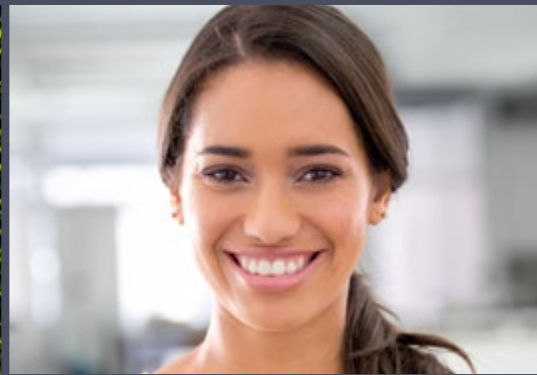


20
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Sustainability
Report



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Ari Bousbib
Chairman and Chief Executive Officer
United States

Letter from the CEO

Dear Stakeholders,

Welcome to IQVIA's 2020 Sustainability Report.

IQVIA's mission is to enable our clients to accelerate the advancement of innovative medical treatments that improve healthcare outcomes for patients. This past year, more than any other, highlighted the importance of this mission and the critical role we play in improving human health and the well-being of people all over the world. The COVID-19 pandemic that defined 2020 upended our world and dramatically changed people's lives – both personally and professionally. Despite these challenges, our company came together in 2020, adapted to the new environment, remained focused and delivered on our commitments to all stakeholders.



A year unlike any other

At the onset of the pandemic, our immediate priorities were to ensure the health, safety and well-being of our employees, customers, patients, healthcare professionals and suppliers with whom we frequently interact. We moved quickly to shift our global employee population to remote-based working, while ensuring the security and continuity of our commercial and clinical trial operations. We took a long-term view of this pandemic and avoided large-scale job restructuring and base compensation reductions in anticipation of a sharp recovery, due in part to demand for new COVID-19 treatments and vaccines. Executive leadership across our company volunteered to forego a portion of their pay to fund IQVIA Cares, a program that provided financial aid to more than **2,200 employees** around the world suffering from personal hardship as a result of the pandemic.

IQVIA's unique capabilities positioned us to help the world manage through this pandemic. Throughout 2020, we engaged weekly with life sciences companies, healthcare providers and government bodies to provide advice, analysis and resources to help manage and plan for the pandemic. We deployed our field-based resources and lab facilities to support large-scale diagnostic testing and patient monitoring to governments around the world. We continued to innovate by launching the first technology-enabled COVID-19 Trial Matching Solution to help connect at-risk individuals to COVID-19 research projects, as well as launching the IQVIA CARE project registry to help drive a better understanding of COVID-19. To-date our clinical teams have been involved in more than **300 clinical trials** for COVID-19 treatments and vaccines. In total, IQVIA has recruited nearly **100,000 patients** into clinical trials related to COVID-19.

All of the actions taken during this unprecedented crisis strengthened our culture, increased engagement, fostered loyalty and accelerated innovation. The ongoing dedication of our employees has been exceptional since this crisis started, and I continue to be thankful for their dedication.



Strengthening our commitment

Against the backdrop of the pandemic, our commitment to sustainability and citizenship remained steadfast throughout the year. We continued to enhance our strategy and work towards making sustainability and citizenship an integral part of our culture.

These efforts are critical to our long-term success. We know that our employees want to work for a company that considers its impact on the planet, including the communities where we operate; our customers want a partner that conducts business ethically and responsibly; and investors want to understand how we manage the opportunities and risks associated with running our company in order to help ensure sustainable growth.

In 2020, we took several important steps to strengthen our commitment, including:

- **Strengthened Board governance** by appointing a Board member to provide Board oversight of our Sustainability and Corporate Citizenship program
- **Reinforced our ethics and compliance program** through enhanced policies, management certification of compliance and the addition of ethical practice goals to all employee's objectives
- **Joined the UN Global Compact**, selecting four UN Sustainable Development goals to work towards as a company
- **Enhanced our diversity and inclusion programs** to benefit employees across the company. An example of which is the Black Outreach & Engagement Initiative to improve engagement among Black colleagues
- **Increased disclosure on diversity and inclusion**, providing key demographic data on our workforce in public filings

- **Conducted a materiality analysis recommended by the Sustainability Accounting Standards Board (SASB)** to identify and prioritize the most relevant sustainability issues and risks to our customers, employees and investors.

Throughout the year, our biggest commitment remained to our people, who we care deeply about. Our employees also care deeply about the work they do, especially during the pandemic, and the pride they have shown has been remarkable. We are thrilled to be able to share photos of many of them throughout this report, with their consent.

Looking ahead

IQVIA is uniquely positioned to address some of healthcare's most complex problems. We remain committed to our mission of improving healthcare outcomes for patients around the world. We will achieve this through our strategy of intelligently connecting our unparalleled healthcare information, analytics, technology and scientific expertise to accelerate the clinical development and commercialization of innovative medical treatments.

Thank you to our dedicated employees across the world, as well as our customers, stockholders and countless partners. Our success would not be possible without the continued and meaningful engagement by each and every one of you.

Ari Bousbib
Chairman and Chief Executive Officer



Introduction



Michelle Ng
Senior Clinical Project Manager
Australia



Durham, North Carolina
United States

About IQVIA

We are a leading global provider of advanced analytics, technology solutions and clinical research services to the life sciences industry. We create intelligent connections across all aspects of healthcare through our analytics, transformative technology, big data resources and extensive domain expertise. IQVIA Connected Intelligence™ delivers powerful insights with speed and agility – enabling customers to accelerate the clinical development and commercialization of innovative medical treatments that improve healthcare outcomes for patients.



IQVIA Connected Intelligence™

Connected Intelligence brings together our expansive portfolio of capabilities, unparalleled data, advanced analytics and data science, innovative technologies and healthcare expertise to create intelligent connections that meet complex customer needs. Connected Intelligence provides new levels of value across clinical, compliance and commercial for pharma, med tech, payers, providers and regulators.

Introduction

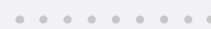


Ross Brotherston
Medical Lab Technician
United Kingdom

We have one of the largest and most comprehensive collections of healthcare information in the world, which includes more than one billion comprehensive, longitudinal, non-identified patient records spanning sales, prescriptions, promotions, medical claims, electronic medical records, genomics and social media. We standardize, curate, structure and integrate this data by applying our sophisticated analytics and leveraging our global technology infrastructure. This helps our clients run their organizations more efficiently and make better decisions to improve their clinical, commercial and financial performance.

We are a global leader in protecting individual patient privacy. We use a wide variety of privacy-enhancing technologies and safeguards to protect individual privacy while generating and analyzing information on a scale that helps healthcare stakeholders identify disease patterns and correlate with the precise treatment path and therapy needed for better outcomes. Our insights and execution capabilities help biotech, medical device and pharmaceutical companies, medical researchers, government agencies, payers and other healthcare stakeholders tap into a deeper understanding of diseases, human behavior and scientific advances, in an effort to advance their path toward cures.

Our company's purpose is to enable life sciences clients and broader healthcare stakeholders to accelerate the clinical development and commercialization of innovative medical treatments that improve healthcare outcomes for patients.





2020 numbers

Approximately

70,000

employees worldwide



Operating in **100** countries



Revenue

\$11.4 billion

Adjusted EBITDA

\$2.4 billion

Adjusted diluted earnings
per share

\$6.42

Free cash flow

\$1.34 billion

+1 billion

non-identified patient records





Select 2020 Awards and Recognitions



- 2020 **FORTUNE**: World's Most Admired Companies®
- **Forbes**: World's Best Employers 2020
- **Fierce Innovation Awards**: Life Sciences Edition – IQVIA eCOA, Digital Health category
- **American Business Awards**: Gold Winner for Technology Innovation of the Year (RIM Smart) and Silver Winner for Most Innovative Company (IQVIA)
- **Life Science Leader CRO Leadership Awards**: won in the categories of expertise (small pharma) and Phase IV (overall, small pharma)
- One female executive leader was named to the **2020 PharmaVOICE 100** list of most influential and inspiring leaders in the life sciences industry; and one female executive was awarded the **2020 PharmaVOICE Red Jacket Honor** after being recognized multiple times as a PharmaVOICE 100.





Our commitment to sustainability and citizenship

We continually look for ways to advance and strengthen our sustainability and citizenship efforts. Recognizing the importance of transparency, we strive to openly share our successes as well as our plans for the future. Our sustainability and citizenship program currently includes:

- Monitoring and addressing how our operations affect local communities and broader regions globally
- Serving employees and community neighbors through policies and practices that promote social betterment and environmental stewardship
- Ensuring that all our suppliers are aware of our sustainability and citizenship efforts and using our Supplier Code of Conduct to outline expectations and encourage suppliers to advance their own social and environmental efforts
- Driving integration of sustainability and citizenship into the work environment and business performance
- Recognizing and understanding the impacts of climate change on our business
- Requiring employees to use resources responsibly and efficiently by minimizing waste and helping to preserve water and natural resources
- Creating employee working groups focused on charitable giving, community programs and increasing our environmental efforts
- Growing our network of Employee Resource Groups, which provide a framework for employees to connect, collaborate and support our values.



Introduction



Throughout 2020, we continued to partner with our customers to help drive their efforts as well as engage in external initiatives. We also strengthened our sustainability governance and enhanced our sustainability and citizenship strategy. Our goal is to continue to build on our efforts and further embed sustainability and citizenship into our culture and operations.

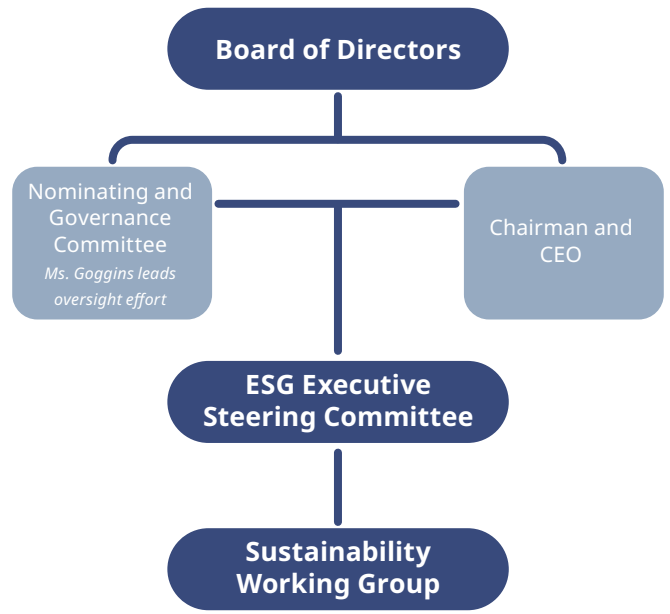
Sustainability governance

We have multiple levels of oversight for sustainability and citizenship. Our ESG Executive Steering Committee is comprised of senior leaders and is responsible for setting our sustainability strategy. In addition, a working group of key functional leaders focuses on implementing sustainability policies and processes across our operations. The working group includes representation from Human Resources, Legal, Ethics and Compliance, Health and Safety, Corporate Communications, and Business Development. It regularly reports on progress towards the three pillars of IQVIA's sustainability program – planet, people, public – to the ESG Executive Steering Committee and CEO.

In 2020, the Nominating and Governance Committee of our Board of Directors enhanced its oversight of our Sustainability and Corporate Citizenship program by appointing Committee Member Colleen Goggins to lead sustainability oversight on behalf of the Board and the Committee. Ms. Goggins meets quarterly with the ESG Executive Steering Committee to receive updates on the status of progress against our sustainability commitments while providing feedback and guidance. She regularly updates the Committee and full Board on our efforts.

Materiality assessment

In 2020, we initiated a materiality assessment, consistent with the principles of the Sustainability Accounting Standards Board (SASB). We asked key stakeholders –



including investors and customers – to identify material sustainability issues within our business. Our objective is to help ensure we integrate relevant opportunities and risks into our business strategy.

We will use our materiality assessment to identify sustainability opportunities across our business operations and across our supply chain. The assessment is in progress and will be further developed during 2021. Based on preliminary feedback from stakeholders, areas identified as most material to our business include data privacy, cyber security, and diversity & inclusion. Throughout this report we provide further detail and expand on our management approach to these topics. The materiality assessment will be reviewed periodically to help ensure that our strategy is focused on the right areas and incorporates the changing sustainability landscape.



United Nations Global Compact

In 2020, we joined the UN Global Compact to affirm our commitment to embed sustainability across our business. As part of the development of our sustainability and citizenship strategy, we have identified four UN Sustainable Development Goals (SDGs) that we believe IQVIA can have the most impact towards advancing. In addition, we have created a target to pace our progress against addressing one of these SDGs (#12) and have committed to create a target for a second SDG (#13) by 2023. We will report on our progress each year.

WE SUPPORT



Sustainable Development Goals

Statement of Commitment

3 GOOD HEALTH AND WELL-BEING



We use our data insights and clinical expertise to help our partners accelerate access to more advanced and affordable healthcare treatments around the world.

5 GENDER EQUALITY



We are committed to maintaining a culture of inclusion in which women and people from diverse backgrounds can fully contribute to the growth and success of our business. Currently 59% of our workforce, and 51% of our managers, are female.

12 RESPONSIBLE CONSUMPTION AND PRODUCTION



We are committed to reducing waste and will remove 100% of single-use plastic in all our office facilities by the end of 2021.

13 CLIMATE ACTION



In recognition of the need to reduce our environmental footprint and progress towards becoming carbon neutral, IQVIA will set a science-based target, certified by the Science-Based Targets initiative (SBTi), by the end of 2023.



Dean Summerfield

*Senior Vice President, Real World and Commercial Services, EMEA
United Kingdom*

Corporate governance

The Board is responsible for supervision of the overall affairs of the company. The Board oversees our senior management, to whom it has delegated authority to manage the day-to-day operations of the company. Members of the Board are kept informed of our business through discussions with our Chief Executive Officer and other officers, by reviewing materials provided to them and by participating in regular, as well as special, meetings of the Board and its committees: Audit Committee, Leadership Development and Compensation Committee and Nominating and Governance Committee.

We believe that a strong corporate governance framework is essential to our long-term success. We are committed to adopting and following strong corporate governance practices because we believe that such practices promote an environment of accountability for the Board and our senior management and otherwise promote the long-term interests of our stockholders.

Highlights of our corporate governance practices and policies include, but are not limited to:

- **Independent Board and Board Committees:** All our directors are independent except for our Chairman and Chief Executive Officer, and each of our three Board committees is composed solely of independent directors.
- **Annual Board and committee self-assessment process:** The Board and each Board committee, led by their respective chairs, conducts a self-assessment annually to determine whether it is functioning efficiently and meeting its governance responsibilities.
- **Active stockholder engagement:** We regularly meet with our stockholders to better understand their perspectives, and we enhanced our stockholder engagement and outreach efforts in 2020.

You can read more about our corporate governance practices in our [2021 Proxy statement](#).



Ethics and compliance

Wherever we do business in the world, ethics and integrity form the core of everything we do. Each of our employees' decisions and actions shape our reputation and propel our business forward. Our Code of Conduct sets forth the responsibilities we share for ethical business conduct. The foundation of our commitment to ethics and integrity is outlined in our Code of Conduct and our policies:

- **Code of Conduct:** The Code governs how we carry out our work, identifies resources for seeking help or reporting concerns and clarifies how we expect our colleagues and clients to conduct themselves. It provides a clear picture of what we stand for as an organization and what we expect of ourselves.
- Following the Code is a top priority for our business, our leaders and our employees. As we drive innovation in our evolving business, the Code remains our guide. IQVIA prohibits retaliation against individuals who raise concerns in good faith.
- **Supplier Code of Conduct:** Based on internationally recognized standards, our Supplier Code of Conduct is aimed at advancing social and environmental responsibility. The Supplier Code of Conduct requires all our suppliers to commit to uphold the human rights of workers and treat them with dignity and respect.

- **Anti-Bribery and Anti-Corruption Policy:** Our Anti-Bribery and Anti-Corruption policy sets forth IQVIA's commitment to conducting all IQVIA operations ethically and in compliance with anti-bribery and anti-corruption laws and related regulations. It applies globally to all directors, officers, employees, contractors and temporary staff. More on anti-bribery and anti-corruption can be found on page 9 of our [Code of Conduct](#).
- **Statement on Anti-Slavery and Human Trafficking:** We actively combat approaches that have the potential to foster modern slavery and human trafficking by taking a zero-tolerance approach to unethical practices.

We are also deeply committed to the ethical and responsible management of our data and have robust management systems in place for data privacy and cyber security. Read more about our approach to Ethics and Compliance in the [Public section](#) of this report.



Stakeholder engagement

Building and maintaining relationships with stakeholders is critical to our long-term success. We maintain open and regular communications with our stakeholders and their insights help inform our strategy and decision-making processes.

Stakeholder group

Communications channels (examples)

Employees



- Company intranet
- E-mail communications
- Town halls
- Employee hotline
- Surveys

Customers



- Direct outreach
- Formal engagement processes (i.e., RFPs and questionnaires)
- Customer satisfaction surveys
- IQVIA-led conferences

Investors



- Targeted outreach
- In-person and virtual meetings
- Industry conferences
- IQVIA Financial Analyst and Investor Conference
- Annual shareholders meeting

Public



- Direct engagement
- Research contributions via the IQVIA Institute for Data Science
- Conferences and round table forums
- Board memberships



Responding to COVID-19

The COVID-19 pandemic required a rapid and comprehensive response to mitigate the impact on our employees and customers as well as our mission to advance public health. As a company responsible for a workforce of approximately **70,000 people worldwide**, our first priority was to ensure the health and safety of our colleagues amid the pandemic. We took numerous steps to ensure our employees were safe and cared for throughout 2020.



Joanne Gemmell
Associate Design Analytics Manager
United Kingdom

Taking care of employees

- Implemented new and flexible work-from-home arrangements and added bandwidth and VPN capacity to **enable 95% of our employees** at the peak of the pandemic to work remotely while maintaining our rigorous cybersecurity standards, which facilitated our business to remain operational while our employees stayed safe throughout the pandemic.
- **Developed robust safety protocols** for our essential employees who continued to work on-site (lab personnel, data server technicians, healthcare workers, etc.).
- Created an internal COVID-19 Response web portal, which served as **a resource for employees to access information** about the pandemic, as well as provided materials to support their physical and mental health and well-being.
- **Supported our employees** by preserving employment and maintaining base compensation throughout the year, keeping a focus on the well-being of our employees and the company's longer-term strategic objectives.
- Accelerated roll-out of our **Employee Assistance Program to all employees**, a free service that offers confidential mental and emotional well-being support, to our entire global workforce, which had already been available to approximately 70% of our employees.
- Launched **IQVIA Cares**, a COVID-19 relief program, which was funded by our directors and senior executives voluntarily forgoing pay, that provided financial aid to more than 2,200 employees around the world experiencing personal hardship as a result of the pandemic.



IQVIA Cares

"I joined IQVIA in April when there was a complete lockdown in India, and I was needing to provide for my family. I received an e-mail about the IQVIA Cares relief fund for employees. I immediately applied but was not sure whether I would be eligible as I had recently joined the company. But then I got an e-mail saying I would get the financial help requested. I cried, and I couldn't stop my tears.

During the most difficult times, IQVIA has helped me financially and showed that the company genuinely cares for its employees. Showing empathy and compassion to the employees when they are in need is the best way of helping. Thank you IQVIA for giving me a hand in the most difficult times."

- Swathi
Project Management Analyst
India



At the same time, we mobilized our resources to join in the fight against COVID-19, while ensuring our ongoing work to help advance human health was not significantly impacted. This included:

Engaging and applying insights

- Helping to ensure our customers could **continue their important research on disease, treating patients and driving innovation** – during COVID-19 and beyond – by creating a task force dedicated to ensuring patient safety and trial continuity.
- **Actively engaging with clients** through regular executive briefings, free weekly market tracking reports, white papers, thought leadership pieces and webinars to help them understand the rapidly evolving dynamics of the outbreak to help them predict how the virus will develop.
- Applying our people, data and technology to bring AI and insights **to help our clients track the progression of the disease, manage capacity and monitor supply chains**.
- **Maintaining regular dialogue** with governments, regulators, payers and clients, providing them with up-to-date insights on the spread and impact of COVID-19. Read more about our work with governments in response to COVID-19 on [page 52](#).

Vaccine and treatment development and diagnostic testing

- Working on more than **300 clinical trials** and studies for COVID-19 vaccines and therapies, including four of the five COVID-19 vaccine trials that reached phase III and were funded by the U.S. government, providing full clinical trial services for two of these.



- Accelerating development of our **virtual trials technology**, which is supporting vaccine development. As of February 2021, we have more than 60 decentralized trials running in more than 40 countries, which have enrolled 150,000 subjects across 10 therapy areas.
- Deploying our field-based resources, lab facilities and clinical expertise to **support large-scale COVID-19 diagnostic testing** across a number of countries.
- Making upfront investments in post-authorization **safety study** capabilities and technology in anticipation of COVID-19 vaccines.

Additional actions

- Publishing more than 100 **thought-leadership** pieces throughout the pandemic. Subjects included: COVID-19 Pandemic and Digitalization of Healthcare in Southeast Asia, COVID-19: An Accelerator of Change to Pharma's Customer Interaction, and COVID-19: Super-charging Drug Development in the Race for a Cure, among countless others.
- Becoming a founding member of **The Preparedness and Treatment Equity Coalition**, an organization whose vision is to take a metrics-driven approach to close the gaps in pandemic care and services in underserved communities.





Staying informed and empowered

During times of uncertainty and disruption, information and analytics provide a steadying force – which is why research, insights and industry-expert reflections have become so crucial during the COVID-19 crisis.

For this reason, we created a **COVID-19 Resource Center** on our website – a place where leaders from across IQVIA can share expert opinions on the pandemic, thoughts on the road to recovery and perspectives on how we can build a stronger, more resilient healthcare ecosystem. In addition, we are providing an ongoing impact analysis to help further our collective understanding as the pandemic continues to unfold.

You can [visit the page here](#).



People



Christelle Delicourt
Senior Director, Clinical Operations
France



People



70,000
employees

People

Our approximately 70,000 employees help us drive our business success and achieve our ambition to advance human health. We are a diverse global team that shares a passion for collaboration and solving complex problems. Our workforce is comprised of a wide variety of professionals, including clinicians, data scientists, epidemiologists, software developers and more.

Our culture is one in which employees are encouraged to apply their insight, curiosity and intellectual courage across everything they do. The way we manage our people and the programs we offer our employees reflect our commitment to fostering this culture of empowerment and engagement.

We are committed to creating an environment where all employees are respected and heard, where people from all backgrounds can contribute and share in our growth and where opportunity and advancement is accessible to everyone. Our employees provide value, no matter where they sit within the organization.



Connecting with employees

We maintain open channels of communication to ensure employees are apprised of important company matters, which include frequent updates on our strategy and business performance. In addition, our CEO and executive team hold regular town halls during which employees can ask questions and directly engage with senior management.

Communicating during COVID-19

In response to COVID-19, we increased the frequency of communications to our employees to ensure they had the most relevant information regarding the pandemic and our response. Along with business and safety updates, messages of gratitude and encouragement were also shared.

Additionally, CEO Ari Bousbib issued monthly letters to employees globally, updating them on the latest business developments. He also led daily briefings with an extended group of leaders from around the world, ensuring our response was aligned and coordinated.

We created a dedicated COVID-19 web portal to house important information for employees. It included updates on company matters, such as our work-from-home policy and health and safety procedures for employees working on-site. The portal also included resources on how to remain connected and productive while working remotely, in addition to information on how to help employees manage their mental and physical health under these new working conditions.



People



Listening to our employees

In 2020, we moved from a company-wide employee engagement survey to our first employee pulse surveys. The pulse survey provides a valuable opportunity to hear the perspectives of our employees around the world on a more regular basis, and we are committed to conducting two pulse surveys each year.

In 2020, **response rates increased**, and overall **employee engagement was rated as favorable by 81%** of respondents, which was a **13 percentage point increase from 2018**, as well as 4% higher than the *Fortune* 500 benchmark and 5% higher than the broader survey benchmark. These results indicate the **actions we have taken over the past two years have had a positive impact**. Other areas where we saw favorable scores were: Employees acquiring the knowledge and skills needed to be effective in their jobs (84%); employees feeling part of a team (84%); and employees who would recommend IQVIA as a great place to work (81%).

While we saw impressive progress compared to our 2018 results, we also identified additional opportunities for improvement. These include continuing to make the required changes to live up to our objective of working bolder, smarter and leaner and helping employees achieve their career goals. We are conducting additional and more in-depth focus groups to gather deeper insights into how to create effective solutions to address these areas.

2020 employee pulse survey results



81%

Indicated a favorable view of the company's employee engagement

84%

Are acquiring the knowledge and skills needed to be effective in their jobs

84%

Feel part of a team

81%

Would recommend IQVIA as a great place to work



Diversity and inclusion

We are committed to maintaining a culture of diversity and inclusion in which people from all backgrounds can fully contribute to the growth and success of our business. We create this culture of inclusion for employees regardless of gender, race, color, creed, religion, marital status, age, national origin or ancestry, physical or mental disability, medical condition, veteran status, citizenship, sexual orientation, gender identity or any other protected group status. Our concept of diversity broadly includes employees who reflect a diverse range of thoughts, experience and skills.

Attracting, developing and advancing diverse talent at all levels is critical to our business and is an essential element of our inclusive, innovative workplace. We have programs in place that help us in our efforts, including our Employee Resource Groups and diversity and inclusion training. We are currently building on our existing programs to enhance our approach further.

People

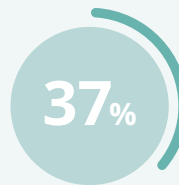


100

Countries representing **more than 80 ethnicities** comprise our approximately 70,000 employees



of our global employees are female, and **at the manager level, 51% are female**



of our U.S. employees identify as **non-white**



of our U.S. employees identify as **Black or African American**

People



Our response to social unrest in the United States

In response to the social unrest in the United States in 2020, we took the opportunity to review our social engagement initiatives and reinvigorate and enhance a number of our existing programs to benefit our employee community. In addition, we specifically engaged our Black employee community through an extensive series of town halls, listening sessions and two-way dialogue that included our Chief Executive Officer and our entire senior leadership team. In these sessions, we heard several consistent themes on employee needs:

- Recognition, education and understanding of Black experiences and challenges
- Opportunity, advocacy and support
- Forums for community building and engagement.

As a result of this extensive engagement, we made a decision to launch the Black Outreach & Engagement Initiative. Under this initiative, we are focusing on developing tangible approaches to address the needs of our Black employee community through the following three pillars:

- Awareness and Dialogue: Creating awareness along with active and visible dialogue within IQVIA regarding matters of diversity and inclusion impacting the Black employee community
- Mentorship: Creating networks to support the successful growth and development of Black professionals as they progress in their careers through role modeling, network building and sponsorship
- Representation: Creating opportunities for Black professionals across all levels of the company.

Early feedback on the Black Outreach & Engagement Initiative from our employees has been very positive.



Jovan Willford
*Senior Vice President and General Manager
Commercial Solutions
United States*



We are honored to chair the Black Outreach & Engagement Initiative and to be able to work with our employees to further support our Black colleagues, the broader Black community and all of IQVIA.



Jon Resnick
*President U.S. and Canada
United States*

Leading from the top

In 2020 and into 2021, our senior executive team is participating in comprehensive diversity and inclusion training, led by a leading third-party consultancy. The response so far has been positive, and, as a result, we are expanding the training to all levels of our organization in the United States.



Ekene Daniel
Engagement Manager, Technologies
United States

Enhanced diversity recruitment efforts in the United States

Our response to the social unrest extended into our recruitment efforts in the United States. Our workforce is the future of our company, and we want to ensure it continues to reflect the diverse world in which we live.

One of our hiring objectives has always been to ensure broad diversity in our job applicant pool. In 2020, we strengthened our intentions further by deciding to partner with and establish long-term relationships with select Historically Black Colleges and Universities (HBCUs) as well as with diversity offices at non-HBCUs that are recognized for a focus on diversity and inclusion. We have begun this process and have identified three potential HBCU partners based on criteria including: relevancy of degree programs, proximity to hub offices, current number of IQVIA alumni and past or existing relationships.

Looking ahead to 2021, we will partner with professional networks such as the Black National MBA Association and Black Women in Science and Engineering to further extend our recruitment outreach efforts. We are also integrating an artificial intelligence-enabled screening tool to assess resumes and match candidates against job specifications to reduce the potential for subjectivity and expand potential hiring pools.

Working to ensuring equality in healthcare

Our commitment to diversity and inclusion extends beyond our own workforce. As a business we have a responsibility to work to ensure equality in the broader healthcare system in which we operate. As a result, in 2020 we became a founding member of **Preparedness & Treatment Equity Coalition**, which is dedicated to reducing inequities in pandemic preparedness by studying and identifying health system reforms to reduce health disparities, including issues with access to testing and treatment, lower rates of adult vaccinations and higher rates of conditions such as metabolic and cardiovascular diseases. We also separately engaged with industry stakeholders and advocacy groups to actively influence regulatory guidance and initiated development of clinical trial sites that serve underrepresented populations.

Corporate policy responses

- Martin Luther King, Jr., Day is now recognized as a U.S. company holiday.
- A new Board policy requires initial list of external candidates for new directors to include qualified female and racially or ethnically diverse candidates.



People



Employee Resource Groups

We are proud of our growing network of Employee Resource Groups (ERGs), which provide a framework for employees to connect and collaborate with colleagues with similar interests. These groups support our values and business goals and foster the diverse thinking required for innovation. They provide a forum for the exchange of ideas and opportunities for mentoring and professional development.

There are currently five global ERGs – all are employee-led, voluntary and open to every employee. Each ERG has a mission that is aligned to our vision, values and core operating principles.

- **Black, Asian and Minority Ethnic Network Group (BAME)** connects employees to provide a sense of community to support the professional and personal development of Black, Asian and minority ethnic group employees across the organization.
- **Emerging Professionals Network (EPN)** fosters ambition and builds community among our leadership and talent pipeline for emerging professionals through networking, personal development and volunteerism.
- **Lesbian, Gay, Bisexual and Transgender (LGBT+) Group** supports the ability for all people at IQVIA to be their authentic selves by fostering an inclusive, equal and inspiring culture for LGBT+ employees.
- **Veterans Employee Resource Group (VERG)** offers opportunities and support through the IQVIA community to its veteran and active service members and family.
- **Women Inspired Network (WIN)** fosters a corporate culture that inspires women to excel in their careers at IQVIA and within the biopharma industry.

In 2020, our ERG membership grew to more than 2,500 participants worldwide, with multiple chapters being established across the globe. In response to COVID-19, the ERGs quickly pivoted and moved engagement efforts online, hosting multiple virtual events and meet-ups to ensure the sense of community was not lost amid the pandemic.



BAME

Black, Asian and Minority
Ethnic Network



EPN

Emerging Professionals
Network



LGBT+

Lesbian, Gay, Bisexual
and Transgender + Group



VERG

Veterans Employee
Resource Group



WIN

Women Inspired
Network



NaRi Kim, *Manager Regulatory Start Up, South Korea*
Delphine Keng, *Consultant Advanced Analytics, Singapore*

Talent and learning

Helping our people grow, develop and reach their full potential is a key component of our management approach. Nurturing talent is critical in a highly competitive industry, and it also keeps our employees motivated and engaged. We are at the forefront of science and technology and recruit for innovative and emerging roles in the industry, including machine learners, data scientists, clinical research associates, biostatisticians, software developers and life scientist consultants.

We recognize our employees have some of the most sought-out skills in today's workforce, and it's important that we continually invest in their development through our various talent and learning initiatives. Our strategy is focused on supporting business growth, optimizing our offerings through enhanced digital tools and building the future leaders of IQVIA. At the same time, we are working to transform the employee experience and evolve our performance management approach to be more responsive to our employees' experiences.

Mirroring our overall culture, our approach to talent and learning is underpinned by the philosophy of empowerment, and we encourage all employees to take ownership of their careers.

People



Learning

We offer a suite of formal and informal learning opportunities, many of which focus on business-specific topics, such as client-focused training, technology, analytics, clinical and therapy areas and more. We also offer training on general topics such as project management, managing in a remote and hybrid environment, leadership and business acumen. In 2020, in response to COVID-19, we shifted our in-person learning offerings to digital platforms and were able to maintain training engagement at levels similar or above 2019.

Future Leaders Program

In 2020, we introduced our Future Leaders Program, a robust training aimed at developing the next generation of leadership at IQVIA. More than 60 attendees from 18 countries were chosen to take part in this four-month program. In light of COVID-19, we rapidly adapted the program design to make it a fully virtual experience. Sessions consisted of live webinars co-led by senior executives, peer coaching, projects and skills assessments. Feedback was positive, and we will bring together two more cohorts in 2021, targeting nearly 100 more participants from around the world.

Mentoring for Inclusion

Our workforce is multigenerational, and there can be differences in one's work experience depending on age. In 2020, as a way to help senior-level decision makers start to understand these differences, we developed a Mentoring for Inclusion program. Our objectives are to increase senior leader awareness of the unique challenges faced by more junior employees so that they can make business decisions taking into consideration the realities of all employees.



Trudy Stein
Executive Vice President and Chief Human Resources Officer
United States

Sponsoring diverse talent

We are launching a Sponsorship Program in the United States to help develop a diverse pipeline of future leaders and support high-potential talent in network building and career development. We will identify high-potential employees from diverse backgrounds and pair them with senior leaders. The objective is to support the development and career progression of the junior employee to ensure we are nurturing our diverse future talent.



People



20
20

Learning by the numbers

Learning Edge
(our internal learning platform)

+82,185
active Learning Edge users

+2,545,700
visits logged

+1,192,500
e-learnings completed

+1,039,000
estimated training hours

**LinkedIn
Learning**

+1.9M
videos viewed

+66,000
courses completed

~4.29
average hours of
learning per user



Talent development

We want our employees to have meaningful careers, and we are committed to the idea that career development is a result of growth through new experiences. To foster this growth, we engage employees on their purpose, strengths and agility. We encourage employees to remain curious and flexible towards their careers, exploring opportunities across the organization. Employees take ownership for their development in partnership with managers, mentors and others. Similarly, performance management is driven by ongoing conversations about priorities, contributions and development.

In 2020, we launched **Own Your Career**, a microsite on our intranet dedicated to helping our employees manage and achieve their career goals at IQVIA. The site includes numerous resources to help as employees consider their career aspirations. We have included a skill and experience gap analysis tool to discover strengths, resources to help map networks and gain insight from others, job family descriptions and access to current job openings. During its first three months online, the site had more than 11,000 unique users and more than 64,000 page views.



Well-being and benefits

Investing in resources and incentives to promote the personal well-being of our employees and their families is an important way we take care of our people. As a digital healthcare company, we also use our own in-house technical expertise to develop online tools to enable our employees to access resources quickly and seamlessly.

Benefit plans to meet employees needs

We provide a variety of health and welfare benefit plans that are available to employees and their family members, based on their location and specific country regulations. Plans may include medical, dental and vision coverage; telemedicine and on-site medical care; critical illness coverage; disability, accidental death, pet and life insurance; tuition reimbursement; identity theft protection; commuter benefits; and locally relevant savings and retirement plans such as pensions and 401k plans.

We provide parental leave for all full-time employees for the birth or adoption of a child, with variability in leave

time dependent on location. We also provide paid leave for other life matters including sick time, bereavement, jury duty, military service and time off for voting, depending on country specific policies.

As we continue to integrate our network of companies, we will be creating new integrated benefits programs for employees around the world. Our objective is to provide choice and flexibility, remain competitive for our industry, stay in line with local markets, legal works councils and tax regulations, and reflect the high value we place on our employees.

People



Wellness

Beyond health and welfare benefits, many regions also offer employee wellness programs. In India, for example, employees have access to online resources and regular webinars on various topics including physical fitness, emotional well-being, productivity and immunity. In 2020, we saw a significant uptick in attendance to these webinars, with an average of 350 participants each week, compared to 150 each quarter in 2019.

In the United States, our “Healthy You” wellness program offers employees a range of wellness benefits, including convenient flu shots; telemedicine services for medical, behavioral and dermatology; nutrition counseling; stress management webinars; tobacco cessation support and reimbursement for wellness-related expenses. We also offer access to a library of health information and resources, which was consolidated into a new streamlined digital platform in 2020 (see [Putting our digital expertise to work](#)).

In October 2020, we invited employees in Canada, the United States and Latin America to participate in Walktober, a simple steps challenge to counteract recent lifestyle changes related to COVID-19 that resulted in reduced physical activity for many. More than 1,460 employees took the challenge and walked a cumulative 303,280,933 steps during the month of October, enough to circle the globe six times!



People



Accelerating our Employee Assistance Program global rollout

In 2020, our Employee Assistance Program (EAP) was available to approximately 70% of our workforce worldwide. Our EAP is a free and voluntary program that offers confidential mental and emotional well-being support, including assessments, counseling and follow-up services.

Throughout 2020, employees were faced with new and difficult burdens as the COVID-19 pandemic upended nearly everyone's life. As the year unfolded, we saw an urgent need to address and assist all employees in helping them build resilience in response to the ongoing pandemic.

As a result, we accelerated our plans to roll out our EAP to the remainder of our workforce. It is our responsibility to make employees aware of resources and wellness support, especially in the areas of mental and emotional health. This acceleration will make support available to our entire eligible workforce in Q2 2021 through a network of existing and new EAP programs and programs included in local benefit packages. In addition, we are exploring a training program for managers to educate and prepare them to support team members who may be affected by the pandemic.

Putting our digital expertise to work

Digital health library

In the United States, our IQVIA digital team leveraged their success with external customers to create an online health and wellness digital library for employees, including a curated suite of popular health and wellness apps for mobile devices. Our initial rollout focused on mental health, and we offered subsidized pilot subscriptions to popular apps including Omada Mind, Headspace, Journey and Sleepio/Daylight. As a follow up, we provided 1,000 free annual subscriptions to Headspace. Apps for diabetes prevention (Omada DPP) and chronic musculoskeletal pain (Hinge) are being offered in 2021. We are exploring expansion of this platform to other regions, including Europe, in 2021.

Customized COVID-19 screening app

While many of our employees worked from home in 2020, a large part of our workforce remained in or returned to the field, for example, visiting hospitals and supervising clinical trials. Ensuring the safety of these employees and the safety of those they came into contact with was a top priority. Our digital team quickly developed a mobile app for all field employees to register their temperatures and other physical symptoms, allowing them to track and monitor their health on a regular basis.





Health and safety

Ensuring the health and safety of our employees is essential, whether they work in our corporate offices or labs. We strive to create a culture of safety so our employees can remain healthy and productive.

We incorporate environmental laws and regulations into our policies and procedures throughout our organization. **At the corporate level, we have group certifications to ISO 14001:2015 and ISO 45001:2018.** In accordance with both certifications, we have a robust, integrated Environmental, Health and Safety Management System (EHSMS) with supporting standard operating procedures in place, which demonstrates our commitment to continuous improvement.

Under our EHSMS, all employees must actively participate in helping to create a safe, healthy and secure work environment. Our Code of Conduct includes a section describing the expectations on employees to create such an environment. It also states that employees must follow all safety and security rules and procedures that apply to their location and participate in required training. The Code of Conduct also includes links to our Environment, Health and Safety Corporate Policy.



Q2 Solutions

Q2 Solutions, our joint venture with Quest, operates laboratories in the United States, United Kingdom, South Africa, Singapore, India, Japan and China. Q2 Solutions has certified and integrated environmental and occupational safety and health management systems to **ISO 14001:2015** and **ISO 45001:2018**. Depending on the location and services provided, accreditation also will include **ISO 14001, CAP ISO 15189, ISO 9001, NGSP Level 1, ANVISA, ISO 45001, CDC Lipids, CLIA and MOH Certified Laboratory**. More information can be found at www.q2labsolutions.com.

Emergency preparedness

With a workforce of approximately 70,000 people located all around the world, **our priority is to keep our employees safe in case of an emergency**, such as a natural or manmade disaster or civil and political unrest. **Our Business Continuity (BC) and Disaster Recovery (DR) team is responsible for employee safety no matter where in the world employees are located or traveling.**

We have a Global Emergency Notification system for all employees, as well as policies, procedures and BC and DR Plans that are reviewed and updated annually. We also have robust systems in place for the protection and security of our data centers worldwide in response to any emergency.





Public



David Lim
Senior Director, Talent Acquisition
Singapore



Public

We use data, new technologies, advanced analytics and domain expertise to help customers drive healthcare – and human health – forward. Our work depends on information, and managing this information responsibly is imperative to our success. It is at the heart of what we do.

First and foremost, we must relentlessly uphold the high ethical standards we have set for ourselves to ensure we maintain a culture of integrity. We also must protect the confidentiality, reliability and availability of our information. To do so, we have robust management systems and processes in place for data privacy and cyber security and are committed to leading our industry in these areas.

We are also deeply committed to using our assets – our data, our people, their talents and our infrastructure – beyond our commercial operations to advance some of the world’s most pressing human health challenges.

Through external partnerships and collaborations and with the IQVIA Institute for Human Data Science, we are proud to drive discoveries in healthcare alongside governments, non-governmental organizations (NGOs), patient advocacy groups and academia.

Finally, we engage with and enhance our communities through our giving and volunteering efforts. Throughout the world, we dedicate time and money to help improve our local communities and serve those most in need.



Przemyslaw Koziol, *Associate Software Development Director*
Patryk Szczawiński, *Data Architect, Real World Solutions*
Poland

IQVIA's culture of ethics and compliance

Wherever IQVIA does business in the world, ethics and integrity form the core of everything we do. Each of our employees' decisions and actions shape our reputation and propel our business forward. We strive to do what is right at all times, particularly during challenging situations. At IQVIA, we require a total commitment to ethics and integrity to progress our mission of advancing healthcare and improving patient outcomes.

Ethics and compliance office

Our Ethics and Compliance Office (ECO) develops and implements a risk-based, scalable and practical ethics and compliance program. The ECO supports IQVIA's mission of driving human health forward by mitigating risk and fostering a culture of doing the right thing throughout our various businesses, regions and functions.

Our Chief Compliance Officer (CCO) leads the ECO and reports to IQVIA's General Counsel. The CCO has a direct line of communication to the Audit Committee of the company's Board of Directors, to which the ECO makes quarterly reports. The ECO partners with our Legal, Human Resources, Internal Audit and Quality Assurance departments, and with our Chief Medical and Scientific Office to support our commitment to ethics and compliance in key areas of risk (e.g., data privacy, insider trading, cyber-security, antitrust, HIPAA and good clinical practices). The ECO is an integral part of our enterprise risk management program; the CCO is a member of IQVIA's Enterprise Risk Council.



Code of Conduct

An effective compliance environment depends on written guidelines for appropriate and acceptable conduct. **Written standards promote clarity as to IQVIA's expectations for consistent and appropriate behavior.**

Our Code of Conduct (the "Code") is our enterprise-wide, codified set of anchoring principles. **The Code clearly defines what we stand for as an organization, what we expect of ourselves and what we must do to maintain our reputation.** It sets forth the company's expectations for acceptable behavior in various areas including business ethics (including anti-bribery, anti-corruption and antitrust), patient safety and medical ethics, biopharmaceutical regulatory compliance, data protection, conflicts of interest and other workforce matters, business engagements, asset protection, corporate governance and sustainability and citizenship. We publish the Code in electronic format and 18 languages, each of which is publicly available on our website. It is also available via our corporate intranet site.

Our global corporate policies build on the vision and values expressed in the Code by establishing standard of conduct across our company. The standards reflected in the global corporate policies help establish **a common company culture of compliance** wherever we operate in the world. IQVIA employees are expected to adhere to all company policies and procedures.

Training and communications

All new hires and existing employees are regularly trained on a variety of ethics and compliance topics. Each training is comprised of various modules tailored to meet local requirements. Our training is designed to educate our workforce as to:

- The importance of being compliant with external and internal requirements
- The importance to IQVIA of compliance with those requirements
- Information to guide employees in their compliance efforts
- The individual and corporate consequences of non-compliance.

In 2020, we launched three updated training courses required of all employees: Code of Conduct (tailored to our business), Global Data Privacy and Preventing Harassment in the Workplace. We also released three new courses related to Global Information Security. In 2021, IQVIA is replacing existing anti-corruption training with a new, customized anti-bribery and anti-corruption training module required of all employees.

We utilize various communication methods to reinforce key compliance messages, including communications from management, articles on our intranet site, live presentations to targeted audiences, a "Doing the Right Thing" channel on our "Go IQ" employee mobile application and by conducting region- and country-specific training.

In January 2021, Chairman and CEO **Ari Bousbib sent a message to all employees worldwide emphasizing the company's culture of compliance.** This message highlighted our Code of Conduct, Ethics Line and Commitment to Compliance performance goals for all employees and all managers.

Public



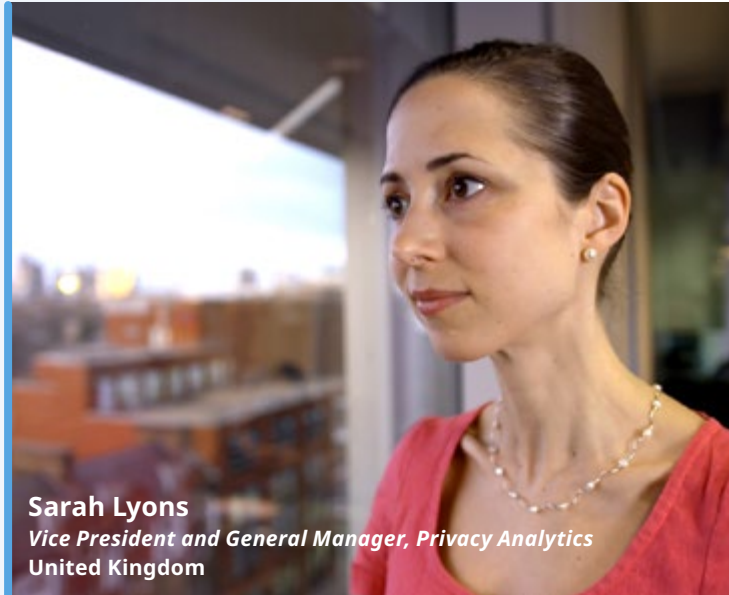
Report, investigate and corrective action

We expect employees to seek guidance regarding matters of ethics and compliance and to report potential violation of our Code of Conduct, policies or the law. While employees are encouraged to address their concerns directly with others if they are comfortable doing so, we make several reporting avenues available, including our Human Resources, Internal Audit and Legal departments, Ethics and Compliance Office, local or more senior management and our global Ethics Line. The Ethics Line is operated by an independent third party; it is available by telephone or internet 24/7 and permits anonymous reporting to the extent permitted by law.

These channels are clearly communicated to employees in our Code of Conduct and in other communications to allow for early issue detection and remediation. We prohibit retaliation against anyone who raises concerns in good faith. Investigations of reported non-compliance are undertaken by the appropriate IQVIA function and, where violations are substantiated, appropriate corrective action is taken.

Risk assessment, auditing and monitoring

A global risk assessment is performed annually to identify and prioritize anti-bribery/anti-corruption and other compliance risks. An annual audit and monitoring plan is developed and executed based on the results. Those results are communicated to relevant stakeholders and tracked to ensure timely remediation.



Sarah Lyons

*Vice President and General Manager, Privacy Analytics
United Kingdom*



Cybersecurity

We have a responsibility to protect confidential and proprietary information in our care, which includes our data as well as confidential information and intellectual property that belongs to us and others. We invest in advanced and sophisticated security measures to ensure these critical resources are protected. Our strategy is to employ an array of data security technologies, processes and methods across our infrastructure so that our employees, customers, partners and other stakeholders have the utmost confidence in the safety of our systems.

The top threats to our industry are phishing and network intrusion, and we are continually looking for ways to increase and uphold data security in response. In 2020, the COVID-19 pandemic heightened the risk of cyber and ransomware attacks on institutions with access to information on vaccines and therapeutics in development and testing, and we increased our efforts to combat potential new threats.



Urmila Shinde, Senior Consultant, Advanced Analytics, Singapore
Joshy Paul, Associate IT Architect Director, Singapore

Information security governance

The Global Information Security team, led by our Chief Information Security Officer, is responsible for managing cybersecurity. The team develops and implements our strategy, as well as monitors internal adherence to all policies and standards associated with cybersecurity. All policies are based on industry standards and regulations, including, but not limited to: **GxP, HITRUST, the ISO 27000 family, COBIT, HIPAA and NIST.**

Our Integrated Information Security Framework defines the core policies and standards applicable to the protection of confidential and proprietary information in our possession. This framework includes documents such as:

- Integrated Information Security Framework Governing Policy
- Data Classification Policy
- Acceptable Use of IT Assets Policy.

While the Global Information Security team has developed the policies and manages the corresponding enterprise-wide cybersecurity solutions, all IQVIA employees are also responsible for implementing and adhering to these policies on a daily basis. To help our employees, we provide frequent trainings and specific cybersecurity exercises such as phishing simulations.

Ongoing assessment

Cybersecurity is part of our Enterprise Risk Council agenda. Cybersecurity risk assessments are conducted routinely and includes reviewing internal risk ratings, evaluating industry information and gauging threats. Based on the outcomes of those assessments, we decide where to focus, which projects to prioritize and which processes to improve. We are continually improving our ability to assess these risks in a more meaningful way.

For example, in 2020 we introduced a new method for collating cybersecurity risk information, which now includes all three aspects of a risk management framework: the risks themselves, the relevant assets that may be impacted and the controls in place to manage them. By creating a new model for risk assessment, we are better able to anticipate and plan for potential cyber threats to our business.



Data privacy

Patient information plays a critical role in improving healthcare. It can help increase access to care, improve outcomes and lower costs. Our business depends on information – which is what allows us to advance human health and drive positive outcomes for patients across the world. At the same time, we understand the importance of protecting the privacy of the individuals whose personal information we may process as part of our business operations. Privacy protection is one of our greatest responsibilities, and we are committed to meeting these responsibilities every day.

We employ a wide range of methods, safeguards, controls, and privacy-enhancing technologies to aid in our compliance with rules, regulations and other obligations. We operate in more than 100 countries around the world. Many of these countries have specific laws and regulations related to data privacy. At the heart of all privacy laws are a similar set of core principles. Our approach to data privacy consists of adhering to those core principles, which allows us to operate in a global manner, and then augmenting our practices to abide by local laws and other obligations associated with data. Coupled with this approach is the expectation that every employee is responsible and accountable for protecting privacy. This ensures every one of us respects the crucial importance of privacy protection and enhances our ability to apply good privacy practices in our day-to-day activities.



Data privacy governance

Our Global Privacy team is led by our Global Chief Privacy Officer. The team is comprised of subject matter experts on privacy laws who drive our strategy and develop and manage our policies and standards.

Our Global Privacy Policy is our foundational policy. The Policy explains how IQVIA collects, holds, uses and discloses personal information, including personal information of our personnel, consumers, healthcare professionals, patients, medical research subjects, clinical investigators, customers, suppliers, vendors, business partners and investors. You can find it on our [website here](#).

The global Privacy team provides subject matter expertise related to the proper management of a variety of data types, including:

- **Identified health care professional (HCP) data**, which includes information involving doctors, nurses, pharmacists, clinicians and other health care providers
- **Identified or identifiable patient level data**, which includes information from clinical trials and certain other business activities
- **Non-identified patient data**, which includes de-identified data as defined by HIPAA in the United States and anonymous data under GDPR in Europe.

In addition, our Global Privacy team liaises with our IT and Information Security teams regarding how the company moves and stores data, ensuring the technical teams are aware of relevant privacy requirements. The team also liaises with Legal to ensure documents such as contracts, customer questionnaires and request for proposals consider privacy requirements.



Employee-driven approach

Beyond our formal management processes, our expectation is that all employees understand the basic principles of data privacy and can recognize and address potential red flags. We have a suite of policies and procedures in place to help facilitate this approach. We believe that placing a level of personal responsibility on our employees ensures that privacy is an issue that we all feel accountable for and can therefore manage more effectively.

We also invest in privacy trainings to help our employees remain engaged and informed on the issue. Every two years, employees are required to take a refresher course on the basics of privacy. We also have a mandatory privacy module that is part of our global onboarding program, and we provide supplemental training as needed.



Leadership

We believe in the importance of collaboration and strive to take a leadership role within our industry regarding data privacy. We are active in several associations dedicated to advancing the dialogue around privacy both with government as a public policy matter and with the business community as a matter of policy and practice. Our participation offers us an opportunity to share our input with other companies, data protection agencies and regulators and offer our insights when laws are being drafted or amended.

- **HITRUST:** Our Global Chief Privacy Officer sits on the board of HITRUST, an information-security focused organization that champions programs that safeguard sensitive information and manage information risk for global organizations across all industries and throughout the third-party supply chain.
- **Future of Privacy Forum:** We sit on the advisory board of the Future of Privacy Forum, a non-profit organization that serves as a catalyst for privacy leadership and scholarship, advancing principled data practices in support of emerging technologies.
- **Center for Information Policy Leadership (CIPL):** We are a member of CIPL, a global privacy and security think tank that works with industry leaders, regulatory authorities and policy makers to develop global solutions and best practices for privacy and responsible use of data to enable the modern information age.
- **Confidentiality Coalition of the Healthcare Leadership Council:** We are a member of the Confidentiality Coalition, a broad group of stakeholders including hospitals, pharmaceutical companies, medical device manufacturers, vendors of electronic health records, biotech firms, health information and research organizations, patient groups and others founded to advance effective patient confidentiality protections.



Advancing public health

We dedicate a significant amount of time and resources to working alongside governments, non-governmental organizations (NGOs) and academia to enable faster and more robust approaches to tackling some of the world's most pressing health challenges. It is our privilege and honor to collaborate with these institutions, and we feel a deep sense of responsibility towards pursuing this work.

Through our partnerships, we work with experts on diseases such as Alzheimer's, cancer, diabetes and more. In 2020, we focused much of our effort on helping advance our collective understanding of COVID-19 by working with governments in many countries.



Responding to COVID-19

In 2020, we devoted substantial resources toward COVID-19 activities and our work with governments. We responded quickly to the call to leverage our resources and help contribute to the global understanding of the virus and its ongoing implications. Read more about our response to COVID-19 on [page 18](#).

Using evidence-based innovation to support COVID-19 research in the United States

Understanding why some people who contract COVID-19 come down with severe illness while others present no symptoms at all continues to be a matter of great urgency for the global community. To uncover the factors that contribute to the length and severity of the illness, we leveraged our data and analytics expertise with the **COVID Active Research Experience (CARE)**, registry project. The registry is being used in support of a scientific partnership with the U.S. Food and Drug Administration and supports our evidence-based innovation efforts.

More than 20,000 people have enrolled in the registry as of December 2020, representing all 50 states and Washington, D.C. CARE registrants are providing information and creating a clearer picture about the ways people respond to COVID-19 infection, leading to greater understanding of how the disease progresses in light of factors like medication use and supplements.

Helping to improve treatment through prescription analyses

We assisted the Amsterdam UMC by providing medication usage insights that were used in two research projects aimed at improving treatment for COVID-19 patients. For the studies, we provided prescription data and longitudinal analyses on prescriptions. Both papers of the research have been accepted for publication.



Collaborating with University of Texas Medical Branch to accelerate COVID-19 vaccines

Q2 Solutions, our joint venture with Quest, is collaborating with the University of Texas Medical Branch (UTMB) to develop a novel assay for COVID-19 tests, which will enable the rapid development of vaccines. Compared with a conventional assay, UTMB's novel reporter COVID-19-based test may provide several potential advantages, including **rapid turnaround time in assay throughput**. Current COVID-19 diagnostic tests determine whether a person is infected by the virus. The UTMB research focuses on prevention through vaccine development by creating technology that helps determine the effectiveness of a vaccine protecting a person from COVID-19.

Launching COVID-19 Trial Matching Tool

We leveraged our capabilities and expertise to create the [COVID-19 Trial Matching Tool](#) – the world's first online platform that matches individuals with specific COVID-19 studies to help accelerate research for development of viable treatments and a vaccine. This invaluable tool combines publicly available information, IQVIA data and tools and an algorithmic logic that generates a questionnaire to match patients and researchers. It allows patients to easily and quickly navigate to find relevant trial options for them. The Matching Tool is currently focused solely on the United States, but we are exploring expanding to other locations. The IQVIA COVID-19 Trial Matching Tool is accessible at c19trials.com.



A commitment to cancer research

There have been tremendous advances in cancer research over the years, yet there is still so much we do not know about the disease and how it progresses. We are committed to working with the cancer research community around the world to continue unlocking the clues that may one day lead to a cure.

Launching direct-to-patient data registry for multiple myeloma patients

For the past ten years, IQVIA has provided our data science, technology and strategic consulting capabilities to the **Multiple Myeloma Research Foundation** to help advance how researchers discover therapeutic targets and how clinicians treat multiple myeloma patients.

We recently worked with the Foundation to develop a three-year strategic plan and create a breakthrough direct-to-patient registry, CureCloud. The registry collects patient-specific data from diagnosis through each active stage of the disease, providing precise information to patients and their doctors so they can make informed care management and treatment decisions.



I work in clinical research because one oncology compound I worked on extended my father's life, while our team worked on another that saved it.

—Michelle L. Archibald, MBA, Senior Oncology CPM Director

Advancing real-world evidence in oncology research

We continue to collaborate with **Friends of Cancer Research** in a cross-industry effort to advance acceptance and drive future uses of real-world evidence in oncology research. Real world evidence includes assets such as EMR, hospital, pharmacy and claims sources, as well as genomics, mobile health and patient reported outcomes. The aim of this endeavor is to ensure that benefits seen for therapies in clinical trials are consistent with the benefits of those treatments within real world settings.

Building a shared commitment to fighting cancer

We are involved in the **Tri-State Chapter of the American Cancer Society's CEOs Against Cancer** program. CEOs Against Cancer brings together business leaders to leverage their collective knowledge, power, and financial resources to impact groundbreaking cancer research. Each year, the CEOs Against Cancer chapter members carefully select a small number of promising research projects to support with the funds raised through their efforts.

Understanding the role of the BRCA gene in the Netherlands

We are partnering with a Netherlands chapter of the **Breast Cancer Association (BVN)** on a project analyzing the BRCA gene (Breast Cancer gene) and the role it plays in breast cancer as well as ovarian, pancreatic, and prostate cancers. By screening patients with these types of cancers, it is possible to detect BRCA within families and prevent breast and ovarian cancer among relatives of cancer patients.

Uncovering treatment differences among Dutch hospitals

We teamed with Netherlands-based cancer patient advocacy group **Inspire2Live** to determine whether differences exist in quality levels of cancer treatment between hospitals in the Netherlands. IQVIA applied its Physician Connect methodology to uncover insights, which were submitted to an annual patient congress in January 2020.



Accelerating understanding and overcoming challenges

We also apply our resources to address a broader range of healthcare issues. With the breadth and depth of our expertise, we are well positioned to help accelerate understanding and overcome some of the most intractable healthcare challenges.

Advancing antibody treatment with the World Alzheimer's Month campaign

For many years, antibody therapies have been considered a potentially promising approach to combat Alzheimer's progression. Emerging clinical evidence suggests a breakthrough could be on the horizon. To frame how these therapies would impact the Alzheimer's landscape, we have partnered with the **World Alzheimer's Month** campaign to conduct a global market research study. This study will provide trial sponsors a look at how hypothetical treatments, such as the use of antibodies, will change the way we approach Alzheimer's and enrich the delivery of therapeutics.

Furthering the use and acceptance of real-world evidence

We support the **Real-World Evidence Leadership (RWE) Forum**, a non-competitive collaboration of senior executives from 18 major pharmaceutical companies, whose objective is to understand, discuss and respond to internal and external RWE challenges and opportunities with a single expert voice and the aim of improving outcomes for patients globally. The forum meets twice a year to discuss issues and select priorities for its working groups to address.

Real-world evidence is the clinical evidence concerning the usage and potential benefits or risks of a medical treatment obtained by analysis of real-world data, such as electronic health records. There is increasing recognition that RWE can play a key role in making healthcare decisions and guiding regulation. One of the top priorities of the Forum is clarifying the way pharma and healthcare can work together to establish trust-based relationships and increase value for society, the medical community and patients.



Applying our machine learning expertise and data to advance public health

We have developed two separate algorithms aided by machine learning models to provide the U.S. **Centers for Disease Control (CDC)** with a better way to identify inappropriate antibiotic prescription practices and to diagnose Parkinson's disease.

Building on work begun in 2019, which used a predictive model to identify characteristics of healthcare professionals who prescribe antibiotics inappropriately, the new algorithm analyzes the regional variations in the level of inappropriate prescribing against non-clinical drivers, with the potential to develop more targeted antibiotic stewardship interventions. For the second project, we used AI production technology to develop a Parkinson's disease diagnostic model for risk-prediction and early disease identification.

Building a comprehensive data-collection and evidence-generation program to fight cystic fibrosis

The **Cystic Fibrosis Foundation (CFF)**, the world's leader in the search for a cure for the genetic respiratory disease, selected IQVIA to design a comprehensive, strategic data-collection and evidence-generation program and research roadmap. The work will support CFF's four key objectives, which include developing a cystic fibrosis clinical research program; creating a protocol for efficiently disseminating evidence to the cystic fibrosis community; making enhancements to the use of patient-level data to support patients and their healthcare practitioners' decision-making; and using best-in-class technologies to acquire, store and generate their data sources.

Improving our understanding of type 1 diabetes using real-world data

We have partnered with **JDRF**, the leading global organization funding type 1 diabetes (T1D) research, to help address unmet needs in the diabetes community. The project will utilize non-identified real-world data to answer important clinical research questions and address areas of unmet need in people with T1D, including how to improve diagnostic accuracy, assess the impact of treatments and monitoring devices and optimize future drug development efforts.

The team is initially examining distinctions in diagnosing Type 1 vs. Type 2 or other diabetes. Nearly 40% of people with adult-onset T1D may be initially misdiagnosed, so greater differentiation of diabetes types will help to ensure appropriate treatment and better patient outcomes.

Partnering to improve rheumatoid arthritis care and research

MIT's **NEW Drug Development ParadIGMs (NEWDIGS)** program is a collaborative focused on enhancing the capacity of the global biomedical innovation system to reliably and sustainably deliver new, better affordable therapeutics to the right patients faster.

We are assisting MIT NEWDIGS in a key project – The LEAPS Project – that aims to improve Rheumatoid Arthritis research and care. The LEAPS Project is focused on advancing sustainable, patient-centered biomedical innovation – which seeks to get the right treatment to the right patient at the right time – through a new collaborative, multi-stakeholder systems approach to the planning, production and use of real-world evidence. IQVIA is providing data, methodology and technology, including advanced analytics, along with our clinical and real-world expertise.



Public



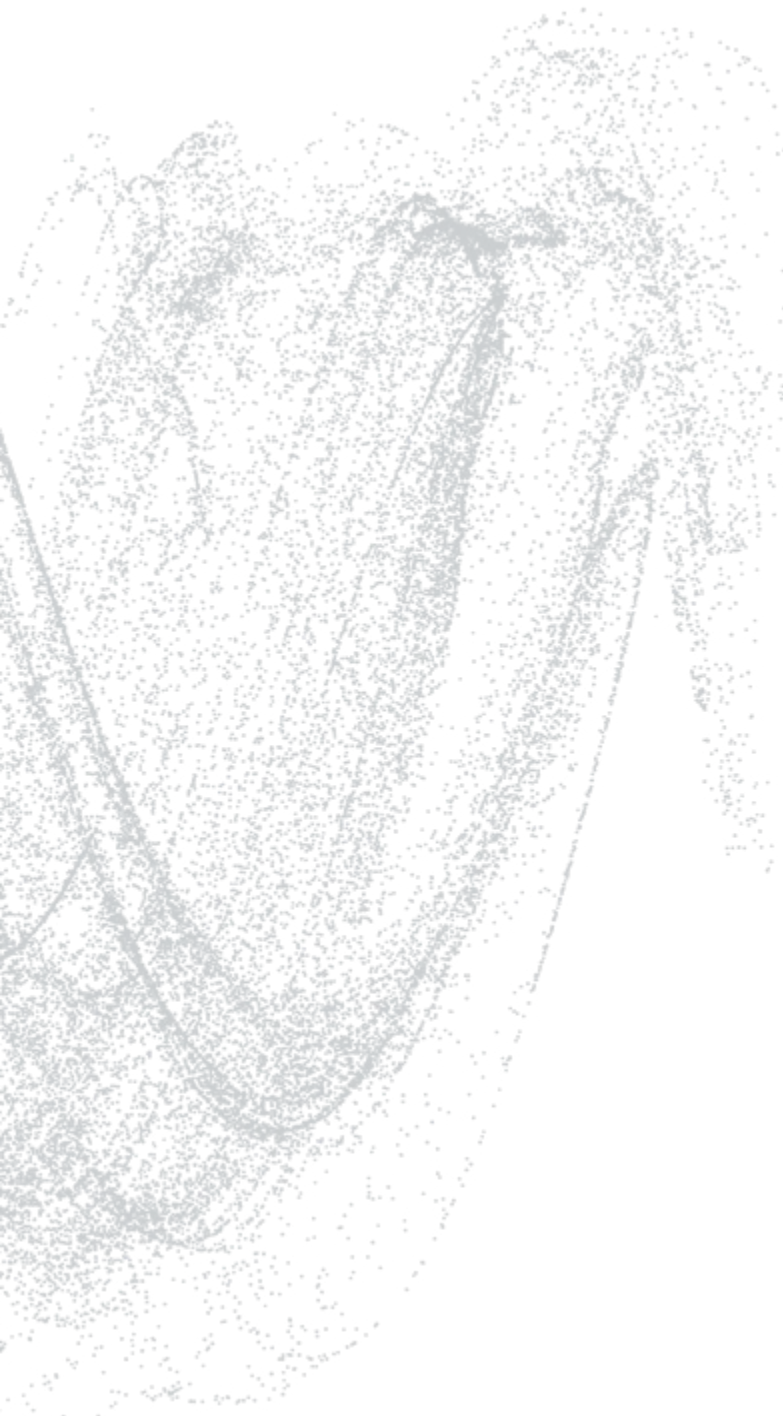
IQVIA
INSTITUTE
FOR HUMAN DATA SCIENCE

IQVIA Institute for Human Data Science

We recognize the vast potential our business has to contribute to the advancement of human health globally. One of the ways we can be effective is through our data. In 2011, we launched the IQVIA Institute for Human Data Science (“the Institute”) as a way for us to deliver timely research, insightful analysis and scientific expertise applied to our granular, non-identified patient-level data. We communicate our perspectives to broad audiences, including government officials, policy leaders and the public through free published reports, articles and webinars. Our research is published in free reports, which are available on our [website here](#).



Public



Researching what matters most

Through the Institute, **we conduct our own research, drawing on our expertise and applying it to important healthcare topics.** We chose topics that are most relevant to healthcare stakeholders and which have potential to influence health and healthcare systems for the better. In particular, we look for areas where **we can make a unique contribution based on our specific set of data and resources.** Topics may include how to increase the value of healthcare systems from the payer perspective, analysis of innovation breakthroughs, advances in therapeutics and delivery, as well as public health issues.

In addition, we convene our annual IQVIA Research Forum, which brings together multi-disciplinary researchers in academia and other public and private institutions to share perspectives on critical healthcare-related issues through evidence-based research. We publish the outcomes of our forums **to further drive understanding of these important issues.** Because we are connected to a wide variety of healthcare experts, we are able to organize robust and meaningful discussions with high-caliber participants.



By the numbers

58

The number of reports that have been published during the past five years on a range of important healthcare topics, including trends in global oncology, the role of digital health, medicine use and spending and advances in precision medicine

+400

Number of published papers and presentations during the past five years by academic researchers utilizing IQVIA proprietary information to advance understanding of disease treatment patterns, provide context for healthcare costs, assess policy levers and develop real-world patient-level clinical evidence

+19,000

People around the world who have opted in to receive information from the Institute

+\$10 million

The estimated value of the pro bono data resources the Institute provided to academic researchers **as part of the IQVIA Human Data Science Research Collaborative**

+195,000

Downloads of our reports during the past five years



Advancing understanding each year

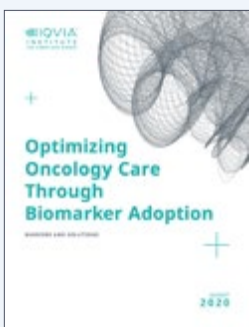
In 2020, the Institute researched and published 18 reports, hosted and participated in dozens of webinars, podcasts and other forums. Our annual IQVIA Research Forum was held virtually and focused on Looking Beyond 2020: The Next Chapter for COVID-19 and Policy Priorities for the Next U.S. Administration.

2020 reporting highlights include



The impact of COVID-19

In [Shifts in Healthcare Demand, Delivery and Care During COVID-19: Tracking the Impact in the United States](#), we reported on the impact of COVID-19 on all U.S. healthcare stakeholders as they were buffeted directly and indirectly by the initial wave of the pandemic. We summarized the magnitude of the impact across multiple dimensions in a collection of charts and analyses. [Download the report.](#)



Innovation in R&D

With the proliferation of treatments that target cancers with specific genetic alterations and other molecular markers, our research in [Optimizing Oncology Care through Biomarker Adoption: Barriers and Solutions](#) examined the ways in which limited or delayed biomarker adoption is preventing patients from realizing the full benefit of this area of scientific innovation. [Download the report.](#)



Patient costs for medicines

High levels of public interest in – and concern about – patient out-of-pocket spending on pharmaceuticals guided our research in [Medicine Spending and Affordability in the United States: Understanding Patients' Costs for Medicines](#), where we revealed that total out-of-pocket costs for prescription drugs in the United States reached a record \$67 billion in 2019, though the average cost per prescription declined. [Download the report.](#)



Human Data Science Research Collaborative

In response to COVID-19 and its impact on health systems globally, we created the Human Data Science Research Collaborative – a program to support COVID-19 research activities related to health system issues through collaboration with the world’s leading academic researchers.

In 2020, we waived data access fees for approved academics around the world to use the platform to accelerate research addressing challenges and opportunities for health systems in the COVID-19 era. Waivers were granted globally to academics in the United States, the United Kingdom, Hong Kong, the Middle East and other locations.

Learn more about the Institute at www.iqvaiinstitute.org.



Social responsibility

We support causes that are meaningful to our employees and to our organization. Through our formal giving programs and commitment to community service, we channel our resources to make an impact in communities where we live and work.

CEO Awards - Innovating to create a better world

We support a culture that fosters innovative solutions that lead to real-world impacts and change. Through our Annual CEO Team Award Program, we recognize employee teams that are working together to drive innovation each year.



Our winning teams fully exemplify our creative spirit and dedication to client solutions and patients – demonstrating how scientific innovation and disruptive technology can be used to help customers and key stakeholders advance healthcare and improve patient outcomes. As a reward, IQVIA makes a donation of \$10,000 per team to a charity (or charities) of the teams' choice.

In 2020, there were nine CEO Award recipients. As a result, IQVIA donated a total of \$90,000 across 12 organizations:

- Children's Cancer Foundation
- Ekam USA, a non-profit that works towards providing quality healthcare to needy children and mothers in India
- India Cancer Society
- Lupus Research Alliance
- Philabundance, a hunger-relief non-profit focused on the greater Philadelphia, Pennsylvania, region in the United States.
- Project Orchid Limited, a non-profit catalyzing the global movement to end female genital cutting
- Save the Children International
- St. Jude's Research Hospital
- Teach for All
- Wateraid India
- Wateraid Nepal
- Wateraid UK



Volunteering

We are proud of our employees' efforts to help others and make a positive impact in the world. Whether it's by raising funds, gathering supplies and donations for those affected by natural disasters or helping to provide food and services to underprivileged communities during the COVID-19 crisis, they are committed to giving their time, talent and expertise to address the world's toughest challenges.

Here are just a few examples of how our employees volunteered their time in 2020:

- The 2020 explosion in Lebanon's capital had a devastating impact on the city and left 300,000 people homeless and in need of aid. Members of our team in Beirut sprang into action gathering donations and purchasing basic necessities and food supplies to help families affected by the blast through Red Crescent Dubai.
- In response to the economic impacts of COVID-19, our employees in the Singapore office volunteered with the non-profit organization **Food from the Heart**, packing and distributing essential food items to underprivileged households. Each bag of food supplied provided enough food to feed a family for up to a week.
- For the third year, our Collegeville, Plymouth Meeting, and Blue Bell, Pennsylvania, offices teamed up for a toy drive supporting foster care organizations **Montgomery County Foster Parent Association and KidsPeace of Bucks County**. The team donated more than 280 gifts, providing 180 families assistance and holiday cheer. They also collected toothbrushes, travel bags and books for children entering the foster care system.
- As COVID-19 began to emerge in Europe, a team of six crafty employees in the Czech Republic got to work sewing 320 colorful face masks. They then distributed the masks to retirement homes and at a central maternity ward in Prague.
- Staff from our Reading, U.K., office showed their support for a local charity by taking part in the annual **Launchpad Pancake Race**. Launchpad is a Reading-based charity that works to prevent homelessness and helps people rebuild their lives. Funds raised from the Pancake Race support the opening of Reading's first work and life skills center for vulnerable people. An office pancake raffle was also held and proceeds were donated to Launchpad.
- We launched two employee-led mentoring programs with Indian NGOs in 2020. Through **Christel House India**, 10 employees in the Employee Resource Group WIN (Women Inspired Network) are mentoring 12th grade students on careers in healthcare and helping them make decisions on their continued studies. Through Shifting Orbit, in Bangalore, 70 IQVIA employees are mentoring high school students and keeping them motivated through the pandemic.



Tablet distribution at Christel House, India



Public



IQVIA Day – Leading positive change

We honor the passions of our employees and their commitment to their communities through IQVIA Day, a day of service that allows employees to give their time to causes most dear to them.

IQVIA Day provides employees one paid business day off any time during the year, with manager approval, to volunteer with a charitable or non-profit organization of their choice. Both individual and group volunteer activities qualify.

IQVIA Day 2020

During

2020

more than

2,400

employees from

57

countries volunteered a day of their time toward community service.

That equates to almost

200,000 hours
of service.

Our top five IQVIA Day countries were:
United States, India, United Kingdom,
China and Canada.



Community and Social Responsibility (CSR) in India

In 2020, our IQVIA India team continued to exemplify our dedication to community and social responsibility (CSR) initiatives throughout the country. Employees responded to the COVID-19 crisis and supported programs focused on health and well-being, education, improving the lives of women and disaster relief. Highlights include:

Responding to COVID-19

- Through our partnership with the NGOs **Apanalaya** and **Mitti Café**, we provided 1,000 dry ration kits to residents in Mumbai and covered the cost of 30,000 prepared meals to residents in Bangalore impacted by the pandemic lockdown.
- We sponsored a research project focused on developing a rapid color-based assay for COVID-19 RNA detection that is currently being carried out at the **National Centre for Biological Sciences** in Bangalore.

Focusing on health and well-being

- We partnered with the **Organization for Rare Diseases India** to sponsor for the fifth consecutive year the Racefor7, an annual run that raises awareness about rare diseases in India.
- Through the **Bangalore Kidney Foundation**, we supported the cost of dialysis and comprehensive care for women from low-income backgrounds who suffer from chronic kidney disease.

Empowerment through education

- We sponsored two life skills and vocational skills training programs for intellectually challenged students through the **Mann Foundation**, an NGO based in Mumbai.
- We partnered with the NGO **Christel House India**, which runs learning centers for children from very low-income backgrounds in Bangalore and Naya Raipur, Chhattisgarh. In Bangalore, IQVIA sponsored an educational scholarship for girl students graduating from Christel House who are pursuing higher education in life sciences and donated 272 tablets to facilitate online learning for students during lockdown.

Improving the lives of women

- Through a collaboration with the NGO **Setu Trust**, IQVIA supported a rehabilitation program aimed at improving the quality of life of sex workers, including those with HIV and AIDS, in three districts of Maharashtra.

Providing disaster relief

- In the middle of the pandemic, parts of West Bengal were devastated by Cyclone Aamphan. Through a partnership with a local NGO, we were able to support the cost and distribution of 1,000 kits containing food and other essential supplies for families directly impacted.





Honoring employee milestones through charitable giving

We recognize our employees service to IQVIA and the contributions they have made to our company in a meaningful way that reflects our core values.

To celebrate employment milestones, eligible employees who reach their 10-year, 15-year, 20-year and 25+ year anniversaries are invited to direct an IQVIA donation to the charitable organization of their choice through YourCause. The value of this donation starts at \$300 and increases at each five-year increment up to \$500.

With more than 1.5 million charitable organizations around the globe to select from, employees are able to find a personally meaningful organization to receive their donation.



**In 2020, we donated
more than**

\$261,000

**through our service recognition
giving program.**



Making impactful matching gifts

Our corporate charitable giving program allows us to support our employees with financial contributions in recognition and support of their generosity. The program strives to:

- Contribute to improving healthcare worldwide by expanding education and achievement in healthcare-related fields
- Support research or programs focused on improving health outcomes
- Enhance the health and well-being of our employees and the communities where they live and work.

IQVIA matches gifts made by U.S. employees on a dollar-for-dollar basis up to a maximum of \$1,000 per employee per year. This match applies to any 501(c)(3) charity or primary school/secondary school/college/university, subject to some exclusions.



**In 2020, we donated
more than**

\$488,500

**through our matching
gifts program.**



Planet



Nathalie Horowicz-Mehler
Practice Leader, Applied Real World Solutions
United States



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We strive to continually reduce our environmental impacts wherever possible. Our sustainability program includes tracking our environmental performance in the areas of energy efficiency, greenhouse gas management and waste reduction.

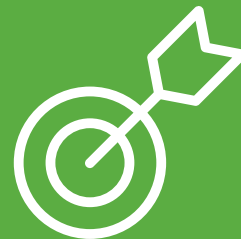
As we develop our formal sustainability strategy and five-year environmental plan we continue to focus on effective and responsible management of our real estate portfolio in response to COVID-19 as well as understanding how to quantify the impact of a significant number of our employees now working from home. We are also committed to addressing the effects of climate change.



We are setting goals to help manage and reduce our environmental footprint.



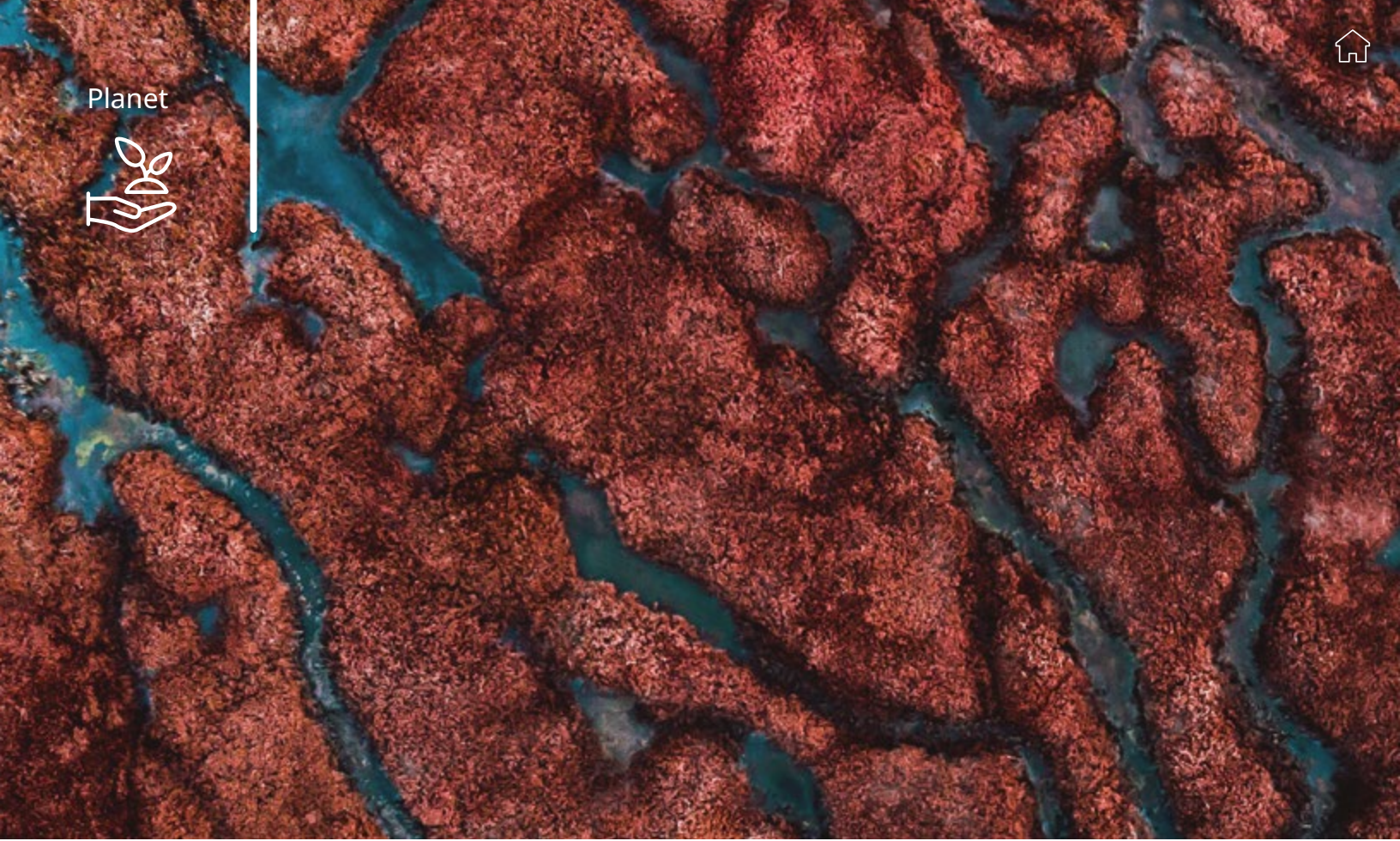
We will **remove 100% of single use plastic** in all our office facilities by the end of 2021.



In recognition of the need to reduce our environmental footprint and progress towards becoming carbon neutral, **we will set a science-based target**, certified by the Science-Based Targets initiative (SBTi), by the end of 2023.



Planet



Climate change

Climate change has the potential to impact human health and well-being, often in negative ways. This includes an increased risk of infectious diseases spreading, water-borne illnesses resulting from limited access to clean water, food insecurity and food hygiene issues that could lead to higher rates of malnutrition, disease and lower immunity to disease.

In response to these increased physical risks, the global health care industry continues to develop treatments to address these diseases and health issues. As the demand for health care and biopharmaceutical solutions increases, we anticipate we will have an expanded role to play in support of our customers, which may also lead to increased energy consumption. As such, we always take these impacts into account during our climate-related risk assessment and when making associated business decisions.



Environmental footprint

Energy consumption from fossil fuels represents one of the biggest contributions to greenhouse gas (GHG) emissions. As such, it is the biggest opportunity we have for reducing our impact, both through efficiency efforts, as well as exploring opportunities to use renewable energy supplies in a number of our facilities.

As a company with expansive reach, we operate in more than 260 facilities worldwide. Approximately 95% of our business operations are located in office buildings, many of which are in multi-tenant buildings with the primary energy consumption being electricity for lighting and heating, ventilation and air conditioning systems.

Additionally, our central laboratories, representing 5% of our operations, use laboratory instruments.

We continually seek to reduce energy use and have energy monitoring systems in place at select locations to identify ways to lower consumption. Some of the measures we have implemented include increasing the efficiency of HVAC systems and reducing energy use of idle equipment. Our Information Technology department manages energy use carefully and frequently buys Energy Star certification equipment where available. Our laboratories use LEDs and energy-efficient freezers. We also work to extend the useful life of servers, routers and other types of equipment while establishing relationships with technology recycling centers to ensure proper disposal of these assets when decommissioned.

As our business has grown, so has the pressure to increase our real estate portfolio. However, as we are ever mindful of our carbon footprint, we reduced our global real estate portfolio by ~200,000 square feet, or 3%, in 2020 even as we grew our total global workforce. As we progress to a more agile working environment, we will focus our attention on reducing our real estate footprint further, while providing workplaces that support collaboration, encourage innovation and build employee engagement.

Other measures we have taken to reduce the environmental impact of our business operations include decreasing the use of printed material, replacing disposable, single-use cups with multiple-use alternatives and raising awareness of and implementing waste recycling programs.



Business travel

Though travel is a key component of any global business endeavor, we continue to find ways to mitigate and reduce its impact and decrease our carbon footprint, even as our employee headcount grows. Our focus includes emphasis on teleconferencing and telecommuting – which have become essential during COVID-19 restrictions. Additionally, we seek to optimize employee travel and decrease airline and car use and promote transportation alternatives wherever possible, such as public transit, ride sharing and bicycle commuting. Proximity to public transport connections is a critical feature when selecting a new office location to reduce the need for personal car use.

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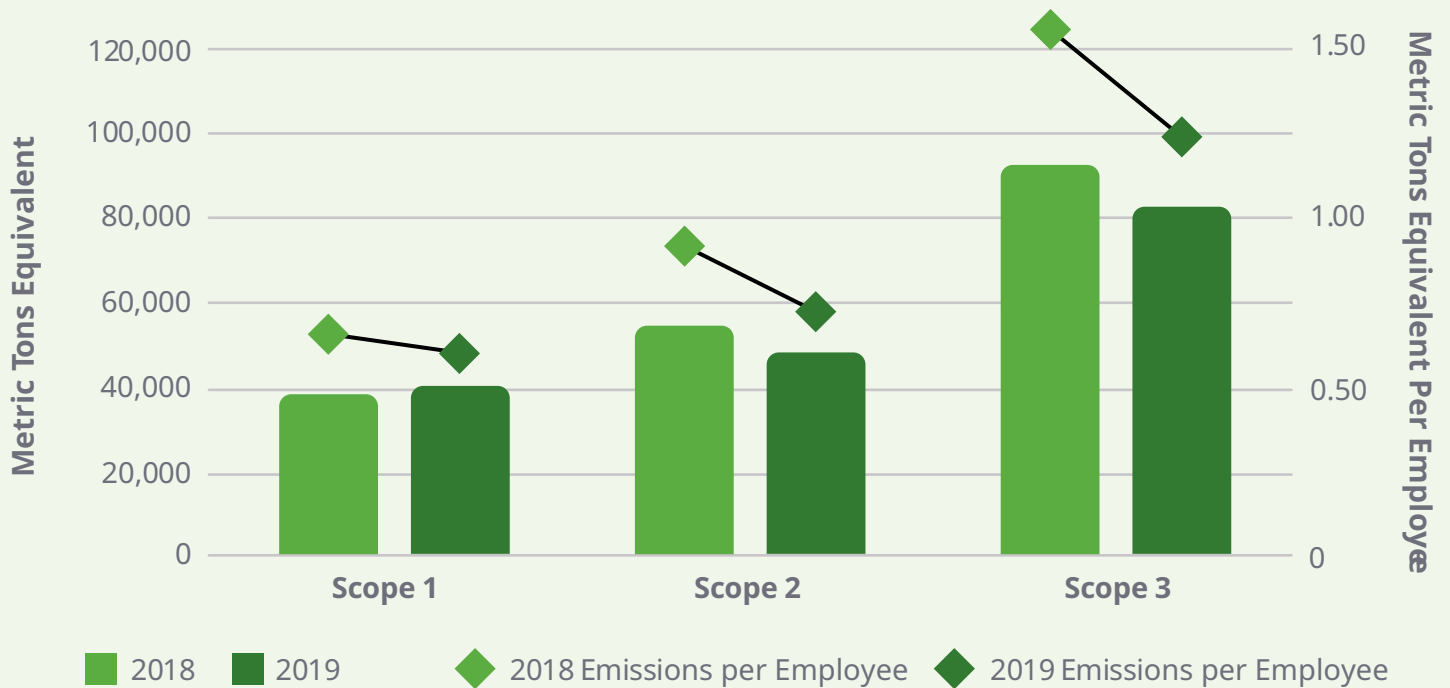
Metrics

Our primary Greenhouse Gas (“GHG”) emissions impact is associated with our business travel and utilization of office space, both of which declined significantly in 2020 as a consequence of COVID-19.

We anticipate our GHG emissions for 2020 will also decline. Our GHG data for 2020 will be verified mid-2021, and we will report on it in our 2021 report.

Below is our GHG emissions reported for 2019 and 2018, our most recently available data. While we successfully reduced our total GHGs from 2018 to 2019, we believe the more meaningful measure of our success in reducing our environmental impact is metric tons of GHGs per employee, as set forth below.

Greenhouse Gas Emissions 2018 and 2019



GHG Scope	Description	Primary Driver
Scope 1	All direct emissions	From the activities of IQVIA under direct control, including fuel combustion from company vehicles and gas emissions from boilers and air-conditioning refrigerant leaks.
Scope 2	Indirect emissions ¹	Emissions associated with electricity purchased and used by IQVIA to power facilities heating, cooling and computer / IT equipment.
Scope 3	All other indirect emissions	Emissions associated with IQVIA business travel.

¹We use the market-based method, which takes into account emissions from energy contracts and instruments (such as renewable energy credits), to report our Scope 2 emissions. But, we also track Scope 2 emissions using the location-based method, which represents only the GHG intensity of the grids where its sites operate. For 2019, our location-based Scope 2 emissions also decreased from 50,778 to 44,560 metric tons equivalent.



Waste management

We require that our staff members uphold our waste management and disposal programs by adhering to established policies and procedures. Our laboratories are heavily regulated in waste management, and, under ISO 14001 certification, we are responsible for segregating and disposing of waste in a way that minimizes adverse impacts.

Biological and hazardous waste management

Safeguarding human health and the environment is our objective. For this reason, we are committed to stringent management of hazardous waste. To ensure proper waste disposal, we provide training and guidance to employees who are responsible for biological and hazardous waste and/or investigational product generated from any company facilities or studies worldwide.



Planet



Sustainable procurement

We hold our supply chain partners to sustainability standards that align with our own values and objectives. We work to effectively leverage the various backgrounds, capabilities and contributions of our supply chain partners to create mutually rewarding business opportunities.

Our [Supplier Code of Conduct](#) spells out expectations for our supply chain partners in a number of key areas, including:

- Ethics and Compliance
- Labor and Human Rights
- Environment
- Health and Safety

We encourage our vendors and suppliers to agree not only in principle to the standards outlined within the Supplier Code of Conduct, but to make every effort to adopt and implement them as well.

Prior to entering key supply chain relationships, we vet prospective suppliers for alignment with our values regarding sustainability. By extending these expectations throughout our supply chain, we multiply the impact we have in the global markets where IQVIA operates.



External organizations

Participating in third party rating agencies is an important part of our environmental management approach. We submit information and data annually to various external sustainability ratings providers.



- **EcoVadis:** We achieved a Bronze Rating in 2020, with an improvement in the overall score from 44/100 to 48/100 compared with 2019



- **CDP:** Our 2020 CDP rating for Climate Change is 'Management' level, classified by CDP as 'taking coordinated action on climate issues'

20
20

Sustainability
Report



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