

Sustainability and citizenship report

2014



**Improve your probability
of success™**



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Section 1

Letter from the CEO





Our focus is and will remain firmly planted in bringing people and knowledge together for a healthier world.

Whether it's clinical research data, product information, employee engagement or impact on our communities, it is in this spirit that we have developed our third Sustainability and Citizenship report. The promotion of innovation, environmental responsibility and ethical business practices is central to our activities. This cultural foundation also extends to the communities in which we work and live. Our focus is and will remain firmly planted in bringing people and knowledge together for a healthier world.

We recognize that at the root of sustainability and corporate citizenship is a commitment to continuous improvement. This footing allows us to press forward on the journey while we focus on a structured balance based on quality, compliance, patient care and employee development. We continue to advance innovations in every aspect of our business to improve the lives of patients, maintain wellness and safety of our employees, enhance supplier relationships and support environmental stewardship.

The 2014 report demonstrates Quintiles' ongoing efforts to gather and analyze meaningful and relevant data related to material issues that are important to our stakeholders. You will see these efforts reflected in the many stories and successes presented.

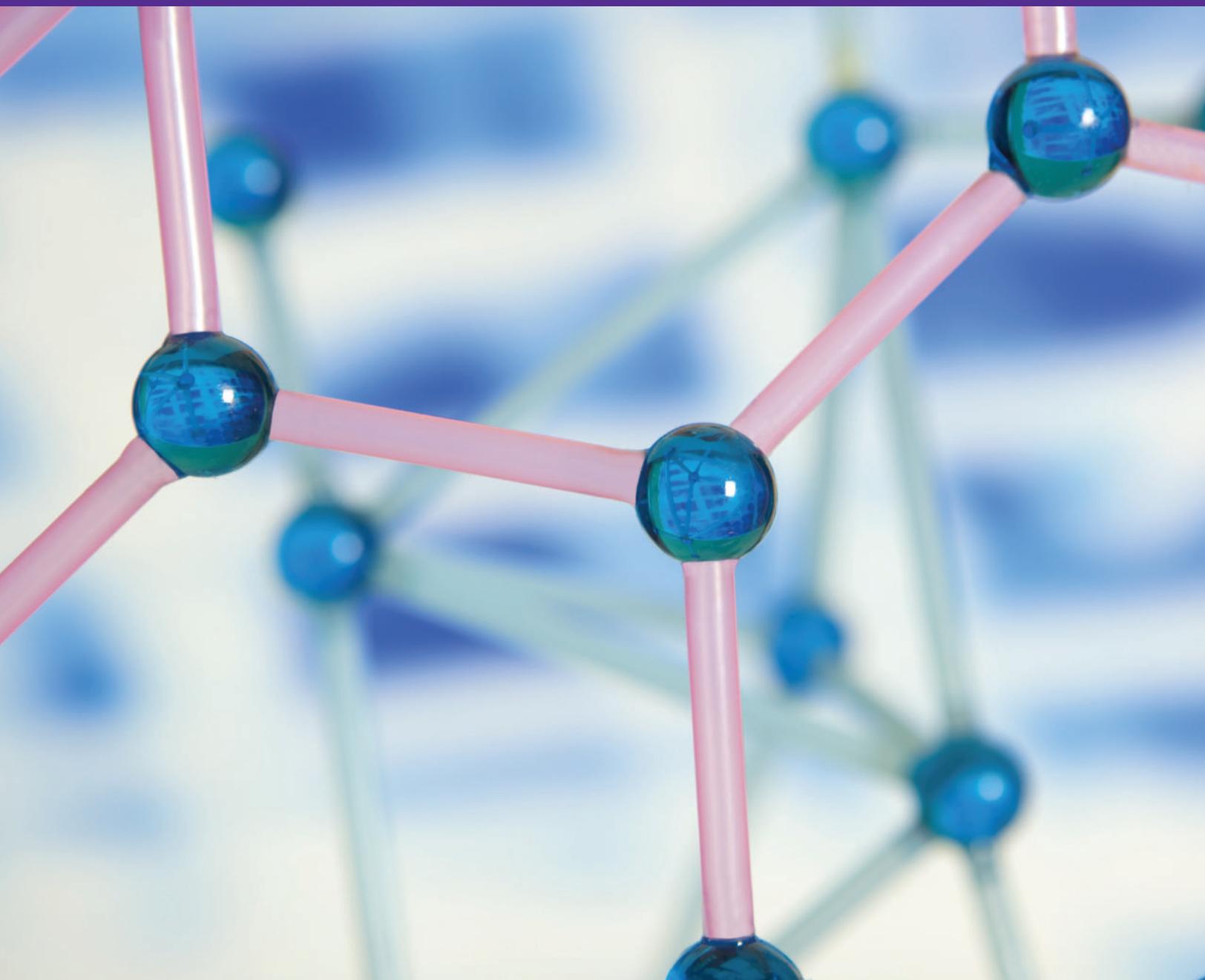
Thank you for your interest in our sustainability and citizenship programs. We expect to continue publishing information about our efforts in the years ahead. These publications will provide transparency regarding our efforts to improve our business practices, motivate our employees and engage with you, our valued stakeholder.

Our focus is and will remain firmly planted in bringing people and knowledge together for a healthier world.

Tom Pike
CEO, Quintiles

Progress summary

Our company-wide journey toward better sustainability yields tangible results.





In 2011 we set key objectives for three primary focus areas: People, Planet, 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

People

- **Objective:** Maintain or improve upon 2011 employee and new hire retention rates.
- **Result:** Employee retention rates have held steady at 89% and new hire retention has increased 3% since 2011, up to 88%. A new metric this year, high performer retention rate is 93%.
- **Objective:** Achieve a 71 percentile employee engagement company-wide by 2012.
- **Result:** Declined slightly to under 70% percentile engagement company-wide, due to organizational changes. We expect that this objective will trend upward in ensuing years.
- **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 remained the same in 2013, at 68% globally. However, progress has been made in the areas of tobacco free workplace, global wellness challenges, employee assistance programs and online health and wellbeing 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 Asia-Pacific facilities).
- **Result:** In the U.S., our lost time injury rate for 2013 was 0.27, which is a 25% decrease from 2012's 0.36. Our total recordable injury rate was 0.64 in 2013, which is 57% lower than the average rate for our industry. Our total incidents of "OSHA equivalent" work-related injuries in EMEA fell by 35% from 2012 whereas the number of reported incidents in APAC was flat.





Planet

- **Objective:** Reduce biohazardous waste volume by 15% by 2015 (from a 2011 baseline).
- **Result:** Biohazardous waste disposal increased slightly more than 13% at key laboratory sites in 2013 to 220, 885 lbs. When normalized by number of employees, Biohazardous waste disposal stayed fairly static compared to 2012 at 135.4 lbs./lab employee in 2013. This still represents a reduction of nearly 10% over the past two years. At the same time, Quintiles experienced an increase in business, including activities in which waste was generated, and training and awareness for employees in lab and production environments continued to result in improvements in waste disposal.
- **Objective:** Calculate Scope 1 and Scope 2 carbon emissions by the end of 2013 to establish a baseline value from which future reduction targets can be set.
- **Result:** In 2014, Quintiles submitted our first carbon emissions inventory to the Carbon Disclosure Project (CDP) for our 2013 emissions. Our score was benchmarked against 3400 other companies that responded to the CDP's 2014 supply chain information request. Overall, Scope 1, 2 and 3 emissions decreased by 4 percent. The Company produced 139,047 metric tons of carbon dioxide equivalent (MT CO₂e) greenhouse gas emissions in 2013. This represents a 4.1 percent reduction over 2012 (corrected to 144,884 metric tons).

CDP 2014 climate disclosure score

(Out of 100 total points)

Company	Disclosure score
Quintiles	89
CDP supply chain average	53

Disclosure scores are an assessment of the quality and completeness of a company's response; they are not a measure of a company's performance in relation to climate change management.

Category	Disclosure category score	Supply chain average category score
Governance and strategy	97	69
Risk and opportunity management	89	44
Emissions management	94	60
Verification	32	35

CO ₂ e	2012	2013	YoY % change
Scope 1	37,718	37,897	0.5%
Scope 2	36,635	36,787	0.4%
Scope 3	70,474	64,308	-9%
Scope 1+2	74,352	74,684	0.45%
Scope 1+2+3	144,826	138,993	-4%



- **Objective:** Reduce paper waste by 20% at Quintiles' larger sites by 2015 (from a 2012 baseline).
- **Result:** Data collected from U.S. sites indicated a 15% decrease in actual paper waste potentially generated for the larger U.S. sites between 2012 and 2013, and a total decrease of 23%, effectively achieving our objective in the U.S. Outside the U.S. where a number of suppliers are used, we are continuing to develop accurate methods and approaches to track data.

	2011	2012	2013	% decrease since 2011
Weight	443,065	401,942	341,328	23%

Pollution prevention metrics

In 2013, we increased our recycling percentage across 9 of 10 categories (especially cardboard, aluminum, 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%.

Waste reduction activity	2011	2012	2013
Recycling cardboard	77	79	84
Recycling paper	94	95	98
Recycling shredded paper	85	88	89
Recycling plastic	61	63	71
Recycling aluminum	35	36	46
Recycling glass	39	41	49
Installed energy efficient lighting	56	61	60
Recycling IT equipment	51	53	63
Purchasing green cleaning solutions	49	50	46
Recycling toner cartridges	76	79	79



Public

- **Objective:** Increase patient education on clinical trial participation.
- **Result:** Since our last reporting period, we continued to pursue patient engagement strategies to better educate and include patients in research. Patients are finding health information online, with 72% of internet users saying they have looked online for health information within the last year. Through our online channels such as MediGuard.org, ClinicalResearch.com and condition-specific Facebook communities, we have built and maintained over 3.4 million patient relationships within 7 countries since 2007. This important work is impacting many thousands for people to receive health services, clinical trial education and active connections to clinical research programs across the globe. Tapping the digital universe to engage patients provides numerous potential benefits including streamlining clinical research, demonstrating product safety and viability and accelerating adoption and adherence to research protocols. It has also led to more robust participation in clinical trials and reduced costs for recruiting participants.
- **Objective:** Establish baseline number of volunteer hours available to all employees.
- **Result:** For Quintiles, promoting innovation is central to our activities and this extends to our communities where we support initiatives in education, science and business. To this end, we continue to ascribe to three primary objectives:
 - » *Employees are able to contribute to projects and issues that they care about.* A central tenet of this philosophy is that we provide paid time to contribute to organizations where people feel called to serve.
 - » *Live our values in the communities where we do business.* Volunteering provides a unique venue to share with people who we are and the work we do. Volunteering by our employees allows face to face connections and provides local offices a chance to connect with their community, strengthen our ties to the regions where we operate.
 - » *Better understand our opportunities in improving global health.* As the healthcare industry becomes more complex, volunteering allows for our employees to take a larger view of the work we do and find opportunities for how we can better leverage our assets and expertise. Whether building homes for underprivileged communities, fundraising for domestic shelters or working for hunger relief, volunteering allows our employees to look at the world and from a different perspective, and bring that insight to the work we do every day.

Chapter 8 provides some additional details and accomplishments in our pursuit of volunteerism.



- **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.” For 2013, Quintiles committed to achieving positive customer feedback on sustainability objectives and performance. The company conducted a materiality assessment that included evaluating customer and stakeholder feedback on sustainability initiatives.



Overview

Connecting insights with superior delivery for better outcomes.





Quintiles continues to set a global standard as the world's largest provider of biopharmaceutical development and commercial outsourcing services. Our Product Development segment is the world's largest contract research organization.

We work with biopharmaceutical and other life science companies with services and solutions that improve their probability of success, connecting insights with superior delivery for better outcomes. With more than 32,000 employees working in about 100 countries, we have helped develop or commercialize all of the top-100, best-selling drugs on the market in 2013.

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

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

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.

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 maintaining a status quo. Our company values are critical to our success and we strive to embody them in every part of our business.

Teamwork

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

Leadership

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

Customer focus

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

Integrity

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

Quality

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

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



Section 4

Governance, ethics, compliance and quality

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





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

Governance

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' Executive Vice President. 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 earning and retaining the trust of our stakeholders and supporting our customers' continued success. Our Ethics and Compliance Program supports our sustainability and corporate citizenship initiatives.

Quintiles Ethics and Compliance Program includes:

- Assessing compliance risk
- Setting standards of compliance and ethical conduct set forth in company policies and procedures
- Raising awareness of compliance and ethics standards through training and 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



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, who reports directly to the Chief Executive Officer (CEO) and also reports independently to Quintiles' Board of Directors.

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

The Compliance Operations Committee (COC) is a cross-functional, executive level committee that supports the Chief Compliance Officer in overseeing the Company's compliance practices.

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

An important element of our ethics and compliance efforts is to garner customer and investigator feedback. Our feedback programs provide insights and recommendations that enable Quintiles to continually improve the customer and investigator experience. This structured governance system is built around a closed-loop process that allows us to detect, correct, and prevent study or delivery issues. Aggregate survey results contribute to corporate objectives and staff performance goals. The value of this program is evidenced by high response rates from customers and investigators.

Customer and investigator feedback program

Leveraging data to continually enhance customer and investigator experience





Governance, ethics, compliance and quality

2014 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. This code of conduct document is available in 14 languages.
- All employees receive core compliance training in the following: *Business Ethics, Privacy Awareness, Anti-Bribery/Anti-Corruption, prevention of Harassment in the Workplace, and the matrix of regulations that apply when Working in a Regulated Environment*. Completion rates for these required compliance courses are typically over 99%.
- We 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 utilize various communication methods including: a monthly newsletter, *The Wave*, that covers a specific topic each month; articles posted on iQ, Quintiles' intranet site; live presentations to targeted audiences; and videos featuring our senior executives and board members talking about ethical dilemmas they have faced.
- We conduct investigations of reported non-compliance and take corrective action as needed.
- We review areas of compliance risk to ensure that established policies and procedures are effective and being followed.
- 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.
- 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.



Research and Medical Ethics Program

- **Chief Medical & Scientific Office (CMSO)**

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

- » **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 (CORE) 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 and our subsidiaries and affiliates respect the relationships we have with our customers and respect the privacy of our employees, consumers, business partners and others whose Personal Information may be processed by Quintiles in the performance of our services, including individuals participating in clinical research studies. To that end, Quintiles has been widely acknowledged for our long-established and robust global data protection program that follows 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."



Section 5

Sustainability overview

Promoting global stewardship and behaviors that result in minimal impacts.





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 sustainable efforts, and to openly share our successes and future plans. In 2014, we continue to be guided by the Quintiles Sustainability and Corporate Responsibility 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:

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

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: People, Public, Planet.





This year, the committee focused on reviewing the new Global Reporting Initiative (GRI) G4 Guidelines and conducted a formal materiality assessment to calibrate our data collection and reporting process. The results of this assessment informed some changes in the data collected and reported in this report. Supplier outreach was increased in 2013 as an outgrowth of the new Supplier Code of Conduct that was rolled out in 2012. A new supplier portal is in progress and being implemented in 2014 for the supply chain program.

The materiality assessment evaluated business impacts and stakeholder exposure to determine issue relevancy of Environmental, Social and Governance (ESG) criteria to Quintiles. The assessment built upon data collected and reported by Quintiles in its previous two annual sustainability reports.

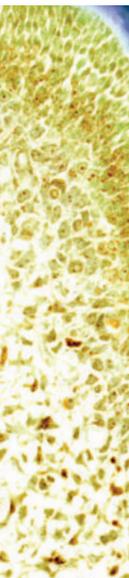
The intended outcomes of the materiality assessment were to:

- Target and prioritize the most significant environmental, health and corporate responsibility issues to manage in the short-term, at a scale that matches existing labor, financial and capital resources
- Proactively budget future resource allocations to address capital or resource intensive activities for long-term management and business continuity
- Acknowledge and integrate a wide variety of interested party concerns and perspectives into strategic business planning at an early stage
- Provide a foundation for continual improvement through structure risk assessment, action planning, and communication and reporting

What is “material” matters the most

In 2014, Quintiles made its first effort to conduct a formal “materiality” assessment in line with Quintiles 2014 Sustainability initiative. According to the Global Reporting Initiative (GRI), “material” issues include:

“Those topics that have a direct or indirect impact on an organization’s ability to create, preserve or erode economic, environmental and social value for itself, its stakeholders and society at large.”





Key sustainability topics and issues identified by Quintiles were largely derived from prior year's sustainability reports, Key Performance Indicators (KPI) and selected other GRI and Sustainability Accounting Standards Board (SASB) Healthcare Sector topics, and considered 1) the impact on Quintiles's ability to achieve its short and long term business objectives; 2) the level of concern to external stake holders, including the health care sector in general and critical enterprise accounts, specifically; and, 3) degree to which Quintiles can control or influence the outcomes and expectations related to each issue.

The resulting materiality assessment identified several areas deemed Critical for Disclosure, including:

- Corporate governance
- Responsible Labor Practices
- Employee Health and Safety
- Data Privacy and Security
- Board Independence
- Patient Safety/Rights

While a large set of criteria fell into the Important for Disclosure category, several criteria trended more toward being Critical for Disclosure, and included:

- Product Quality/Safety
- Responsible Supply Chain Practices
- Pollution Prevention/Waste Reduction
- Product Access to Low Income Patients
- Third-party Certifications
- Ethical Research & Development
- Societal Well Being of Product

Our materiality assessment considers both internal and external factors

This assessment served to frame Quintiles sustainability strategy in 2014, including documentation of sustainability objectives, targeted goals and metrics by which the company will measure and report its progress on addressing environmental, social and governance issues in future sustainability reports. Moving forward, the company will strive to integrate this materiality assessment with corporate governance policy frameworks, strategy and operations, and use this information as a way to inform stakeholders.



Section 6

Planet

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





The challenges and opportunities of reducing our environmental footprint.

Priorities

As our business continues to grow and expand globally, it's vital that Quintiles make every possible effort to manage the way our business practices impact the environment. From business travel to recycling and energy conservation, we are doing our part to lighten our environmental "footprint." Over the past three years, Quintiles has strived to continually improve its environmental performance through prudent management of its most significant environmental impacts. Since 2011, we have strived to manage our worldwide environmental footprint, especially in the areas of greenhouse gas management, waste management and energy conservation. Most recently, we completed our first submittal to the Carbon Disclosure Project (CDP), an international, not-for-profit organization providing the only global system for companies and cities to measure, disclose, manage and share vital environmental information.

We are committed to responsible environmental practices, to operate in full compliance with all relevant regulatory requirements, and to establish specific objectives and targets, where appropriate. Quintiles is also working more closely with key suppliers, including chemical, drug destruction and waste management companies to assure that their operational practices are in alignment with the Quintiles Supplier Code of Conduct.

Recognizing Quintiles' continuing responsibility to operate our business in an environmental and efficient manner, we remain committed to establishing meaningful and relevant environmental objectives and targets that align with our corporate mission and values.

Progress on key objectives:

- **Objective:** Reduce biohazardous waste volume by 15% by 2015 (from a 2011 baseline).
- **Result:** Biohazardous waste disposal increased slightly more than 13% at key laboratory sites in 2013 to 220, 885 lbs. When normalized by number of employees, biohazardous waste disposal stayed fairly static compared to 2012 at 135.4 lbs./lab employee in 2013. This still represents a reduction of nearly 10% over the past two years. At the same time, Quintiles experienced an increase in business, including activities in which waste was generated, and training and awareness for employees in lab and production environments continued to result in improvements in waste disposal.



- **Objective:** Calculate Scope 1 and Scope 2 carbon emissions by the end of 2013 to establish a baseline value from which future reduction targets can be set.
- **Result:** In 2014, Quintiles completed our first submittal to the Carbon Disclosure Project (CDP) for our 2013 emissions. Our score was benchmarked against 3400 other companies that responded to the CDP's 2014 supply chain information request. Overall, Scope 1, 2 and 3 emissions decreased by 4 percent. The Company produced 139,047 metric tons of carbon dioxide equivalent (MT CO₂e) greenhouse gas emissions in 2013. This represents a 4.1 percent reduction over 2012 (corrected to 144,884 metric tons).

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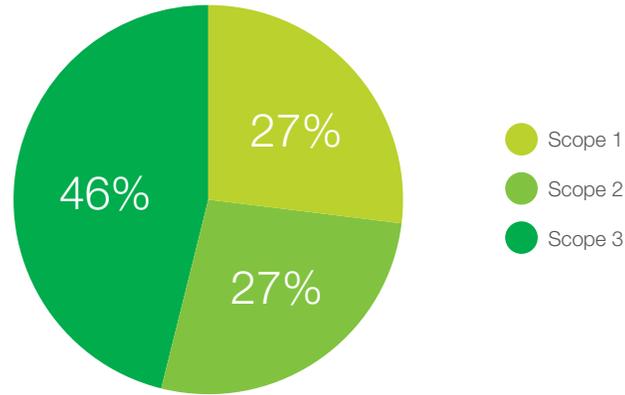
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CO ₂ e	2012	2013	YoY % change
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Scope 3	70,474	64,308	-9%
Scope 1+2	74,352	74,684	0.45%
Scope 1+2+3	144,826	138,993	-4%

Employee business travel by air and ground accounted for 46% of Quintiles' 2013 global emissions footprint worldwide. This represented a substantial reduction over 2012 percentage totals. Energy use accounted for the remaining majority of the emissions, at slightly over 25% of the total. All other emissions were de minimus, accounting for less than 1% of the total each. Based on a 2013 square footage increase of 0.3% and near flat absolute Scope 1 and 2 emissions growth, Quintiles' carbon intensity on a per square foot basis decreased by 1.1%. Based on 2013 FTE growth of 3.8% and near flat absolute Scope 1 and 2 emissions growth, our carbon intensity on a full time equivalent employee basis has decreased by 3.8%. Based on 2013 net service revenue growth of 3% and near flat absolute Scope 1 and 2 emissions growth, our carbon intensity on a per net service revenue basis has decreased by 2.6%. An analysis of Quintiles' GHG levels against other pharmaceutical and service related companies found that Quintiles' emissions intensity compares favorably, outperforming three out of five of the comparison companies.



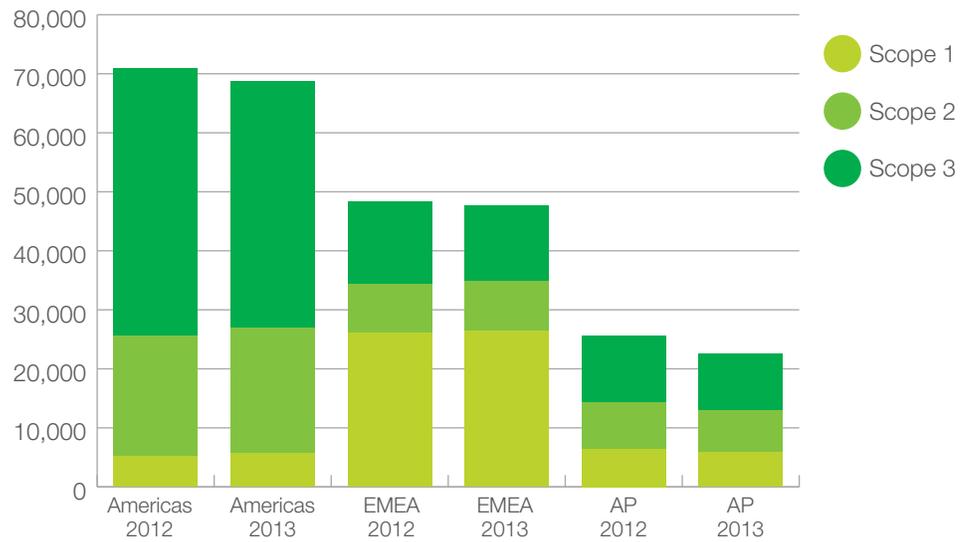
2013



Regional emission performance

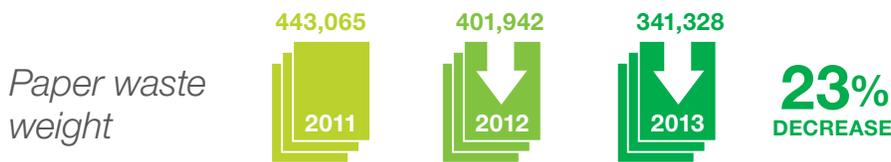
Regional performance was a reflection of the overall decrease in emissions as well, as shown below

2013





- **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 15% decrease in actual paper waste potentially generated for the larger U.S. sites between 2012 and 2013, and a total decrease of 23%, effectively achieving our objective in the U.S. Outside the U.S. where a number of suppliers are used, we are continuing to develop accurate methods and approaches to track data.



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

Pollution prevention

Reducing waste is a cornerstone of our sustainability efforts, and increasing recycling rates across the company is a key objective. In 2013 we continued to increase the percentage of sites engaging in waste reduction strategies in every category. 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.

In 2013, we increased our recycling percentage across 9 of 10 categories (cardboard, aluminum, 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.



Waste reduction activity	2011	2012	2013
Recycling cardboard	77	79	84
Recycling paper	94	95	98
Recycling shredded paper	85	88	89
Recycling plastic	61	63	71
Recycling aluminum	35	36	46
Recycling glass	39	41	49
Installed energy efficient lighting	56	61	60
Recycling IT equipment	51	53	63
Purchasing green cleaning solutions	49	50	46
Recycling toner cartridges	76	79	79

Energy

- **2013 energy usage** – 67,170,051 kWh (this figure includes all sites including estimated usage for leased assets). This represents a slight increase over 2012.
- **2013 natural gas usage** – 16,662,702 kWh (a reduction of 7 percent over 2012)
 - » 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. 2013 energy usage was 67,170,051 kWh. Although this is a slightly higher overall number than 2012, it encompasses more sites than in 2012, including leased assets, over an estimated 70% of Quintiles locations from the previous year. Our building area footprint increased in 2013 by slightly over 1.5%. 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.



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
- Shanghai, China
- Bangalore, India



Building Research Establishment Environmental Assessment Method (BREEAM) certification

- Edinburgh, Scotland
- Reading, UK (Europe/Middle East/Africa headquarters)
- Montreal, Canada (BOMA Certified)



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

The LEED Green Building Rating System™ is the accepted benchmark for the design, construction and operation of high performance green buildings. The LEED rating system was developed by the USGBC (United States Green Building Council) in an effort to develop high performance, sustainable buildings. At our Overland Park facility, for instance, we targeted a 25% reduction in indoor potable water use and 63% reduction in potable landscape water use as a result of innovative design and operations that led to the LEED status.

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.

Goal

To significantly 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 32,000 employees as of 2013 (expanding business to 100 active countries including 60 countries with physical operations). Despite the increase in employee headcount in 2013, there was a decrease in airline and company car miles, which was recalculated as part of the CDP submittal from 2012 to 2013. We believe that this is a direct result of enhanced efforts to optimize employee travel, increased teleconferencing and telecommuting activities.



Airline miles traveled

Company car miles traveled

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



Section 7

People

Create a workplace of highly-engaged,
safe & healthy employees





Quintiles has more than 32,000 employees working in over 100 countries.

Quintiles has more than 32,000 employees working in about 100 countries. Our company continues its commitment to creating and enhancing a culture where employee vitality and wellbeing are encouraged and embraced. The impact of this cultural norm has led to continued high performance, greater job satisfaction, and improved employee health. Our *Healthy U Healthy Q* program continues to make strides in positively impacting the lives of thousands, and is recognized as a leader in the industry.



Our focus on supporting Quintiles' employees fostered a continuing tradition of awards and recognition in 2013. Highlights in this year include Britain's Healthiest Company and Britain's Most Healthy Workplace, multiple country based Great Place to Work awards and we were honored again to be recognized as a Top Multinational Employer by the Great Place to Work Institute for the third year in a row.

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

We are pleased with the recognition we have received and enthusiastically share it with our employees. In addition to these achievements, we continued in 2013 to maintain a high 89% retention rate. We are proud of our continued high retention rate and remain confident that employees agree we are creating a truly world class workplace to thrive in.



Equal opportunity and wages

At the time of publishing this report, 62% of Quintiles staff are female and 44% of Quintiles senior management (defined as Associate Director level and above) are female. The percent of women hired in 2013 remained at over 50%. Quintiles compensates our employees competitively within local markets in our countries of operation.

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 situations when formal requests and/or executive sponsorship are 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 (EEO) policy statement, which helps to ensure all employees and their work are judged on merit and the effectiveness of their work alone. Training is offered to managers regarding EEO and Affirmative Action Policies. Quintiles establishes EEO 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. In 2012 and again in 2013, we mapped our Engagement Survey Values index to include High Inclusion organizations. Embracing race, ethnicity, gender and other measures of diversity, we believe we can be "an organization where every employee has a high sense of belonging as an accepted, welcomed and valued member in the larger organization...an environment where 'We' is everyone."



62%
of Quintiles
employees are
female



Professional development

Professional development is a priority at Quintiles. Why? Because we find that employees that are given the opportunity to continually advance professionally increases Quintiles capacity to achieve our long and short term business objectives. Employees own their own career and drive their development; managers provide support and ongoing feedback to help employees develop; and Quintiles provides the structure, processes, and tools to encourage development. This collection of resources enables employees to invest in the professional development and broaden their career perspectives. Quintiles is currently developing an interactive career portal to further promote lateral career paths and encourage internal talent mobility.

Employees have access to a robust portfolio of technical and professional development courses, with over 90% offered online or virtually to support our global workforce. Courses are designed using the 70/20/10 educational model, where 70% of what is learned is from job experienced, 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. Formal education and training opportunities include access to over 4,800 learning activities (self-directed, virtual or instructor-led), including a core compliance curriculum, role-specific curricula and more than 850 instructor-led courses. These are supplemented by additional online references and tools, communities of interest and forums provided outside of our corporate learning management system.

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

Leading and managing people consistently across the globe requires a core set of values, competencies and behaviors that are required for all leaders. In late 2013 Quintiles prepared for a 2014 introduction of a set of leadership competencies for leaders at all levels: Customer Centricity, Business Acumen, Influencing Others with Impact, Collaboration and Global Citizenship & Social Responsibility. These are intended to foster a common language and drive the pace of innovation and growth.



Employee opportunity helps us all achieve more



In 2013, our Human Resources department started collecting some core metrics to track our progress in attracting, developing and retaining talent. These include:

HR scorecard metric	2013 (baseline)
Percent acceptance	94%
Percent global retention	89%
New hire retention rate	88%
High performer retention rate	93%
Return to work retention rates after parental leave	85%
Project manager institute training [^]	yes
Average hours of training received by full-time employees – new hires	60
Number of courses for professional development, including Skillsoft	7500
Percent of high performers with an individual development plan (IDP)	40
Percent of Associate Director (34+) and above with an IDP	76
Total course completions	725,509
Total learning hours	393,364
Percent of professional development courses offered online or virtually	90

[^]Quintiles is a registered education provider (REP) with PMI. We have a total of 27 courses which offer up to 132 PDU credit hours towards obtaining and/or maintaining PMP certification.

Effective information and technology:

In order to develop solutions for our workforce that eliminates productivity roadblocks and helps to achieve a better work life integration, 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 integration and made a significant impact in our global efforts to reduce our carbon footprint. Our IT staff includes over 1,000 professionals working in multiple locations globally, including two Solution Centers in U.S. and India. This team provides our global workforce with 24/7 service operations.



There is nothing more valuable than employees who are engaged

Engagement

Quintiles views employee engagement from three key perspectives:

1. Supportiveness.
2. Productivity.
3. Advocacy.

Quintiles has taken large measures to assure that engagement efforts support organizational goals. There is nothing more valuable to our company than employees who are engaged in their work and feel supported and encouraged to help us fulfill our mission. Survey participation in 2013 increased by 3 percentage points since 2012 and continues to be at “best in class,” 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 to provide insight into the experience throughout the entire employee life cycle. The survey is paperless and fully administered online; the survey reports are in electronic format and available online.

In 2012 and 2013, communities of practice were established across the organization, each designed to encourage employees to discuss challenges and share best practices. These online communities continue to rely on effective social media technology such as discussion boards, blogs, wikis, and links to online resources in an effort to highlight examples of success and ideas on how others can replicate these best practices for themselves and their customers.

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.

The two questions along with our baseline 2013 results were:

74%
FAVORABLE

I am satisfied with the actions Quintiles is taking to be responsible through our sustainability commitment and practices.

75%
FAVORABLE

In my location, we take action to contribute to Quintiles sustainability commitment.

These results are very close to the benchmark values reported by our survey vendor.



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 wellbeing. 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 award-winning wellness program, aimed at helping employees attain and maintain optimal health.

Healthy U Healthy Q programming is location-based and as of this report date reaches out to employees in the following countries and regions. The percentages reflect the approximate percentage of our total global population in 2013.

Employee Health Management



Healthy U Healthy Q





2013 Healthy U Healthy Q Wellness Program Metrics

2013 total impact is 68% of the Quintiles global employee population

Region	Americas	EMEA	Asia
Employees in region (% of Quintiles global employee population)	9448 (35%)	5895 (23%)	2661 (10%)

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



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 integration, healthy ergonomics, healthy eating and more



Regular wellness challenges with rewards and prizes

Reimbursement for physical activity and weight management programs



One unique wellness challenge occurred in October of 2013, when more than 1500 employees from 15 countries participated in the month long "Good Nights, Great Days" Sleep challenge. Participants tracked the duration and quality of their sleep while receiving weekly e-mails with information about the importance of sleep and tips on how to



improve their duration and quality. Participants from all over the world reported significant improvements in their awareness of sleep hygiene, notable outcomes from increased duration and quality of sleep and gratitude that their company focused on sleep. Those who complete the challenge were entered into a drawing for a gift card.

Clearing the air

During the past two years, we've taken 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 U.S., 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 45% 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. 64% of the targeted individuals responded, providing data for 89% of the targeted offices and 93% of the targeted countries. There were two offices in which respondents estimated that tobacco use by Quintiles colleagues was greater than 40%, and 17 offices with estimated prevalence of 21%-40% tobacco use. Of these 19 offices, 6 had an estimated > 50 tobacco users on site. We considered them priority offices for consideration of direct intervention and proceeded with detailed discussions with HR, facilities and business representatives. These discussions centered around local norms, practices and regulations, the identification of opportunities to support employees who wanted to quit and changes to the physical environment that would discourage tobacco use. Once completed, we will draft a global tobacco free workplace policy and set a timeline for implementation. This measured approach is designed to ensure local ownership and investment in the health of employees.

2013 *Healthy U Healthy Q* wellness program metrics

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

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



Perhaps even more important than quantitative metrics is the impact of the Quintiles culture of health on employees. Three employees shared how working at Quintiles made a difference in their health and wellbeing.



My first cyclothon

Aneri Gupta – Quintiles India

In August 2013, during my hospitalization due to Dengue, I looked in my past I realized that I was very active during my college days, which was 3 years back, and I used to participate in different types of sports like cricket, throwball, athletics, etc. I realized that I hardly devote any time for physical activity. After I got completely recovered, I decided to exercise for at least half an hour a day, so I took up cycling in the morning. I began my cycling initially with 4 km stretch and then increased it by 0.5 km every day. Later I increased it to 16 km every day and then 25Km twice a week. During that time I heard there is a cyclothon that is being organized in my city and decided enroll for it. I started practicing for it and also bought a cycle with 21 gears which was suitable for race. I had only practiced for 33Km before the race and had taken part in 50Km lap. Finally the day arrived and I wanted to complete 50Km lap which I achieved with my practice and determination. At one point of time, when I was 10km short of the finishing line, I thought of withdrawing from the race, but then I realized that I am moving away from my aim. This motivated me and I finally completed 50Km lap within 2 hrs 37 minutes. This was with only 4 months of practice. If I would have not taken this exercise I would have just been following the daily routine of going to office and sleeping back without bothering my body with any physical work. This also made me realize that there is lot of energy in me which I never tapped and always thought that I am limited in certain things.

My little advice to my colleagues is to make a point in life to do physical exercise for minimum 30 minutes a day regularly to discover their inner strengths.



I did it, so can you! From 332 lbs to 221 lbs

Richard Blackburn – Atlanta, GA, USA



August 4, 2013, a group of co-workers & I decided to start a “Biggest Loser” competition. At initial weigh-in, I weighed 332 lbs. My wife & I had been saying we needed to get into better shape as our 50th birthdays were in 2014 and we planned to go on an around the world 3 month trip. So I decided to join in and chipped in my \$10 (15 people joined).

The prize was for the largest percentage lost in 3 months. I lost 68 lbs for a total of 20% and was weighing 264. I won \$150. Most of the group and some additional co-workers decided to do it again; same rules starting January 1, 2014. Once again I chipped in \$10 thinking I would pay it forward and someone else would win.

In this 3 month “Biggest Loser” I lost 37 lbs for a total of 16% down to 227 and won again (another \$140). In the meantime I had changed from a 46” waist pants to a 34” waist pants and spent way more than the \$290 prize money on clothes BUT it was worth it! Since then I have dropped down to a low of 211, gone backpacking in New Mexico with my nephew (90 miles in 10 days) and have started section hiking the Appalachian Trail.

What changes did I make in my life to bring this about? I started using an app to track my food intake, daily exercise, & eating 6 small meals a day. The biggest food changes I made were to start eating more fruits and vegetables and less meat (stopped ordering the 18oz ribeye and started splitting the 8oz ribeye with my wife). We refer to it as “meat on the side” eating. I also reduced my alcohol consumption, used healthier cooking oils, and lowered starch and fat content. Another change I made was walking the dog every day between and 2 to 4 miles, and parking my car on the 5th floor of our work parking garage, then taking the stairs up and down to the office each day.

I still use the app to track my food/exercise while in maintenance mode and have stayed steady between 211 and 217 for 3 months now.



9 Insights: When I was on sick leave

Manish Harsh – Quintiles, India

I always believed that every situation is an opportunity. I underwent a surgery on my spine in an emergency situation and it took me almost 45 days to come back to normal life.

There was discomfort, both emotional and physical, and that is obvious. But I have seen a very different side of my personal and professional life and thought to share with you what I realized.

My 9 Insights:

1. Life (or business) moves smoothly whether you are there or not. Workload is something we create as a “hype” in our heads.
2. My true friends and well-wishers will surface when I am in trouble.
3. I think more of my mail box and mobile than anything else.
4. Efficiency (or inefficiency) of my team is more apparent in my absence. Rightly said at Quintiles: “Quality is what you are doing when no one is watching.”
5. I have a professional hazard – checking mails every 30 mins. It becomes OCD (Obsessive Compulsive Disorder) if I have my smart (huh) phone connected to organization’s server.
6. Work Life Balance – It’s just not my manager’s or management’s job. I play the key role. I need to take steps to create it first.
7. Three good thing happens when I am not in good health but lucky otherwise. I lose weight, I get attention, my workload is taken care of by peers.
8. A good manager is as important as good life partner. Imagine life if one of these two is difficult to manage.
9. A great organization not only gives you the right opportunities and good salary but also has processes/policies which help you when you are having tough time.

Thanks to Quintiles for being so supportive during this time.



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.

Safety

Quintiles recognizes the importance to provide all employees with a safe and healthful work environment. In the U.S., our lost time injury rate for 2013 was 0.27, which is a 25% decrease from 2012's 0.36. This is likely attributable to an increase in the number of U.S. employees combined with heightened staff awareness of how important it is to report all workplace injuries and illnesses, no matter how minor. We have also enhanced the ability for staff to report these incidents via an internal online portal. Quintiles' U.S. injury and illness rates continue to be significantly lower than the average for our industry. Our total recordable injury rate was 0.64 in 2013, which is 57% lower than the average rate for our industry (NAICS 541712) per the U.S. Bureau of Labor Statistics occupational injury and illness data (year 2010 is the latest data available for comparison purposes at the time of this report). In our previous Sustainability report, we indicated that we planned to begin calculating workplace incident rates at the corporate level. Our total incidents of "OSHA equivalent" work-related injuries in EMEA fell by 35% from 2012 whereas the number of reported incidents in APAC was flat.

Total recordable
injury rate 57%
lower than
industry average



EH&S Management System

In 2013, we started planning to certify our corporate environmental, health and safety management system to ISO 14001 and OHSAS 18001 standards by 2015. This would expand our current ISO 14001 certification which currently only applies to our UK sites.

Key objectives

In 2013 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:

Maintain or improve upon 2011 employee and new hire retention rates

Employee retention rates have held steady at 89% and new hire retention has increased 3% since 2011, up to 88%. A new metric this year, high performer retention rate, is 93%.

Achieve a 71 percentile employee engagement company-wide by 2012

Declined slightly to under 70% percentile engagement company-wide. We expect that this objective will trend upward in the future.

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

Impact of our *Healthy U Healthy Q* wellness program remained the same in 2013, at 68% globally. However, progress has been made in the areas of tobacco free workplace, employee assistance programs, global wellness challenges, and online health and wellbeing assessment beyond the countries impacted by *Healthy U Healthy Q*.



Proud of all we have accomplished in this area



Section 8

Public

Engaging our stakeholders through collaboration and transparency





Engaging our stakeholders through collaboration and transparency

A profound shift is occurring that demands an integrated model for the discovery, development and delivery of healthcare solutions that encompass the entire healthcare continuum. This shift requires stakeholders to think holistically about their business processes, focusing on quality, cost and value outcomes that can be achieved only through transparent partnerships with peers and competitors. To that end, Quintiles is committed to continuing to deepen our relationships with all of our stakeholders: customers, patients, suppliers and our larger global community.

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

Awards Highlights for 2013:

- SCRIP CRO of the Year
- Best CRO in Vaccine Industry Excellence Awards
- Bioexcellence Award, Quintiles India
- PharmaTimes International Clinical Research of Year
- Web Health Award honoring ClinicalResearch.com
- Best Asia Pacific by Frost & Sullivan
- Best CRO in Asia at the BioPharma Asia Conference

Leadership in business technology innovation in the 2013 InformationWeek 500 for the fifth year in a row.



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.

Since our last report in 2013 we continued to pursue patient engagement strategies to better educate and include patients in research. Patients are finding health information online, with 72% of internet users saying they have looked online for health information within the last year. We are focused on connecting patients with research by meeting them where they are in their health journey. An important part of our patient engagement strategy is to support patient relationships with valuable information and tools and not see patients as merely data points.

We model this strategy through the custom-built patient communities we develop for our customers and via the management of our own Quintiles patient communities. Through our online channels such as MediGuard.org, ClinicalResearch.com and condition-specific Facebook communities, we have built and maintained over 3.4 million patient relationships within 7 countries since 2007. This important work is impacting many thousands for people to receive health services, clinical trial education and active connections to clinical research programs across the globe. Tapping the digital universe to engage patients provides numerous potential benefits including streamlining clinical research, demonstrating product safety and viability and accelerating adoption and adherence to research protocols. It has also lead 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 potential 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.

More than
3.4 million patient
relationships
within 7 countries
since 2007



Customers

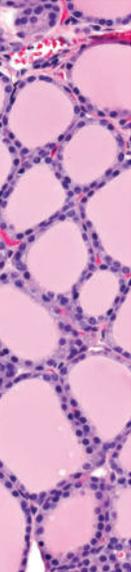
Key objective

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

In 2014, Quintiles continued to expand its efforts to drive sustainable business practices through its supply chain. Quintiles is committed to fair and sustainable business practices. We hold suppliers to those same high standards through our Supplier Code of Conduct which is shared and agreed to by those with whom we do business. In addition to incorporating the Code of Conduct and its principles of advancing social and environmental responsibility into our purchase orders, we work closely with our key alliance partners to ensure that long term contracts include these principles and that our suppliers’ standards and values align with our own. During our rigorous supplier qualification process, we use a risk-based analysis to initiate additional scrutiny of the sustainability practices of certain suppliers to ensure that we identify and leverage potential risk, not only to Quintiles but to its suppliers. 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 our business success and customer satisfaction. Suppliers are also expected to implement proactive management systems to advance continual improvement efforts.



“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>



Volunteerism

Quintiles supports a culture that encourages employees to give time and effort to their communities. At the corporate level we place a focus on causes that are aligned with our goals and support employees who contribute at a personal and/or local level.

For us, promoting innovation is central to our activities and this extends to our communities where we support initiatives in education, science and business.

Key objective

Baseline of volunteer hours per site

1. *Employees are able to contribute to projects and issues that they care about.* While improving healthcare 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 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 healthcare 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

Quintiles fundamentally believes that our work has the potential to improve the lives of people living in the community. As in previous years, we continue to see the advocacy and advancement of this science as our ultimate corporate responsibility.



And because we believe it is our responsibility to contribute to our communities where we are located, we give each employee a half-day – a QDay subsidized by Quintiles – to devote to the charity of their choice. QDay was first recognized by the Great Place to Work® Institute multinational workplace award in 2011.

Employees can volunteer their time on their QDay for any charitable, not-for-profit organization, as well as local schools. Some choose to volunteer individually, while others give their time as teams, often volunteering with fellow members of their business units or functional teams. Home-based employees also get to participate in the program. Employees are then encouraged share how they spent their QDay and post pictures via a designated page on the Quintiles intranet, as well as the company’s social media accounts.

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 estimate that we gave 120,000 hours of our time to nonprofit organizations. 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



120,000 hours of our time to nonprofit organizations

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 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.

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 per person 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.

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.

Quintiles employees are involved in a wide variety of team events supporting research in numerous therapeutic areas. These include Komen for the Cure, the Leukemia & Lymphoma Society, Cystic Fibrosis Foundation and the American Heart Association, to name a few. In addition, the Quintiles Cares Committee oversees grants to domestic and international nonprofit organizations.

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.

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About this report

- Quintiles relied upon the Global Reporting Initiative (GRI) G3 and G4 guidelines as the basis for data gathering (www.gri.org). In addition, we considered the Healthcare Sector sustainability criteria established by the Sustainability Accounting Standards Board (<http://www.sasb.org/sectors/health-care/>).
- This report covers the 2013 calendar year, unless otherwise stated.
- Included in this report is information about our sustainability and corporate citizenship initiatives and operational data compiled from Quintiles' global operations; we conduct business in about 100 countries. As with prior reports in 2011 and 2012, it is indicated throughout the report which sites or regions are included in the various metrics. Data integrity and reliability is maintained through a periodic review of the systems used to collect the information.
- 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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