



POLÍTICA DE CALIDAD

Revisión:5
Fecha: 26/3/2025

IQVIA INFORMATION, S.A. manifiesta abiertamente su intención de ofrecer unos servicios competitivos a todos sus clientes; por dicho motivo, ha implantado un sistema de gestión de calidad en el seno de la organización, cuyo principal objetivo es alcanzar la satisfacción esperada por los clientes, a través de unos procesos establecidos y fundamentados en un proceso de mejora continua.

El sistema de gestión de calidad de **IQVIA INFORMATION, S.A.** está diseñado de manera que los servicios que presta la organización de **servicios de estudios de mercado, consultoría y tecnología para el sector farmacéutico y sector salud**, se lleven a cabo correctamente y de manera eficiente, empleando los medios adecuados para ello y de forma que se alcancen los máximos resultados.

Para cumplir con los objetivos propuestos, el sistema de gestión de calidad establecido por **IQVIA INFORMATION, S.A.** basado en la norma de referencia **UNE-EN-ISO 9001:2015**, se apoya en los siguientes pilares básicos que establece la Dirección:

- Velar por garantizar la **satisfacción de nuestros clientes**, incluyendo las partes interesadas en los resultados de la empresa, en todo lo referente a la realización de nuestras actividades y su repercusión en la sociedad.
- Establecer objetivos y metas enfocados hacia la evaluación del desempeño en materia de calidad, así como a la **mejora continua** en nuestras actividades, reguladas en el Sistema de Gestión que desarrolla esta política.
- Cumplimiento de los **requisitos de la legislación aplicable** y reglamentaria a nuestra actividad, los compromisos adquiridos con los clientes y todas aquellas normas internas o pautas de actuación a los que se someta IQVIA INFORMATION.
- **Motivar y formar** a todo el personal que trabaja en la organización, tanto para el correcto desempeño de su puesto de trabajo como para actuar conforme a los requisitos impuestos por la Norma de referencia. Evaluar y garantizar la competencia técnica del personal.
- Mantenimiento de una **comunicación fluida** tanto a nivel interno, entre los distintos estamentos de la empresa, como con clientes.
- Garantizar el **correcto estado de las instalaciones** y el equipamiento adecuado, de forma tal que estén en correspondencia con la actividad, objetivos y metas de la empresa
- Tener un **compromiso con el medioambiente** asegurando la prevención de la contaminación y reducción de los consumos de los recursos para evitar el cambio climático aplicando políticas de sostenibilidad

Estos principios son asumidos por la Dirección, quien dispone los medios necesarios y dota a sus empleados de los recursos suficientes para su cumplimiento, plasmándolos y poniéndolos en público conocimiento a través de la presente Política de Calidad.

Fdo. : Ignacio Chueca

Fecha: 26 de marzo de 2025 Ed.05

DocuSigned by:

72944E5653F2494...

Certificate Of Completion

Envelope Id: 3365D450-D1F0-46A9-BEC9-DD49513C2DBB

Status: Completed

Subject: Complete with Docusign: Anexo II POLITICA CALIDAD IQVIA INFORMATION ed 5.docx

Source Envelope:

Document Pages: 1

Signatures: 1

Envelope Originator:

Certificate Pages: 4

Initials: 0

Candida Lucia Petitti

AutoNav: Enabled

1 IMS Drive

Envelopeld Stamping: Enabled

Plymouth Meeting, 19462

Time Zone: (UTC-08:00) Pacific Time (US & Canada)

candidalucia.petitti@iqvia.com

IP Address: 185.76.228.248

Record Tracking

Status: Original

Holder: Candida Lucia Petitti

Location: DocuSign

3/26/2025 7:41:22 AM

candidalucia.petitti@iqvia.com

Signer Events

ignacio hueca

ignacio.hueca@iqvia.com

General Manager IQVIA Spain

Ignacio Hueca Closa

Security Level: Email, Account Authentication
(None)

Signature

DocuSigned by:

Signature Adoption: Pre-selected Style

Using IP Address: 176.80.80.191

Signed using mobile

Timestamp

Sent: 3/26/2025 7:42:33 AM

Viewed: 3/26/2025 8:46:54 AM

Signed: 3/26/2025 8:47:00 AM

Electronic Record and Signature Disclosure:

Accepted: 7/20/2023 5:24:57 AM

ID: f83c732e-69cf-49b2-bde3-95af28475b7e

Company Name: IQVIA

In Person Signer Events

Signature

Timestamp

Editor Delivery Events

Status

Timestamp

Agent Delivery Events

Status

Timestamp

Intermediary Delivery Events

Status

Timestamp

Certified Delivery Events

Status

Timestamp

Carbon Copy Events

Status

Timestamp

Witness Events

Signature

Timestamp

Notary Events

Signature

Timestamp

Envelope Summary Events

Status

Timestamps

Envelope Sent

Hashed/Encrypted

3/26/2025 7:42:33 AM

Certified Delivered

Security Checked

3/26/2025 8:46:54 AM

Signing Complete

Security Checked

3/26/2025 8:47:00 AM

Completed

Security Checked

3/26/2025 8:47:00 AM

Payment Events

Status

Timestamps

Electronic Record and Signature Disclosure

CONSENT TO ELECTRONIC DELIVERY AND EXECUTION OF DOCUMENTS

From time to time, IQVIA (“we” or “us”) may provide you certain written contracts, notices, disclosures, authorizations, acknowledgements or other documents (collectively, the "Documents") electronically. Please read this consent form carefully. It explains the terms and conditions under which such Documents are provided by us and executed by you electronically through your DocuSign, Inc. (“DocuSign”) user account. If you consent to the delivery and execution of such Documents electronically, please click the "I Agree" button.

Documents will be sent to you electronically

If you consent to electronic delivery, Documents will be sent to your DocuSign user account. You may request a paper copy of documents previously made available through your DocuSign user account, but an additional charge may be incurred. Alternatively, you can download and print documents sent to your DocuSign user account. Unless otherwise noted, you can access a Document up to 30 days from the date we first sent the Document to you.

Withhold Consent or Withdrawing Consent to Electronic Delivery

If you withhold consent to electronic delivery or execution, or withdraw your consent at a later date, all Documents will be sent to your mailing address following our receipt of notice of such action. The following sections explain the consequences of withholding or withdrawing your consent to electronic delivery and execution of Documents, and also the procedures you must follow in order to effectuate delivery to your mailing address.

Consequences of Withdrawing Consent

By electing to only receive and execute Documents sent to your mailing address, we will not be able to carry out transactions or services as efficiently. For instance, some transactions or services require your express consent. We can perform these transaction or services only if we first receive an acknowledgement that indicates you received and consent to the Document related to the proposed transaction or service.

To withhold consent now or withdraw consent at a later date, please sign DocuSign's "Withdraw Consent" form on the signing page of your DocuSign user account. This will indicate that you have withdrawn your consent to receive Documents electronically. Once you sign the "Withdraw Consent" form, you will no longer be able to use your DocuSign user account to execute Documents electronically and we will send Documents to your mailing address. Withdrawal of consent does not affect the validity of any Documents previously executed electronically prior to such withdrawal of Consent. In addition, should you execute any Documents electronically, your execution of such Documents shall indicate your continued consent to execute such Documents electronically.

How to contact IQVIA:

If you would like us to send the Documents to a different e-mail address, request paper copies of Documents you have previously received electronically, or withdraw your consent to receive electronic documents, please follow the instructions below. If you have any other questions, please contact: DocuSignSupport@IQVIA.com

1. To advise IQVIA of your new e-mail address

If you would like your Documents sent to a different e-mail address, you must send an e-mail message to DocuSignSupport@IQVIA.com . In the body of the e-mail please state the following: (i) your previous e-mail address, and (ii) your new e-mail address. No other information is required.

In addition, you must notify DocuSign of your new e-mail address. Please log into your DocuSign user account, and follow the instructions to update your e-mail address.

2. To request paper copies from IQVIA

To request paper copies of Documents you have received previously through your DocuSign user account, send an e-mail to DocuSignSupport@IQVIA.com

In the body of the e-mail please state the following: (i) your e-mail address, (ii) full name, (iii) U.S. Postal address, and (iv) telephone number. Additional charges may apply for such paper copies.

3. To withdraw your consent with IQVIA

To withdraw your consent to receiving and executing Documents in an electronic format, you may do one of the following:

- i. decline to sign a document from within your DocuSign user account, and on the subsequent page, select the check-box indicating you wish to withdraw your consent; or
- ii. send us an e-mail to DocuSignSupport@IQVIA.com and in the body of such request you must state your e-mail, full name, US Postal Address, telephone number, and account number. No additional information is necessary.

Required hardware and software

Operating Systems:	Windows® 2000, Windows® XP, Windows Vista®; Mac OS® X
Browsers:	• Internet Explorer (Windows Only) 8.0 or above – compatibility mode is supported only for 9.0 and above. • Windows Edge Current Version • Mozilla Firefox Current Version • Safari (Mac OS only) 6.2 or above • Google Chrome Current Version
PDF Reader:	Acrobat® or similar software may be required to view and print PDF files
Screen Resolution:	1024 x 768 Recommended
Enabled Security Settings:	Allow per session cookies
Mobile Signing:	• Apple iOS 7.0 or above • Android 4.0 or above

** These minimum requirements are subject to change. If these requirements change, we will provide you with an e-mail message at the e-mail address we have on file for you at the time the hardware and software requirements are revised.

Pre-release (e.g. beta) versions of operating systems and browsers are not supported.

Acknowledging your access and consent to receive materials electronically

To confirm you can access this information electronically and that you consent to receiving and executing Documents electronically on the terms and conditions described above, please let us know by clicking the "I Agree" button.

By clicking the "I Agree" button, you confirm that

- You can access and read this Consent To Electronic Delivery and Execution of Documents; and
- You can print on paper the disclosure or save or send the disclosure to a place where you can print it, for future reference and access; and
- Until or unless you notify IQVIA as described above, you consent to the delivery and execution of Documents electronically.