



# 2018 SUSTAINABILITY AND CORPORATE CITIZENSHIP REPORT

IMS Health & Quintiles are now





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## // Letter from the CEO //

We are pleased to present IQVIA's™ 2018 Sustainability and Corporate Citizenship Report, our first since the merger of IMS Health and Quintiles.

At IQVIA, our commitment to advancing global public health motivates our employees and our leadership. Our more than 58,000 employees across 100+ countries work to make a positive difference for citizens of all communities every day. We believe the wellness and safety of our employees and customers, individual privacy, environmental responsibility, and ethical business practices are central to our success.

We are passionate about advancing health outcomes through innovation and partnership. We harness our resources and expertise to identify, understand, and address unmet public health needs. We believe that by unleashing the power of human data science — leveraging the analytic rigor and clarity of data science to the ever-expanding scope of human science — we can reimagine ways to address the most complex global health challenges. We partner with life science companies, medical researchers, government agencies, payers, nonprofit organizations, and other healthcare stakeholders, to tackle the challenge of creating a healthier world for all.

At IQVIA, the fundamental values of honesty, integrity, and ethical conduct form the core of everything we do. We envision a world where patients are empowered and every individual is able to make more informed healthcare decisions. Thank you for your interest in IQVIA's sustainability and corporate citizenship efforts.

Regards,

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

Ari Bousbib  
Chairman and Chief Executive Officer



## // About IQVIA //

IQVIA is a leading global provider of advanced analytics, technology solutions, and contract research services to the life sciences industry. With more than 58,000 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.

Formed in 2016 through the merger of IMS Health and Quintiles, IQVIA mobilizes unparalleled data, analytics, technology, and expertise through solutions that connect stakeholders to improve health outcomes. We aim to bring the potential of human data science to life — leveraging the analytic rigor and clarity of data science to the ever-expanding scope of human science — to enable companies to reimagine and develop new approaches to clinical development and commercialization, speed innovation, and accelerate improvements in healthcare outcomes.

Since the merger, we have worked hard to bring people together, integrate our capabilities, technologies and expertise, and rethink the way things work. Motivated by the industry we help, we're committed to providing solutions that enable life sciences companies to innovate with confidence, maximize opportunities and, ultimately, drive human health outcomes forward.

In a world where the availability of data has expanded exponentially and become ubiquitous, we are proud to be a global leader in protecting individual privacy. IQVIA uses a wide variety of privacy-enhancing technologies and safeguards to protect individual privacy while generating and analyzing vast arrays of information sources 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 in an effort to advance their path toward cures.



## // Sustainability at IQVIA //

Corporate citizenship and sustainability are essential pieces of our IQVIA culture and vision. We pay close attention to quality and compliance while embracing fresh ideas and innovations. This dual commitment empowers us to work toward 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 by running our business in a socially responsible way. We believe this is essential to creating long-term value for all our stakeholders.

IQVIA is committed to the 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; serving as a global leader in protecting individual privacy; and ethical business practices.

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

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

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

**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:**

- Serves employees and community neighbors through policies and practices that promote social betterment and environmental stewardship
- Monitors and addresses how operations affect local communities and broader regions globally
- Makes suppliers aware of sustainability and citizenship efforts, encouraging them to adopt sound sustainable management practices
- 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 and Citizenship Committee, comprising decision makers from around the organization who represent a cross-section of our businesses, functions, and geographies. 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
- Employee Health Management/Wellness
- 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: people, planet, 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 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 the primary organization within IQVIA responsible for developing and implementing an effective and comprehensive corporate ethics and compliance program. It also helps foster a culture of compliance and ethics 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 is responsible for setting our core curriculum of mandatory compliance training.

The global Legal, Human Resource (HR), Internal Audit, Quality Assurance functions and the Chief Medical and Scientific Office support our commitment to ethics and compliance and have ownership of selected compliance areas (e.g., Good Clinical Practices, data privacy, cyber-security, 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 a policy framework to help reinforce our culture and core values and to streamline IQVIA's global corporate policy administration.
- IQVIA's global Corporate Policies are 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 17 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. Completion rates for required compliance courses are typically over 98 percent.
- Using a range of training methodologies, various groups across the enterprise (e.g., HR, ECO, Quality, 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.
- 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 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 available for employees or others 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.
- 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.
- 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.

## 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 help us realize the benefits of better healthcare outcomes and lower 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 analytics, 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](#) explains how IQVIA collects and processes information, including personal information of our personnel, consumers, healthcare professionals, patients, medical research subjects, clinical investigators, customer suppliers, vendors, business partners and investors. This Policy supports 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 innovative workplace. IQVIA is committed to maintaining a culture of 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. In support of this objective, we focus 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 the well-being of all employees. We treat each other and anyone we interact 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. In 2018, we've invested in a common global learning platform where our diverse workforce can readily find the resources it needs to help clients solve problems differently.



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.

## Employee Health and Well-being

As we harmonize employee health and well-being benefits around the globe, we have taken the opportunity to closely align our programs to the market and our new 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.

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.

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 with employees as well as clinical trial patients when the unexpected occurs.

## // Our Commitment to Communities and 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 in the communities in which they live and work. 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:**

- IQVIA's CEO Award program is an annual recognition program where the company donates \$100,000 to the charities of choice as determined by top-performing IQVIA employee teams. Recipients selected by IQVIA teams include:
  - World Health Organization Global Malaria Programme: GLOBAL
  - The Christie Charity: UK
  - St. Jude Children's Research Hospital: USA
  - AIRC - Italian Association for Cancer Research: Italy
  - HUSK Cambodia: Cambodia
  - World Child Cancer: Global
  - Indian Cancer Society: India
  - Save the Children Federation: Phillipines
  - Support Group for Adolescents and Children with Cancer: Spain
  - Heart Valve Bank: Global
- IQVIA Day where employees receive a day off to perform volunteer activities within their local communities.
- For the past 11 years, we have been active supporters 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.
- On September 14, 2018 Hurricane Florence devastated portions of North Carolina, where 3,500 IQVIA employees live and work. While all of our workers and their families were safe, several dozens of them suffered significant damage to their homes. To help them, and the broader community there, IQVIA donated \$50,000 to the North Carolina Disaster Relief Fund and another \$21,000 to match employee donations to the Red Cross.

- IQVIA Montreal office helped to raise funds in support of the CURE Foundation's National Denim Campaign, which raises money for breast cancer research in Canada. Fundraising activities included employee donations for Denim Week, crowdfunding, and the sale of summer treats.
- IQVIA's employees climbed 932 steps up Tower 42 in the Vertical Rush Challenge to help raise money for homeless shelters in London, England.
- IQVIA was the lead sponsor for Rare Disease Day where more than 2,500 employees and their families in Bangalore and Mumbai participated in "Race for 7" to raise awareness for 7,000 known rare diseases.

## 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. 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. For example, 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.

### Other significant examples of recent work in public health include:

**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.

**Fighting the Opioid Epidemic:** IQVIA partnered with the American Medical Association's Opioid Task Force to help reverse the nation's opioid epidemic and provided valuable insight into the ongoing efforts to combat this public health crisis. 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.



**Addressing Antibiotic Resistance:** IQVIA collaborated with the U.S. Centers for Disease Control and Prevention and supported White House efforts to combat the overuse and misuse of antibiotics. Information and analysis identified significant regional and local variability in antibiotic use across the United States. The findings shed light on the driving factors behind the rising number of drug-resistant bacteria strains to better inform ongoing prevention efforts.

**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 longitudinal study of 6,000 non-identified patients that enables researchers to track development of Alzheimer's disease symptoms.

## IQVIA Institute for Human Data Science

The IQVIA Institute for Human Data Science fulfills an essential need within healthcare by delivering objective, relevant insights and research that accelerate understanding and innovation critical to sound decision-making and improved human 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 five 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.

The bibliography of published research that relied on IQVIA data, can be found [here](#).

Additionally we partner with academic research organizations around the world to provide “gifts in kind” data resources and analysis to further their research endeavors. Over the past five years, the estimated value of this pro bono and deeply discounted support has exceeded \$50 million.

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 to orphan drug development and 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

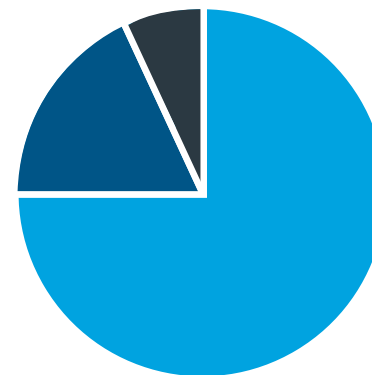
IQVIA strives to make a difference locally and globally. We recognize that being a responsible corporate citizen requires a firm commitment to following conscientious environmental practices and establish specific objectives and targets to continually reduce our environmental impact where possible.

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.

### 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.

For years, we have adhered to 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.



### Energy (MWh)

- Electricity 79%
- Natural Gas 16%
- Business Travel 5%
- Steam 0%
- Diesel 0%

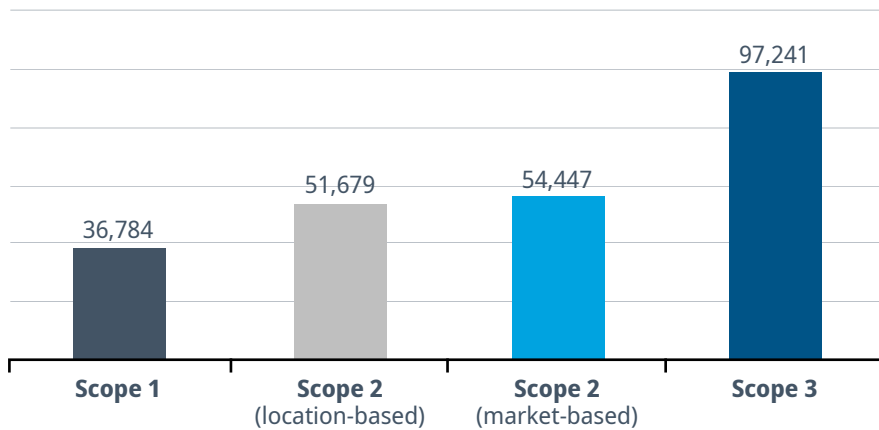
IQVIA will continue advancing its sustainability efforts throughout our organization by increasing the number of sites tracking energy and natural gas usage.

## Greenhouse Gas Emissions

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. We will continue efforts to 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.

### Greenhouse Gas Emissions (GHG)

Reported in metric tonnes equivalent



Scope 1: 36,784 metric tonnes equivalent

Scope 2 (location-based): 51,679

Scope 2 (market based): 54,447 metric tonnes equivalent

Scope 3: 97,241 metric tonnes equivalent (primarily due to business travel)

IQVIA reported its 2017 GHG Emissions and carbon management practices within its 2018 CDP (formerly Carbon Disclosure Project) Climate Change Program Investor and Supply-Chain disclosures in August 2018.

## 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. In addition to our corporate efforts to reduce impact, we encourage our employees to use recycling bins and adopt two-sided printing.

## 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.

## 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 replaced OHSAS 18001 last year.

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.

### Most laboratory sites globally are accredited to ISO 14001 for Environmental and OHSAS 18001 for Occupational Health and Safety:

- U.S.: Morrisville, North Carolina; Marietta, Georgia; Ithaca, New York
- U.K.: Edinburgh, Scotland
- South Africa

The remaining facilities, Singapore; Valencia, California; Beijing, China; Tokyo, Japan; and Mumbai, India, began Stage 1 in 2018 and are committed to achieving accreditation.



## 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 will work towards establishing a baseline in 2019 from which to set goals and monitor progress.

## // 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.

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## CONTACT US

Toll free: 1 866 267 4479

[iqvia.com/contactus](http://iqvia.com/contactus)

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