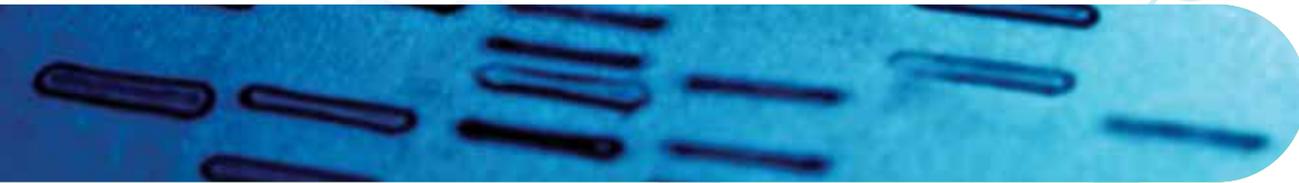




2015

Sustainability and citizenship report





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01 | Letter from the CEO





At Quintiles, we bring people and knowledge together for a healthier world. In alignment with this commitment, we actively integrate sustainability in everything we do to create real and lasting results.

We are pleased to present our fourth Sustainability and Corporate Citizenship report. The promotion of wellness and safety of our employees and customers, product innovation, environmental responsibility and ethical business practices is central to our activities. This cultural foundation also extends to the communities in which we work and live.

As a global company, we make every effort to embed two key tenets in all of our systems and processes: sustainability and corporate citizenship. We recognize this also requires a commitment to continuous improvement. Taken together, this allows us to press forward while we simultaneously focus on quality, compliance, patient care and employee development. We continually seek out ideas and new innovations. In doing so, we believe we are improving the lives of patients, enhancing and advancing the wellness and safety of our employees, strengthening supplier relationships and supporting environmental stewardship.

The 2015 report demonstrates Quintiles' emphasis on corporate citizenship and our ongoing efforts to gather and analyze meaningful and relevant data that are most important to our stakeholders.

Thank you for your interest in our sustainability and corporate citizenship programs. We plan to continue publishing updates about our activities in coming years, as we believe this reporting motivates our employees, benefits our customers, and enhances the value we bring to our stakeholders.

Tom Pike
CEO, Quintiles

02 | Progress summary

Overview of our progress against key objectives and initiatives





In our 2012 inaugural report we set key objectives for three primary focus areas: People, Public, Planet. The following is a brief summary of our progress against key objectives and additional initiatives that have been implemented since our inaugural report. More detail can be found in each individual chapter.

Key objectives



Planet

Objective: Reduce biohazardous waste volume by 15% by 2015 (from a 2011 baseline).

Result: Biohazardous waste disposal decreased significantly by nearly 25% at key laboratory sites in 2014 to 164,871 lbs. This represents a 22% reduction from the 2011 baseline, thereby exceeding the company objective. During this time, our company has grown, including activities with the potential to generate waste. We believe that enhanced training and awareness for employees in lab and production environments has continued to result in improvements in waste minimization, segregation and disposal.

Objective: Calculate Scope 1 and Scope 2 carbon emissions by the end of 2013 to establish a baseline value from which future reduction targets can be set.

Result: Quintiles completed its first Carbon Disclosure Project (CDP) inventory in 2014 for our 2013 emissions. In 2014 we began a data collection improvement project that will be completed in 2015 to enable more consistent, accurate and frequent data collection and reporting of our energy and emissions footprint, which will position us to better evaluate target setting for our direct and indirect carbon impact areas. In 2014, overall, Scope 1, 2 and 3 emissions decreased by 3.5 percent, roughly equivalent to the decrease realized in 2013. The Company produced 133,621 metric tons of carbon dioxide equivalent (MT CO₂e) greenhouse gas emissions in 2014.

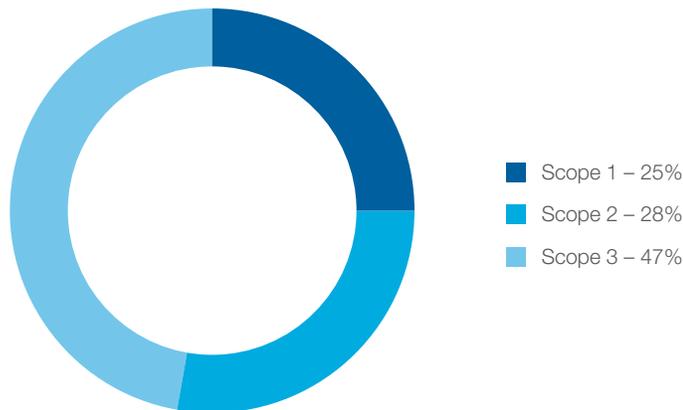


2014 carbon emissions

Pollution prevention and energy reduction

As in prior years, reducing waste is has been an important indicator of our sustainability efforts. In 2013 we continued to increase the percentage of sites engaging in waste reduction strategies in every category. In 2014 we continued to identify approaches to reduce hazardous waste streams and improve recycling rates across the following key categories: cardboard, aluminum, recycled paper, recycled plastic and electronics, shredding, using energy efficient lamps, glass recycling and toner recycling. As in prior years, we are working on developing more accurate ways to calculate paper usage or other waste stream generation globally.

As for energy, with the encouraging results over the past two years, Quintiles continues to look for opportunities to reduce our energy footprint. We have improved how we collect and analyze our data to assure an accurate picture of our energy usage across our widespread facilities. In 2014 we increased the number of sites tracking energy and natural gas usage, and improved our metrics to include estimates based on square footage and geography for our multi-tenant leased facilities. 2014 Electricity Usage dropped by 4% from 2013, and 2014 Natural Gas Usage decreased by 10% over 2013.





People

Objective: Maintain or improve upon 2011 employee and new hire retention rates

Result: Employee retention rates have held steady at 88% and new hire and high performer retention have held steady as well, at 87% and 93%, respectively.

Objective: Achieve a 71 percentile employee engagement response rate company-wide by 2012.

Result: Increased by 1% companywide, and are hopeful that as our company grows, participation will increase.

Objective: Extend employee wellness programming to 75% of countries by 2015 (measured from 2011 baseline).

Result: Impact of our *Healthy U Healthy Q* wellness program increased up to 70% globally in 2014. The participation metrics show steady advancement overall in several key health and wellness behaviors. This ongoing progress may be attributed to the broadening of programming to include energy management/resilience topics and new incentives being offered to employees. We anticipate extending wellness programming to employees in all regions in early 2016.

Objective: Reduce our accident rates by 10% by 2015 (from a 2011 baseline in the United States and United Kingdom and 2012 baseline in Asia-Pacific facilities).

Result: In the U.S., our total recordable injury rate for 2014 was 0.58 (an approximate 9 percent reduction from 2013) and the U.S. lost day case rate was 0.18. The recordable injury rate continues to be well below the average rate for our industry (NAICS 541712) of 1.1 per the U.S. Bureau of Labor Statistics occupational injury and illness data (year 2013 is the latest data available for comparison purposes at the time of this report). Between 2013 and 2014 U.S. employees incurred almost 11 percent fewer lost time days as compared to the prior year. The number of lost time injury events dropped from 21 to 18, a drop of 40 percent over two years.



Public

Objective: Increase patient education on clinical trial participation.

Result: As in prior years, we have focused on innovative patient engagement strategies to better educate and include patients in research. Patients are finding health information online, with 72% of internet users saying they have looked online for health information within the last year. Through our online channels such as MediGuard.org, ClinicalResearch.com and condition-specific Facebook communities, we have built and maintained over 3.4 million patient relationships within 7 countries since 2007. This important work is impacting many thousands of people, helping them to receive health services, clinical trial education and active connections to clinical research programs across the globe. Tapping the digital universe to engage patients provides numerous potential benefits including streamlining clinical research, demonstrating product safety and viability, and accelerating adoption and adherence to research protocols. It has also led to more robust participation in clinical trials and reduced costs for recruiting participants.

Objective: Establish baseline of # of volunteer hours by site.

Result: For 30 years, Quintiles employees have volunteered their time and resources to numerous and diverse community outreach programs, helping make a positive difference. This extends to our communities where we support initiatives in education, science and business. As in prior reports we remain firmly committed to three primary objectives:

1. *Employees are able to contribute to projects and issues that they care about.* A central tenet of this philosophy is that we provide paid time to contribute to organizations where people feel called to serve.
2. *Live our values in the communities where we do business.* Volunteering provides a unique venue to share with people who we are and the work we do. Volunteering by our employees allows face to face connections and provides local offices a chance to connect with their community, strengthening our ties to the regions where we operate.
3. *Better understand our opportunities in improving global health.* As the healthcare industry becomes more complex, volunteering allows for our employees to take a larger view of the work we do and find opportunities for how we can better leverage our assets and expertise. Whether building homes for underprivileged communities, fundraising for domestic shelters or working for hunger relief, volunteering allows our employees to look at the world from a different perspective, and bring that insight to the work we do every day.



Objective: Achieve positive customer feedback on sustainability objectives and performance.

Result: In 2014 we continued to expand the customer feedback and engagement initiatives started in prior years, and have experienced an increase in corporate responsibility and sustainability focused queries. This corresponded well with the materiality assessment that we conducted in 2014, that included evaluating customer and stakeholder feedback on sustainability initiatives.



03 | Overview

Connecting insights with superior delivery for better outcomes





Quintiles continues to be the world's largest provider of biopharmaceutical development services and commercial outsourcing services. We conduct business in approximately 100 countries and have over 32,000 employees.

We use the breadth and depth of our service offerings, our global footprint and our therapeutic, scientific and analytics expertise to help our biopharmaceutical customers, as well as other healthcare customers, to be more successful in an increasingly complex healthcare environment.

Since our founding more than 30 years ago, we have grown to become a leader in the development and commercialization of new pharmaceutical therapies. We have advanced efforts to provide services in connection with the development or commercialization of the top 50 best-selling biopharmaceutical products and the top 50 best-selling biologic products, as measured by our most recently reported sales.

Our Product Development segment continues to be the world's largest contract research organization (CRO), and is focused primarily on Phase II-IV clinical trials and associated laboratory and analytical activities. Our Integrated Healthcare Services segment includes one of the leading global commercial pharmaceutical sales and service organizations, and provides a broad array of services, including commercial services, such as providing contract pharmaceutical sales forces in key geographic markets, as well as a growing number of healthcare business services for the broader healthcare sector, such as outcome-based, consulting and real-world research, and other healthcare solutions.

VISION

We bring people and knowledge together for a healthier world.

MISSION

To earn our customers' trust by delivering on our promises with high-quality health care services that help improve outcomes.



In 2012 we published our first Sustainability Report and committed to continue publishing an annual report to describe our successes and challenges. In the 2013 report we provided details on progress such as steadily increasing employee engagement and recognition as one of the world's best companies to work for. We also presented our progress in tackling challenging but rewarding new efforts focused on increasing recycling rates and reducing greenhouse gas emissions.

In 2014 Quintiles initiated efforts to define and document those environmental, social and governance (ESG) issues with the potential to have “material” impacts on our organization. As the company presses forward on its sustainability journey, we will continue to transparently report progress, listen to our stakeholders and support proactive and accountable institutional change. This report is a part of that ongoing commitment.

In 2015 we advanced our commitment to the environment, our employees and our customers with additional efforts to reduce global carbon emissions, improved methods to collect and report Sustainability and Citizenship data, and continued efforts to achieve ISO 14001 certification (in Environmental Management Systems planned in late 2015) for the Quintiles Group and three facilities. We conducted a comprehensive analysis including primary research with customers and secondary research on peers and investors to create a business case for increasing our internal investment in ESG activities. The outcome of this analysis was a document entitled “Defining the Value of Sustainability” which included drivers for increased sustainability investment, opportunities to address expectations and value estimates.



Our values help define who we are and the kind of company we aim to be.

Quintiles continues to advance our global leadership in the CRO market through continual improvement of our core competencies and personal and professional development of our employees. We have an unwavering commitment to the highest ethical standards placing the safety and care of patients at the center of our core values and everything we do.

Teamwork

The more minds that contribute, the better the results. We work together across the hall and across the globe, collaborating actively to solve tough challenges and advance our collective goals.

Leadership

Leadership is a state of action, empowering decision-makers at every level. Moving forward with purpose, to create value today and build a legacy for tomorrow.

Customer Focus

We build lasting, collaborative relationships with our customers. It starts with a deep understanding of the challenges they face. Working as their thought partner, we help them turn their vision into reality.

Integrity

At the heart of our work is doing what's right – for patients, customers and employees. We act with an unwavering commitment to ethics, honesty and accountability.

Quality

We're passionate about what we do and we want our name to stand for excellence. We are determined to be the example that the industry aspires to follow.

Learn more about our vision and values at <http://www.quintiles.com/about-us/our-values/>

04 | Sustainability and citizenship overview

Promoting global stewardship and behaviors that result in minimal impacts





Quintiles has a long history of supporting sustainability and citizenship efforts and operating responsibly in accordance with our mission and vision.

We are always striving to advance and improve our sustainable efforts, and to openly share our successes and future plans. In 2014 we continued to be guided by the Quintiles Sustainability and Citizenship Committee mission:

- To promote global stewardship and behaviors that result in minimal impacts by:
 - » Developing, implementing and monitoring Quintiles' sustainability goals, strategies and roadmap
 - » Identifying accomplishments and improving upon and reporting Quintiles' corporate sustainability practice
 - » Creating and publishing Quintiles' annual sustainability reports

The Quintiles Sustainability and Citizenship Committee comprises decision makers from around the organization who work together to represent our diverse business units, coordinate sustainability efforts, and report on progress to the Board of Directors and executive leadership. The committee has representation from the following departments:

1. Environmental Health and Safety
2. Facilities
3. Security, Business Continuity, and Travel
4. Procurement
5. General Counsel
6. Ethics and Compliance
7. Human Resources
8. Employee Health Management/Wellness
9. Corporate Communication and Community Relations
10. Business Development



Advancing
and improving
our sustainable
efforts



The committee has expanded participation to include departmental representation from regions outside of North America. We continue to recalibrate our working groups in a manner that address the most material issues to Quintiles. Our committee meets regularly to move forward on programs and projects that support the three core focus areas of the Quintiles sustainability program: People, Public, Planet.

Sustainability extends to those operating throughout our supply chain as well. Supplier outreach was increased in 2014 as an outgrowth of the new Supplier Code of Conduct implemented in 2012. In choosing suppliers, Quintiles seeks companies that share our commitment to sustainable practices. Our most critical suppliers are put through risk based assessments that evaluate their environmental, health and safety practices as well as their adherence to our overall views on sustainability.

Making the business case for sustainability

The 2014 qualitative materiality assessment served to frame Quintiles' sustainability strategy moving forward into 2015 and highlighted areas considered most important to internal and external stakeholders. We continue to strive to refine our corporate citizenship approach and corporate governance policy frameworks, as well as strategy and operations, and better inform our stakeholders.

In September 2015, we completed a comprehensive business case project to define the value of sustainability at Quintiles. Through a third party consultant group, we conducted primary research with our top customers, and secondary research with investors, competitors and employees. Our objectives were to utilize a data-driven approach to demonstrate the estimated business value of sustainability for our business and to estimate potential investments and benefits. This will provide a basis for prioritizing and decision making as we move forward. Recommendations included transforming our current sustainability efforts into a cohesive strategy that supports the business and specific actions that would strengthen our program while increasing revenue, protecting our reputation, reducing costs and managing our risks.

We seek companies that share our commitment to sustainable practices

05

Governance, ethics, compliance and quality

Working to create and promote an organizational culture that encourages ethical conduct





Quintiles embraces strong corporate governance as the foundation of our company.

Governance

Quintiles continues to embrace strong corporate governance as the foundation of our company. Our Board of Directors and leadership team are committed to the ethical operation of our day-to-day business, as a way to create long-term value for shareholders, customers, employees and the patients who benefit from the work we do.

The Quintiles Executive Committee is led by our Chief Executive Officer (CEO) and comprises our most senior executives from around the globe. In addition to business unit leaders, there is representation from every major corporate administrative group, including Facilities, Finance, Human Resources, Information Technology (IT), Ethics and Compliance, and the Office of General Counsel.

In addition to our management and owner members, Quintiles' Board of Directors includes independent appointees who are leaders in business, education and finance, providing valuable oversight and guidance for our company. For more information on our approach to Corporate Governance go to: <http://investors.quintiles.com/investors/corporate-governance/governance-documents/default.aspx>.

Our Corporate Sustainability and Citizenship Committee meets regularly throughout the year and is responsible for creating this report, monitoring progress and recommending solutions. The committee provides regular updates to their executive sponsor, Quintiles' General Counsel, who is also a member of the Executive Committee.

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 ongoing communications
- Providing avenues to ask questions or raise concerns, including our Business Ethics Helpline, a confidential, externally hosted, reporting system available 24/7
- Conducting or monitoring investigations of reported non-compliance
- 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 (ECO)

The Ethics and Compliance Office (ECO) is the primary organization within Quintiles responsible for the development and implementation of an effective and comprehensive corporate ethics and compliance program. It also helps foster a culture of compliance and ethics throughout Quintiles. It is led by our Chief Compliance Officer (CCO), who reports directly to the Chief Executive Officer (CEO) and also reports independently to Quintiles' Board of Directors.

The ECO develops and implements Quintiles' global Ethics and Compliance Program, which assesses compliance risks, sets standards and policies, and monitors, audits and investigates compliance related issues. The ECO also oversees our Business Ethics HelpLine and is responsible for setting our Core Curriculum of mandatory compliance training.

To facilitate the CCO's oversight, Quintiles formed a Compliance Operations Committee (COC) composed of senior operational and functional executives to coordinate operational oversight of compliance efforts throughout Quintiles. The COC meets monthly and receives reports on compliance matters from functional leaders across the organization, supports the CCO and ECO to address significant compliance incidents, and monitors and reviews compliance practices at Quintiles generally.

Other functions supporting our commitment to ethics and compliance include the Office of General Counsel, Human Resources (HR), Internal Audit, Chief Medical and Scientific Office, and Environmental, Health & Safety.



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 and consistency in behavior. Our Policy Management Committee established a policy framework to help reinforce our culture and core values, and to streamline Quintiles' global corporate policy administration. Quintiles' global Corporate Policies are high-level, overarching documents that flow from our Code of Conduct, *Doing the Right Thing*, and align Quintiles' written standards with the Code. These global policies help to establish a common company culture that is consistent with our vision and values. Quintiles employees are expected to adhere to all Company policies and procedures.
- *Doing the Right Thing* (DTRT) is Quintiles' worldwide code of conduct. It describes company expectations of acceptable behavior in a variety of areas, including healthcare regulations, conflicts of interest and data privacy protection. DTRT directs readers to additional resources where they can obtain further detail or guidance on particular matters, as well as specific and accessible instructions on how to report perceived or potential compliance events. We publish DTRT in electronic format and in 15 languages, each of which is publicly available on our website. It is also available via the corporate intranet site, iQ.
- All employees receive core compliance training in the following: *Business Ethics*, *Privacy Awareness*, *Anti-Bribery/Anti-Corruption*, *Corporate Communication*, prevention of *Harassment in the Workplace*, and the matrix of regulations that apply when *Working in a Regulated Environment*. Completion rates for these required compliance courses are typically over 99%.
- We supplement our training program with a formal communication plan implemented by the ECO that is designed to 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 Quintiles of complying with those requirements
 - » what they need to do be compliant
 - » the individual and corporate consequences of non-compliance
- We utilize various communication methods including: a monthly newsletter, *the Wave*, that covers a specific topic each month; articles posted on iQ, Quintiles' intranet site; live presentations to targeted audiences; region or country specific training; and videos featuring our senior executives and board members talking about ethical dilemmas they have faced.



- We conduct investigations of reported non-compliance 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: Quintiles provides various channels (local and global) to enable employees to obtain answers to questions or to report, potential or actual violations of law, regulation or policy freely and without fear of retaliation. Quintiles makes a number of avenues available for reporting infractions of Company policies, including the Business Ethics Helpline and website, Human Resources, Quality Assurance, Internal Audit, and the Office of General Counsel.
 - » These reporting methods and prompt management of identified issues help with early issue detection and promote a culture where employees are comfortable bringing up their questions or concerns without fear of retaliation
- The Quintiles Business Ethics HelpLine is available for employees or others to call to ask questions, seek guidance or raise concerns about Quintiles' standards for ethical business conduct. Employees are encouraged to speak with their manager or another local resource, such as their human resources 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, Quintiles has established the Business Ethics HelpLine as a confidential communication alternative. The Business Ethics HelpLine is available 24 hours per day, seven days per week, and provides translation services when needed.
- The ECO periodically conducts an in-depth compliance and ethics culture survey at Quintiles. Employees across multiple geographic areas, functions and levels participate in the survey. Questions are designed to analyze the strength of key attributes that impact a culture of integrity, assess how and why information about potential misconduct is or is not communicated within the organization and provide comparative data that could help improve the effectiveness of the Compliance Program. In follow up to each survey, the ECO continues to conduct periodic "pulse" surveys to keep apprised of employees' views, and plans to conduct another comprehensive culture survey in 2015.
- Global Quality Assurance is also part of the ECO and assesses and monitors a host of regulatory requirements pertaining to Clinical Trials and Laboratory operations. This group also conducts audits and associated activities that are relevant to compliance with those requirements.



Research and Medical Ethics Program

Chief Medical & Scientific Office (CMSO)

Quintiles' medical resources, which include hundreds of physicians and scientists globally, are a rich part of our peerless global therapeutic expertise. By being constantly vigilant about the medical ethics in the conduct of clinical research studies, we ensure that Quintiles is always on track to uphold its mission of protecting the safety of subjects that participate in clinical studies performed or managed by Quintiles. The Chief Medical & Scientific Office is headed by Quintiles Chief Medical & Scientific Officer, who also serves on the Quintiles Executive Committee and Chairs the Early Clinical Development Safety Committee.

The Early Clinical Development Safety Committee (formerly Phase I Safety Committee) is the medical governance body for Quintiles Phase I Units. The Committee reviews a wide range of potential or existing medical / ethical and safety issues within early phase clinical trials being considered or in-process at any of the Phase I Units. These issues encompass protocols, programs and emerging data for which there may be concern with respect to the safety of research subjects or medical ethics.

Council on Research Ethics (CORE)

Quintiles chartered the Council on Research Ethics as one central, global Council to monitor implementation of Quintiles' Rules Based Corporate Policies "Regulatory Compliance for Clinical Trials" and "Medical Ethics;" and standard practices and procedures designed to oversee ethical issues in the conduct of research. The CORE, under the direction of the CORE Executive Committee, monitors evolving global ethical standards affecting research, taking into consideration the varied phases of research and the regions within which Quintiles is involved in research activities. The CORE is responsible for recommending solutions to ethical issues related to research with a focus on the advancement of ethical and professional conduct during research with human participants.

Informed Consent Subcommittee

The Subcommittee established to review and consider research ethics issues with respect to adequacy of informed consent from human subjects who participate in clinical trials conducted by Quintiles. The Subcommittee makes recommendations to the CORE Executive Committee, CORE and Quintiles senior management.



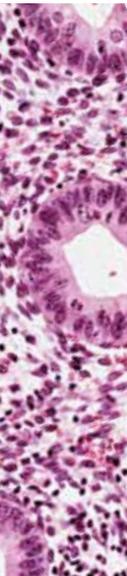
Global Data Protection Program: Privacy by Design

Because of the nature of the work done at Quintiles, the protection of personal data, particularly employee personal data, patients' personal health information, and customer confidential data, is critical for our company and our customers. Quintiles and our subsidiaries and affiliates respect the relationships we have with our customers and respect the privacy of our employees, consumers, business partners and others whose Personal Information may be processed by Quintiles in the performance of our services, including individuals participating in clinical research studies. To that end, Quintiles has been widely acknowledged for our long-established and robust global data protection program that follows our Rules-Based Corporate Policies on "Protection of Personal Information" and "Data Confidentiality." The Global Chief Privacy Officer oversees the Global Data Protection Program and chairs the Global Council on Data Protection which was formed to establish, disseminate and monitor implementation of Quintiles global data protection program under the "Privacy by Design" concept.

One of the fundamental roles of the Council on Data Protection (CODP) is to serve as a contact point for privacy complaints and information incidents regarding data confidentiality, privacy and/or security issues. A sub-panel of the Council, called the Privacy Incident Response Team (PIRT), is responsible for developing and implementing a system for receiving reports of information events or complaints. PIRT's primary mission is to prevent and remediate serious breaches of information regarding privacy by providing an immediate, effective and skillful response to any unexpected event involving personal or confidential data. Accordingly, PIRT often recommends mitigations steps, training and corrective actions.

Enterprise quality system

Quality is one of Quintiles' five core values – "We're passionate about what we do and we want our name to stand for excellence. We are determined to be the example that the industry aspires to follow."



06 | Planet

Make a positive impact on the environments in which we work





Make a positive impact on the environments in which we work

Priorities

As Quintiles has expanded its operations and global presence, we have made positive changes in the way we interact with the environment. As in prior years, we are continually improving our business practices, and implementing new steps to manage our environmental “footprint.” For the past four years, Quintiles has tracked and sought ways to improve environmental performance globally, especially in the areas of greenhouse gas management, energy efficiency and waste reduction. In 2014 we began reporting to the Carbon Disclosure Project (CDP), an international, not-for-profit organization providing the only global system for companies and cities to measure, disclose, manage and share vital environmental information. In addition, in 2014 we initiated the final steps toward certifying three sites to ISO 14001, a widely recognized international standard for environmental management systems.

Though our company mission, vision and values, we recognize that to be a responsible corporate citizen requires a firm commitment to conscientious environmental practices, to operate in full compliance with all relevant regulatory requirements, and to establish specific objectives and targets to continually improve, where appropriate.

Quintiles continues to advance supplier responsibility along our value chain, especially with chemical, drug destruction and waste management companies to assure that their operational practices are in alignment with Quintiles Supplier Code of Conduct.

Progress on key objectives

Objective: Reduce biohazardous waste volume by 15% by 2015 (from a 2011 baseline).

Result: Biohazardous waste disposal decreased significantly by nearly 25% at key laboratory sites in 2014 to 164,871 lbs. This represents a 22% reduction from the 2011 baseline, thereby exceeding the company objective. During this time, our company has grown, including activities with the potential to generate waste. We believe that enhanced training and awareness for employees in lab and production environments has continued to result in improvements in waste minimization, segregation and disposal.



The Greenhouse Gas Protocol categorizes direct and indirect emissions into three broad scopes:

Scope 1: All direct GHG emissions.

Scope 2: Indirect GHG emissions from consumption of purchased electricity, heat or steam.

Scope 3: Other indirect emissions, such as the extraction and production of purchased materials and fuels, transport-related activities in vehicles not owned or controlled by the reporting entity, electricity-related activities not covered in Scope 2, outsourced activities, waste disposal, etc.

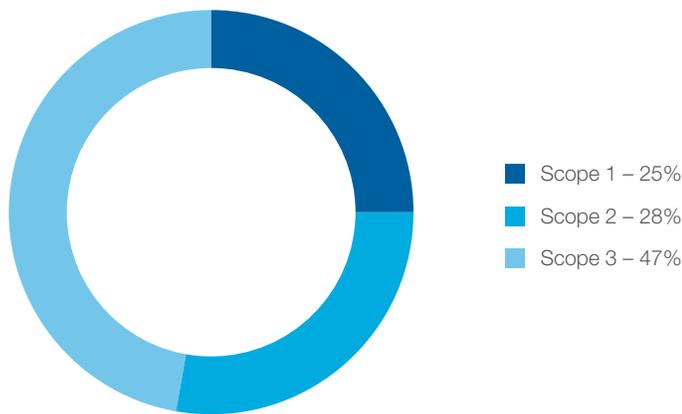
Objective: Calculate Scope 1 and Scope 2 carbon emissions by the end of 2013 to establish a baseline value from which future reduction targets can be set.

Result: We continue to learn more about the challenges and opportunities presented by reducing our environmental footprint and have completed our first corporate inventory of our Scope 1, 2 and 3 emissions that will enable us to establish a baseline value from which future targets can be set.

Quintiles completed its first Carbon Disclosure Project (CDP) inventory in 2014 for our 2013 emissions. In 2014 we began a data collection improvement project that will be completed in 2015 to enable more consistent, accurate and frequent data collection and reporting of our energy and emissions footprint, which will position us to better evaluate target setting for our direct and indirect carbon impact areas.

In 2014, overall, Scope 1, 2 and 3 emissions decreased by 3.5 percent, roughly equivalent to the decrease realized in 2013. The Company produced 133,621 metric tons of carbon dioxide equivalent (MT CO₂e) greenhouse gas emissions in 2014.

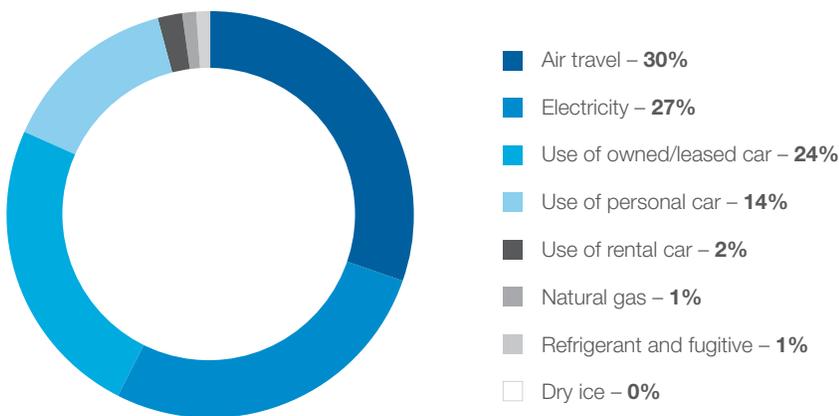
2014 carbon emissions





Employee business travel by air and ground accounted for 70% of Quintiles' 2014 global carbon emissions footprint worldwide. Energy use accounted for the remaining majority of the emissions, at 29% of the total (electricity and natural gas). All other emissions were de minimus, accounting for less than 1% of the total each.

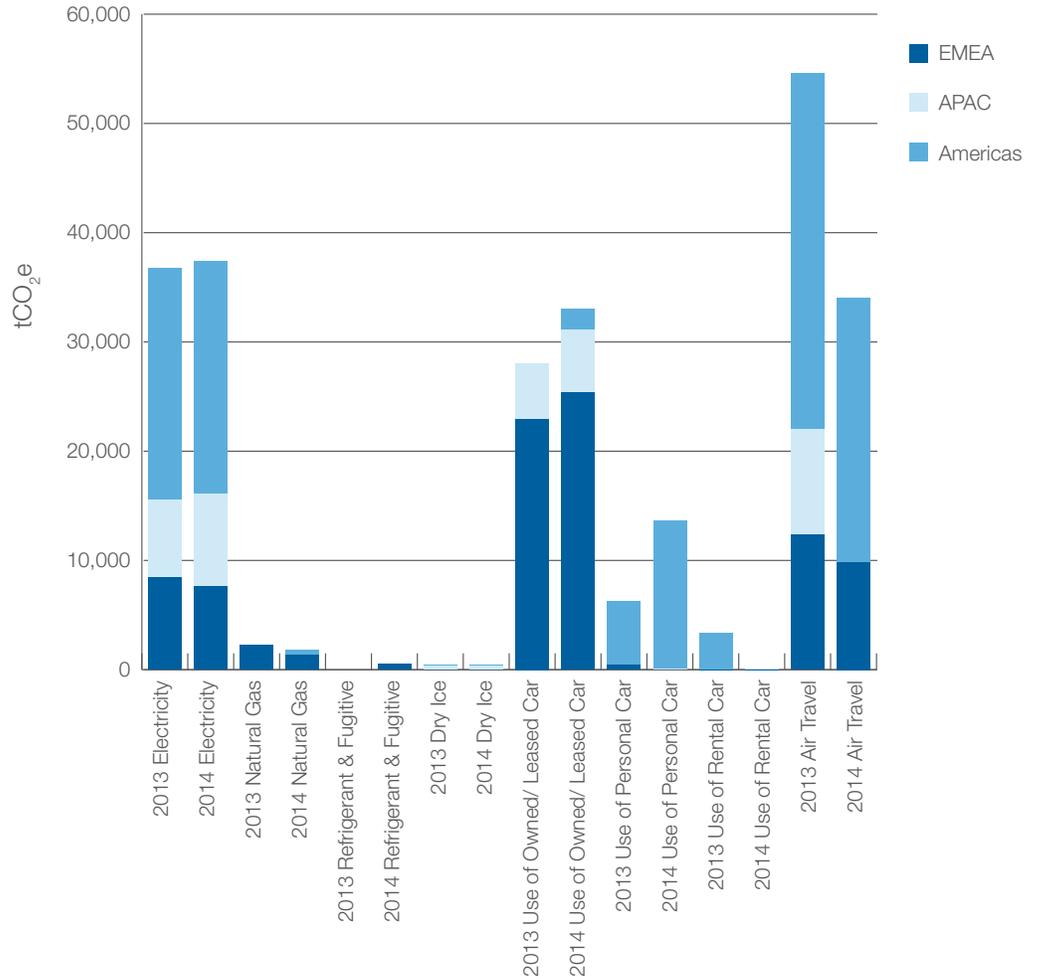
2014 carbon emissions by source



Based on a 2014 square footage decrease of 3.1% and 1.8% increase in absolute Scope 1 and 2 emissions, our carbon intensity on a per square foot basis has increased by 5.05%. The previous year's figure of square foot intensity has been updated as a result of minor corrections to the absolute Scope 1 and 2 emissions from 74,684 to 72,491 metric tons of CO₂e. The primary driver of our increase in emissions per square foot is from an increase in Scope 1 vehicle emissions (associated with increased pharmaceutical sales force and enhanced data gathering). At the same time, we have reduced our total square footage of office space based on the growth of our sales business. However, based on 2014 FTE growth of 16.5% and a 1.8% increase in absolute Scope 1 and 2 emissions, our intensity on a per full time equivalent employee basis has decreased by 12.65%. As in 2014, this value still compares well against other pharmaceutical and service related companies.



Regional emission performance



Regional performance reflected an overall decrease in emissions as well, as shown above. There were some regional variations associated with travel modes, especially related to increased use of personal vehicles and heavily reduced airline travel between regions. In addition, both electricity and natural gas use were lower.



Pollution prevention

As in prior years, reducing waste is has been an important indicator of our sustainability efforts. In 2013 we continued to increase the percentage of sites engaging in waste reduction strategies in every category. In 2014 we continued to identify approaches to reduce hazardous waste streams, and improve recycling rates across the following key categories: cardboard, aluminum, recycled paper, recycled plastic and electronics, shredding, using energy efficient lamps, glass recycling and toner recycling. As in prior years, we are working on developing more accurate ways to calculate paper usage or other waste stream generation globally. While this measurement is made more challenging due to the large number of suppliers that service Quintiles, we will continue to assess opportunities to leverage our supplier network to gather this data on a global basis.

Energy

With the encouraging results over the past two years, Quintiles continues to look for opportunities to reduce our energy footprint. We have improved how we collect and analyse our data to assure an accurate picture of our energy usage across our widespread facilities. In the past year, we have increased the number of sites tracking energy and natural gas usage, and improved our metrics to include estimates based on square footage and geography for our multi-tenant leased facilities. Recording and reporting on data for all facilities will help us to continue to strategize and develop improvements as we strive to lower our overall energy footprint in future years.

- 2014 Electricity Usage – 64,618,640 kWh (this figure includes all sites including estimated usage for leased assets). This represents a 4% decrease from 2013.
- 2014 Natural Gas Usage – 14,947,200 kWh (a reduction of over 10% over 2013)
 - » Increased number of sites tracking energy and natural gas usage
 - » Metrics now include estimates based on square footage and geography for multi-tenant leased assets



Goal
To significantly reduce our energy consumption and carbon footprint

Building certifications for energy efficiency

Building Research Establishment Environmental Assessment Method (BREEAM) certification

- Edinburgh, Scotland
- Reading, UK (Europe/Middle East/Africa headquarters)



Leadership in Energy and Environmental Design (LEED)

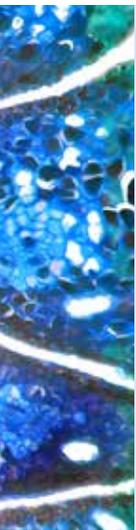
- Durham, North Carolina, USA (Global Headquarters)
- Overland Park, Kansas, USA
- San Diego, California, USA
- Bangalore, India



Our energy reduction strategy also includes certifications for building efficiency in our locations. In 2013 one new facility was certified to LEED, which is a nationally recognized designation from the U.S. Green Building Council. The San Diego facility achieved LEED certification in 2013, joining our Durham, NC headquarters, which is a LEED-silver certified site. Our Overland Park, Kansas facility and Bangalore, India center were also LEED Silver certified in 2014.

In the UK, our sites have pursued the BREEAM certification. Like LEED, this is a voluntary measurement standard for green buildings. However, we are committed to conforming to the UK Energy Efficiency Scheme Carbon Reduction Commitment (CRC) and related energy management commitments. This in conjunction with the development and introduction of energy reduction targets will lead to the adoption of energy efficiency measures and the development of a more energy aware staff. Two UK sites are currently BREEAM certified: Edinburgh, Scotland and Reading, UK (Europe/Middle East/Africa headquarters). In addition, our four UK sites continue to maintain ISO 14001 certification, using the ISO standard's plan, do, check, act approach to compliance and continuous improvement.

Quintiles' Overland Park office received LEED certification in 2014. ASHRAE level II Energy Survey and Analysis audits were conducted to evaluate energy performance and assess existing building systems for energy savings. A building computer-based automation system was evaluated and changes were made to monitor and control major building systems and adjustable lighting controls were installed including a retrofit to install 90% LED bulbs throughout the building and motion sensor for lighting in all offices.





Business travel

Travel is necessary for global businesses. As our business grows, finding ways to mitigate and reduce this impact will continue to present a challenge. Incredibly, our global workforce has grown 10 % since 2013 to over 32,000 employees in 2014 (expanding business to 100 active countries including 60 countries with physical operations). Despite the ongoing increase in employee headcount in 2014, there was a significant decrease in airline and slight decrease in company car carbon emissions. We believe that this is a direct result of enhanced efforts to optimize employee travel, increased teleconferencing and a 10 percent increase in home based, telecommuting activities since 2013.

Transportation alternatives, such as increased ridership on public transit, ride sharing and bike commuting, continue to be focal areas for us to reduce the overall carbon footprint of our global workforce.

07 | People and public

Create a workplace of highly engaged, safe and healthy employees





As of 2014, Quintiles had more than 32,000 employees working in about 100 countries.

Our company continues its commitment to creating and enhancing a culture where employee vitality and wellbeing are encouraged and embraced. The impact of this cultural norm has led to continued high performance, greater job satisfaction, and improved employee health. Our *Healthy U Healthy Q* program continues to make strides in positively impacting the lives of thousands, and is recognized as a leader in the industry.

Our focus on supporting Quintiles' employees fostered a continuing tradition of awards and recognition in 2014. Highlights in this year include American Heart Association's Fit Friendly Worksite Gold, Britain's Healthiest Workplace, Honorable Mention Ragan's Health care PR and Marketing Award and multiple country based Great Place to Work awards.



Since 2014, Quintiles Belgium has been awarded with the quality label of "Investor in People." Following a solid assessment on various human capital criteria, Quintiles

Belgium was recognized for leading its human capital with great care and responsibility. This recognition holds until March 2016, after which a re-evaluation will take place.



For the ninth consecutive year, Quintiles was accredited by the CEO Cancer Gold Standard Program, underscoring our ongoing commitment to evidence-based employee wellness programming.

Although not an accreditation, we scored 153 out of a possible 200 on the U.S Based Mercer HERO Employee Health Management Best Practice scorecard, with the national average of 94. We exceeded or matched our peer group in all 6 best practice categories.



We were awarded Computerworld magazine's "100 Best Places to Work in IT" in 2014, as well as the #1 CRO in CRO Quality Benchmarking Report by Industry Standard Research. We are pleased with the recognition we have received and enthusiastically share it with our employees. In addition to these achievements, we continued in 2014 to maintain a high 88% retention rate. We are proud of our continued high retention rate and remain confident that employees agree we are creating a truly world class workplace to thrive in.

Equal opportunity and wages

Through the end of 2014, 63% of Quintiles staff are female while women in senior management roles (defined as Associate Director level and above) increased by 4.5% to 49% overall. The percent of women hired in 2014 increased to over 55%, a 4.5% rise over 2013. Quintiles compensates our employees competitively within local markets in our countries of operation.

Quintiles' Women Inspired Network (WIN) is its largest and oldest affinity group and is designed to improve the support network and the tools to thrive in work and life. This initiative particularly focuses on **gender** diversity. This network is a mentoring and professional group open to both women and men. WIN is becoming a catalyst to create interactions that provide women role models and increase visibility of women's contributions to Quintiles. WIN champions the advancement of women to high levels of Quintiles managerial responsibility; we equally champion the idea that women innovate, achieve business goals and advance Quintiles' industry leadership in every job throughout the company.

Quintiles is a corporate partner of the Healthcare Businesswomen's Association (HBA), a global not-for-profit organization dedicated to furthering the advancement of women in healthcare worldwide. The HBA provides educational opportunities for individual members to develop cutting edge healthcare industry knowledge and leadership skills and is widely recognized as the catalyst for the leadership development of women in healthcare worldwide.

Quintiles is committed to ensuring all employees have an equal opportunity for employment and employees enjoy a discrimination-free work environment. To achieve this, we have created our Equal Employment Opportunity (EEO) policy statement, which helps to ensure all employees and their work are judged on merit and the effectiveness of their work alone. Training is offered to managers regarding EEO and Affirmative Action Policies.



of Quintiles employees are female



Diversity

Quintiles is a diverse community of cultures and individuals from around the globe. We offer equal opportunities to all qualified individuals as well as maintain a supportive environment where ideas from all corners are welcome and appreciated. We look at diversity from all angles, whether it concerns gender, ethnicity, culture, generation, sexual orientation and gender identity, and religion. Various initiatives underpin the importance we hold on diversity, in all its various forms and functions. As in prior years, we mapped our Engagement Survey Values index to include High Inclusion organizations. Embracing race, ethnicity, gender and other measures of diversity, we believe we can be “an organization where every employee has a high sense of belonging as an accepted, welcomed and valued member in the larger organization...an environment where ‘We’ is everyone.”

Professional development

Professional development continues to be a priority at Quintiles. There are many ways to achieve career development at Quintiles, whether it's a traditional rise up the ladder, a lateral move within, or across a department or from one business line to another, or job enrichment in one's current position.

All employees are encouraged to participate in some form of Career Development and take ownership of driving their development and determine a Personal Development Plan, for which the managers provide support and guidance and Quintiles provides the culture for continuous development.

Employees have access to a robust portfolio of an astounding 7,500 technical and professional development courses, with over 90% offered online or virtually to support our global workforce. In 2014 the total number of training hours increased by 25% over the prior year, due in large part to organizational growth. Courses are designed using the 70/20/10 educational model, where 70% of what is learned is from job experience, 20% from exposure to others and 10% from formal educational experiences. This requires a commitment from not only the participant, but also his or her manager, to ensure a robust development plan that includes the right exposure and work experiences. Formal education and training opportunities include access to over 4,800 learning activities (self-directed, virtual or instructor lead), including a core compliance curriculum, role-specific curricula and more than 850 instructor led courses. These are supplemented by additional online references and tools, communities of interest and forums provided outside of our corporate learning management system.



A key component of Quintiles' Vision and Strategic Agenda is "top quality leadership development and a high-performance workforce." We understand the value of effective leadership and recognize the impact to our employees and customers. Strong leaders are a business imperative to drive our business and deliver value to our clients globally. We have a strong talent pipeline of leaders to meet our future business demands with programs designed to develop leaders at all levels.

Leading and managing people consistently across the globe requires a core set of values, competencies and behaviors that are required for all leaders. In 2014 Quintiles launched its set of leadership competencies for leaders at all levels: Customer Centricity, Business Acumen, Influencing Others with Impact, Collaboration and Global Citizenship & Social Responsibility. These are intended to foster a common language and drive the pace of innovation and growth.

In 2013 Human Resources department started collecting some core metrics to track our progress in attracting, developing and retaining talent. In 2014 the company reported the results, as shown below:



Employee
opportunity
helps us all
achieve more



HR scorecard metric	2013 (baseline)	2014
Internal vs external fills in Grade 34+ (Associate Director and above)	47% – 53%	48% – 52%
Percent acceptance	94%	94%
Percent global retention	89%	88%
New hire retention rate	88%	87%
High performer retention rate	93%	91%
Return to work retention rates after parental leave	85%	85.5%
Project manager institute training	yes	yes
Average hours of training received by full-time employees – new hires	60	60
Number of courses for professional development, including skillsoft	7500	7500
Percent of high performers with an individual development plan (IDP)	40%	77%
Percent of Associate Dir (34+) and above with an IDP	76%	79%
Total course completions	725,509	996,487
Total learning hours	393,364	595,305
Percent of professional development courses offered online or virtually	90	99

Taken together, this data indicates slight growth and positive trending numbers, in light of employee growth and ongoing maturation of our professional development initiatives.



Engagement

Quintiles views employee engagement from three key perspectives:

1. Supportiveness
2. Productivity
3. Advocacy

Quintiles has taken large measures to ensure that engagement efforts support organizational goals. There is nothing more valuable to our company than employees who are engaged in their work and feel supported and encouraged to help us fulfill our mission. Our employee engagement score increased by 1 percentage point in 2014 and we remain strong in the belief that our company is “best in class,” as measured by our employee engagement survey.

In 2015 Quintiles employee engagement survey was renamed the Employee Experience Survey and was administered to all full and part time employees midyear. Enhanced onboarding and exit surveys are also planned to provide insight into the experience throughout the entire employee life cycle. The new surveys are efficient and compelling to complete. Reporting will be timely and actionable and allow us to better understand the current state and needs of our employees.

Since 2012, communities of practice have been in place across the organization, each designed to encourage employees to discuss challenges and share best practices. These online communities continue to rely on effective social media technology such as discussion boards, blogs, wikis and links to online resources in an effort to highlight examples of success and ideas on how others can replicate these best practices for themselves and their customers.



There is nothing more valuable than employees who are engaged

To ensure sustainable employee engagement in the EMEA region, Quintiles has developed a comprehensive change management program to support our employees in coping with changes within our organization: **Q Way of Change**. Quintiles is committed to building and agile and resilient workforce, and as employer, we understand our responsibility in supporting our employees in keeping up with the pace of change.

Several pilot programs to help build resilience at work were designed and implemented in 2015 to support ongoing changes within the business: a pilot in EMEA & U.S. was launched with an external vendor to manage the energy level of our people through a holistic program, focusing on physical, emotional, mental & spiritual energy.



Global talent mobility

Global Talent Mobility is another way in which Quintiles shows its commitment to sustainability and corporate citizenship. Through our centralized global talent mobility function, Quintiles enriches the lives of our employees by providing global career opportunities. Global talent mobility promotes diversity in the workplace and develops and engages associates to increase their levels of satisfaction and commitment to our organization.

Through this function Quintiles also provides a strategic focus to our global footprint, with focus on choosing the best talent redeployment across the globe and providing business and employees with guidance and support along the way. Additionally, creating a globally mobile talent pool helps us cross-pollinate and accelerate sustainability initiatives around the world.

Global employee health management

Our employee health management team provides health and wellness resources and guidance to departments and employees across the globe in order to reduce and manage health risks, enhance productivity and sustain well-being. We do this through timely collaboration, utilization of global systems, platforms and networks, and incorporation of global and local practices and market data.

Several services or benefits are available to all employees, regardless of region, such as travel health consultations, travel insurance, medical insurance supplementing national health services, and work station ergonomic support. Others are progressing towards global representation such as employee assistance programs, seasonal flu vaccination, tobacco free workplace and *Healthy U Healthy Q*, our internal award-winning wellness program, aimed at helping employees attain and maintain optimal health.

Healthy U Healthy Q programming is location-based and as of this report date reaches out to employees in the following countries and regions. The percentages reflect the approximate percentage of our total global population.

Employee Health Management



Healthy U Healthy Q





2014 Healthy U Healthy Q Wellness Program Metrics

2014 total impact is 70% of the Quintiles global employee population

Region	Americas	EMEA	Asia
Employees in region (% of Quintiles global employee population)	10,000 (36%)	6,500 (23%)	3,000 (11%)

As in prior years, our wellness program focuses on many key areas that promote a sustainable workplace:

Physical Activity Reimbursement Program for gyms, swimming centers, yoga, Pilates, martial arts, personal training, fitness technology/DVDs, sports & exercise equipment, massage therapy, wellness challenges

Online health library, recipes, workshops, fitness plans and nutrition tools	On-site fitness classes, wellness champions, blood drives and chair massage
 Tobacco cessation counseling and Nicotine Replacement Therapy (NRT)	Tobacco-free workplace
 Biometric health screenings	Employee Assistance Program (EAP)
Support for energy management, resilience, and work life integration	Personal health coaches for lifestyle support and/or disease management
	Online Health Assessments with personal reports and aggregate data



Healthy U Healthy Q Wellness Program Metrics

Health management activity	North America			UK, IRL, NL, Africa, LA, India		
	2012	2013	2014	2012	2013	2014
On-site health screening	29%	28%	50%	26% (UK, IRL)	22% (UK, IRL)	12% (UK, IRL)
On-site flu vaccinations	42%	42%	42%	36% (UK, IRL, LA)	41% (UK, IRL, LA)	38% (UK, IRL, LA)
Physical activity reimbursement	34%	29%	23%	37% (UK, IRL, NL, India)	31% (UK, IRL, NL, India)	46% (UK, IRL, NL, India)
Wellness challenges	16%	16%	18%	10%	11%	13%
Online health risk assessment	12%	78%	64%	22%	17%	16%

The participation metrics show steady advancement overall in several key health and wellness behaviors. This ongoing progress may be attributed to new incentives being offered to employees. We anticipate extending wellness programming to employees in all regions in early 2016.

Safety

Quintiles recognizes the importance of providing all employees with a safe and healthful work environment. In the U.S., our total recordable injury rate for 2014 was 0.58 (an approximate 9 percent reduction from 2013) and the U.S. lost day case rate was 0.18. The recordable injury rate continues to be well below than the average rate for our industry (NAICS 541712) of 1.1 per the U.S. Bureau of Labor Statistics occupational injury and illness data (year 2013 is the latest data available for comparison purposes at the time of this report).

Between 2013 and 2014 U.S. employees incurred almost 11 percent fewer lost time days as compared to the prior year. The number of lost time injury events dropped from 21 to 18, a drop of 40 percent over two years. This trending reduction is likely attributable to improved ergonomics initiatives, and heightened staff awareness of how important it is to report all workplace injuries and illnesses. Quintiles' U.S. injury and illness rates continue to be significantly lower than the average for our industry.



EH&S Management System

In 2014 we continued working toward certifying our corporate environmental, health and safety management system to ISO 14001 and OHSAS 18001 standards by 2015. ISO/OHSAS certifications were obtained in August 2015 which expanded our previous ISO 14001 certification to 3 locations and a corporate (Group) designation.

Effective information and technology

In order to develop solutions for our workforce that eliminate productivity roadblocks and help to achieve a better work life balance, we have global business and IT alignment. This competitive differentiator and the enablement of a knowledge-based strategy is the result of recent overhaul of all major technology platforms. Our Data Centers are certified to ISO 27001 for Data Security. With nearly 50% of our global workforce based outside of traditional offices, a flexible working environment that allows secure access from anywhere is mission critical. Our Integrated Conferencing Solutions and World Wide Instant Messaging Services have increased overall work life balance and made a significant impact in our global efforts to reduce our carbon footprint. Our IT staff includes over 1,000 professionals working in multiple locations globally, including two Solution Centers in U.S. and India. This team provides our global workforce with 24/7 service operations.

Human rights

At Quintiles, respect for human rights is an important responsibility to which we are committed. We follow the principles in the International Labor Organization's Declaration on Fundamental Principles and Rights at Work, including non-discrimination, freedom of association and collective bargaining, and freedom from forced and child labor. We conform to all national and international human rights policies, standards and procedures, and take responsibility for practices we undertake. As a company we promote corporate citizenship and make every attempt to embed that ethic to all of our employees.

Our global HR Policies communicate our global expectations for labor and employment practices. These policies prohibit discrimination and Quintiles requires that equal employment and international human rights and labor standards be followed as well as in the jurisdictions we operate.

We are an equal opportunity employer. We make employment decisions based on qualifications and merit. We prohibit discrimination or harassment based on any unlawful consideration such as age, race, national origin or gender. Quintiles does not use any slave, forced or compulsory labor, including involuntary prison labor, or child labor. Quintiles respects workers' rights to freedom of association, joining labor unions, joining works councils and engaging in collective bargaining, consistent with local laws. Quintiles does not disadvantage employees who participate in such activities or act as worker's representatives.



About this report

Quintiles relied upon the Global Reporting Initiative G4 guidelines as the basis for data gathering (www.gri.org). In addition, we considered the Healthcare Sector sustainability criteria established by the Sustainability Accounting Standards Board (<http://www.sasb.org/sectors/health-care/>).

This report covers the 2014 calendar year, unless otherwise stated.

Included in this report is information about our sustainability and corporate citizenship initiatives and operational data compiled from Quintiles' global operations; we conduct business in about 100 countries. As with prior reports dating to 2011, it is indicated throughout the report which sites or regions are included in the various metrics. Data integrity and reliability is maintained through a periodic review of the systems used to collect the information.

In September 2015, we completed a comprehensive business case project to define the value of sustainability at Quintiles. Through a third party consultant group, we conducted primary research with our top customers, and secondary research with investors, competitors and employees. Our objectives were to utilize a data-driven approach to demonstrate the estimated business value of sustainability for our business and to estimate potential investments and benefits. This will provide a basis for prioritizing and decision making as we move forward. Recommendations included transforming our current sustainability efforts into a cohesive strategy that supports the business and specific actions that would strengthen our program while increasing revenue, protecting our reputation, reducing costs and managing our risks.

We intend to publish this report annually to update readers about our programs, goals, performance indicators and progress while highlighting our commitment to sustainability.

We welcome your feedback on our report. Please send your questions and comments to sustainability@quintiles.com.

