Information Technology department manages energy use carefully and frequently buys Energy Star certification equipment where available. Additionally, our



laboratories use LEDs and energy-efficient freezers. We have also diligently worked to extend the useful life of servers, routers, and other types of equipment while establishing relationships with technology recycling centers to ensure proper disposal of these assets when decommissioned. IQVIA will continue advancing its sustainability efforts throughout our organization by increasing the number of sites tracking energy and natural gas usage.

### Environmental standards



EcoVadis is a global provider of business sustainability ratings. As a demonstration of our commitment, IQVIA has been awarded a Bronze Rating by EcoVadis in recognition of our achievements as a top 65% performer across more than 55,000 companies assessed by EcoVadis. We are targeting improvements to achieve Silver Rating by end of 2020.



IQVIA are active members of CDP (Carbon Disclosure Project), globally recognized assessors of corporate sustainability metrics. We provide data to CDP annually on our energy use, waste management and our greenhouse gas emissions. CDP is a tool that helps us keep track of progress and provides insight of key performance metrics to drive improvements to reduce our corporate carbon footprint.



MSCI rate companies according to their exposure to industry-significant ESG (Environment, Social & Governance) risks and their ability to manage those risks relative to industry peers. IQVIA Holdings Inc., received a rating of [A] in the MSCI ESG Ratings assessment.

## Greenhouse gas emissions

As a global provider of biopharmaceutical development and commercial outsourcing services, IQVIA's flexible business solutions and commitment to customers' objectives allow it to provide customers with customized operational delivery models to meet their needs. Through our Product Development and Integrated Healthcare Services segments, we deliver energy efficient electronic data services that also enable our customers to realize a lower GHG footprint by reducing the need for paper printing, transportation and storage of files.

Travel is necessary for global businesses. As our business grows, we will continue to find ways to mitigate and reduce its impact. With the ongoing increase in employee headcount due to our growth, we will continue efforts to decrease airline use and company car carbon emissions, optimize employee travel and increase teleconferencing and telecommuting activities. Transportation alternatives, such as increased use of public transit, ride sharing, and bicycle commuting, continue to be focal areas for us to reduce our global workforce's overall carbon footprint. Proximity to public transport connections is a critical criterion when choosing a new office to reduce the need for personal car use.

We recognize that the footprint of our real estate portfolio is directly connected to our carbon footprint. Although our headcount has grown as a result of increased business, we have managed to reduce the global real estate portfolio by 110,000 square feet, contributing to an overall reduction of 7,743 tonnes in GHG emissions. We continue to investigate how our business operations can reduce its' environmental impact. Over the past 12 months, we have discouraged the use of printed material, resulting in a reduction of 15 million sheets of paper and 200 printers, which has delivered a combined reduction of 185 tons of CO2 emissions.

## Waste management and disposal

Personnel are expected to support IQVIA's waste management and disposal programs according to policies and procedures. Our laboratories are heavily regulated in waste management and, under ISO 14001 certification, we strive to segregate and dispose of waste in a way that minimizes adverse impacts.

## Biological and hazardous waste management

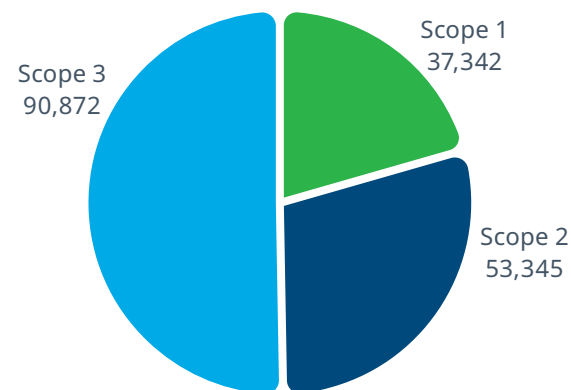
IQVIA is committed to the proper management of its hazardous waste to protect human health and the global environment. Employees who are responsible for biological and hazardous waste and/or investigational product generated from any company facilities or studies worldwide receive training and guidance to ensure proper disposal.

One of the goals of our sustainability efforts is to reduce waste, and we continue to increase the percentage of sites engaging in waste reduction strategies in every category.

Enhanced training and awareness for employees in lab and production environments, coupled with waste segregation initiatives, have resulted in improved waste minimization, segregation, and disposal.

## Greenhouse gas emissions

CO<sub>2</sub> equivalent, metric tonnes



**Scope 1:** natural gas use, refrigerant loss, use of cryogenic gases and diesel used in fleet cars.

**Scope 2:** purchased electricity, heat and steam. Market-based emissions are 53,345 tonnes.

**Scope 3:** mainly business travel but also includes waste management for sites where data are available.

Total reported emissions are 178,992 tonnes CO<sub>2</sub> equivalent. This year's reported emissions include estimated data. IQVIA is improving data collection processes to reduce the use of estimated data in future years. The above numbers were subject to verification as part of IQVIA's 2018 CDP submission for which it received a score of "B-".



## Health and safety

Environmental laws and regulations are incorporated into our policies and procedures to promote global awareness across the enterprise. IQVIA has group certifications at the corporate level to ISO 14001:2004 and OHSAS 18001, as does subsidiary Q2 Solutions central laboratories located in the United States, United Kingdom, South Africa, Singapore, India, Japan, and China.

IQVIA is OHSAS 18001-certified, which requires a health and safety management system, as well as ISO 14001-certified, which requires an environmental management system. IQVIA has a combined, robust Environmental, Health and Safety Management System (EHSMS) with supporting SOPs in place, which demonstrates our commitment to continuous improvement.

Under our EHSMS, personnel must actively participate in helping to ensure a safe, healthy, and secure work environment. IQVIA is working to transition the OH&S certification to the new ISO 45001, which replaces 18001 in March 2021.

Employees complete a full program of training during the on-boarding process that includes Working in a Regulated Environment as well as Health and Safety.

The Q2 Solutions laboratory sites globally are all accredited to relevant ISO or other recognized certifications, and other certifications specific for laboratory operations. Depending on the location and services provided accreditation will include ISO 14001, CAP ISO 15189, ISO 9001, NGSP Level 1, ANVISA, OHSAS 18001, CDC Lipids, CLIA, MOH Certified Laboratory. Further information can be found at [www.q2labsolutions.com](http://www.q2labsolutions.com).

### Incident reporting

We believe that increasing communications and awareness of incident reporting and implementing a new “all hands” safety course is a progressive step that will allow the company to advance embedded safety across a growing company. In the last two years, we have worked to implement accident reporting processes across all merged and acquired entities, and we are working towards establishing a baseline from which to set goals and monitor progress in 2020 and beyond.

## // Economic performance //

IQVIA (NYSE:IQV) is a leading global provider of information, innovative technology solutions, and contract research services focused on helping healthcare clients find better solutions for patients.

We are honored to have been selected as one of the 2019 FORTUNE “World’s Most Admired Companies®,” and one of the Best Employers for Women 2019 by Forbes.



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Financial information for IQVIA, a public company, is available on the IQVIA Investor Relations webpage at: [IQVIA Investors page](#).



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