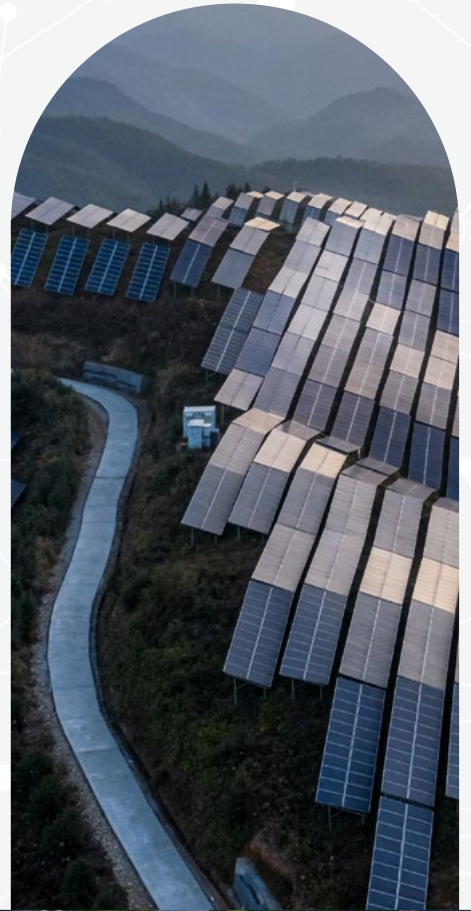




2021

Environmental, Social and Governance Report



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Ari Bousbib
Chairman and
Chief Executive Officer

Letter from the CEO

Dear Stakeholders,

Welcome to IQVIA's 2021 Environmental, Social and Governance (ESG) Report.

At IQVIA, our purpose is to accelerate the advancement of innovative medical treatments that improve patient lives. This past year marked five years since the formation of IQVIA, the result of the merger between IMS Health and Quintiles in 2016. During this time, we have built a truly unique organization with more than **79,000 employees in 100 countries**, a global **client base of 10,000+** life sciences companies, regulators, payers and providers, and an unmatched set of scientific and clinical expertise and technology and analytics capabilities. Our strategy is to integrate these expertise and capabilities to solve our client's most complex problems. This is IQVIA's Connected Intelligence™, and it is what sets us apart and how we advance our purpose.



Advancing Healthcare

The events of the past few years highlighted the critical role we play in improving healthcare globally. It has been meaningful to see how our capabilities helped the world navigate the pandemic. This past year, COVID-19 continued to surge in many parts of the world, but it did not have a dramatic impact on our operations as we adapted and learned to work through these challenges. In fact, in 2021 we accelerated the pace of investment across the portfolio of businesses and delivered in excess of our strategic goals.

We expanded on our leading position in our Research and Development Solutions business by broadening our Decentralized Clinical Trial (DCT) platform. This suite of technology and services allows IQVIA to bring the trial to the patient rather than bring the patient to the trial. DCT allows for a significant reduction in the physical and logistical burden placed on patients eligible to participate in clinical research. Importantly, IQVIA's innovations allow us to significantly increase the participation in clinical trials of **historically underserved patient populations**, as well as **increase significantly the enrollment of more diverse patient populations**. This became crucial for the development of COVID-19 vaccines and therapeutics as travel and access to trial sites became restricted. Furthermore, testing in diverse populations for these COVID-19 trials was critical, and IQVIA's unique innovations helped achieve better results. In fact, because of these capabilities, **enrollment diversity rates in COVID-19 vaccine trials IQVIA supported were 1.7x better than other comparable COVID-19 vaccine trials**. In total, we have enrolled **more than 300,000 patients** in **300+ studies** that used at least one solution within our DCT platform.

Beyond our investments in clinical software and technology, we continued to expand the capabilities of our central laboratory business. We opened a **new state-of-the-art 160,000 square-foot lab** facility in North Carolina, U.S. This new facility has an innovative

suite of capabilities, including cutting-edge bioanalytical, vaccine, biomarker and genomics laboratories and will **create up to 750 new jobs**. We also announced a significant expansion of our laboratory in Livingston, Scotland, and, importantly, we ensured this expansion included the transition to using 100% renewable electricity. This investment in genomics, flow cytometry and translational science capabilities will support new growth areas for biopharma and pharma clients around the world and drive better patient outcomes. Lastly, we completed the acquisition of Myriad Rules Based Medicine to bolster our biomarker lab testing capabilities in key therapeutic areas such as Oncology, CNS, virology and rare diseases.

Our portfolio of innovative Commercial Technology, Analytics and Real-World Solutions also continued to improve health outcomes for patients and populations around the world. We expanded the reach of our patient registry platform, which captures information about diagnosis, treatment and outcomes of patients across numerous disease areas to inform new treatment protocols and research. This platform is now deployed across **80+ clinical programs** and has enrolled more than **21 million patients**. Through our partnership with the Juvenile Diabetes Research Foundation (JDRF), we developed an algorithm using AI to identify misdiagnosed adult Type-1 Diabetes (T1D) patients. JDRF and IQVIA are currently recruiting health systems for prospective interventional validation and deployment of this algorithm as a decision support tool for clinical care teams. We also partnered with the American Society of Hematology (ASH) to develop a network of clinical sites and patient advocacy partnerships that will create a unique dataset with electronic health record data enriched with patient-reported outcomes, claims and other important data points. The information will be shared among 17,000 ASH member organizations to support new clinical research and treatment protocols for patients.



Our Public Health team continued to contribute towards improving health outcomes for populations across **Sub-Saharan Africa**. We collaborated with a wide range of stakeholders to strengthen public health system foundations and address key barriers to care **across more than 200+ healthcare facilities**. One project supported a United Nations agency to evaluate their maternal and child nutrition program in an Eastern African country, generating insights for enhancing their future program design.

2021 ESG Highlights

We are proud of what the 79,000 IQVIA employees have accomplished this past year. It is especially gratifying to see how our employees around the world have embraced our ambitious ESG goals and have supported the significant progress made in 2021. As an organization, our commitment to these efforts is unwavering, and we will continue reporting progress

with complete transparency. In 2021, we adopted three new widely used reporting standards. This year's report was prepared based on these standards:

1. Global Reporting Initiative (**GRI**) framework
2. Sustainable Accounting Standards Board (**SASB**)
3. The Task Force on Climate-related Financial Disclosures (**TCFD**) framework.

Below are a few selected highlights of our 2021 ESG Report:

- **Achieved our environmental and sustainability goals**
 - » **Reduced our total GHG emissions year-over-year** across Scopes 1, 2 and 3 and continued to reduce our energy consumption
 - » **Transitioned to 100% renewable energy supply** in our Scotland laboratory and initiated efforts for other facilities to achieve the same over time



- » **Removed all single use plastics** from our office facilities worldwide
- » **Committed to setting a science-based target** by end of 2023 to reduce carbon emissions for both IQVIA and our suppliers
- **Further advanced our Diversity and Inclusion (D&I) initiatives**
 - » **Increased gender and racial/ethnic diversity of our Board** with recent appointments – currently four of 11 directors are women
 - » **Increased the gender and racial/ethnic diversity profile of our workforce** and increased disclosures of workforce profile:
 - 46% of new hires in the United States identify as non-white, of which 13% identify as Black or African American
 - 38% of U.S. employees identify as non-white, of which 11% identify as Black or African American
 - 60% of our global workforce and 51% of our managers are women
 - » Appointed a **new senior leader to oversee our global D&I program**
 - » Publicly disclosing our **Employment Information Report EEO-1**
 - » **Expanded the Employee Resource Group (ERG)** program with two new groups and increased total employee participation in these programs
 - » Enhanced **connections with Historically Black Colleges and Universities**
 - » **Directed our corporate philanthropy** to various organizations and initiatives that improve access to healthcare for underserved groups and advance clinical research
- **Strengthened corporate governance and human capital management practices**
 - » All worldwide employees were required to meet new performance goals **demonstrating a commitment to compliance**
 - » **Improved employee engagement levels with 85% of employees reporting a favorable rating**, which was four points better than prior year and four points above the FORTUNE 500 company benchmark
- **Continued external recognition of our achievements**
 - » IQVIA ranked **#1 Healthcare: Pharmacy and Other Services by FORTUNE**
 - » **IQVIA** was named a **FORTUNE World's Most Admired** company for fifth year in a row
 - » Two executive leaders were named to the **2021 Pharma VOICE 100** list of most influential and inspiring leaders in the life sciences industry
 - » IQVIA was awarded with **six Human Capital Management Excellence Awards** from the Brandon Hall Group

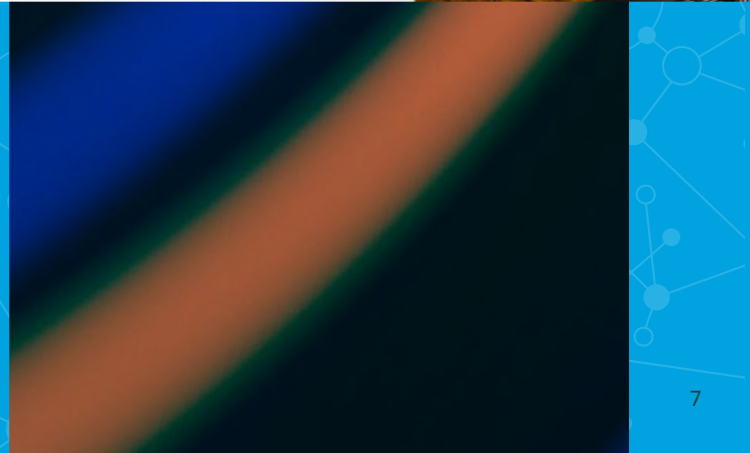
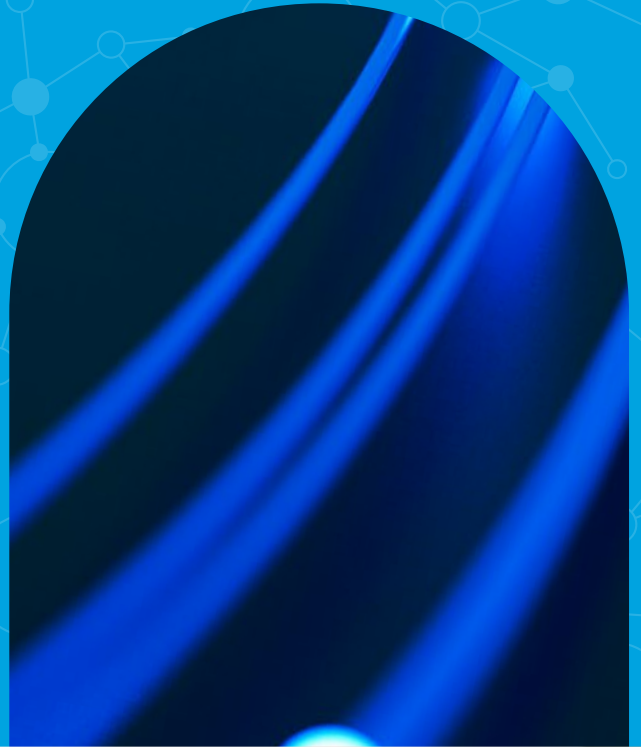
I want to thank our employees for their dedication and passion; our customers for their continued trust and partnership; and our stockholders and other key partners for their support.

IQVIA is uniquely positioned to contribute meaningfully to advancements in the health and well-being of the entire world. We look forward to continuing this journey and sharing our progress with all of you.

Ari Bousbib
Chairman and Chief Executive Officer



About IQVIA





About
IQVIA



IQVIA United Kingdom

About IQVIA

IQVIA is a leading global provider of advanced analytics, technology solutions and clinical research services to the life sciences industry. IQVIA creates intelligent connections across all aspects of healthcare through its analytics, transformative technology, big data resources and extensive domain expertise. IQVIA Connected Intelligence™ delivers powerful insights with speed and agility — enabling customers to accelerate the clinical development and commercialization of innovative medical treatments that improve healthcare outcomes for patients. With approximately 79,000 employees, we conduct operations in more than 100 countries.

We are a global leader in protecting individual patient privacy. We use a wide variety of technologies and safeguards to protect individual privacy while generating and analyzing information on a scale that helps healthcare stakeholders identify disease patterns and correlate with the precise treatment path and therapy needed for better outcomes. Our insights and execution capabilities help biotech, medical device

and pharmaceutical companies, medical researchers, government agencies, payers and other healthcare stakeholders tap into a deeper understanding of diseases, human behaviors and scientific advances in an effort to advance the path toward cures.

We have one of the largest and most comprehensive collections of healthcare information in the world; it includes more than 1.2 billion comprehensive, longitudinal, non-identified unique patient records spanning prescription and promotional data, medical claims, electronic medical records, genomics and social media. Our scaled and growing information set contains more than 56 petabytes of proprietary data sourced from approximately 150,000 data suppliers and from more than one million data feeds globally.



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



IQVIA Connected Intelligence™

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





What we do

We enable a more modern and effective healthcare system and create breakthrough solutions that transform business and patient outcomes. Across three operating segments, we help our clients make critical decisions and perform better. Our offerings enhance client value when delivered together, with each strengthening the value of the other.

Technology and Analytics Solutions

We use transformative technology and deep domain expertise to drive efficiency, improve decisions and accelerate commercialization, ultimately improving patient outcomes. Our Technology and Analytics Solutions include:

- **Technology Platforms.** Our cloud-based applications and implementation services and Software as a Service (SaaS) solutions support a wide range of clinical and commercial processes.
- **Real World Solutions.** We provide protected and secure patient data that enable life sciences, payers, providers and governments and provider customers to generate and disseminate evidence cost efficiently, which informs healthcare decision making and improves patients' outcomes.
- **Analytics and Consulting Services.** Through our unparalleled insights, we help life sciences companies transform their commercial models, engage more effectively with healthcare stakeholders and reduce their operating costs.
- **Information Offerings.** We deliver consistent country-level performance metrics related to sales of pharmaceutical products, prescribing trends, medical treatment and promotional activity across multiple channels.

Research and Development Solutions

We translate science into new treatments, using our deep pool of therapeutic experts to provide customers with higher levels of precision and speed in their trial designs and executions. Our Research and Development Solutions include:

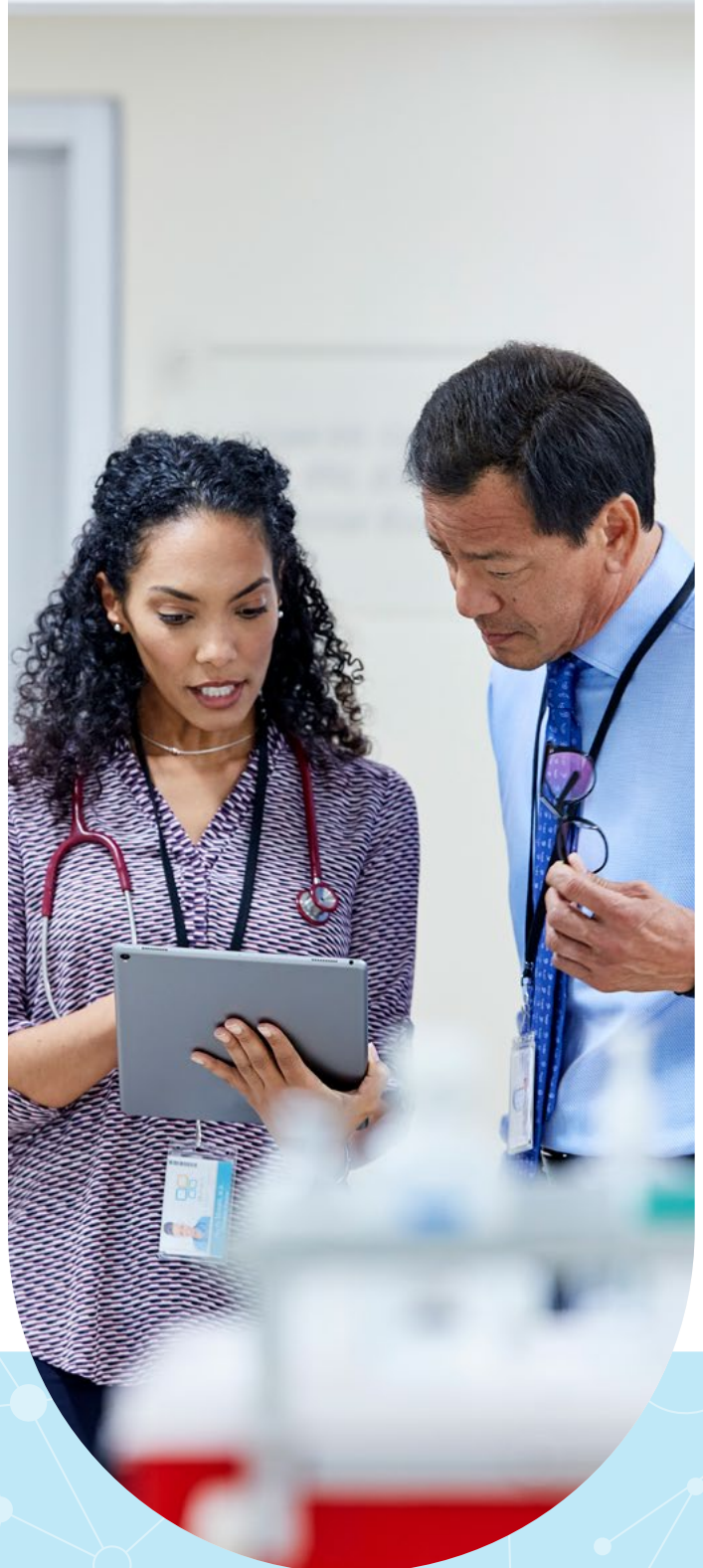
- **Project Management and Clinical Monitoring.** We deliver clinical trial solutions and services — including protocol design, feasibility and operational planning, site start up, patient recruitment and clinical site monitoring — to enable efficient multi-site clinical trials.
- **Clinical Trial Support Services.** Our specialized expertise helps clients efficiently collect, analyze and report the quality data and evidence they need to gain regulatory approval.
- **Clinical Laboratory Services.** We offer globally scaled end-to-end clinical trial laboratory and research services to support customers.
- **Strategic Planning and Design.** We provide strategic consultation to improve decisions and performance through data science-enabled strategic planning and design services.
- **Decentralized Clinical Trials.** Our direct-to-patient trials use our proprietary information assets and transformative technology, increasing participation including among diverse populations and improving cycle times.



Contract Sales and Medical Solutions

We work closely with our customers in an analytics-infused approach to commercialization that results in reinvigorated solutions focused on scalable resources, precision insights and actionable ideas. Our Contract Sales and Medical Solutions include:

- **Healthcare Provider Engagement Services.** Our tailored stakeholder engagement solutions focus on product sales and improving brand value at all stages of the product lifecycle.
- **Patient Engagement Services.** Our nurse-based programs engage with patients to improve their disease and medication understanding and help them navigate reimbursement coverage issues.
- **Medical Affairs Services.** We offer strategy and services to aid biopharmaceutical companies' medication transition from clinical trials to commercialization.





2021 by the numbers

Approximately



79,000

employees worldwide



Operating in **100+** countries

1.2+

billion

non-identified unique patient records



56+

petabytes

of unique data



4,600+

Advanced analytics / data scientists / statisticians



1,900+

Epidemiologists/Real World Experts



1,650+

Medical doctors



8,200+

Software development / support



Revenue

Adjusted EBITDA

Free cash flow

\$13.9B

\$3.0B

\$2.3B



Select 2021 Awards and Recognitions

- **2021 FORTUNE:** World's Most Admired Companies® for the fifth year in a row
- IQVIA ranked **#1 Healthcare: Pharmacy and Other Services by FORTUNE**
- Two executive leaders were named to the **2021 Pharma VOICE 100** list of most influential and inspiring leaders in the life sciences industry
- Six Human Capital Management Excellence Awards from the **Brandon Hall Group**
- **American Business Awards:** Winner of a 2021 Peoples' Choice Award for Favorite New Products — Digital Automation Solution: IQVIA Vigilance Platform
- **CRO Leadership Awards:** IQVIA "Exceeded Customer Expectations" in the Capabilities sector
- **Businesswomen's Association Award:** Two IQVIANS recognized as 2021 Luminary and Rising Star by the Healthcare Businesswomen's Association.



Our Commitment to Sustainability





Our commitment to sustainability

We are committed to continuing our leadership position in sustainable environmental, social and governance (ESG) practices that further our corporate purpose of helping our clients improve healthcare outcomes for patients. Our sustainable business practices are organized in this report under the three pillars of People, Public and Planet. We continually look for ways to advance and strengthen our sustainability and citizenship efforts and report on our progress. Since the beginning of 2021, we have enhanced our ESG program by:

- **Strengthening Board oversight of our ESG program**

- » Amended our Nominating and Governance Committee charter to explicitly state the Committee's responsibility for ESG oversight
- » Enhanced the diversity of our Board by adding two new Board members, Leslie Wims Morris and Sheila A. Stamps

- **Improving transparency and disclosure related to our ESG program**

- » Adopted the leading ESG reporting frameworks: The Global Reporting Initiative (GRI), The Sustainability Accounting Standards Board (SASB) standards and The Task Force on Climate-related Financial Disclosures (TCFD)
- » Disclosed demographic data regarding our Board in our [proxy statement](#)



- **Further advancing our diversity and inclusion (D&I) initiatives**

- » Appointed a new senior leader of our D&I program
- » Utilized our unparalleled data capabilities to recruit a significantly more diverse patient population for COVID trials

- **Continuing to advance our efforts to address climate change**

- » Met our first environmental target to remove all single use plastics in our office facilities
- » Continued multi-year trend for reduction of emissions on an absolute and per employee basis

- **Enhancing shareholder rights by proposing to de-classify our Board of Directors**



Our Commitment to Sustainability

Sustainability governance

Board level

Our Board of Directors has delegated responsibility for oversight of our ESG Program to the Nominating and Governance Committee (the “N&G Committee”). In 2021, the Board approved an amendment to the N&G Committee Charter to explicitly state that the N&G Committee has “direct responsibility and power to oversee and review IQVIA’s strategic plans, objectives and risks related to” our sustainability program. Because of the importance of our sustainability program to our strategic objectives, the **N&G Committee designated Committee Member Colleen Goggins to provide oversight on behalf of the Board and the N&G Committee.** Ms. Goggins meets regularly with members of management to provide guidance on our ESG initiatives, including reporting, and to receive updates on the status of progress against our sustainability commitments. **In addition, Dr. John Leonard, our Lead Director and a member of the N&G Committee, actively participates with Ms. Goggins to advance our ESG agenda through his regular meetings with our chief executive officer and management team and with our stockholders.**

Management level

At the management level, our sustainability program is governed by our ESG Executive Steering Committee, which is comprised of senior executives and is responsible for setting our sustainability strategy. Our ESG Executive Steering Committee consists of:

- Eric Sherbet – Executive Vice President, General Counsel and Secretary
- Trudy Stein – Executive Vice President, Chief Human Resources Officer
- Jo Grimley – Vice President Business Operations and ESG
- Ron Bruehlman – Executive Vice President, Chief Financial Officer

In addition, a working group of key functional leaders focuses on implementing sustainability policies and processes across our operations. The working group includes representation from Human Resources, Legal, Ethics and Compliance, Health and Safety, Corporate Communications and Business Development. It regularly reports on progress towards the three pillars of IQVIA’s sustainability program — people, public, planet — to the ESG Executive Steering Committee and CEO.



Eric Sherbet
Executive Vice
President, General
Counsel and Secretary

Trudy Stein
Executive Vice
President, Chief Human
Resources Officer



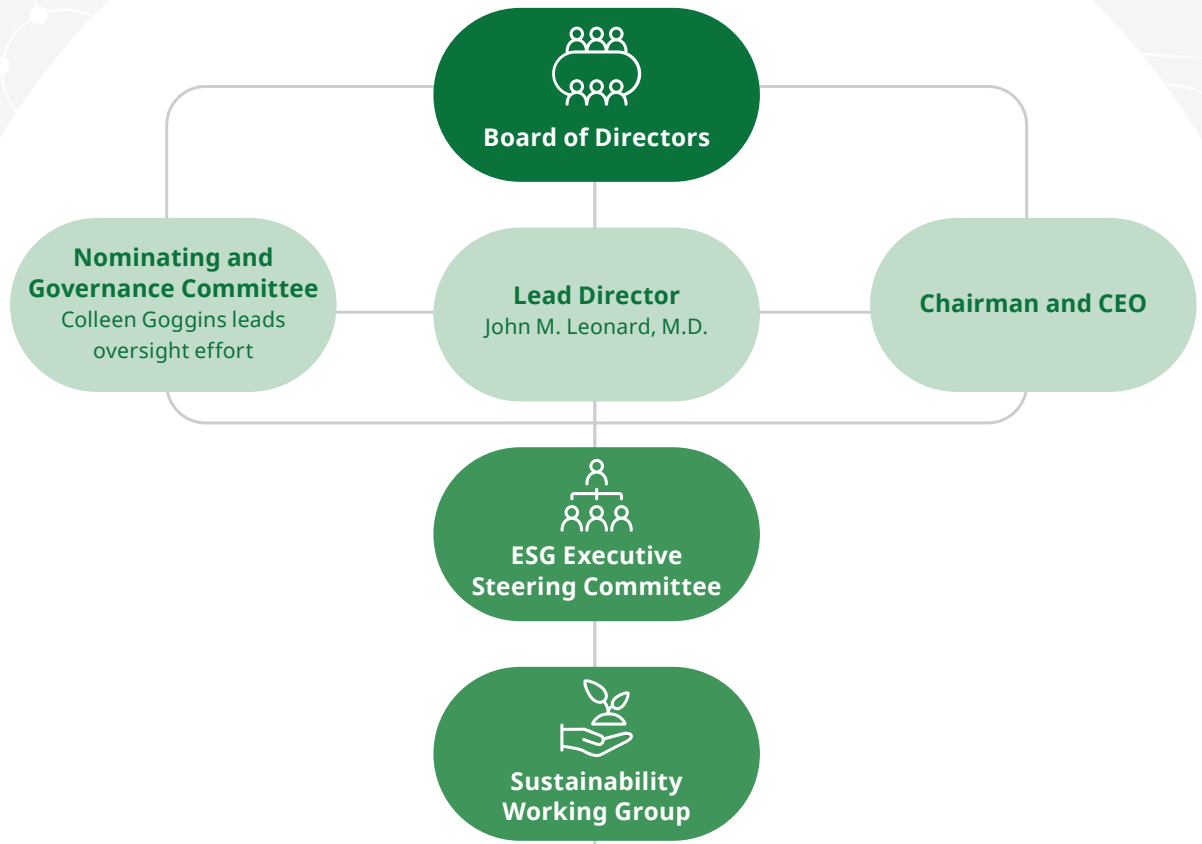
Jo Grimley
Vice President Business
Operations and ESG

Ron Bruehlman
Executive Vice President,
Chief Financial Officer





Our Commitment to Sustainability



Board of Directors

Monitors the company's adherence to our Code of Conduct and oversees performance in corporate sustainability, employee safety and health, ethical business practices and diversity and inclusion.

ESG Executive Steering Committee

Guides and governs corporate-wide sustainability objectives and initiatives.

Sustainability Working Group

Drives performance of our sustainability agenda, facilitates sustainability initiatives and coordinates stakeholder engagement.



Our Board regularly considers key risk topics, including risks associated with our strategic plan, ESG and climate matters, our capital structure and our business activities. Risks are identified by management and reviewed with the appropriate Board committee or the full Board.

Our Enterprise Risk Council, made up of leaders from our principal functional areas and business units, meets on a quarterly basis to update the enterprise risk framework used to identify and manage our key risks, including ESG-related risks. The framework considers external and internal factors that could impede the achievement of our business objectives or damage our brand, reputation or financial condition, including social and environmental factors. **For 2022, we are enhancing the enterprise risk framework to encompass aligning our ESG Report with the TCFD, GRI and SASB disclosure guidelines.** The Audit Committee reviews these key risks and the related framework semi-annually, and the Board or appropriate Board committees discuss selected risks in more detail throughout the year.

Materiality assessment

We conducted a materiality analysis in 2020 in which we asked key stakeholders — including investors and customers — to identify material sustainability issues within our business. Our objective was to help ensure we integrate relevant opportunities and risks into our business strategy. Areas identified as most material to our business include data privacy, cybersecurity and diversity and inclusion. Throughout this report, we provide further detail and expand on our management approach to these topics. We review the materiality assessment periodically to ensure our ESG initiatives are focused on the right areas. The next assessment is expected to be conducted in 2022.



United Nations Global Compact

We are members of the UN Global Compact, affirming our commitment to embed sustainability across our business. As part of the development of our sustainability and citizenship strategy, we have identified four UN Sustainable Development Goals (SDGs) that we believe IQVIA can have the most impact in advancing.

WE SUPPORT



Sustainable Development Goals

Statement of Commitment

3 GOOD HEALTH AND WELL-BEING



We use our data insights and clinical expertise to help our partners accelerate access to more advanced and affordable healthcare treatments around the world. See page 44 [Public section]

5 GENDER EQUALITY



We are committed to maintaining a culture of inclusion in which women and people from diverse backgrounds can fully contribute to the growth and success of our business. Approximately 60% of our global employees are women, with 51% women at the manager level. See page 33 [Diversity & inclusion section]

12 RESPONSIBLE CONSUMPTION AND PRODUCTION



We are committed to reducing waste. In 2021, we removed 100% of single-use plastic in all our office facilities. We continue to evaluate our waste footprint and will determine appropriate next steps in 2022 to further reduce our environmental impact. See page 68 [Planet section]

13 CLIMATE ACTION



In recognition of the need to reduce our environmental footprint and progress towards becoming carbon neutral, IQVIA will set a science-based target, certified by the Science-Based Targets initiative (SBTi), by the end of 2023. See page 68 [Planet section]



IQVIA Greece

Corporate governance

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

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

You can read more about our corporate governance practices in our [2022 Proxy Statement](#).

Ethics and compliance






Wherever we do business in the world, ethics and integrity form the core of everything we do. Each of our employees' decisions and actions shape our reputation and propel our business forward. Because ethics and compliance are so critical to our business, we have a section dedicated to the subject in this report. **Read more about ethics and compliance on page 58.**

We are also deeply committed to the ethical and responsible management of our data and have robust management systems in place for data privacy and cyber security. **Read more about our approach to data privacy and cybersecurity on page 57.**



Stakeholder engagement

Building and maintaining relationships with stakeholders is critical to our long-term success. We maintain open and regular communications with our stakeholders and their insights help inform our strategy and decision-making processes. We are committed to ensuring our key stakeholders are well informed about our ESG program through these meetings and our public disclosures.

Stakeholder group	Communications channels (examples)	
Employees 	<ul style="list-style-type: none"> • Company intranet • E-mail communications • Town halls 	<ul style="list-style-type: none"> • Employee hotline • Surveys • Company mobile app, GO IQ
Customers 	<ul style="list-style-type: none"> • Direct outreach • Formal engagement processes (i.e., RFPs and questionnaires) 	<ul style="list-style-type: none"> • Customer satisfaction surveys • IQVIA-led conferences
Investors 	<ul style="list-style-type: none"> • Targeted outreach • In-person and virtual meetings • Industry conferences 	<ul style="list-style-type: none"> • IQVIA Analyst and Investor Conference • Annual shareholders meeting
Public 	<ul style="list-style-type: none"> • Direct engagement • Research contributions via the IQVIA Institute for Data Science 	<ul style="list-style-type: none"> • Conferences and round table forums • Board memberships
Government (as regulators and customers) 	<ul style="list-style-type: none"> • Direct engagement • Formal information requests and engagement 	<ul style="list-style-type: none"> • Conferences and round table forums



People



IQVIA Day
Israel



People

Our approximately 79,000 employees help us drive our business success and achieve our ambition to advance human health. Investments in our people are motivated by our desire to have an engaged and connected workforce. This results in high productivity and better results for IQVIA. In an industry as competitive as ours we also recognize that employees who feel supported contribute to higher retention and recruitment rates.

We are a diverse global team — comprised of a wide variety of professionals such as clinicians, data scientists, epidemiologists, software developers and more — and we share a passion for collaboration and solving complex problems.

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

We are committed to creating an environment where all employees can bring their authentic selves to work, are respected and heard and where people from all backgrounds can contribute and share in our growth. We foster a workplace where opportunity and advancement are accessible to everyone.

Ensuring the health and safety of our employees is essential, whether they work in offices, in the field or in labs. We provide an array of services and programs in support of our employees and believe that as we emerge from the pandemic, we must make even greater efforts to ensure their physical safety and mental well-being.



Connecting with employees

Maintaining connection and community with our employees is critical to our success, especially as our ways of working evolve in response to the pandemic. We keep open channels of communication to ensure employees are apprised of important company matters, which include frequent updates on our strategy and business performance. Our CEO and executive team hold regular town halls during which employees can ask questions and directly engage with senior management. We also rely on our digital expertise to develop and deploy meaningful internal platforms so that employees can connect and engage with one another.

The Future of Work

At IQVIA, we took the opportunity presented by the pandemic to completely rethink and revolutionize our workplace. We are taking an innovative yet thoughtful approach to defining and implementing new policies and processes to emerge stronger in the new normal. In 2021, we began to deploy our Future of Work strategy, which was designed to address employee feedback for more flexibility, and it will facilitate approximately 80% of our employees working in flexible arrangements, reducing our physical footprint and the employee commute impact on the environment. We are aligning the strategy to three core principles: *Think differently. Make stronger connections. Evolve and grow.* Our targeted roadmap includes the following workstreams:

- **Workplace:** Optimizing the workplace ecosystem by determining the most effective work arrangements considering our real estate portfolio and the impact on global business travel solutions.
- **Workforce:** Empowering a productive and engaged workforce by developing and implementing community and engagement frameworks to enhance collaboration and improve productivity.
- **Technology:** Enabling a more effective workforce through technology by assessing and implementing technology investments to support our employees and ensure that we can innovate, collaborate and grow successfully.
- **Go-to-market:** Transforming our approach to customer centricity by listening to our customers in order to lay the foundation for future state. We will evaluate different engagement methods to enhance relationships with clients, showcase our solutions and demonstrate value.



The Future of Work in Action

- Our Future of Work website provides quick and easy access to training and resources to help employees make the MOST of their time at work so that they can achieve work life balance in the Future of Work. We are focused on four key areas:

MOST



We are reconfiguring our office spaces to deliver a variety of workplace settings that may include collaboration space, flexible meeting space, bookable workstations and shared space. Our new designs are inclusive and take into consideration the needs of our diverse workforce.

- Our new, immersive conference rooms are equipped with zero-touch start up, meaning no dial-in needed, in addition to sophisticated camera and display technology to allow for enhanced productivity.
- Our Virtual Engagement Training is an enterprise-level virtual engagement toolkit to upskill Go To Market teams in conducting virtual engagements and building virtual relationships.

aspire'21

BRAVE MINDS CONNECTED

Aspire Event

In June 2021, we held our Aspire21 People Conference in EMEA (Europe, Middle East and Africa), our largest region. The event was open to nearly 25,000 employees across five time zones, representing more than 50 countries. The objective of the online event was to bring people together in a real-time and interactive way to network, connect and explore; and to think about future opportunities and to build community.

The three-day conference was centered on the themes of Brave Minds, Build Connections and Bold Ambitions. It included 14 live sessions, including *How to Build Your Network* and *Finding Your Way Within IQVIA*, and more than 35 roundtable discussions on topics such as *Women in Leadership* and *Work(life) Balance*. Participants appreciated hearing from their colleagues and engaging on topics that are important to them, such as sustainability and the environment, well-being and work-life balance.





Listening to our employees

In 2021, we conducted two company-wide employee surveys, which provided a valuable opportunity to hear the perspectives of our employees around the world on a regular basis and was especially important during the largely remote working environment caused by the continuing pandemic. Receiving and responding to employee feedback is an important facet of our human capital management strategy, and to focus attention on it, we have added responsiveness to employee feedback to the metrics that determine the 2021 short-term incentive awards for our named executive officers.

We received **more than 54,000 responses** in each of our Q2 and Q4 surveys in 2021, with an average **participant rate of 76%** across both surveys. We continue to see an increase in all areas with **85% of respondents feeling engaged** with IQVIA, which is four points better than prior year and four points above the FORTUNE 500 company benchmark. Key areas where score increased:

- Employees recommending IQVIA as a great place to work: 84% (up three points from prior year)
- Employees agreeing that their manager gives regular feedback on their performance: 83% (up three points from prior year)
- Employees feeling part of a team: 85% (up one point from prior year)
- Employees acquiring the knowledge and skills needed to be effective in their jobs: 85% (up one point from prior year)

up 4 points
from prior year



84%

Employees recommend IQVIA as a great place to work.

up 3 points
from prior year



83%

Employees agree that their manager gives regular feedback on their performance

up 1 point
from prior year



85%

Employees feel part of a team

up 1 point
from prior year



85%

Employees acquire the knowledge and skills needed to be effective in their jobs



In 2021, we also took specific actions to address the following topics, which were identified as areas for improvements in previous surveys:

- **Achieving career goals.** We launched the Talent and Learning Hub and Technical Literacy site to provide training and tools that help employees develop the skills needed today and support their readiness for new opportunities in IQVIA.
- **Living up to our objective of working bolder, smarter, leaner.** During the first half of 2021, we hosted forums to understand employee perceptions. Based on this input, we launched the #MyVision22 campaign to provide tangible examples that demonstrate how teams across the company are contributing to IQVIA's growth and success.
- **Having the resources to work effectively.** We organized several events to determine the technology solutions and tools required to support employees and ensure we can innovate and collaborate successfully in a hybrid work environment.
- **Practicing open, honest and direct communication.** We held discussion forums with employees to learn about their communication preferences to help us build an environment of more transparent and open dialogue.



Well-being and health and safety

In today's rapid-paced and ever-evolving workplace, we endeavor to ensure the personal well-being of our employees and their families. We continue to invest in resources and incentives to take care of our employees and provide the tools and support so they can thrive at IQVIA.

Benefit plans to meet employees' needs

We provide a variety of health and welfare benefit plans that are available to employees and their family members, based on their location and specific country regulations. Plans may include:

- Medical, dental and vision coverage
- Telemedicine and on-site medical care
- Critical illness coverage
- Disability, accidental death, pet and life insurance
- Tuition reimbursement
- Identity theft protection
- Commuter benefits
- Locally relevant savings and retirement plans such as pensions and 401(k) plans

In addition, we provide parental leave for all full-time employees for the birth or adoption of a child, with variability in leave time dependent on location. We also provide paid leave for other life matters, including sick time, bereavement, jury duty, military service and time off for voting, depending on country-specific policies.





Well-being

In 2021, we launched our IQVIA Global Well-being Program (Healthy You), which includes a set of initiatives aimed at supporting employees and their families across four pillars of well-being, each with specific focus areas:

- **Healthy Minds:** Work-life-balance, stress and/or anxiety management and emotional resilience
- **Healthy Bodies:** Working environment, fitness and sport, nutrition and food and sleep
- **Healthy Connections:** Connectedness and loneliness, happiness and gratitude and giving back.
- **Healthy Finances:** Insurance, income and debt management and financial planning

We have an intranet platform dedicated to the program where we share resources and tools for our employees. In addition, our human resources well-being champions and local well-being champions network, plan and implement well-being activities locally.

Employee Assistance Program

One of the key initiatives of our Global Well-being Program is having a safety net that is easily accessible by all employees and their loved ones to support their mental health. As such, all employees and their family members now have access to their local Employee Assistance Program (EAP), which includes counseling and education resources focused on a variety of topics, such as stress management, work-life balance, financial planning, social connections, nutrition and time management. The EAP also provides additional support and resources to managers and supervisors in their role of leading a team.

Various training sessions were organized in 2021 to help our employees familiarize themselves with the newly launched EAP. We also offered training to help our managers understand the importance of mental health, equip them with confidence and competence to identify employees at risk and intervene in an appropriate and effective way.

World Mental Health Day

We want our employees to feel cared for, and we recognize the importance of acknowledging the stress that many feel both at work and at home. In support of our employees' mental health, we celebrated World Mental Health Day on October 12, 2021, by holding virtual events across the globe. We offered seminars providing tools and techniques to help individuals take a positive and active approach to prioritizing their well-being. We also hosted sessions focused on a variety of holistic well-being topics including mental health and digital mindfulness, in addition to offering guided meditations and instructor-led yoga classes.



Regional programs

Our Healthy You well-being program in the United States offers employees a range of well-being benefits, including convenient flu shots; telemedicine services for medical, behavioral and dermatology; nutrition counseling; stress management webinars; diabetes-prevention program; tobacco-cessation support and reimbursement for wellness-related expenses.

In 2021, we launched an innovative new digital program to support employees' musculoskeletal health and help them reduce back, neck and joint pain. Participants received a tablet computer, wearable motion sensors, personalized exercise therapy and health coaching to help guide them through a pain-relief program.

In India, we offered numerous well-being sessions each month targeting the physical, mental and emotional health of our employees. Sessions included Building Mental Resilience, Managing the Well-being of Children, Digital Detoxification and Food for Well-being and Resilience, among others.

Health and safety

Creating a culture of safety so our employees can remain healthy and productive remains a priority at IQVIA. In support of this effort, we incorporate environmental, health and safety laws and regulations into our policies and procedures throughout our organization.

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

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





Protecting employees against COVID-19

As we begin to welcome employees back to the office environment, we are taking actions to mitigate against potential risks from COVID-19. Our offices have been redesigned to allow for more open and socially distanced working areas, and **we are implementing hybrid work models that allow employees the flexibility to work from home part time**, limiting the number of employees on site.

For our lab-based employees who have remained on site full time throughout the pandemic, we continue to conduct daily temperature checks and require face coverings. In addition, we have reconfigured our labs to allow for social distancing and have installed partitions where necessary. **Our efforts will continue to evolve as appropriate as the pandemic also evolves.**

We also have a large portion of our workforce in the field, visiting hospitals and supervising clinical trials. For these employees, we continue to use our mobile app, which was designed by our in-house digital team, and which enables them to register their temperatures and other physical symptoms, allowing them to track and monitor their health on a regular basis.

In India, where we have our largest number of employees, **IQVIA facilitated vaccine drives, providing access for employees and their dependents at our larger locations** in Bangalore, Kochi, Powai and Thane, in partnership with large hospital chains. Access to vaccines at our smaller locations was provided through local hospitals.



IQVIA vaccine drive
Japan



Laboratories

Approximately **5,000 employees work in our laboratory business across the United States, United Kingdom, South Africa, Singapore, India, Japan, China and Argentina.** Our labs have certified and integrated environmental and occupational safety and health management systems to **ISO 14001:2015** and **ISO 45001:2018.** Depending on the location and services provided, accreditation also will include **ISO 14001, CAP ISO 15189, ISO 9001, NGSP Level 1, ANVISA, ISO 45001, CDC Lipids, CLIA and MOH Certified Laboratory.**

We have **mandatory health and safety training for all lab employees, including recognizing biological and chemical hazards.** In 2021, we introduced a new training focused specifically on lab ergonomics.

In 2021, we conducted numerous external audits across all of our laboratories to ensure compliance with government regulations and adherence to our policies and procedures. We also conducted hazard-spotting inspections at numerous sites to help identify potential hazards and support a safe working environment.

Metrics

We track accidents that occur in our labs and share data across our sites to identify risks, establish best practices and reduce the likelihood of future accidents. We are committed to publishing our health and safety data as part of our commitment to more robust and transparent sustainability reporting.

Emergency preparedness

With a workforce of approximately 79,000 people located all around the world, our priority is to keep our employees safe in case of an emergency, such as a natural or manmade disaster or civil and political unrest. **Our Business Continuity (BC) and Disaster Recovery (DR) team** is responsible for employee safety no matter where in the world employees are located or traveling. We have a Global Emergency Notification system for all employees, as well as policies, procedures and BC and DR Plans that are reviewed and updated annually. We also have robust systems and processes in place for the protection and security of our data centers worldwide in response to any emergency.



	2021	2020	2019
Total recordable incident rate	0.68* (better than industry average of 2.0)	0.14	0.16
Total labor hours worked	8.21M	6.96M	6.40M
Lost time incident rate (hours)	0.17 (better than industry average of 0.7)	0.14	0.09

*Data is from our Q2 laboratories only. In 2021 we had 28 reportable incidents (up from five in 2020), comprising musculoskeletal injuries in labs or lacerations from box openers. We attribute this increase primarily to the large number of new employees in 2021, as new employees historically are at higher risk of injury. In order to address this increase and continue to keep our employees safe, we have deployed online lab ergonomic training and are developing a Global EHS Alert requiring all Q2 sites to review box opening procedures and apply required best practice.



Diversity and inclusion

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

Attracting, developing and advancing diverse talent at all levels is critical to our business and is an essential element of our inclusive, innovative workplace. We have programs that help us in our efforts, including our Employee Resource Groups and D&I training.

In 2021, we continued to build on our existing programs. In recognition of the growth of our D&I programs globally, we hired a senior leader of our D&I program. Although D&I is everyone's responsibility, the objective of this new role is to have a dedicated resource accountable for evolving and strengthening our D&I strategy over the coming years.



2021 Diversity and inclusion by the numbers globally

Our diverse global workforce consists of approximately

79,000

employees supporting IQVIA's operations in more than

100

countries and representing approximately

90

different ethnicities

Approximately **60%** of our **global employees are women**, with **51%** **women at the manager level**



women



women managers

2021 Diversity and inclusion by the numbers in the United States

Approximately



61% of **employees** are women



and **39%** are men

Approximately



63% of **new hires** are women



and **37%** are men

Approximately



of our **employees** identify as white



identify as non-white and



identify as Black of African-American

Approximately



of our **new hires** identify as white



identify as non-white and



identify as Black of African-American



Employment Information Report (EEO-1)

As part of our continued commitment to transparency, IQVIA has made its most recent EEO-1 Component 1 report publicly available on our website at <https://www.iqvia.com/about-us/corporate-responsibility/ESG>. The EEO-1 Component 1 report is a mandatory annual data collection by the U.S. Equal Employment Opportunity Commission that requires All private sector employers with 100 or more employees, and federal contractors with 50 or more employees meeting certain criteria, to submit demographic workforce data, including data by race/ethnicity, sex and job categories.

Some key statistics from the report for December 2020 include:

- Total U.S. employee population per the EEO-1 report
 - » Approximately 61% are women
 - » Approximately 35% identify as non-white
 - » Of the approximately 35% that identify as non-white, approximately 11% identify as Black
- Employees comprising the three most senior job categories per the EEO-1 report:
 - » Approximately 62% are women
 - » Approximately 35% identify as non-white
 - » Of the approximately 35% that identify as non-white, more than 9% identify as Black



Update on our Black Outreach and Engagement Initiative

Our Black Outreach and Engagement (BOE) Initiative was launched in the United States in 2020 to ensure the voices of our Black community were heard. In response to the feedback we received, we have continued to focus our efforts on three pillars:

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

Our 2021 initiatives included multiple diversity learning opportunities, expanded recruitment outreach to diverse campuses and professional networks, mentoring and sponsorship initiatives and increased internal and external communications in line with our commitment, all of which are detailed throughout this chapter. Going forward, we plan to expand on the learnings from the BOE Initiative to evolve a global D&I strategy that recognizes and engages the rich diversity of our employees around the world.



Training and education

Our senior executive team participated in comprehensive D&I training in 2020, led by a D&I advisory firm. In 2021, in response to the success of those trainings, we expanded them to a broader audience of leaders in the United States. We are also piloting training in our EMEA region with a focus on all dimensions of diversity. In addition, we offered training to every employee on implicit bias and to all managers on inclusive teams. In addition, we continued to invest in training specific to managers, as well as in mentoring and sponsorship programs.

Real Talk for managers

In 2021, we launched Real Talk, an initiative to help our managers understand and navigate important topics around D&I. Sessions included information on how to expand individual perspectives on race and racism, tackle tough conversations and promote dialogue and ally-ship. In this inaugural year, more than 275 managers participated in the program.

Mentoring for inclusion

Mentoring for Inclusion is a reverse mentoring program for our U.S. employees designed to help senior leaders (mentees) understand the experiences of Black employees (mentors) in the workplace. The discussions between participants are designed to be collaborative and informational, resulting in shared knowledge in a positive and trusting environment.

Sponsorship program

Through our Sponsorship Program in the United States, we help to develop a diverse pipeline of future leaders and support high-potential talent in network building and career development. In 2021, we paired high-potential employees from diverse backgrounds with senior leaders to support the development and career progression of the junior employees and to nurture our diverse future talent.



Employee Resource Groups

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

In 2021, we added two new ERGs — the Black Leadership Network and the Multi-Faith Network — bringing our total to seven. These groups are employee-led, voluntary and open to every employee. Each ERG has a mission that is aligned to our vision, values and core operating principles. ERGs continue their engagement efforts online, hosting virtual events and meetups and ensuring a sense of community despite our continued remote working environment.

In 2021, our ERG membership grew to more than

4,000
participants
worldwide, a
60% increase

in membership over the past year, with multiple chapters being established across the globe.



 IQVIA
BLN
Black Leadership Network

BLN is open to all employees and aims to maintain an inclusive community that supports professional development, knowledge sharing, collaboration and business success for Black employees.

 IQVIA
EPN
Emerging Professionals Network

EPN builds community among leaders and emerging professionals through networking, personal development and volunteerism in order to pave the way for IQVIA's future growth and success.

 IQVIA
LGBT+
Lesbian, Gay, Bisexual and Transgender + Group

LGBT+ Group supports the ability for all people at IQVIA to be their authentic selves by fostering an inclusive, equal and inspiring culture for LGBT+ employees.

 IQVIA
MFN
Multi-Faith Network

MFN fosters a culture of openness and diversity and provides a place where IQVIA employees can connect with people of different faiths or for mutual support.

 IQVIA
REACH
Race, Ethnicity And Cultural Heritage Group

REACH Group aims to create a supportive and collaborative community for IQVIA employees who represent racial, ethnic and cultural minorities across the globe.

 IQVIA
VERG
Veterans Employee Resource Group

VERG connects active duty and transitioning service members and veterans at IQVIA while advocating for and supporting active duty and veteran causes that align with IQVIA's core values.

 IQVIA
WIN
Women Inspired Network

WIN fosters a corporate culture that inspires women to excel in their careers at IQVIA and within the biopharma industry.



Enhanced diversity recruitment efforts in the United States

One of our hiring objectives is to ensure broad diversity in our job applicant pool. We continue to make investments across our recruitment programs to meet this objective.

In 2021, **we participated in college fairs at numerous Historically Black Colleges and Universities (HBCUs)** across the United States. IQVIA was also a sponsor of the **Thurgood Marshall College Fund's (TMCF) Level Up conference**, managed by the TMCF's Leadership Institute. The Leadership Institute is a national program intended to develop HBCU students' leadership skills, provide organizations access to a talented and diverse student population and help students make connections that lead to careers.

We also partnered with the following professional networks to extend our recruitment outreach efforts:

- **The Raleigh Chapter of the National Black MBA Association (NBMBAA):** The mission of the NBMBAA is to lead in the creation of educational, wealth building and growth opportunities for those historically underrepresented throughout their careers as students, entrepreneurs and professionals.
- **Black Women in Science and Engineering (BWISE):** BWISE was founded in 2015 to support underrepresented women in bridging the leadership gap through networking, mentorship and career development.
- **The National Medical Association (NMA):** The NMA is the collective voice of African-American physicians and the leading force for parity and justice in medicine and the elimination of disparities in health.
- **National Sales Network (NSN):** NSN is a not-for-profit membership organization whose objective is to meet the professional and developmental needs of sales and sales-management professionals and individuals who want to improve their professional sales skills.

Partnership activities include hosting networking events with IQVIA staff and network members, sponsoring network events and including open IQVIA jobs on the member network sites.

In 2021, we launched unconscious bias training for recruiters and hiring managers. We also introduced an artificial intelligence-enabled job applicant screening and matching tool to assess resumes and match candidates against job specifications to reduce the potential for subjectivity and expand potential hiring pools.

IQVIA's commitment to diversity and inclusion in clinical trials

Our commitment to diversity and inclusion extends beyond our own workforce. As a business we have a responsibility to work to ensure equality in the broader healthcare system in which we operate.

It is incumbent on all of us entrusted to deliver clinical trials — sponsors, CROs and investigator sites — to enhance access to trials for historically underserved populations and contribute to improved understanding of potential sources of outcome variability.

We were founding members of the **Preparedness and Treatment Equity Coalition**, which is dedicated to reducing inequities in pandemic preparedness by studying and identifying health system reforms to reduce health disparities, including issues with access to testing and treatment, lower rates of adult vaccinations and higher rates of conditions such as metabolic and cardiovascular diseases. We also engage with industry stakeholders and advocacy groups to actively influence regulatory guidance and initiated development of clinical trial sites that serve underrepresented populations.



Diversity and Inclusion in Clinical Trials initiative

IQVIA has established an R&DS Diversity and Inclusion in Clinical Trials (DICT) initiative and invested in allocating expertise and resources that span across our organization — enhancing our ability to deploy innovative approaches that deliver on growing customer demand and regulatory expectations.

Trial lifecycle approach

Our trial lifecycle approach to achieving clinical trial diversity is underpinned by a deep understanding of the issue, real world data, domain expertise, technology and advanced analytics, bringing more precision and predictability to sponsors' efforts to enroll clinically relevant populations within established enrollment timelines.

IQVIA believes achieving diverse representation in clinical trials must start long before recruitment planning. We recommend a proactive, concerted approach that begins at the earliest stages of trial planning by incorporating an understanding of the clinical and demographic characteristics of the intended population and then deliberately factoring insights and established goals into site selection, site training and the recruitment strategy, accompanied by close monitoring throughout recruitment and trial conduct.

1.7X

Meaningfully higher inclusion of diverse populations enrolled in COVID-19 vaccine trials versus peers

Emergency Use Authorizations (EUAs) Filings for Vaccines and Related Biological Products Advisory Committee Meetings



Decentralizing clinical trials for increased access

We are a leader in decentralized clinical trials (DCT), which reduce the burden of clinical trials on patients and allow a broader population to participate as a result. Our tested DCT models, unparalleled data and comprehensive technology portfolio empower trial sponsors by expanding geographic reach and providing access to diverse populations and difficult-to-reach candidates.



Talent and learning

We want our employees to grow, develop and reach their full potential. Nurturing talent is critical in a highly competitive industry, and it keeps our employees motivated and engaged.

At the forefront of science and technology, our people have some of the most sought-after skills in today's workforce, with jobs including machine learners, data scientists, clinical research associates, biostatisticians, software developers and life scientist consultants. **We know the workforce of the future is multitalented and adaptable, so continuously developing our people's skills is imperative to future-proofing our business.** We invest in their development through various talent and learning initiatives that always have an eye on the evolving workplace environment. Our strategy is focused on supporting business growth, optimizing our offerings through enhanced digital tools and building the future leaders of IQVIA.

The world has entered a new era of work, one in which people demand flexibility in their workplace environments. Our employees are no exception. To remain an employer of choice, we must respond to their needs and the changing needs of the business. IQVIA successfully pivoted to flexible working in response to the pandemic and as we emerge from it, we are offering hybrid models, where employees can work remotely and on location. To accommodate this evolution, we are enhancing our talent and learning approach so that our employees can continue to thrive.

Learning

We provide formal and informal learning opportunities, many of which focus on business-specific topics, such as client-focused training, technology, analytics, clinical and therapy areas and more. In addition, we offer training on general topics such as project management, leadership and business acumen. Having shifted the majority of our in-person training to digital platforms at the start of the pandemic, we continued to maintain a virtual approach in 2021.

Access for all

In 2021, we centralized all of our learning opportunities and provided access to all trainings to every employee worldwide through our Talent and Learning hub. Democratizing our training has given all employees a common, one-stop shop for all their talent and learning needs. There have been **more than 1 million visits to our Talent and Learning hub** since its launch in mid-April 2021. The ease of access to training has resulted in the completion of **more than 1.45 million e-learning programs** in various subjects, including technology, client-facing skills and project management skills.

Leadership programs

Leadership development is one of the key drivers of our talent strategy. With an employee population of highly skilled and specialized professionals, we recognize our workforce is in high demand. We invest to keep them engaged and develop them into our next generation of leaders. Our leadership programs aim to provide:

- broader knowledge of our business to fully understand the breadth of IQVIA
- expanded leadership skills, tools and insights
- help to build employees' business networks through increased collaboration across the organization
- increased exposure to colleagues and senior leaders.





Future Leaders Program

Our Future Leaders Program is a robust training developed for employees at the director level and above. In 2021, **85 attendees from 22 countries** took part in the four-month virtual program, and nearly **150 employees** have participated since the program’s inception in 2020. Sessions consisted of live webinars co-led by senior executives, peer coaching, business projects and skills assessments. Feedback continues to be positive, with 90% of participants saying the program will help them become more effective leaders, and 92% saying they will apply what they have learned.

Emerging Leaders Program

In 2021, we piloted our Emerging Leaders Program, targeted to employees at the manager level. Our first cohort included **more than 204 people from 36 countries**. Business leaders and subject matter experts from across the organization taught online sessions on topics such as agility, collaboration, executive presence and decision making. In addition, participants received peer coaching, 360-degree assessments and individual development plans.

Diversity and inclusion learning

Developing meaningful diversity and inclusion learning opportunities is an important part of our overall approach to D&I, and we continue to expand our efforts in this area. See page 33 for more detail.

IQVIA awarded for talent excellence

In 2021, IQVIA received six **Human Capital Management Excellence Awards** from the Brandon Hall Group, recognizing our talent and learning program excellence across the following categories:

- Results of a Learning Program
- Use of Blended Learning
- Use of Video for Learning
- Advance in Creating a Learning Strategy
- Unique or Innovative HR Program.

Since 1994, the Brandon Hall Group’s prestigious and globally recognized Excellence Awards recognize the best organizations for successfully developing and deploying programs, strategies, processes, systems and tools that have achieved measurable results.

In addition, our Chief Learning Officer was awarded with two **Chief Learning Officer Learning in Practice awards**: the Gold award for Talent Management and the Silver Award for Business Impact.





2021 Learning by the Numbers

Learning Edge (our internal learning platform)

~1M

visits to our Talent and Learning hub since its launch in April 2021

~1.45M

e-learnings completed

~1M

estimated training hours

LinkedIn Learning

2.6M+

videos viewed

85,000+

courses completed

4+

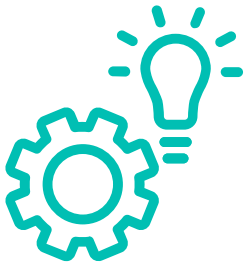
average hours of learning per user

6,400+

participants completed a Connected Learning program, of which

3,000

participants completed a LEAN program



A Decade of LEAN at IQVIA

IQVIA formally launched our LEAN program ten years ago with a small group of U.S. and European employees trained in the principles of LEAN. Since then, we have expanded the program enterprise-wide, providing more tools and training options for all employees. More than 4,000 colleagues were trained in LEAN during 2021, bringing the total number of LEAN trained employees to more than 10% of our headcount.

In 2022, we will launch a new "LEAN for Sustainability" program, which will help build on our culture of sustainability and identify opportunities to reduce waste and minimize our environmental impact across multiple projects moving forwards.



Talent development

We believe growth through new experiences leads to career development, and we endeavor to provide an environment that promotes such talent growth. We engage employees on their purpose, strengths and agility and encourage them to remain curious and flexible in their careers, exploring opportunities across the organization.

Employees take ownership for their development in partnership with managers, mentors and others. Similarly, performance management is driven by ongoing conversations about priorities, contributions and development. We listen to employees through

initiatives such as our annual pulse survey, which includes numerous questions on talent development, so that we can fully understand if employees have the tools they need to thrive.

Own Your Career is a microsite on our intranet dedicated to helping our employees manage and achieve their career goals at IQVIA. The site includes numerous resources, as employees consider their career aspirations. We have included a skill and experience gap analysis tool to discover strengths, resources to help map networks and gain insight from others, job descriptions and access to current job openings.





Public





Public

IQVIA operates at the nexus of healthcare and data analytics, advanced technology and domain expertise. Equipped with unparalleled knowledge and insights into the global healthcare system, we understand that **we have an opportunity to contribute meaningfully to efforts to address some of the world’s most pressing healthcare challenges.**

Our mission is to improve health system performance, better inform decision making, improve access to medicines and medical devices to enhance patient outcomes. Through the appropriate use of healthcare data and by working with both our commercial partners and with governments and non-governmental organizations (NGOs), we can improve research productivity, enabling patients to gain access to the right treatments more quickly.

We rely on sensitive data and information and as such, must manage it responsibly to protect privacy and ensure we can continue to advance healthcare worldwide. Our work demands the highest ethical standards built on a culture of integrity that we promote through training, transparent communications and a commitment to compliance. Within that framework, **we manage a world-leading data privacy operation that protects the confidentiality of our information while ensuring its reliability and usability.**

From a charitable perspective, we go beyond our core understanding of health to offer grassroots support to organizations through donations and volunteering efforts. We incentivize our employees to engage with their communities, wherever they are in the world, and to offer their time to volunteer and serve those in need.

Improving Outcomes for Patients and Populations

We believe we can meaningfully contribute to improving healthcare outcomes around the world and advancing human health. One of the most important ways we do this is through collaboration. **We dedicate a significant amount of time and resources to working alongside governments, NGOs and academia to enable faster and more robust approaches to tackling some of the world’s most pressing health challenges.** It is our privilege and honor to collaborate with these institutions, and we feel a deep sense of responsibility towards pursuing this work.



Shifting focus to health and wellness approached prior to onset of the disease



Using artificial intelligence for early disease detection, treatment response prediction, and adverse event management



Accelerating discovery and development of new treatment modalities for high-disease burden conditions



Increasing delivery of scientific advances to those who will benefit most



Reducing care delivery burden on patients, caregivers and communities

We are relentless in our drive to uncover insights into healthcare issues alongside our partners, including government, NGOs, patient advocacy groups and academia.



2021 Patient Advocacy Summit

Through our 2021 Patient Advocacy Summit, IQVIA convened leaders of more than 80 patient advocacy organizations to participate in thought-provoking conversations to share ideas and best practices around relevant and timely patient-driven research and health data topics. The invitation-only event explored solutions to the most pressing challenges faced by organizations seeking to improve patient outcomes and to empower patient advocacy organizations to be the trusted source of all the best knowledge in their community, domain or disease area. Topics discussed included:

- Why patient advocacy leadership is poised to lead health research initiatives on behalf of their community and how to get action
- Diversity and inclusion in real world research and the role of patient advocacy organizations
- Understanding and addressing the operational challenges around health data initiatives
- Using data to address delayed and misdiagnosis in patients
- Perspectives on the changing role of registries in healthcare
- Strategies for building and mobilizing their communities.

IQVIA Innovation Hub

In 2021, we launched the IQVIA Innovation Hub, an organization that connects pioneering early-stage companies with IQVIA's unique ecosystem of capabilities to create novel solutions for our clients and drive accelerated patient impact. The Innovation Hub manages a growing portfolio of investments and partnerships, where we offer our industry leading expertise, access to our established client network, access to our partners, capabilities and financial capital to forward-thinking start-ups. By fusing emerging technologies and ideas with our existing capabilities, the Innovation Hub seeks to create commercial value for IQVIA and our clients through new capabilities that bolster our differentiation, create new sources of business, and help advance our mission of improving patient outcomes.

The IQVIA Innovation Hub is tapping into the significant and growing ecosystem of innovative healthcare start-up companies. To date, our partners include:

- **Belong.Life**; a global thriving patient community of more than 1 million patients and novel iBelong technology to stand up new patient communities across therapeutic areas
- **Helparound**; end-to-end mobile gateway for pharma patient support programs, connecting the silos from prescription, throughout patient enrollment, benefit verification, copay and all parts of patient journey.
- **Octopus.Health**; an artificial intelligence-based patient assistance platform, providing analytics to increase adherence, engagement and patient outcomes

Supporting Entrepreneurs in India

For the second year in a row, IQVIA was a Prize Partner of the National Bio Entrepreneurship Competition (NBEC), hosted by the Centre for Cellular and Molecular Platforms through the Biotechnology Industry Research Assistance Council Regional Entrepreneurship Centre. NBEC is India's largest event for bio-entrepreneurs and innovators to showcase science-driven innovation aimed at solving the country's challenges through scalable and sustainable business approaches.



Collaborations in action

Building a next-generation clinical trials network for sickle cell disease (SCD) patients

IQVIA is working with the **American Society of Hematology (ASH)** to develop a network of clinical sites and patient advocacy partnerships that will share electronic health record (EHR) data. The information will be shared from 17,000 ASH members and will enrich EHR data with patient-reported outcomes, claims and other important data points. At the end of 2021, 110 sites were in queue for integration into the network, with more than 30 sponsors interested in using it for studies.

Providing platform technology and services to enable national quality of care programs

The **American College of Surgeons (ACS)** National Surgical Quality Improvement Program (NSQIP) has noted that a lack of accessible evidence on patient outcomes after colorectal resection is making it difficult to support quality of care measures. In response, the ACS NSQIP is using IQVIA technology to measure patient outcomes after surgery in different sub-populations, which is helping to inform quality of care. After initiating the NSQIP dataset, following colectomy surgeries, the ACS reporting that there was a 30% reduction in urinary tract infections and a 22% reduction in surgical site infections.



Developing an AI algorithm to identify misdiagnosed adult Type 1 Diabetes patients

Challenge: Type 1 Diabetes (T1D) was once thought to be a childhood onset disease with a strong familial pattern, but it is now estimated that 90% of T1D patients do not have a family history of the disease, and almost half of newly diagnosed cases occur in adults, leading to frequent misdiagnosis.

Solution: IQVIA and JDRF sought to use real-world Ambulatory Electronic Medical Records (AEMR) data to construct a predictive AI diagnostic model to identify T1D patients most likely to be misdiagnosed as Type 2 Diabetes (T2D) and deploy these learnings into clinical care.

Value: The analysis showed that nearly 40% of adults with T1D are initially misdiagnosed with T2D, leading to ineffective care (e.g. high risk of diabetic ketoacidosis). Additionally up to 10 million+ T2D patients in the United States exhibit risk factors that point to potential misdiagnosis of T1D. To date, there have been two AI models trained using more than 650 predictors found in routinely collected AEMR data and validated retrospectively on almost 2 million unique patients.

- JDRF and IQVIA are currently recruiting health systems for prospective interventional validation and deployment of this algorithm as a decision support tool for clinical care teams.



Combating sepsis and changing lives

Challenge: Sepsis is difficult to diagnose and complex to treat, requiring high levels of coordination. Quick progression of the disease leads to 5,000+ pediatric deaths in the United States annually and long-term health issues for survivors.

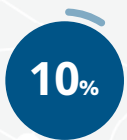
Solution: IQVIA supports the data collection of indicators, occurrences and management processes for sepsis-related events.

Value:

- Improvements in identifying sepsis earlier and initiating timely treatments leading to a decrease in mortality rates
- Creation of first evidence-based guidelines for the pediatric sepsis using analysis from registry data
- Reduction in nurse time spent reviewing sepsis charts
- 56% of participating hospitals reported screening improvements for sepsis, among other positive indicators



Increased use of diagnostic processes



Decrease in time to first IV antibiotics



Decrease in sepsis-related mortality

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

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

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

Furthering the use and acceptance of real world evidence

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



Measuring and predicting how children with Autism Spectrum Disorder respond to treatment

Challenge: There is a lack of disease-specific instruments to capture symptoms and functional abilities for patients with Autism Spectrum Disorder (ASD).

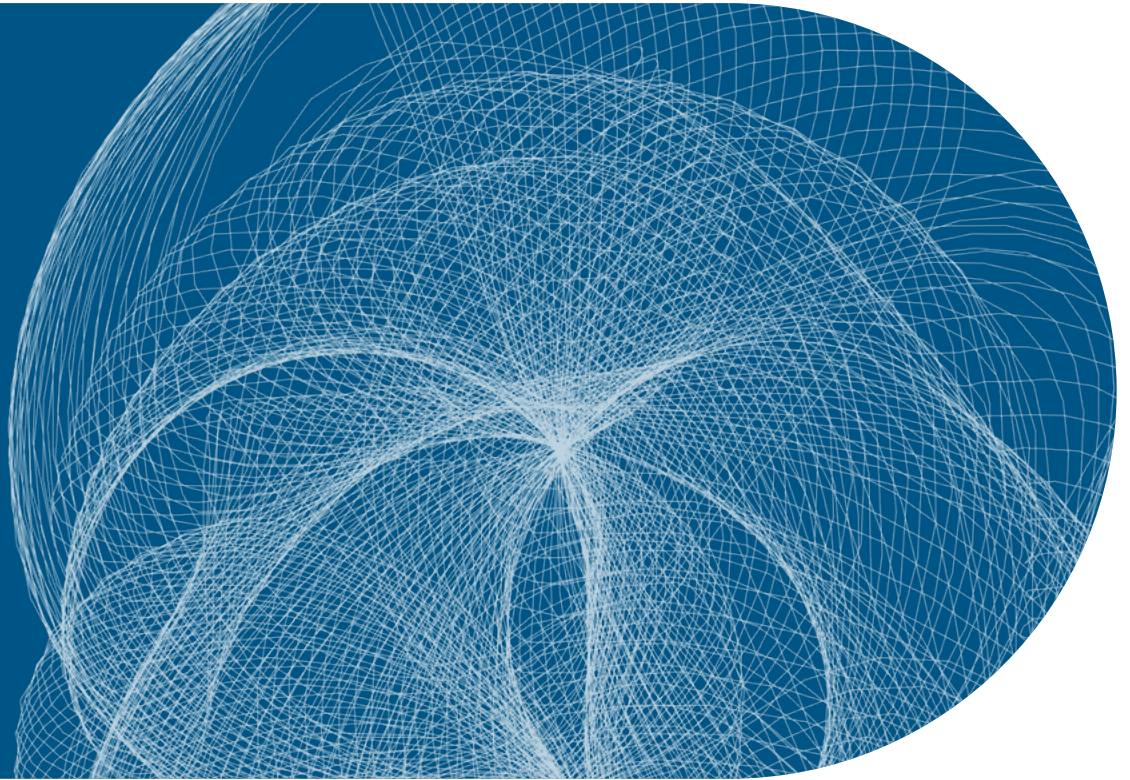
Solution: As registry partner for the Autism Biomarkers Consortium for Clinical Trials (ABC-CT), IQVIA designed and developed innovative data collection methods and tools. ABC-CT was a multi-center research study based at Yale University that spans Duke University, Boston Children’s Hospital, the University of Washington/Seattle Children’s Research Institute and the University of California, Los Angeles. The consortium developed reliable and objective measurements of social function and communication in people with autism.

Value: ABC-CT became the first project to receive a candidate mental health digital biomarker accepted into the FDA Biomarker Qualification program.

500+
patients

32,000+
measures collected

15,000+
Embryonic Epithelia Gene 1 (EEG1), eye tracking and video files securely stored, maintained and made available



IQVIA Institute for Human Data Science

We recognize the vast potential of our business in contributing to the advancement of human health globally. One of the ways we can be effective is through thought leadership that is based on applying our information, analytics and expertise to important healthcare issues. For the past decade, the IQVIA Institute for Human Data Science (“the Institute”) has delivered timely research, insightful analysis and scientific expertise applied to granular, non-identified patient-level data. As a multi-stakeholder initiative, the Institute regularly engages with academic researchers, healthcare providers, payers, life sciences companies, health technology companies, patient advocacy groups and policymakers.

We communicate our perspectives to broad audiences, including government officials, policy leaders and the public through free published reports — available on our website here <https://www.iqvia.com/insights/the-iqvia-institute> — articles and webinars.

Researching what matters most

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

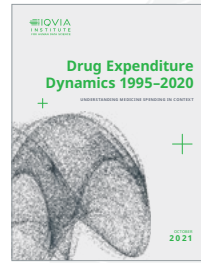


Delivering timely insights

We seek to research and publish findings that are topical and relevant to the medical community and the world at large. For example, in 2021, we published two reports that specifically address the impact of the COVID-19 pandemic on cancer screening and diagnosis:

- *Cancer Won't Wait*, in which we note that delays in cancer diagnosis as a result of COVID-19 are impacting cancer treatment and survival and are likely to do so for many years to come. We highlight some of the responses being taken around the world as well as suggestions for what should be done going forward. [Link: Cancer Won't Wait: Building resilience in cancer screening and diagnostics - IQVIA](#)
- *Lung Cancer Won't Wait*, in which we seek to summarize the current state of screening and diagnostic services for lung cancer in light of the pandemic, while reflecting on the issues that were already apparent when the pandemic hit. [Link: Lung Cancer Won't Wait - IQVIA](#)

Feedback on these reports indicate they have succeeded in drawing attention to this critical aspect of the pandemic's long-term impact. They have also helped build awareness among global stakeholders around some of the successful initiatives that have been pursued to address this issue in various countries.



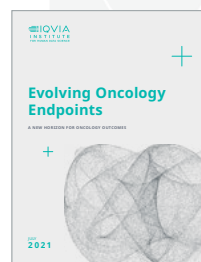
Drug Expenditure Dynamics 1995-2020: Understanding Medicine Spending in Context. While the level of drug expenditure is closely watched and often commented upon, the composition of that expenditure and its dynamics are not as well understood. In this report, we have included estimates of total drug spending, including hospitals and net of discounts and rebates for 11 countries. [[Drug Expenditure Dynamics](#)]



Digital Health Trends: Innovation, Evidence, Regulation and Adoption. Innovation in digital health tools brings new approaches to the management of health conditions. This study of covers trends in four areas — innovation, evidence, regulation and adoption — to assess how these new tools are becoming an entirely new therapeutic modality alongside traditional medicines and medical devices. [[Digital Health Trends 2021 - IQVIA](#)]



Global Trends in Research and Development (R&D): Overview through 2020. This report examines the trends in pharmaceutical research and development through the end of 2020. It provides an analysis of initiated clinical trials, including the impact of the pandemic and COVID-19-specific research. [[Global Trends in R&D - IQVIA](#)]



Evolving Oncology Endpoints: A New Horizon for Oncology Outcomes. This report examines trends in new and evolving oncology endpoints being studied in clinical trials. It also looks closely at how these endpoints could be used to evaluate clinical benefit, support regulatory approval and inform payer reimbursement decisions. [[Evolving Oncology Endpoints - IQVIA](#)]



Stakeholder collaboration

Our reputation for independent research means we are connected to a wide variety of healthcare experts. As such, we can organize robust and meaningful discussions with high-caliber participants from across the healthcare industry. Our thought leadership events include:

- Hosted webinars: public events focused on recent research, with expert panel discussions
- External forums: participation in third-party conferences and events to share perspectives and research
- Human Data Science Labs: multi-disciplinary, multi-stakeholder explorations of foundational issues
- Roundtables: expert exchanges of views on timely topics
- Academic research: engagement with and support for the research community.

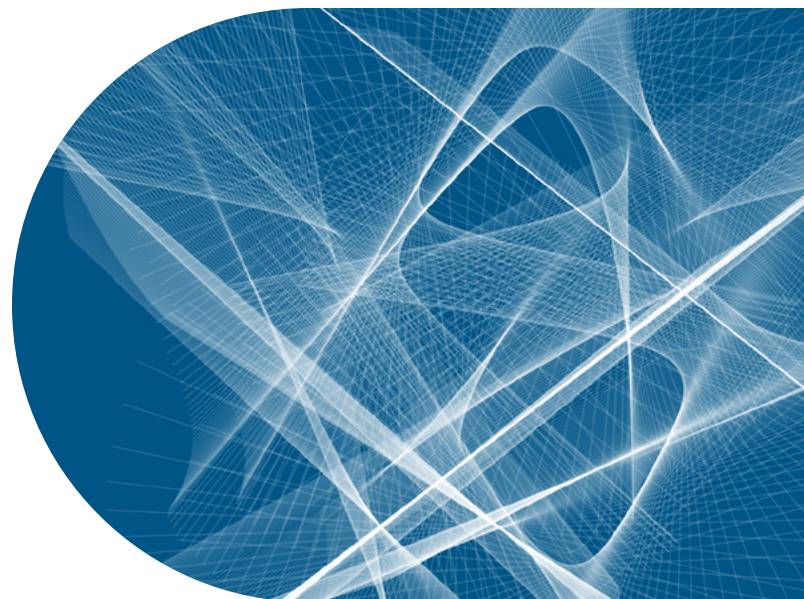
The IQVIA Institute Research Forum

To complement our research, we convene our annual IQVIA Research Forum, which brings together multi-disciplinary researchers in academia and other public and private institutions. Through the forum, researchers are invited to exchange perspectives and experiences in advancing our collective understanding of critical healthcare-related issues through evidence-based research, typically based on large real world data including (but not limited to) IQVIA data. We publish the outcomes of our forums to further drive understanding of these important issues.

The 2021 forum was held virtually with the theme **Expanding the Research Aperture to Advance Healthcare by Applying Human Data Science**. In addition to representatives from academia, healthcare associations, healthcare providers, insurers and other companies. **Speakers included Richard Burr, the Ranking Member of the U.S. Senate Committee on Health, Education, Labor and Pensions; and Max Bronstein, Assistant Director for Health Innovation at the White House Office of Science and Technology Policy**. The forum garnered approximately 2,600 registrations, with more than 900 attendees participating live or watching on demand from 68 countries.

Human Data Science Research Collaborative

In response to COVID-19 and its impact on health systems globally, we created the Human Data Science Research Collaborative, a program to support COVID-19 research activities related to health system issues through collaboration with the world's leading academic researchers. In 2021, eight publications from high-profile academics covered drug shortages, pediatric medicine access, changes in patient-provider engagement, mental health and opioids.





IQVIA Institute by the numbers

60+

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

17,600+

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

230,000+

Downloads of our reports during the past five years

595+

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

Learn more about the Institute at
www.iqvaiainstitute.org



Data privacy

Patient information plays a critical role in improving healthcare. It can help increase access to care, improve outcomes and lower costs.

Our business depends on patient information. We use a wide variety of privacy-enhancing technologies and safeguards to protect individual privacy while generating and analyzing information on a scale that helps healthcare stakeholders identify disease patterns and correlate with the precise treatment path and therapy needed for better outcomes.

We have one of the largest and most comprehensive collections of healthcare information in the world, which includes more than one billion comprehensive, longitudinal, non-identified patient records spanning sales, prescription and promotional data, medical claims, electronic medical records, genomics and social media.

Privacy protection is one of our greatest responsibilities, and we are committed to meeting these responsibilities every day. We employ a wide range of methods, safeguards, controls and privacy-enhancing technologies to ensure compliance with rules, regulations and other obligations.

IQVIA operates in more than 100 countries around the world, many of which have data protection and privacy laws and regulations based on similar core principles (e.g., openness, accountability, security safeguards, etc.) We adhere to those principles globally and augment our practices to abide by local laws and obligations.



Leading in de-identifying data

IQVIA is an industry leader in de-identifying data. Our capabilities allow us to render data non-identified while still maintaining data utility, thus protecting privacy while advancing innovation. We share our expertise in this area with policymakers, regulators and others to help them understand de-identification methodologies, practical considerations for ensuring the risk of re-identification remains low, governance models, etc.

Our scaled and growing information set contains approximately 56 petabytes of proprietary data sourced from approximately 150,000 data suppliers and covering one million data feeds globally.



Data privacy governance

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

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

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

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

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

Employee-driven approach

We expect every employee to be responsible and accountable for protecting privacy. This ensures we all feel accountable for privacy, respect the importance of privacy protection and apply good privacy practices in our day-to-day activities. Our expectation is that employees understand the basic principles of data privacy and can recognize and address potential red flags. We have a suite of policies and procedures in place to help facilitate this approach.

IQVIA invests in privacy training to help our employees remain engaged and informed on the issue. Every year, employees must take a refresher course on the basics of privacy. We also have a mandatory privacy module that is part of our global onboarding program, and we provide supplemental training as needed. In 2021, we introduced an additional mandatory training specific to the handling of employee data for Human Resources employees.



Leadership

Collaboration is essential for success, and we strive to take a leadership role within our industry regarding data privacy. IQVIA is active in several associations dedicated to advancing the dialogue around privacy with government as a public policy matter and with the business community as a matter of policy and practice. Through our participation, we share our expertise with other companies, data protection agencies and regulators and offer our insights when laws are being drafted or amended.

The key associations with which we are affiliated are:

- **HITRUST:** Our Global Chief Privacy Officer is a member of the board of directors of HITRUST, an information-security- focused organization that champions programs that safeguard sensitive information and manage information risk for global organizations across all industries and throughout the third-party supply chain. Through our earlier contributions, HITRUST developed a de-identification framework and a privacy framework. We are actively involved in current HITRUST efforts to improve privacy standards by means of a consistent assessment approach.
- **Future of Privacy Forum (FPF):** Our Global Chief Privacy Officer is a member of the advisory board of the FPF, a nonprofit organization that serves as

a catalyst for privacy leadership and scholarship, advancing principled data practices in support of emerging technologies. IQVIA participates in FPF’s health initiative to balance privacy with health data access and with FPF’s legislation group.

- **Center for Information Policy Leadership (CIPL):** We are a member of CIPL, a global privacy and security think tank that works with industry leaders, regulatory authorities and policymakers to develop global solutions and best practices for privacy and responsible use of data to enable the modern information age. IQVIA is actively involved in CIPL initiatives that include privacy interoperability between U.S. states, U.K. Data Reform, Ethical Use and Development of AI and others.

We are also members of the **Confidentiality Coalition**, a broad group of stakeholders including hospitals, pharmaceutical companies, medical device manufacturers, vendors of electronic health records, biotech firms, health information and research organizations, patient groups and others founded to advance effective patient confidentiality protections. IQVIA has recently contributed to Confidentiality Coalition input related to U.S. federal cybersecurity policy efforts.



Cybersecurity

In today's world of ever-evolving and increasing online threats, the responsibility of an organization to defend itself from cyber attacks has never been greater. To protect the confidential and proprietary information of IQVIA and our partners, we employ an array of data security technologies, processes and methods across our infrastructure.

IQVIA continues to transition to a hybrid-cloud data-storage model. This means we will primarily store and manage data in a cloud-based environment, while still utilizing on-site data centers when necessary. Our cybersecurity program continues to evolve to support changes in our model.

We invest annually in cybersecurity. These investments include purchasing security products from third-party vendors to ensure we are using the most effective tools available. For a group of core vendors, IQVIA representatives serve on customer advisory boards to help them develop best-in-class solutions for their customers, including IQVIA.

The top threats to our industry are network intrusion and phishing, with the former now accounting for the highest number of threats. We continually look to increase and uphold data security in response, and we remain confident that our systems are robust to protect against potential ongoing threats. In 2021, the U.S. Cybersecurity and Infrastructure Security Agency (CISA) released four directives over the course of the year that identified specific and urgent threats. In each case, we analyzed our systems to understand whether we had any vulnerabilities and identified no adverse impact.

Information security governance

Our Chief Information Security Officer reports regularly to our Audit Committee on cybersecurity risk and preparedness. Any necessary corrective and preventative actions are formally tracked to completion with the quarterly reports provided to the Audit Committee of the Board.

The Global Information Security team, led by our Chief Information Security Officer, develops and implements our strategy, as well as monitors internal adherence to all associated policies and standards. Our policies are based on relevant industry frameworks and regulations, including, but not limited to **GxP, HITRUST, the ISO 27000 family, COBIT, HIPAA, GDPR and NIST**. All of IQVIA's global data centers and IT controls are included in an annual SOC2 Type II attestation program carried out by an independent audit firm who perform control testing and issue reports. Our set of SOC2 control is aligned with **ISO27001** specification and therefore provide equivalent level of assurance on a global level.

In addition, certain of our IT controls are subject to internal and external audits. Internal audit conducts audits throughout the year for selected priority areas of IT's control environment. As included in our Annual Report on Form 10-K, management issues a report on the effectiveness of internal control over financial reporting and our external audit firm issues an opinion on the effectiveness of internal controls over financial reporting.

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

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



All IQVIA employees are responsible for implementing and adhering to these policies. To ensure they do so we mandate quarterly information security training for all employees and update training modules every quarter, as part of IQVIA's broader corporate governance training program (see page 60). We also provide cybersecurity exercises, such as phishing simulations, which are now targeted towards employee groups that are most critical for protecting IQVIA.

Ongoing assessment

Cybersecurity is part of our Enterprise Risk Council agenda. We conduct routine cybersecurity risk assessments that include reviewing internal risk ratings, evaluating industry information and gauging threats. In 2021, we used a risk, assets and controls matrix model in our risk assessments for the second year, based on its introduction and success in 2020. Based on the outcomes of those assessments, we decide where to focus, which projects to prioritize and which processes to improve.

IQVIA's culture of ethics and compliance

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

Ethics and compliance office

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

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

Code of Conduct

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

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



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

Additional policies

Along with the Code, we have additional foundational policies that further outline our expectations and the responsibilities we share for ethical business conduct.

- Supplier Code of Conduct: Based on internationally recognized standards, our Supplier Code of Conduct is aimed at advancing social and environmental responsibility. The Supplier Code of Conduct requires all our suppliers to commit to uphold the human rights of workers and treat them with dignity and respect.
- Anti-Bribery and Anti-Corruption Policy: Our Anti Bribery and Anti-Corruption policy sets forth IQVIA's commitment to conducting all IQVIA operations ethically and in compliance with anti-bribery and anti-corruption laws and related regulations. It applies globally to all directors, officers, employees, contractors and temporary staff. More on anti-bribery and anti-corruption can be found on page 9 of our Code of Conduct.
- Statement on Anti-Slavery and Human Trafficking: We actively combat approaches that have the potential to foster modern slavery and human trafficking by taking a zero-tolerance approach to unethical practices.

Commitment to Compliance

In January 2021, IQVIA Chairman and CEO Ari Bousbib sent a message to all employees worldwide emphasizing the company's culture of compliance. This message highlighted our Code of Conduct and Ethics Line and introduced a new Commitment to Compliance Performance Goal in order to continue to raise the bar. Our performance management process for 2021 included an assessment of this goal for all 79,000 employees and managers, and it will continue as a company-wide goal for 2022.

Clinical Trial Safety

IQVIA has a robust process for assessing clinical trial site safety, evaluating data quality and ensuring subject safety for the duration of the study. Risk detection is done via risk assessment methodologies, data surveillance and dynamic monitoring. The foundation of our risk assessment is the Risk Assessment Mitigation Plan (RAMP) which consists of monitoring critical data variables and processes, key risk indicators and source data monitoring.

As part of RAMP, Clinical Research Associates (CRAs) perform site visits to monitor the study progress and compliance with protocol, ICH (International Council for Harmonization), GCP (Good Clinical Practice) and local regulatory requirements and to ensure subject safety and data integrity. CRAs should document any findings and agree actions with trial investigator to bring site back to compliance. Significant issues directly affecting subject safety, regulatory compliance, data integrity and Principal Investigator oversight are raised within 24 hours of identification and managed accordingly.



Training and communications

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

The curriculum covers a variety of ethics and compliance topics tailored to meet local requirements. Our training is designed to educate our workforce as to:

- The importance of being compliant with external and internal requirements
- The importance to IQVIA of compliance with those requirements
- The individual and corporate consequences of non-compliance.

It also provides information to guide employees in their compliance efforts.

In 2021, we launched an updated Anti-Bribery/Anti-Corruption course and a new Social Media course. We also released four new courses related to Global Information Security. For 2022, we will release an updated Code of Conduct course customized to heighten awareness as to issues that may arise within our industry and businesses.

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

Reporting, investigating and corrective action

We expect employees to seek guidance regarding matters of ethics and compliance and to report potential violations of our Code of Conduct, policies or the law. While employees are encouraged to address their concerns directly with others if they are comfortable doing so, we make several reporting avenues available. They include:

- Our Human Resources, Internal Audit and Legal departments
- Our Ethics and Compliance Office
- Our Global Ethics Line
- Local and senior management.

Our Global Ethics Line is operated by an independent third party. It is available by telephone or internet 24/7 and allows anonymous reporting to the extent permitted by law.

These channels are clearly communicated to employees in our Code of Conduct and in other communications to allow for early issue detection and remediation. We prohibit retaliation against anyone who raises concerns in good faith. Concerns are investigated, and we take appropriate action where violations are substantiated.

Risk assessment, audits and monitoring

IQVIA performs a global compliance risk assessment annually to identify and prioritize healthcare compliance and anti-bribery/anti-corruption risks. Based on the risk assessment results, we develop and execute an annual audit and monitoring plan, the results of which are communicated to relevant stakeholders and tracked to ensure timely remediation.



Social Responsibility

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

2021 CEO Team Awards

Our annual awards program honors teams from around the world that have demonstrated success in delivering on our business goals, strengthening our financial performance, or driving sustainable results. In addition, we look for teams that have fostered innovation or otherwise showcased disruptive thinking or intellectual courage in their achievements.

The pandemic forced changes in all aspects of our lives. Our teams focused on not only leveraging IQVIA's global expertise to contribute to the business and society, but also on supporting each other during difficult times. Every winning team stood out for their willingness to innovate, collaborate and disrupt, and showed extraordinary efforts under challenging circumstances.

As a reward, IQVIA donates \$10,000 per team to a charity (or charities) of the teams' choice. In 2021, there were 15 CEO Award recipients. As a result, IQVIA donated to 16 organizations:

- **American Red Cross**
- **Association for the Educational Development of the Underprivileged**
- **Chinese Organization for Rare Disorders**
- **Fundação Dorina Nowill Para Cegos** - NGO dedicated to the social inclusion of visually impaired people in Brazil)
- **Heart to Heart International**
- **Heart Valve Bank**
- **National Patient Advocate Foundation (NPAF)**
- **Pediatric Cancer Research Foundation**
- **Save the Children International UK**
- **Save the Children International USA**
- **Sochara** - NGO focused on community health building in India
- **St. Jude's Children's Hospital**
- **The Captain Tom Foundation**
- **UNICEF UK**
- **UNICEF USA**
- **Worldwide Cancer Research**



IQVIA Blood Drive
North Carolina, United States



Public

IQVIA Hackathon for Social Good: Code for COVID Relief

“What if you could build an app that made a difference?” That was our challenge to the developer community during the summer of 2021 in our first ever IQVIA Hackathon for Social Good in partnership with Microsoft and MediaOps.com. Based on our firm belief that technology can unlock the future of healthcare and life sciences, [the COVID-19 Healthcare App Challenge](#) brought together 800 innovative developers from more than 73 countries over six weeks to create apps to support underserved communities more adversely impacted by COVID-19.

The developers were competing for the opportunity to allocate \$60,000 in donations across their choice of six charitable organizations: The Asian Pacific Fund, The CDC Foundation, GlobalGiving, Good360, The Latino Community Foundation and Project HOPE.

Participants gained first access to the newly-released [IQVIA Healthcare Locator SDK \(Software Development Kit\)](#), a resource designed to make developing health apps easier and more efficient through pre-integration with one of the world's largest and most accurate sources of healthcare provider data.

More than 200 applications were created. The first prize winning app, CareCards, applied an innovative approach to psychological testing with gamification through visuals tasks to evaluate mental health status and recommend resources, when necessary. At the conclusion of the competition, each winning team presented their allocation of prize money to their chosen charitable organizations and IQVIA donated more than \$60,000 in their names.





Volunteering

We are proud of our employees' efforts to help others and make a positive impact in the world. They are **committed to giving their time, talent and expertise to address the world's toughest challenges**, and we have programs in place to provide them with support.

In 2021, during Sickle Cell Awareness Month in September, IQVIA partnered with the American Red Cross to host a blood drive focused on collecting blood from the African American community, in which Sickle Cell is a common disease. As part of the drive, the IQVIA team conducted a targeted communications campaign on the company's internal newsletter, intranet and social media.

In addition, in 2021 we teamed up with our partners at St. Jude Children's Hospital to raise money for families facing childhood cancer and life-threatening disease. We conducted the fundraiser through a virtual walk and run, encouraging employees to get on a treadmill or out into their local parks and neighborhoods. IQVIA and St. Jude promoted the event through our respective newsletters, intranet sites and social media platforms.

IQVIA Day — Leading positive change

We honor the passions of our employees and their commitment to their communities through IQVIA Day, a day of service that allows employees to give their time to causes most dear to them. IQVIA Day provides employees one paid business day off any time during the year to volunteer with a charitable or nonprofit organization of their choice. Both individual and group volunteer activities are eligible.

IQVIA Day 2021

During 2021, IQVIA employees volunteered a day of their time toward community service. The volunteer program included:

5,448 employees

51 countries

5,380 days

43,040 hours of service



Public

Here are just a few examples of how our employees used their IQVIA Day in 2021:

- IQVIA Portugal worked with Just a Change, a nonprofit that rebuilds homes for people in need. In five days, the IQVIA team helped rebuild a house for a family in Lisbon.
- IQVIA Israel worked with LATET, a nonprofit that aims to reduce nutritional insecurity among families and individuals living in severe poverty by salvaging, collecting and distributing food.
- After devastating floods around Germany, IQVIA employees helped sort material donations and pack care packages in the logistic center of the motor sports racetrack Nuerburgring. The items were given to the Technische Hilfswerk (Federal Agency for Technical Relief) and Bundeswehr (Federal Defense forces), which took them to disaster areas. IQVIA employees also helped with clean-up efforts, particularly at an employee's house that was flooded. Senior management from IQVIA also donated €10,000 to Aktion Deutschland Hilft (Action Germany Helps).
- The Bangalore team fulfilled their IQVIA Day distributing kits of groceries, sarees, sanitary pads and masks to 100 ASHAs (Accredited Social Health Activists). ASHAs are unorganized workers who work as an interface between the community and the public health system. In addition to the distribution, employees also spent time speaking to the ASHA workers about COVID-19-appropriate behavior, wearing masks and other safety and hygiene practices.
- In Bulgaria, our team rolled up their sleeves and participated in a clean-up effort at Vitosha Mountain National Park at the edge of Sofia, Bulgaria. The park attracts many tourists each year and our team was there to help ensure it remains litter free.





Supporting Alzheimer's Research in EMEA

During Alzheimer's Awareness Month in September, employees in our EMEA region came together to support research and raise awareness through the "Race for Health" fundraising initiative. **More than 30 countries contributed to the efforts, with over 300 participants running in the 5 kilometer race to help fight this devastating disease.** The teams raised €10,000 for Alzheimer's Disease International and each country's local association.

Community and Social Responsibility in India

In 2021, IQVIA India continued to focus on health, women and education, with continued support for many key nonprofits and programs that we have funded in recent years. In addition, as India went through a devastating second phase of COVID-19 during the summer of 2021, IQVIA and our employees offered support to help mitigate the impact of the crisis on each other, their families and the community.

Focusing on health and well-being

- For the sixth consecutive year, **IQVIA was the lead sponsor of Racefor7**, an event run by the **Organization for Rare Diseases India (ORDI)** to raise awareness for rare diseases and amplify the voice of the rare disease community.
- IQVIA also extended our support of **Pallium India** to include the operations of the Trivandrum Institute of Palliative Sciences (TIPS), Pallium India's inpatient facility in Thiruvananthapuram, Kerala. TIPS provides direct services, including **advanced symptom relief, rehabilitation and end-of-life care to more than 4,000 patients a year.**
- Through **Akila Bharatha Mahila Seva Samaja**,

IQVIA supported the cost of 200 surgeries and comprehensive treatment for underprivileged children across India with congenital facial deformities, such as cleft lip and palate (CLP).

Empowerment through education

- Through **Ummeed Child Development Center, IQVIA is funding two Ummeed Early Intervention Centers (EIC) in Mumbai** to support up to 16 two- to six-year-old children from low- and middle-income backgrounds. Ummeed's EICs recreate preschool activities and help children with disabilities learn communication, play and to develop cognitive skills that can help them become ready for school and to transition to a mainstream or special school.
- **IQVIA continues to sponsor life skills and vocational skills training programs for more than 300 youth with intellectual development disabilities** through the **Mann Foundation**, a nonprofit based in Mumbai. In 2021, the program was conducted online due to the pandemic, resulting in the need for additional resources to assist with virtual training.
- For **Christel House India**, a nonprofit which runs learning centers for children from very low-income backgrounds, **IQVIA continued to sponsor an educational scholarship for girl students graduating from Christel House Bangalore and pursuing higher education in life sciences.** Tablet computers were donated to the children to aid with online learning.

Improving the lives of women

- Through a collaboration with the **Setu Trust**, IQVIA supports a rehabilitation program aimed at improving the quality of life of sex workers, including those with HIV and AIDS, in three districts of Maharashtra. **IQVIA's donation covers the running of balwadis, or daycare centers, and nutrition for preschool-age children of the sex workers.** The program has been recently extended to include education and counseling for women and adolescent girls on women's health and hygiene.



Responding to COVID-19

When the second wave of the COVID-19 pandemic hit India in the summer of 2021, straining healthcare infrastructure and resources, our employees supported colleagues and communities in various ways. This effort included helping develop and validate databases of healthcare resources for the public to access and extending financial and other support to patients, their families and healthcare workers.

We also made donations to the following organizations:

- The **NASSCOM Foundation** for ventilators that were distributed to intensive care units of local state government hospitals in and around Bangalore, which cater to low-income populations.
- The **Humanist Foundation** to support the expansion of a Primary Health Centre in Southeast Karnataka and the distribution of masks and sanitation kits to 5,000 villagers in the same area.

- **The Hemkunt Foundation**. to provide an ambulance for use in the National Capital Region of India.
- **Apnalaya** to provide 1,000 dry-ration kits to residents of a slum in Mumbai who were impacted by the pandemic lockdown.
- **The Impact Guru Foundation** to open a kitchen that provides meals to families affected by the pandemic.

At the peak of the second wave, a team of IQVIA employees came together to set up an Employee COVID-19 Volunteer Support Group to support the needs of employees and their dependents who were COVID-19 positive. The objective of the group was to help provide the resources and contacts an employee or family member needed to deal with their illness, augmenting the existing insurance and other support IQVIA was providing employees. The group was at the forefront right through the second wave, pulling through various resources and information to support colleagues and their family members who needed help, exemplifying the IQVIA spirit of community service and passion for a healthier world.

Donating assets

IQVIA donated office equipment to several nonprofits, including those working with people with disabilities, the aged, orphaned children and other underserved communities, community centers for children of sex workers, learning centers for underprivileged children, adult literacy centers and vocational centers for low-income groups.



Public

Honoring employee milestones through charitable giving

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

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

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

Making impactful matching gifts

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

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

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

In 2021, we donated more than **\$350,000** through our service recognition giving program.

In 2021, we donated more than **\$547,000** through our service matching gifts program.

\$7.6 M+

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



Planet





PLANET

Climate

Climate change has the potential to cause significant disruption to companies and to society at large. As an organization committed to public health, we are focused on being part of the solution to climate change, including mitigating our environmental impact — primarily by reducing our real estate footprint and impact and our business travel.

While we have determined that, at this time, climate change does not present a material risk to our business given the nature of our activities, the potential of climate change to impact human health and well-being is most pressing for IQVIA, as our business serves and depends on people around the world. IQVIA recognizes our responsibility to our stockholders and all stakeholders to manage the risks to our operations associated with

climate change and to contribute to mitigating climate change by adopting sustainable business practices. We take these risks into account during our climate-related risk assessment and when making associated business decisions.

We have adopted the disclosure recommendations of the **Task Force on Climate-related Financial Disclosures (TCFD)** in this report. Accordingly, the content in this section aligns with the TCFD recommendations for disclosing information about the risks and opportunities presented by climate change.



Governance

Our climate-related strategy has Board-level oversight at IQVIA through the N&G Committee of our Board of Directors, which is responsible for our sustainability and corporate citizenship program, including climate-related risks. The N&G Committee has appointed a **Committee Member, Colleen Goggins**, and Lead Director, John M. Leonard, M.D., to lead sustainability oversight on behalf of the full Board and the N&G Committee. Ms. Goggins regularly updates the N&G and full Board on our efforts, meets regularly with members of management to provide guidance on our ESG initiatives, including reporting, and to receive updates the status of progress against our sustainability commitments. The ESG Executive Steering Committee provides executive oversight of our ESG programs. It sets our sustainability strategy and approves sustainability (including climate-related) targets, action plans and our roadmap.

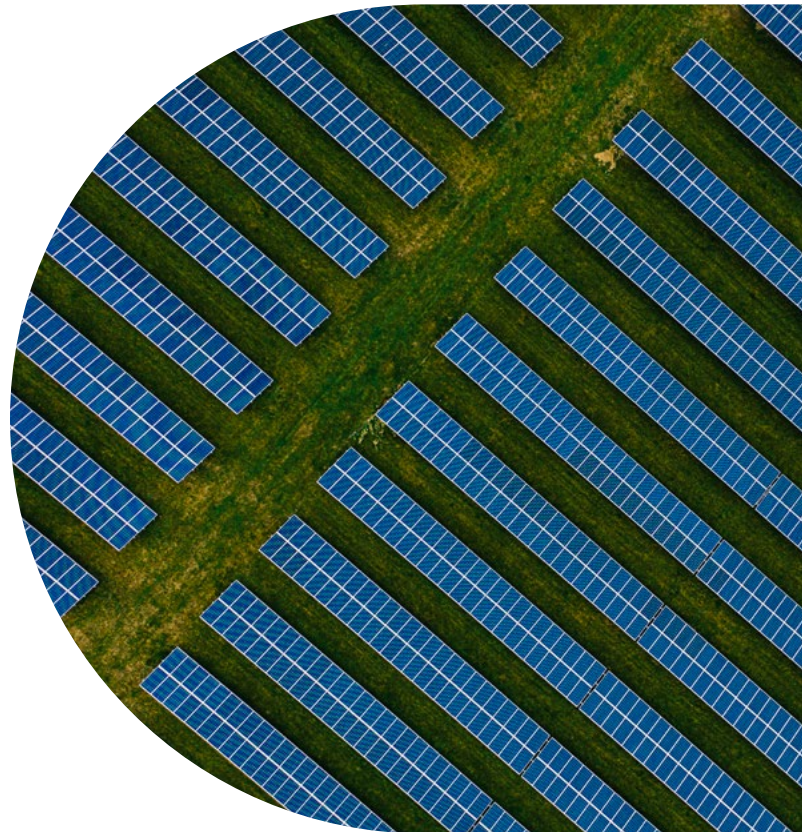
Our Enterprise Risk Council, made up of leaders from our principal functional areas and business units, meets on a quarterly basis to update the enterprise risk framework used to identify and manage our key risks. The framework considers external and internal factors that could impede the achievement of our business objectives or damage our brand, reputation or financial condition, including social and environmental factors such as climate-related risks. The Audit Committee of the Board reviews these key risks and the related framework semi-annually, and the Board or appropriate Board committees discuss selected risks in more detail throughout the year.

IQVIA also has an ESG Working Group comprising key functional leaders within the business, which focuses on implementing sustainability initiatives, policies and processes across our operations. The group assesses climate-related risks and issues at least quarterly, and reports to the ESG Executive Steering Committee.

Strategy

Globally, energy consumption from fossil fuels is one of the biggest contributors of greenhouse gas (GHG) emissions. As such, the biggest opportunity we have to reduce our emissions is through energy-efficiency measures, as well as investment in renewable energy, and are focusing our strategy on these areas.

Despite having identified climate-related risks and opportunities and being committed to reducing our energy use and GHG emissions, our core business strategy does not use climate change scenario analysis given the materiality of other, higher priority issues for the business. Nonetheless, **IQVIA is committed to the Science Based Target (SBT) initiative**, and we have embarked on the process to set an approved SBT to reduce carbon emissions by the end of 2023. This SBT will set out clear actions required to reduce our GHG emissions.





IQVIA operates in 254 facilities worldwide, and **95% of these are office buildings**, many of which are in multi-tenant properties with the primary energy consumption being electricity for lighting and heating, ventilation and air conditioning systems. **In 2021, our global real estate portfolio decreased from 6.4 million to 5.7 million square feet** — despite business growth and an increase in our workforce — as we focused on providing alternative workplaces to employees around the world. As the result of our **Future of Work Initiative** (see page 24), we anticipate a further reduction in our real estate as we adopt our new workplace design as opportunities arise across our portfolio. We continually seek to reduce energy use and have energy monitoring systems at select locations to identify ways to lower consumption. We have implemented energy-saving measures across our organization, including:

- Increasing the efficiency of HVAC systems
- Reducing energy use of idle equipment
- Purchasing Energy Star-certified equipment where available
- Extending the useful life of servers, routers and other types of equipment while establishing relationships with technology recycling centers to ensure proper disposal of these assets when decommissioned
- Providing electric vehicle charging stations at our Marlborough Tech Park facility in Massachusetts, U.S. our IQVIA Innovation Park in Durham NC, U.S. and our lab facilities in Livingston, Scotland.
- Using LEDs and energy-efficient freezers in our laboratories.

Pursuing solar is another way we work to reduce our impact. Our Marlborough Tech Park in Massachusetts has solar power panels on its rooftops that supplies power to the facility. We are exploring opportunities to transition to renewable energy usage across our office and laboratory facilities. **Our laboratory facility in Livingston, Scotland, moved to 100% renewable energy** in October 2021 using electricity supplies certified as 100% renewable by the Carbon Trust.



Sustainable Laboratories

We are collaborating with My Green Lab, a nonprofit whose mission is to improve the sustainability of scientific research, to identify areas where we can make enhancements within our labs and develop specific actions to help build a culture of sustainability. In 2021, we initiated a successful pilot of the My Green Lab program in our lab facilities in Livingston, Scotland, to understand the baseline for where we can improve. The next step is to initiate targeted improvement projects and seek My Green Lab certification in 2022. We will also roll out the My Green Lab program across other operational labs in 2022, with the same intent of improving sustainability and seeking certification.



Business travel

Business travel remains essential for many aspects of any global business. Nonetheless, we look for ways to mitigate and reduce it in an effort to decrease our overall carbon footprint, even as our employee headcount grows.

The pandemic increased IQVIA's existing focus on alternatives to travel, such as teleconferencing and telecommuting, by encouraging investment in necessary technology and development of a culture in which working from home is accepted. For example, we implemented new and flexible work-from-home arrangements and added bandwidth and virtual private network (VPN) capacity to enable 95% of our employees at the peak of the pandemic to work remotely while maintaining our rigorous cybersecurity standards. Where travel is necessary, we promote lower-carbon options, such as public transit (including trains), ride sharing, and bicycle commuting, as opposed to airlines and cars. Whenever we select a new office location, we consider the proximity to public transport connections to reduce the need for personal car use.

Risks

We analyze climate change within our Enterprise Risk Management (ERM) program, which assesses key strategic risks for the company. Our ERM program is overseen by the Board's Audit Committee. This approach is consistent with IQVIA's overall leadership structure and management of risk exposure.

Among the climate-related issues identified as the most significant to our business are the chronic physical impacts of climate change on human health. Potential negative impacts include an increased risk of infectious diseases spreading, water-borne illnesses resulting from limited access to clean water, food insecurity and food hygiene issues that could lead to higher rates of malnutrition, disease and lower immunity to disease. In all cases, the global healthcare industry is acting upon

these increased physical risks by continuing to develop treatments for these types of disease and critical health problems. We have identified that should disease increase as a result of climate change, IQVIA anticipates we will have an opportunity to support our customers in an expanded capacity. We also understand an increase in energy consumption may stem from our expanded role.

Additional short, and medium-term climate-related risks that have been identified that could have a substantive financial or strategic impact on our business include:

- Increased cost of raw materials (although as a services provider, our consumption of raw materials is limited)
- Increased insurance claim liability as a result of increased severity and frequency of extreme weather events
- Potential impact on revenue from fluctuating demand for product and services.

GHG emission reductions are directly tied to energy efficiency, which in turn influences our operational costs.

In addition, we consider acute physical risks, such as extreme weather-related events related to climate change. For example, IQVIA utilizes a risk tool annually to identify threats and vulnerabilities to the local environment with emergency response plans to minimize the impact to the assets and business continuity. All IQVIA data centers are covered by the comprehensive business continuity and disaster recovery program, which includes planning, preparation, testing and reporting on the regular recovery exercises. The program takes into account scenarios and factors related to both external (such as flood, fire, tornado, etc.) and internal (e.g. hardware failure) disruption, with the global backup and restoration procedures covering all IQVIA's mission and business critical systems and data assets.



Metrics and Targets

Our primary greenhouse gas (GHG) emissions come from our business travel and use of office and laboratory space. As a result, our total 2020 GHG emissions saw a steep decline over 2019, particularly our Scope 3 emissions. However, given that we increased our global workforce by 3,000 (approximately 5% more than 2019), we consider metric tons of GHGs per employee to be a more meaningful measure of our progress.

In 2020, we decreased our Scope 1 and 2 (market-based) emissions by 61% per full-time employee (FTE). This decrease was largely driven by the significant shift to remote work during the mandatory lockdowns of the COVID-19 pandemic.

We expect to see an increase in 2021 GHG emissions when we report them next year, as some employees returned to the office and countries relaxed travel restrictions, although we anticipate that the residual effects of the pandemic will keep overall numbers low.



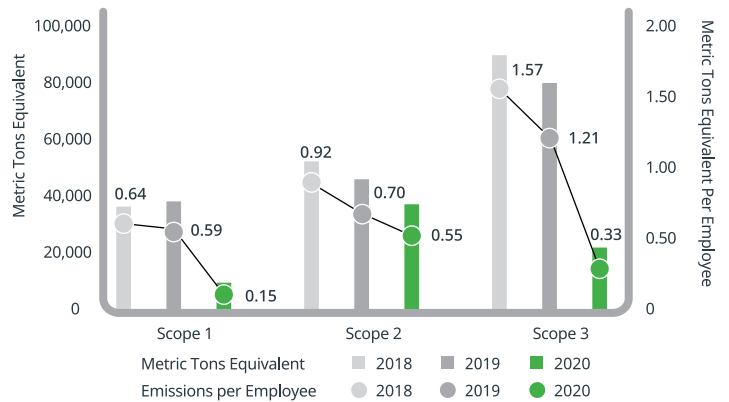
We successfully met our goal to remove 100% of single use plastic in all our office facilities by the end of 2021. Conscious of the impact to the environment of plastic waste, we worked across our global office facilities to remove vending machine snacks, replace bottled drinking water supplies with reusable glass containers using filtered water and change to using compostable or reusable cups.



Greenhouse gas emissions and energy consumption 2018-2020

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

¹ 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.



Verification
Our 2020 GHG data from January 1, 2020, to December 31, 2020, was verified by Apex Companies, LLC, on July 15, 2021.

	Metric Tons Equivalent			Metric Tons Equivalent per Employee			Total energy consumption from non-renewable sources
	Scope 1	Scope 2	Scope 3	Scope 1	Scope 2	Scope 3	
2018	37,342	53,345	90,872	0.64	0.92	1.57	177,064 MWh
2019	39,211	47,021	81,034	0.59	0.70	1.21	209,611 MWh
2020	10,471	38,180	22,884	0.15	0.55	0.33	122,606 MWh



Waste Management

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

Biological and hazardous waste management

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

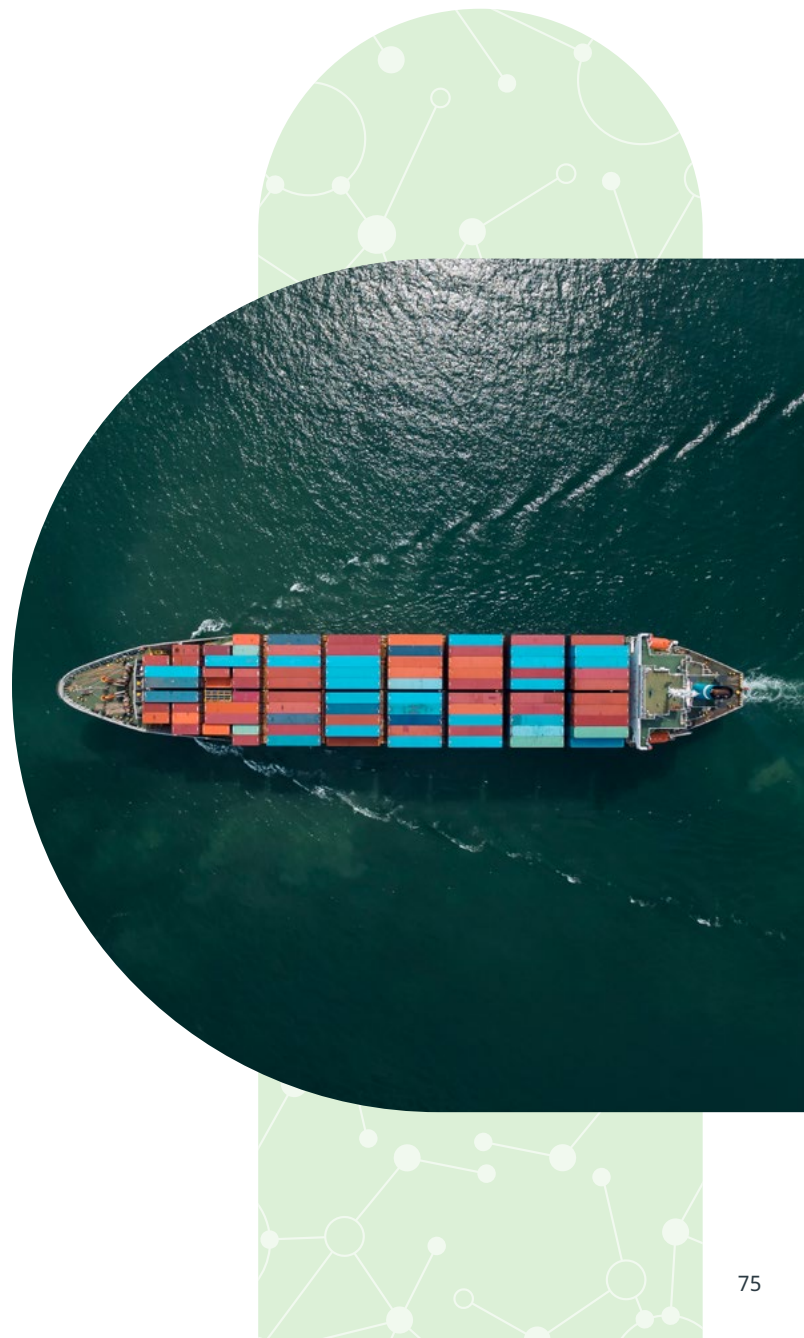
Sustainable procurement

IQVIA spends several billion dollars per year across thousands of third parties. Our global supply chain spans multiple geographies and categories including for example, professional services, IT, clinical trial support, physicians, investigators, facilities and many others. We partner with suppliers that align with our sustainability values and strive to create relationships with them that are mutually beneficial. Our Supplier Code of Conduct includes our expectations for suppliers in a number of key areas, including:

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

We encourage suppliers to agree in principle to the standards outlined in the IQVIA Supplier Code of Conduct and to make every effort to adopt and implement them.

By vetting key suppliers for alignment with our values prior to entering into relationships, we extend our expectations regarding sustainability beyond our first-tier suppliers, thereby multiplying the impact we have in the global markets where IQVIA operates.





Supplier diversity

IQVIA aligns with the United Nations Global Compact's definition of corporate sustainability, which is a company's delivery of long-term value creation in financial, social, environmental and ethical terms. Supply chain sustainability is the management of environmental, social and economic impacts and the encouragement of good governance practices throughout the lifecycle of goods and services.

We are committed to maintaining a culture of diversity and inclusion where suppliers from all backgrounds can contribute to the growth and success of our business. In 2021, we established a supplier diversity framework to help us better strategize around our opportunities to improve diversity within our supplier base.

As part of the commitment, IQVIA has developed a Supply Chain Diversity Program which works to positively encourage and influence the selection of diverse suppliers whenever the opportunity arises. The Program has the following pillars that are continuously under review and enhancement:

- Awareness – raising the importance of supplier diversity within the organization
- Policy – setting standards within the organization to encourage opportunities for diverse suppliers
- Reporting – sharing supplier diversity metrics in this report
- Sponsorship – gaining executive-level sponsorship of our program
- Support – providing support to smaller partners to help them navigate our organizations
- Targets – understanding how data-based targets may improve our approach
- Tools – leveraging technology to help us develop our approach
- Visibility – giving diverse suppliers more visibility of the opportunities to work with IQVIA.





Global Reporting Initiative (GRI) index

We report annually on our sustainability progress. In our efforts to continue strengthening our reporting practices and increasing our transparency, this 2021 report has been developed with reference to the Global Reporting Initiative (GRI) Standards. Section references in this index are to the relevant sections of this ESG Report unless otherwise indicated.

GRI Standard	Disclosure and Description	Response
GRI 102:	GENERAL DISCLOSURES Organizational Profile	
102-1	Name of the organization	IQVIA Holdings Inc.
102-2	Activities, brands, products, and services	About IQVIA, page 8
102-3	Location of headquarters	4820 Emperor Boulevard Durham, North Carolina 27703 USA
102-4	Location of operations	2021 Annual Report on Form 10-K, pages 5-10
102-5	Ownership and legal form	2022 Proxy Statement, pages 103-104
102-6	Markets served	2021 Annual Report on Form 10-K, pages 5-10
102-7	Scale of the organization	2021 Annual Report on Form 10-K, pages 5-10
102-9	Supply chain	Sustainable procurement, page 75
102-10	Significant changes to the org and its supply chain	No significant changes
102-11	Precautionary Principle or approach	Our commitment to sustainability, page 15 2022 Proxy Statement, page 31
102-12	External initiatives	Public section, page 45
102-13	Membership of associations	Our commitment to sustainability, page 19 Public, page 56
GRI 102:	GENERAL DISCLOSURES Strategy	
102-14	Statement from senior decision-maker	CEO letter, page 3
102-15	Key impacts, risks, and opportunities	Our commitment to sustainability, page 15
GRI 102:	GENERAL DISCLOSURES Ethics and integrity	
102-16	Values, principles, standards, and norms of behavior	Ethics and compliance, page 58
102-17	Mechanisms for advice and concerns about ethics	Ethics and compliance, page 58
GRI 102:	GENERAL DISCLOSURES Governance	
102-18	Governance structure	2022 Proxy Statement, pages 25-33
102-19	Delegating authority	Our commitment to sustainability, pages 16-17
102-20	Executive-level responsibility for economic, environmental, and social topics	Our commitment to sustainability, page 16
102-21	Consulting stakeholders on economic, environmental, and social topics	Our commitment to sustainability, page 21 2022 Proxy Statement, pages 44-45
102-22	Composition of the highest governance body and its committees	2022 Proxy Statement, pages 13-23 and 28-30
102-23	Chair of the highest governance body	2022 Proxy Statement, page 28



102-24	Nominating and selecting the highest governance body	2022 Proxy Statement, pages 31-32
102-25	Conflicts of interest	Ethics and compliance, page 58
102-26	Role of highest governance body in setting purpose, values, and strategy	2022 Proxy Statement, page 25
102-27	Collective knowledge of highest governance body	Our commitment to sustainability, page 16
102-28	Evaluating the highest governance body's performance	2022 Proxy Statement, page 27
102-29	Identifying and managing economic, environmental, and social impacts	2022 Proxy Statement, page 35
102-30	Effectiveness of risk management processes	2022 Proxy Statement, pages 31 and 35
102-31	Review of economic, environmental, and social topics	Our commitment to sustainability, page 16
102-32	Highest governance body's role in sustainability reporting	Our commitment to sustainability, page 16
102-33	Communicating critical concerns	Our commitment to sustainability, page 18 2022 Proxy Statement, page 31
102-35	Remuneration policies	2022 Proxy Statement, pages 50-80
102-36	Process for determining remuneration	2022 Proxy Statement, pages 50-80
102-37	Stakeholders' involvement in remuneration	2022 Proxy Statement, pages 44-45
102-38	Annual total compensation ratio	2022 Proxy Statement, page 97
GRI 102:	GENERAL DISCLOSURES Stakeholder engagement	
102-40	List of stakeholder groups	Our commitment to sustainability, page 21
102-41	Collective bargaining agreements	We have collective bargaining agreements in 13 countries, covering approximately 10,300 employees
102-42	Identifying and selecting stakeholders	Our commitment to sustainability, page 21
102-43	Approach to stakeholder engagement	Our commitment to sustainability, page 21
GRI 102:	GENERAL DISCLOSURES Reporting practice	
102-45	Entities included in the consolidated financial statements	2021 Annual Report on 10-K, Exhibit 21.1
102-46	Defining report content and topic Boundaries	Our commitment to sustainability, page 18
102-47	List of material topics	Our commitment to sustainability, page 18
102-48	Restatements of information	None
102-49	Changes in reporting	None
102-50	Reporting period	January 1, 2021 – December 31, 2021
102-51	Date of most recent report	IQVIA's 2020 Sustainability Report was published on March 30, 2021
102-52	Reporting cycle	Fiscal year (annual)
102-53	Contact point for questions regarding the report	https://www.iqvia.com/contact
102-54	Claims of reporting in accordance with the GRI Standard	Our 2021 report has been developed with reference to the GRI Standards.
102-55	GRI content index	GRI Index, page 77

Topic Specific Disclosures (material issues)

**Economic Performance**

GRI 103: Management Approach		
103-1	Explanation of the material topic and its Boundary	2022 Proxy Statement, pages 50-51
103-2	The management approach and its components	2021 Annual Report on Form 10-K, pages 45-59
103-3	Evaluation of the management approach	2022 Proxy Statement, pages 50-80
GRI 201: Economic Performance		
201-1	Direct economic value generated and distributed	2021 Annual Report on Form 10-K, pages 64-107
201-2	Financial implications and other risks and opportunities due to climate change	Climate, page 69
201-3	Defined benefit plan obligations and other retirement plans	2021 Annual Report on Form 10-K, pages 56-57
201-4	Financial assistance received from government	None

Data Privacy

GRI 103 Management Approach		
103-1	Explanation of the material topic and its Boundary	Data privacy, page 54
103-2	The management approach and its components	Data privacy, page 54-56
103-3	Evaluation of the management approach	Data privacy, page 55

GRI 418: Customer Privacy

418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data

Anti-Corruption

GRI 103: Management Approach		
103-1	Explanation of the material topic and its Boundary	Ethics and compliance, page 58
103-2	The management approach and its components	Ethics and compliance, page 58
103-3	Evaluation of the management approach	Ethics and compliance, page 58
GRI 205: Anti-corruption		
205-1	Operations assessed for risks related to corruption	Ethics and compliance, page 59
205-2	Communication and training about anti-corruption policies and procedures	Ethics and compliance, page 60

Diversity and Inclusion

GRI 103: Management Approach		
103-1	Explanation of the material topic and its Boundary	Diversity and inclusion, page 33
103-2	The management approach and its components	Diversity and inclusion, page 33
GRI 405: Diversity and Equal Opportunity		
405-1	Diversity of governance bodies and employees	Diversity and inclusion, page 34

**Training and Education****GRI 103: Management Approach**

103-1	Explanation of the material topic and its Boundary	Training and education, page 40
103-2	The management approach and its components	Training and education, page 40

GRI 404: Training and Education

404-1	Average hours of training per year per employee	Training and education, page 42
404-2	Programs for upgrading employee skills and transition assistance programs	Training and education, page 40-41

Energy**GRI 103: Management Approach**

103-1	Explanation of the material topic and its Boundary	Planet, page 69-73
103-2	The management approach and its components	Planet, page 69-73
103-3	Evaluation of the management approach	Planet, page 69-73

GRI 302: Energy

302-1	Energy consumption within the organization	Planet, page 74
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Emissions**GRI 103: Management Approach**

103-1	Explanation of the material topic and its Boundary	Planet, page 69-73
103-2	The management approach and its components	Planet, page 69-73
103-3	Evaluation of the management approach	Planet, page 69-73

GRI 305: Emissions

305-1	Direct (Scope 1) GHG emissions	Planet, page 74
305-2	Energy indirect (Scope 2) GHG emissions	Planet, page 74
305-3	Other indirect (Scope 3) GHG emissions	Planet, page 74
305-4	GHG emissions intensity	Planet, page 74
305-5	Reduction of GHG emissions	Planet, page 74



Sustainability Accounting Standards Board (SASB) Indices

As a company which uses data, technology, advanced analytics, and expertise to help customers drive healthcare forward, our business does not fit squarely within any one specific industry. As such, we are reporting 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. As further noted below, where a topic area for one of these industries does not apply to our business, we have stated so. Where a topic in one industry group overlaps with the topic in another industry group, we have included a cross reference to the initial response.

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	Public, page 58 IQVIA Code of Conduct pages 18 - 19
	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 2021 Form 10-K, page 42
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 45.
	List of products on the WHO List of Prequalified Medicinal Products as part of its Prequalification of Medicines Programme (PQP)	Not applicable
Affordability & 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	Not applicable
	Percentage change in: (1) average list price and (2) average net price across U.S. product portfolio compared to previous year	Not applicable
	Percentage change in: (1) list price and (2) net price of product with largest increase compared to previous year	Not applicable
Drug Safety	List of products listed in the Food and Drug Administration's (FDA) MedWatch Safety Alerts for Human Medical Products database	Not applicable
	Number of fatalities associated with products as reported in the FDA Adverse Event Reporting System	Not applicable
	Number of recalls issued, total units recalled	
	Total amount of product accepted for takeback, reuse, or disposal	Not applicable
	Number of FDA enforcement actions taken in response to violations of current Good Manufacturing Practices (cGMP), by type	Not applicable



Counterfeit Drugs	Description of methods and technologies used to maintain traceability of products throughout the supply chain and prevent counterfeiting	Not applicable
	Discussion of process for alerting customers and business partners of potential or known risks associated with counterfeit products	Not applicable
	Number of actions that led to raids, seizure, arrests, and/or filing of criminal charges related to counterfeit products	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 2021 Form 10-K, page 42
	Description of code of ethics governing promotion of off-label use of products	Not applicable
Employee Recruitment, Development & Retention	Discussion of talent recruitment and retention efforts for scientists and research and development personnel	People, pages 40-43
	(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	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 2021 Form 10-K, page 42
	Description of code of ethics governing interactions with health care professionals	Public, pages 58-60 IQVIA Code of Conduct page 38

PROFESSIONAL & COMMERCIAL SERVICES

Topic	SASB Metric	IQVIA Response
Data Security	Description of approach to identifying and addressing data security risks	Cybersecurity, pages 57-58 Data privacy, pages 54-56
	Description of policies and practices relating to collection, usage, and retention of customer information	Data privacy, pages 54-56
	(1) Number of data breaches, (2) percentage involving customers' confidential business information (CBI) or personally identifiable information (PII), (3) number of customers affected	Not reported
Workforce Diversity & Engagement	Percentage of gender and racial/ethnic group representation for (1) executive management and (2) all other employees	Diversity and inclusion, page 34
	Voluntary and (2) involuntary turnover rate for employees	Not reported
	Employee engagement as a percentage	Employee survey section, page 26
Professional Integrity	Description of approach to ensuring professional integrity	Ethics and compliance, pages 58-60
	Total amount of monetary losses as a result of legal proceedings associated with professional integrity	Material legal proceedings are disclosed in our 2021 Form 10-K, page 42



SOFTWARE & 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	Planet, page 74
	(1) Total water withdrawn, (2) total water consumed, percentage of each in regions with High or Extremely High Baseline Water Stress	Not reported
	Discussion of the integration of environmental considerations into strategic planning for data center needs	Not reported
Data Privacy & Freedom of Expression	Description of policies and practices relating to behavioral advertising and user privacy	Data privacy, pages 54-56
	Number of users whose information is used for secondary purposes	Not reported
	Total amount of monetary losses as a result of legal proceedings associated with user privacy	Material legal proceedings are disclosed in our 2021 Form 10-K, page 42
	(1) Number of law enforcement requests for user information, (2) number of users whose information was requested, (3) percentage resulting in disclosure	Not reported
	List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring	Not reported
Data Security	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of users affected	Not reported
	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	Cybersecurity, pages 57-58
Recruiting & Managing a Global, Diverse & Skilled Workforce	Percentage of employees that are (1) foreign nationals and (2) located offshore	Not applicable
	Employee engagement as a percentage	Employee survey, page 26
	Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees	Diversity and inclusion, page 34
Intellectual Property Protection & 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 2021 Form 10-K, page 42
Managing Systemic Risks from Technology Disruptions	Number of (1) performance issues and (2) service disruptions; (3) total customer downtime	Not reported
	Description of business continuity risks related to disruptions of operations	Material risks are disclosed in our 2021 Form 10-K, pages 18-41



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