



Supplier Code of Conduct

Principles and standards for conducting business with IQVIA



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IQVIA is driven by our mission to accelerate innovation for a healthier world. We are a leading global provider of advanced analytics, technology solutions and clinical research services to the life sciences industry.

We are committed to delivering on our purpose of helping our clients improve healthcare outcomes for patients. Sustainability is a core consideration in achieving this — identifying and acting on the environmental, social and governance (ESG) issues most relevant to our business and stakeholders.

We are committed to practices that minimize the impact of our business operations on the planet and help create a healthier world. Collaborating with our suppliers presents a significant opportunity for making a lasting difference.

Based on internationally recognized standards, this Supplier Code of Conduct (“Code”) is aimed at advancing social and environmental responsibility.





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Ethics and compliance



Suppliers must act with integrity and be committed to the highest standards of ethical conduct in all business practices.

Compliance with IQVIA standards and the legal requirements which govern our business is critical for our success.

Legal compliance

Suppliers shall comply with all applicable laws and regulations. This includes laws and regulations related to ethical business practices, quality, labor and employment practices, as well as health, safety and environmental protection.

Anti-bribery/anti-corruption

Suppliers shall not engage in bribery, corruption, extortion, embezzlement or other illegal or illicit payments in any form. Suppliers must comply with all applicable anti-corruption laws and regulations. Suppliers shall not offer or accept bribes, kickbacks or participate in other illegal inducements in business or government relationships.

Conflict of interest

Suppliers should avoid and manage conflicts of interest, and notify all affected parties if an actual or potential conflict of interest arises.

Fair business practices

Suppliers must uphold fair business standards in sales and advertising. Suppliers must conduct business in compliance with applicable fair-competition and anti-trust laws.

Information disclosure

Suppliers must accurately record and disclose information regarding their business activities, financial situation and performance in accordance with applicable laws and regulations. Suppliers must keep financial books and records in accordance with applicable legal, regulatory and fiscal requirements and follow accepted accounting practices. Suppliers must not commit tax evasion or anything to facilitate it.

Information security

Suppliers must implement and regularly review appropriate cyber security measures and systems, including plans and procedures to protect information systems and respond efficiently and effectively to a Cyber Security Incident.

In the event of a Cyber Security Incident, promptly notify IQVIA, take all steps to reasonably mitigate and/or resolve the incident and share with IQVIA relevant information so IQVIA can assist and/or prevent future occurrences.

Ethics and compliance



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Privacy and intellectual property

Privacy and data protection laws and regulations must be adhered to. Suppliers must respect and protect the privacy rights of workers, patients, healthcare professionals or any other data subjects whose personal data the supplier processes on behalf of IQVIA. Customer and IQVIA confidential and proprietary information must be safeguarded, protected from inadvertent disclosure and unauthorized access, must only be used for the purpose for which it was collected, and cannot be used for the benefit of the Supplier. Any Suppliers must respect intellectual property rights, and communication of Customer or IQVIA confidential or proprietary information to other 3rd parties - including product communications - must be authorized in advance by IQVIA.

Animal welfare

If applicable to their business, suppliers shall treat animals humanely, including minimizing pain and stress. Animal testing should be minimized and alternatives used whenever possible.

Gifts and entertainment

Suppliers shall respect IQVIA's policies regarding gifts and entertainment and conflicts of interest when dealing with IQVIA's representatives.

Trade compliance

Suppliers shall comply with all applicable trade laws and regulations, including export controls, sanctions and embargoes and shall not convey or transfer any items, goods or services that may be subject to export control and/or sanctions restrictions without appropriate permit, license or other authorization. Suppliers shall make available any trade identifiers applicable to such items, goods or services, such as Export Control Classification Numbers.

Labor and human rights

Suppliers shall be committed to uphold the human rights of workers and treat them with dignity and respect.

Our business conduct standards help us to safeguard patient safety and our reputation for integrity.

Anti-discrimination and fair treatment

Suppliers shall provide a workplace free from discrimination and harassment. Suppliers shall not subject workers to inhumane treatment such as sexual harassment or corporal punishment.

Wages, benefits and working hours

Suppliers shall pay workers according to applicable wage laws and regulations, including minimum wages, overtime pay and mandated benefits. Suppliers shall pay workers in a timely manner and clearly convey the basis on which workers are paid. Working hours for employees will not exceed the maximum set by applicable law or regulation.

Freely chosen employment

Suppliers shall not use any form of slave, forced or compulsory labor, including involuntary prison labor.

Sustainable sourcing and conflict minerals

All materials should be sourced responsibly and ethically through appropriate due diligence and monitoring. Suppliers shall ensure that products supplied to IQVIA do not contain materials derived from Conflict Affected and High Risk Areas (CAHRAs) that cause or foster human rights abuses. Suppliers must comply with relevant legislation e.g. OECD Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas (OECD DDG) and EU Conflict Minerals Regulation.

Underage labor

Suppliers shall not use child labor. Workers below the age of 18 shall only be used for non-hazardous work and when the young worker is either: 1) above the minimum age for employment in the country or 2) the age established for completing compulsory education (whichever is higher).

Freedom of association

Suppliers must respect workers' right to: freedom of association, join labor unions, join works councils and engage in collective bargaining, consistent with local laws. Suppliers shall not take adverse action against employees who participate in such activities or act as worker's representatives on the basis of such activities.

Environment

Suppliers and their providers within their respective supply chains shall operate in an environmentally responsible manner and shall commit to reducing the environmental impact of their operations.



Conservation

Suppliers shall work to conserve natural resources, including water, energy and raw materials.

Suppliers are expected to minimize the amount of carbon in their operations and in their supply chain. Suppliers are encouraged to use renewable energy in their operations and develop climate-friendly products and processes to reduce power consumption and greenhouse gas emissions.

Suppliers shall seek to reduce or eliminate solid and hazardous waste, wastewater and air emissions, as applicable, by implementing appropriate conservation measures in their production and facilities processes. Suppliers shall endeavor to recycle or reuse materials.

Waste management

Suppliers shall implement systems to ensure the safe handling, movement, storage, recycling, reuse and management of waste, air emissions and wastewater discharges, as applicable and including at product end of life. Programs should be implemented to use packaging materials with recycled content and recyclability.

Risk management

Suppliers must implement systems to prevent and mitigate accidental spills and releases into the environment.

Environmental permits and reporting

Suppliers must obtain, maintain and keep current all required environmental permits, licenses and registrations and follow all required reporting and operational requirements of such permits.

Environmental reporting

With respect to carbon, suppliers should implement measures toward achieving net-zero greenhouse gas emissions.

Suppliers are expected to publish science-based greenhouse gas emission reduction goals as soon as possible, for example from the independent assessor the Science Based Targets initiative.

Suppliers are expected to be members of / working towards becoming members of CDP and Ecovadis. Suppliers are expected to disclose their CDP and Ecovadis scorecard with IQVIA.

Suppliers should be an active participant in the IQVIA Supplier Network.

Suppliers are expected to share their Environmental, Social and Governance progress and achievements with IQVIA directly or through the IQVIA Supplier Network.

Health and safety

Suppliers shall provide a safe and healthy working environment, including for any Supplier-provided living quarters. Suppliers must follow all safety and security rules and procedures per location and participate in required training.



Worker protection

Suppliers shall protect workers from chemical, biological and physical hazards. Suppliers must provide appropriate controls, procedures and protective measures to mitigate health and safety risks in the workplace, including ventilation controls where feasible and appropriate personal protective equipment and training. Appropriate personal protective equipment and training shall be provided at no cost to the worker. Safety information relating to hazardous materials shall be available to educate and protect workers from such hazards in a language that workers can understand.

Safety procedures and systems

Suppliers shall establish procedures and systems to manage, track and report occupational injury and illness. Such procedures and systems shall encourage worker reporting and provide necessary medical treatment and corrective action to eliminate their causes. Necessary medical treatment for work-related injuries and illnesses shall be provided at no cost to the worker. Workers shall not be disciplined or otherwise discriminated against in any way for raising safety concerns.

Emergency prevention, preparedness and response

Suppliers shall identify and assess likely and potential emergency situations in the workplace and minimize the impact by implementing emergency plans and response procedures. Such procedures shall include worker training and drills, appropriate first-aid supplies, appropriate fire detection and suppression equipment and adequate facility exits.

Management systems

Suppliers must implement management systems to facilitate compliance with applicable laws and to the expectations set forth in this Code. Such systems include the following elements:



Commitment and continual improvement

Suppliers shall demonstrate commitment to the principles in this Code by adopting a social and environmental responsibility statement or policy and by allocating appropriate resources. Suppliers are expected to continually improve their sustainability performance by utilizing such measures as setting performance objectives and executing implementation plans.

Risk mitigation

Suppliers shall implement methods to identify and manage risks in the areas addressed by this Code and applicable legal requirements. Suppliers shall implement a business continuity plan to ensure that their business operations will continue with minimal disruption in the event of a disaster.

Audits, assessments and corrective action

Suppliers shall conduct periodic self-evaluations to verify their compliance with applicable laws and regulations and the principles set forth in this Code. Suppliers shall have a process for timely correction of any deficiencies identified by internal or external audits, assessments or inspections.

Management reporting

Create and maintain documentation to ensure you meet the requirements set forth in this document. This should include reporting to support achievement of Science Based Targets for the reduction of greenhouse gas emissions, CDP annual disclosure and Ecovadis annual assessments.

Documentation

Suppliers shall maintain adequate documentation to demonstrate compliance with applicable legal requirements and the principles set forth in this Code. This documentation may be reviewed by IQVIA upon mutual agreement.

Supply chain

Suppliers shall communicate the principles set forth in this Code to their supply chain and periodically evaluate their supply chain's compliance with applicable laws and these principles.

Training and communication

Suppliers shall establish programs to ensure workers are informed of and understand the principles set forth in this Code. Suppliers are encouraged to publicly communicate clear and accurate information about their corporate responsibility practices and performance.

Compliance reporting

IQVIA expects suppliers to have accessible and confidential reporting channels for their workers and to promptly address concerns raised through those channels. Suppliers should report any suspected compliance or ethics violation related to services being provided to IQVIA by contacting the IQVIA Ethics Line at [iqviaethics.com](https://www.iqviaethics.com).

Working with IQVIA



Purchase orders

Except in specific areas approved by Procurement, IQVIA operates a strict No Purchase Order No Payment (No PO No Pay) policy, to ensure that IQVIA complies with all necessary legislative, regulatory, client and internal requirements. Failure to obtain a Purchase Order prior to commencing work will result in non-payment or significant delays in receiving payment.

Purchase orders will state a total commitment amount that is not to be exceeded. Additional expenditure should not be incurred until an amended Purchase Order has been issued.

Invoices

Suppliers are to send invoices to the address shown on the IQVIA purchase order. To be processed properly and in a timely manner, invoices should clearly indicate the IQVIA purchase order number, unless stated differently in agreements or on the purchase order.

CONTACT US

iqvia.com/contactus

IQVIA Ethics Line

iqviaethics.com

IQVIA ESG

www.iqvia.com/about-us/esg

