

2012

sustainability *report*







05		SECTION 1 Letter from the CEO
06		SECTION 2 Overview
09		SECTION 3 Governance, Ethics, Compliance and Quality
16		SECTION 4 Sustainability Strategy
20		SECTION 5 Planet
25		SECTION 6 People
33		SECTION 7 Public
39		SECTION 8 About This Report





OUR INTEREST *in sustainability*

5



At Quintiles, we focus on *measures that matter.*

Whether that's clinical research data, product information, employee engagement or impact on our communities. It is in this spirit that we have developed this sustainability report. How we care for our employees, the patients we ultimately serve and the communities in which we work has a significant impact on our overall company performance.

We recognize that at the root of sustainability is a commitment to continuous improvement that has been a cornerstone of how we achieve our goals related to quality, compliance, patient care and employee development. We understand the value in expanding this effort to our continued stewardship of our natural resources and our communities.

The tremendous data gathering and analysis for this inaugural report has resulted in a consolidation of the wonderful stories about the great work our company has performed.

Thank you for your interest in our sustainability programs. We intend to publish a report annually so that we may identify opportunities for improvement, continue to be transparent about our sustainability efforts and find opportunities to engage with you.

I HOPE YOU WILL JOIN QUINTILES TODAY IN MAKING A DIFFERENCE.

Together, we can contribute to a healthier world.

Tom Pike
CEO, Quintiles

Overview



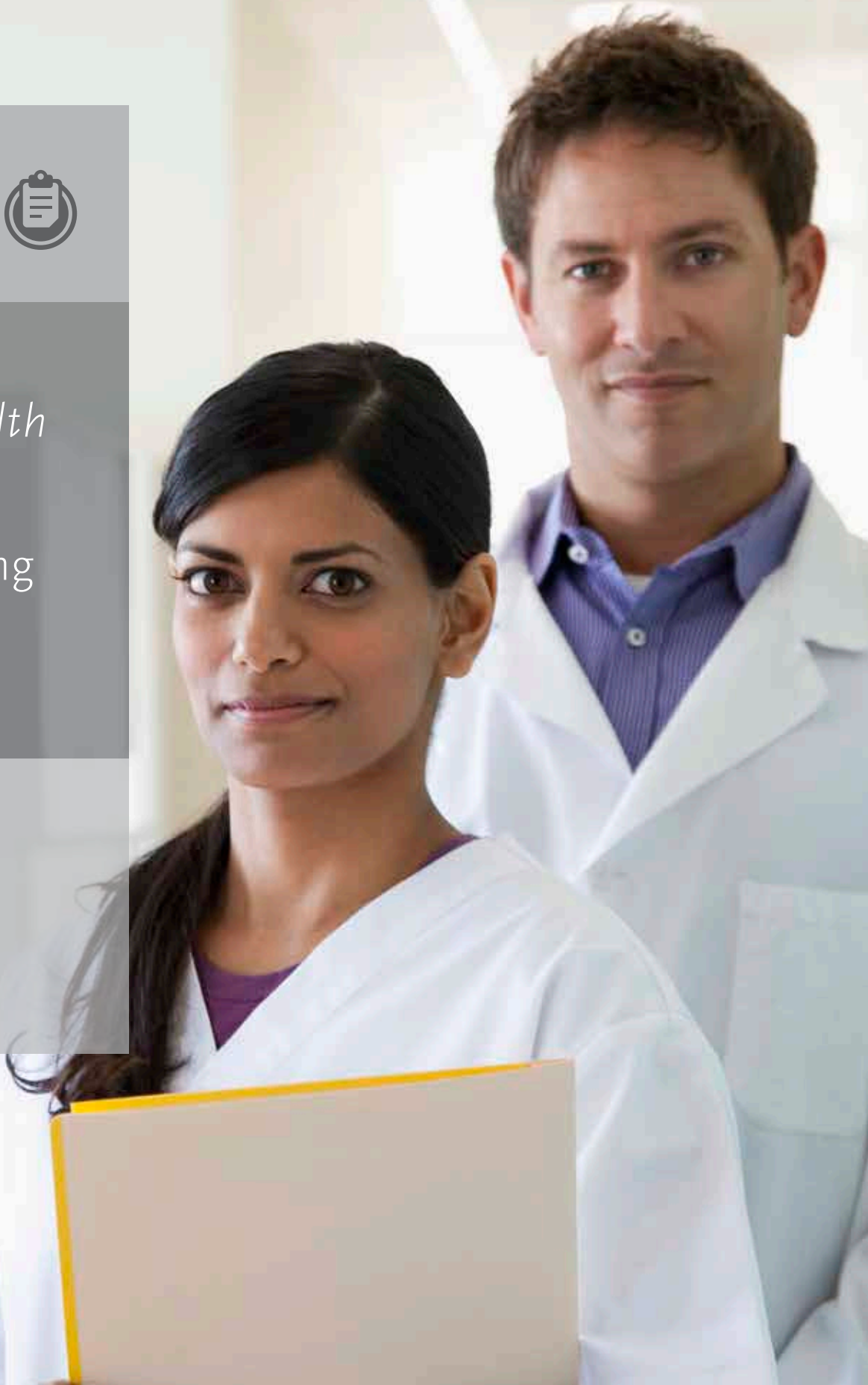
The New Health
is a complex
and challenging
landscape.

LOCATIONS

> *World Map of Office Locations*

EXPERIENCE

> *Innovation Through Integration*





CHALLENGING landscape

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.

Quintiles employees embody the values of Teamwork, Leadership, Customer Focus, Integrity and Quality across all of our services.

1. **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.*
2. **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.*
3. **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.*
4. **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.*
5. **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.*

CLINICAL

Experienced-based insights

COMMERCIAL

Local knowledge, global value

CONSULTING

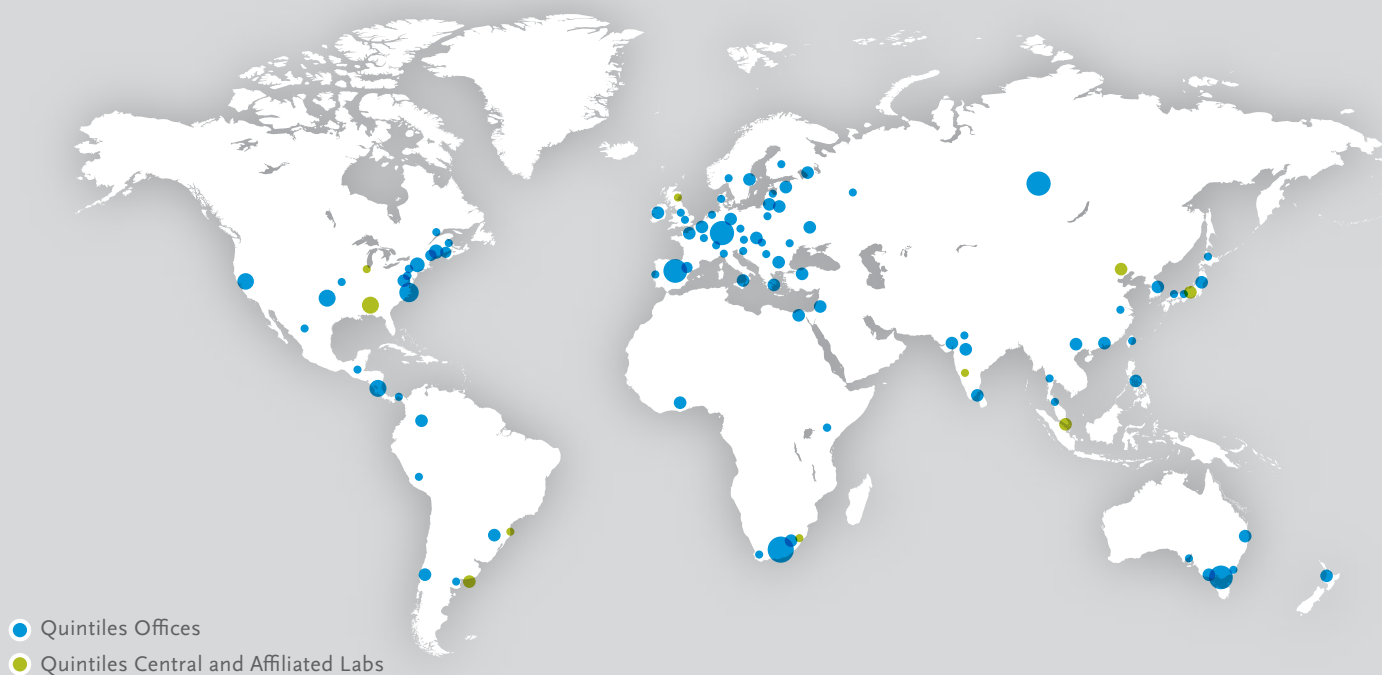
Integrating strategic insight with specialized execution





Quintiles has a long standing *history of excellence* in biopharmaceutical services.

STARTING IN 1982 WITH AN IDEA AND THE EXPERTISE TO IMPLEMENT IT, founder Dennis Gillings conducted the company's first clinical product trial. Today, with more than 27,000 professionals working in over 80 countries, Quintiles is recognized as the world's largest biopharmaceutical services company.



The New Health is a complex and challenging landscape. Quintiles has thrived by constantly reinventing itself, and sometimes even reinventing the industry. This requires thinking across traditional boundaries in the unique space where insight and execution meet. It requires people who are creative, practical and willing to challenge conventional approaches, along with fully integrated Clinical, Sales and Consulting solutions to meet our customers' needs.



Governance, Ethics, Compliance and Quality



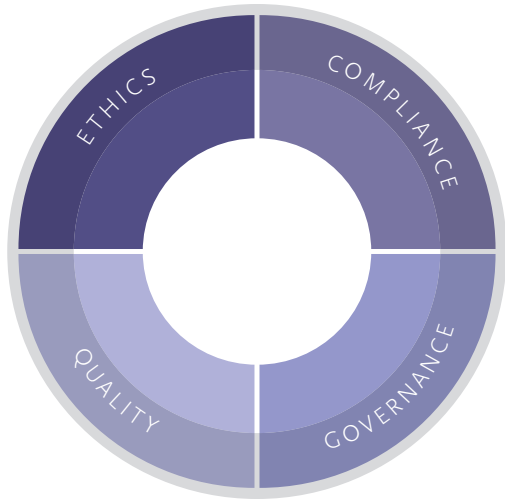
Working to create
and promote an
organizational culture
that encourages
ethical conduct.

ENTERPRISE QUALITY SYSTEM

> *The four focal elements*

ETHICS AND COMPLIANCE

- > *Enterprise Compliance Office (ECO)*
- > *Chief Medical and Scientific Officer*
- > *Clinical Research Ethics*
- > *Privacy and Data Protection*



ETHICS

Principles of conduct that guide our decisions and actions to reflect Quintiles' values and safeguard the patient.

COMPLIANCE

- Regulatory Standards
- Compliance Risk Management
- Training & Communication
- Quality Control
- Quality Assurance
- Policies and SOPs
- Vendor Assessment

GOVERNANCE

- Management Responsibility
- Board of Directors and Management Committees

QUALITY

- Service Delivery Performance Measures
- Customer Feedback

Clinical research and the development and commercialization of medicines are highly regulated and require diligent and consistent adherence to laws and standards.

This is accomplished through four focal elements: *Governance, Ethics, Compliance and Quality.*

Governance

The Quintiles Executive Committee is led by our 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, Governance, Human Resources, IT, Legal and Operations.

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.

Our Corporate Sustainability 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' Chief Customer and Governance Officer, who is also a member of the Executive Committee.



CONSISTENT *adherence*

Ethics and Compliance Program

Quintiles has a long standing and integrated approach to ethics and compliance with applicable laws and regulations in the conduct of our corporate activities. Our Ethics and Compliance Program works to prevent and detect non-compliance and enhance our business process and decision making. A principal goal of the Ethics and Compliance Program is to create and promote an organizational culture that encourages ethical conduct and a commitment to compliance with the law and standards that govern our business.

WE EXECUTE THE ETHICS AND COMPLIANCE PROGRAM throughout our business units worldwide, starting from the highest levels of leadership in our company. This includes a governance sub-committee of our Board of Directors that oversees our compliance efforts. Our Chief Compliance Officer has a direct reporting line to the Chair of this sub-committee who is an independent director. Our Ethics and Compliance Program covers many areas and includes our Ethics and Compliance Office; Chief Scientific Officer, Clinical Research Ethics and Privacy and Data Protection.

Ethics and Compliance Office

The Ethics and Compliance Office oversees Quintiles' compliance practices and helps foster a culture of ethics and compliance throughout Quintiles. It is led by our Chief Compliance Officer and is responsible for:

- > *the development and implementation of a comprehensive corporate Ethics and Compliance Program*
- > *fostering a culture of ethics and compliance throughout Quintiles*

We are committed to ensuring that our employees at all levels understand the tenets of the Ethics and Compliance Program and their role in aiding its success. We achieve this through implementing the elements of an effective compliance program from the US Federal Sentencing Guidelines, which includes:

- | | |
|--|--|
| > <i>written standards</i> | > <i>periodic review and monitoring, and</i> |
| > <i>employee training and communication</i> | > <i>open channels of communication</i> |

A principal goal of the Ethics and Compliance Program is to *create and promote* an organizational culture that encourages ethical conduct and a commitment to compliance with the law and standards that govern our business.





Highlights include:

- > *Doing the Right Thing* 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 and is published in 13 languages.
- > All employees receive core compliance training in Business Ethics, Privacy and Anti-Bribery. Completion rates for these required compliance courses are typically over 99%.
- > We use a multi-layer approach to employee communication to:
 - strengthen our culture of ethics and compliance;
 - enable employees to understand how to comply with external and internal requirements;
 - help employees understand the importance to Quintiles of complying with those requirements; and
 - communicate the individual and corporate consequences of non-compliance.
- > 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.
- > We maintain open channels to enable all employees to seek guidance, raise concerns and obtain answers to their questions concerning our business practice standards, or to report potential noncompliance with laws, regulations or policies freely and without fear of retribution. 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. Employees can access the Business Ethics HelpLine to ask questions or raise concerns about compliance issues on an anonymous basis. The line is available 24 hours a day, seven days a week via a toll-free telephone service or the internet. Translation services are available for callers who are more comfortable speaking in a language other than English.
- > Our regulatory inspection history is industry-leading and serves to demonstrate our diligence and delivery of high quality in compliance with laws, regulations, and standards. Since our first regulatory agency inspection in 1998, Quintiles has been inspected over 300 times by regulatory agencies for local, regional, and country Ministries of Health. Dedication to a strong Quality System is paramount for our continued success.



Completion rates for training in required compliance courses are typically **over 99%**.



A CRITICAL ATTRIBUTE OF THE ETHICS AND COMPLIANCE PROGRAM is our commitment not to retaliate against employees who seek guidance, raise good faith concerns about compliance issues, or participate in compliance investigations.

Chief Medical and Scientific Officer

Our Office of the Chief Medical and Scientific Officer is committed to the following:

- > *Maintaining the medical and scientific integrity of the work that we all do every day.*
- > *Representing Quintiles' high quality and standards to the pharmaceutical, biotech, and healthcare industries; to governments and non-governmental organizations; to the academic clinical research community; and to patient advocacy groups.*
- > *Exploring medical and scientific opportunities for Quintiles as a means for us to continue to be an industry leader and innovator.*
- > *Improving the health and well-being of our employees worldwide.*

Clinical Research Ethics

Quintiles recognizes the ever-increasing need to consider ethical issues related to clinical research.

Quintiles created the global Council on Clinical Research Ethics (Council) with the objective of having one central, global organization which will monitor the evolving laws and regulations affecting clinical research, taking into consideration the varied phases of clinical research and the numerous regions within which Quintiles is involved in clinical research activities. Practices implemented to this end are pursued for ethical considerations in clinical research, including fostering and advancing the ethical and professional conduct of clinical research with human participants.

The more than 25 Council members are broadly representative of the different functional and operational areas that Quintiles is involved in, both geographically and topically. The Council members have the backgrounds and appropriate professional competency necessary to review Quintiles' policies, procedures and best practices with respect to the ethical principles of all aspects of research. Additionally, there are two non-Quintiles members of Council. One is an expert on national and international healthcare policy and the other is a non-scientific clergy in the North Carolina area.

Quintiles recognizes the ever-increasing need to consider *ethical issues* related to clinical research.






Privacy and Data Protection

Quintiles has long incorporated the concept of Privacy by Design so that privacy and data protection are imbedded throughout the company's policies, processes, best practices and technologies from the early design stage through implementation, use and completion. The foundation of Quintiles' Privacy by Design program is through the Council on Data Protection (Council). The Council is chaired by Quintiles' global Chief Privacy Officer, where the Vice Chair is the Head of European Data Protection and reports to the Board. The Council is a central global chartered group that establishes, disseminates and monitors implementation of Quintiles' data security and privacy policies, designed to protect individually identifiable information. Council seeks to clarify the ever-evolving privacy laws and regulations, taking into consideration the varied activities and regions within which Quintiles works.

The Council is composed of several members broadly representative of the different areas, both geographically and functionally, within Quintiles. The Council members have the backgrounds and appropriate professional competency necessary to review Quintiles' data security, privacy policies and privacy programs. Council members possess knowledge or expertise in areas that can include security, regulatory, legal, business ethics, quality assurance, finance, human resources, information technology, product ownership, marketing, and eCommerce. Regional representatives are knowledgeable with respect to country-specific privacy laws such as those in Europe, Asia-Pac, the Americas, and Japan.

One of the fundamental roles of the Council is to serve as a contact point for privacy incidents regarding data privacy and security issues. A sub-panel of the Council, called the Privacy Incident Response Team (PIRT), is designated to develop and implement a system for managing the investigation and response to privacy incidents.



The Council is a central global chartered group that establishes, disseminates and monitors implementation of Quintiles' data security and privacy policies, designed to protect individually identifiable information.



Quality

QUALITY IS ONE OF QUINTILES' FIVE CORE VALUES: *"Developing a reputation for quality means delivering services and information that meet or exceed the quality standards demanded by customers, doctors, patients and regulatory authorities."*

Quality is a significant component of performance management at Quintiles. As of April 30, 2011, over 9,500 (~70%) Clinical staff at Quintiles had a performance goal specifically related to quality.

15



Over 9,500 (~70%) of Clinical staff at Quintiles *have a performance goal specifically related to quality.*

As of April 30, 2011

SUMMARY

The Ethics and Compliance Program is dynamic and makes changes through periodic assessments of our business and associated compliance risks. We adapt the Ethics and Compliance Program as necessary to ensure that it addresses compliance risk areas appropriately.

Sustainability Strategy



Be recognized as the
biopharmaceutical
services industry
leader in sustainability.

SUSTAINABILITY COMMITTEE

- > *People*
- > *Planet*
- > *Public*

ADOPTED POLICIES

- > *Environmental, health and safety;
corporate social giving; support of the
human rights of workers and ethical
business practices*





GREATER *sustainability*

The *mission and values* of Quintiles support and underscore our long-standing commitment to operating in a sustainable fashion.

Despite this commitment, we recognized an opportunity to achieve greater sustainability advancements through motivating our employees, customers, service providers and the industry at large by coordinating our sustainability efforts internally and broadly sharing our goals, achievements and future plans.

To accomplish this, we created the Quintiles Sustainability Committee. The committee is comprised of decision makers representing diverse business units and reports 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. *Wellness*
9. *Corporate Communication and Community Relations*

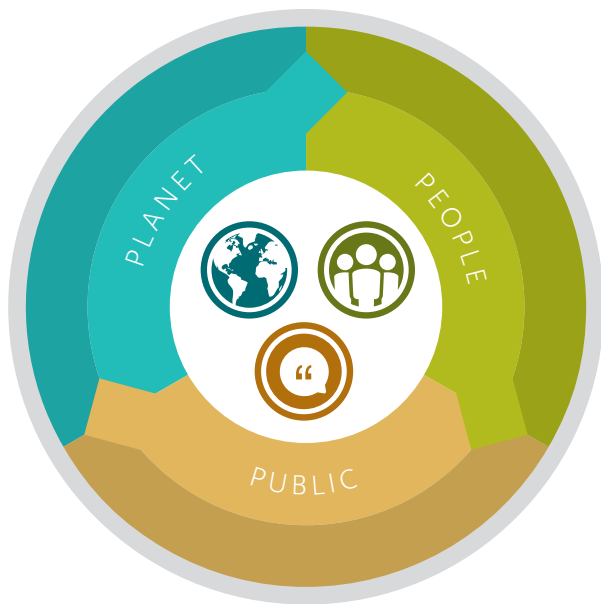
Following is the mission of the sustainability committee:

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 committee meets on a regular basis and has established working groups to discuss sustainability initiatives throughout the company and future goals for our sustainability program. Together, the committee identified three core focus areas of the Quintiles sustainability program: People, Public, Planet.



To be recognized as the biopharmaceutical services industry leader in sustainability

PEOPLE

Create a workplace of highly engaged, safe & healthy employees

PUBLIC

Engage consistently and transparently in a manner that inspires participation and demonstrates leadership in sustainability

PLANET

Make a positive impact on the environments in which we work





In order to formally solidify our corporate commitment to sustainability, the Sustainability Committee drafted and the Quintiles Policy Management Committee adopted a corporate policy which states:

It is Quintiles' policy to proactively support sustainability and to act as a good corporate citizen in all its communities. Quintiles aims to build long term value by integrating sustainability practices into its business operations.

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

Quintiles has previously adopted policies setting forth its commitment to specific aspects of sustainable development, including environmental, health and safety; corporate social giving; support of the human rights of workers and ethical business practices. By adopting this policy Quintiles further commits to:

- > *Integrating sustainability practices into business strategies and decisions.*
- > *Building appropriate management systems for these efforts.*
- > *Monitoring and addressing how operations impact local communities and global society.*
- > *Continuing to serve employees and community neighbors through policies and practices that promote social betterment and environmental stewardship.*
- > *Making suppliers aware of sustainability efforts and encouraging them to adopt sound sustainable management practices.*
- > *Continually striving to improve integration of sustainability into the working environment and business performance.*

Business Heads are responsible for implementing this policy within their respective Business Groups. Employees are expected to support this policy and are responsible for using resources efficiently, minimizing waste and helping preserve water and other natural resources.

Vice President, Global Safety & Security has oversight responsibilities for Quintiles sustainability activities and will help develop standards to support sustainable development. Vice President, Global Security (or designee) will periodically report on sustainability performance and achievements to the Corporate Governance, Quality and Regulatory Committee of the Board.

Planet



Make a positive
impact on the
environments in
which we work.

WASTE

- > Biohazardous and paper waste
- > Recycling programs

ENERGY

- > LEED and BREEAM certifications



ENVIRONMENTAL *priorities*

At Quintiles, we have a demonstrated track record of making *a positive impact* on the environments in which we work.

21

Our environmental management approach is founded on understanding our baseline consumption, implementing reviews on a consistent basis and responding quickly and effectively to remediate any review observations. This approach is true for management of our most important environmental impact areas: waste, energy, and business travel.

We have solidified our commitment to our environmental priorities through development of procurement and green cleaning policies. These policies encourage the purchase of environmentally-friendly products such as those that contain recycled content, renewable materials and low-toxic materials. These policies establish clear goals and boundaries for our efforts, which provide Quintiles with a strong foundation upon which to continue to advance our sustainability program.

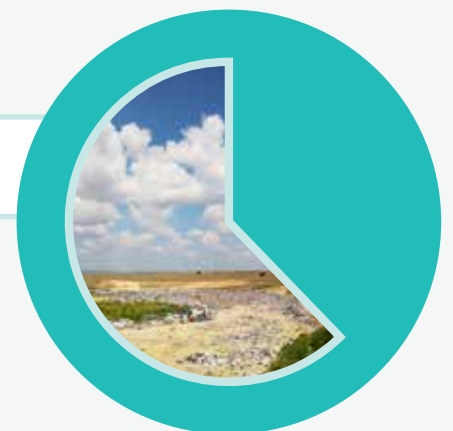
HIGHLIGHTS

At our Overland Park, Kansas, USA Site:

The recycling program has resulted in **diverting 38% of total waste from landfill**. Some examples of the wastes recycled include: batteries, cardboard, paper, and electronics.

At the Quintiles Alba, Edinburgh, Scotland, UK Office:

Recycling efforts resulted in the diversion of 16,409 pounds of paper, cans and plastic bottles and 194,553 pounds of cardboard from landfills. That's a 45% diversion rate for 2011!





SIMPLE STEPS ADD UP!

A 20% REDUCTION

IN BIOHAZARDOUS WASTE WAS ACHIEVED THROUGH A FOCUSED TRAINING EFFORT WITH LAB TECHNICIANS ON PROPER SEGREGATION AND DISPOSAL METHODS.

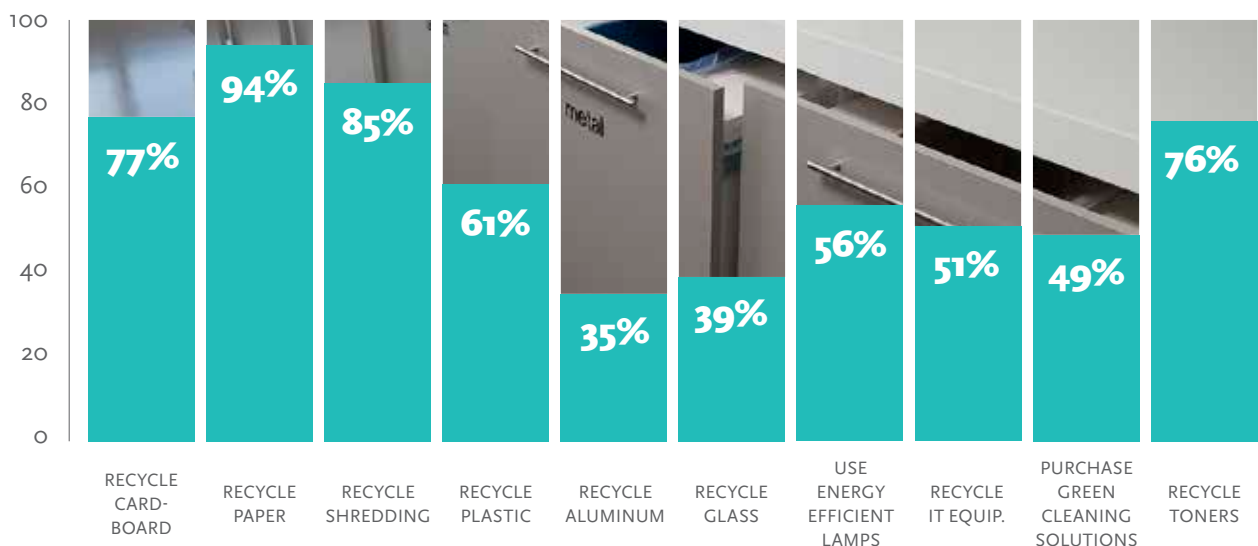
Waste

One way Quintiles is addressing its impact on the environment is by focusing on waste reduction through reducing biohazardous waste generation and increasing recycling programs.

In 2011, Quintiles' labs and Phase 1 facilities globally have achieved reductions in biohazardous waste by focusing on training lab technicians on proper segregation and disposal methods. Through these efforts, we have achieved a 20% reduction in biohazardous waste disposal at key laboratory sites. We are encouraged by our reduction results and look forward to attaining our global biohazardous waste volume reduction goal of 15% by 2015 (with 2011 as the baseline year).

In 2009, Quintiles began to focus on recycling programs. In 2009, 50% of sites had an established recycling program and by 2011, 100% of sites had launched a recycling program. Now that we have established programs at all sites, our focus is on improving the amount of recycling in all categories (cardboard, aluminum, paper, plastic, electronics, etc.) and using recycled green materials.

100% of sites have implemented recycling programs. The following chart illustrates the percentage of sites that are engaged in each waste reduction activity:





Employees have embraced recycling to such an extent that we are establishing a new goal for 2013. Our goal was to increase the top 10 recyclable items at each site by 5-10% by the end of 2013. As of midyear 2012 we had increased our recycling percentage across 10 categories (cardboard, aluminum, using green cleaning chemicals, recycled paper, recycled plastic, and electronics) and met the 5-10% goal in 4 categories (shredding, using energy efficient lamps, glass recycling and toner recycling).

WE ARE WORKING TO REDUCE OUR PAPER USAGE GLOBALLY. To achieve this goal, some sites have adopted a double-sided printing policy to reduce paper consumption and our procurement group has identified targets for purchasing paper with recycled content.

A key element of our waste reduction efforts is the development of an internal data tracking and reporting process that captures global purchases and recycling numbers. Some sites have adopted additional reporting mechanisms. For example, at one site we report our metrics through the EPA Waste Wise program.



Energy

Quintiles' operations are not energy intensive. At most of our facilities we are located in multi-tenant buildings in which we often lack major control over our energy usage, which makes tracking and managing energy and waste challenging. We plan to continue to increase the number of sites where we are tracking electricity usage. Presently approximately 70% of Quintiles locations track electricity usage and in 2011 these sites used 50,000,000 kWh of electricity. We are actively working towards reducing electricity usage.

KEY OBJECTIVES

Quintiles has made great progress, but we understand that sustainability is a journey and that continuous improvement and goal setting are keys to continuing to make near and long-term positive impacts. Following are the key objectives we have established to ensure Quintiles can retain its environmental excellence:



- Reduce **biohazardous** waste volume by 15% by 2015 (from a 2011 baseline).
- Reduce paper waste by 20% at Quintiles' larger sites by 2015 (from a 2012 baseline).
- 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.

* Scope 1 emissions are directly generated from sources that are owned or controlled by the company (e.g., combustion in owned vehicles). Scope 2 emissions are indirectly generated as a consequence of the activities of the company but occur at sources owned or controlled by another company (e.g., purchased electricity). See www.ghgprotocol.org



We are also looking for ways to reduce our energy footprint, which includes pursuing building labels and certifications in our facilities.



50,000,000 kWh of electricity used

This number covers approximately 70% of Quintiles locations.



One such certification is Leadership in Energy and Environmental Design (LEED), which is a high performance building certification from the U.S. Green Building Council (USGBC). This is a globally recognized designation and we are proud to have our global headquarters in Durham, North Carolina located in a LEED-Silver certified building. Presently, we are pursuing LEED certification in other locations including Overland Park, Kansas, USA and Research Triangle Park, North Carolina, which are expected to achieve LEED-Silver certification in 2013.

At our four UK sites, we have achieved ISO 14001 certification, an environmental management system designed with a *plan, do, check, act* approach to compliance and continuous improvement. Our UK sites have also pursued the Building Research Establishment Environmental Assessment Method (BREEAM) certification, which is a voluntary measurement rating for green buildings. To date, two sites are BREEAM certified: Edinburgh, Scotland and Reading, UK (Europe/Middle East/Africa headquarters).

Business Travel

Quintiles also tracks air and company car miles traveled by all staff across each region. During 2011, we traveled approximately 128,000,000 air miles and 90,000,000 company car miles. Our goal is to reduce carbon emissions from business travel by 10% by 2015 (using 2011 as the baseline year). We plan to report our greenhouse gas emissions from business travel in a future report.



218,000,000 travel miles

Combined, approximate, business air and company car travel.

In 2009, our *global headquarters* building located in Durham, North Carolina was certified as LEED-Silver. This 259,000 square-foot facility houses more than 1,000 employees.

People



Create a
workplace of
highly engaged,
safe & healthy
employees

RECOGNITION & AWARDS

> Winner of Great Place to Work in 7 countries

EQUAL OPPORTUNITY

> Company statistics

> Recognition and training programs

WELLNESS

> Internal award-winning wellness program





Quintiles has more than 27,000 employees in over 80 countries.

Our diverse workforce requires an equally diverse and comprehensive approach to employee health and well-being. Employees who are engaged, safe, healthy and passionate about their work make great team members!

As a result of our focus on how we care for and support our employees, Quintiles has received recognition as a “Great Place to Work” in the following countries in 2011: Canada, Europe, Germany, Italy, Mexico, Spain and the United Kingdom. We received *Computerworld* magazine’s “100 Best Places to Work in IT” in 2011. Our customers also recognize our efforts to build a supportive and empowering culture and have ranked us #1 among all CRO companies in the 2010 CRO Quality Benchmarking Report, an independent survey conducted by Industry Standard Research. Quintiles was also named to the *Training* magazine “Top 125” training companies in the world in 2009, 2010, and 2011.

During 2011, Quintiles was selected among hundreds of multinational companies across 45 countries as a Top Multinational Employer in the first global ranking by the Great Place to Work® Institute. This is a great honor and recognizes our accomplishments at the highest level.



Accreditation since **2006**

The year of the inaugural launch of the CEO Cancer Gold Standard Program

In 2006, Quintiles was among the inaugural companies accredited under the CEO Cancer Gold Standard, which prompted the launch of our employee wellness program. Since then, we have maintained our accreditation annually and are advising the Gold Standard organization on the development of a global accreditation.

An additional and key marker of success is whether our employees remain committed to being a part of the Quintiles team. In 2011, we experienced a global retention level of 88%.

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.

Our global Corporate Policies articulate our 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.



In accordance with this policy, Quintiles provides a workplace free from illegal discrimination and harassment. 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.

Not only do we comply with all national and international human rights policies, standards and procedures, Quintiles takes great pride in the practices we undertake and the work we do on behalf of the employees on whom we rely to achieve our corporate and customer goals.

Quintiles is *committed* to ensuring all employees have an equal opportunity for employment and to enjoy a discrimination-free work environment.

Equal Opportunity

At the time of publishing this report, 64% of Quintiles staff are female and 52% of Quintiles senior management (defined as Associate Director level and above) are female.

Recognizing the important role of women in our workforce, Quintiles created the Women's Inspire Network in September 2010 to provide them with a support network and the tools to thrive in work and life. Membership in the network is open globally, and the group sponsors speaking events, reading clubs, community events and other activities – including global web-based conferences.



64% of *Quintiles' staff are female*
at the time of publishing this report

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 enjoy a discrimination-free work environment. To achieve this, we have created our Equal Employment Opportunity 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. Quintiles establishes EEO1 Statement and Affirmative Action programs on an annual basis.

Engagement

As such, we have implemented a robust employee engagement approach that encourages employees to provide feedback on their employment experience and work environment. As a result, employees and leaders learn what we are doing well and what we need to improve. This is followed by employees and leaders taking meaningful action to drive higher levels of engagement in the future.

OUR APPROACH INCLUDES:



An annual employee engagement survey which is administered to all full and part-time employees. Trust in the survey and follow-up actions has risen as evidenced by a response rate increase from 56% in 2004 to 82% in 2011. The survey results help our organization identify what to focus on at both an enterprise level and team level.



By sharing best practices among our global business groups, we avoid the duplication of effort, leading to improvements that take place more quickly. In addition, the use of virtual communities blogs has facilitated broad collaboration and cooperation has also made a difference.

To promote open communication with our senior leaders, we offer quarterly Town Hall meetings at our largest office sites. These meetings provide employees and their executive leaders the opportunity to exchange information in an open format that includes time for unscripted question and answers. Some meetings include web and teleconference options for off-site employees.





DIVERSE workforce

29



2009 WELCOA

Well Workplace Gold designation

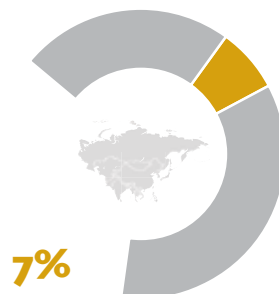
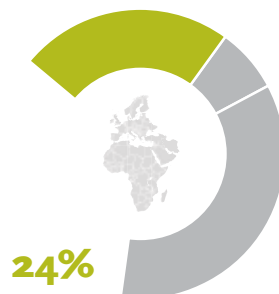
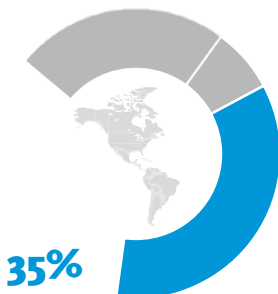
Quintiles was awarded the designation for its commitment to protecting and enhancing the health and well-being of its most valuable asset – its employees.

Wellness

“Healthy U Healthy Q” is our internal award-winning wellness program, aimed at helping individual employees attain and maintain optimal health. The Employee Wellness Team is also well positioned to help Quintiles, the company, manage the collective health of its employees in order to achieve our business goals.

Our comprehensive program covers a variety of activities, including:

- > Access to a customized, regionally relevant, private, secure, single sign on wellness website with local wellness program information, health tools, wellness workshops and challenges, event scheduler, inspirational stories, health library and more.
- > On-site health screening and seasonal vaccinations
- > Online health risk assessment with personal report for employees and aggregate data for Quintiles
- > Fun Wellness Challenges with rewards and prizes
- > Tobacco-free workplace and cessation support
- > Promotion of wellness services offered by local health plans
- > Support for work-life balance, healthy ergonomics, healthy eating and more
- > Reimbursement for Physical Activity and Weight Management Programs
- > On-site fitness centers



Healthy U Healthy Q



Impacting 66% of all
Quintiles employees

* Healthy U Healthy Q providing guidance to local programming

AMERICAS		EMEA		ASIA	
	8160		5413		1588
United States	6530	UK	2212	India*	1588
Canada	280	Ireland	356		
Latin America	1350	Africa	820		
		Netherlands	275		
		Eastern Europe*	1750		



Our goal with employee wellness is to extend programming to 75% of countries by 2015 (measured from 2011 baseline). As of 2011, our program is impacting 66% of all Quintiles employees.

2011 Participation Metrics	NORTH AMERICA	UK, IRL, NL, AFRICA, LA
HUHQ.com usage (10+ visits / yr)	41%	30%
On-Site Health Screening	26%	38% (UK and IRL)
On-Site Flu Vaccinations	44%	36%
Wellness Challenges (registered and entered data)	16%	12%
Physical Activity Reimbursement	26%	34% (UK, IRL, NL)
Online Health Risk Assessment	25%	21% (UK, IRL and SA)

“I had to give up my gym membership about three years ago when work and ‘kids activities’ took priority. I had a treadmill but no weights at home and did not exercise nearly enough. I began using QFIT, our on-site fitness center, around September of last year and it’s been great.

“Because of the convenience, I can get my workouts in and also meet work/family obligations. I also took advantage of the health fair and found it very informative. My blood pressure & cholesterol have dropped and I have a lot more energy. No doubt my work life and home life have improved. So again *thanks* to all those responsible for enabling us to live a healthier lifestyle!”

KEN SCHULT, Senior Director, Global Information Technology, Organization and Process Optimization



Safety

We recognize the importance of providing a safe and healthy work environment. The total OSHA recordable injury rate in the US has decreased from .98 in 2009 to .80 in 2011. The Lost Work Day Case Rate in the US has also decreased from .33 in 2009 to .28 in 2011. While we track injuries at all our global sites, we plan to calculate incident rates at the corporate level and disclose this data in future reports.

We recognize the *importance* of providing a safe and healthy work environment.

Following are the review and remediation processes we have in place to ensure Quintiles can retain its environmental, health and safety (EH&S) excellence:

- > *Sites with the highest risk undergo an in-depth EH&S corporate compliance review every three years. Our high risk sites include laboratory and Phase 1 sites where clinical trial research takes place. The review includes both regulatory and global EH&S Standard Operating Procedure (SOP) compliance.*
- > *Lower risk sites, such as office spaces, undergo routine inspections performed by EH&S representatives that follow an inspection checklist developed by the corporate EH&S group.*
- > *All four UK sites receive an annual EH&S compliance review.*
- > *All reviews are reported using the Quintiles "Event Driven Analysis" tool to document findings and corrective/preventive actions for all reviews.*

Quintiles' goal is to reduce our accident rates by 10% by 2015 (from a 2011 baseline in the United States and United Kingdom and 2012 baseline in APAC facilities). Following are approaches we are taking to help achieve this stated goal:

- > **Global Fleet Safety Program:** *Quintiles is working on improving fleet safety through establishing global standards for company-car drivers such as regular license checks, as applicable, and driver training.*
- > **Review program/corrective actions:** *Quintiles implements consistent reviews and effectively manages all corrective actions using our Event Driven Analysis Tool.*
- > **Training:** *Quintiles offers EH&S training that is managed at the business-unit level and offered both online and in person.*
- > **Ergonomics programs:** *Quintiles is working on harmonizing its proactive ergonomics program globally so that all Quintiles employees have access to training and risk assessment tools for office ergonomics.*



Development

In a constantly changing environment, employee development plays a critical role in expanding our expertise and leadership as a services provider. In fact, professional development is frequently cited by new employees as a significant reason they chose to join Quintiles. We are the only clinical research organization that can provide in-house training in project management that includes certification from the prestigious Project Manager Institute. On average, a full-time Quintiles employee receives up to 50 hours of training annually.

We offer more than 5,700 courses in everything from leadership development to Good Clinical Practice. With 70% of our training offered online or virtual, great opportunities are available to employees wherever they may be around the globe.

In a constantly changing environment, employee development plays a critical role in expanding our expertise and leadership as a services provider.

KEY OBJECTIVES

While our employee engagement, health, safety, wellness and development programs have demonstrated clear and positive results, we recognize that we can continue our upward trajectory towards greater outcomes for all employees. Following are the key people objectives we have established and will report on in later years:



- Maintain or improve upon 2011 employee and new hire retention rates
- Receive a 5-point increase in the company-wide Employee Engagement Index for 2012
- Extend employee wellness programming to 75% of countries by 2015 (measured from 2011 baseline)
- Reduce our accident rates by 10% by 2015 (from a 2011 baseline in the United States and United Kingdom and 2012 baseline in APAC facilities)

Public



We aim to engage consistently and transparently in a manner that inspires participation and demonstrates leadership in sustainability.

PATIENTS

- > Protecting their rights and safety
- > Supplier code of conduct

VOLUNTEERISM & CHARITABLE GIVING

- > Supporting communities

CUSTOMERS

- > Improving relationships





Quintiles is committed to *sustainable business practices*.

We define public as our external stakeholders who consist of four core groups: 1) Customers, 2) Patients, 3) Suppliers and 4) the Global Community. For each, Quintiles has developed comprehensive programs designed to achieve positive impact on our environmental, social and financial objectives.

Being recognized by our constituents for our industry efforts is one way we measure success in this focus area. Following are awards received during 2011:

- > *Quintiles was named 4th in the prestigious InformationWeek 500 technology innovators rankings for its Quintiles INFOSARIO™. The company was also recognized as the industry leader in the Biotech and Pharmaceutical category.*
- > *Won Best CRO in Asia award at the BioPharma Asia Conference 2011, 2012*
- > *Best Asia Pacific by Frost & Sullivan four times in the last six years, including 2011*
- > *Best CRO in the Vaccine Industry Excellence (ViE) Asia Awards 2011*

Patients

THE PATIENT IS OUR INSPIRATION, EVERY DAY. In an environment overshadowed by tightening budgets, stricter regulations and more complex reimbursement, we never lose sight of the ultimate beneficiary of our work: the patient.

Quintiles is committed to protecting the rights and safety of patients serving as human participants in all areas of clinical research. Our clinical trial policies and management systems are designed to respect the human rights of trial participants. We have a strong record of conducting ethical, safe clinical trials and protect data gathered from patients serving as human participants, a commitment guided by our policies and actions.

We achieve this through implementation of our Program for Human Subject Protection and Research Ethics in Clinical trials that help decide the safety and efficacy of our customers' products, as well as through the requirement that our clinical trials require patients serving as human subjects. We also have developed the globally representative Council on Research Ethics (CORE) to monitor implementation of Quintiles' Corporate Policy on "Ethics, Compliance and Quality." This complements our standard practices and procedures designed to oversee ethical issues in the conduct of research and to monitor the evolving laws and regulations affecting research. Further, Quintiles established the Office of the Chief Medical & Scientific Officer position to monitor and ensure medical ethics in the conduct of clinical research and has taken the following actions to ensure the safety of patients serving as human participants.

- > *Quintiles operates to accepted ethical principles for clinical research such as those set forth in the International Conference on Harmonization for Good Clinical Practice (ICH-GCP). We follow worldwide standards of quality and ethics, including "Good Practice" standards. They include good laboratory, good clinical and good promotional practice.*



MEASURING performance

Quintiles further adheres to laws that protect patients serving as human participants and patients including the Pharma Guidelines, Belmont Report and ICH-GCP, and the ethical guidelines of the World Health Association and World Medical Association.

Our goal is to increase patient education on clinical trial participation.

Suppliers

QUINTILES IS COMMITTED TO SUSTAINABLE BUSINESS PRACTICES. This commitment doesn't stop at our company walls. Quintiles actively seeks to foster an environment that encourages, values, and promotes the inclusion of minority and women-owned enterprises in its supplier base, consistent with its overall philosophies, strategies, and objectives of upholding diversity and social responsibility in the communities that it serves. We consider our ability to effectively leverage the various backgrounds, capabilities, and contributions of our suppliers to be a major factor in creating mutually rewarding business opportunities and enhancing our own business performance.

In July 2012, the Supplier Code of Conduct (COC) was developed based on internationally recognized standards and is aimed at advancing social and environmental responsibility. The Supplier COC is intended to establish our expectations for our suppliers' performance and overall commitment to sustainable business practices. It has the following Core Subjects, and has been shared with key suppliers and will be made available via Quintiles' external website:

- > *Ethics and Compliance*
- > *Labor and Relations*
- > *Environment*
- > *Health and Safety*
- > *Management Systems*





Our goal is to increase sustainability performance through supplier programs. An example of such a program is business continuity disruption preparedness. At Quintiles, the safety and security of employees are the top priority in emergency action response plans. Further, in the event of business interruption of our suppliers, our emergency action response plan includes supplier replacement. We aim to positively influence our suppliers by encouraging them to maintain a business continuity plan. This will in turn continue their strategic support required of Quintiles.

Volunteerism and Charitable Giving

Quintiles is committed to supporting the communities in which our employees work and live. For 30 years, Quintiles employees have volunteered their time and resources to numerous and diverse community outreach programs, helping make a positive difference. As our company has grown, so has the scope of potential opportunities and the number of requests for our assistance.

Quintiles Cares is a series of initiatives designed to support our activities and programs in community outreach. Much like we select certain markets and businesses to focus upon as a company, Quintiles Cares is related to the focus of our philanthropic and community outreach. Based upon our values, our organization and our business, our corporate philanthropic efforts concentrate on three areas:

- > *Health and Fitness*
- > *Education in Life Sciences and Biostatistics*
- > *Women in Science*

Our charitable partnerships are numerous. Among the many groups we support are:

- > *American Cancer Society*
- > *American Diabetes Association*
- > *American Heart Association*
- > *Cystic Fibrosis Foundation*
- > *Girls on the Run International*
- > *Habitat for Humanity*
- > *Leukemia & Lymphoma Society*
- > *Macmillan Cancer Support*
- > *Multiple Myeloma Research Foundation*



Following are a few of our charitable highlights:

QDay: As part of QDay, Quintiles employees may take a full day out of the office for volunteer activities. Some Quintiles employees volunteer individually, while others give their time as teams, often volunteering with fellow members of their business units. The QDay effort was instituted at Quintiles for the first time in 2009 as a way to make it easier for employees to make a positive impact on the communities where they live and work. It has been a great success with thousands of Quintiles employees taking advantage of this opportunity to help others.

When we were named one of the top 25 best places to work by the Great Place to Work Institute, we wanted to celebrate in a unique way – so we attached a value to our Tweets on Twitter. We announced the award there and offered to pay \$1 to the Global Fund for Children for every mention of our tweet – up to \$25,000. We hit the mark within just a few days.



\$25,000 *for 25,000 re-tweets*

Donation made to the Global Fund for Children.

To celebrate our 30th anniversary in 2012, we gave four local students grants of \$2,500 each toward their college expenses. All of the students attended The City of Medicine Academy, a public high school in Durham, NC, where we are headquartered.

In 2010, Quintiles in the UK selected Macmillan Cancer Support, which provides services to individuals with cancer and their families, as its charity of choice. To date, colleagues have given their time and energy to raise funds, campaign, and drive awareness of Macmillan's services. The partnership will last for five years, giving colleagues an opportunity to work together and use their skills for the benefit of the wider community.

For 30 years, Quintiles employees have volunteered their time and resources to numerous and diverse community outreach programs, *helping make a positive difference.*





Customers

The purpose of our customer feedback program is to provide insights and recommendations to continually improve the customer experience and satisfaction with Quintiles. In total, Quintiles distributes thousands of surveys each year and achieved a 67% response rate from customers. The surveys measure performance in areas such as operational excellence, quality, flexibility and value.

Our surveys indicate a high degree of loyalty among our customers. From 2006 to 2011 we saw a 10% increase in loyalty across Quintiles' business units.

> *"Dedicated, flexible project team and clear communication channels. The team is knowledgeable and quick to respond to issues raised to find an acceptable solution. Team members are always available and willing to find solutions."* Quintiles Customer

Our goal is to continue to improve upon our customer loyalty and achieve positive customer feedback on sustainability objectives and performance.

"Dedicated, flexible project team and clear communication channels. The team is knowledgeable and quick to respond to issues raised to find an acceptable solution. Team members are always available and willing to find solutions."

KEY OBJECTIVES

We are proud of our accomplishments with customers, patients, suppliers and the general community; however, there are areas of continued focus to build upon our success to date:

- Increase patient education on clinical trial participation
- Establish baseline of # of volunteer hours by site
- Achieve positive customer feedback on sustainability objectives and performance.



OUR COMMITMENT *to sustainability*

Quintiles relied upon the Global Reporting Initiative (GRI) G3 as the basis for data gathering and 2011 baseline development. We will add new elements and data in support of the GRI guidelines in future reports.

Included in this report is information about our sustainability initiatives and operational data compiled from Quintiles' global operations, which are located in over 80 countries. We indicate throughout the report which sites are included in the various metrics. Data integrity and reliability is maintained through a periodic review of the systems used to collect the information.

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.

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