IQVIA

2023
Environmental, Social, and Governance Report

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Introduction

Letter from our CEO

Dear Stakeholders,

Welcome to IQVIA's 2023 Environmental, Social and Governance (ESG) Report.

At IQVIA our mission is to accelerate innovation for a healthier world. Our 87,000 healthcare focused employees integrate AI-powered analytics, technology and expertise to solve the most complex problems for our more than 10,000 life science, regulator and provider customers in more than 100 countries.

We are proud that once again we have delivered on our sustainability commitments despite the tumultuous macro-environment in which we have been operating. Our accomplishments are detailed throughout this report and I encourage you to learn more about the impact IQVIAN's have made driving forward our sustainability strategy. I have included select highlights in this letter.

Investing in our people

IQVIA attracts talent that is passionate about improving patient outcomes. We invest heavily so our talent can accomplish this goal. This year we made significant progress against our learning and development agenda, for example:

- Introduced our new onboarding app that personalizes new joiners' experiences to facilitate a smoother onboarding experience, allowing new joiners to feel part of IQVIA sooner and be productive more quickly.

- Launched our new Talent and Learning Hub, received over one million visits to our talent and learning hub and hosted more than 30,000 IQVIANs on Career Connections, our AI driven talent marketplace, exploring new careers and opportunities for growth within IQVIA.

- Increased the numbers of IQVIANs who completed one of our structured leadership and management programs to build the next generation of management and leadership talent.

We want our talent to be reflective of the communities we serve as well as feel that they belong at IQVIA so they can make a meaningful contribution to the company's mission. This year we have seen a 110% increase in our Employee Resource Group membership with almost 12,000 members across eight global ERGs representing 73 countries. We have 90 different ethnicities represented across our employee population, 61% of our global workforce are women, 52% of our global managers are women and 40% of IQVIA's Board of Directors are women. In the U.S. alone, almost 40% of our employees identify as minority and 44% of new hires identify as minority.

Through our semi-annual Employee Pulse Survey we continue to measure the progress we are making in employee engagement and satisfaction. 87% of employees see a clear link between their work and our shared vision, 5 points above the Fortune 500 benchmark. 79% of employees feel like they belong at the company, 3 points above the Fortune 500 benchmark, and 88% feel they are acquiring the skills they need to be successful, 7 points above the Fortune 500 benchmark.

Transforming patient care

IQVIA can impact patient outcomes across the continuum of care. We support patients who wish to participate in clinical research, gain access to innovative medicines, improve adherence to treatment and reduce the burden of care. Our work with Patient Advocacy Groups and health systems aims to make systemic improvements in the way patients experience and benefit from therapy. Some highlights from this year included:

- Leveraged our unique capabilities to enroll patients from traditionally underserved populations into a trial for an RSV vaccine, enrolling 1.7 times the number of Black participants and 1.6 times the number of Hispanic participants than the customer originally planned.

- Developed a support program for pediatric rare disease patients to ease the burden of administration of at-home treatments, improving the experience for the children and their caregivers.

- Partnered with the UK's National Health Service to improve the survival rates of lung cancer patients, materially improving the speed to diagnosis.

- Hosted the third annual IQVIA Patient Organization Summit, bringing together more than 100 of the 300 patient organizations we work with to discuss ways of putting the patient at the center of healthcare.

Advancing public health

In support of our commitment to public health we established our dedicated global public health business in 2023. IQVIA Public Health now works

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with more than 75 clients across the globe. We partner with some of the largest NGOs in the world, including the Global Fund and (RED) to improve the detection of threats before they become pandemics in low to middle income countries. IQVIA also worked with the Coalition for Epidemic Preparedness (CEPI) in support of its 100 Days Mission, an ambitious plan to compress vaccine development timelines to 100 days. In October we held our second annual Africa Health Summit in Kigali, Rwanda, bringing together nearly 300 healthcare stakeholders from 28 different countries to discuss how to address the diverse unmet needs across the continent.

IQVIANs continue to make a positive impact in their communities. In 2023, IQVIANs donated their time to a variety of community service activities. These included supporting adults with learning difficulties, helping students from disadvantaged backgrounds improve their career prospects, campaigning for stem cell donor registrations, staffing food banks, refurbishing schools and more. This generosity of spirit is truly humbling.

Driving environmental change

In line with our commitment to net zero we verified our GHG emissions reduction targets – including our net zero by 2050 target – with the Science Based Targets initiative (SBTi). We reduced our absolute scope 3 emissions by 31% and removed over 3,000 kg of single use plastics from our business. In addition, we increased the reuse of electronic devices by more than five times. We continue to reduce our global real estate footprint and therefore our energy consumption and emissions.

We now have thirteen labs across Europe, Asia and the Americas that have achieved the My Green Lab (MGL) certification.

In furtherance of our sustainability agenda, we continue to work with our suppliers to commit to and set SBTi targets, including mandatory training as part of their supplier agreements.

Strengthening our corporate governance program

We are continually strengthening our corporate governance program, which is critical in supporting our sustainability goals, promoting accountability, and driving long term shareholder value. Since 2020, we have made more than 25 distinct enhancements to our corporate governance program, as well as added significant additional disclosures to provide greater transparency on our policies and practices. Specifically in 2023 in response to shareholder feedback we made additional enhancements.

• Adopted a stockholder right to request a special meeting.

• Added two new clawback policies to drive greater accountability for financial misstatements and misconduct.

• Enhanced our disclosures to give greater transparency into board decisions on compensation.

• Added disclosures on our limited political contributions.

External recognition

Through our relentless focus on the delivery of our mission we continue to be recognized as a leader across the healthcare industry. This year for example:

• For the seventh year in a row, IQVIA was named one of the **World's Most Admired Companies** in **FORTUNE's annual survey.** For the third year in a row, IQVIA was named the number one most admired company in our category, *Healthcare: Pharmacy and Other Services.*

In addition, IQVIA **earned first place ranking in six of nine categories,** including quality of management, people management, innovation, quality of products and services, global competitiveness, and use of corporate assets.

• **Brandon Hall Group.** Awarded five prestigious global Excellence Awards for being a vanguard in learning and talent development.

• **Abbott's UNIVANTS of Healthcare Excellence awards.** Recognized for our collaboration with the National Basketball Association (NBA) and other partners to ensure the smooth operation of the league during the COVID-19 pandemic.

• **America's Greenest Companies.** Joined Newsweek's list recognizing the top 300 companies in the U.S. for progress in positively changing their environmental footprint.

I would like to thank our employees for the dedication and passion they demonstrate everyday in pursuit of our shared mission, our customers for their partnership and our stockholders and partners for their continued support.

I am proud of the role IQVIA plays for patients, their caregivers and underserved communities across the globe. I am confident our unique set of capabilities positions us to make an increasingly meaningful impact on global health into the future. I look forward to sharing this journey with you.

Kind regards,

Ari Bousbib, Chairman and Chief Executive Officer

Introduction

About IQVIA

IQVIA is a leading global partner to the life sciences industry, with more than 87,000 employees spanning 100+ countries.

We provide advanced analytics, technology solutions, and clinical research services to an extensive range of customers including biotech, medical device and pharmaceutical companies, government agencies, medical researchers, payers, multilateral organizations, and other healthcare providers. We are driven by **our mission to accelerate innovation for a healthier world.**

We develop tailored solutions to address complex healthcare challenges through IQVIA Connected Intelligence™, the integration of unparalleled data, AI-powered analytics, transformative technology, extensive domain expertise, and an unmatched network of partners, to advance healthcare and improve patient outcomes by delivering actionable insights and powerful solutions to our clients and stakeholders. **Connected Intelligence supports our customers to understand disease pathways and patterns, human behaviors, and the impact of innovation in medical science and technology**. These deep insights enable new treatments and cures to be developed, ultimately facilitating better health outcomes. We also use analytics to help our customers improve organizational efficiency and decision-making processes.

One of our key strengths is the depth and breadth of our data. We hold and continue to expand one of the largest collections of healthcare information in the world, including 1.2 billion longitudinal, non-identified unique patient records. **Our global data set currently stands at more than 61 petabytes of proprietary data from 150,000+ suppliers and over 1 million data feeds.**

IQVIA office, Durham, US

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Our business segments

Research & Development Solutions (R&DS)

- We support our customers to reimagine clinical development and optimize trials by intelligently connecting data, technology, and analytics. Results include faster decision-making, innovation with reduced risk, and faster delivery of life-changing therapies.

- Our services span the full development cycle, from creating initial development plans, through phase I-III trials and regulatory submission, and finally post-marketing studies.

Technology & Analytics Solutions (TAS)

- By connecting the latest data, analytics, domain expertise, and technology, we help life sciences organizations uncover insights to maximize commercial effectiveness.

- We support customers with launch strategies, pricing and market access, brand and promotional strategies, engagement with healthcare professionals and patients, and more. We generate and disseminate the real-world evidence and solutions to meet our customers' needs.

Contract Sales and Medical Solutions (CSMS)

- We provide our clients with a full field outsourcing service — from analytics through commercialization.

- Our sales representatives, nurse educators, and medical science liaisons help clients ensure that the right products are prescribed for the right patients, and they provide patient services to encourage adherence and achieve optimal health outcomes.

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2023 by the numbers

~87,000
Employees serving clients in
100+ countries worldwide

9,500+
Software Development /
Support Professionals

1.2B
Non-identified unique
patient records

~2,000
Medical doctors worldwide

61+
Petabytes of unique data

$15.0B
Annual revenue

~4,100
Advanced Analytics / Data
Scientists / Statisticians

$3.6B
Adjusted EBITDA

~3,100
Epidemiologists /
Real World Experts

$1.5B
Free cash flow

IQVIA office, Mexico City, Mexico

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IQVIA office, Tokyo, Japan

2023 awards and recognition

- **Abbott's UNIVANTS of Healthcare Excellence awards.** Recognition for our collaboration with the National Basketball Association and other partners on the 2020 NBA Bubble. Read more on page 46.

- **AI Breakthrough Awards.** For using large language models to examine social determinants of health. Read more on page 51.

- **Brandon Hall Group.** Five Human Capital Management Excellence awards. Read more on page 26.

- **Forbes award.** IQVIA was named in Forbes' annual World's Best Management Consulting Firms list, which is based on input from clients and other consulting firms across 40 countries. We received specific recognition in the data analytics & big data, healthcare & life sciences, strategy, marketing, and brand & pricing categories.

- **FORTUNE.** For the seventh year in a row, IQVIA was named one of the **World's Most Admired Companies** in **FORTUNE's annual survey.** For the third year in a row, IQVIA was named the number one most admired company in our category, Healthcare: Pharmacy and Other Services. In addition, IQVIA **earned first place ranking in six of nine categories,** including quality of management, people management, innovation, quality of products and services, global competitiveness, and use of corporate assets.

- **IDC MarketScape.** IQVIA was named a world leader in Life Science Research & Development Pharmacovigilance Solutions.

- **KLAS award.** For our excellence as a software and service company helping healthcare professionals improve patient care. Rankings are a direct result of the feedback from IQVIA's customers over the last year. Customers assess strict criteria, making this a prestigious award across our sector.

- **MedTech Breakthrough Awards.** Recognized in the Best New Technology Solution — Drug Development category for IQVIA SmartSolve®.

- **President's Certificate of Commendation (COVID-19).** For our IQVIA laboratories Singapore site ramping up COVID-19 testing capacity. Read more on page 48.

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Our commitment to sustainability

Sustainability strategy

Sustainability is central to our mission of accelerating innovation for a healthier world. We work with our customers and partners to **power smarter healthcare and improve health outcomes,** and we identify and act on the environmental, social, and governance (ESG) issues most relevant to our business and stakeholders.

Our sustainability strategy is built around three core pillars: People, Public, and Planet. This year, the Science Based Targets initiative (SBTi)[1] validated our greenhouse gas (GHG) emissions reduction targets. This was a pivotal step in developing IQVIA's Net Zero Roadmap for our long-term emissions reduction. Read more on page 64.

1. https://sciencebasedtargets.org/

Mission	Accelerate innovation for a healthier world
Vision	Power smarter healthcare for everyone, everywhere

Sustainability pillars	**People**	**Public**	**Planet**
Sustainability ambitions	Champion employee health and well-being	Harness the power of data and innovation to accelerate transformation in healthcare	Minimize our climate impact — See our **Net Zero Roadmap** on page 65
	Foster a diverse, inclusive culture that enables employees to be their authentic selves	Safeguard sensitive information	Reduce our waste — primarily laboratory waste
	Build a community of people with a passion to advance healthcare	Drive agile, accessible, and equitable healthcare and improve public health outcomes	Catalyze environmental awareness and action among our key stakeholders
	Inspire our people to continuously learn, grow, and collaborate	Leverage our network to connect stakeholders and improve public health outcomes	

| Foundations	**Governance • Ethics and compliance • Human rights • Responsible procurement • Data** Our foundations — supported by robust policies and overseen by senior leaders — underlie and strengthen our sustainability pillars

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Transparent and open stakeholder engagement

Transparent communications and open engagement with our many stakeholders enable stronger business and more sustainable performance. Two-way dialogue informs our strategy, contributes to our own and others' accountability, supports us to track our progress, and drives wider industry-level advancements.

Stakeholder group	Examples of how we communicate		
EMPLOYEES	• Company mobile app, Go IQ • Company surveys	• Digital workplace • Email communications	• Employee hotline • Frequent town halls
CUSTOMERS	• Direct outreach • ESG forums and working groups	• Formal engagement processes (RFPs and questionnaires) • IQVIA-led conferences	• Formal governance, including Executive Steering Committees • Satisfaction surveys
INVESTORS	• Annual shareholders meetings • Industry conferences	• In-person and virtual meetings • IQVIA analyst and investor conferences and meetings	• Targeted outreach
PUBLIC	• Board memberships • Conferences and roundtables	• Direct engagement • Thought leadership articles and publications	• Research contributions via the IQVIA Institute for Data Science
GOVERNMENT (AS REGULATORS AND CUSTOMERS)	• Conferences and roundtables	• Direct engagement	• Formal information requests and engagement

Results of our most recent materiality assessment, informed by stakeholder insights
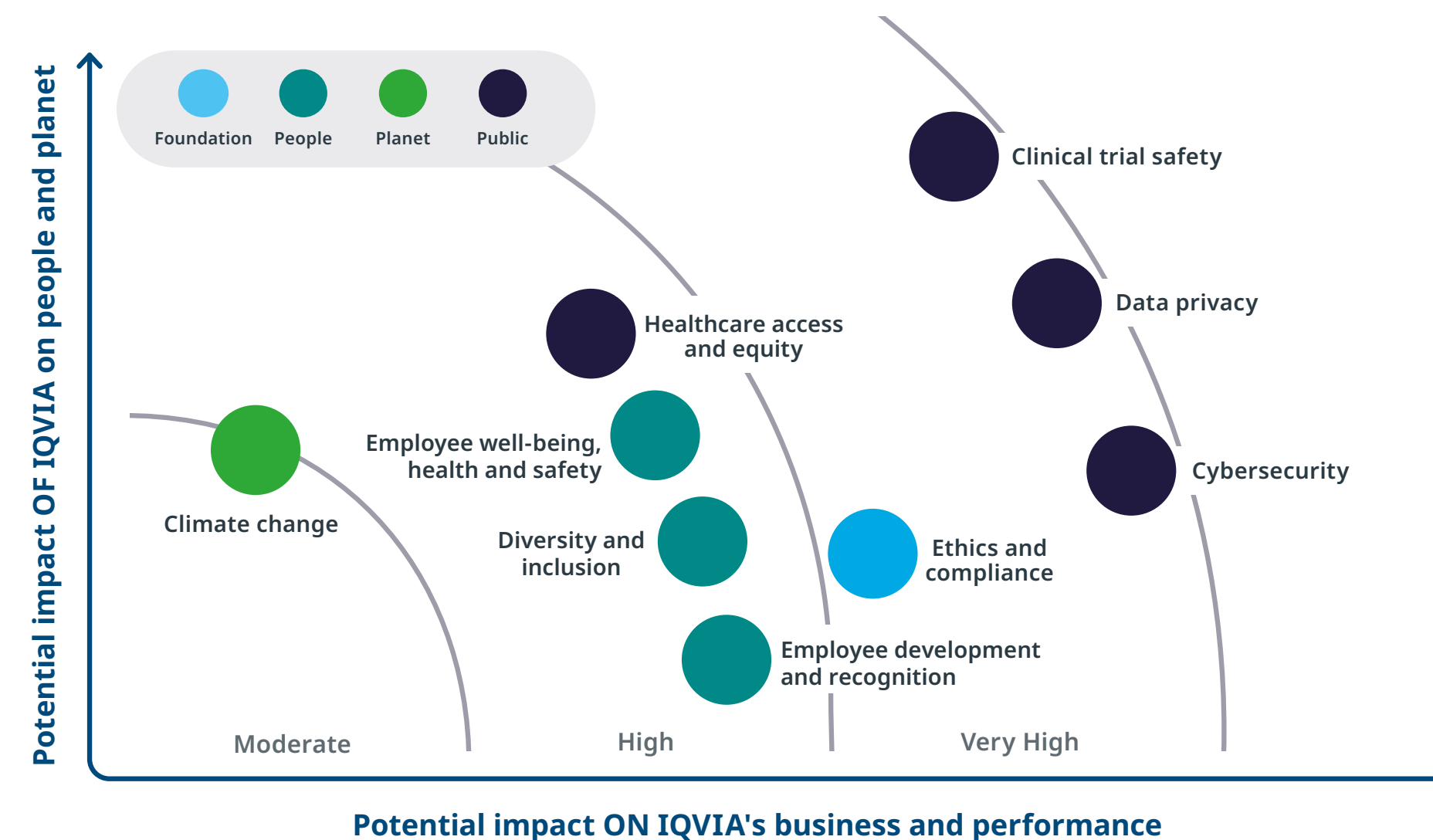
Material topics

Our material sustainability topics are those that impact us most as a business or where we have the most impact on people and the planet. As part of our most recent materiality assessment completed in December 2022, we developed our latest materiality matrix (see above) which depicts IQVIA's material areas of focus. To identify these areas, we invited nearly 600 employees (including senior leaders, analysts, scientists, and consultants) and external stakeholders (including investors, payors, and healthcare providers) to rate and rank the topics they think are most material to IQVIA.

We plan to refresh our analysis in 2024 to capture any changes to our evolving business and the needs of our stakeholders. Further detail on our material topics and other areas of relevance to our business is provided throughout this report.

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External frameworks

Our strategy and reporting are informed by the following external frameworks:

• **Global Reporting Initiative (GRI).** See page 73 for our 2023 GRI index.

• **Science Based Targets initiative (SBTi).** Our near- and long-term greenhouse gas emissions reduction targets are validated by the SBTi. Read more on page 64.

• **Sustainability Accounting Standards Board (SASB).** Now part of the International Financial Reporting Standards (IFRS) Foundation. See page 82 for our 2023 SASB index.

• **Sustainable Development Goals (SDGs).** The SDGs we believe are most relevant to our work and therefore where IQVIA can make the most significant contribution are listed to the right.

• **Task Force on Climate-related Financial Disclosures (TCFD) framework.**[1] See page 67 for more detail.

• **United Nations Global Compact (UNGC).** IQVIA has been a member of this CEO-led commitment since 2020 and reports an annual Communication of Progress.[2]

SDG	Our statement of commitment and 2023 highlights
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. See page 39.
5 GENDER EQUALITY	We are committed to maintaining a culture of belonging 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. See page 21.
12 RESPONSIBLE CONSUMPTION AND PRODUCTION	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. See page 69.
13 CLIMATE ACTION	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. See page 64.

1. In October 2023 the TCFD fulfilled its remit and disbanded. The Financial Stability Board (FSB) has asked the IFRS Foundation to take over the monitoring of the progress of companies' climate-related disclosures.
2. https://unglobalcompact.org/what-is-gc/participants/140539-IQVIA

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IQVIA office, King of Prussia, US
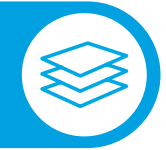
Foundations

Governance

Corporate governance

Sustainability governance is incorporated into our corporate governance framework, which defines how we operate and allocate responsibilities within our organization. **Our corporate governance framework guides our decision-making, helping to ensure our accountability to all stakeholders and transparency in our operations.** All employees must demonstrate a commitment to compliance as part of their performance goals.

Our Board oversees IQVIA's strategy, operations, and performance, and our senior management leads the day-to-day management of the organization. For more details on IQVIA's corporate governance, read our latest Annual Report[1] and Proxy Statement.[2]

Ari Bousbib
Chairman and
Chief Executive Officer

Colleen Goggins
Chair of the Nominating and
Governance Committee

John Leonard, M.D.
Lead Independent Director and
Nominating and Governance
Committee Member

Trudy Stein
Executive Vice President,
Chief Human Resources Officer

Ron Bruehlman
Executive Vice President,
Chief Financial Officer

Jo Grimley
Vice President, Business
Operations and ESG

Eric Sherbet
Executive Vice President, General
Counsel and Secretary

1. https://ir.iqvia.com/financial-reports/annual-reports/default.aspx
2. https://ir.iqvia.com/financial-reports/sec-filings/default.aspx

Foundations

Risk management and business continuity

Our Board actively oversees our enterprise risk management program. The Board's role in risk oversight is consistent with our overall leadership structure. Management is responsible for assessing and managing our short- and long-term risk exposure. Our Board and its committees provide oversight through independent monitoring of strategic risks and regular meetings with management to discuss the strategic objectives of the company and associated risks in depth.
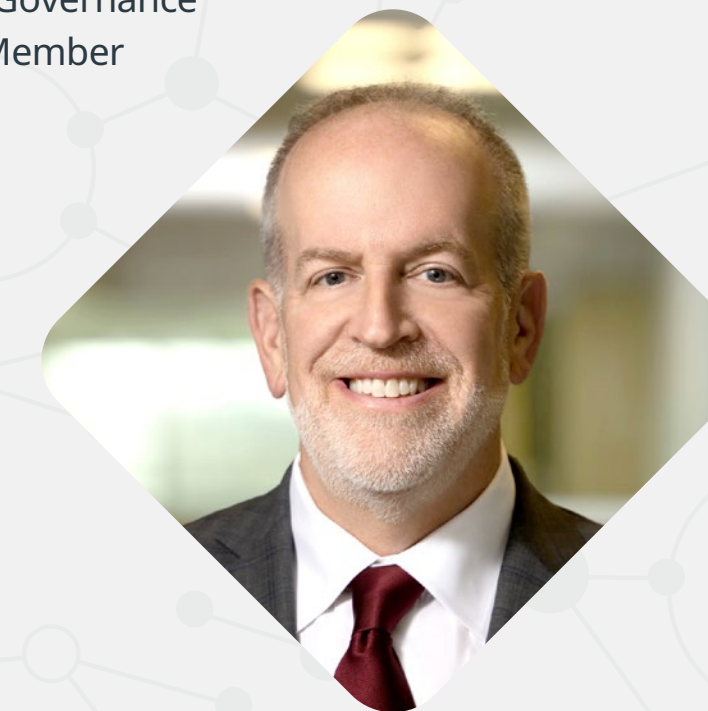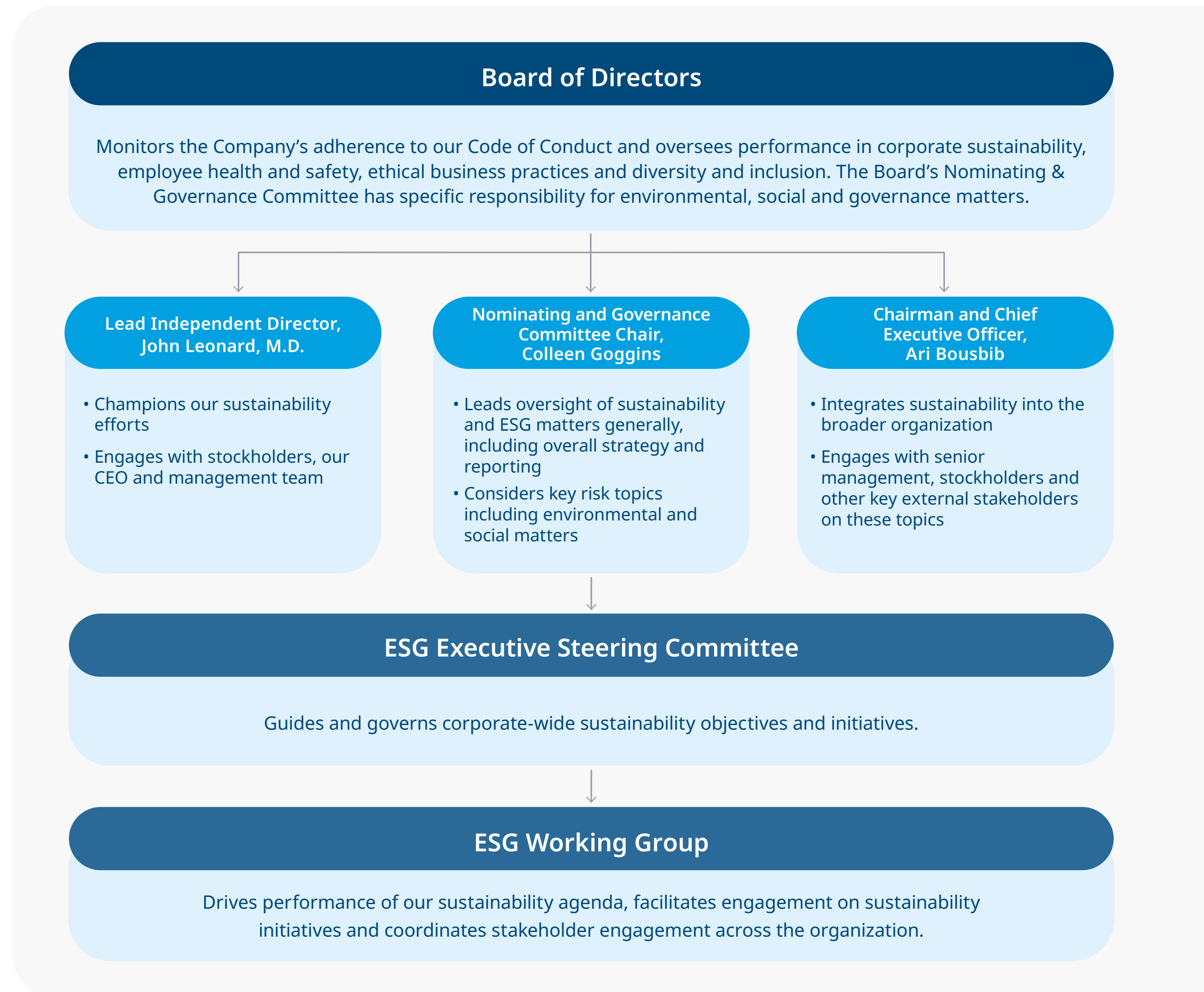
Our Enterprise Risk Council includes leaders from our functions and business units. The Council meets quarterly to review and manage all existing and emerging threats and is responsible for implementing and updating our enterprise risk framework. **This framework monitors internal and external factors that have the potential to negatively impact our operations or jeopardize our brand, reputation, or business performance.**

Every six months, our Audit Committee reviews the key risks identified by the framework, and the Nominating and Governance Committee discusses ESG risks and issues throughout the year. The Board, supported by relevant committees, discusses and analyzes selected risks.

Our Leadership Development and Compensation Committee provides oversight of risks associated with our compensation policies, practices, and strategy relating to human capital management.

Our Business Continuity and Disaster Recovery team plays a pivotal role in strengthening our organizational resilience. It defines our strategy and processes for managing disruptive events and safeguarding our mission-critical systems and data assets. Read more on page 38.

Board of Directors

Monitors the Company's adherence to our Code of Conduct and oversees performance in corporate sustainability, employee health and safety, ethical business practices and diversity and inclusion. The Board's Nominating & Governance Committee has specific responsibility for environmental, social and governance matters.

Lead Independent Director, John Leonard, M.D.

- Champions our sustainability efforts
- Engages with stockholders, our CEO and management team

Nominating and Governance Committee Chair, Colleen Goggins

- Leads oversight of sustainability and ESG matters generally, including overall strategy and reporting
- Considers key risk topics including environmental and social matters

Chairman and Chief Executive Officer, Ari Bousbib

- Integrates sustainability into the broader organization
- Engages with senior management, stockholders and other key external stakeholders on these topics

ESG Executive Steering Committee

Guides and governs corporate-wide sustainability objectives and initiatives.

ESG Working Group

Drives performance of our sustainability agenda, facilitates engagement on sustainability initiatives and coordinates stakeholder engagement across the organization.

Foundations

Ethics and compliance

Our culture and approach

Ethical conduct and integrity are central to everything we do. **We require everyone who works for or with IQVIA to demonstrate their commitment to ethical behavior.** Our employees' day-to-day conduct contributes to our ability to advance global healthcare and improve patient outcomes.

The Ethics and Compliance Office (ECO) develops and implements our ethics and compliance program. The ECO takes a scalable approach to instilling a culture of ethical behavior, good business practices, and compliance with regulatory standards, statutes, and laws throughout our business — focusing on the risks of most relevance to specific business units, regions, and functions.

IQVIA office, London, UK

Our Code of Conduct

Our Code of Conduct, *Doing the Right Thing*, outlines key principles that govern how we work. Available on our digital workplace and website, it defines IQVIA's values, principles, and behavior expectations. **Topics include anti-bribery and anti-corruption, patient safety and medical ethics, workforce, sustainability and citizenship, business ethics, and data protection.** Other key policies and statements that outline expectations of ethical conduct include:

- **Privacy Policy.**[1] Explains how IQVIA collects, holds, uses, and discloses personal information.
- **Online Privacy Policy.**[2] Describes IQVIA's online information practices and the choices users can make about the way their information is collected and used.
- **Anti-Bribery and Anti-Corruption Policy.**[3] Communicates our commitment to ethical conduct and compliance with anti-bribery and anti-corruption laws and regulations — applies to all IQVIA directors, officers, employees, contractors, and temporary staff.
- **Statement on Anti-Slavery and Human Trafficking.**[3] Shares our zero-tolerance approach to modern slavery and human trafficking, and to unethical practices that might enable modern slavery. Read more on page 18.
- **Supplier Code of Conduct.**[4] Communicates our expectations and requirement of our suppliers in relation to ethics and compliance, labor and human rights, environmental responsibility, and health and safety. Read more on page 19.

Our Commitment to Compliance goal

All employees must demonstrate commitment to IQVIA's culture of compliance, which includes adhering to the company's Code of Conduct and policies, and completing all mandatory training on time. This goal is embedded into all employee performance reviews, which drive assessment of any annual incentive plan payment.

1. https://www.iqvia.com/about-us/privacy/privacy-policy
2. https://www.iqvia.com/about-us/privacy/online-privacy-policy
3. https://www.iqvia.com/about-us/code-of-conduct/anti-slavery-and-human-trafficking-statement
4 https://www.iqvia.com/-/media/iqvia/pdfs/about-us/suppliers/2023/iqvia-the-supplier-code-of-conduct-2023.pdf

Foundations

Training and communication

To maintain our culture of integrity, IQVIA employees and contractors must complete a global training curriculum, tailored to meet certain local requirements. Mandatory 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.

The curriculum guides employees in their compliance efforts and clarifies individual and corporate consequences of non-compliance. We reinforce training outcomes through infographics, communications from management, live presentations, and reminders on various IQVIA media channels, including our employee mobile app, Go IQ.

IQVIA Ethics Day

This year, our Ethics Day featured a video message from our CEO outlining how employees can demonstrate their commitment to compliance by leading with integrity, seeking guidance, and speaking up. Ethics Day, aligned with Corporate Compliance and Ethics Week, provided employees with a range of tools and communications to strengthen our ethical culture and understanding of key compliance areas.

Reporting, investigating, and taking corrective action

To aid early issue detection and remediation, **we encourage employees to seek guidance on ethics and compliance matters and to address concerns directly.** As outlined in our Code of Conduct, employees can contact their manager or another manager, a member of the local leadership team, their Human Resources representative, the Legal department, the ECO, or the Internal Audit department.

In addition, anyone within or outside IQVIA can report a concern via telephone or internet, 24/7, using IQVIA's global Ethics Line.[1]
The line is operated by an independent third party and reports can be made anonymously to the extent permitted by law. We investigate all reported concerns and take appropriate action when violations are identified. We prohibit retaliation against anyone raising concerns in good faith and we have a non-retaliation policy in place.

Ethics governance and risk management

Our Chief Compliance Officer (CCO) leads the ECO. **The CCO is a member of IQVIA's Enterprise Risk Council and is responsible for providing quarterly updates to the Audit Committee of the Board of Directors.**

As part of IQVIA's enterprise risk management program, the ECO collaborates with business leaders and corporate functions, including Internal Audit, Finance, HR, Legal, Quality Assurance, and the Chief Medical and Scientific Office, to address ethics and compliance matters in key risk areas.

The ECO focuses on the elements of an effective healthcare compliance program, anti-bribery and anti-corruption, and interactions with healthcare professionals. It collaborates with other functions concerning cybersecurity, data privacy, insider trading, and compliance with the Health Insurance Portability and Accountability Act (HIPAA).

Our annual global compliance risk assessment guides the audit and monitoring plan for the year. This year, we continued to enhance the process by expanding the number of survey participants. We communicate the results of the assessment to relevant stakeholders and track outcomes to ensure timely remediation of any issues.

IQVIA's global network of Compliance Champions acts as a conduit between the ECO and countries where we operate. They offer vital local insights and guidance to bring our global compliance programs to life, serve as points of contact for program initiatives, and amplify compliance messages and awareness.

This year we broadened our Compliance Champions program and expanded training and awareness across the network.

1. https://secure.ethicspoint.com/domain/media/en/gui/33328/index.html

Foundations

Human rights

We have a responsibility to uphold and promote human rights throughout our business operations. This commitment is embedded in our Code of Conduct, *Doing the Right Thing,* **which** details how we protect human rights and meet international labor, environmental, and anti-corruption requirements, among other important topics. **All employees participate in annual Code of Conduct training and must comply with its commitments.** Read more on page 17.

We do not tolerate any violation of human rights in our business, and we remain vigilant towards unacceptable practices such as child labor, modern slavery, and human trafficking. In accordance with the UK Modern Slavery Act, we publish an annual Statement on Anti-Slavery and Human Trafficking. We also follow US government regulations on combatting trafficking in persons.

Supply chain due diligence

Through our onboarding process, we require suppliers to agree to abide by our Supplier Code of Conduct, which outlines our expectations of suppliers with respect to topics such as labor and human rights, environment, ethics and compliance, and health and safety. We take a risk-based approach to due diligence across our supply chain. Read more on page 19.

IQVIA office, Centurion, South Africa

Foundations

Responsible procurement

Our supply chain includes thousands of third parties in clinical trial support services, facilities management, IT services, investigators, physicians and professional services, and more. This presents us with a **significant opportunity to collaborate across our supply chain to manage our collective social and environmental impact, and create a healthier, more equitable world.**[1]

In 2023, we enhanced our Supplier Code of Conduct to require our suppliers adopt greenhouse gas (GHG) emissions reduction goals (with reference to the Science Based Targets initiative (SBTi)), and disclose their CDP and EcoVadis scorecards, alongside expectations on health and safety, ethics and compliance, labor, and human rights. IQVIA's Supplier Code of Conduct extends our requirements beyond our direct (first tier) suppliers by requiring them to communicate the principles of our Supplier Code of Conduct with their own supply chain and to periodically evaluate compliance with applicable laws and these principles.

We further strengthened our sourcing process by embedding our supplier ESG questionnaire into sourcing and onboarding systems.

Partnering to reach net zero

Collaboration with our suppliers is essential to meet our GHG emissions reduction targets as part of our **Net Zero Roadmap.** Read more on page 64. Our supplier engagement target requires 70% of our suppliers (by emissions) to have their own science-based emissions reduction targets by the end of 2027. We are engaging suppliers through a phased approach and held targeted conversations with our highest emitting suppliers in 2023.

IQVIA Supplier Network

60% supplier emissions represented in the network

200 kilotons CO_2e represented in the network

This year we launched the IQVIA Supplier Network, with the ultimate aim of reducing our supplier emissions in line with our SBTi-validated target. Read more on page 64. Suppliers representing 60% of our supplier emissions (200 kilotons CO_2e) are now in the network, accessing our ESG guidelines and learning content. Alongside mandatory training on supplier expectations, **our dedicated webpage provides our committee of suppliers with a platform to learn and collaborate on topics such as business travel and the sustainable office.**

Supplier diversity

We want our supplier networks to represent the diverse communities that we are comprised of and serve. **An inclusive and innovative supplier network not only benefits our business but also our suppliers' businesses and the wider healthcare industry.**

IQVIA's new supplier diversity statement builds on the existing network and takes a holistic approach to diversity.

Our Supply Chain Diversity Program encourages the selection of diverse suppliers, for example through setting policies and raising awareness of diverse suppliers. This year we significantly increased the use of a third-party sourcing tool that highlights diverse supplier options and raises diverse suppliers' awareness of opportunities at IQVIA.

We are members of two supplier advocacy bodies, the Women's Business Enterprise National Council (WBENC)[2] and the National Minority Supplier Development Council (NMSDC).[3] In 2023, we joined NMSDC's mentorship program to engage with and support under-represented business enterprises.

Our supplier diversity statement

IQVIA promotes under-represented group owned, operated, or controlled businesses

- We do this by considering diverse suppliers[4] in supplier selection
- Diversity statistics are reported directly to clients
- We have demonstrated a strong commitment to using diverse suppliers in supplier selection around the world, with hundreds of our suppliers considered diverse

IQVIA advocates for diversity and inclusion through our suppliers' workforces

- We do this through IQVIA's Supplier Code of Conduct and encourage suppliers to benchmark progress through external accreditation
- IQVIA monitors suppliers' ESG maturity through EcoVadis

IQVIA helps under-represented groups meet their goals

- We do this by finding practical initiatives to support individual suppliers, for example through advocacy body initiatives.

1. We calculate our supply chain emissions based on spend methodology. See page 72 for further information. 2. https://www.wbenc.org/about-wbenc/ 3. https://nmsdc.org/ 4. Diverse suppliers are classified as for-profit businesses that are majority owned by under-represented groups, including (but not limited to) women, ethnic minorities, people with disabilities, and members of the LGBTQIA+ community.

Foundations

Data

Advanced medical research relies on accurate, complete, and consistent data to power the breakthroughs that will change patients' lives. Our data sets sit at the heart of our operations and are fundamental to helping our clients achieve better outcomes for patients.

Robust data provides a critical tool for researchers, scientists, and healthcare professionals around the world, enabling them to understand the complexities of human health. Through the careful analysis of trends and patterns, these professionals uncover key pathways and opportunities to improve treatments and, ultimately, to support better health outcomes. Read more about our work to improve patient health on page 40.

Our data sets represent work from researchers, patients, and healthcare providers, and we do not take our responsibility as data managers lightly. Safeguarding information is not only a legal and ethical obligation but also a core value within our organization. We continually work to mitigate risks, prevent breaches, and ensure the privacy of those who have contributed to this shared knowledge. **We are committed to upholding industry leading standards of data privacy (see page 57) and security (see page 59) to maintain our reputation as a trusted and credible partner.**
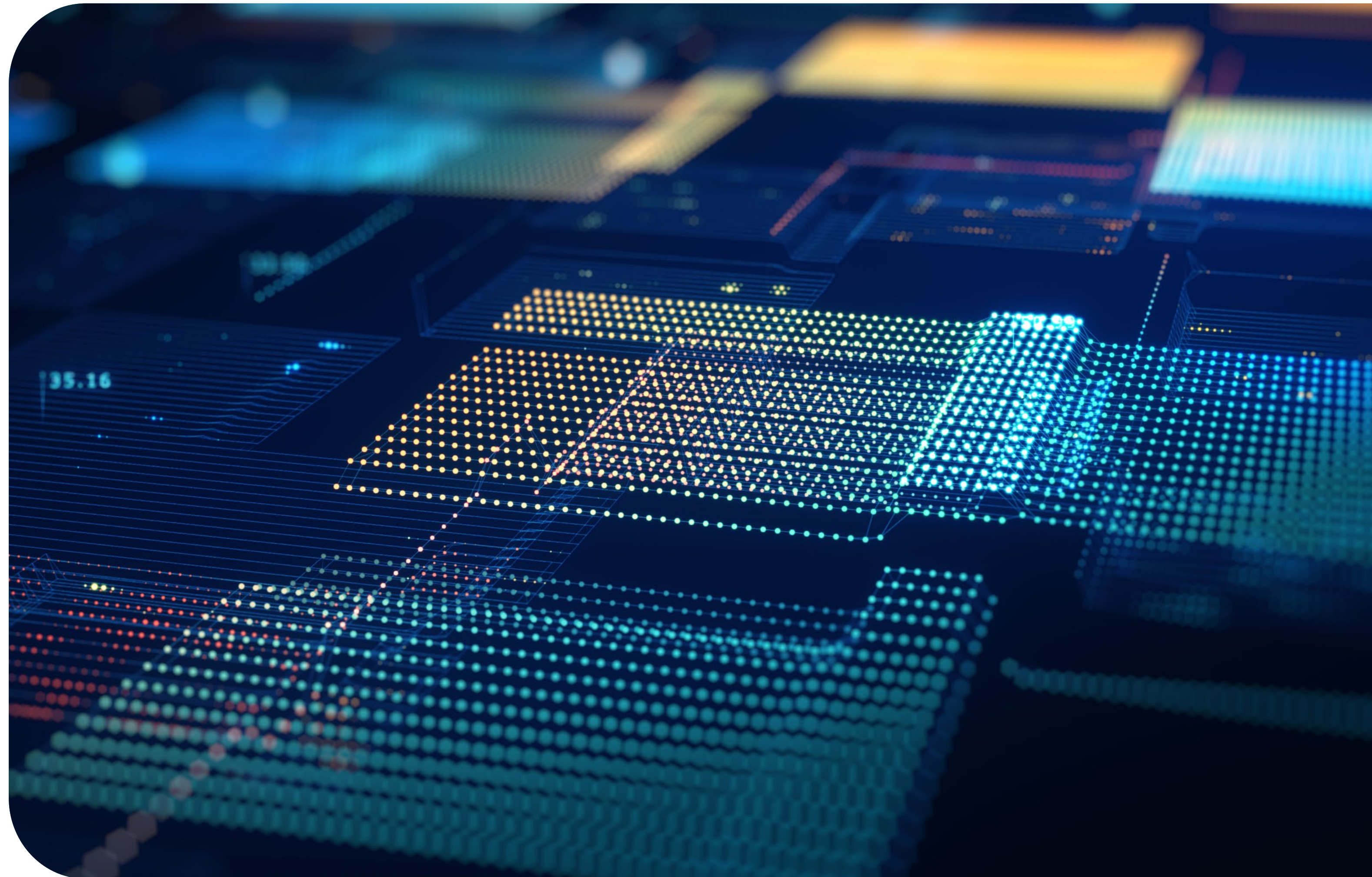
People

In this section

IQVIA office, Bangalore, India

People

Talent and learning

Our strength as an organization lies in our most valuable asset — our people. **Their passion for their work, their collaboration across the globe, and their innovative solutions all support driving healthcare forward.** Our ~87,000 employees are at the forefront of innovation in a fast-paced industry, constantly adapting to new technologies and processes. Our workforce brings together a wide range of skills in medical and life sciences, mathematics and engineering, and technology and data. Given the high global demand and limited supply of these skills, attracting, developing, and retaining talent is critical to our success.

In alignment with IQVIA's growth strategy, **we have developed several initiatives to support our employees and ensure they have the knowledge and tools to successfully shape their careers.**

Onboarding

We aim to build a positive onboarding experience by connecting new joiners to IQVIA, our culture, their new team, and their role. **The IQVIA onboarding platform enables new employees and their managers to access all onboarding activities in one central tool, offering a five-phase approach spanning their first year with us.**

This approach has strengthened new hire integration, streamlined information flow, and increased employee engagement — our employee engagement index at 100 days is 90%, more than 5 points above the benchmark provided by our external survey partner, Perceptyx. The onboarding app personalizes new joiners' experiences and establishes IQVIA as an employer of choice.

IQVIA employee onboarding journey

Get ready
1. Get ready. Ask managers questions before starting the role and learn what to expect on day one

Get set
2. Get set. Meet peers, set up tools and technologies, and connect with an onboarding partner — a colleague who helps navigate the first weeks at IQVIA

Learn
3. Learn. Use the IQVIA onboarding app as a guide to understand the requirements of the role, as well as our goals and culture

Connect
4. Connect. Receive encouragement and support to build a personal brand and grow a network across the organization

Grow
5. Grow. Access resources and opportunities to expand skills and define career aspirations.

Managers play an integral role in our onboarding processes and all hiring managers participate in training to enable them to create a best-in-class onboarding experience for their new team members. We also host monthly online virtual forums for new starters, helping them learn more about IQVIA and build connections through small group discussions.

"We personalize each new hires' onboarding experience. We validate their decision to join us and cultivate an immediate sense of belonging. We equip the new hires with the right tools and resources from the start, ensuring their connection with IQVIA, and their team, is enhanced and their productivity is increased."

- Karen Powell,
Head, Talent and Learning, US

We are exploring the potential of artificial intelligence (AI) to help us further improve and personalize our onboarding processes, support employees in expanding their networks, and give new joiners enhanced access to the applications and tools they need.

IQVIA office, Madrid, Spain

Viva Engage
Since launching our new Viva Engage[1] channel **"Connect You: New Hires at IQVIA"** in November 2022, we have seen a monthly increase in engagement, with over 2,000 new hires viewing the monthly posts.
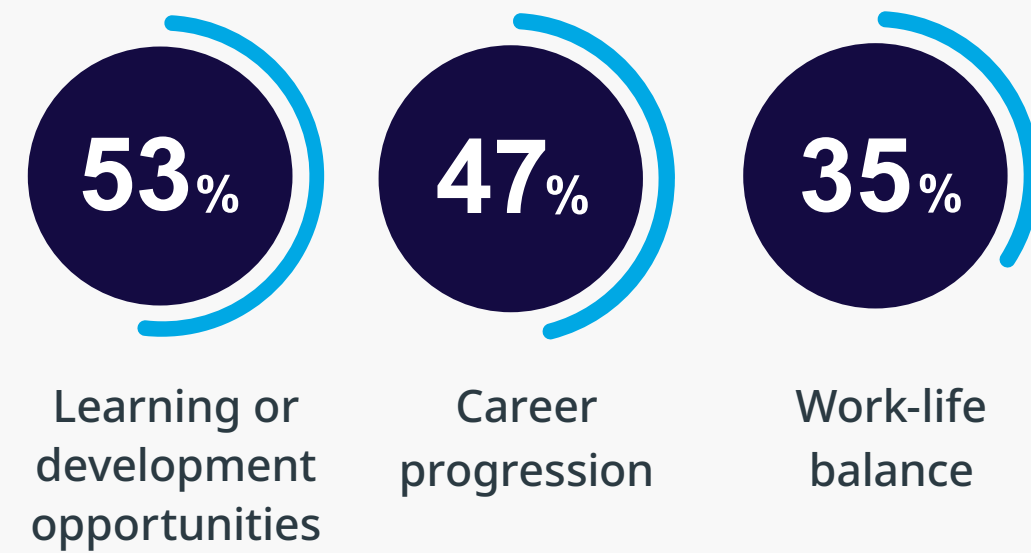
1. Previously Yammer.

People

Reasons for joining IQVIA

Responses to the question **why did you decide to join IQVIA** in our 2023 onboarding survey (participants were able to select multiple responses).

53%
Learning or development opportunities

47%
Career progression

35%
Work-life balance

"I felt really welcome. My manager and onboarding partner went the extra mile to help me fit in my new role. I felt my ideas and perspectives were valued from day one, even though I had just joined the company. I feel in these three months I learned a lot and I feel ready for great things to come in my career path!"

- New Joiner, Anonymous Onboarding Survey

Learning and talent development

The pace of change in our industry is unprecedented and our workforce and its skills must therefore continuously evolve and adapt to meet changing needs. **We take a multi-pronged approach to future-proof our talent pipeline and empower all our employees to reach their full potential — including hiring externally, internal movement, optimizing onboarding, and upskilling.**

Curiosity and lifelong learning are core to our value proposition. We recognize the importance of experiential learning to enable employees to use their new skills daily and deliver immediate impact. Our objective is to tailor our training offerings to our future growth strategy and ensure long-term success for employees and IQVIA.

Early talent

At IQVIA, early career talent refers to employees who have recently begun their career, are changing careers, or are recent university graduates. To support these employees, we host networking events for new talent and interns and encourage them to hear from inspirational leaders about their career journeys. We also have apprenticeship programs across a number of disciplines as well as internal bridge programs to help employees develop skills that will be needed in the future.

IQVIA office, Frankfurt, Germany

People

IQVIA office, London, UK

One IQVIA Multiple Careers

In 2023, we worked closely with our employees to launch One IQVIA Multiple Careers, an initiative to facilitate upskilling and internal movement in line with IQVIA's growth strategy and our employees' career aspirations. **Employees are empowered to shape their careers through extensive resources and tools, aligning with their aspirations, interests, and opportunities**.

"One of the reasons I chose IQVIA was the ability to grow my career here. I haven't experienced that at other companies, and it was very appealing to me in the interview process."

- Ona Van Den Bossche, Clinical Research Associate, R&DS, Belgium

IQVIA Career Model

1. Explore. Employees are encouraged to reflect on their aspirations and discover various career possibilities to chart their own path. The career resources help employees explore both traditional and non-traditional options and build practical action plans for personalized development and professional evolution.

Explore
Your career possibilities and chart your own path

Develop
Upskill and reskill for future success

Progress
Drive your career

Practice
Make connections and build experience

One IQVIA Multiple Careers

2. Develop. Employees are able to access training paths and resources in the Talent and Learning Hub and IQVIA Learning Academy to develop the skills needed at IQVIA to future-proof their career.

3. Practice and **4. Progress.** Colleagues ready to apply their new skills can identify relevant project opportunities in Career Connections, our AI-driven talent marketplace. The platform facilitates connections for short-term projects as well as full-time internal opportunities.

Talent and Learning Hub

Our new digital Talent and Learning Hub gives employees access to training resources on a large variety of future skills. This year, the hub received more than 1 million visits.

2023 training highlights:

- More than 14,000 employees participated in the Connected Conversations Masterclass Series, engaging with our leaders to learn about their career experiences and how roles and industries are evolving for the future

- 15,000 employees participated in the Generative AI Masterclass Series to better understand how we work with AI

- More than 16,000 employees attended the R&DS Finance Masterclass Series — six interactive, live sessions to help employees understand how their decisions impact the organization's financial health.

IQVIA Learning Academy

The IQVIA Learning Academy helps employees build in-demand skills within IQVIA, providing transparency about the talent and expertise needed to meet future growth objectives. This site has received more than 230,000 employee visits since its launch.

People

Career Connections

For employees looking for their next career move, Career Connections matches and highlights open roles based on individuals' profiles. The platform supports both vertical job progression and lateral moves within IQVIA. The internal marketplace has supported the increase in internal movement from 27% in 2021 to 30% in 2023.

~30,000
registered Career Connections users

32%
increase in registered users since 2022

Leadership programs

Future Leader and Emerging Leader programs

We continue to develop a strong and diverse pipeline of future leaders through our investment in our Future Leader Program and Emerging Leader Program.

Future Leader Program (FLP): The program has brought together more than 270 high potential leaders from 35 different countries at director level and above to build global networks and support their ongoing development. **The FLP stands out for its innovation challenge, which encourages participants to rethink conventional methods, and enables participants to present their ideas to senior executives for sponsorship and investment.**

Examples of sponsored projects include:

• An automated linguist quality feedback solution to ensure consistent quality from our 2,000+ linguists

• Using natural language processing (NLP) and generative AI to transform insights into healthcare practices.

"This was by far the most beneficial leadership course that I have ever participated in. It was a great use of my time. The content was relevant and the simulation was fantastic. I left the meeting feeling reconnected to IQVIA and re-energized to lead my team."

- Kasey Griffin, Senior Director, Flexible Resourcing, R&DS, US

Emerging Leader Program (ELP): Specifically designed for high-potential employees at the managerial level, the ELP offers comprehensive training to shape our future leaders. In 2023, 254 employees dedicated nearly 8,000 total learning hours to the program. A standout feature of the ELP is the mentorship offered by more than 40 alumni of the Future Leaders Program, fostering a chain of leadership development within the organization.

New Manager Program

This year, we launched our New Manager Program to support employees who are new to managing people and those who are experienced managers but new to IQVIA. The program is a guided learning path that helps managers navigate the available resources and prioritize the most relevant tools during the managers' first 12 months.

R&DS General Management Acceleration Program

We are creating a pipeline of future general managers for our Research & Development Solutions, starting with a 2024 pilot program in the US and EMEA. This initiative will be aimed at high-potential, mid-career employees and will build leadership capabilities and experiences through training, immersive sessions, project work, and mentoring over the course of one year.

RWS Job Shadowing Program

Our Real World Solutions Job Shadowing program allows employees to shadow a peer in another business area for one week in order to expand their internal networks, learn about different business areas, identify alternative career opportunities, and increase their visibility within IQVIA.

IQVIA office, Centurion, South Africa

People

Regional activities in 2023

In Japan, we created the IQVIA Future Session — a training for high-potential middle managers, who are key talent for our organization. Selected employees will benefit from continuous career development and alumni will share their experiences by mentoring future cohorts.

In the US, we developed a Career Navigators Program, which pairs more experienced IQVIA employees with less experienced colleagues. Pairs meet twice a year to discuss how to expand their network and build their career at IQVIA. In 2023, 150 people requested to participate.

In the UK, we conducted activities to support and shape future generations entering the workplace. For example:

- Nearly 5,000 students joined the two sessions we hosted at British Science Week

- Our STEM ambassadors engaged with more than 1,000 students through career days

- Our London office hosted four individual weeks of work experience, helping students from socio-economically deprived backgrounds to experience work within the life sciences sector.

Awards for talent excellence

We are proud to have been recognized by the Brandon Hall Group's prestigious global Excellence Awards for being a vanguard in learning and talent development. The awards recognize organizations that have successfully developed and deployed programs, strategies, processes, systems, and tools to deliver measurable results. We received five awards in 2023. Our Talent and Learning team was recognized with gold and silver awards for performance and leadership development and our IQVIA Product and Solutions University received three bronze awards.

IQVIA also won a Bronze Learning Elite award from the Learning Officer's Learning Elite Awards this year. The award recognizes organizations with outstanding workforce learning and development strategies that deliver significant business results.

Gold award for Best Results of a Learning Program for our Monitoring Performance Transformation Program. This program offers a world class end-to-end blended curriculum, providing clinical research associates with critical knowledge and skills.

Silver award for Best Advance in Leadership Development for our New Manager Acceleration Program. This leadership development program enables line managers to build the skills needed to lead teams into the future.

Bronze award for Best Use of Video for Learning for our OCE apps. Our Orchestrated Customer Engagement (OCE) apps training enables developers to build the technical skills needed to extend OCE mobile applications with custom applications.

Bronze award for Best Hybrid Learning Program for OCE Digital: Administrator and Data Specialist. This hybrid program combines live trainer facilitation, self-paced simulations and real-time feedback for comprehensive understanding and practical skill development.

Bronze award for Best Advance in Custom Content for OCE Personal Configuration/Developer. This innovative OCE Personal course is part of the Developer certification learning journey. It offers simulated application experiences to build developers' expertise in configuring critical software elements.

People

Connecting with our people

We are committed to building an environment that aligns with this dynamic workforce, and to providing the culture, tools, resources, and support for employees to thrive and innovate. A combination of **ongoing dialogue and targeted engagement enables us to understand our employees' needs and ambitions, share our expectations, and support personal and professional growth.**

We stay connected to our employees through our **Employee Pulse Surveys, onboarding questionnaires, and exit surveys, as well as our open digital communication channels.**

IQVIA office, London, UK

Based on the feedback we:

- Offer flexible work arrangements that fit our colleagues' lifestyles

- Nurture connections and a sense of community both in our offices and in a remote environment

- Leverage technology to support the collaboration of our global employees and businesses

- Connect our employees with our vision and corporate strategy through initiatives such as our employee value proposition (page 28), and our diversity, inclusion, and belonging plan (page 31).

IQVIA office, Shanghai, China

Globally, we will continue to identify and anticipate changes in work practices and employee expectations. IQVIA is intent on leveraging opportunities to increase employee engagement and attract new talent.

For example, our Asia-Pacific (APAC) teams are considering how generational differences will impact the workplace. They are assessing whether the needs of generations such as Millennials and Generation Z might be different from others and what additional tools might be used to attract and retain a broad spectrum of employees across all generations. Leading by example is a growing theme and in 2023, the region launched a quarterly newsletter with insights and testimonials from managers and leaders across APAC.

In the US, our teams created a manager playbook which includes information on how managers can adapt their communication and connection styles to suit individual team members.

People

Employee value proposition

Current and future employees are looking for employers to prioritize purpose, work-life balance, well-being, flexible working conditions, and skill development. We must therefore clearly articulate how we work at IQVIA and what unites our colleagues around the world. We do this through our new employee value proposition (EVP), launched in 2023, which which defines our identity and values in driving forward healthcare together.

These are:

• **Passion.** We make an impact — we are passionate about the work we do and about advancing patient health

• **Innovation.** We innovate — we are curious, think creatively and bring new ideas to life

• **Collaboration.** We bring out the best in each other — our inclusive environment enables greater impact as we are all working together

• **Growth.** We are always learning — flexible careers and supportive leaders give us the ability to explore and grow in new ways.

Since its launch, we have focused on sharing and embedding the EVP throughout our workforce — including through a video message from our CEO.
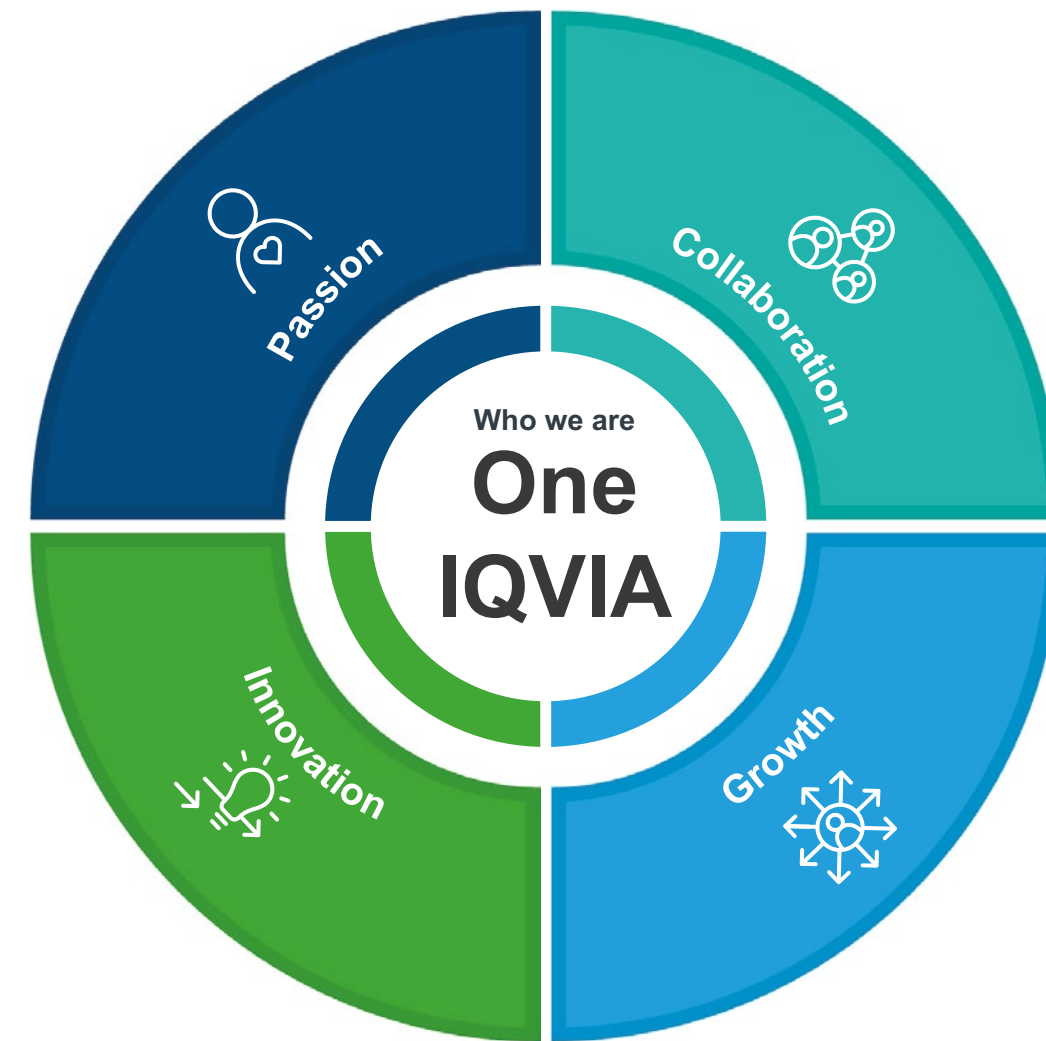
"I've really enjoyed having the opportunity to explore different passions over the years at IQVIA. It's a great place to learn and it's hard to get bored. I also like knowing that anything I do here ultimately contributes to improving patient health."

- Jason Conrad, Director, Enterprise Marketing, US

Our network of EVP Champions worked closely with team leaders and the communications function to align business unit messaging, implement EVP key concepts into IQVIA's daily activities, and foster employee engagement.

We have implemented a range of activities that vary across cultures and regions, to embed our EVP across our organization. These include regular communications and resources for employees and people managers, social media campaigns featuring employee success stories from each of the EVP pillars, alignment of recognition award program with the new EVP, and short videos from business leaders. To date we have had nearly 225,000 EVP content and asset views and downloads.

As part of our Q4 2023 employee survey (see page 29), we assessed progress on integrating our EVP into daily work at IQVIA. **Survey items aligned with our EVP pillars achieved an average of 80% favorability, 5 points above the Fortune 500 benchmark.**

The results show the impact of all the work done throughout the year to embed the EVP across IQVIA, and provide us with insights on where to focus our future efforts.

EVP impact across IQVIA in 2023

89% of employees feel that their teams are open to acknowledging and learning from past mistakes, which is a key enabler of growth
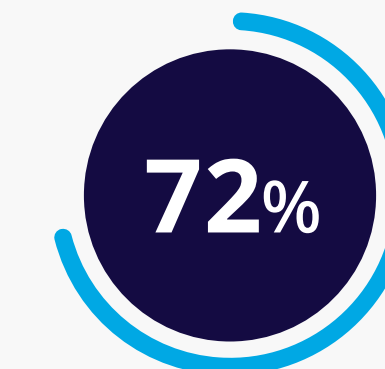
72% of employees believe we encourage an environment where they can challenge the status quo, **3 points above** the Fortune 500 benchmark. This is essential to fostering the innovation that is core to IQVIA's mission.

"Working at IQVIA is a deeply rewarding experience as it means I have the opportunity to make meaningful impact on the quality of patient care by providing insights that can help my clients make informed decisions."

- Farhana Christie, Associate Director, Strategic Accounts & Business Development, Australia

People

IQVIA office, Sydney, Australia

Listening to our employees

Every six months, we survey our global workforce to confirm our people strategy and identify opportunities. We ask colleagues to reflect on their experience at IQVIA and share their perspectives on a range of metrics, including pride in the company, intrinsic motivation, and intent to stay at IQVIA.

Survey insights help shape and update our employee engagement strategy. **In 2023, these surveys obtained an average of 71,000 responses, representing approximately 84% of our eligible workforce.** We also compare our results to those of other Fortune 500 companies to remain competitive in talent acquisition and retention.

Our 2023 survey results indicate that, on average, **80% of colleagues feel engaged.**

To further drive accountability of our senior leaders in delivering on our people strategy, our 2023 annual incentive awards for our executive officers included a goal for IQVIA's employee engagement results to meet or exceed those of our Fortune 500 benchmark — directly linking executive variable compensation to overall employee engagement.

We will continue to evolve our employee listening approach to track changing needs. Future initiatives may include investing in additional analytics and sentiment measurement.

In 2023, we also took actions to address opportunities identified in previous surveys, such as:

• **Well-being.** We enhanced our approach to employee well-being with an added focus on a healthy work environment. Read more on page 35.

• **Belonging.** We focused on sense of belonging as part of our enhanced global Diversity, Inclusion, and Belonging (DIB) Plan. Read more on page 31.

• **Career development.** The IQVIA Learning Academy enables all employees to build in-demand skills and access future career opportunities. Read more on page 24.

2023 employee survey highlights

87% up 5 points from prior year*
of employees see a clear link between their work and IQVIA's vision to drive healthcare forward
*5 points above the Fortune 500 benchmark

88% consistent with prior year*
of employees feel they are acquiring the knowledge and skills to be effective in their job
*7 points above the Fortune 500 benchmark

79% up 2 points from prior year*
of employees feel like they really belong at IQVIA
*3 points above the Fortune 500 benchmark

71% up 2 points from prior year*
of employees feel energized by their work
*4 points above the Fortune 500 benchmark

Manager-related survey items consistently rank highly across our surveys, reflecting strong rapport between our line managers and their teams.

84% up 1 point from prior year*
of employees agree their manager gives them regular feedback on their performance
*6 points above the Fortune 500 benchmark

92% down 1 point from prior year*
of employees feel their manager treats all employees with respect
*5 points above the Fortune 500 benchmark

86% up 2 points from prior year*
of employees agree their manager supports their efforts to balance work and personal life
*1 point above the Fortune 500 benchmark

People

R&DS Connect '23

Virtual event focused on careers and development

R&DS Connect '23 showcased our Research & Development Solutions (R&DS) unit's vision, plans, and achievements through a series of virtual events. The aim was to strengthen employees' connection to the R&DS leadership strategy, reinforce its mission, and enable a positive culture and employee experience. Activities included a kick-off session, a webinar focused on careers and development, and a well-being event for World Mental Health Day.

10,300+
Employees attended virtually

1,360+
Employees attended live event viewing

16 Internal speakers

10 Employee spotlights

23 Live viewings and gatherings at key IQVIA office locations

94%
Highly valuable or valuable use of time

96%
Likely to attend a future R&DS event

aspire '23
DRIVING HEALTHCARE FORWARD TOGETHER

Aspire '23

In 2023, we held our fourth Aspire event in the EMEA region — a conference created by our people, for our people.

This year's theme was how our passion, innovation, collaboration, and growth — our four EVP pillars — connect with our social impact on the wider world and what it means to be part of IQVIA.

Each day was dedicated to **People**, **Public**, and **Planet**. The purpose was to share the positive impact and passion of employees as told through their own experiences.

A breadth of in-person and virtual activities supported engagement, including manager forums, networking sessions, IQVIA days, Employee Resource Groups, well-being, and charity partnerships. **The event was hybrid to encourage inclusivity and connection, and was open to more than 30,000 employees in the EMEA region.**

1. Frankfurt, Germany
2. London, UK
3. Copenhagen, Denmark
4. Mölndal, Sweden

People

Diversity, inclusion, and belonging

At IQVIA, **we are committed to creating and maintaining a diverse and inclusive work culture that encourages all employees to share their unique perspectives.** To align how we embody these values, we have defined our vision and described our approach in our new diversity, inclusion, and belonging (DIB) statement.

IQVIA's DIB statement:

At IQVIA, we believe that diversity, inclusion, and belonging empower our mission to accelerate innovation for a healthier world.

We create a culture of belonging 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 authentic selves and 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.

Our DIB statement is embedded across the four pillars of our new employee value proposition (EVP): **passion, innovation, collaboration, and growth.** Read more about the EVP on page 28.
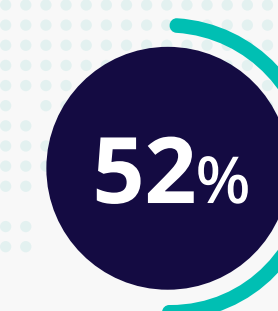
Our statement also forms the basis of our enhanced global DIB plan, which was launched across the organization in 2023. The plan details how we will integrate DIB into our daily practices and processes, and centers on four pillars:

• **Talent pipeline.** Ensuring that diversity and inclusion is considered throughout the company by leveraging our sourcing approaches, our employee resource groups, and our talented network of employees around the world

• **Capability building.** Increasing DIB competency through foundational training and expansion of our mentoring and sponsorship programs for current employees and new hires

• **Brand recognition.** Communicating our IQVIA DIB efforts externally and internally as part of our employee value proposition

• **Compliance collaboration.** Aligning current and future DIB initiatives with compliance requirements and our commitment to maintaining a respectful workplace.

2023 DIB by the numbers

Globally 2023

~87,000 employees worldwide

~90 ethnicities represented

61% women employees

52% women employees at manager level

In the United States 2023

39% of our employees identify as a minority

16% identify as Asian

12% identify as Black or African American

8% identify as Hispanic or Latino

3% identify as a different minority
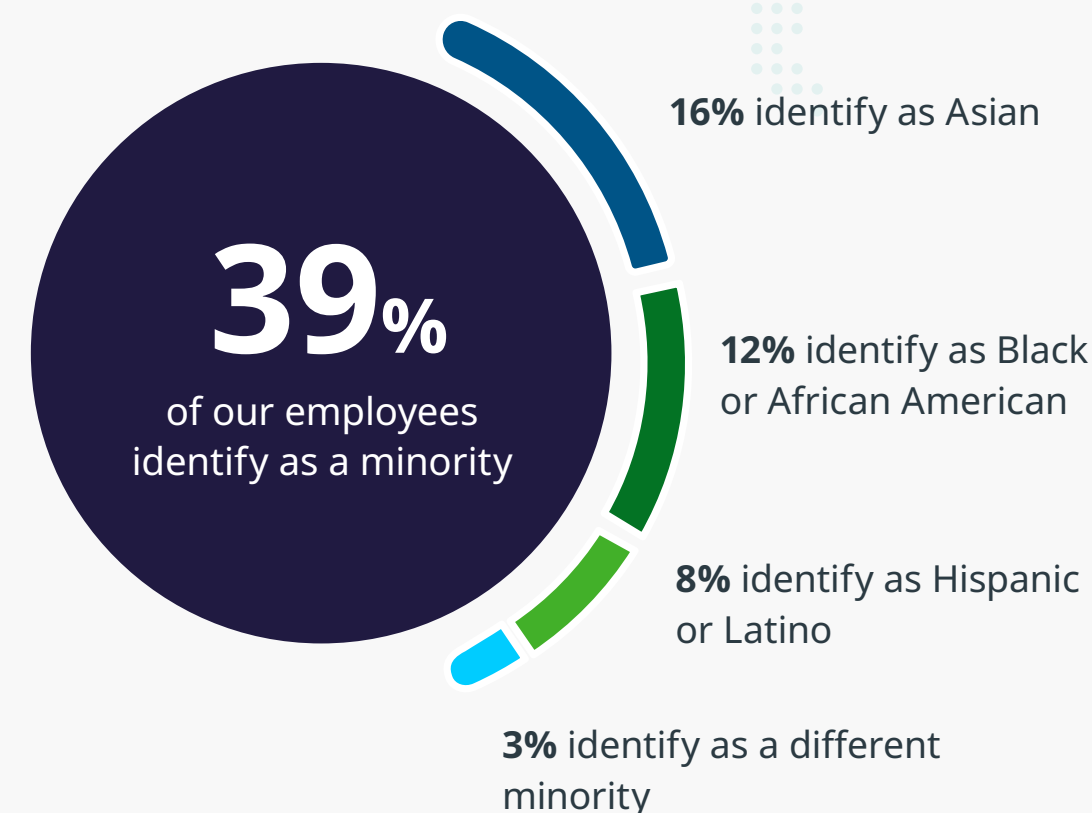
44% of new hires identify as minority

1. https://www.iqvia.com/-/media/iqvia/pdfs/about-us/esg/eeo1_2022-consolidated-report.pdf

US Employment Information Report (EEO–1)

Certain US-based companies must disclose demographic workforce data covering information such as race/ethnicity, gender, and job categories.[1]

The following populations increased in representation from 2021 to 2022, per our EEO-1 report:

• Total women population as a percentage of our workforce **increased** from 61% to **62% (+1 pt.)**

• Total minority population as a percentage of our workforce **increased** from 36% to **39% (+3 pts.)**

• Manager minority population as a percentage of our workforce **increased** from 27% to **30% (+3 pts.)**

• Executive minority population as a percentage of our workforce **increased** from 14% to **16% (+2 pts.)**

People

IQVIA office, King of Prussia, US

DIB awareness, education, and development

IQVIA provides a wide range of awareness and development opportunities that address topics such as allyship, unconscious bias, and inclusive conversations.

Sponsorship program

Our US sponsorship program pairs 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. The program will expand globally throughout 2024.

"My diversity and inclusion sponsorship program experience was great. I've participated in other leadership programs offered at IQVIA and while I enjoyed those, I enjoyed this one the most. It gave me 1:1 access and time with a senior leader who was candid, authentic, and helpful."

- Pamela Bacchus, Director of IT and participant in sponsorship program, US

National Diversity Council

In 2023, more than 75 of our Employee Resource Group leaders and DIB advocates 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.

Employee Resource Groups

At IQVIA, we are innovative thinkers who aim to transform healthcare by working together to develop unique solutions. **Our global Employee Resource Groups (ERGs) provide a framework for employee connection and collaboration.**

They are employee-led, IQVIA-sponsored groups that enable employees to meet one another, access professional development activities and opportunities, participate in mentoring, and engage with leadership. Our ERGs also help employees develop a greater sense of belonging.

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.[1]

1. https://www.iqvia.com/about-us/esg/diversity

People

Global Employee Resource Groups by the numbers in 2023

8 ERGs worldwide

73 countries represented

11,700+ ERG members at IQVIA

110% increase in ERG members since 2022

ERG Community Outreach

Each ERG organizes a range of activities to educate employees on different perspectives and lived experiences.

Examples of 2023 initiatives:

• **Black Leadership Network** 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 **Disabilities and Carers Network** 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

• The **Race, Ethnicity, and Cultural Heritage Group** collaborates 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 **Veterans Employee Resource Group** created a virtual Veterans Honor Wall recognizing the service of Veteran members

• **In 2023, the ERGs launched 372 mentoring pairs, a 224% increase from 2022, aimed at empowering employees to grow their careers.**

In 2024, we will continue highlighting senior leadership's commitment, support, and personal engagement with our DIB initiatives.

ERG-led events have generated increased interest in the groups, resulting in a 110% increase in ERG membership in 2023.

Women's Day, Bangalore, India

People

Diversity outreach and recruitment

To attract and hire professionals from diverse backgrounds, we collaborate with a range of external organizations, for example:

• **Partnerships 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

• Our annual sponsorship with Braven, a non-profit organization providing **career support to students from low-income backgrounds**

• We post our US-based roles on Fair360's job board. Fair360 provides Human Capital benchmarking **data and insights that support fair US workplace practices.**

We also develop and implement tools and practices to prevent discrimination in hiring processes:

• We implemented an **AI-enabled job applicant screening tool to minimize the risk of bias** during hiring

• More than **2,000 hiring managers** completed unconscious bias training in 2023.

In 2023, we concluded our US-based Black Outreach and Engagement initiative, embedding the program's objectives and taking learning into broader outreach programs.

IQVIA Women Inspired Network event, Lisbon, Portugal

Diversity beyond our own operations:

Our commitment to diversity, inclusion, and belonging is embedded in agreements with external partners and is an essential component of all collaborations. For more information about how we improve diversity across our supply chain, see page 19. Read more about how we support inclusive clinical trials on page 56.

Beyond our direct stakeholders, we form wider partnerships to tackle inequities in healthcare. **For example, in the UK, we co-created the Health Inequalities Summit, convening 100+ thought leaders** from local authorities, life sciences, healthcare, and voluntary sectors to exchange knowledge, attend workshops, forge valuable relationships, and ultimately improve our collective understanding and ability to address health inequity.

People

Well-being and benefits

Our vision of a healthier world starts with our efforts to support the well-being of our employees and their families. This year, we expanded our well-being conversation to include the impact of supportive leadership, diversity, inclusion, and belonging, and ways of working on individual and organizational well-being. Every year our employees are given one paid business day to volunteer in their local community. Read more on page 61.

IQVIA office, Bangalore, India

Our global well-being program — Healthy You — now includes five pillars, with the addition of Healthy Work:

• **Healthy Bodies.** Focusing on prevention, health management, and healthy lifestyles

• **Healthy Minds.** Supporting mental health, stress management, and resilience

• **Healthy Finances.** Focusing on financial planning and resilience

• **Healthy Connections.** Encouraging a sense of connectedness through meaningful relationships and supporting our communities

• **Healthy Work.** Promoting healthy work practices, work-life balance, and belonging

We aim to create a work culture that provides flexibility, autonomy, and recognition, and that supports personal and organizational growth. **Our international network of more than 100 human resources professionals** works with local employee well-being champions to embed this culture across our regions. Moving forward, our focus is to ensure seamless integration of well-being into the employee experience, and to share progress updates across our organization.

Year-round resources on our well-being pillars are available on a dedicated digital workplace platform. We offer global webinars on topics aligned with employee insights from our engagement survey (see page 29). In 2023, our global Employee Assistance Program delivered six webinars available to all employees. Each webinar topic was offered in five time zones and in four languages (Mandarin, Japanese, English, and Spanish) with attendees spanning 63 countries.

IQVIA office, Tokyo, Japan

Nearly 1,000 attendees joined the global *Understanding Personal Emotional Triggers webinar.* The session explained how to recognize, prepare, and recover from events that cause strong personal reactions that test our resilience. It also explored techniques for how to support others.

People

World Mental Health Day 2023

For World Mental Health Day 2023, we offered a globally available webinar on stress management. The event focused on coping strategies to mitigate stress, including a mindful self-compassion practice, and included a follow-up session for managers on how to support their employees. Our Research & Development Solutions business also held its annual Mind Matters event, providing employees with information, activities, and resources on topics such as movement and sleep.

Regional well-being initiatives

Regional activities based on local priorities further support our employees' well-being and nurture our culture of inclusion and belonging. For example:

• In the UK, we offered a range of webinars on mental and physical health topics such as coping with bereavement, men's mental health, menopause, and breast cancer awareness

• In Portugal, a medical doctor is available in the office once a week to provide employee appointments and medical examinations

• Activities in other regions this year included a session on preventing LGBTQ+ suicide, and a session providing information, support, and advocacy for disabled employees and their allies.

Supporting well-being in an uncertain world

We provided manager training for our Asia-Pacific, Europe, Middle East and Africa, and Latin America regions on leadership in the volatile, uncertain, complex, and ambiguous post-pandemic environment. Key topics included recognizing the effects of anxiety and trauma, holding sensitive conversations, and supporting a remote team. Attendees gave the training an average rating of 8.3 out of 10.

Benefits to meet the needs of our employees

We offer a range of regionally tailored benefits to support employees and their families with physical, mental, and financial well-being. The benefits vary depending on location and local regulations.

Key health-related benefits may include:

Critical illness care

Disability, life, and accidental death insurance

Medical, dental, and vision coverage

Telemedicine and on-site medical care

Other benefits may include:

• Child stipends

• Coaching to support with student loan repayment

• Commuter benefits — including a green car lease scheme to support employees to transition to electric vehicles

• Digital mental health programs for employees and their children

• Identity theft protection

• Menopause helpline

• Paid leave for bereavement, jury duty, military service, and sick time

• Parental leave for the birth or adoption of a child — available to all IQVIA employees

• Pet insurance

• Time off for voting

• Tuition reimbursement

• Locally relevant savings and retirement plans, such as pensions and 401(k) plans

Assistance Program

Our local Employee Assistance Programs (EAPs) are open to employees and their families, both as a preventive service and to offer support in times of need. Our EAP programs include:

• Training sessions introducing the EAP to teams

• Support for managers to understand the importance of mental health, identify at-risk employees, and intervene effectively

• Counseling services and digital tools to support mental health

• Webinars on topics including financial planning, nutrition, social connections, stress management, time management, and work-life balance

• Ongoing promotion of EAPs through the IQVIA Digital Workplace, local events, newsletters, and town hall meetings.

People

Health and safety

It is our duty to provide a safe workplace that supports our employees' mental and physical health and well-being. **We focus on maintaining a healthy work culture as a foundation for a supported, resilient workforce.** Mental health is a priority area, as it is one of the most common causes of lost time incidents for any organization. Read more on page 36.

Our Code of Conduct requires employees to follow all safety and security rules and procedures applicable to their location and to participate in mandatory health and safety training. Currently our health and safety data are limited to our laboratories. We are considering ways to expand our data collection on occupational health and safety across our business.

Laboratories

Our global network of laboratories is an important part of our infrastructure, supporting customers to deliver critical insights and data. **The network includes 19 labs in Argentina, Brazil, China, India, Japan, Singapore, South Africa, the UK, and the US. We require mandatory health and safety training for all 5,000+ lab employees.** This includes content on recognizing biological and chemical hazards and on lab ergonomics.

Our seven largest US and EMEA labs are certified to ISO 14001:2015 and ISO 45001:2018. This certification evidences a robust integrated Environmental, Health and Safety Management System (EHSMS) and best practice standard operating procedures. We continue to work towards certification of our other labs. We now have 13 labs across Europe, Asia and the Americas that have achieved the My Green Lab certification. Read more on page 68.

IQVIA laboratories, Singapore

People

Additional accreditations, depending on the location and services provided, include:

- **ANVISA**
- **CAP ISO 15189**
- **CDC Lipids**
- **CLIA**
- **ISO 9001**
- **MOH Certified Laboratory**
- **NGSP Level 1.**

External audits across all our laboratories help ensure compliance with government regulations and with IQVIA's policies and procedures. We undertake regular hazard spotting inspections to identify risks and establish best practices, and we track accidents and share data across our sites to reduce the likelihood of future accidents.

IQVIA laboratories, Durham, US

Good Catch Safety Observation program

Our Good Catch Safety Observation program identifies unsafe situations before accidents occur, by rewarding employees for recording safety corrections and conversations.
This year, the program resulted in more than 1,000 observations and safety conversations across all of our facilities. We used this data to prioritize actions to address trending hazards, including slips, trips, falls, and cuts from opening boxes.

To manage and reduce ergonomics risks, our Laboratory Ergonomics Program offers e-learning and self-assessments on best practices. Since the program launched in 2022, the annual number of lab-related strain and repetitive motion injuries has decreased from 10 in 2021 to six in 2023.

This year, the total recordable incident rate in our IQVIA laboratories decreased from 0.66 to 0.61, which is lower than the industry average of 1.90. The lost time incident rate in our IQVIA laboratories remained the same at 0.25, compared to the industry average of 0.7.

Establishing our Biosafety Review Board has strengthened our approach to screening clinical studies that involve potentially high-risk or volatile biological agents. Moving forward, **we are focusing on building capacity for research and development into biological agents with higher safety risks, to broaden our customer offering.**

IQVIA laboratories - Key safety data*	2023	2022	2021
Total recordable incident rate	**0.61*** (better than industry average of 1.90)	0.66	0.68
Lost time incident rate (hours)	**0.25** (better than industry average of 0.7)	0.25	0.17

*Data is from our IQVIA laboratories only. Performance improvements in 2023 focused on promoting the Good Catch Safety Observation program to increase employee engagement and ownership around safety, gap analysis of biosafety protocols to ensure compliance with local regulation, and implementation of corrective and preventive actions to mitigate slip, trip, and fall hazards.

Emergency preparedness

In any emergency — whether it be a natural or human-induced disaster, or civil or political unrest — **our priority is keeping our people safe, wherever they are, or are traveling to and from.** Our Business Continuity and Disaster Recovery team is responsible for addressing and communicating the status of employee safety in these circumstances. We have a Global Emergency Notification system for all employees, as well as relevant policies, procedures, and plans that we review and update annually.

This year, we conducted 25 tests of our business continuity plans for Tier 1 facilities and data centers. These facilities support the delivery of critical processes and services, house key infrastructure and equipment, and have a 0-3 day maximum downtime. We implemented a new tool that creates scenarios for teams to discuss and produces a report about participants' level of confidence in taking action. We will continue to train our business continuity community representatives to use this tool, and will continue to identify new opportunities to further enhance our business continuity and disaster recovery plans.

Public

In this section

Community health workers at the Kinyinya Health Center in Kigali, Rwanda. Teams from IQVIA, (RED), and The Global Fund participated in a demonstration of Rwanda's electronic community health information system, which is being implemented as part of the country's digital health strategy.

Public

IQVIA 2023 China International Biopharma Conference and Healthcare Products Expo, Haikou, China

Patient and population health outcomes

Enabling better healthcare outcomes for all patients throughout the world is the core focus of our work. From prevention, earlier diagnosis, and timely intervention, to access to medicines, care optimization, and development of new treatments and modalities, we support the full spectrum of patient health and our customers' needs. We also collaborate with leading academic institutions, governments, medical specialist societies, NGOs, peers, and patient, industry, and policy organizations, to tackle global public health challenges through real-world evidence and insights.

Harnessing data for patient-centered outcomes

The combination of the patient voice with real-world and randomized controlled trial data offers a powerful tool to improve research productivity and quality. **By including the patient voice, we develop solutions that address patients' needs, priorities, and preferences, and measure outcomes that patients care about.**

We capture patients' treatment experience in various ways, including Clinical Outcomes Assessments (COAs) derived from:

- **Patient-reported outcomes (PRO)**
- **Observer-reported outcomes (ObsRO)**
- **Clinician-reported outcomes (ClinRO)**
- **Performance outcomes (PerfO)**
- **Traditional medical data on the risks and benefits of treatments.**

Beyond COAs, we look to understand patient experience using traditional medical data on the risks and benefits of treatment, and other areas including satisfaction with treatment.

Incorporating patient experience into real-world research and clinical trials starts with a strong strategy. Our Patient Centered Solutions (PCS) team develops these strategies by listening to patients and clinicians, and targeting specific publications that reflect patient experience. We convert this understanding into a measurement strategy that uses COAs and other existing, modified or newly-built instruments, all selected to represent the patient voice.

Among these is IQVIA's own comprehensive portfolio of more than 100 COAs and patient experience measures offered through our IQVIA Instrument Services group. Our portfolio includes the full suite of instruments from recently acquired QualityMetric, including well-known health-related quality of life instruments. We are expanding our ability to hear directly from patients by exploring other dimensions of healthcare, such as measuring vitality and tolerability for oncology patients.

In collaboration with hundreds of multi-disciplinary partners within IQVIA, we integrate fit-for-purpose COAs and other patient experience instruments into real-world research and clinical trials, designing studies and developing protocols collaboratively with our clients. We administer the patient experience measures with our electronic Clinical Outcomes Assessment (eCOA) solution, which enables us to gather timely, high quality clinical trial data direct from participants via smartphones or tablets, always with informed consent.

ClinROs that require careful rater training and monitoring are implemented by the PCS team. The data emerging from these studies provides healthcare stakeholders with high quality evidence to inform decision-making.

Across all our clinical trials and real-world research work, we maintain a strong commitment to quality and transparency. Read more on page 41 and 55.

Public

Clinical trial transparency to advance healthcare

Data obtained from patients enrolling in clinical trials is vital to advancing healthcare. Regulators and organizations across our industry increasingly recognize the importance of enabling wider access to these data sets to harness their full value. With our depth of data privacy capabilities (see page 57), we support clinical trial sponsors in anonymizing patient data and safely facilitating transparent use.

For example, in 2023 we continued our collaborations with global trial sponsors to ensure that clinical trial data can be shared beyond any single study, safely and responsibly. We collaborated with industry leaders and consortia, such as the Clinical Research Data Sharing Alliance (CRDSA) and PHUSE, to develop guidance, standards, and toolkits that

IQVIA laboratories, Durham, US

promote transparency and data-sharing collaboration across trial sponsors for improved research outcomes.

These collaborations will continue in 2024, with ongoing innovation to expand the research value of clinical trial data and ultimately accelerate advancements in healthcare.

IQVIA Prime Site Launch event, Sofia, Bulgaria

Accelerating global clinical trial delivery

Our network of 45+ Prime Sites are elite clinical trial institutes or networks of sites committed to a long-term relationship with IQVIA, with a proven track record of above average patient recruitment rates, enrolling patients on time, and delivering clinical trials on schedule. Together we work to deliver high quality trials and develop long-term growth and innovation opportunities. **By working with a Prime Site in the IQVIA network, our pharmaceutical and biotech partners benefit from the longevity of our relationship with the site, which minimizes variability and allows us to enhance our patient-focused approach to innovation and research.**

In 2023, we:

- Opened two new European Prime Sites and expanded our Prime Site network in the Netherlands

- Celebrated milestones for two of our Prime Sites — 15-year partnership with the London Prime Site, and 10 years with the Moravian Prime Site in the Czech Republic

- Launched therapeutic networks dedicated to biosimilars and central nervous system (CNS)

- Launched our Connected Research Community, which brings our sites together to identify opportunities for better clinical research. The community provides a platform for sharing and learning across our regions. Together, members will share insights on site improvement, raise awareness of priority site needs, and drive solution development.

Public

IQVIA World Review 2023 Conference, São Paulo, Brazil

Enabling rare disease research in Brazil

IQVIA is supporting the establishment of a referral research facility to conduct clinical trials in rare disease populations in Brazil.

Casa dos Raros is a first of its kind initiative in Latin America bringing together a network of highly qualified, multi-disciplinary professionals and organizations to advance comprehensive care for patients with rare diseases and their families. **It aims to accelerate diagnosis and treatment of rare disease, support clinical research focused on rare genetic diseases, and train healthcare professionals to work in the area.** The network will reach professionals, patients, and their families in remote locations through teleservices.

Finding the right patients for clinical trials

The success of clinical trials starts with finding suitable cohorts. Our Patient Finder Solution harnesses AI to help physicians find patients that match their criteria, while offering privacy protections compliant with applicable regulations. The optimized front-end experience lets users increase the speed of suitable cohort identification up to 40 times faster compared to a traditional approach, with no training needed.

Public

IQVIA 2023 Healthcare Summit, Shanghai, China

Supporting patients to access care

We work with partners and customers to access data insights that enable them to use the right tools, technologies, and treatments for effective outcomes. At the same time, we support patients to understand and access appropriate care. For example:

• Patient Engagement Services supports patients to participate in research, and to access and stay on treatments, alongside reducing the burden on patients from data capturing and sharing

• Commercial Patient Support Services helps patients to start and stay on treatment by accessing reimbursement, financing, and education.

Our end-to-end focus helps to reduce the burden on patients and healthcare systems, and increase access to care. Key 2023 collaborations to improve patient care include:

• **Partnering with a customer to facilitate patient access and clearance for therapy for a recently approved paroxysmal nocturnal hemoglobinuria (PNH) medication**. In addition to providing copay support for the medication, IQVIA will develop a vaccine finder, administer in-home vaccinations for select patients, and provide vaccine procurement and distribution services to the in-home clinical network

• **Joining AstraZeneca's PATHFINDER initiative together with the UK's National Health Service (NHS), to improve diagnosis and survival rates for patients with lung cancer in the UK, which has some of the lowest lung cancer survival rates globally.** We worked with the NHS to identify local needs and co-create solutions to streamline patient pathways across six pilot sites. Our combined efforts led to reduced patient review times, reduced PET-CT scanning wait times, and better sample collection and delivery to ensure that 80% of samples taken reach the lab on the same day

• **Partnering with a pharmaceutical company to develop a digital support program for caregivers and parents administering daily subcutaneous injections for a pediatric rare disease.** Our team created a caregiver-facing digital platform supported by access to in-person or app-based nurse support, a digital content bank full of useful information, an injection tracker, and tailored action plans. The success of the program has led to its expansion to nine countries, with plans to grow further.

Revolutionizing care for stroke patients

During the past seven years, we have supported Boehringer Ingelheim to optimize quality of care for stroke patients across the world. Working alongside a range of stakeholders — including governments, development organizations, healthcare practitioners, and patient organizations — **IQVIA has contributed to a revolutionary program to improve the stroke patient pathway.** Together, we created stroke hospital networks, improved cost reimbursement, supported the adoption of quality monitoring systems, and developed a novel training platform for hospitals with experiential learning using a patient pathway simulation. To date, the program has:

• **Registered more than 7,300 hospitals and more than 100,000 healthcare professionals across 147 countries**

• **Achieved a 38% reduction in door-to-treatment time, a 6% increase in recanalization rate, and a 32% improvement in post-acute care**

• Received endorsement from all national neurology and stroke societies

• Received multiple awards in recognition of its significance for stroke patients and treaters.

Public

IQVIA RWS GTM Kick Off 2023 Conference, Lisbon, Portugal

Supporting the healthcare industry to navigate major policy changes

As part of our work to enable patients to access appropriate care, we work with life sciences customers to help them navigate policy changes affecting the development and delivery of medicines. The 2022 US Inflation Reduction Act (IRA) and the 2022 EU Joint Clinical Assessment (JCA) are two substantial policy changes for the industry and its stakeholders.

In 2023, we delivered hundreds of client presentations on how the IRA and the JCA are impacting the life sciences industry. We also provided thought leadership on the impacts of both policies by publishing several white papers, blogs, and scientific posters, presenting at industry conferences, and hosting industry-wide webinars for thousands of attendees.

Empowering patient organizations

IQVIA works with more than 300 patient organizations — from large global associations to small, volunteer-run groups, encompassing everything from prevalent to ultra-rare diseases. The role of patient organizations is evolving as regulators continue to push for earlier and more structured patient feedback on study and clinical trial design. While we have seen therapeutic progress over the last five years in previously untreated diseases, we continue to work with our partners to bring advancements in innovative therapeutics to more conditions.

We build technology and research data relationships with patient organizations to help them advance their respective missions. Novel technology solutions allow expanded longitudinal patient- and caregiver-centric engagement models to complement healthcare provider-centric approaches to care. For example, we are working with The Arthritis Foundation to integrate its data systems and research initiatives, and with Foundation Fighting Blindness to expand, maintain and evolve its patient registry capabilities.

In 2023, we began quarterly meetings with patient organizations through LeadersLink,[1] offering Executive Directors advice and expertise as they develop and grow their patient data resources.

This year, patient organizations were represented at the IQVIA Africa Health Summit for the first time. Read more on page 47.

IQVIA Patient Organization Summit

In 2023, we hosted the successful third annual IQVIA Patient Organization Summit — designed to enable NGOs to support patients through research and data. The Summit provided a forum for participants to access content and tools covering a range of topics, such as:

• Connecting patients to appropriate clinical trials

• Innovative clinical research approaches

• Patient and health data strategies.

As a result of our thought leadership in patient advocacy, IQVIA was invited to speak at the US National Health Council's influential National Leadership Conference.

1. https://www.iqvia.com/locations/united-states/blogs/2023/02/iqvia-selected-by-fastercures-as-a-leaderslink-program-expert

Parkinson's Europe — partnering with a patient organization

We helped Parkinson's Europe in achieving its strategic mission by supporting the development of its Engagement Network. The network which connects people with Parkinson's, their loved ones, and healthcare practitioners to opportunities across Europe to learn more about progress in Parkinson's research and to input into developments in care and treatments. We also collaborated to deepen IQVIA's understanding of the experiences of people with Parkinson's and to bring the patient voice into the projects and solutions we offer our customers, to meet the needs of this patient community.

Public

IQVIA Africa Health Summit, Kigali, Rwanda

Improving global public health outcomes

Through collaborations in the global health space, we work with our partners to promote health equity and tackle complex healthcare challenges. We support sustainable improvements to healthcare delivery and systems through our work with low- and middle-income countries (LMICs), medical specialty and healthcare associations, and patient organizations around the world.

Our recently formed Global Public Health business unit expands on our existing work and geographical scope — building on our work as an established contributor to some of the United Nations' key global healthcare priorities.

We enable scalable infrastructure in LMICs by upskilling local people and institutions and creating opportunities for research and care. Our collaborations often span several years, combining sponsorship with the sharing of our knowledge and experience. **Our current public health portfolio services more than 75 clients in 50 countries,** and includes projects in clinical research, pandemic prevention, preparedness and response, universal health coverage, digital health, diagnostics, and surveillance, health system strengthening, supply chain resilience, and market access. This year we implemented a streamlined reporting system for tracking global public health issues, supporting our efforts to bring our skills and experience to unmet healthcare needs in areas we have not yet been serving.

Internationally, we continue to strengthen our relationships with the World Economic Forum, the Bill and Melinda Gates Foundation, the Bill and Melinda Gates Medical Research Institute, and The Global Fund to fight AIDS, tuberculosis, and malaria.

We work with foundations, governments, life sciences companies, national healthcare associations, and NGOs to target specific healthcare challenges. Ongoing collaborations include:

• **American College of Surgeons (ACS).** We support the full range of ACS quality initiatives, including the National Surgical Quality Improvement Program, the Surgeon Specific Registry, the National Cancer Database, and the National Trauma Databank.

• **Cambridge Respiratory Innovations.** To enable early medical intervention and reduce avoidable hospitalizations in the UK, we are partnering to predict respiratory exacerbation events 48 hours in advance, using an AI algorithm embedded in a home monitoring device. Our estimates predict a six-fold increase in precision, and potential savings of more than $120 million per year for the UK National Health Service.

• **Prostate Cancer Research.** Our collaboration combines clinical and patient-reported data to enable accelerated medicines development and improved health outcomes for people with prostate cancer, alongside supporting patient-directed end-to-end drug delivery.

New 2023 collaborations included:

• **Coalition for Epidemic Preparedness Innovations (CEPI).** We are working with CEPI to enhance the world's preparedness to rapidly conduct life-saving clinical research for biological countermeasures against emerging infectious diseases. Our work will contribute to the 100 Days Mission to accelerate the time taken to develop safe, effective, globally accessible vaccines against emerging disease outbreaks to within 100 days.

• **(RED) and The Global Fund.** We announced a $5 million partnership that will support strengthening The Global Fund's laboratory system in LMICs across Africa, Asia, and Latin America — with the aim to detect and respond to potential local health threats before they become global pandemics. The Bill and Melinda Gates Foundation will match every dollar from the partnership to deepen our impact.

IQVIA, (RED) and The Global Fund, Kigali, Rwanda

Public

Partnership to support sporting excellence through the pandemic

During the peak of the COVID-19 pandemic, our US colleagues collaborated with the National Basketball Association (NBA) and partners at Harvard, Columbia, and BioReference Laboratories to support the league with the 2020 NBA Bubble. This closed-campus occupational health program was implemented to ensure the smooth operation of the professional basketball league during the pandemic.

In July 2023, the partnership was recognized as a winner of the 2022 UNIVANTS of Healthcare Excellence awards, which acknowledges teams that work together to achieve better health system performance through uniting across disciplines, challenging traditional thought, and achieving better outcomes for patients, clinicians, and payors. **The award for "The Bubble: Safe and informed population health management" recognized the creation of an innovative, bold, and health-centric ecosystem focused on maintaining safety and enabling earlier COVID-19 diagnosis.** It informed clinical decision-making, enhanced resource utilization, and stimulated the economy in a time of need.

IQVIA office, Durham, US

"We are excited to be honored along with the NBA and our academic partners for the incredible achievement that was the Bubble. Every possible measure was taken to ensure safety of the population and proper execution, and much was learned in the process that contributed to public health efforts over and beyond the pandemic. Many thanks to UNIVANTS for recognizing the creativity, innovation, and people-first approach of this effort."

– Christina Mack, Chief Scientific Officer, Real World Solutions, US

Advancing knowledge on antimicrobial resistance

Africa has the highest mortality rate from antimicrobial resistance infections in the world — accounting for 27.3 deaths per 100,000 — yet historically there has been limited data on antimicrobial use (AMU) or antimicrobial resistance (AMR) in Sub-Saharan Africa.

To tackle this issue, the Fleming Fund sponsored formation of the Mapping AMR and AMU Partnership (MAAP), led by the African Society for Laboratory Medicine, with data analytics and insights provided by IQVIA. Starting in 2019, MAAP's aim was to build capacity in 14 African countries to measure and monitor their AMR and AMU status and to identify opportunities for improvement.

We supported MAAP to collect and review 819,584 AMR records spanning 2016-2019, from 205 laboratories across 14 countries. We also reviewed 16 national datasets and 326 hospital and community pharmacy datasets on antimicrobial consumption.

The key findings have been published in MAAP's final report — *Incomplete antimicrobial resistance (AMR) data in Africa: the crisis within the crisis*. The report includes the following insights:

• **Only 1.3% of the biology laboratories** across the 14 countries perform bacteriological testing

• **Just five of 15 antibiotic-resistant pathogens** prioritized by the WHO for causing the greatest threat to human health were found to be consistently tested in most countries

• **The risk of AMR is lower with higher average education levels, higher GDP and a higher proportion of doctors and nurses**

  »Last resort antibiotics were found in only six of the 14 countries.

The report includes several recommendations for African governments, the African Union Taskforce on Antimicrobial Resistance, and regional and global health partners working in Africa, to help tackle the issue systematically and through a collaborative approach.

Public

IQVIA Africa Health Summit, Kigali, Rwanda

IQVIA Africa Health Summit

Africa's 54 nations present significant unmet healthcare needs and diverse challenges in healthcare delivery. In 2023, we held the second IQVIA Africa Health Summit in Kigali, Rwanda — a complimentary two-day event that brought together public health experts to share knowledge and exchange ideas about how to advance Africa's health through data, technology, and innovative research.

Highlights from the Summit include:

• **More than 280 attendees, representing 28 countries**

• **More than 65 cross-sector speakers — including government, life sciences, multi-lateral organizations, and NGOs**

• Interactive sessions covering topics such as driving health innovation through clinical research and the role of innovation in improving access to healthcare

• Panel discussion with patient organizations **Africa Sickle Cell Organization, CHIVA Africa, and Care Organization Public Enlightenment** to discuss delivery to patients and the community and advocating for positive change.

The second edition of the Summit was well received by attendees. 100% declared that the event met their expectations and 78% said they are likely or very likely to attend a future IQVIA event.

We are advancing our work in Africa to support transformation of public health. Alongside our partnership with (RED) and The Global Fund (see page 45) and our contribution to research on antimicrobial resistance (see page 46), we are partnering with stakeholders to support pandemic preparedness, develop a coordinated clinical trials ecosystem, evaluate healthcare supply chains, and assess the deployment of digital health platforms in the region.

Public

Supporting healthier towns and cities in India

Swachh Bharat Mission (SBM) — Clean India Mission — is India's government-led sanitation initiative aimed at improving citizen health and quality of life. Towns and cities across the country are ranked based on the steps they are taking to improve sanitation and ultimately improve citizen well-being. Addressing health risks associated with environmental degradation due to waste generation is key to success.

Since 2021, IQVIA has supported SBM by working alongside India's Ministry of Housing and Urban Affairs (MoHUA) to assess and rank over 4,000 towns and cities. We also work directly with municipal authorities to support several towns and cities with sanitation and waste management, environmental monitoring, and capacity-building measures including training and skill development initiatives. In the two years of our support, the total number of Garbage Free Cities in India increased from 140 to more than 300.

IQVIA Day, Mumbai, India

One highlight is our work with cities where we partnered to:

- **Develop wastewater recycling solutions — for example, for car washes**
- **Implement programs to convert wet waste in local facilities into methane, which is used to power local schools**
- **Improve management of waste collection vehicles**
- **Install women-only toilets to improve sanitation.**

In 2023, multiple cities supported by IQVIA ranked in the top 15 for sanitation out of more than 4,000 cities and towns thanks to these efforts.

Informing public health surveillance

IQVIA Government Solutions offers real-world insights into population-level data, supporting the prediction and monitoring of trends in disease patterns and effectiveness of treatment strategies. In 2023, Government Solutions supported US partners with insights on:

- **Vaccine surveillance and safety for regulatory decision-making.** As part of a US Food and Drug Administration (FDA) initiative to actively surveil vaccine uptake and outcomes in the US, IQVIA supported with influenza, COVID-19, and respiratory syncytial virus (RSV) vaccine monitoring.

- **National vaccine uptake for public health and policy decisions.** The Center for Disease Control (CDC) is expanding vaccine monitoring with the support of IQVIA's data solutions. One example is the use of our data to pilot a comprehensive respiratory virus response in 2023, with expectations for deployment in future epidemics and seasons.

Recognition for IQVIA's pandemic support efforts in Singapore

In 2023, our IQVIA laboratories Singapore site was awarded the President's Certificate of Commendation (COVID-19), nominated by the country's Ministry of Health. During the peak of the pandemic, there was a need to rapidly ramp up testing capacity to identify and segregate positive cases to reduce virus transmission. The lab quickly set up a COVID-19 PCR testing facility and built capacity.

Between August 2020 and January 2022, the facility tested more than 500,000 samples. 95% of results were reported within nine hours. We also designed and set up a mobile PCR lab — the first mobile lab ever approved by the Singapore Ministry of Health.

Public

Connecting and protecting NHS data

In 2024, the UK's National Health Service (NHS) will roll out its new Federated Data Platform, a tool to connect NHS patient and health system data. This will enable efficiencies, reduce pressures on the healthcare system and its workers, and ultimately improve care for patients across the UK. Pilot projects using the new data-sharing approach have seen a drop in discharge delays and in waiting times for planned care, and faster diagnosis and treatment times.

In 2023, we announced our collaboration with NHS England to ensure the protection of data within this new platform. IQVIA's industry-leading privacy analytics solutions will enable data to be safely accessed while enhancing privacy across the Federated Data Platform and wider NHS data ecosystem.

Supporting the US FDA

Over the past ten years, the US FDA has been using IQVIA's Linguamatics I2E Natural Language Processing (NLP) platform to analyze FDA drug labels and published literature. The platform — built to provide valuable, accurate, and reliable information — has a wide range of use cases, such as:

- Providing direct access to supporting evidence to expedite the FDA review process

- Streamlining clinical review workflows by providing real-time automated data extraction

- Managing and tracking results using a machine learning (ML) framework

- Filling knowledge gaps using metadata.

Innovation and research

There is an extraordinary opportunity for research and emerging technologies to make a positive difference to the healthcare system. To accelerate better health outcomes, we:

- Develop the use of genomics and AI technologies to improve insights

- Invest in disruptive tech start-ups through the IQVIA Innovation Hub and Accelerator Program

- Contribute research, analysis, and scientific expertise to the public through the IQVIA Institute for Human Data Science

- Contribute to global healthcare thought leadership.

IQVIA laboratories, Singapore

IQVIA laboratories, Valencia, US

We track upcoming trends, risks, and opportunities to maintain our position at the leading edge of the life sciences and data sectors.

IQVIA laboratories, Durham, US

Public

Genomics

Characteristics such as gender and ethnicity are fundamental to understanding what diseases and disorders will likely affect a person and how they will respond to treatment. Genomics provides significant potential for precision medicine that takes account of individual differences. Genomic testing is increasingly cheaper and easier to interpret due to technology advances, while the public perception of health-related data gathering has improved post-pandemic, encouraging wider adoption of these technologies.

IQVIA laboratories, Indianapolis, US

We have an opportunity to shape future healthcare systems by providing support for national genomics programs, and to reduce adverse drug reactions and improve treatment success rates by assisting our life sciences clients to find the best suited patients for their medications based on the protocol. This year, we:

- Worked with our life sciences customers to find rare patients for precision oncology clinical trials

- Provided strategy and consulting for the government of Bulgaria's genomics program, and delivered projects for Egypt, Romania, Saudi Arabia, and Wales

- Increased our genomic third-party collaborations. We partnered with Oxford Nanopore Technology to expand from short-read to long-read DNA sequencing, alongside collaborations with registries of rare disease patients such as Centogene and 4basecare. We are working to extend our data and lab partnerships worldwide and expand our work with third parties — **such as Zetta Genomics, Sapio Sciences, Euformatics and Yemaachi** — to provide regional input on genomics research

- **Contributed our genomics knowledge and expertise at more than 30 events** throughout the year, including the World Economic Forum in Davos, the European Health Data Space, and the World Congress of Basic & Clinical Pharmacology

- Published a white paper[1] on how to build precision medicine into routine diagnostics and preventative testing in the Gulf Cooperation Council (GCC) region

- Hosted webinars on biobanking and genomics[2] featuring the voice of patients and patient organizations, and the role of genomics in drug development for rare diseases.[3]

"We need precision public health before we have precision medicine. No one country can do this alone and our incredible reach allows us to work locally to solve global genomic challenges."

— Joanne Hackett, Vice President, Genomic and Precision Medicine, EMEA

Artificial Intelligence

Artificial intelligence (AI) is key to powering smarter healthcare globally. AI will help the healthcare industry uncover ways to scale and democratize its offerings, and make them easier to consume for physicians, patients, and governments.

IQVIA has a rich history of developing healthcare grade AI, helping customers to enhance precision, increase speed, and scale to meet evolving challenges.

Our award-winning methodologies are already validated on over 100 diseases, and we train our models on the world's largest healthcare data source. We bring our multi-disciplinary expertise to every stage of AI design and use adaptable technology to fine-tune and validate our models.

The emergence of generative AI (Gen AI) — models that learn from a series of input data and are then capable of generating new data such as text and images — is creating an atmosphere of excitement but also apprehension due to a lack of quality assurance. We engage with this rapidly evolving field to continually review its potential to support our business and our clients, while contributing our expertise to shaping responsible governance.

To reduce the carbon footprint of AI systems, we are designing models to reduce complexity, achieve high task performance, and make efficient use of computing power, memory, and cloud consumption. We periodically release efficient model structures and memory optimizers into the open-source community to assist others in deploying more sustainable AI.

1. https://www.iqvia.com/locations/middle-east-and-africa/library/white-papers/precision-medicine-and-genomics-the-succeeding-paradigm-of-healthcare-in-the-gcc
2. https://www.iqvia.com/events/2023/03/biobanking-and-genomics-2023
3. https://www.iqvia.com/events/2023/03/trials-and-tribulations-of-drug-development

Public

IQVIA World Review 2023 Conference, São Paulo, Brazil

Our internal use of AI can make our processes more efficient and accelerate the speed and quality of our work for customers. We keep abreast of emerging AI regulations and best practices, and we are implementing robust privacy measures such as training our models on de-identified protected health information.

This year we won an AI breakthrough award[1] for using large language models to examine social determinants of health — analyzing complex

and unstructured patient data to give insights into patient care and disease states. Used across life sciences and healthcare customers, the software unlocks critical insights for population health, including the social determinants of health, which account for the majority of health outcomes.

We partnered with the Juvenile Diabetes Research Foundation (JDRF) to develop an AI tool that identifies Type 1 diabetes patients most likely to be misdiagnosed with Type 2, to ensure they receive

the right treatment plans. We also worked with the Sheffield Teaching Hospitals NHS Foundation Trust,[2] using AI to identify patients at risk of developing a rare, life-shortening condition known as idiopathic pulmonary arterial hypertension (iPAH). This condition is usually only diagnosed at an advanced stage, but our algorithm provided a detection rate of one in 10 patients.

We conduct customer webinars on the growth of AI in healthcare and its potential applications and implications, alongside contributing AI research into the public domain. Topics in 2023 included:

- **Pragmatic application of healthcare AI governance.** Exploring regulatory frameworks and guidelines for AI and common foundational principles for best practice

- **Navigating new large language models in healthcare.** Reviewing the abilities of large language models like ChatGPT and Bard for natural language processing, and assessing information extraction, risks, benefits, and tradeoffs in accuracy and time to value

- **Deep learning for epidemiologists: An introduction to neural networks.** Introducing the fundamentals of deep learning from an epidemiological perspective and summarizing training, evaluation, and deployment of models

We also delivered a talk on this subject at the International Society for Pharmacoepidemiology

- **Keeping pace with real-world evidence: Evolving software regulations and the growing application of AI.** Exploring the increased use of real-world evidence and how AI-powered applications are emerging from code to commercialization to help navigate complex regulatory pathways. We also spoke about this topic at the IQVIA Real World Evidence Conference and delivered a webinar on the topic for customers.

IQVIA is leading the healthcare market in exploring AI's capacities and acting as a voice of expertise on emerging technologies. In 2023, we provided feedback and expertise to the Food and Drug Administration (FDA) AI guideline development, the US Senate congress framework for AI, the World Economic Forum AI policy and focus, and the European Medicines Agency (EMA) paper on the use of AI in the lifecycle of medicines. We also participate in open-source health informatics forums and policy groups related to privacy and ISO standards.

1. https://www.iqvia.com/newsroom/2023/06/iqvia-wins-prestigious-best-ai-based-solution-for-healthcare-award-in-2023-artificial-intelligence-b
2. https://www.iqvia.com/-/media/iqvia/pdfs/uk/fact-sheets/unlocking-health-data-to-transform-uk-patient-care-iqvia.pdf

Public
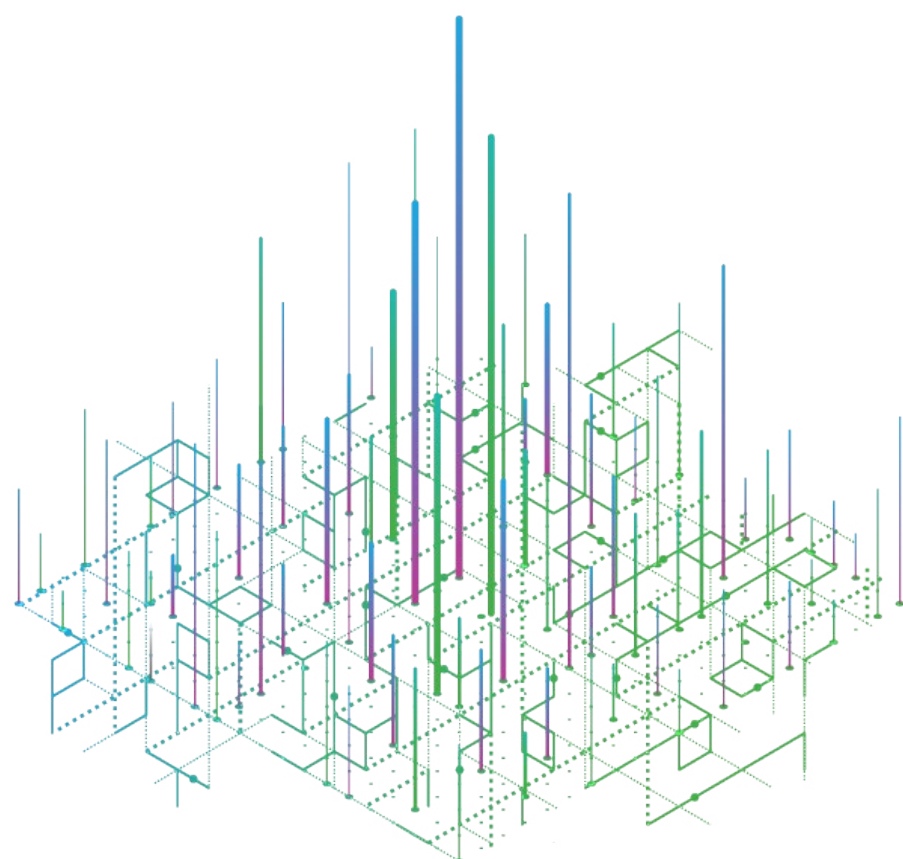
IQVIA Innovation Hub

The IQVIA Innovation Hub (the Hub) collaborates with early-stage start-ups through investments and partnerships, offering new technologies and disruptive solutions that could lead the healthcare industry of the future. The Hub focuses on long-term opportunities on behalf of IQVIA's business units, going beyond annual and quarterly metrics to ensure IQVIA maintains a leadership position for years to come.

The past year has been challenging for some early-stage start-ups in terms of accessing funding and there has been an overall contraction in the number of these young companies. The Hub works closely with leaders from key IQVIA business units and collaborates with venture capitalists and strategic investors to identify key portfolios for investment, acquisition, and strategic partnership as they grow and develop.

After the success of our first IQVIA Accelerator Program in 2022, we ran the first cross-continent program in Europe offering 10 start-ups the opportunity to work closely with IQVIA's extensive network of experts, assets, clients, and partners to establish joint go-to-market offerings with IQVIA business leaders. The selected cohort brought niche and differentiated capabilities to IQVIA's portfolio and included the following disruptive start-ups:

• **Closed Loop Medicine.** A drug enhancement company focused on dose optimization and tolerability through digital enhanced precision care

• **KIRO.** Standardizes and analyzes laboratory test results to drive an increased understanding of disease and patient outcomes

• **Pando.** A communications and care coordination platform integrated within the UK National Health Service (NHS) and Ministry of Defense, active in 200 trusts and used by more than 110,000 health professionals

• **Qualifyze.** A leading platform for digital quality audits for pharmaceutical supply chains.

Looking ahead, the Hub will explore running the Accelerator Program in new regions, to extend its global network and fund more critical innovations.

IQVIA Innovation Hub Accelerator Program, Paris, France

Public

IQVIA Institute for Human Data Science

The IQVIA Institute for Human Data Science (the Institute) provides evidence-based research and analysis, openly accessible and free to the public. **The Institute is uniquely positioned to bring key stakeholders together without a commercial agenda** — allowing NGOs, policymakers, patient advocacy groups, academics, and pharmaceutical and life sciences companies to have their voices heard through research, webinars, roundtables, in-person events, and external forums.

The collective conversations and outcomes through these activities — in combination with the Institute's evidence-based research in the form of reports and other content — help lead the way to more informed decisions across healthcare. Research published by the Institute in 2023 included:

• **Global Trends in R&D 2023.** Assessing annual trends in new drug approvals and launches, overall pipeline activity in terms of actively researched medicines, and the number of initiated clinical trials.

• **Assessing the Impact of Illegal Online Pharmacies.[1]** Research into the nature and use of illegal online pharmacies, their impact on public health, and the operation of the distribution system.

• **Scaling-up Inclusive Healthcare in Low- and Middle-Income Countries.[2]** Exploring inclusive healthcare initiatives that address the rise in chronic diseases, and improve diagnosis, treatment and care for underserved populations.

• **Supporting Patients through Research Collaboration: Interactions Between Patient Organizations and Life Sciences Companies.[3]** Examining how partnerships with patient organizations and life sciences companies can be successful and supportive.

The Institute has increased its outreach and engagement by holding more live events with multi-stakeholder panels and is looking to further expand its multi-media offerings and provide even greater access to the public. For example, this year's scientific poster[4] highlights results from the Institute's research on climate change and the important role pharmacies will play in the future.

In 2023, the Institute presented at more than 40 external events, such as the International Pharmaceutical Federation Congress, the Brazil World Review Conference, and the 13th Panhellenic Congress of Oncology. In addition, the Institute hosted 10 events, including Biosimilars in the United States: 2023-2027 — a webinar exploring market dynamics, biosimilar development, biosimilar uptake, future impacts of biosimilars, and related topics.

Looking ahead, the Institute plans to explore topics such as AI and ChatGPT, cell and gene therapy, antimicrobial resistance, and climate change and women's health.

Oncology symposia

In 2023, the Institute hosted two hybrid events which welcomed nearly 1,000 attendees across ~100 countries:

• **Designing And Delivering Diversity in Oncology Clinical Trials** at the beginning of the annual American Society of Clinical Oncology (ASCO) meeting. A multi-stakeholder panel explored challenges and scenarios for oncology clinical trial diversity planning processes and for designing and delivering those trials.

• **Accelerating the Impact of the Cancer Mission Five-Fold: Where Europe Should Invest to Improve Cancer Outcomes in 10 Years Instead of 50** on the opening day of the annual European Society for Medical Oncology (ESMO) congress. A multi-disciplinary group of panelists from across Europe proposed ways to accelerate the impact of cost-effective efforts to improve cancer outcomes five-fold.

1. https://www.iqvia.com/insights/the-iqvia-institute/reports-and-publications/reports/assessing-the-impact-of-illegal-online-pharmacies-in-the-us
2. https://www.iqvia.com/insights/the-iqvia-institute/reports-and-publications/reports/scaling-up-inclusive-healthcare-in-low-and-middle-income-countries-part-2
3. https://www.iqvia.com/insights/the-iqvia-institute/reports-and-publications/reports/supporting-patients-through-research-collaboration
4. https://www.iqvia.com/library/scientific-posters/preparing-for-climate-change-the-essential-role-of-pharmacy-in-addressing-the-next-global-crisis

IQVIA Institute by the numbers

15
Thought leadership and policy shaping reports published in 2023

70
Thought leadership and policy shaping reports published in the last five years. Note: this number is for reports only, not other papers published

400+
Published papers in 2023, and 1,000+ in the last five years — by academic researchers using IQVIA Institute research

59,000+
Downloads of Institute reports in 2023 and 295,000+ in the last five years

43,000+
People around the world have opted in to receive information from the Institute

674
Citation of the Institute's reports in scholarly publications in 2023

Public

IQVIA 2024 World Economic Forum, Davos Klosters, Switzerland

Thought leadership

IQVIA engages in thought leadership on issues of vital importance to the provision of commercial and public healthcare. We combine IQVIA databases with other healthcare data and the insights of IQVIA experts to provide compelling, fact-based narratives — on topics, trends, and transformations that support our customers and partners to continue advancing human health.

We focus on issues that require collaborative, systemic change and use our influence to improve patient outcomes and address emerging challenges.

Thought leadership activities within IQVIA are led by a range of teams within the business and span year-on-year analyses to five- or 10-year forward outlooks. Topics in 2023 included:

• **The pharmaceutical industry's carbon footprint.** Quantifying the pharmaceutical industry's emissions and exploring the actions it can take to address a rapidly changing climate using three cutting edge methods. *(Remedy of the Commons: Addressing Pharma's Carbon Footprint.)*

• **Healthcare systems carbon footprint.** A World Economic Forum blogpost about how healthcare systems can reduce their carbon footprint by creating an environment of accountability for all pharmaceutical players.

• **Cold chain medicines.** Defining the cold chain market using a combination of public and IQVIA data and giving our perspective on key developments in the energy-intensive lifecycle of refrigerated and frozen medicines. *(Pharma's Frozen Assets: Cold Chain Medicines.)*

• **Patient inclusion.** Presenting a structured approach to creating a common language to ensure patients' voices are heard at all stages of the pharmaceutical decision-making process. *(Planning to Engage: A Holistic Approach to Patient Inclusion.)*

• **Vaccine innovation.** Reviewing the latest trends in vaccine innovation and the market opportunity and critical success factors for vaccines. *(Race for Immunity: Exploring the Evolving Landscape of the Vaccines Market.)*

• **Patient organizations in Africa.** Exploring how African patient organizations can help policymakers, health providers and pharmaceutical companies understand unmet needs and obstacles to patients accessing and adhering to therapies. *(Climbing the Mountain One Step at a Time.)*

• **Commercial potential in Africa.** A blogpost about the opportunities to serve the health needs of Africa's growing population, and the potential use of mobile technologies to address structural barriers to effective medicines markets. *(Africa's Next Chapter: A Continent of Opportunity.)*

• **Digital health systems in Africa.** Exploring how digital technologies that could be easily adopted by Africa's young, digitally literate population could help with health challenges posed by the rise of non-communicable diseases and the threat of climate change. *(Digital Health Systems in Africa.)*

• **The impact of the pandemic on healthcare professionals.** Surveying frontline physicians about the impact of the COVID-19 pandemic alongside preexisting staff shortages and exploring opportunities for support from the

pharmaceutical industry. *(From Firestorm to Burnout: The Impact of the Pandemic on Healthcare Professionals.)*

• **The impact of healthcare system readiness.** Offering a view of the Alzheimer's market in the US and exploring how the healthcare system is not yet ready to deliver on the new treatments promise. *(How Will We Remember This Moment? An Alzheimer's Perspective.)*

• **The rules for launch success are changing.** Exploring how an increasingly tense launch environment calls for a new definition of success and a rewriting of the launch playbook to focus on securing patients. *(Launch Excellence, U.S. Edition: The Rewrite of the Business of Launch.)*

• **Preventative care and consumer-driven health.** Exploring the boundaries between consumer and medical avenues of care by analyzing the use of Type 2 diabetes medication Mounjaro for weight loss. *(Mounjaro: A New Era of Preventive Care and Consumer Health.)*

• **US Progress Point.** A curated collection of our latest intelligence on what's driving healthcare forward in the US.

Our thought leadership contributions are available on our website.[1]

1. https://www.iqvia.com/locations/emea/emea-thought-leadership

Public

Supporting medical advances through quality clinical trials

Patient-centered innovation relies on comprehensive, rigorous clinical trials. **We collaborate with our customers to bring promising, life-changing medicines to patients through high quality clinical trials** conducted with patient safety, ethics, and data integrity at the forefront of trial design, execution, and analysis.

Along with research sites, oversight bodies and research sponsors, we maintain high standards throughout clinical trials, paying particular attention to participant safety, ethical conduct, and data integrity. Our extensive risk management tools and processes systematically ensure consistency, comparability, and high quality — so that regulators and ultimately prescribers can evaluate the safety, efficacy, and benefit/risk profile of the treatment from the resulting data.

We work with our customers to broaden the populations that can participate in these studies, including traditionally underserved communities. Ensuring that trials reflect the communities affected by the disease being studied contributes to better treatment decisions and patient outcomes, as well as being the right thing to do.

Clinical trial safety and risk management

Our Risk Assessment Mitigation Plan (RAMP) defines how we identify, track, and mitigate all clinical trial risks. We follow global industry standards to develop consistent processes to assure patient safety, validate datasets, and comply with relevant protocols, International Council for Harmonization (ICH), Good Clinical Practice (GCP), and local and regulatory requirements. Should there be any deviations from these processes, we have multiple defined pathways for rapidly identifying and escalating issues.

Our Harmonized Quality (HQ) tool provides an overview of all clinical risks in one easy-to-use platform.

In addition, we have developed a General Risk Mitigation Assessment to measure and anticipate geopolitical or medical risks linked to a clinical trial's location. We review regions and countries with heightened geopolitical risks and develop plans to manage and mitigate these, prioritizing employee and patient safety.

IQVIA laboratories, Singapore

Public

Our new clinical trial diversity vision statement:

IQVIA has developed significant capabilities to assist sponsors in enrolling diverse populations, including traditionally underserved communities, into clinical research studies. This is accomplished by embedding diversity across planning and execution of clinical trials that reflect the communities impacted by the disease or conditions under study to advance scientific understanding, improve health equity, and accelerate new therapies.

IQVIA believes achieving diverse representation in clinical trials requires a proactive, concerted approach that begins at the earliest stages of trial planning and is deliberately factored into site selection, site training, and recruitment strategy. IQVIA's multi-faceted, trial-lifecycle approach to achieving clinical trial diversity is designed to address known and suspected causes of underrepresentation, while also considering challenges specific to the therapeutic area and trials overall.

Diversity and inclusion in clinical trials

IQVIA has established its leadership position in this important area, working closely with health regulators, sponsors, and industry associations, along with making significant internal investments, to drive increased diversity in clinical trials, which we believe to be essential to understand potential variability in treatment effect, inform better healthcare decisions, and contribute to improving health equity.

Ensuring clinical trials reflect the diversity of the patient population is a priority for the biopharma industry and regulators. In 2022, the US Food and Drug Administration (FDA) released guidance outlining expectations for trial sponsors to create diversity plans, including goals and operational measures to increase the enrollment of underrepresented racial and ethnic populations.

IQVIA translates the guidance from regulators to actionable insights to assist clinical trial sponsors. We develop diversity plans for sponsors, combining our expertise and data assets to support the development of meaningful, achievable diversity goals. **We encourage our employees to develop creative solutions to support inclusive clinical trials.** In 2023, we created the Clinical Trials Diversity and Inclusion Inspiration Awards to recognize colleagues leading in this field and further bring our employee value proposition (page 28) to life.

IQVIA laboratories, Durham, US

Recently, we supported a large pharmaceutical company in a respiratory syncytial virus (RSV) vaccine trial and through use of our data and novel site and direct-to-patient strategies to increase ethnic diversity participation, we were able to achieve over 1.7 and 1.6 times higher enrollment rates of Black and Hispanic participants, respectively, than originally expected. This built on the success we achieved across our COVID-19 vaccine trials, where we achieved 1.7 times higher enrollment of diverse populations than our peers.

Public

Leveraging a distinctive combination of diversity regulatory insights, epidemiology and therapeutic expertise, and data assets, IQVIA supports sponsors both large and small in developing meaningful and achievable diversity plans for regulators.

Our data and analytics enable identification of sites that are well-positioned to perform high-quality research with the ability to engage traditionally underserved populations. This increases the likelihood that customers will be able to enroll a population that most represents the communities impacted by a specific illness. We engage with these sites to provide trainings, alongside working with trial sponsors and communities to increase enrollment from representative populations. In addition, we are driving diverse recruitment through diversity-informed site selection and our Diversity Site Alliance is now in place — with 72 site organizations across more than 100 locations across the US.

Our work with other clinical research partners improves inclusion throughout our industry:

- **We chair the Association of Clinical Research Organizations (ACRO) Diversity and Inclusion in Clinical Trials Committee,** partnering with peers to fund site-level programs and share ideas for better engaging with underrepresented communities

- **Our ongoing involvement in the Multi-Regional Clinical Trials (MRCT) Center of Brigham and Women's Hospital and Harvard** now includes membership of the Steering Committee and participation in the Diversity Convergence Project, a joint effort with Faster Cures, the Clinical Trial Transformation Initiative (CTTI), and the National Academies of Sciences Engineering and Medicine (NASEM)

- **As a founding member of the Preparedness and Treatment Equity Coalition,** we work with partners to address health equity disparities in the US

- Membership in other cross-stakeholder initiatives include the Society for Clinical Research Sites Diversity Program (IncluDE), American Society of Hematology DEI in Clinical Trials Working Group, and EVOLVE Clinical Trial Collaborative.

Data privacy

We oversee more than 61 petabytes of proprietary data from more than 150,000+ data suppliers, including 1.2 billion non-identified patient records. Analysis of our datasets can enable medical breakthroughs — offering insights to the healthcare community on disease and treatment patterns, and identifying promising areas for research or innovation. Protecting our data and safeguarding patient privacy is therefore fundamental to our ability to operate and essential to maintaining trust with our stakeholders.

As stewards of one of the largest collections of healthcare information in the world, we are at the forefront of data protection and anonymization. We deploy the latest privacy-enhancing technologies and safeguards to protect sensitive data and comply with laws and regulations around the world. Our core privacy principles — including accountability, openness, transparency, and security — apply to all our operations globally.

To protect patients' privacy without compromising our ability to deliver critical healthcare insights, we de-identify much of our data by employing a range of transformations that results in the removal or alteration of direct and indirect identifiers, but leaves key data points intact. As a recognized leader in the de-identification of healthcare data, IQVIA has set standards that have been shared with and adopted by policymakers, regulators, clients, and peers.

Data privacy management and governance

Our data privacy policies and practices are shaped by experts with backgrounds in law, privacy, and data management. Our approach is defined by our Global Privacy Policy, which details how we manage all data we own, generate, or handle.

Public

Led by our Global Chief Privacy Officer, our Global Privacy team determines our strategy, identifies opportunities, and anticipates and minimizes risks to our operations.

Working with colleagues in our business units and information technology teams, the Global Privacy team maintains an overview of IQVIA data and provides guidance so that data is treated, stored, and shared according to legal requirements and IQVIA's internal guidelines. This includes:

- Identified healthcare professional data related to doctors, nurses, pharmacists, clinicians, and other healthcare providers

- Identified or identifiable patient data from clinical trials or other business activities

- Non-identifiable patient data, including sales, prescription and promotional data, medical claims records, electronic medical records, genomics data, and social media feeds.[1]

As our business continues to grow, we are strengthening our information governance and privacy policies and framework to more fully embed data privacy throughout our operations, alongside other legal, information security, and intellectual property requirements. We are placing experts throughout the business units and at all levels of operations to advise on all incoming questions and escalate to subject matter experts and to the Information Governance and Privacy Board where appropriate.

1. Includes de-identified data as defined under the United States' Health Insurance Portability and Accountability Act (HIPAA), and anonymous data under the European Union's General Data Protection Regulation (GDPR).

A shared responsibility for privacy

Data privacy is everyone's responsibility at IQVIA. Our operations are the most secure when all individuals throughout the organization understand the importance of adhering to guidelines, implementing best practices, and escalating concerns.

Our colleagues regularly participate in training on the latest developments in data privacy and data management. **All new joiners complete a data privacy module as part of their onboarding and all employees partake in an annual data privacy course to stay up to date on best practices and recent advancements.** Similarly, all new board members receive privacy and data protection training, and all board members are regularly informed of new legal requirements and processes.

As part of our information governance continuous process improvements, we are developing specific information governance and data privacy trainings for various roles within our organization.

Collaboration to advance privacy practices

Robust data privacy practices rely on a shared, systemic approach across our sector and beyond, so that all collaborators adhere to the same high standards for data privacy and protection. We work closely with industry stakeholders to share our learnings and experiences and inform forthcoming legislative plans.

Examples of our engagement include:

- **Association of Clinical Research Organizations (ACRO).** Through this industry association, we work with peers to present tangible solutions and innovative approaches to policymakers shaping the clinical research space.

- **Centre for Information Policy Leadership (CIPL).** Together with CIPL staff and members, we aim to develop global solutions for privacy and responsible data use.

- **Future of Privacy Forum (FPF).** Non-profit FPF brings together diverse stakeholders to define privacy protections, ethical norms, and leading business practices. Our Global Chief Privacy Officer is a member of the advisory board and IQVIA representatives participate in the following working groups: Biometric Data Policy, Ethical Data Sharing Review Committee, Ethical Data Use Committee, Health Initiative: Balancing Privacy with Health Data Access, and Promoting Responsible Research Data Access Workgroup.

- **Healthcare Leadership Council's Confidentiality Coalition.** Through this multi-stakeholder coalition, we collaborate to advance information exchange while safeguarding patient privacy and personal data.

- **The Health Information Trust Alliance (HITRUST).** A non-profit that supports organizations with data protection standards and certifications to manage information risk. Our Global Chief Privacy Officer sits on the HITRUST board, and we helped shape the organization's de-identification and privacy frameworks.

Public

Cybersecurity

Protecting our operations from cyber attacks is a priority for our business and our customers. **Cybersecurity is a fast-paced landscape, and we invest significantly in tools, trainings, and resources to keep abreast of the latest developments and assure a high level of security and protection.** We collaborate with experts, vendors, and peers to maintain industry-leading standards and proactively protect our data.

Network intrusion, ransomware, and phishing remain among the most prominent threats for our industry. We continue to monitor these threats and improve our defenses.

> In 2023, IQVIA was placed in the **top 7%** for anti-phishing defenses versus peers in an industry benchmark.

The emergence of generative AI (GenAI) technologies presents both opportunities and possible threats to our business. Read more about how we are using GenAI to improve patient outcomes on page 50. These tools significantly increase data processing capabilities for both positive and harmful intents. This could help lessen the environmental impact of our operations through increased efficiency of data processing and analysis. At the same time, GenAI is resource intensive and relies on cloud-based systems, which requires consideration of specific cybersecurity and IT infrastructure aspects.

To reinforce our ability to protect our assets and safeguard operations, we have launched a Strategic Protection Program to enhance our ability to mitigate risks related to the use of GenAI technologies. We have also issued guidance to employees and implemented interim technical measures to ensure the use of these emerging technologies is conducted in a secure manner while safeguarding sensitive data assets. We continue to deploy other strategic initiatives to bolster security, including strengthening our cloud security, improving security processes around mergers and acquisitions, and use of our enterprise Identity and Access Management (IAM) services.

Cybersecurity governance

All cybersecurity processes and frameworks are created by our Global Information Security team, led by our Chief Information Security Officer (CISO). The Audit Committee of the Board of Directors has full oversight of any developments linked to cybersecurity and receives biannual updates on strategies and action plans, with periodic reports provided to our full Board of Directors. Cybersecurity is a standing item on our Enterprise Risk Council agenda and our cybersecurity team regularly presents its work to the Council to enable evolving risks to be integrated into our management processes.

Public

Our Integrated Information Security Framework (IISF) defines the policies and processes we have in place to safeguard proprietary and confidential information. **In 2023, we conducted a mapping with the National Institute of Standards and Technology (NIST) to ensure our procedures are aligned with industry standards and that we have a first-in-class approach in place.**

Our internal Business Information Security Office (BISO), established in 2022, continues to streamline communications between our IT function and business units. The BISO connects several key functions, including the Chief Information Officer Business Partnership, business continuity, governance, risk, and compliance.

In 2023, we upgraded capabilities for our operational core within the Cyber-Fusion Center, led by our new Head of the Cyber-Fusion Center. Our aim is to centralize security threat analysis within our organization and gain a deeper understanding of all potential threats, thereby improving our ability to anticipate and manage emerging risks. This center unites various operational functions to create a shared capability to investigate issues and instigate projects to improve our internal security systems.

Protecting our business is a collective effort — all employees must remain alert to the possibility of cyber threats and learn to recognize disguised attacks. We provide regular trainings to inform colleagues on the wide variety of harmful tactics used to instigate cyber attacks. In 2023, building on our regular phishing training requirements for all employees, we extended phishing simulation exercises to Human Resources and Procurement teams, in addition to Finance units. We regularly update employees on the safe and appropriate use of GenAI and best practices to adopt when using these technologies.

Ongoing assessment

Regular cybersecurity risk assessments enable us to review internal risk ratings, evaluate wider industry intelligence, and assess potential threats. This includes monitoring security implications and impacts from unexpected or evolving global events.

Our global data centers and IT controls are audited annually by a third-party organization to provide ongoing assurance. We carry out additional internal and external audits for some of our IT controls.

In 2023, we strengthened our ability to monitor risk in our supply chain through enhanced engagement with suppliers and vendors. This ongoing work was presented to the Audit Committee, and its members provided guidance on implementation and execution of the plans.

Public

Supporting our communities

We aim to cultivate a sense of connection and belonging with the communities around us, engaging with stakeholders and supporting local initiatives and activities. We contribute our time, resources, and funding to causes that promote equity, well-being, and personal and professional advancement.

Sharing our time, skills, and resources

Our employees share our commitment to improving the lives of others. We have developed several programs to enable our people to identify opportunities and contribute their time and skillsets to impactful initiatives.

IQVIA Day

Each year, we give employees one paid workday to volunteer with a charitable or non-profit organization of their choosing — either individually or as part of a group initiative led by IQVIA. Initiatives in 2023 included:

- **In Bulgaria,** the team created the *Be a hero, save a life!* campaign to promote voluntary stem cell donations with the Bulgarian Stem Cell Donor Register. To date, more than 100 IQVIA employees have registered to donate their stem cells should there be a patient match in the future

- **In Japan,** colleagues and their families took part in a charity walk hosted by the childhood cancer non-profit Gold Ribbon Network. Others participated in **Global ALS/MND Awareness Day**

- **In Germany,** our teams participated in waste collection campaigns along the banks of the Nidda river in Frankfurt, and in Munich, where the team collected an impressive 270 liters of waste

- **In Poland,** our teams supported environmental and animal welfare organizations, including a facility that supports the circular economy through redistribution of items, an animal shelter that rehomes stray and abandoned pets, and an organization responsible for the management and preservation of Polish forests

- **In China,** our teams spent time with the elderly and prepared gifts and activities for them during the Double Ninth Festival

- **In the US,** colleagues volunteered at a food bank in North Carolina and supported the annual Pumpkin Hallow in Kansas

- **In South Africa,** a team of 28 employees organized a beach clean-up in Cape Town, collecting plastic debris and waste from the shore

- **In the UK and Ireland,** our teams participated in multiple volunteer activities within their communities — such as Christmas tree decorating at a school, leading events for young adults with learning difficulties, planning game days for senior citizens, and joining career talks.

IQVIA Day, Sofia, Bulgaria

IQVIA Day, Tokyo, Japan

IQVIA Day, Chengdu, China

IQVIA Day, London, UK

Public

Supporting our communities in India

IQVIA India continues to work with organizations and initiatives to improve access to health and education, as well as those targeting the rights and needs of women. We share some highlights from 2023 here.

Empowering women

• Following its setup in 2022, we launched Project Digital Enablement. **This skills-building program aims to empower more than 200 women in India to set up and run small scale businesses and achieve financial independence.** This year, a first cohort of 40 women from a village began sessions on the fundamentals of financial planning and basic computer skills.

Champion education and training

• In Karnataka, our teams refurbished two schools. Activities included building renovations, installing infrastructure such as a computer lab, providing drinking water, and creating a playground. **More than 500 children now benefit from these safe and healthy spaces to learn.**

• We continued Project Shikshana, launched in 2022, with the aim to support children from economically disadvantaged backgrounds with after-school activities. **We have funded six after-school learning centers, which are accessed and used by the local community of more than 1,500 households.**

A new IQVIA scholarship program helps children in these centers pursue a post-secondary education and join a university, vocational college, or pre-university college. The program includes tutoring for students and counseling for their families, offering support on a wide range of non-educational issues. As a result, our centers are hubs of hope for the communities, as well as providing local employment.

• **We organized daily study sessions and distributed study kits for 28 students sitting for their first public exam.** We also worked with partners to create a tailored six-module program to train students on essential life skills such as financial literacy, job readiness, communication, and digital knowledge.

Supporting a healthy environment

• A team of 16 employees collected litter from Cubbon Park and the surrounding area in Karnataka, **removing 12 bags of plastic waste including bottles, bags, foam plates, and wrappers.**

In-kind donations

• In December 2023, cyclone Michaung displaced thousands of people in southern India. In response, IQVIA partnered with Goonj, a humanitarian aid organization that undertakes disaster relief efforts across the country. **We collected clothes, food, and hygiene supplies through the donation drives held in our Bangalore, Kochi, and Mumbai offices** — providing much-needed support to those affected by the cyclone.

Planet

IQVIA Day, Frankfurt, Germany

In this section

Planet

Climate and net zero

Our clients, employees, investors, and industry peers are increasingly engaged on the topic of climate impact. We have a responsibility to all our stakeholders to reduce our greenhouse gas (GHG) emissions and continue to manage our climate risks and opportunities.

Key terms

Scope 1 (GHG emissions). Direct emissions from company-owned and controlled resources (e.g., from combustion in owned or controlled boilers, furnaces, vehicles, etc.).

Scope 2 (GHG emissions). Indirect emissions from the generation of purchased energy (e.g., from purchased electricity, steam, heating, or cooling).

Scope 3 (GHG emissions). Indirect emissions produced by the company's suppliers and customers (e.g., production of purchased materials, transportation of purchased products, or use of sold products).

IQVIA GHG emissions reduction targets validated

In October 2023, the Science-Based Targets initiative (SBTi) validated our GHG 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. Our approach is aligned with SBTi guidance, which is currently recognized as the global gold standard for corporate emissions reduction targets.

Science-driven approach

SBTi guidance calls for corporate emissions reduction targets to be in line with what climate scientists and experts deem necessary to limit global warming below 1.5°C.

The SBTi's Net Zero Standard requires companies to prioritize reducing their emissions. Once a 90% emissions reduction is achieved, carbon removal credits can be used to neutralize the remaining emissions. IQVIA is pleased to join the global group of nearly 3,000 organizations with net zero targets committed to the SBTi.

IQVIA office, Prague, Czech Republic

Planet

Our Net Zero Roadmap

Working towards our emissions reduction targets as an organization of ~87,000 people across 100+ countries will require a dedicated network of employees, suppliers, and partners. In 2023, we interviewed employees leading emissions intensive areas across our business to understand the opportunities and challenges to reducing emissions. Interviewees included senior leaders and managers across business travel, HR, IT, legal, procurement, and real estate, as well as our Global and Regional Business Unit Presidents and our ESG Executive Steering Committee members. **We also engaged 100 suppliers — representing 47% of supplier emissions — in targeted conversations about ESG.** To date, 33% of IQVIA's in-scope suppliers by emissions have or have committed to science-based targets.[1] Read more about supplier engagement on page 19.

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. Our ESG Lead oversees the roadmap, supporting the project leads and meeting regularly with the ESG Executive Steering Committee to share details

on progress. To anticipate and take account of evolving technology, and global and regional uncertainties around decarbonization, we will continually review our roadmap and net zero pathway to assess whether they remain current and achievable.

Priority actions

Scope 1 and 2

- Transition to 100% certified renewable electricity — prioritizing our labs, followed by office buildings
- Reduce energy consumption — transition to more energy efficient heating and cooling systems in labs and office buildings
- Transition company vehicles to electric vehicles.

Scope 3

- Engage with and support our suppliers to set science-based targets
- Transition to low carbon transportation in our supply chain
- Incentivize low / zero carbon employee travel
- Introduce travel policy updates.

Our science-based targets (SBTs)

55% Reduction

Scope 1 and 2.
55% absolute reduction of scope 1 and 2 emissions by 2030 (versus 2019 baseline)

55% Reduction

Scope 3 business travel.
55% absolute reduction of scope 3 business travel emissions per full-time employee by 2030 (versus 2019 baseline)

70% Suppliers

Scope 3 supplier engagement.
70% of IQVIA's suppliers by emissions will have set SBTs by 2027

90% Reduction

Scope 1, 2, and 3.
90% absolute reduction of scope 1, 2, and 3 emissions by 2050 (versus 2019 baseline)

Net zero pathway

Legend:
- Targeted scope 1 and 2 emissions (market-based)[2]
- Actual scope 1 and 2 emissions (market-based)
- Targeted scope 3 emissions
- Actual scope 3 emissions
- Carbon removal investments
- 1.5°C SBTi linear pathway

Y-axis: tCO₂e — -100,000 to 700,000
X-axis: 2019 to 2050

1. In-scope suppliers' is related to IQVIA's supplier engagement science-based target.
2. We 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.

Planet

Emissions and energy data

In 2022, our scope 1 and 2 GHG emissions increased from the year prior due to an increase in natural gas and electricity consumption. This was due to the addition of new sites to our portfolio and a return to standard operating levels during the year.

As a service-based company, most of our emissions are from our supply chain and business travel — our scope 3 emissions represent 92% of our GHG emissions. In 2022, we appointed a supply chain sustainability and diversity director, highlighting IQVIA's commitment to drive emissions reduction across our supply chain. Our 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.

Our Net Zero Roadmap sets clear priorities and a plan to work towards reducing our scope 1, 2, and 3 emissions.

GHG emissions and energy consumption 2019-2022

Metric tons CO₂ equivalent (tCO₂e)		2019	2020	2021	2022	% Change 2022 vs 2019 baseline
	Scope 1	3,671	4,194	7,587	9,903	170%
	Scope 2 (market-based)[1]	47,156	36,755	28,124	30,584	-35%
	Scope 3[2]	545,656[3]	536,986	620,276	426,619	-22%
	Total GHG emissions (market-based)	**596,483**	**577,935**	**655,987**	**467,106**	**-22%**
	Total GHG emissions per employee	8.90	8.26	8.30	5.43	-39%
(mWh)	Total energy consumption	114,326	96,782	80,174	147,541	29%

Our 2022 scope 3 GHG emissions by category

- Upstream leased assets (0.1%)
- End of life treatment of sold products (0.0%)
- Downstream leased assets (0.1%)
- Investments (0.0%)
- Employee commuting (1.7%)
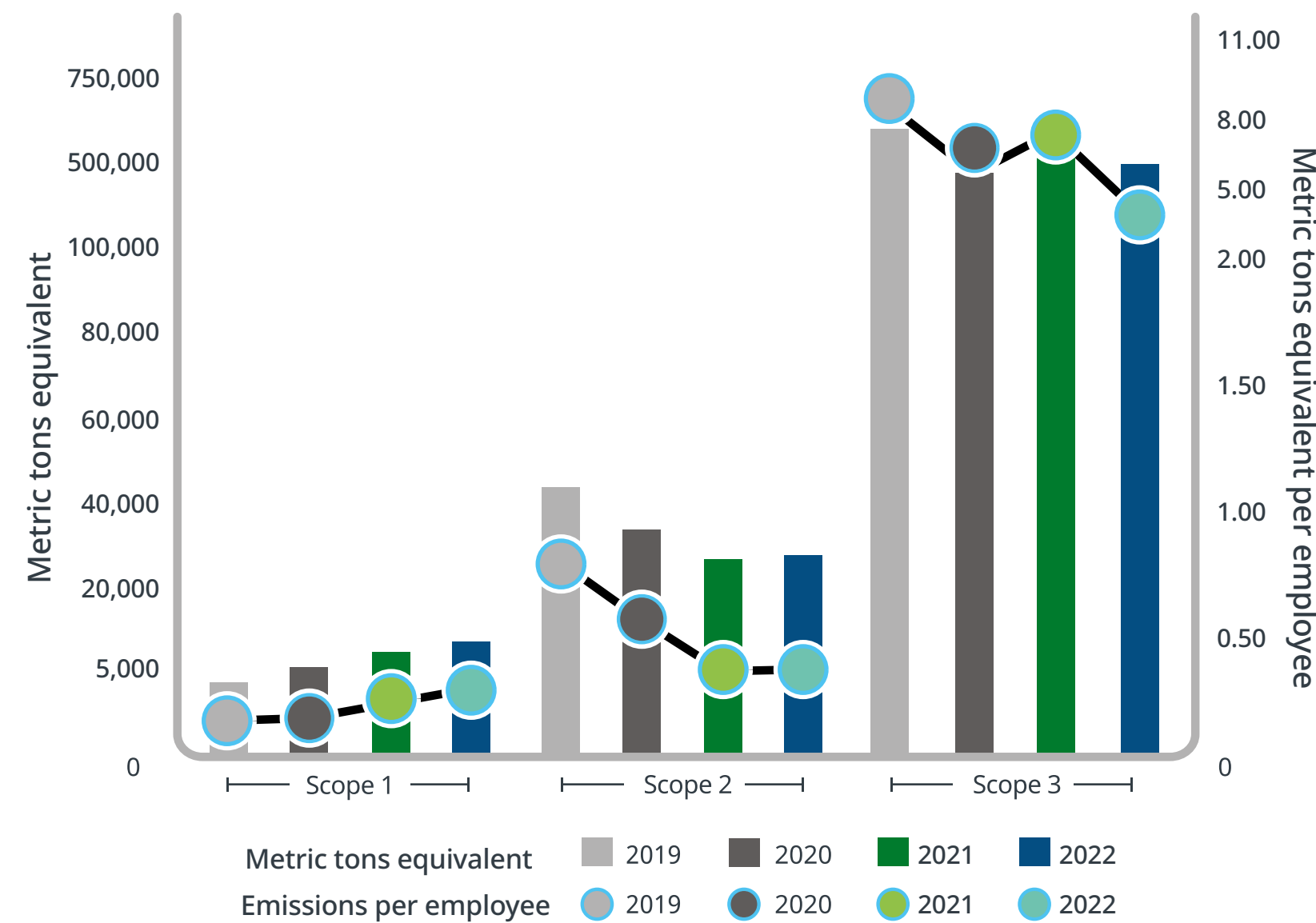- Business travel (13.3%)
- Waste generated in operations (0.5%)
- Upstream transport and distribution (16.5%)
- Fuel and energy related activities not included in scope 1 or scope 2 (3.8%)
- Capital goods (9.4%)
- Purchased goods and services (54.4%)
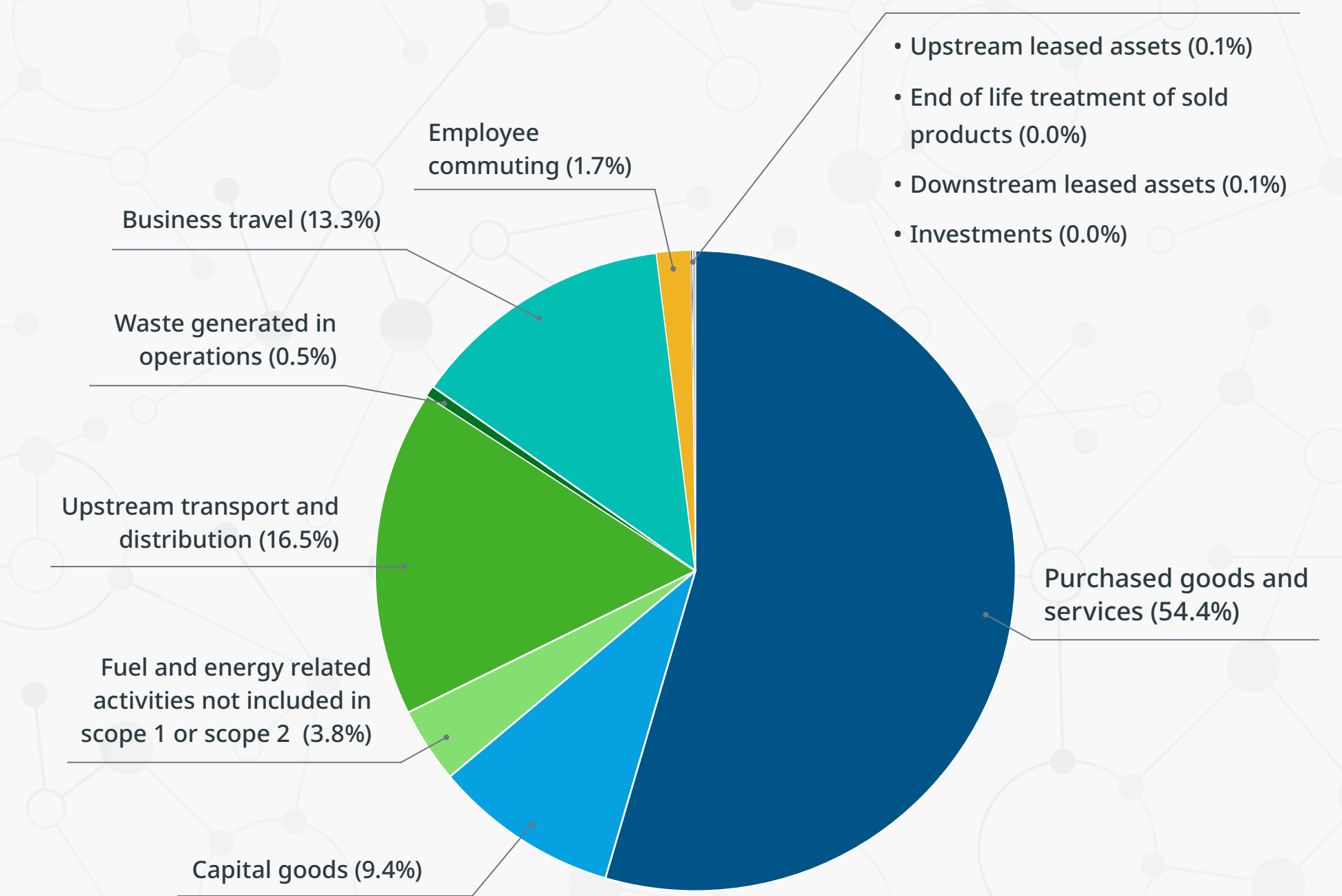
Emissions and energy consumption data align with the information used in the SBT approval submission to the SBTi, December 2023.

1. Our scope 2 location-based emissions: 2019 = 44,633 tCO₂e, 2022 = 35,429 tCO₂e. The location-based method reflects the average emissions intensity of the grids where the electricity consumption occurs.
2. We calculate our supply chain emissions based on spend methodology. See page 72 for further information.
3. We have updated our 2019 scope 3 emissions to align with the scope 3 emissions included under our validated SBTs.

Planet

Climate governance, risk, and resilience

We identify and manage key risks through our enterprise risk framework. The framework is reviewed and updated quarterly by our Enterprise Risk Council (ERC) and considers internal and external factors that could prevent us from achieving our goals or harm our reputation, brand, competitive position, or financial standing. This includes social and environmental factors such as climate-related risks. **The ERC uses our Enterprise Risk Management (ERM) program to analyze and assess climate-related risks to the business.** Our enterprise risk framework and ERM program are overseen by the Audit Committee of the Board, ensuring consistent management of business risks and opportunities. The Nominating and Governance Committee of the Board oversees our strategic plans, objectives, and risks related to environmental, social, and governance matters.

Our ESG Working Group implements sustainability plans, policies, and processes through our operations, and assesses climate-related risks — reporting issues to

the ESG Executive Steering Committee at least every quarter. Read more about sustainability governance on page 14.

The global healthcare industry is mitigating the effects of climate change on human health by developing treatments for relevant diseases and health issues.

To assess acute physical risks related to climate change — such as increased severity and frequency of extreme weather events — we carry out an annual risk assessment.

The resulting analysis on vulnerabilities of and threats to the local environment informs our emergency response plans, with the aim to protect our employees, assets, and business continuity.

Our business continuity and disaster recovery program protects all IQVIA data centers, and includes planning, testing, and reporting on regular recovery exercises. The program takes account of external (e.g. floods, fires, tornados) and internal (e.g. hardware failure) scenarios. All critical systems and data assets are covered by restoration procedures and backed up. Read more about business continuity and disaster recovery on page 38.

In the event that rates of diseases rise because of climate change, we anticipate increased demand to support our customers accordingly. Additional short- and medium-term climate-related risks that could have substantive strategic or financial impacts on our business include:

- Increased cost of raw materials (though as a service provider our consumption of raw materials is limited)

- Increased insurance premiums and claim liability resulting from increased severity and frequency of extreme weather events (primarily impacting our lab and Site Management Organization businesses)

- Potential impact on revenue from fluctuating demand for products and services.

Awards and recognition

We were awarded a **Silver EcoVadis** rating for 2023, in recognition of our focus on continuous improvement of our sustainability programs.

We achieved a **CDP Climate Change B** rating for our commitment to and progress towards climate action in 2023.

In 2023, we were named as part of Newsweek's list of America's Greenest companies. The list recognizes the top 300 companies in the US for progress in positively changing their environmental footprint.

Planet

my green lab certification.

We continue our collaboration with non-profit My Green Lab (MGL) to reduce the environmental impact of our labs, which are the most resource intensive part of our business.

MGL certification is considered the industry gold standard for sustainability best practice in scientific laboratories, and is recognized by the United Nations' Race to Zero campaign as a key measure of progress towards a net zero future.

> We now have **13 labs certified** across Argentina, Canada, China, India, Japan, Singapore, the UK and the US, and more than 150 MGL ambassadors across 17 labs trained to initiate sustainability improvement projects across our labs.

IQVIA laboratories, Valencia, US

freezer challenge

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.

This year, seven of our labs with ultra-low temperature freezers participated to help avoid more than 200 metric tons of CO_2e across 844 cold storage units. IQVIA was one of only seven organizations out of 170 competitors to receive an honorable mention for our efforts to reduce the GHG emissions footprint linked to our cold storage.

Planet

Waste

We are working to reduce the amount of waste produced by our facilities, prioritizing our laboratory activities. 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.

Data collection is an area we are looking to improve in labs we share with multiple tenants, where we rely on landlords to provide data. **Our Edinburgh lab has built up a relationship with its waste vendor, enabling us to obtain accurate data for this facility on a regular basis.** We aim to replicate this model in our other labs and work towards centralized data tracking by collaborating with real estate service providers.

Clinical trial testing kit, IQVIA laboratories

Waste reduction initiatives

We continue to explore and expand waste reduction initiatives across our labs and offices. Highlights from 2023 included:

- Removal of single-use plastics from the clinical trial testing kits produced by our labs in Europe, the Middle East, and Africa, and in the Asia-Pacific region. **With this, we avoided around three metric tons of single-use plastics in our testing kits this year.** In 2024, we will roll this out in the US

- **Donation of items to charity** — including lab equipment no longer used by our lab in Marietta, Georgia, and furniture from the closure of our Cambridge office

- Running 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 around 57%.**


IQVIA laboratories, Edinburgh, UK

Planet

Electronic waste

Electronic waste (e-waste) is the fastest growing waste stream worldwide and represents around half of greenhouse gas emissions from IT for most companies. **We adopt circular economy principles for our e-waste — prioritizing the reuse, repair, and recycling of used devices.** To achieve this, our IT End-User Support (EUS) team works with third-party vendors across all geographies. Our largest partner, Reconext manages 47% of our global e-waste and is committed to pursuing 100% reuse or responsible recycling of hardware assets they manage.

IQVIA's e-waste managed with Reconext

YEAR	DEVICES REUSED	DEVICES RECYCLED
2021	4,924	1,257
2022	7,985	2,259
2023	37,890	5,171

We work to reduce e-waste across several areas:
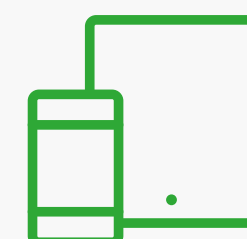
- **Computers.** Since 2018, improvements in technology and IQVIA policies have enabled us to gradually extend the useful life of our computer fleet from three years to five years. We use a digital management tool to focus on actual device performance rather than manufacturer-estimated useful lifetime

- **Employee responsibility.** E-waste reduction is now within the scope of our EUS Program Manager role, overseeing global EUS efforts and coordinating with the regional leads

- **Mobile phones.** In the US, we partner with mobile phone suppliers to return used devices

- **Printing.** We partner with third-party vendors to recycle ink cartridges.

Our future priorities are to implement a centralized IQVIA e-waste portal and refine our partner network to optimize our e-waste reduction efforts.

Water

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.** It can be challenging to obtain accurate water consumption data for labs we share with multiple tenants. We are collaborating with landlords to improve data collection. **To reduce consumption in labs, five of our 17 labs are fitted with low-flow aerators, which reduce water consumption by approximately 30%**. We aim to install these devices across more labs in 2024. Our work to achieve My Green Lab certification across our laboratories will also support our efforts to use water efficiently and carefully.

Due to the nature of lab activities, wastewater management is important for the planet and local communities. We manage our wastewater discharge in accordance with local legislation.

Biodiversity

Biodiversity loss is a growing issue of concern globally, as evidenced by increased efforts to protect plant and animal species from extinction and mitigate climate change though nature-based solutions.

Biodiversity loss is not a material issue for IQVIA as we do not depend on natural processes like pollination or resources such as productive soil for our business. **We do, however, recognize the importance of biodiversity for the health of our planet and the availability of medicines, as well as its contribution to human health and well-being.**

Annex

In this section

IQVIA office, King of Prussia, US

Annex

About this report

Scope and limitations

This is the annual report of IQVIA's environmental, social, and goverance approach and performance for the fiscal year 2023 — covering the period January 1, 2023 to December 31, 2023.

The report is structured around three thematic areas — people, public, and planet — alongside cross-cutting foundational issues. More information on our business and our environmental, social, and governance activities can be found on our website: www.iqvia.com.

Forward-looking statements

Certain statements in this report may contain information that includes or is based upon forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995. Forward-looking statements are neither historical facts nor assurances of future performance. Instead, they are based on our current beliefs, expectations, and assumptions regarding the future of our business, future plans and strategies, and other future conditions. Forward-looking statements can be identified by words such as "anticipate," "believe," "envision," "estimate," "expect," "intend," "may," "plan," "predict," "project," "target," "potential," "will," "would," "could," "should," "continue," "contemplate," and other similar expressions, although not all forward-looking statements contain these identifying words.

GHG emissions reporting methodology and assurances

Methodology

IQVIA has followed the GHG Protocol Corporate Accounting and Reporting Standard for the company's greenhouse gas (GHG) emissions reporting. The company has used the relevant UK Government (DEFRA), International Energy Agency and Environmental Protection Agency GHG emission conversion factors to convert the relevant data into GHG emissions.

IQVIA follows the operational control approach to define its organizational boundaries for its GHG emissions inventory. The company has disclosed dual scope 2 emission reporting, both location-based and market-based emissions. For scope 3 categories 1, 2 and 4 the spend-based methodology was used following the GHG Protocol methodologies for scope 3 reporting. For other relevant scope 3 categories, activity-based and distance-based methodologies were used.

Assurance

Incendium Consulting Ltd undertook assurance in accordance with AA1000AS Type 2 Moderate Level Assurance. A risk assessment for the verification of GHG emissions in accordance with ISO14064-3 was applied by the Incendium team to determine the risk of a material misstatement of each emission source. Based on the work undertaken, the Incendium assurance review found that the data presented in the IQVIA 2023 CDP disclosure, including IQVIA's 2022 emissions inventory, adheres to the AA1000AS (Version 3) principles, aligned with moderate assurance characteristics.

IQVIA office, Tokyo, Japan

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Global Reporting Initiative (GRI) index

IQVIA has reported in accordance with the GRI Standards for the period January 1, 2023 – December 31, 2023. Section references in this index are to the relevant sections of this ESG Report unless otherwise indicated.

GRI Standard	Subset	Disclosure and Description	Response
GRI 2: GENERAL DISCLOSURES			
2-1: **Organizational details**	2-1-a	Legal name of organization	IQVIA Holdings Inc.
	2-1-b	Nature of ownership and legal form	Public, incorporated
	2-1-c	Location of headquarters	2400 Ellis Road, Durham, North Carolina 27703, USA
	2-1-d	Countries of operation	See https://www.iqvia.com/locations for a full list of countries
2.2: **Entities included in the organization's sustainability reporting**	2-2-a	List of entities included in sustainability reporting.	2023 Form 10-K, Exhibit 21.1
	2-2-b	If the organization has audited consolidated financial statements or financial information filed on public record, specify the differences between the list of entities included in its financial reporting and the list included in its sustainability reporting.	No differences, see 2023 Form 10-K, Exhibit 21.1
	2-2-c	If the organization consists of multiple entities, explain the approach used for consolidating the information, including: i) whether the approach involves adjustments to information for minority interests; ii) how the approach takes into account mergers, acquisitions, and disposal of entities or parts of entities; iii) whether and how the approach differs across the disclosures in this Standard and across material topics.	Across the ESG Report and GRI index, information is consolidated on a global basis from specific functions, segments and regions as relevant for specific topics. The report data take account of mergers within fiscal year 2023.
2.3: **Reporting period, frequency and contact point**	2-3-a	Sustainability reporting period and frequency.	January 1, 2023 – December 31, 2023 Fiscal year (annual)
	2-3-b	Financial reporting period and explanation if does not align with sustainability reporting.	January 1, 2023 – December 31, 2023 Fiscal year (annual)
	2-3-c	Publication date of the report or reported information.	IQVIA 2023 ESG Report, February 23, 2024
	2-3-d	Contact point for questions regarding the report or reported information.	https://www.iqvia.com/contact
2.4: **Restatements of information**	2-4-a	Restatements of information, including reasons for restatements and effect of the restatements.	We have updated our reported 2019 scope 3 emissions since our 2022 IQVIA ESG Report to align with the scope 3 emissions included under our validated science-based targets. See Climate and net zero, page 66.

GRI Standard	Subset	Disclosure and Description	Response
GRI 2: GENERAL DISCLOSURES			
2-5: **External assurance**	2-5-a	Policy and practice for seeking external assurance, including whether and how the highest governance body and senior executives are involved.	IQVIA's ESG report is not externally assured however our greenhouse gas emissions data is assured by an external provider, page 72
	2-5-b	External assurance report/statement, including: i) provide a link or reference to the external assurance report(s) or assurance statement(s); ii) describe what has been assured and on what basis, including the assurance standards used, the level of assurance obtained, and any limitations of the assurance process; iii) describe the relationship between the organization and the assurance provider.	About this report, page 72
2.6: **Activities, value chain and other business relationships**	2-6-a	Sectors in which it is active.	About IQVIA, page 6
	2-6-b	Description of value chain, including: i) the organization's activities, products, services, and markets served; ii) the organization's supply chain; iii) the entities downstream from the organization and their activities.	About IQVIA, page 6 Responsible procurement, page 19
	2-6-c	Other relevant business relationships.	2024 Proxy Statement, pages 11-12
	2-6-d	Significant changes to the previous reporting period.	Omitted: not applicable. None.
2.7: **Employees**	2-7-a	Total employees by gender and region.	Diversity, inclusion, and belonging, page 31
	2-7-b	Total number of permanent, temporary, non-guaranteed hours, full-time, and part-time employees, and a breakdown by gender and by region for each.	Omitted: information unavailable/ incomplete. Not currently tracked globally.
	2-7-c	Methodologies and assumptions used to compile the data including whether the numbers are reported: i) in head count, full-time equivalent (FTE), or using another methodology; and ii) at the end of the reporting period, as an average across the reporting period, or using another methodology.	Diversity, inclusion, and belonging, page 31
	2-7-d	Contextual information necessary to understand the data under 2-7-a and 2-7-b.	Omitted: not applicable. Not considered to be necessary.
	2-7-e	Significant fluctuations in number of employees during reporting periods and between reporting periods.	Omitted: not applicable. Not considered to be necessary.
2-8: **Workers who are not employees**	2-8-a	Total number of workers who are not employees including a description of the most common types of worker, their contractual relationship with the organization and the type of work they perform.	Omitted: not applicable. Not considered to be necessary.

Annex

GRI Standard	Subset	Disclosure and Description	Response
GRI 2: GENERAL DISCLOSURES			
2-8: Workers who are not employees	2-8-b	Methodologies and assumptions used to compile the data including whether the numbers are reported: i) in head count, full-time equivalent (FTE), or using another methodology; and ii) at the end of the reporting period, as an average across the reporting period, or using another methodology.	Omitted: not applicable. Not considered to be necessary.
	2-8-c	Significant fluctuations in number of workers during reporting periods and between reporting periods.	Omitted: not applicable. Not considered to be necessary.
2.9: Governance Structure and Composition	2-9-a	Governance structure including committees of highest governing body.	Governance, page 14 2024 Proxy Statement, pages 29 and 34
	2-9-b	List of committees of highest governance body responsible for overseeing and management of impacts on economy, environment and people.	Governance, page 14 2024 Proxy Statement, page 29
	2-9-c	Composition of highest governance body and committees by: i) executive and non-executive members; ii) independence; iii) tenure; iv) number of other significant positions and commitments held by each member, and the nature of the commitments; v) gender; vi) under-represented social groups; vii) competencies relevant to the impacts of the organization; viii) stakeholder representation.	Governance, page 14 2024 Proxy Statement, page 15-16 and 20-25
2.10: Nomination and selection of the highest governance body	2-10-a	Nominating and selecting the highest governance body and its committees.	2024 Proxy Statement, pages 35-36
	2-10-b	Criteria used for nominating and selecting highest governance body members including whether and how the following were taken into account: i) views of stakeholders (including shareholders); ii) diversity; iii) independence; and iv) competencies relevant to the impacts of the organization.	2024 Proxy Statement, pages 35-36
2.11: Chair of the highest governing body	2-11-a	Report whether the chair of the highest governance body is also a senior executive.	2024 Proxy Statement, page 28
	2-11-b	If the chair is also a senior executive, explanation of their function within management, the reasons for this arrangement, and how conflicts of interest are prevented and mitigated.	Ethics and compliance, page 17 2024 Proxy Statement, pages 29-30
2.12: Role of the highest governing body in overseeing the management of impacts	2-12-a	Role of the highest governance body and of senior executives in developing, approving, and updating the organization's purpose, value or mission statements, strategies, policies, and goals related to sustainable development.	Governance, pages 14 and 15 2024 Proxy Statement, pages 40-41
	2-12-b	Role of the highest governance body in overseeing the organization's due diligence and other processes to identify and manage the organization's impacts on the economy, environment, and people including: i) whether and how the highest governance body engages with stakeholders to support these processes; and ii) how the highest governance body considers the outcomes of these processes	Our commitment to sustainability, page 11 Governance, pages 14 and 15 Ethics and compliance, page 17 2024 Proxy Statement, pages 40-41
	2-12-c	Role of the highest governance body in reviewing the effectiveness of the organization's processes as described in 2-12-b, and frequency of this review.	Governance, page 15 Ethics and compliance, page 17 2024 Proxy Statement, pages 40-41
2.13: Delegation of responsibility for managing impacts	2-12-a	How the highest governance body delegates responsibility for managing the organization's impacts on the economy, environment, and people including: i) whether it has appointed any senior executives with responsibility for the management of impacts; and ii) whether it has delegated responsibility for the management of impacts to other employees.	Governance, page 15 2024 Proxy Statement, pages 40-41

GRI Standard	Subset	Disclosure and Description	Response
GRI 2: GENERAL DISCLOSURES			
2.13: Delegation of responsibility for managing impacts	2-13-b	Process and frequency for senior executives or other employees to report back to the highest governance body on the management of the organization's impacts on the economy, environment, and people.	Governance, page 15 2024 Proxy Statement, pages 40-41 and 45
2-14: Role of the highest governance body in sustainability reporting	2-14-a	Report whether the highest governance body is responsible for reviewing and approving the reported information, including the organization's material topics, and if so, describe the process for reviewing and approving the information.	Our commitment to sustainability, page 11 Governance, page 15 2024 Proxy Statement, page 40
	2-14-b	If the highest governance body is not responsible for reviewing and approving the reported information, including the organization's material topics, explain the reason for this.	Omitted: not applicable. Highest governance body is responsible for reviewing and approving the reported information.
2.15: Conflicts of interest	2-15-a	Processes for the highest governance body to ensure that conflicts of interest are prevented and mitigated.	Ethics and compliance, page 17 2024 Proxy Statement, page 30
	2-15-b	Report whether conflicts of interest are disclosed to stakeholders including, at a minimum, conflicts of interest relating to: i) cross-board membership; ii) cross-shareholding with suppliers and other stakeholders; iii) existence of controlling shareholders; iv) related parties, their relationships, transactions, and outstanding balances.	Ethics and compliance, page 17 2024 Proxy Statement, page 30
2.16: Communication of critical concerns	2-16-a	Whether and how critical concerns are communicated to the highest governance body.	2024 Proxy Statement, page 30
	2-16-b	Total number and the nature of critical concerns that were communicated to the highest governance body during the reporting period.	Omitted: confidentiality constraints.
2.17: Collective knowledge of the highest governance body	2-17-a	Measures taken to advance the collective knowledge, skills, and experience of the highest governance body on sustainable development.	Governance, page 15 Ethics and compliance, page 17 Climate and net zero, page 67 2024 Proxy Statement, pages 40 and 42
2.18: Evaluation of the performance of the highest governance body	2-18-a	Describe the processes for evaluating the performance of the highest governance body in overseeing the management of the organization's impacts on the economy, environment, and people.	Governance, page 15 2024 Proxy Statement, page 36 and 49
	2-18-b	Report whether the evaluations are independent or not, and the frequency of the evaluations.	Connecting with our people, page 29 2024 Proxy Statement, page 36 and 49
	2-18-c	Actions taken in response to the evaluations, including changes to the composition of the highest governance body and organizational practices.	Connecting with our people, page 29 2024 Proxy Statement, pages 27 and 49-50
2.19: Remuneration policies	2-19-a	Remuneration policies for members of the highest governance body and senior executives including: i) fixed pay and variable pay; ii) sign-on bonuses or recruitment incentive payments; iii) termination payments; iv) clawbacks; and v) retirement benefits.	2024 Proxy Statement, pages 51-52 and 58-60
	2-19-b	How the remuneration policies for members of the highest governance body and senior executives relate to their objectives and performance in relation to the management of the organization's impacts on the economy, environment, and people.	2024 Proxy Statement, pages 55-58 and 63-65

Annex

GRI Standard	Subset	Disclosure and Description	Response
GRI 2: GENERAL DISCLOSURES			
2-20: **Process to determine remuneration**	2-20-a	Process for designing its remuneration policies and for determining remuneration including: i) whether independent highest governance body members or an independent remuneration committee oversees the process for determining remuneration; ii) how the views of stakeholders (including share-holders) regarding remuneration are sought and taken into consideration; and iii) whether remuneration consultants are involved in determining remuneration and, if so, whether they are independent of the organization, its highest governance body and senior executives.	2024 Proxy Statement, pages 53, 57-60, 63-65
	2-20-b	Report the results of votes of stakeholders (including shareholders) on remuneration policies and proposals, if applicable.	2024 Proxy Statement, pages 57-58
2.21: **Annual total compensation ratio**	2-21-a	Ratio of the annual total compensation for the organization's highest-paid individual to the median annual total compensation for all employees (excluding the highest-paid individual).	2024 Proxy Statement, page 111
	2-21-b	Ratio of the percentage increase in annual total compensation for the organization's highest-paid individual to the median percentage increase in annual total compensation for all employees (excluding the highest-paid individual).	Omitted: confidentiality constraints.
	2-21-c	Contextual information necessary to understand the data and how the data has been compiled.	2024 Proxy Statement, page 111
2.22: **Statement on sustainable development strategy**	2-22-a	Statement from the highest governance body or most senior executive of the organization about the relevance of sustainable development to the organization and its strategy for contributing to sustainable development.	Letter from our CEO, page 4 2024 Proxy Statement, pages 2-6
2.23: **Policy commitments**	2-23-a	Policy commitments for responsible business conduct including: i) authoritative intergovernmental instruments that the commitments reference; ii) whether the commitments stipulate conducting due diligence; iii) whether the commitments stipulate applying the precautionary principle; and iv) whether the commitments stipulate respecting human rights.	Governance, page 15 Ethics and compliance, page 16 Human rights, page 18 Responsible procurement, page 19 2024 Proxy Statement, page 26
	2-23-b	Specific policy commitment to respect human rights including: i) the internationally recognized human rights that the commitment covers; and ii) the categories of stakeholders, including at-risk or vulnerable groups, that the organization gives particular attention to in the commitment.	Ethics and compliance, page 16
	2-23-c	Links to the policy commitments if publicly available, or, if the policy commitments are not publicly available, explain the reason for this.	Ethics and compliance, page 16 Publicly available policies can be found at www.iqvia.com
	2-23-d	Level at which each of the policy commitments was approved within the organization, including whether this is the most senior level.	The Board approves our Code of Conduct, and Corporate Policies are approved by our Policy Management Committee
	2-23-e	Extent to which the policy commitments apply to the organization's activities and to its business relationships.	Governance, page 15 Ethics and compliance, page 16 Human rights, page 18 Responsible procurement, page 19 2024 Proxy Statement, pages 27-28

GRI Standard	Subset	Disclosure and Description	Response
GRI 2: GENERAL DISCLOSURES			
2.23: **Policy commitments**	2-23-f	How the policy commitments are communicated to workers, business partners, and other relevant parties.	Our commitment to sustainability, page 11 Ethics and compliance, page 16 Responsible procurement, page 19 2024 Proxy Statement, pages 27-28
2-24: **Embedding policy commitments**	2-24-a	How the organization embeds each of its policy commitments for responsible business conduct throughout its activities and business relationships including: i) how it allocates responsibility to implement the commitments across different levels within the organization; ii) how it integrates the commitments into organizational strategies, operational policies, and operational procedures; iii) how it implements its commitments with and through its business relationships; and iv) training that the organization provides on implementing the commitments.	Ethics and compliance, page 16 Responsible procurement, page 19 2024 Proxy Statement, pages 27-28
2.25: **Processes to remediate negative impacts**	2-25-a	Commitments to provide for or cooperate in the remediation of negative impacts that the organization identifies it has caused or contributed to.	Ethics and compliance, page 17 Connecting with our people, page 29
	2-25-b	Approach to identify and address grievances, including the grievance mechanisms that the organization has established or participates in.	Ethics and compliance, page 17 Responsible procurement, page 19 Connecting with our people, page 29
	2-25-c	Other processes by which the organization provides for or cooperates in the remediation of negative impacts that it identifies has caused or contributed to.	2024 Proxy Statement, page 49
	2-25-d	How the stakeholders who are the intended users of the grievance mechanisms are involved in the design, review, operation, and improvement of these mechanisms.	Ethics and compliance, page 17 Responsible procurement, page 19 Connecting with our people, page 29
	2-25-e	How the organization tracks the effectiveness of the grievance mechanisms and other remediation processes, and report examples of their effectiveness, including stakeholder feedback.	Connecting with our people, page 29
2.26: **Mechanisms for seeking advice and raising concerns**	2-26-a	Mechanisms for individuals to: i) seek advice on implementing the organization's policies and practices for responsible business conduct; and ii) raise concerns about the organization's business conduct.	Ethics and compliance, page 17 Responsible procurement, page 19 Connecting with our people, page 29
2.27: **Compliance with laws and regulations**	2-27-a	Total number of significant instances of non-compliance with laws and regulations during the reporting period, and a breakdown of this total by: i) instances for which fines were incurred; and ii) instances for which non-monetary sanctions were incurred.	Material legal proceedings are included in our 10-K. See our 2023 Form 10-K, pages 97-98.
	2-27-b	Total number of significant instances of non-compliance with laws and regulations during the reporting period, and a breakdown of this total by: i) instances for which fines were incurred; and ii) instances for which non-monetary sanctions were incurred.	Material legal proceedings are included in our 10-K. See our 2023 Form 10-K, pages 97-98.
	2-27-c	Description of the significant instances of non-compliance.	Material legal proceedings are included in our 10-K. See our 2023 Form 10-K, pages 97-98.

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GRI Standard	Subset	Disclosure and Description	Response
GRI 2: GENERAL DISCLOSURES			
2-27: Compliance with laws and regulations	2-27-d	How significant instances of non-compliance are determined.	Ethics and compliance, page 17 2024 Proxy Statement, pages 32 and 34
2.28: Membership associations	2-28-a	Industry associations, other membership associations, and national or international advocacy organizations in which it participates in a significant role.	Responsible procurement, page 19 Patient and population health outcomes section, page 40
2.29: Approach to stakeholder engagement	2-29-a	Approach to engaging with stakeholders, including: i) the categories of stakeholders it engages with, and how they are identified; ii) the purpose of the stakeholder engagement; and iii) how the organization seeks to ensure meaningful engagement with stakeholders.	Our commitment to sustainability, page 11 Responsible procurement, page 19 Connecting with our people, page 29
2.30: Collective bargaining agreements	2-30-a	Percentage of total employees covered by collective bargaining agreements.	As of August 18, 2022, we have collective bargaining agreements in 13 countries, covering approximately 13,100 employees.
	2-30-b	For employees not covered by collective bargaining agreements, report whether the organization determines their working conditions and terms of employment based on collective bargaining agreements that cover its other employees or based on collective bargaining agreements from other organizations.	We have workplaces located around the world and we adhere to applicable laws and regulations with regards to working conditions for our employees in each of these jurisdictions, regardless of whether or not an employee is covered by a collective bargaining agreement. Well-being and benefits, page 36
GRI 3: MATERIAL TOPICS			
3.1: Process to determine material topics	3-1-a	Process followed to determine its material topics, including: i) how it has identified actual and potential, negative and positive impacts on the economy, environment, and people, including impacts on their human rights, across its activities and business relationships; and ii) how it has prioritized the impacts for reporting based on their significance.	Our commitment to sustainability, page 11
	3-1-b	Specify the stakeholders and experts whose views have informed the process of determining its material topics.	Our commitment to sustainability, page 11
3.2: List of material topics	3-2-a	List of material topics.	Our commitment to sustainability, page 11
	3-2-b	Changes to the list of material topics compared to the previous reporting period.	Omitted: not applicable. No change.
GRI 201: ECONOMIC PERFORMANCE			
3.3: Management approach	3-3-a	Actual and potential negative and positive impacts on the economy, environment, and people, including impacts on their human rights.	About IQIVA, page 6 Our commitment to sustainability, page 11 2024 Proxy Statement, pages 9-12

GRI Standard	Subset	Disclosure and Description	Response
GRI 201: ECONOMIC PERFORMANCE			
3.3: Management approach	3-3-b	Whether the organization is involved with the negative impacts through its activities or as a result of its business relationships, and describe the activities or business relationships.	Our commitment to sustainability, page 11
	3-3-c	Policies or commitments regarding the material topic.	2024 Proxy Statement, pages 11-12
	3-3-d	Actions taken to manage the topic and related impacts, including: i) actions to prevent or mitigate potential negative impacts; ii) actions to address actual negative impacts, including actions to provide for or cooperate in their remediation; iii) actions to manage actual and potential positive impacts.	2024 Proxy Statement, pages 11-12
	3-3-e	Information about tracking the effectiveness of the actions taken: i) processes used to track the effectiveness of the actions; ii) goals, targets, and indicators used to evaluate progress; iii) the effectiveness of the actions, including progress toward the goals and targets; iv) lessons learned and how these have been incorporated into the organization's operational policies and procedures.	2024 Proxy Statement, pages 9-12 and 56-58
	3-3-f	How engagement with stakeholders has informed the actions taken (3-3-d) and how it has informed whether the actions have been effective (3-3-e).	Our commitment to sustainability, page 11
201: Economic performance	201-1	Direct economic value generated and distributed.	2024 Proxy Statement, page 10 2023 Form 10-K, pages 71-115
	201-2	Financial implications and other risks and opportunities due to climate change.	Climate and net zero, page 67
	201-3	Defined benefit plan obligations and other retirement plans.	2023 Form 10-K, pages 104-112
	201-4	Financial assistance received from government.	Omitted: not applicable. None.
GRI 203: INDIRECT ECONOMIC IMPACTS			
3.3: Management approach	3-3-a	Actual and potential negative and positive impacts on the economy, environment, and people, including impacts on their human rights.	Our commitment to sustainability, page 11 Patient and population health outcomes section, page 40 Innovation and research section, page 49 Supporting our communities section, page 61 2024 Proxy Statement, pages 9-12
	3-3-b	Whether the organization is involved with the negative impacts through its activities or as a result of its business relationships, and describe the activities or business relationships	Our commitment to sustainability, page 11 Patient and population health outcomes section, page 40 Innovation and research section, page 49 Supporting our communities section, page 61

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GRI Standard	Subset	Disclosure and Description	Response
GRI 203: INDIRECT ECONOMIC IMPACTS			
3.3: Management approach	3-3-c	Policies or commitments regarding the material topic.	Patient and population health outcomes section, page 40 / Innovation and research section, page 49 / Supporting our communities section, page 61
	3-3-d	Actions taken to manage the topic and related impacts, including: i) actions to prevent or mitigate potential negative impacts; ii) actions to address actual negative impacts, including actions to provide for or cooperate in their remediation; iii) actions to manage actual and potential positive impacts.	Patient and population health outcomes section, page 40 / Innovation and research section, page 49 / Supporting our communities section, page 61
	3-3-e	Information about tracking the effectiveness of the actions taken: i) processes used to track the effectiveness of the actions; ii) goals, targets, and indicators used to evaluate progress; iii) the effectiveness of the actions, including progress toward the goals and targets; iv) lessons learned and how these have been incorporated into the organization's operational policies and procedures.	Patient and population health outcomes section, page 40 / Innovation and research section, page 49 / Supporting our communities section, page 61
	3-3-f	How engagement with stakeholders has informed the actions taken (3-3-d) and how it has informed whether the actions have been effective (3-3-e).	Our commitment to sustainability, page 11 / Patient and population health outcomes section, page 40 / Innovation and research section, page 49 / Supporting patient care through quality clinical trials section, page 55
203: Indirect economic impacts	203-1	Infrastructure investments and services supported.	Patient and population health outcomes section, page 40 / Innovation and research section, page 49 / Supporting patient care through quality clinical trials section, page 55
	203-2	Significant indirect economic impacts.	Patient and population health outcomes section, page 40 / Innovation and research section, page 49 / Supporting patient care through quality clinical trials section, page 55
GRI 205: ANTI-CORRUPTION			
3.3: Management approach	3-3-a	Actual and potential negative and positive impacts on the economy, environment, and people, including impacts on their human rights.	Our commitment to sustainability, page 11 / Ethics and compliance, page 16 / Human rights, page 18
	3-3-b	Whether the organization is involved with the negative impacts through its activities or as a result of its business relationships, and describe the activities or business relationships.	Our commitment to sustainability, page 11 / Ethics and compliance, page 16 / Human rights, page 18
	3-3-c	Policies or commitments regarding the material topic.	Ethics and compliance, page 16 / Human rights, page 18
	3-3-d	Actions taken to manage the topic and related impacts, including: i) actions to prevent or mitigate potential negative impacts; ii) actions to address actual negative impacts, including actions to provide for or cooperate in their remediation; iii) actions to manage actual and potential positive impacts.	Ethics and compliance, page 17

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GRI Standard	Subset	Disclosure and Description	Response
GRI 205: ANTI-CORRUPTION			
3.3: Management approach	3-3-e	Information about tracking the effectiveness of the actions taken: i) processes used to track the effectiveness of the actions; ii) goals, targets, and indicators used to evaluate progress; iii) the effectiveness of the actions, including progress toward the goals and targets; iv) lessons learned and how these have been incorporated into the organization's operational policies and procedures.	Ethics and compliance, page 17
	3-3-f	How engagement with stakeholders has informed the actions taken (3-3-d) and how it has informed whether the actions have been effective (3-3-e).	Our commitment to sustainability, page 11 / Ethics and compliance, page 17
205: Anti-corruption	205-1	Operations assessed for risks related to corruption.	Ethics and compliance, page 17
	205-2	Communication and training about anti-corruption policies and procedures.	Ethics and compliance, page 17
	205-3	Confirmed incidents of corruption and actions taken.	Omitted: confidentiality constraints.
GRI 302: ENERGY			
3.3: Management approach	3-3-a	Actual and potential negative and positive impacts on the economy, environment, and people, including impacts on their human rights.	Our commitment to sustainability, page 11 / Climate and net zero section, page 64
	3-3-b	Whether the organization is involved with the negative impacts through its activities or as a result of its business relationships, and describe the activities or business relationships	Our commitment to sustainability, page 11 / Climate and net zero section, page 64
	3-3-c	Policies or commitments regarding the material topic.	Climate and net zero section, page 64
	3-3-d	Actions taken to manage the topic and related impacts, including: i) actions to prevent or mitigate potential negative impacts; ii) actions to address actual negative impacts, including actions to provide for or cooperate in their remediation; iii) actions to manage actual and potential positive impacts.	Climate and net zero section, page 64
	3-3-e	Information about tracking the effectiveness of the actions taken: i) processes used to track the effectiveness of the actions; ii) goals, targets, and indicators used to evaluate progress; iii) the effectiveness of the actions, including progress toward the goals and targets; iv) lessons learned and how these have been incorporated into the organization's operational policies and procedures.	Climate and net zero section, page 64
	3-3-f	How engagement with stakeholders has informed the actions taken (3-3-d) and how it has informed whether the actions have been effective (3-3-e).	Our commitment to sustainability, page 11 / Climate and net zero section, page 64
302: Energy	302-1	Energy consumption within the organization.	Climate and net zero section, page 64
	302-2	Energy consumption outside of the organization.	Omitted: information unavailable/ incomplete. Not currently tracked.
	302-3	Energy intensity.	1.716 mWh / employee (based on January to December 2022 energy consumption)
	302-4	Reduction of energy consumption.	Climate and net zero, page 66
	302-5	Reductions in energy requirements of products and services.	Climate and net zero, page 66

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GRI Standard	Subset	Disclosure and Description	Response
GRI 305: EMMISIONS			
3.3: Management approach	3-3-a	Actual and potential negative and positive impacts on the economy, environment, and people, including impacts on their human rights.	Our commitment to sustainability, page 11 Climate and net zero section, page 64
	3-3-b	Whether the organization is involved with the negative impacts through its activities or as a result of its business relationships, and describe the activities or business relationships.	Our commitment to sustainability, page 11 Climate and net zero section, page 64
	3-3-c	Policies or commitments regarding the material topic.	Climate and net zero section, page 64
	3-3-d	Actions taken to manage the topic and related impacts, including: i) actions to prevent or mitigate potential negative impacts; ii) actions to address actual negative impacts, including actions to provide for or cooperate in their remediation; iii) actions to manage actual and potential positive impacts.	Climate and net zero section, page 64
	3-3-e	Information about tracking the effectiveness of the actions taken: i) processes used to track the effectiveness of the actions; ii) goals, targets, and indicators used to evaluate progress; iii) the effectiveness of the actions, including progress toward the goals and targets; iv) lessons learned and how these have been incorporated into the organization's operational policies and procedures.	Climate and net zero section, page 64
	3-3-f	How engagement with stakeholders has informed the actions taken (3-3-d) and how it has informed whether the actions have been effective (3-3-e).	Our commitment to sustainability, page 11 Climate and net zero section, page 64
305: Emissions	305-1	Direct (Scope 1) GHG emissions.	Climate and net zero, page 66
	305-2	Energy indirect (Scope 2) GHG emissions.	Climate and net zero, page 66
	305-3	Other indirect (Scope 3) GHG emissions.	Climate and net zero, page 66
	305-4	GHG emissions intensity.	Climate and net zero, page 66
	305-5	Reduction of GHG emissions.	Climate and net zero, page 66
	305-6	Emissions of ozone-depleting substances (ODS).	Omitted: not applicable. Not material.
	305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions.	Omitted: not applicable. Not material.
GRI 306: WASTE			
3.3: Management approach	3-3-a	Actual and potential negative and positive impacts on the economy, environment, and people, including impacts on their human rights.	Although waste is not currently identified as a material issue for IQVIA, we have included it in the GRI index since we have relevant progress information available in the report. Waste, page 69
	3-3-b	Whether the organization is involved with the negative impacts through its activities or as a result of its business relationships, and describe the activities or business relationships.	Waste, page 69
	3-3-c	Policies or commitments regarding the material topic.	Waste section, page 69

GRI Standard	Subset	Disclosure and Description	Response
GRI 306: WASTE			
3.3: Management approach	3-3-d	Actions taken to manage the topic and related impacts, including: i) actions to prevent or mitigate potential negative impacts; ii) actions to address actual negative impacts, including actions to provide for or cooperate in their remediation; iii) actions to manage actual and potential positive impacts.	Waste section, page 69
	3-3-e	Information about tracking the effectiveness of the actions taken: i) processes used to track the effectiveness of the actions; ii) goals, targets, and indicators used to evaluate progress; iii) the effectiveness of the actions, including progress toward the goals and targets; iv) lessons learned and how these have been incorporated into the organization's operational policies and procedures.	Waste section, page 69
	3-3-f	How engagement with stakeholders has informed the actions taken (3-3-d) and how it has informed whether the actions have been effective (3-3-e).	Our commitment to sustainability, page 11
306: Waste	306-1	Waste generation and significant waste-related impacts.	Waste section, page 69
	306-2	Management of significant waste-related impacts.	Waste section, page 69
	306-3	Waste generated.	Omitted: information unavailable/incomplete. Not currently tracked.
	306-4	Waste diverted from disposal.	Waste section, page 69
	306-5	Waste directed to disposal.	Omitted: information unavailable/incomplete. Not currently tracked.
GRI 308: SUPPLIER ENVIRONMENT ASSESSMENT			
3.3: Management approach	3-3-a	Actual and potential negative and positive impacts on the economy, environment, and people, including impacts on their human rights.	Although supply chain environmental impact is not currently identified as a material issue for IQVIA, we have included it in the GRI index since we have relevant progress information available in the report. Responsible procurement, page 19
	3-3-b	Whether the organization is involved with the negative impacts through its activities or as a result of its business relationships, and describe the activities or business relationships.	Ethics and compliance, page 16 Responsible procurement, page 19
	3-3-c	Policies or commitments regarding the material topic.	Ethics and compliance, page 16 Responsible procurement, page 19
	3-3-d	Actions taken to manage the topic and related impacts, including: i) actions to prevent or mitigate potential negative impacts; ii) actions to address actual negative impacts, including actions to provide for or cooperate in their remediation; iii) actions to manage actual and potential positive impacts.	Ethics and compliance, page 17 Responsible procurement, page 19
	3-3-e	Information about tracking the effectiveness of the actions taken: i) processes used to track the effectiveness of the actions; ii) goals, targets, and indicators used to evaluate progress; iii) the effectiveness of the actions, including progress toward the goals and targets; iv) lessons learned and how these have been incorporated into the organization's operational policies and procedures.	Ethics and compliance, page 17 Responsible procurement, page 19
	3-3-f	How engagement with stakeholders has informed the actions taken (3-3-d) and how it has informed whether the actions have been effective (3-3-e).	Our commitment to sustainability, page 11 Ethics and compliance, page 17 Responsible procurement, page 19
GRI 308: Supplier environmental assessment	308-1	New suppliers that were screened using environmental criteria	Omitted: information unavailable/incomplete.
	308-2	Negative environmental impacts in the supply chain and actions taken	Omitted: information unavailable/incomplete.

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GRI Standard	Subset	Disclosure and Description	Response
GRI 401: EMPLOYMENT			
3.3: Management approach	3-3-a	Actual and potential negative and positive impacts on the economy, environment, and people, including impacts on their human rights.	Our commitment to sustainability, page 11 Talent and learning, page 22 Connecting with our people, page 27 Well-being and benefits, page 35
	3-3-b	Whether the organization is involved with the negative impacts through its activities or as a result of its business relationships, and describe the activities or business relationships.	Our commitment to sustainability, page 11 Talent and learning, page 22 Connecting with our people, page 27 Well-being and benefits, page 35
	3-3-c	Policies or commitments regarding the material topic.	Talent and learning section, page 22 Connecting with our people section, page 27 Well-being and benefits, page 35
	3-3-d	Actions taken to manage the topic and related impacts, including: i) actions to prevent or mitigate potential negative impacts; ii) actions to address actual negative impacts, including actions to provide for or cooperate in their remediation; iii) actions to manage actual and potential positive impacts.	Talent and learning section, page 22 Connecting with our people section, page 27 Well-being and benefits, page 35
	3-3-e	Information about tracking the effectiveness of the actions taken: i) processes used to track the effectiveness of the actions; ii) goals, targets, and indicators used to evaluate progress; iii) the effectiveness of the actions, including progress toward the goals and targets; iv) lessons learned and how these have been incorporated into the organization's operational policies and procedures.	Connecting with our people section, page 27 Well-being and benefits, page 35
	3-3-f	How engagement with stakeholders has informed the actions taken (3-3-d) and how it has informed whether the actions have been effective (3-3-e).	Our commitment to sustainability, page 11 Connecting with our people section, page 27 Well-being and benefits, page 35
GRI 401: Employment	401-1	New employee hires and employee turnover.	2024 Proxy Statement, page 43
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees.	Benefits for individual employees vary across regions. For more detail on the range of benefits provided, see Well-being and benefits, page 36
	401-3	Parental leave.	Well-being and benefits, page 36
GRI 403: OCCUPATIONAL HEALTH AND SAFETY			
3.3: Management approach	3-3-a	Actual and potential negative and positive impacts on the economy, environment, and people, including impacts on their human rights.	Our commitment to sustainability, page 11 Human rights, page 18 Health and safety, page 37
	3-3-b	Whether the organization is involved with the negative impacts through its activities or as a result of its business relationships, and describe the activities or business relationships.	Our commitment to sustainability, page 11 Human rights, page 18 Health and safety, page 37
	3-3-c	Policies or commitments regarding the material topic.	Human rights, page 18 Health and safety, page 37

GRI Standard	Subset	Disclosure and Description	Response
GRI 403: OCCUPATIONAL HEALTH AND SAFETY			
3.3: Management approach	3-3-d	Actions taken to manage the topic and related impacts, including: i) actions to prevent or mitigate potential negative impacts; ii) actions to address actual negative impacts, including actions to provide for or cooperate in their remediation; iii) actions to manage actual and potential positive impacts.	Human rights, page 18 Health and safety, page 38
	3-3-e	Information about tracking the effectiveness of the actions taken: i) processes used to track the effectiveness of the actions; ii) goals, targets, and indicators used to evaluate progress; iii) the effectiveness of the actions, including progress toward the goals and targets; iv) lessons learned and how these have been incorporated into the organization's operational policies and procedures.	Health and safety, page 38
	3-3-f	How engagement with stakeholders has informed the actions taken (3-3-d) and how it has informed whether the actions have been effective (3-3-e).	Our commitment to sustainability, page 11 Human rights, page 18 Health and safety, page 38
403: Occupational health and safety	403-1	Occupational health and safety management system.	Health and safety, page 37
	403-2	Hazard identification, risk assessment, and incident investigation.	Health and safety, page 38
	403-3	Occupational health services.	Health and safety, page 37
	403-4	Worker participation, consultation, and communication on occupational health and safety.	Health and safety, page 38
	403-5	Worker training on occupational health and safety.	Health and safety, page 38
	403-6	Promotion of worker health.	Well-being and benefits, page 35 Health and safety, page 37
	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships.	Well-being and benefits, page 35 Health and safety, page 37
	403-8	Workers covered by an occupational health and safety management system.	Health and safety, page 37
	403-9	Work-related injuries.	Health and safety, page 38
	403-10	Work-related ill health.	Health and safety, page 38
GRI 404: TRAINING AND EDUCATION			
3.3: Management approach	3-3-a	Actual and potential negative and positive impacts on the economy, environment, and people, including impacts on their human rights.	Our commitment to sustainability, page 11
	3-3-b	Whether the organization is involved with the negative impacts through its activities or as a result of its business relationships, and describe the activities or business relationships.	Our commitment to sustainability, page 11 Talent and learning section, page 22
	3-3-c	Policies or commitments regarding the material topic.	Talent and learning section, page 22

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GRI Standard	Subset	Disclosure and Description	Response
GRI 404: TRAINING AND EDUCATION			
3.3: Management approach	3-3-d	Actions taken to manage the topic and related impacts, including: i) actions to prevent or mitigate potential negative impacts; ii) actions to address actual negative impacts, including actions to provide for or cooperate in their remediation; iii) actions to manage actual and potential positive impacts.	Talent and learning section, page 22 Connecting with our people section, page 27
	3-3-e	Information about tracking the effectiveness of the actions taken: i) processes used to track the effectiveness of the actions; ii) goals, targets, and indicators used to evaluate progress; iii) the effectiveness of the actions, including progress toward the goals and targets; iv) lessons learned and how these have been incorporated into the organization's operational policies and procedures.	Connecting with our people section, page 27
	3-3-f	How engagement with stakeholders has informed the actions taken (3-3-d) and how it has informed whether the actions have been effective (3-3-e).	Our commitment to sustainability, page 11 Talent and learning, page 24
404: Training and education	401-1	Average hours of training per year per employee.	Talent and learning, page 25
	401-2	Programs for upgrading employee skills and transition assistance programs.	Talent and learning section, page 22 Connecting with our people, page 30 Diversity, inclusion, and belonging, page 32
	401-3	Percentage of employees receiving regular performance and career development reviews.	All employees take ownership for their development in partnership with managers, mentors, and others. Similarly, performance management is driven by regular conversations about priorities, contributions, and development.
GRI 405: DIVERSITY AND EQUAL OPPORTUNITY			
3.3: Management approach	3-3-a	Actual and potential negative and positive impacts on the economy, environment, and people, including impacts on their human rights.	Our commitment to sustainability, page 11 Responsible procurement, page 19 Diversity, inclusion, and belonging section, page 31 Supporting medical advances through quality clinical trials, page 56
	3-3-b	Whether the organization is involved with the negative impacts through its activities or as a result of its business relationships, and describe the activities or business relationships.	Our commitment to sustainability, page 11 Responsible procurement, page 19 Diversity, inclusion, and belonging section, page 31 Supporting medical advances through quality clinical trials, page 56
	3-3-c	Policies or commitments regarding the material topic.	Responsible procurement, page 19 Diversity, inclusion, and belonging, page 31 Supporting medical advances through quality clinical trials, page 56
	3-3-d	Actions taken to manage the topic and related impacts, including: i) actions to prevent or mitigate potential negative impacts; ii) actions to address actual negative impacts, including actions to provide for or cooperate in their remediation; iii) actions to manage actual and potential positive impacts.	Responsible procurement, page 19 Diversity, inclusion, and belonging, page 31 Supporting medical advances through quality clinical trials, page 56

| GRI Standard	Subset	Disclosure and Description	Response
GRI 405: DIVERSITY AND EQUAL OPPORTUNITY			
3.3: Management approach	3-3-e	Information about tracking the effectiveness of the actions taken: i) processes used to track the effectiveness of the actions; ii) goals, targets, and indicators used to evaluate progress; iii) the effectiveness of the actions, including progress toward the goals and targets; iv) lessons learned and how these have been incorporated into the organization's operational policies and procedures.	Responsible procurement, page 19 Diversity, inclusion, and belonging section, page 31 Supporting medical advances through quality clinical trials, page 56
	3-3-f	How engagement with stakeholders has informed the actions taken (3-3-d) and how it has informed whether the actions have been effective (3-3-e).	Our commitment to sustainability, page 11 Responsible procurement, page 19 Diversity, inclusion, and belonging, page 34 Supporting medical advances through quality clinical trials, page 56
405: Diversity and equal opportunity	405-1	Diversity of governance bodies and employees.	Governance, page 14 Diversity, inclusion, and belonging, page 31
	405-2	Ratio of basic salary and remuneration of women to men.	See UK gender pay gap report: https://gender-pay-gap.service.gov.uk/Employer/Inrz4UZC See France gender pay gap report: https://www.iqvia.com/about-us/code-of-conduct/france-gender-equality-index
GRI 414: SUPPLIER SOCIAL ASSESSMENT			
3.3: Management approach	3-3-a	Actual and potential negative and positive impacts on the economy, environment, and people, including impacts on their human rights.	Although supply chain social impact is not currently identified as a material issue for IQVIA, we have included it in the GRI index since we have relevant progress information available in the report. Our commitment to sustainability, page 11 Responsible procurement, page 19
	3-3-b	Whether the organization is involved with the negative impacts through its activities or as a result of its business relationships, and describe the activities or business relationships.	Our commitment to sustainability, page 11 Responsible procurement, page 19
	3-3-c	Policies or commitments regarding the material topic.	Ethics and compliance, page 17 Responsible procurement, page 19
	3-3-d	Actions taken to manage the topic and related impacts, including: i) actions to prevent or mitigate potential negative impacts; ii) actions to address actual negative impacts, including actions to provide for or cooperate in their remediation; iii) actions to manage actual and potential positive impacts.	Ethics and compliance, page 17 Responsible procurement, page 19
	3-3-e	Information about tracking the effectiveness of the actions taken: i) processes used to track the effectiveness of the actions; ii) goals, targets, and indicators used to evaluate progress; iii) the effectiveness of the actions, including progress toward the goals and targets; iv) lessons learned and how these have been incorporated into the organization's operational policies and procedures.	Ethics and compliance, page 17 Responsible procurement, page 19
	3-3-f	How engagement with stakeholders has informed the actions taken (3-3-d) and how it has informed whether the actions have been effective (3-3-e).	Our commitment to sustainability, page 11 Ethics and compliance, page 16 Responsible procurement, page 19
414: Supplier social assessment	414-1	Percentage of new suppliers that were screened using social criteria.	Omitted: information unavailable/incomplete.
	414-2	Negative social impacts in the supply chain and actions taken.	Omitted: information unavailable/incomplete.

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GRI Standard	Subset	Disclosure and Description	Response
GRI 416: CUSTOMER HEALTH AND SAFETY			
3.3: Management approach	3-3-a	Actual and potential negative and positive impacts on the economy, environment, and people, including impacts on their human rights.	Our commitment to sustainability, page 11 / Supporting medical advances through quality clinical trials, page 55
	3-3-b	Whether the organization is involved with the negative impacts through its activities or as a result of its business relationships, and describe the activities or business relationships.	Our commitment to sustainability, page 11 / Supporting medical advances through quality clinical trials, page 55
	3-3-c	Policies or commitments regarding the material topic.	Supporting medical advances through quality clinical trials, page 55
	3-3-d	Actions taken to manage the topic and related impacts, including: i) actions to prevent or mitigate potential negative impacts; ii) actions to address actual negative impacts, including actions to provide for or cooperate in their remediation; iii) actions to manage actual and potential positive impacts.	Supporting medical advances through quality clinical trials, page 55
	3-3-e	Information about tracking the effectiveness of the actions taken: i) processes used to track the effectiveness of the actions; ii) goals, targets, and indicators used to evaluate progress; iii) the effectiveness of the actions, including progress toward the goals and targets; iv) lessons learned and how these have been incorporated into the organization's operational policies and procedures.	Supporting medical advances through quality clinical trials, page 55
	3-3-f	How engagement with stakeholders has informed the actions taken (3-3-d) and how it has informed whether the actions have been effective (3-3-e).	Supporting medical advances through quality clinical trials, page 55
416: Customer health and safety	416-1	Assessment of the health and safety impacts of product and service categories.	Supporting medical advances through quality clinical trials, page 55
	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services.	Material legal proceedings are included in our 10-K. See our 2023 Form 10-K, pages 97-98
418: CUSTOMER PRIVACY			
3.3: Management approach	3-3-a	Actual and potential negative and positive impacts on the economy, environment, and people, including impacts on their human rights.	Our commitment to sustainability, page 11 / Data privacy, page 57 / Cybersecurity, page 60
	3-3-b	Whether the organization is involved with the negative impacts through its activities or as a result of its business relationships, and describe the activities or business relationships.	Our commitment to sustainability, page 11 / Data privacy, page 57 / Cybersecurity, page 59
	3-3-c	Policies or commitments regarding the material topic.	Data privacy, page 58 / Cybersecurity, page 59
	3-3-d	Actions taken to manage the topic and related impacts, including: i) actions to prevent or mitigate potential negative impacts; ii) actions to address actual negative impacts, including actions to provide for or cooperate in their remediation; iii) actions to manage actual and potential positive impacts.	Data privacy, page 58 / Cybersecurity, page 60
	3-3-e	Information about tracking the effectiveness of the actions taken: i) processes used to track the effectiveness of the actions; ii) goals, targets, and indicators used to evaluate progress; iii) the effectiveness of the actions, including progress toward the goals and targets; iv) lessons learned and how these have been incorporated into the organization's operational policies and procedures.	Data privacy, page 58 / Cybersecurity, page 59

GRI Standard	Subset	Disclosure and Description	Response
418: CUSTOMER PRIVACY			
3.3: Management approach	3-3-f	How engagement with stakeholders has informed the actions taken (3-3-d) and how it has informed whether the actions have been effective (3-3-e).	Our commitment to sustainability, page 11 / Data privacy, page 58 / Cybersecurity, page 60
418: Customer privacy	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data.	Material legal proceedings are included in our 10-K. See our 2023 Form 10-K, pages 97-98
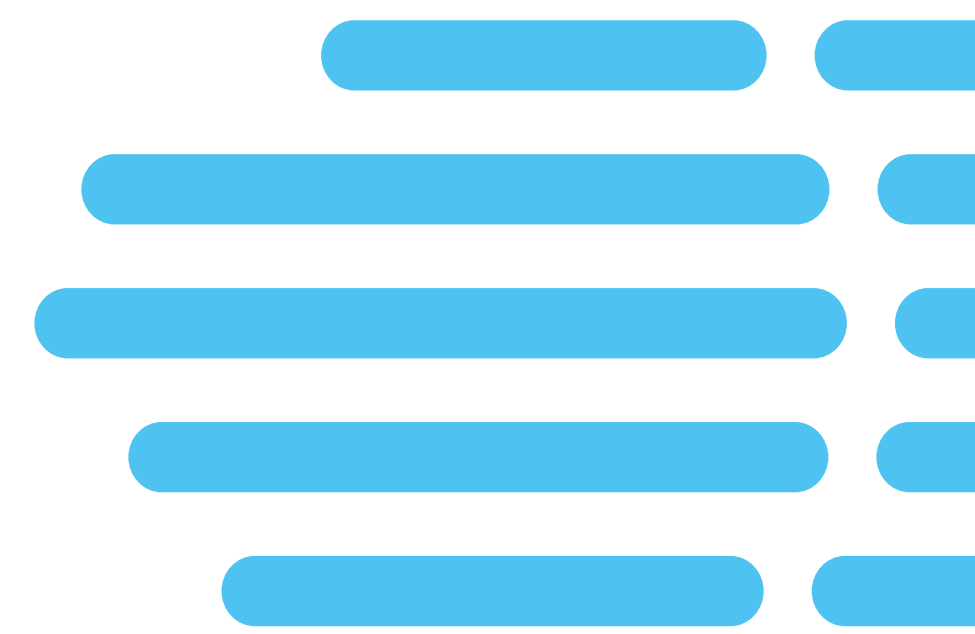
Annex

Sustainability Accounting Standards Board (SASB) index

Our business spans several sectors. We therefore report against, where applicable, the three SASB industry groups to which our business is most closely aligned: Biotechnology & Pharmaceuticals; Professional & Commercial Services; and Software & Information Technology (IT) Services. Where a topic area for one of these industries does not apply to our business, we have stated so below.

BIOTECHNOLOGY & PHARMACEUTICALS

Topic	SASB Metric	IQVIA Response
Safety of clinical trial participants	Discussion, by world region, of management process for ensuring quality and patient safety during clinical trials	Responsible procurement, page 19 Supporting medical advances through quality clinical trials, page 55
	Number of FDA Sponsor Inspections related to clinical trial management and pharmacovigilance that resulted in: (1) Voluntary Action Indicated (VAI) and (2) Official Action Indicated (OAI)	Not reported
	Total amount of monetary losses as a result of legal proceedings associated with clinical trials in developing countries	Material legal proceedings are disclosed in our 2023 Form 10-K, pages 97-98
Access to medicines	Description of actions and initiatives to promote access to health care products for priority diseases and in priority countries as defined by the Access to Medicine Index	IQVIA contributes to advancing healthcare around the world. We report on these efforts in the Public section of this report, starting on page 39
	List of products on the WHO List of Prequalified Medicinal Products as part of its Prequalification of Medicines Programme (PQP)	Omitted: not applicable.
Affordability and pricing	Number of settlements of Abbreviated New Drug Application (ANDA) litigation that involved payments and/or provisions to delay bringing an authorized generic product to market for a defined time period	Omitted: not applicable.
	Financial reporting period and explanation if does not align with sustainability reporting.	Omitted: not applicable.
	Percentage change in: (1) average list price and (2) average net price across U.S. product portfolio compared to previous year	Omitted: not applicable.
Drug safety	List of products listed in the Food and Drug Administration's (FDA) MedWatch Safety Alerts for Human Medical Products database	Omitted: not applicable.
	Number of fatalities associated with products as reported in the FDA Adverse Event Reporting System	Omitted: not applicable.
	Number of recalls issued, total units recalled	Omitted: not applicable.
	Total amount of product accepted for takeback, reuse, or disposal	Omitted: not applicable.
	Number of FDA enforcement actions taken in response to violations of current Good Manufacturing Practices (cGMP), by type	Omitted: not applicable.

BIOTECHNOLOGY & PHARMACEUTICALS

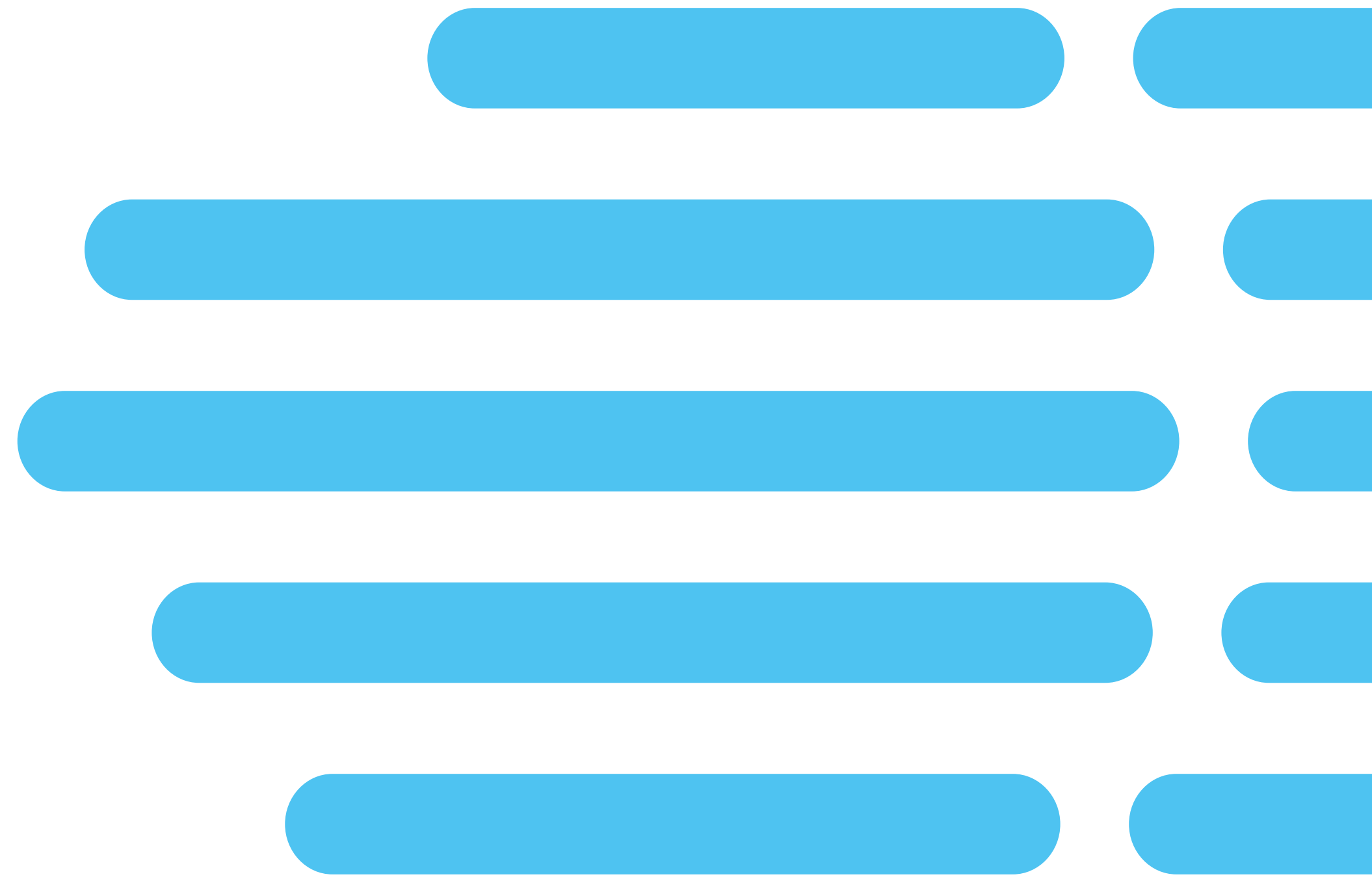| Topic	SASB Metric	IQVIA Response
Counterfeit drugs	Description of methods and technologies used to maintain traceability of products throughout the supply chain and prevent counterfeiting	Omitted: not applicable.
	Discussion of process for alerting customers and business partners of potential or known risks associated with counterfeit products	Omitted: not applicable.
	Number of actions that led to raids, seizure, arrests, and/or filing of criminal charges related to counterfeit products	Omitted: not applicable.
Ethical marketing	Total amount of monetary losses as a result of legal proceedings associated with false marketing claims	Material legal proceedings are disclosed in our 2023 Form 10-K, pages 97-98
	Description of code of ethics governing promotion of off-label use of products	Omitted: not applicable.
Employee recruitment, development and retention	Discussion of talent recruitment and retention efforts for scientists and research and development personnel	Talent and learning, page 22
	(1) Voluntary and (2) involuntary turnover rate for: (a) executives/senior managers, (b) mid-level managers, (c) professionals, and (d) all others	Not reported
Supply chain management	Percentage of (1) entity's facilities and (2) Tier I suppliers' facilities participating in the Rx-360 International Pharmaceutical Supply Chain Consortium audit program or equivalent third-party audit programs for integrity of supply chain and ingredients	Omitted: not applicable.
Business ethics	Total amount of monetary losses as a result of legal proceedings associated with corruption and bribery	Material legal proceedings are disclosed in our 2023 Form 10-K, pages 97-98
	Description of code of ethics governing interactions with health care professionals	Ethics and compliance, page 16

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PROFESSIONAL AND COMMERCIAL SERVICES

Topic	SASB Metric	IQVIA Response
Data security	Description of approach to identifying and addressing data security risks	Data privacy, page 57 Cybersecurity, page 59
	Description of policies and practices relating to collection, usage, and retention of customer information	Ethics and compliance, page 16 Data privacy, page 57 Cybersecurity, page 59
	(1) Number of data breaches, (2) percentage involving customers' confidential business information (CBI) or personally identifiable information (PII), (3) number of customers affected	Omitted. confidentiality constraints.
Workforce diversity and engagement	Percentage of gender and racial/ethnic group representation for (1) executive management and (2) all other employees	Diversity, inclusion, and belonging, page 31
	Voluntary and (2) involuntary turnover rate for employees	2024 Proxy Statement, page 43
	Employee engagement as a percentage	Connecting our people, page 29
Professional integrity	Description of approach to ensuring professional integrity	Governance, page 15 Ethics and compliance, page 16
	Total amount of monetary losses as a result of legal proceedings associated with professional integrity	Material legal proceedings are disclosed in our 2023 Form 10-K, pages 97-98

SOFTWARE AND INFORMATION TECHNOLOGY (IT) SERVICES

Topic	SASB Metric	IQVIA Response
Environmental footprint of hardware infrastructure	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	Climate and net zero, page 66
	1) Total water withdrawn, (2) total water consumed, percentage of each in regions with High or Extremely High Baseline Water Stress	Omitted: not applicable. Not considered material.
	Discussion of the integration of environmental considerations into strategic planning for data center needs	Omitted: not applicable.
Data privacy and freedom of expression	Description of policies and practices relating to behavioral advertising and user privacy	Data privacy, page 57
	Total amount of monetary losses as a result of legal proceedings associated with user privacy	Material legal proceedings are disclosed in our 2023 Form 10-K, pages 97-98
	(1) Number of law enforcement requests for user information, (2) number of users whose information was requested, (3) percentage resulting in disclosure	Material legal proceedings are disclosed in our 2023 Form 10-K, pages 97-98

SOFTWARE AND INFORMATION TECHNOLOGY (IT) SERVICES

Topic	SASB Metric	IQVIA Response
Data security	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of users affected	Omitted: confidentiality constraints.
	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	Cybersecurity, page 59
Recruiting and managing a global, diverse and skilled workforce	Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees	Diversity, inclusion, and belonging, page 31
	Employee engagement as a percentage	Connecting with our people, page 28
	Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees	Diversity, inclusion, and belonging, page 31
Intellectual property protection and competitive behavior	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations	Material legal proceedings are disclosed in our 2023 Form 10-K, pages 97-98
Managing systemic risks from technology disruptions	Number of (1) performance issues and (2) service disruptions; (3) total customer downtime	Omitted: confidentiality constraints.
	Description of business continuity risks related to disruptions of operations	Health and safety, page 38

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