

31 July 2024

## **IQVIA's United Nations Global Compact Communication on Progress**

IQVIA became a member of the United Nations Global Compact with effect from 31 July 2020. I am pleased to reaffirm our commitment to the Ten Principles of the United Nations Global Compact in the areas of human rights, labor, environment, and anti-corruption. These principles are embedded in our sustainability commitments and integral to our contribution to the United Nations Sustainable Development Goals.

In our third annual Communication on Progress, we outline our ongoing efforts to enhance the integration of the Global Compact and its Ten Principles into our business strategy, organizational culture, and day-to-day operations. Details of actions and outcomes across the Ten Principles are outlined in this document. We commit to sharing this information with our stakeholders using our primary channels of communication. For additional insights into our progress, I encourage you to explore [IQVIA's 2023 ESG Report](#), which provides a comprehensive update on our sustainability initiatives.

Yours sincerely,

A handwritten signature in black ink, appearing to read "Ari Bousbib", is positioned below the closing text. The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Ari Bousbib  
*Chairman and Chief Executive Officer*

## Communication on Progress – our commitment to sustainability and citizenship

We continually look for ways to advance and strengthen our sustainability and citizenship efforts. As part of the development of our sustainability and citizenship strategy, we initially selected four United Nations (UN) Sustainable Development Goals (SDGs) that we believe IQVIA can have the most impact towards advancing.

In February 2024, we published updated statements of commitment against the SDGs in IQVIA's 2023 Environmental, Social & Governance Report. The statements are listed below.

SDG	Our statement of commitment and 2023 highlights
	<p>We use our data insights and clinical expertise to help our partners accelerate access to more advanced and affordable healthcare treatments around the world.</p>
	<p>We are committed to maintaining a culture of diversity in which women and people from diverse backgrounds can fully contribute to the growth and success of our business. Approximately 61% of our global employees are women, with 52% women at the manager level.</p>
	<p>We are committed to reducing waste. In 2023, we expanded our efforts to reduce single-use plastics in clinical trial testing kits and strengthened our electronic waste (e-waste) management processes.</p>
	<p>We are working to reduce our environmental footprint and progress towards becoming a net zero organization. In 2023, our science-based greenhouse gas emissions reduction targets were validated by the SBTi, and we developed our Net Zero Roadmap.</p>

## Actions and outcomes

Set forth below is a description of the actions IQVIA has taken to implement the Ten Principles of the UN Global Compact (GC), as well as a measurement of the outcomes of these actions. The Ten Principles are centered on four main categories:

- **Human rights**
  - Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights and
  - Principle 2: make sure that they are not complicit in human rights abuses.
- **Labor**
  - Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;
  - Principle 4: eliminate of all forms of forced and compulsory labor;
  - Principle 5: effectively abolish child labor; and
  - Principle 6: eliminate discrimination in respect of employment and occupation.
- **Environment**
  - Principle 7: Businesses should support a precautionary approach to environmental challenges;
  - Principle 8: undertake initiatives to promote greater environmental responsibility; and
  - Principle 9: encourage the development and diffusion of environmentally friendly technologies.
- **Anti-corruption**
  - Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.

## **Human rights**

Aligning with **UNGC Principles 1 and 2**, IQVIA supports the human rights of workers and ethical business practices and opposes unethical practices such as child labor and human trafficking. Examples of our commitment include (i) IQVIA following the U.S. Government's regulations regarding combating trafficking in persons as a U.S. government contractor and (ii) IQVIA publishing an annual Statement on Anti-Slavery and Human Trafficking in accordance with the UK Modern Slavery Act.

### **Implementation**

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 "*Doing the Right Thing*" is a guide to the responsibilities we share for ethical business conduct and paints a clear picture of what we stand for as an organization, what we expect of ourselves, and what we must do to maintain our reputation. It governs how we carry out our work, clarifies what each of us must do and reinforces our culture and values on human rights, labor, environment, and anti-corruption requirements, amongst others.

We strive to achieve the highest standards in all that we do from the highest levels of compliance to transparent policies and ethical practices. As such, we work to ensure the prevention of acts of modern slavery and human trafficking, by requiring those same high standards from our suppliers.

The IQVIA Supplier Code of Conduct sets out expectations of our suppliers in several areas including ethics and compliance, labor and human rights, environment, health and safety, and management systems.

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.

### **Outcomes**

IQVIA employees are required to undergo annual IQVIA Code of Conduct training and confirm their alignment with the Code. In 2023, 97% of employees completed the training.

## **Labor**

In support of **UNGC Principles 3, 4, 5 and 6**, IQVIA is dedicated to creating a productive work environment that exhibits teamwork, leadership, customer focus, integrity, and quality. We are committed to complying with all applicable employment laws and regulations and have company policies which uphold freedom of association and collective bargaining, and prohibit child labor, forced labor, and employment discrimination.

We are committed to maintaining a culture of diversity in which people from all backgrounds can fully contribute to the growth and success of our business. We create this culture 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 includes employees who reflect a diverse range of backgrounds, thoughts, experience, and skills. We treat each other and anyone we interact with while working for IQVIA with respect and dignity.

IQVIA is an equal opportunity employer, and we make employment decisions based on qualifications and merit. We prohibit discrimination based on any unlawful consideration such as age, race, national origin, gender, or any other "protected status."

### **Implementation**

In recognition of the need to support our diverse workforce, we have eight Employee Resource Groups (ERGs). The eight global ERGs are voluntary and open to all employees. Each ERG has a mission that supports our vision, values, and core operating principles. In 2023, we saw a 110% increase in our ERG membership, with 11,700+ members representing 73 countries.

## Employee Resource Groups

Our ERGs include:

- Black Leadership Network (BLN)
- Disabilities and Carers Network (DCN)
- Emerging professionals Network (EPN)
- LGBTQIA+ Group (PRIDE)
- Multi-Faith Network (MFN)
- Race, Ethnicity And Culture Heritage Group (REACH)
- Veterans Employee Resource Group (VERG)
- Women's Inspired Network (WIN)

## Outcomes

Examples of our 2023 ERG initiatives:

- Our US sponsorship program paired senior leaders with diverse future leaders to build a strong talent pipeline. Senior leaders support our future leaders with coaching, sponsorship, advocacy, and development opportunities to build their skills and expand their experiences. We launched 372 mentoring pairs, a 224% increase from 2022, aimed at empowering employees to grow their careers.
- Our BLN partnered with Braven, an organization that provides coaching and mentoring to low-income and under-represented groups, to support them during college and to obtain jobs once they graduate. 86% of Braven Fellows graduate and are in professional roles versus 30% of the comparable population.
- More than 44% of DCN members attended an event hosted in partnership with Dogs for Autism to build awareness of the benefits of using trained pets to assist individuals with cognitive disabilities.
- REACH collaborated with Future Frontiers in the UK to help local students from disadvantaged backgrounds explore career path options and provide them with resources on their chosen careers.
- The VERG created a virtual Veterans Honor Wall recognizing the service of Veteran members.

## Diversity

At IQVIA, we are committed to creating and maintaining a diverse work culture that encourages all employees to share their unique perspectives. To align how we embody these values, we have defined our vision:

*At IQVIA, we believe that diversity empowers our mission to accelerate innovation for a healthier world. We create a culture of diversity by valuing the perspectives of all talented employees worldwide and providing them with the opportunity to power smarter healthcare for everyone, everywhere. When our talented employees bring their diverse experiences to work, they enable us to accomplish extraordinary things. Multi-faceted thought processes spark innovation. Multi-talented collaboration harnesses innovation to deliver superior outcomes.*

Other actions taken in 2023 to enhance our Diversity program included:

- More than 75 of our ERG leaders attended conferences and workshops as part of our partnership with the National Diversity Council. Most of the sessions were virtual, with employees participating from around the globe. The conferences also provided professional development opportunities that enhance our talent pipeline.
- We partnered with Historically Black Colleges and Universities (HBCUs) in the US to support our talent acquisition strategy — we hosted Early Career Education-themed webinars and a Career Fair Readiness webinar in 2023, with several HBCUs invited.

- We sponsored an internship program with North Carolina Central University, a HBCU.
- We posted our US-based roles on Fair360's job board. Fair360 provides Human Capital benchmarking data and insights that support fair US workplace practices.
- We implemented an AI-enabled job applicant screening tool to minimize the risk of bias during hiring.

## Outcomes

In alignment with **SDG #5, Gender Equality**, we are committed to maintaining a culture in which women and people from diverse backgrounds can fully contribute to the growth and success of our business. Our diverse global workforce consists of 90 different ethnicities across more than 100 countries. Globally, 61% of our employees are women, and 52% are women employees at the manager level. Our U.S. workforce has become more diverse over the past year with the percentage of our U.S. employees who identify as a minority increasing to 39%. 16% of our U.S. employees identify as Asian, 12% identify as Black or African American, and 8% identify as Hispanic or Latino. 44% of new hires in 2023 in the U.S. identify as a minority.

## Environment

In accordance with **UNGC Principles 7, 8 and 9**, we work to continually reduce our environmental impact where possible. We are working to reduce the amount of waste produced by our facilities. Our sustainability program includes tracking our environmental performance in the areas of energy efficiency, greenhouse gas emissions and waste reduction.

We prioritize waste reduction across our labs as these are the most resource intensive parts of our business. Our seven largest labs are certified to ISO 14001:2015 and ISO 45001:2018 to ensure stringent waste management systems are in place, and we require employees to follow established policies and procedures when segregating and disposing of waste. This includes the disposal of biological and hazardous waste, as well as on-site recycling initiatives.

## Implementation

In 2023, we continued to support targets aligning with **SDG #12, Responsible Consumption and Production**, by expanding our efforts to reduce single-use plastics in clinical trial testing kits. With this, we avoided three metric tons of single-use plastics in our testing kits. We have also strengthened our electronic waste management processes by adopting circular economy principles – prioritizing the reuse, repair, and recycling of used devices. In addition, we continued to run our "Think Before You Ink" campaign for the fourth consecutive year - encouraging staff to reduce print volumes and switch from color to black and white inks whenever possible. Over the past four years, we have decreased printed page volume by approximately 57%.

Our second target relates to **SDG #13, Climate Action**. In October 2023, the Science Based Targets (SBT) initiative validated our greenhouse gas emissions reduction targets. This was a pivotal step in developing IQVIA's Net Zero Roadmap – our long-term emissions reduction plan to guide us towards net zero by 2050.

In 2023, we interviewed employees leading emissions intensive areas across our business to understand the opportunities and challenges to reducing emissions. We also engaged 100 suppliers — representing 47% of our supplier emissions — in targeted conversations about sustainability practices. To date, 33% of IQVIA's in-scope suppliers by emissions have or have committed to SBTs. These insights informed our Net Zero Roadmap, which focuses on a set of priority projects and goals covering areas such as buildings, company vehicles, supply chain, and business travel.

We continued our collaboration with the non-profit My Green Lab (MGL), an organization considered to be the industry gold standard for sustainability best practice in laboratories and is recognized by the United Nations' Race to Zero campaign as a key measure of progress towards a net zero future. Through this collaboration, we now have all labs certified across the UK, Europe, Asia and the Americas, and more than 150 IQVIA employees trained as MGL ambassadors to initiate sustainability improvement projects across our labs.

We continue to build employee awareness to manage our hazardous waste more effectively. To ensure proper waste disposal, we provide periodic training and guidance to employees who are responsible for biological and hazardous waste generated from any company facilities or studies worldwide.

## **Outcomes**

Our Net Zero Roadmap sets clear priorities and a plan to work towards reducing our scope 1, 2, and 3 emissions. Our commitment to reducing our carbon emissions is embedded in our business activities. IQVIA's scope 3 emissions decreased by 31% from 2021 to 2022, largely due to reductions in emissions from purchased goods and services, capital goods, and transport and distribution.

We report annually on the Carbon Disclosure Project (CDP) on Climate Change initiative. We achieved a CDP rating of B in 2023 and commit to continue supporting the CDP Climate Change initiative.

The Global Freezer Challenge – run by MGL and the International Institute for Sustainable Laboratories – is designed to promote best practices in cold storage management for laboratories. In 2023, seven of our labs with ultra-low temperature freezers participated to help avoid more than 200 metric tons of CO<sub>2</sub>e across 844 cold storage units.

Water is a precious shared resource. Although we are not a significant consumer of water, we aim to reduce our usage where possible, particularly in areas of water scarcity. To reduce consumption in labs, five of our 17 labs were fitted with low-flow aerators, which reduced water consumption by approximately 30%.

## **Anti-corruption**

In alignment with **UNGC Principle 10**, we work against corruption in all its forms, including extortion and bribery. Our Code of Conduct and Anti-Bribery and Anti-Corruption policies set forth IQVIA's commitment to conducting all IQVIA operations ethically and in compliance with anti-bribery and anti-corruption laws and related regulations. Our policy applies globally to all directors, officers, employees, contractors, and temporary staff.

## **Implementation**

We require all IQVIA employees and contractors to take certain fundamental training courses that comprise IQVIA's global mandatory training curriculum. The courses promote and sustain a climate of ethical conduct, good business practices, and compliance with regulatory standards, statutes, and laws. They include courses such as Code of Conduct, Anti-Bribery, Anti-Corruption, Data Privacy, Global Information Security, Preventing Harassment in the Workplace, and Social Media.

The curriculum covers a variety of ethics and compliance topics 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.
- The individual and corporate consequences of non-compliance.

## **Outcomes**

Mandatory training courses in 2023 included a Code of Conduct refresher, the annual Code certification, and courses on Anti-Bribery and Anti-Corruption, Global Information Security, Data Privacy, and Social Media, among others.

We use a variety of channels to reinforce key compliance messages, including communications from management, articles and infographics on our intranet site, live presentations to targeted audiences, and reminders on various IQVIA media channels, including our employee mobile app, and by conducting region- and country-specific training.