

3 August 2021

IQVIA's 2021 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 confirm that IQVIA reaffirms its support of the Ten Principles of the United Nations Global Compact in the areas of human rights, labor, environment, and anti-corruption. The principles are embedded in our sustainability commitments and integral to our contribution to the United Nations Sustainable Development Goals.

In our first annual Communication on Progress, we describe our actions to continually improve the integration of the Global Compact and its principles into our business strategy, culture and daily operations. We also commit to sharing this information with our stakeholders using our primary channels of communication.

Yours sincerely

A handwritten signature in black ink, appearing to read "Ari Bousbib", is positioned below the "Yours sincerely" text.

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 selected four UN Sustainable Development Goals (SDGs) that we believe IQVIA can have the most impact towards advancing.



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



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.



We are committed to reducing waste and 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, IQVIA will set a science-based target, certified by the Science-Based Targets initiative (SBTi), by the end of 2023.

Actions and outcomes

Set forth below is a description of the actions IQVIA has taken or plans to take to implement the Ten Principles of the UN Global Compact as well as a measurement of the outcomes of these actions.

Human rights

Aligning with **UNGC Principle 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. For example, as a U.S. government contractor, IQVIA follows the U.S. Government's regulations regarding combating trafficking in persons.

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*" governs how we carry our work, identifies resources for seeking help or reporting concerns 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.

Our Supplier Code of Conduct sets out expectations of our suppliers in a number of key areas including labor and human rights, ethics and compliance, ethics, and health and safety. The IQVIA Vendor Management Office assesses each new supplier prior to engagement and runs checks on a bi-annual basis to ensure our suppliers operate in accordance with the Supplier Code of Conduct.

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. During 2020, 96.1% of employees completed the training.

Labor

In support of **UNGC Principle 3, 4, 5 and 6**, IQVIA is dedicated to creating a productive work environment that exhibits teamwork, leadership, customer focus, integrity, and quality. We comply 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 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. 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 seven Employee Resource Groups (ERGs), two of which were launched in 2021. Currently, we have more than 2,500 members in the seven ERGs.

Employee Resource Groups



Other actions taken in the past 12 months to enhance our Diversity & Inclusion program include:

- Increased training efforts, including training Senior Executive team
- Hired a Diversity & Inclusion Program Manager
- Created and implemented Black Outreach and Engagement Initiative
- Adopted a policy that requires any initial list of candidates for our Board of Directors to include qualified female and racially or ethnically diverse candidates
- Implemented artificial intelligence screening of candidates to mitigate potential bias
- Implemented diversity and inclusion training for our business leadership
- Enhanced external thought leadership, community and connections with Historically Black Colleges and Universities

Outcomes

In alignment with SDG #5, 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. 37% of our U.S. employees identify as non-white, and 11% of our U.S. employees identify as Black or African American.

The IQVIA Wellbeing program was enhanced and expanded to reach all employees during 2021. This program includes counselling and education resources focused on a variety of topics including stress management, work-life balance, financial planning, social connections when working from home, nutrition, and time management. It is also planned to equip managers with resources to recognize well-being issues, helping them to refer employees to appropriate resources and provide support to their team members. The Wellbeing program is promoted and supported by IQVIA’s executive leadership.

Environment

In accordance with **UNGC Principle 7, 8 and 9**, we work to continually reduce our environmental impacts wherever possible. IQVIA continues following the ISO 14001:2015 management approach. Our sustainability program includes tracking our environmental performance in the areas of energy efficiency, greenhouse gas management and waste reduction.

Implementation

In 2020 our senior management approved two initial environmental targets.

The first target aligns with **SDG #12, Responsible Consumption and Production** in which we have committed to removing all single use plastics from our office facilities by the end of 2021.

Our second target relates to **SDG #13, Climate Action** in which we have committed to setting a Science Based Target by the end of 2023. Having a science-based target will help inform what actions we need to take to reduce our carbon footprint.

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. Additionally, the IQVIA Future of Work program, where ~80% of our employees will work in a hybrid work model either remotely or in the office, will also reduce the employee commute impact on the environment.

Outcomes

Our commitment to reducing our carbon emissions is embedded in our business activities. In particular, IQVIA reduced CO₂ emissions by 43.58% in 2020 compared to 2019, mainly as a consequence of reduced business travel and facility occupancy due to COVID-19. We have also reduced GHG emissions per employee each of the last three years.

We report annually on the Carbon Disclosure Project (CDP) on Climate Change initiative. We achieved a CDP rating of B- in 2019. IQVIA commits to continue supporting the CDP Climate Change initiative and will report on our 2020 rating in the next annual communication on progress.

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

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 policy 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

In 2020, we launched three updated training courses required of all employees:

- Code of Conduct (tailored to our business)
- Global Data Privacy
- Preventing Harassment in the Workplace

In 2021, IQVIA launched enhanced 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.

Outcomes

During 2020, more than 54,000 employees completed the Code of Conduct training. The course is available in 15 languages.

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.

For further information please refer to the IQVIA 2020 Sustainability Report

<https://www.iqvia.com/-/media/iqvia/pdfs/about-us/2020-sustainability-report.pdf>