



AA1000
Licensed Assurance Provider
000-811

IQVIA

Assurance Statement AA1000AS (Version 3)

2021 Greenhouse Gas Inventory

July 2022



Assurance Statement: AA1000AS

Assurance Standard and Criteria

Incendium Consulting Ltd undertook assurance in accordance with AA1000AS Type 2 Moderate Level Assurance. This covered:

1. An evaluation of adherence to the AA1000AS (2018) principles of inclusivity, materiality, responsiveness and impact
2. The reliability, completeness and accuracy of IQVIA's GHG emissions statement for external reporting for the period January 1st 2021 to December 31st 2021.

Intended Users

The intended users of this assurance statement are the management and stakeholders of IQVIA.

Responsibilities of IQVIA and Assurance Provider

The management of IQVIA has sole responsibility for the preparation and content for external reporting. Incendium's data assurance statement following the dataset review, represents Incendium's independent and balanced opinion on the content and accuracy of the information and environmental data held within the data management system.

Assurance Level

Incendium undertook this verification engagement in line with AA1000AS v3, completing a Type 2 assessment to a moderate assurance level.

AccountAbility principles:

IQVIA Data Management adherence to the AA1000 AccountAbility Principles:

- Foundation principle of Inclusivity
- Principle of Materiality
- Principle of Responsiveness
- Principle of Impact

IQVIA's GHG Emissions Statement 2021

IQVIA have collected data in line with the GHG Protocol Corporate Accounting and Reporting Standard. A risk assessment for the verification of GHG emissions in accordance with ISO14064-3 was applied by the Incendium team to determine the risk of a material misstatement of each emission source.

Assurance Methodology

Incendium undertook the assurance based on the AccountAbility principles including:

- Periodic meetings with the Senior Director ESG to understand the effectiveness of processes used to adhere to the AccountAbility Principles.
- Review of existing processes of sustainability management systems, data and reporting to understand effectiveness and accuracy.
- Review of the overall quality of disclosure and the design and management of underlying systems, processes and data.
- Evaluation of performance information to determine reliability, including analysis of significant emissions-producing activities reviewed against evidence documentation provided by IQVIA.

- The sampling method for each emission source was determined separately to gain a representative sample. For example, the top 68% of electricity consumption, all gas and fuel supplies, and all reported recharges of refrigerants were sampled.
- Reviews of appropriate emissions were completed for all emissions sources.
- Review of anomalies in all provided emission sources.
- Inquiries on data points were raised directly with IQVIA's global network of individual data providers, coordinated through IQVIA's Senior Director of ESG and Facilities Management co-ordinator.
- Evidence of the processes undertaken and findings have been retained and documented.

Scope

Incendium were engaged to undertake an assurance survey of sustainability data for external reporting disclosures, based on the period from 1st January to 31st December 2021. Incendium was asked to review GHG emission data associated with Scope 1 and Scope 2, including associated energy consumption. In addition, Incendium have reviewed emissions associated with Scope 3, Category 3 (Fuel- and energy-related activities not included in Scope 1 or Scope 2 emissions).

IQVIA provided all associated data and evidence and apply an operational boundary approach to emissions reporting.

The assurance review was undertaken by Incendium's sustainability team who are experienced in emissions reporting, compliance, and associated assurance practices, principles and standards including GHG lead verifiers.

As part of the review, evidence for reported renewable energy supply was viewed and confirmed. However, overall responsibility for purchasing green energy supplies lies with a third party. It is their responsibility to confirm the supplies are backed by demonstrable Energy Attribute Certificates.

Limitations

There were no limitations observed related to the assessed disclosures, the assurance engagement, or the evidence gathering.

Independence

Incendium Consulting has not been part of the original data collection process for IQVIA. Each Incendium team member involved in the process has confirmed that they have no financial, commercial, governance, ownership or other relationships that may impair their independence.

Competence

The assurance review was undertaken by Incendium's sustainability team who are experienced in emissions reporting, compliance, and associated assurance practices, principles and standards including GHG lead verifiers.

Observations & recommendations

1. AA1000 AccountAbility Principles

Principle	Observations & recommendations
<p>Inclusivity is actively identifying stakeholders and enabling their participation in establishing an organisation’s material sustainability topics and developing a strategic response to them.</p> <p>An inclusive organisation accepts its accountability to those on whom it has an impact and to those who have an impact on it.</p>	<p>IQVIA recognises the importance of an Environmental, Social and Governance (ESG) approach to employees, clients, stakeholders, and shareholders. This approach has been engrained into day-to-day activities within the business to achieve tangible results that can be shared both internally and externally. ESG is a business priority and is regularly reviewed at board level. IQVIA has strengthened board commitment to their ESG program by amending their Nominating and Governance Committee charter to explicitly state the Committee’s responsibility for ESG oversight. As part of maintaining stakeholder ESG inclusivity, IQVIA have multiple communication channels such as customer satisfaction surveys, analyst and investor conferences, and research contributions via the IQVIA Institute for Data Science.</p>
<p>Materiality relates to identifying and prioritising the most relevant sustainability topics, taking into account the effect each topic has on an organisation and its stakeholders.</p> <p>A material topic is a topic that will substantively influence and impact the assessments, decisions, actions and performance of an organisation and/or its stakeholders in the short, medium and/or long term.</p>	<p>The Enterprise Risk Council, made up of leaders from principal functional areas and business units, meets quarterly to update the enterprise risk framework used to identify and manage key risks. The framework considers social and environmental factors including climate-related risks. The Audit Committee of the board reviews the identified key risks and the framework semi-annually. The board discuss identified risks throughout the year.</p> <p>IQVIA have created a materiality matrix but, notably, it hasn’t recognised climate change as a material risk to the company.</p>
<p>Responsiveness is an organisation’s timely and relevant reaction to material sustainability topics and their related impacts.</p> <p>Responsiveness is realised through decisions, actions and performance, as well as communication with stakeholders.</p>	<p>IQVIA have an effective group-wide approach to responding to issues that affect its sustainability performance, through an engrained process for facilitating and responding to stakeholder queries. There is a dedicated ESG team that reports directly to the board, and coordinates communications with stakeholders. The ESG Working Group comprises key functional leaders within the business, which focuses on implementing sustainability initiatives, policies and processes across their operations.</p>
<p>Impact is the effect of behaviour, performance and/or outcomes, on the part of individuals or an organisation, on the economy, the environment, society, stakeholders or the organisation itself.</p> <p>Material topics have potential direct and indirect impacts — which may be positive or negative, intended or unintended, expected or realised, and short, medium or long term.</p>	<p>IQVIA recognise the role that its operations and business activities have on the environment. They are collecting greenhouse gas emission data applicable across their operations. Furthermore, IQVIA are committed to setting a science-based target to reduce their greenhouse emissions in line with limiting global heating to 1.5°C.</p>

2. Greenhouse Gas Emission Summary 2021

A summary of the overall 2021 emission totals for disclosure is illustrated below:

	Source	CO ₂ e (tonnes)	MWh
Scope 1	Buildings	1,070	4,813
	Travel	6,973	1,402
	Total Scope 1 Emissions	8,043	6,215
Scope 2	Electricity (Location-Based)	27,779	73,842
	Electricity (Market-Based)	27,753	73,632
	Total Scope 2 Emissions (Location-Based)	27,779	73,842
Scope 3	Fuel and Energy Related Activities Not Included in Scope 1 or Scope 2	4,023	N/A
	Total Scope 3 Category 3 Emissions	4,023	N/A

Observations and recommendations

Observation	Recommendation
IQVIA's materiality matrix does not list climate change as a material topic. However, there have been requests for emissions and reduction targets from investors and clients and the company is aware of the environmental of its operations and business practices.	Review materiality assessment in light of new information and stakeholder priorities for climate change-related topics.
The review of scope 1 and scope 2 data highlighted that the process for local employees to submit accurate consumption data is ineffective. During the assurance process, Incendium worked with site teams and other stakeholders to correct data input following anomaly review.	Introduce a training process for employees on reporting energy consumption and regional verification checks before final figures are validated to avoid misstatement of energy consumption and emissions.
Dual reporting for Scope 2 is in place; however, it is not being fully utilised.	Improve the process to actively assess which sites use renewable energy sources and make sure these are reported through IQVIA's data management platform. Where possible, use residual emission factors as default for market-based Scope 2 reporting, in line with the GHG protocol.
IQVIA have a large portfolio and information about how sites are heated and cooled is not always readily available.	Improve the process for capturing data by understanding the energy consumption used to heat and cool buildings to further reduce the risk of emissions misstatement.

Our unqualified opinion

Based on the work undertaken, the Incendium assurance review found that the data presented in the IQVIA 2022 CDP disclosure, including IQVIA's 2021 emissions inventory, adheres to the AA1000AS (Version 3) principles, aligned with moderate assurance characteristics.

Based on procedures undertaken aligned with moderate assurance requirements, IQVIA have a comprehensive process and systems to collate, evaluate and aggregate emissions data included in the scope of the assurance review. The observations described in this statement are all relatively low risk and will, if actioned, help to ensure the accuracy of GHG reporting going forward but are not likely to represent cause a significant misstatement in emissions. Additionally, several queries were identified, actioned, and documented with IQVIA during the review process.



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28th July 2022
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