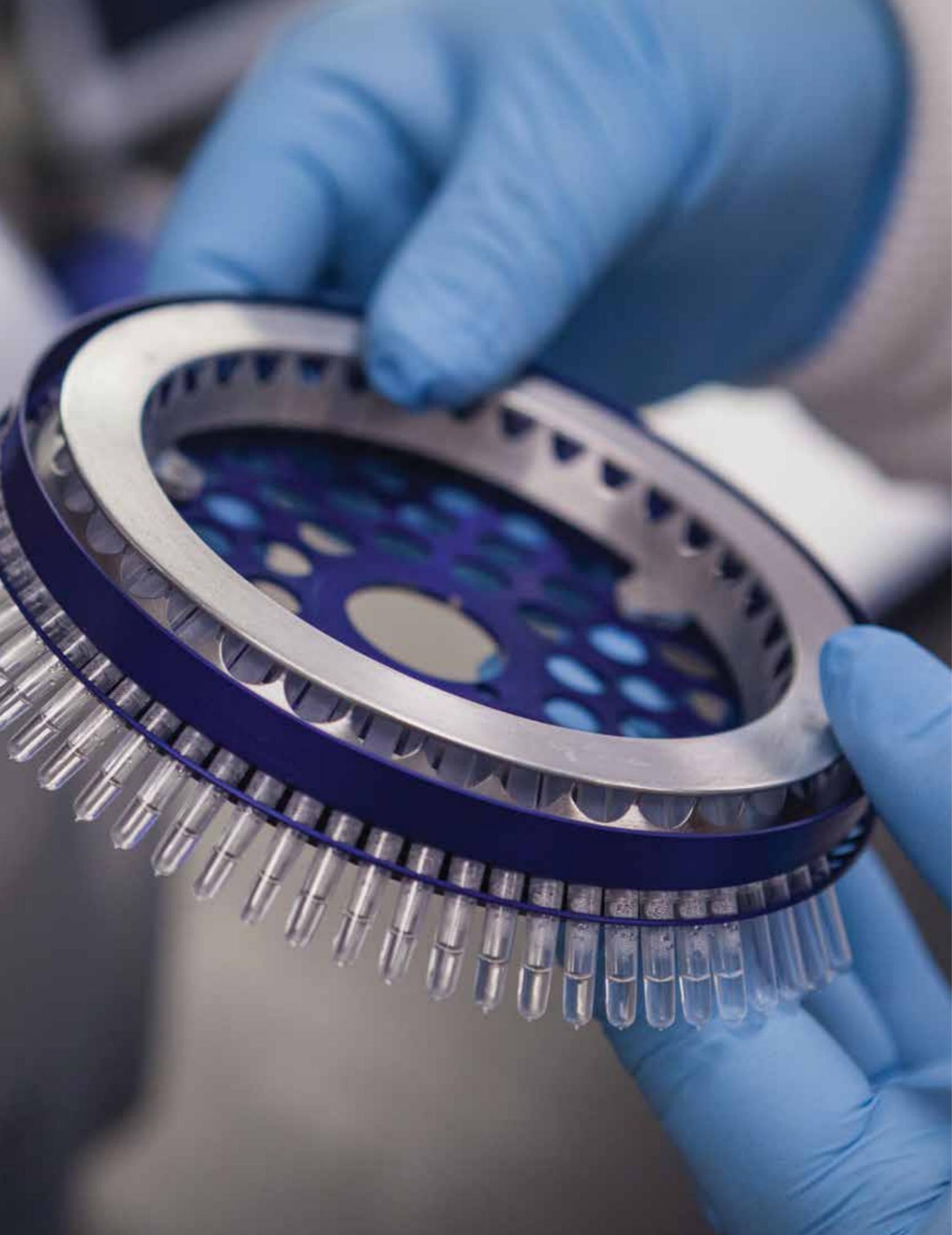




*Sustainability*  
REPORT } 2013



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# LEADERSHIP *in sustainability*



Quintiles has made *important strides this year* in our sustainability journey.

We have made progress towards our goals and targets, but perhaps more importantly, we have worked hard to integrate sustainability principles as part of our everyday business practices.

Our commitment to helping create a healthier world is at the core of everything we do, but our commitment to sustainability means that the *way* in which we do our work is equally important.

In this report we detail our successes and challenges in the past year, and where we see our journey taking us in the future. Our goal remains to be recognized as a biopharmaceutical services industry leader in sustainability.

Thank you for reading this report, and for continuing to hold Quintiles to a high standard of performance in our commitments: Planet, People, and Public.

Tom Pike  
CEO, Quintiles



## Progress Summary



Our company-wide journey toward better sustainability yields tangible results

### KEY OBJECTIVES

- > Planet
- > People
- > Public

# CHALLENGING landscape

In our inaugural report we set key objectives for three primary focus areas: *Planet, People, and Public*. The following is a brief summary of our progress against these objectives. 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:** Overall biohazardous waste disposal increased slightly more than 1% at key laboratory sites in 2012; however, when normalized by number of employees, biohazardous waste disposal went from 148.2 lbs/lab employee in 2011 to 135.0 lbs/lab employee in 2012, for a reduction of nearly 10%.

> **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 originally planned to calculate and report Scope 1 and Scope 2 carbon emissions; however, we exceeded this objective and were able to report Scope 3 emissions as well for 2012. Quintiles produced 137,194 metric tons of carbon dioxide equivalent (MT CO<sub>2</sub>e) greenhouse gas emissions (GHG) in 2012. Employee business travel by air and ground accounted for the majority of Quintiles' 2012 footprint, at nearly 64% of the total GHG emissions worldwide. Energy use accounted for the remaining majority of the emissions, at 35% of the total. All other emissions were de minimus, accounting for less than 2% of the total each.

> **Objective:** Reduce paper waste by 20% at Quintiles' larger sites by 2015 (from a 2012 baseline).

**Result:** In 2012, Quintiles saw a 9% decrease in actual paper waste potentially generated (based on a 16% decrease in actual expenditures for paper). We also increased the number of sites around the world that recycle materials such as cardboard, plastic, aluminum, and glass.

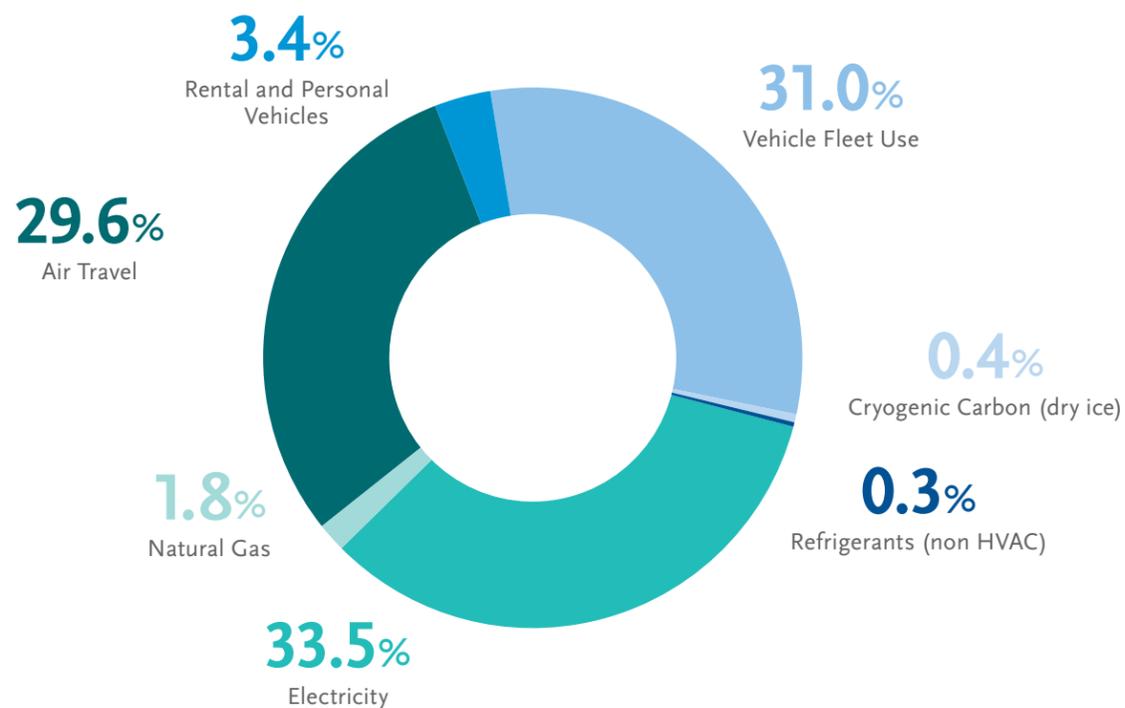


Began reporting carbon emissions (Scope 1, 2 & 3) in 2013



9% paper decrease in 2012

Global Percentage Contribution of All Sources of GHGs



PEOPLE

- > **Objective:** Maintain or improve upon 2011 employee and new hire retention rates.  
**Result:** New hire retention rates increased from 84% to 85%, and overall employee retention increased from 88% to 89%. Additionally, return from parental leave is a new metric we are tracking. In 2012, 86.5% of employees returned to work after their term of leave was completed.
- > **Objective:** Achieve a 2% increase in employee engagement company-wide by 2012.  
**Result:** Company-wide engagement improved by 3% in 2012.
- > **Objective:** Extend employee wellness programming to 75% of employees by 2015 (measured from 2011 baseline).  
**Result:** Impact of our *Healthy U Healthy Q* wellness program increased from 66% to 68% globally. In addition, progress has been made in the areas of tobacco free workplace, employee assistance programs and online health and wellbeing assessment beyond the countries impacted by *Healthy U Healthy Q*.

New hire retention rates increased to

**85%**

- > **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 (APAC) facilities].  
**Result:** The OSHA recordable injury rate in US went up 16%; however, US employees lost 83 days fewer to work-related injuries. We believe we can attribute the increase to better reporting and awareness among employees, so that incidents that would have gone unreported in previous years are now being recorded. The spirit of this objective however is being achieved as evidenced through a reduction in absenteeism due to injury. Our total OSHA-equivalent recordable injury rates in our Europe, Middle East and Africa (EMEA) and APAC regions were 0.40 and 0.09, respectively. Including all Quintiles staff worldwide, our total recordable injury rate for 2012 was 0.28, which is 74% lower than the average for our industry in the United States.



PUBLIC

- > **Objective:** Increase patient education on clinical trial participation.  
**Result:** In 2012 we continued to pursue online channels of patient engagement. More and more patients are finding health information online, with 57% citing the internet as their first choice for research on health matters, ahead of their doctor, friends or family. We are focused on connecting with patients online and developing relationships through one on one dialog. An important part of our patient engagement strategy is to treat patients online as relationships and not just a number. Through our online channels such as MediGuard.org, ClinicalResearch.com and Facebook we have built over 3 million patient relationships over the past 5 years. To accurately quantify these online channels and their impact on clinical trial participation is challenging. We continue to pursue ways to gather these data.
- > **Objective:** Establish baseline of volunteer hours by site.  
**Result:** Providing the opportunity to volunteer and give back to the global communities where we operate is an important priority. There are several reasons why we find encouraging employees to volunteer is an important aspect of our engagement strategy. For example, volunteering allows for our employees to take a larger view of the work we do (in improving global health) by contributing to projects and issues that they care about. Chapter 8 provides some additional details and accomplishments in our pursuit of volunteerism. We anticipate quantifying the number of volunteer hours next year.
- > **Objective:** Achieve positive customer feedback on sustainability objectives and performance.  
**Result:** Since 2010, Quintiles has queried its important external stakeholders and customers on questions to promote "further understanding of stakeholder perceptions toward value in healthcare and medicine, and called upon open dialog and ongoing collaboration to foster an environment conducive to pharmacologic innovation."

Company-wide engagement improved by **3%**



**57%**

of patients

use the internet as their first choice for research on health matters

# Overview



Connecting insights with superior delivery for better outcomes

### VALUES

- > Teamwork
- > Leadership
- > Customer Focus
- > Integrity
- > Quality

# CHALLENGING landscape

Quintiles continues to set a global standard as the *world's largest provider of biopharmaceutical development and commercial outsourcing services*, having helped develop or commercialize *all of the top 50 best selling drugs on the market*.

In 2012 we published our first sustainability report and committed to continue publishing an annual report to describe our successes and challenges. In this report we provide details on progress such as steadily increasing employee engagement and recognition as one of the world's best companies to work for. We also acknowledge areas that still require attention such as increasing recycling rates and addressing GHG emissions.

Going forward, we are committed to transparency in our sustainability journey. This report is a part of that commitment, and going forward we will continue to provide information that helps all of our stakeholders share the journey with us and help us remain accountable to our goals.

### 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.





Our values help *define who we are* and the kind of company we aim to be. 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 continues to be a global leader through excellence in our core competencies and the dedication of our people, but there is more to great performance than simply executing. Our company values are critical to our success and we strive to embody them in every part of our business.

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.*



## 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

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



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

### 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. See <http://investors.quintiles.com/investor-relations/corporate-governance/governance-documents/default.aspx>

### Ethics and Compliance Program

Maintaining compliance and ethical standards is essential to our ability to earn and retain the trust of our stakeholders and supporting our customers' continued success.

Quintiles Ethics and Compliance Program includes:

- > Assessing compliance risk
- > Setting standards of compliance and ethical conduct as outlined in company policies, procedures and Code of Conduct
- > Raising awareness of compliance and ethics standards through training and ongoing communications
- > Providing avenues to ask questions or raise concerns
- > Conducting 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
- > Ensuring appropriate action is taken for compliance violations

### Ethics and Compliance Office (ECO)

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

- > The development and implementation of a comprehensive corporate Compliance and Ethics Program in its areas of responsibility
- > Fostering a culture of compliance and ethics throughout Quintiles

#### HIGHLIGHTS:

- > 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. It also informs employees about additional resources for guidance.
- > All employees receive core compliance training in Business Ethics, Privacy, Anti-Harassment 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.



All employees receive core compliance training in Business Ethics, Privacy, Anti-Harassment and Anti-Bribery. Completion rates for these required compliance courses are typically **over 99%**.



CONSISTENT adherence

> 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*.

#### A STRONG QUALITY SYSTEM

Our regulatory GCP 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.

### Research and Medical Ethics Program

#### Chief Medical and Scientific Officer (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 improving the quality of health worldwide and to protect patient safety. 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.*

> *Early Clinical Development Safety Committee (formerly Phase I Safety Committee): The 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' Corporate Policy on "Ethics, Compliance and Quality," and standard practices and procedures designed to oversee ethical issues in the conduct of research. The CORE 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 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 patients' personal health information and customer confidential data – is critical for our company and our customers. **QUINTILES HAS BEEN WIDELY ACKNOWLEDGED FOR OUR LONG-ESTABLISHED AND ROBUST GLOBAL DATA PROTECTION PROGRAM THAT FOLLOWS THE "PRIVACY BY DESIGN" CONCEPT.** 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.

#### 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."*



## Sustainability Strategy



Promoting global stewardship and behaviors that result in minimal impacts

### SUSTAINABILITY COMMITTEE

- > Planet
- > People
- > Public

### ADOPTED POLICIES

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

# GREATER sustainability

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

We are always striving to advance and improve our sustainability efforts, and to openly share our successes and future plans. In that effort, we are steered by the Quintiles Sustainability 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 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 and geographies:

1. Environmental Health and Safety
2. Facilities
3. Security, Business Continuity, and Travel
4. Procurement
5. Legal
6. Ethics and Compliance
7. Human Resources
8. Wellness
9. Corporate Communication and Community Relations
10. External Sustainability Consultants





The committee has developed working groups that address sustainability initiatives and goals for the organization, and meets regularly to move forward on programs and projects that support the three core focus areas of the Quintiles sustainability program: Planet, People, Public.

This year, the committee has focused on reviewing the new Global Reporting Initiative GRI G4 Guidelines and plans to conduct a formal materiality assessment. After this assessment has been conducted, Quintiles will report on material key performance indicators from the GRI, therefore aligning our process with the premier framework for sustainability reporting.

Supplier outreach has been a key goal of the committee. A new Supplier Code of Conduct was rolled out in 2012, and a new supplier portal is being developed for the supply chain program. A pilot program is in progress as of 2013.



GOAL

To be recognized as the biopharmaceutical services industry leader in sustainability

PLANET

Make a positive impact on the environments in which we work

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



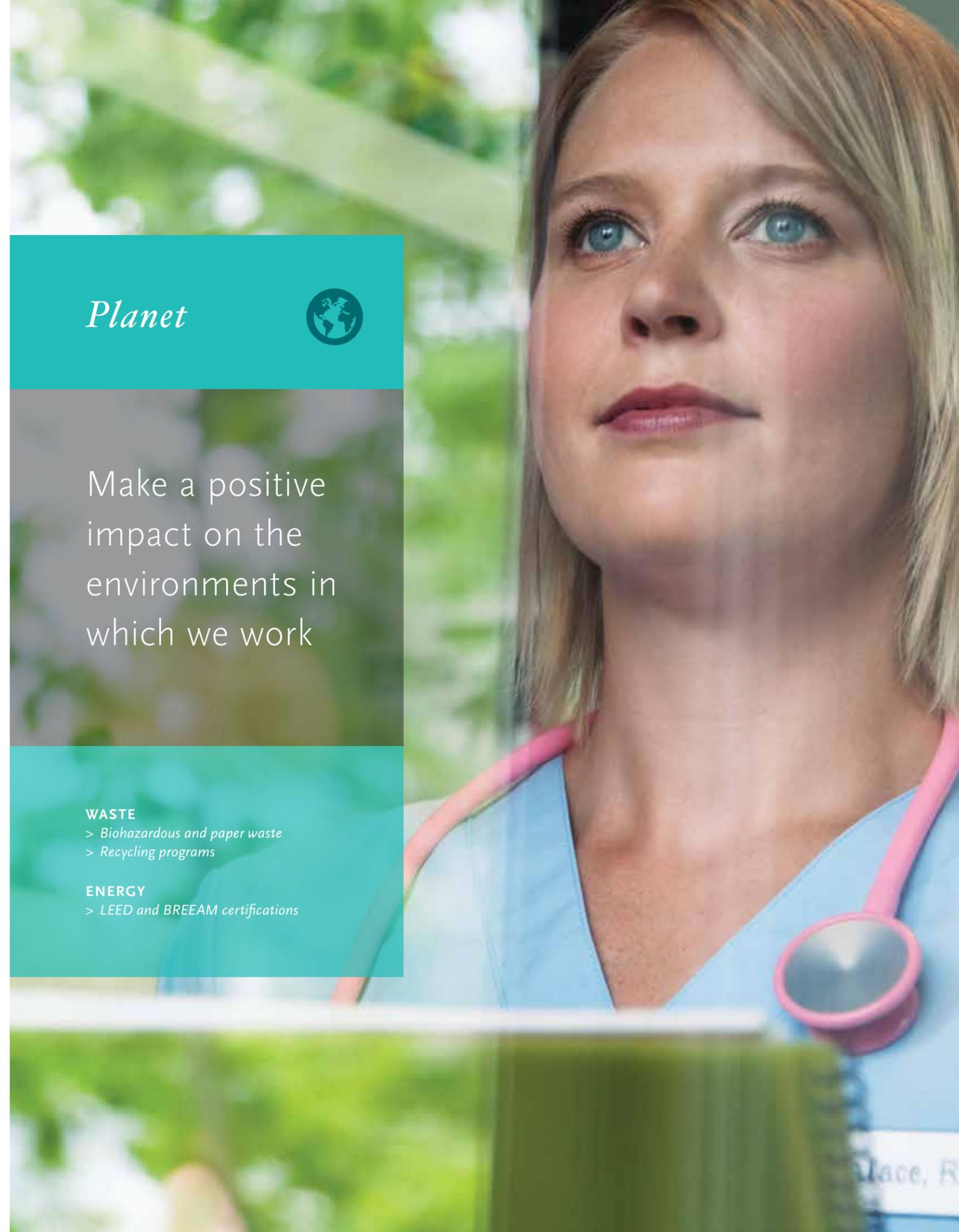
## Make a positive impact on the environments in which we work

**WASTE**

- > Biohazardous and paper waste
- > Recycling programs

**ENERGY**

- > LEED and BREEAM certifications





## The challenges and opportunities of reducing our environmental footprint

### Priorities

Every business has impacts on the environment, both positive and negative. Our ambition is to thoroughly understand these impacts, and progress steadily towards a lighter footprint and greater contribution to ecosystem health. In 2011, our first year of reporting, we focused on identifying our impacts and opportunities for achieving reductions. In 2012, we continued to hone our data tracking systems as well as set targets for yearly reductions in key areas such as waste, energy use, and greenhouse gas emissions.

We continue to learn more about the challenges and opportunities presented by reducing our environmental footprint. Our vision is a future where we measure our positive impacts to the environment in addition to the reductions in harm. In the meantime, we are committed to putting in place meaningful targets, encouraging innovation among our employees, leveraging their skills and creativity to do more with less, and finding more sustainable ways to achieve the industry-leading outcomes on which our business is built. Incremental improvement now is paving the way for additional innovation down the road. We are committed to pursuing a business model that does not harm the environment we depend on.

### PROGRESS ON KEY OBJECTIVES



Biohazardous waste disposal dropped to 135.0 lbs./lab employee in 2012, resulting in a

**10%**  
reduction

- > **Objective:** Reduce biohazardous waste volume by 15% by 2015 (from a 2011 baseline).  
**Result:** Overall biohazardous waste disposal increased slightly more than 1% at key laboratory sites in 2012; however, when normalized by number of employees, biohazardous waste disposal went from 148.2 lbs./lab employee in 2011 to 135.0 lbs./lab employee in 2012, for a reduction of nearly 10%.
- > **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 inventory in 2013. Exceeding our planned objective to calculate and report Scope 1 and Scope 2 carbon emissions, we were able to report Scope 3 emissions as well for 2012. The Company produced 137,194 metric tons of carbon dioxide equivalent (MT CO<sub>2e</sub>) greenhouse gas emissions in 2012. Employee business travel by air and ground accounted for the majority (64%) of Quintiles' 2012 global emissions footprint worldwide. Energy use accounted for the remaining majority of the emissions, at slightly over 35% of the total. All other emissions were de minimus, accounting for less than 1% of the total each. Quintiles' emissions on a per employee basis, inclusive of those who work from

# ENVIRONMENTAL priorities

home, are 4.6 MT CO<sub>2e</sub> per employee per year. Quintiles' emissions intensity on a revenue basis is 37 MT CO<sub>2e</sub> per million dollars of revenue. An analysis of Quintiles' GHG levels against other related companies found that Quintiles' emissions intensity compares favorably, outperforming three out of five of the comparison companies.

### 2012 Global Greenhouse Gas Emissions

Total Quintiles GHG Emissions 2012\*

#### By Region (Metric Tons CO<sub>2e</sub>)

|                                       | Americas (excl. US) | US            | EMEA (excl. UK) | UK            | Asia Pacific (excl. Japan) | Japan        | Total MT CO <sub>2e</sub> | Percent of Total         |
|---------------------------------------|---------------------|---------------|-----------------|---------------|----------------------------|--------------|---------------------------|--------------------------|
| <b>Scope 1 Emissions</b>              |                     |               |                 |               |                            |              |                           |                          |
| Vehicle Fleet Use                     | 4,035               | 214           | 27,019          | 4,338         | –                          | 6,920        | 42,526                    | 31.00%                   |
| Cryogenic Carbon (dry ice)            | –                   | 139           | –               | 125           | 225                        | 87           | 576                       | 0.42%                    |
| Refrigerants (non HVAC)               | –                   | 74            | 31              | 257           | 99                         | 13           | 475                       | 0.35%                    |
| <b>TOTAL SCOPE 1</b>                  | <b>4,035</b>        | <b>427</b>    | <b>27,050</b>   | <b>4,720</b>  | <b>324</b>                 | <b>7,020</b> | <b>43,577</b>             | <b>31.76%</b>            |
| Scope 1 MT CO <sub>2e</sub> /employee | 2.4                 | 0             | 3.2             | 1.6           | 0.1                        | 2.3          | 1.5                       |                          |
| <b>Scope 2 Emissions</b>              |                     |               |                 |               |                            |              |                           |                          |
| Electricity                           | 421                 | 19,047        | 5,689           | 4,287         | 15,775                     | 774          | 45,994                    | 33.52%                   |
| Natural Gas                           | –                   | 793           | 131             | 1,477         | –                          | –            | 2,401                     | 1.75%                    |
| <b>TOTAL SCOPE 2</b>                  | <b>421</b>          | <b>19,839</b> | <b>5,820</b>    | <b>5,764</b>  | <b>15,775</b>              | <b>774</b>   | <b>48,394</b>             | <b>35.27%</b>            |
| Scope 2 MT CO <sub>2e</sub> /employee | 0.3                 | 2.1           | 0.7             | 2             | 3.7                        | 0.3          | 1.6                       |                          |
| <b>Scope 3 Emissions</b>              |                     |               |                 |               |                            |              |                           |                          |
| Air Travel                            | 4,274               | 17,555        | 7,024           | 2,623         | 9,096                      | –            | 40,572                    | 29.57%                   |
| Rental and Personal Vehicles          | 237                 | 2,026         | 1,865           | 480           | 41                         | –            | 4,650                     | 3.39%                    |
| <b>TOTAL SCOPE 3</b>                  | <b>4,511</b>        | <b>19,581</b> | <b>8,889</b>    | <b>3,104</b>  | <b>9,137</b>               | <b>–</b>     | <b>45,222</b>             | <b>32.96%</b>            |
| Scope 3 MT CO <sub>2e</sub> /employee | 2.7                 | 2.1           | 1.1             | 1.1           | 2.1                        | 0            | 1.5                       |                          |
| <b>GRAND TOTAL – Scope 1, 2 and 3</b> | <b>8,968</b>        | <b>39,847</b> | <b>41,759</b>   | <b>13,588</b> | <b>25,237</b>              | <b>7,795</b> | <b>137,194</b>            |                          |
| # employees                           | 1,680               | 9,427         | 8,430           | 2,881         | 4,280                      | 3,035        | 29,733                    |                          |
| Total MT CO <sub>2e</sub> /employee   | 5.3                 | 4.2           | 5               | 4.7           | 5.9                        | 2.6          | 4.6                       |                          |
| Quintiles 2012 Global Revenue         | \$3,700,000,000     |               |                 |               |                            |              | 37                        | MT CO <sub>2e</sub> /\$M |
| Percent of Total                      | 7%                  | 29%           | 30%             | 10%           | 18%                        | 6%           |                           |                          |

\* EMEA is the Europe, Middle East, and Africa region. The US, UK and Japan are broken out from each region because they comprise very large centers of operation for Quintiles. The regional totals shown in this table do not include these countries.



> **Objective:** Reduce paper waste by 20% at Quintiles' larger sites by 2015 (from a 2012 baseline).  
**Result:** The following data was collected from U.S. sites, and indicated a 9% decrease in actual paper waste potentially generated (based on a 16% decrease in actual expenditures for paper). Outside the U.S. a number of suppliers are used, and we are working towards ways to collect data for non-U.S. sites, if possible.



### Pollution Prevention

Reducing waste is a cornerstone of our sustainability efforts, and increasing recycling rates across the company is a key objective. In 2012 we increased the percentage of sites engaging in waste reduction strategies in every category. However, we recognize there is still room for improvement, and in 2013 our focus was directed at increasing our efforts while at the same time reporting on the impacts related to our reductions in waste. We continue to identify best practices and methods to generate less waste and recycle more throughout our operations.

**We continue to identify best practices and methods to generate less waste and recycle more throughout our operations.**

As we reported in 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). For 2013, we continued toward the goal of increasing the recycling and pollution prevention rates of our 10 major wastes streams by 5-10 percent. In establishing a process to measure these reductions, Quintiles was challenged to accurately calculate paper usage or other waste stream generation globally due largely to the number of suppliers. We will continue to assess opportunities to leverage our supplier network to gather this data on a global basis.

### Percentage of Sites Engaged in Waste Reduction Activities

| WASTE REDUCTION ACTIVITY            | 2011 | 2012 |
|-------------------------------------|------|------|
| Recycling cardboard                 | 77   | 79   |
| Recycling paper                     | 94   | 95   |
| Recycling shredded paper            | 85   | 88   |
| Recycling plastic                   | 61   | 63   |
| Recycling aluminum                  | 35   | 36   |
| Recycling glass                     | 39   | 41   |
| Installed energy efficient lighting | 56   | 61   |
| Recycling IT equipment              | 51   | 53   |
| Purchasing green cleaning solutions | 49   | 50   |
| Recycling toner cartridges          | 76   | 79   |





**ENERGY**

- > 2012 Energy Usage – 67,705,252 kWh (this figure includes all sites including estimated usage for leased assets).
- > 2012 Natural Gas Usage – 40,559 mm BTU
  - 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

We continue to look for opportunities to reduce our energy footprint. Our strategy includes increasing and improving our data collection, so we are looking at 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. 2012 energy usage was 67,705,252 kWh. Although this is a higher overall number than 2011, it encompasses all sites including estimated usage for leased sites, over an estimated 70% of Quintiles locations from the previous year. 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.

| QUINTILES 2012 ACTIVITY DATA                     |                        |
|--|------------------------|
| ACTIVITY   | TOTAL                  |
| Air Travel                                       | 156,635,806 miles/year |
| Total Vehicle Travel                             | 118,980,315 miles/year |
| <i>Owned Fleet</i>                               | 100,564,970 miles/year |
| <i>Personal Vehicles for Business</i>            | 11,273,268 miles/year  |
| <i>Rental Vehicles</i>                           | 7,142,078 miles/year   |
| Total Electricity Use                            | 67,705,252 kWh/year    |
| <i>Reported Electricity*</i>                     | 59,586,382 kWh/year    |
| <i>Unreported Electricity Estimate**</i>         | 8,118,870 kWh/year     |
| Natural Gas                                      | 40,559 mmBTU/year      |
| Cryogenic Carbon (Dry Ice)                       | 581,320 lbs/year       |
| Refrigerants from freezers & refrigeration units | 123 kg/year            |

\* This number is for sites that were able to report their kWh data  
 \*\* This is an estimate for all the leased sites which were unable to report their kWh due to lease agreements, this number is pro-rated based on total sq ft leased and the average kWh/ft<sup>2</sup> for that geography



**Building Certifications for Energy Efficiency**

- Leadership in Energy and Environmental Design (LEED)
- > Durham, North Carolina, USA (Global Headquarters)
  - > Overland Park, Kansas, USA
  - > San Diego, California, USA

- Building Research Establishment Environmental Assessment Method (BREEAM) certification
- > Edinburgh, Scotland
  - > Reading, UK (Europe/Middle East/Africa headquarters).

Our energy reduction strategy also includes certifications for building efficiency in our locations. In 2012, two new facilities were certified to Leadership in Energy and Environmental Design (LEED), which is a nationally recognized designation from the U.S. Green Building Council. In addition to the Durham, NC headquarters, which is a LEED-silver certified site, we have begun the process to achieve certification for the Overland Park, Kansas facility and received certification at our facility in San Diego, California.

**LEED certification addresses the entire building lifecycle, recognizing best-in-class building strategies.**

In the UK, our sites have pursued the Building Research Establishment Environmental Assessment Method (BREEAM) certification. Like LEED, this is a voluntary measurement standard for green buildings. 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.

Finally, in 2012 the company initiated efforts to implement a real time Energy Monitoring System. The site will go live in 2013.





QUINTILES ENERGY MONITORING has been designed to deliver live time data about energy consumption and allows us to target parts of our infrastructure for improvement.

The system collates, displays and shares energy data from Energy Consumption meters and via our Building Management System (BMS) to monitor building performance and provide the ability to identify areas for potential energy savings.

Monitoring and targeting live energy consumption allows us to identify areas for improving and reducing our energy consumption through our BMS.

**KEY BENEFITS**

- > Cost effective to install
- > Direct live monitoring of energy and utilities
- > Current live data can be viewed using Quintiles software without use of third party servers or maintenance contract
- > Compatibility with energy/billing software through download options
- > Integration with existing BMS system, as applicable
- > Multiple sites can be linked and energy consumption monitored centrally
- > The ability to remotely control i.e. shut down and re-energize mechanical & electrical equipment from a central location (BMS connectivity required)

**GOAL**

- > To reduce our energy consumption and carbon footprint

**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 to over 28,000 employees as of 2012 (expanding business to 100 active countries including 60 countries with physical operations). The increase in airline and company car miles from 2011 to 2012 is a direct result of an increase in employee headcount.



Airline Miles Traveled



Company Car Miles Traveled

In addition to ride sharing, bike commuting, and other transportation alternatives for regular commuters, in 2014 we will explore off setting and other mechanisms to help us address this impact.

People



Create a workplace of highly engaged, safe and healthy employees

**RECOGNITION & AWARDS**

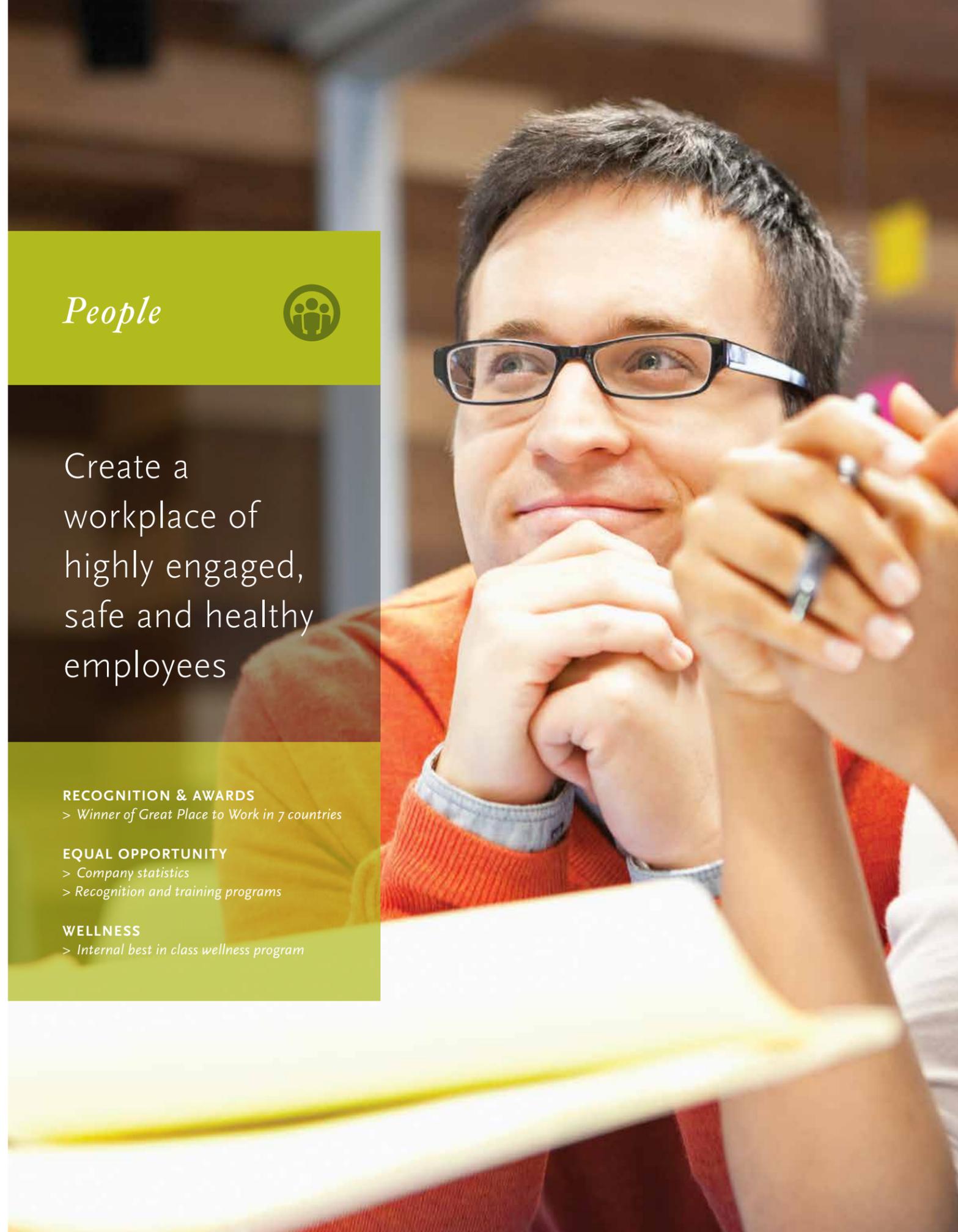
- > Winner of Great Place to Work in 7 countries

**EQUAL OPPORTUNITY**

- > Company statistics
- > Recognition and training programs

**WELLNESS**

- > Internal best in class wellness program





## Quintiles has more than 28,000 employees working in over 100 countries.

Quintiles has more than 28,000 employees in over 100 countries. We strive to create a culture where employee vitality and well-being are encouraged and embraced. This leads to higher performance as well as greater job satisfaction and better health. Engaging employees across cultures and geographies to empower healthy lifestyles requires dedicated resources and persistent pursuit of fresh new ways to help people meet their goals. Our *Healthy U Healthy Q* program has made impacts in the lives of thousands, and is recognized as a leader in the industry.



Our focus on supporting our employees fostered a continuing tradition of awards and recognition in 2012. We were again honored to be recognized as a Top Multinational Employer by the Great Place to Work Institute for the second year in a row. In addition, we were ranked as a great place to work in 10 countries, up from 7 countries in 2011.

We were accredited by the CEO Cancer Gold Standard Program for the 6th year in a row, which reflects our commitment to evidence-based employee wellness programming.



### Accreditation since 2006

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

We are pleased with the recognition we have received and enthusiastically share it with our employees. In addition to these achievements, we are proud of our 89% retention rate, which validates that employees agree we are creating a truly world-class workplace to thrive in.



## 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 HR 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 as well as in the jurisdictions we operate.

In accordance with these policies, Quintiles provides a workplace free from 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.

## Equal Opportunity and Wages

At the time of publishing this report, 62% of Quintiles staff are female and 49% of Quintiles senior management (defined as Associate Director level and above) are female. The percentage of women hired in 2012 was 53.5%. Quintiles compensates our employees competitively with local markets in our countries of operation.



### 62% of Quintiles' staff are female

at the time of publishing this report

In early 2013, Quintiles implemented a framework and guidance to support the success of our Affinity Groups. These employee-organized groups are a means for employees to feel included and supported beyond their direct line/team reporting structure. The framework establishes defined categories and criteria for when formal requests and executive sponsorship is required. To date there are a total of 10 employee-organized groups and the number is growing. All but one of these groups was established in 2013 and five have executive sponsorship.

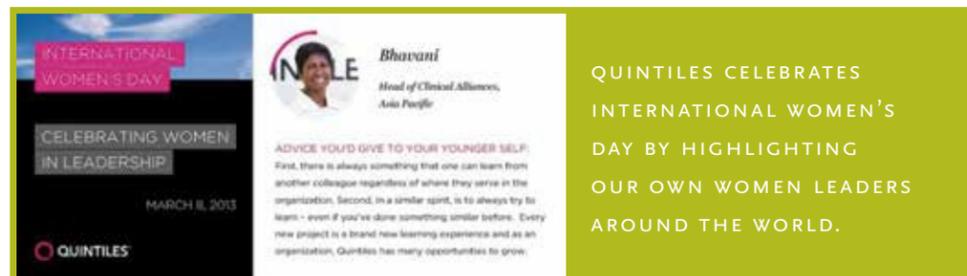




Women Inspired Network (WIN) membership is Quintiles' largest and oldest affinity group and is designed to improve the support network and the tools to thrive in work and life.

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 equal opportunity and affirmative action programs on an annual basis.



### Diversity

Quintiles understands that building an inclusive organization harnesses the power and benefits of diversity, creating a more adaptive, global and innovative organization. We recently 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

Quintiles considers professional development to be a priority because we recognize that in a fast-changing world, employees value the opportunity to continually increase their skills and develop their careers. Developing employees also increases Quintiles capacity to achieve business results both now and in the future. Employees own their own career and drive their development; Managers provide support and ongoing feedback to help employees develop;



# DIVERSE workforce

and Quintiles provides the structure, processes, and tools to encourage development. This collection of resources will help an employee to Assess, Plan and Implement career development opportunities essential to success in their current and future roles.

## Leading and managing people consistently across the globe requires a core set of *required values, competencies and behaviors.*

All leadership development programs use a blended delivery model: classroom instruction, virtual instruction, eLearning, webinars, executive speaker series, books, articles, etc. All classroom and virtual development programs use 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 their manager, to ensure a robust development plan that includes the right exposure and work experiences.

To support individual development and enable employees to own their own careers, Quintiles has created an internal career development portal that provides access for all employees globally to a robust toolset to assess, plan and implement their career development plan. To enhance the professional development of our leaders globally, 89% of our courses are offered online or virtually, up from 70% in 2011.

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. These are intended to foster a common language and drive the pace of innovation and growth.

In 2013 we made a major investment in the design, development and delivery of a new series of leadership development programs – Leading for Managers. The offerings were differentiated by target audience to support leaders at all levels. There is also a full curriculum of open enrollment resources available on our Leadership Development Central portal.



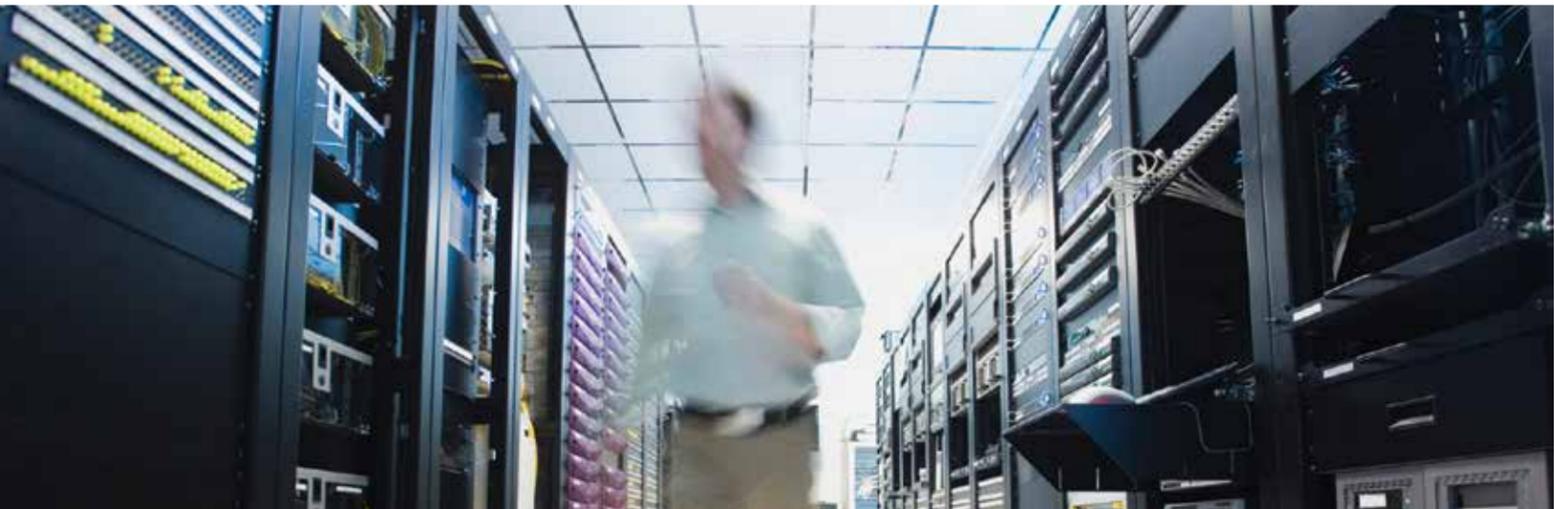


Formal education and training opportunities includes access to over 4,800 learning activities (self-directed, virtual or instructor lead), including a core compliance curriculum, role-specific curricula and more than 850 instructor led courses. These are supplemented by additional online references and tools, communities of interest and forums provided outside of our corporate learning management system.

Finally, we have designed key talent programs where participants will be identified through the talent review process and nominated by senior leadership to ensure our strategic investment is targeted at the right audience. The emphasis of these programs is on building leader capabilities, identifying and broadening leadership styles and improving organizational climate – a recipe that has enormous impact on business results.

### Effective Information and Technology

In order to develop solutions for our workforce that eliminates productivity roadblocks and helps 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 US and India. This team provides our global workforce with 24/7 service operations.



### Engagement

We define engagement as the extent to which employees are motivated to contribute to organizational success and are willing to apply discretionary effort to accomplishing tasks important to the achievement of 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. Employee engagement in 2012 increased by 3% points from 2011 and is at best-in-class level within the normative database, as measured by our employee engagement survey.

Quintiles employee engagement survey is administered annually to all full-time and part-time employees. Onboarding and Exit surveys are also administered which provide insight into the experience throughout the entire employee life cycle. Trust in the survey has increased significantly over the years, as evidenced by an increase in response rate from 56% in 2004 to 83% in 2012. The survey is paperless and fully administered online; the survey reports are in electronic format and available online.

In 2012 and 2013, seven engagement communities of practice were established to encourage employees across the organization to dialogue about challenges and share best practices. These are online communities using social media technology such as discussion boards, blogs, wikis, and links to online resources in an effort to highlight what success looks like and how others in our organization can replicate it for themselves and their customers.

In support of including employee feedback to our sustainability commitments, the engagement survey included two new questions in 2013 to measure the impact that Quintiles' corporate sustainability efforts have on employee engagement; results from this survey will be included in the 2013 report. The two questions are:

- > *I am satisfied with the actions Quintiles is taking to be responsible through our sustainability commitment and practices.*
- > *In my location, we take action to contribute to Quintiles' sustainability commitment.*

### Global Talent Mobility

Global Talent Mobility is another way in which Quintiles shows its commitment to sustainability. 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 and tobacco-free workplace. Still others are offered on a regional basis, such as local wellness events and *Healthy U Healthy Q*, our internal best in class 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.



Impacting **68%** of all Quintiles employees

### 2012 *Healthy U Healthy Q* Wellness Program Metrics

2012 TOTAL IMPACT IS 68% OF THE QUINTILES GLOBAL EMPLOYEE POPULATION

| REGION   | AMERICAS   | EMEA       | APAC      |
|--|------------|------------|-----------|
| Employees in region<br>(% of Quintiles global employee population in 2012) | 9606 (36%) | 6053 (23%) | 2397 (9%) |

| HEALTH MANAGEMENT ACTIVITY      | NORTH AMERICA |      | UK, IRELAND, NETHERLANDS, AFRICA, LATIN AMERICA, INDIA |                          |
|---------------------------------|---------------|------|--|--------------------------|
|                                 | 2011          | 2012 | 2011   | 2012                     |
| On site health screening        | 26%           | 29%  | 38%  | 26% (UK, IRL)            |
| On site flu vaccinations        | 44%           | 42%  | 36%  | 36% (UK, IRL, LA)        |
| Physical activity reimbursement | 26%           | 34%  | 34%  | 37% (UK, IRL, NL, India) |
| Wellness Challenges             | 16%           | 16%  | 12%  | 10%                      |

Our multifaceted participation metrics show steady, active engagement across several key health and wellness behaviors.

#### OUR WELLNESS 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
- > Regular Wellness Challenges with rewards and prizes
- > Tobacco-free workplace and cessation support
- > Promotion of wellness services offered by local health plans, such as health screenings, coaching, incentives to engage, and telemedicine
- > Support for work-life balance, healthy ergonomics, healthy eating and more
- > Reimbursement for Physical Activity and Weight Management Programs





### Clearing the Air

During 2012, we took steps to expand our tobacco-free workplace reach in collaboration with our Chief Medical and Scientific Officer and in order to comply with the new CEO Cancer Gold Standard global accreditation requirement. Locations in the US, Canada, UK and South Africa already had policies prohibiting tobacco use in buildings and grounds as well as no- or low-cost tobacco cessation support for employees, protecting 44% of our employees from the hazards of second-hand smoke and providing a strong motivation to quit. In mid-2013, we distributed a survey to HR and facility representatives in all other locations to gather information on current state and local considerations regarding a tobacco-free workplace. Once analyzed, we will use this information to inform our strategy and prioritization towards a global tobacco-free workplace.



### Less is More

Hemant Rehani, VP, India

“I use the reimbursement program and enrolled at the Zela Health Club near our office on January 7, 2013, with a New Year resolution of reducing 10 kg from my weight of 92 kg.

“The facilities were great, with a good atmosphere full of people focused on health, giving me the motivation to pursue my goal. There were no weights, no cardio machines...just plain old functional training on the floor. I experienced pain in muscles that I never knew existed in my body; I sweated like I had never before; but all this led to a transformation in my health and body. I was committed to working out at least 4-5 times in a week. Initially it felt difficult, but once the results started showing, I felt motivated to not miss even a single day.

“Against my target of reducing 10 kg in a year, I have already lost 16 kg in 10 months and have now revised my target to achieve a total weight loss of 18 kg instead of the original 10 kg this year. But the biggest benefit of all of this is that I feel healthier, more active and less lethargic through my everyday schedule.”



*Our Healthy U Healthy Q program has made impacts in the lives of thousands, and is recognized as a leader in the industry.*

### Stop... Hammer Time!

Deitra Wade, Customer Delivery Manager, US

“I currently enjoy working out. I started my workout journey a year ago as I taught myself how to run. As my kids cheered me on and my husband encouraged me in his drill sergeant voice, I quickly realized that exercising is not a popularity contest or instant gratification but a state of mind. I wanted to be healthy for me.



“As a manager I would come to work every day and listen to people’s stories about how they signed up for a 5K or they are going to do a Mud Run like me. And that is when it hit me, I will ask my Quintiles family if they would like to join my challenge... and they did.

“I had over 60 people asking to join. Basically we did 135 squats a day (three sets of 45 squats). Every day I would spontaneously send out an email to the select members that signed up. The subject line of the email would say, ‘Stop... Hammer Time!’ People knew to stop what they were doing and start doing squats. We accomplished our goal of 4000 squats for the month of May. But the most interesting thing happened – no one wanted to stop... they begged for me to keep the exercising at work going. I would like to encourage everyone to find a way to keep the momentum going. My team is willing to challenge another HUB at Quintiles with exercising at work.”

#### CSA DELIVERY TO OFFICES

- Community Supported Agriculture (CSA) is a program that connects consumers to local farms. Employees receive local fruits and vegetables that are ready for harvest each week. The farmers select the produce to be delivered, and often include recipe ideas and invitations to visit the farms.
- In support of healthy diets for employees and a more robust local food system, Quintiles organized CSA programs at our two largest US offices. Produce is delivered from the farms directly to our offices, making it very convenient for our employees to bring home fresh and local produce.



## Safety

Quintiles recognizes it is important to provide all employees with a safe and healthful work environment. In the US, our OSHA recordable injury rate for 2012 was 0.72, which is a 16% increase from 2011. However, our US employees lost 83 days fewer days due to a work-related injury as compared to the prior year despite an increase in the number of US employees. We attribute the increase in our total recordable injury rate to the heightened staff awareness of how important it is to report all workplace injuries and illnesses, no matter how minor. Quintiles' US injury and illness rates continue to be significantly lower than the average for our industry. Our total recordable injury rate was nearly 35% lower than the average rate for our industry (NAICS 541712) per the US Bureau of Labor Statistics occupational injury and illness data (year 2011 is the latest data available for comparison purposes at the time of this report). The lost workday case rate was also 10% lower than the average for our industry in the US in 2012.

In our previous Sustainability report, we indicated that we planned to begin calculating workplace incident rates at the corporate level. Our total OSHA-equivalent recordable injury rates in EMEA and APAC were 0.40 and 0.09, respectively. Including all Quintiles staff worldwide, our total recordable injury rate for 2012 was 0.28, which is 74% lower than the average for our industry. We are proud of our achievements in occupational safety and health, but recognize that we still have work to do to meet our stated goal of a 10% reduction in work-related incidents by 2015.

### EH&S COMPLIANCE

In 2012, we made progress on our corporate environmental, health and safety compliance reviews which we perform once every three years for our higher risk sites (laboratories and early clinical development locations). The reviews include checks on both regulatory requirements and Quintiles standard operating procedures and are an important part of our EH&S Management System. We conducted five such reviews in 2012 which resulted in 46 findings – none of which were deemed critical.



## KEY OBJECTIVES

In 2012 we continued our focus on employee engagement, health, safety, wellness and development programs. We are proud of all we have accomplished and also remain motivated to continually challenge ourselves to do better. The following is a review of our commitments and the progress we've made towards our stated objectives:

- > **Objective:** *Maintain or improve upon 2011 employee and new hire retention rates.*  
**Result:** New hire retention rates increased from 84% to 85%, and overall employee retention increased from 88% to 89%. Additionally, return from parental leave is a new metric we are tracking. In 2012, 86.5% of employees returned to work after their term of leave was completed.
- > **Objective:** *Achieve a 2% increase in employee engagement company-wide by 2012.*  
**Result:** Company-wide engagement improved by 3% in 2012.
- > **Objective:** *Extend employee wellness programming to 75% of employees by 2015 (measured from 2011 baseline).*  
**Result:** Impact of our *Healthy U Healthy Q* wellness program increased from 66% to 68% globally. In addition, progress has been made in the areas of tobacco-free workplace, employee assistance programs and online health and well-being assessment beyond the countries impacted by *Healthy U Healthy Q*.
- > **Objective:** *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).*  
**Result:** The OSHA recordable injury rate in the US went up 16%. However, US employees lost 83 days fewer to work-related injuries. The increase of 16% we believe we can attribute to better reporting and awareness among employees, so that incidents that would have gone unreported in previous years are now being recorded. Our total OSHA-equivalent recordable injury rates in EMEA and APAC were 0.40 and 0.09, respectively. Including all Quintiles staff worldwide, our total recordable injury rate for 2012 was 0.28, which is 74% lower than the average for our industry. The spirit of this objective, however, is being achieved as evidenced through a reduction in absenteeism due to injury.

## Public



Promote strong relationships with customers, patients, suppliers and our larger global community

## PATIENTS

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

## VOLUNTEERISM &amp; CHARITABLE GIVING

- > Supporting communities

## CUSTOMERS

- > Improving relationships

# MEASURING performance

## Engaging our stakeholders through collaboration and transparency

We are committed to continuing to deepen our relationships with all of our stakeholders: customers, patients, suppliers and our larger global community. These key constituencies require unique programs through which we listen to concerns and proactively find ways to share our vision and further our mission.

Recognition through industry awards demonstrates the ways we are making an impact in our industry and furthering a healthier world.

### AWARDS:

- > SCRIP CRO of the Year
- > Bioexcellence Award, Quintiles India
- > Web Health Award honoring ClinicalResearch.com
- > Best Asia Pacific by Frost & Sullivan
- > Best CRO in Asia at the BioPharma Asia Conference
- > Best CRO is the Vaccine Industry Excellence (ViE) Asia Awards



The SCRIP Awards acknowledge excellence in the biopharmaceutical industry, based on judging by an independent panel of life sciences experts. Being named CRO of the Year by SCRIP is a prestigious honor for Quintiles, the world's leading provider of biopharmaceutical services. It is one of the most competitive awards bestowed by SCRIP, and Quintiles has received it three times in the past four years.

## Patients

Improving the health of patients is the ultimate goal of all that we do. In addition to our commitment to protecting privacy and safety of patients, we continue to find innovative ways to engage patients in the drug development process.

In 2012 we continued to pursue online channels of patient engagement. More and more patients are finding health information online, with 57% citing the Internet as their first choice for research on health matters, ahead of their doctor, friends or family. We are focused on connecting with patients online and developing relationships through one-on-one dialog. An important part of our patient engagement strategy is to develop such relationships with patients online as individuals and not just a number. Through our online channels such as MediGuard.org, ClinicalResearch.com and Facebook we have built over 3 million patient relationships over the past 5 years, while at the same time maintaining their privacy.

Tapping the digital universe to engage patients provides numerous benefits including streamlining clinical research, proving 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. For example, 40% of patients say that they are very or extremely interested in participating in clinical trials. However, 68% of patients were never made aware of opportunities to participate in trials.

In the future we see numerous benefits to continue using online platforms to partner with patients to accelerate research and approval of medications. Researchers are being asked to do more with fewer resources.

There is a decrease in availability of funds for registration and non-registration research, and at the same time an increase in stakeholder demand for real-world data after approval. While sometimes overlooked as a stakeholder, patients are motivated to help others and many are enthusiastic about the opportunity to participate in new drug trials. Direct patient interaction has the potential to enable a paradigm shift in the conduct of both interventional and observational research.

**“I’m a firm believer in clinical trials.”**

– Rod Green has had arthritis for 20 years.

**“I get great personal satisfaction from being in a clinical trial.”**

– Joan Harrington lives with type 2 diabetes.

**“I would definitely do it again, there’s no doubt about it.”**

– Ella Howard has had asthma since she was 8 years old.

See more at: <http://www.clinicalresearch.com/patients/clinical-trial-testimonials.aspx>

## Customers

### KEY OBJECTIVES

*Achieve positive customer feedback on sustainability objectives and performance*

Since 2010, Quintiles has queried its important external stakeholders and customers on questions to promote “further understanding of stakeholder perceptions toward value in healthcare and medicine, and called upon open dialog and ongoing collaboration to foster an environment conducive to pharmacologic innovation.” For 2013, Quintiles committed to achieving positive customer feedback on sustainability objectives and performance.

## Suppliers

Quintiles continues to be committed to sustainable business practices. Based on internationally recognized standards, Quintiles has established a Supplier Code of Conduct, aimed at advancing social and environmental responsibility. Key sustainability elements addressed in the Code include fair labor practices, environment protection and compliance, and worker health and safety.

Working toward a more sustainable supply chain is a vital element to leverage risk and drive Quintiles business performance. The relationships that our company has with its supplier network are essential to service quality and customer satisfaction. Suppliers are also expected to implement proactive management systems to advance continual improvement efforts.

**For 2013, Quintiles committed to achieving positive customer feedback on sustainability objectives and performance.**



## Volunteerism

Providing the opportunity to volunteer and give back to the global communities where we operate is an important priority. There are several reasons why we find encouraging employees to volunteer is an important aspect of our engagement strategy.

### KEY OBJECTIVES

*Baseline of volunteer hours per site.*

- 1. Employees are able to contribute to projects and issues that they care about.** While improving health care is a drive we all share, our employees have diverse passions and we want to enable them to share their talents with those causes they feel strongly about. For this reason 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.** We are proud of the work we do and want to share it with the world. Because we of the value we place on personal relationships, volunteering provides a unique venue to share with people who we are and the work we do. For those unfamiliar with our company, volunteering by our employees allows face-to-face connections and provides local offices a chance to connect with their community, strengthen our ties to the regions where we operate.
- 3. Better understand our opportunities in improving global health.** As the health care industry becomes more complex and we acknowledge the systemic nature of how medicine and research fit within the larger context of global health, 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 and from a different perspective, and bring that insight to the work we do every day.

## Doing Good in Our Own Backyards

Because we believe it is our responsibility to contribute to our communities where we're located, we give each employee a half-day – a QDay subsidized by Quintiles – to devote to the charity of their choice.

One of the nice things about QDay: Everyone can join in, even home-based employees.

From October through December, U.S. employees took a day of their choice to serve great causes, working as individuals and with their colleagues. Combined, we gave 120,000 hours of our time to nonprofit organizations coast to coast. Projects included:

- > Packing and distributing food for local food banks
- > Pitching in at local animal shelters and pet protection societies
- > Helping build houses with Habitat for Humanity
- > Planting public gardens
- > Cleaning up beaches
- > Working on a construction project for a tiger rescue sanctuary
- > Reading with students at primary and middle schools
- > Creating care packages for American soldiers serving in foreign countries
- > Collecting and wrapping holiday gifts for foster children

Since 2009, QDay has been a hit — with charities and with the Quintiles team. One participant summed it up this way: “We not only got to interact with each other in an environment that invites camaraderie, but we served people who needed the help.”



## QDay

QDay has become a special day every year at our company, where employees take advantage of paid time to work in their communities. Introduced in 2009, employees can work individually or in teams to provide support for non-profit organizations. Activities range from helping to build housing and helping children read to working in homeless shelters and cleaning up public parks.



QDAY LITHUANIA



QDAY ATHENS



QDAY NORTH CAROLINA

## Philanthropy

It's our privilege to support and foster a culture of giving and social responsibility. We implemented the Quintiles Cares corporate philanthropy program to supply a structure and resource for employee giving and volunteerism. Our employees agree with this commitment — our corporate citizenship is the number one driver of our reputation among our staff. Since September 2008, our Q&Me program has matched employees' philanthropic gifts dollar-for-dollar up to \$250 annually. We also provide another \$75 to any organization that an employee volunteers with for 20 hours. Through this program, Quintiles contributes, on average, \$100,000 annually in matching gifts. When money gets tight, nonprofits are among the hardest hit. However, our executive management decided to fully fund Q&Me in the midst of other more conservative budget measures. Employees have also told us they appreciate our



commitment to community involvement through Quintiles Cares. Through an online application system, nonprofit organizations that support our corporate philanthropic targets — education in life sciences and biostatistics, women in science, and health and fitness — can apply for our support. It's bringing to reality a culture of corporate social responsibility. We created a website specifically to highlight the many nonprofit organizations and charitable causes we're supporting as a company and those supported with our Q&Me match. Volunteering is routine for many Quintiles employees. Some civic and charitable involvement is driven at the corporate level while other efforts are coordinated at the site or team level.

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## Donations

Raising nearly \$120,000 for the Leukemia & Lymphoma Society, Quintiles fielded the largest corporate team for the Nike Women's Marathon — and raised the second highest amount of any team at the event. Our runners represented five of our offices and many home-based employees.

As part of our fifth annual Leave Your Fingerprint on the Cure fundraising campaign, Quintiles helped raise more than \$27,000 to benefit the pediatric genetics division of the University of California, San Francisco's Benioff Children's Hospital.





# MEASURING *performance*

## About This Report

- > Quintiles relied upon the Global Reporting Initiative (GRI) G3 and G4 guidelines as the basis for data gathering. We will add new elements and data in support of the GRI guidelines in future reports.
- > This report covers the 2012 calendar year, unless otherwise stated.
- > Included in this report is information about our sustainability initiatives and operational data compiled from Quintiles' global operations; we conduct business in 100 countries. We indicate 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.
- > 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](mailto:sustainability@quintiles.com).

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