2022

Environmental, Social and Governance Report

IQVIA

Contents

Ari Bousbib
Chairman and Chief Executive Officer

Letter from the CEO

Dear Stakeholders,

Welcome to IQVIA's 2022 Environmental, Social and Governance (ESG) Report.

At IQVIA our mission is to drive healthcare forward, delivering better patient outcomes through innovation, technology and the advancement of medical treatments. Our 86,000 healthcare focused employees integrate analytics, technology and expertise to solve the most complex problems for our over 10,000 life science, regulator and provider customers in more than 100 countries.

We are proud of the success we have had in the pursuit of our ESG goals. Our commitment permeates our entire organization, from the leadership of our board and our newly appointed chair of the Nominating and Governance Committee Colleen Goggins overseeing our ESG efforts, to every IQVIAN. Our achievements are broad and covered in depth in the report, but I am including a few highlights in this letter.

Focused on our people

Throughout the events of 2022 we remained focused on our principal asset, our people. We invested significantly in career planning, skills building and employee engagement. For example, we:

- Launched the Career Connections platform, an AI driven talent marketplace. More than 20,000 IQVIANs have started to explore new roles, new projects and mentorship opportunities to further their careers.

- Expanded our Future and Emerging Leader Programs, and we added a new Leader of the Future Initiative to build the skills required for our employees to lead in a hybrid environment.

- Introduced T&L navigator, a chatbot service that empowers employees to build their skill sets and further their careers.

- Promoted our extensive training portfolio, with the talent and learning hub attracting over 1.3 million visits and over 1.8 million e-learning programs completed by our employees in 2022.

- Through our Aspire, RWS People+ and R&DS People Deal events we create the forums for employees to contribute to IQVIA's culture.

- Conducted our twice-yearly employee survey to identify areas where we can enhance our employees' experience with IQVIA. This year we saw record participation rates with almost 80% of all IQVIANs participating in the survey.

- Launched IQVIA's new Employee Value Proposition (EVP), a clear and compelling articulation of our shared purpose, the environment we strive to create, and ultimately what it means to be an IQVIAN.

Today, more IQVIANs feel they are acquiring the skills to be successful, that they can achieve their career goals, and that they are part of a team at IQVIA. For example, more than 80% of surveyed employees reported that they feel motivated, that they have pride in IQVIA and that they intend to stay at IQVIA; in excess of 90% of respondents feel that their manager treats all employees with respect; and 80% of IQVIANs see a clear link between what they do and our vision.
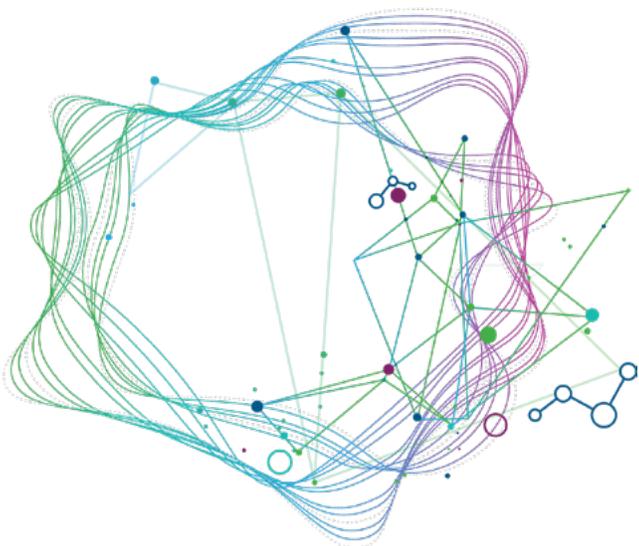
Improved patient outcomes

As an organization, we can have a positive impact on patients across a spectrum of needs, from developing new medicines, to disease prevention, to diagnosis, to the optimization of care.

Our Decentralized Clinical Trial (DCT) program allows IQVIA to bring the trial to the patient rather than the patient to the trial. This innovation allows increased participation from previously underserved patient populations. This year our DCT program achieved independent General Data Protection Regulation (GDPR) validation, a key requirement for patients and regulators. The launch of our self-collection lab panel allows trial participants to provide a blood specimen without visiting a research site. Our connected devices business added 50 net new customers including wins with two Top 10 pharma companies.

Through the IQVIA Institute for Human Data Science, we published research into diversity in clinical research, providing all stakeholders with the opportunity to address the disparities in representation that still exist in trials today.

In partnership with a U.K. healthcare provider, we developed a predictive model to identify atrial fibrillation patients that were at higher risk of suffering a stroke. Within that healthcare network this resulted in 3,000 patients having the opportunity to review their treatment regimens and reduce their risk of having a stroke.

IQVIA's patient support business helps patients to access and stay on therapy through a range of finance, education and adherence support programs. This year a top 10 manufacturer selected IQVIA to provide more than 20 patient support programs for their patients across the globe.

We want to be a strong advocate for patients, and we believe in the inclusion of the patient voice and rapid

advancement of research to improve patient lives. This year the IQVIA Patient Advocacy Summit brought together over 100 U.K. and U.S. advocacy organizations to explore solutions to the most pressing patient challenges.

Advanced public health

We partner with a wide range of government and non-government organizations to advance health outcomes. IQVIA has relationships with the World Economic Forum (WEF), the Bill and Melinda Gates Foundation, the Bill and Melinda Gates Medical Research Institute and the Global Fund to fight AIDS, tuberculosis and malaria. We are engaged in several WEF initiatives leveraging our unique capabilities to improve global health outcomes. IQVIA also partners with national level organizations to promote public health; for example, our collaboration with the Arthritis Foundation led to the development of a more sustainable, patient-centric and data-driven research model for arthritis; and IQVIA's ongoing relationship with the Juvenile Diabetes Research Foundation (JDRF) aims to reduce the rates of misdiagnosis of adults with Type 1 and Type 2 diabetes.

Our Real World Solutions business has worked with the European Medicines Agency in support of its Coordination Centre for the Data Analysis and Real World Interrogation Network. This will establish a network of real-world data sources to improve decision-making for EU regulators and payers.

In November, the inaugural IQVIA Health Summit was held in Nairobi, Kenya. This event brought together more than 200 participants from 28 African countries to discuss how to advance Africa's health through data, technology and research.

Our public health team continues to support critical health worker training throughout the globe, focusing on issues such as reducing infant and maternal mortality in childbirth to building sustainable healthcare workforces.

Progressed towards our long-term environmental goals

In line with our commitments to adopt more sustainable business practices, our Scope 1, 2 and 3 emissions reduction targets were submitted to the Science Based Target initiative (SBTi) for approval. Total Scope 1 and 2 emissions were reduced in both absolute and per employee terms and we increased our Scope 3 emissions reporting boundary. Our Q^2 Laboratory in Livingston, U.K., achieved our first My Green Lab certification with the program now being rolled out across our labs worldwide.

Advanced our diversity and inclusion (D&I) initiatives

Representation always was and remains a key tenet of our talent management philosophy, there are 90 different ethnicities working at IQVIA. As the company has grown, we have maintained the gender mix of our workforce, with women comprising 60% of our global workforce and 51% of our global managers. In the U.S., 47% of new hires identify as a minority, of which 16% identify as Black. In 2022, the levels of racial, ethnic and gender diversity for new hires exceeded the existing levels for our overall U.S. workforce. These data are contained in our our Employment Information Report (EEO-1) which we disclosed in May 2022. At the IQVIA Board level, two of our three Board Committees are now chaired by women, 40% of our directors are female and 50% are diverse.

In support of this inclusive environment, IQVIA launched its eighth employee Resource Group (ERG), the Disabilities and Careers Network, increased overall participation in our ERGs by 40% and continued the development and implementation of our Black Outreach and Engagement (BOE) initiatives.

**Letter from
the CEO**

Strengthened our corporate governance program

We are continually strengthening our corporate governance program, which is critical in supporting our sustainability goals, promoting accountability, and driving long-term shareholder value. These included:

- Refreshing the leadership of our Board Committees. The Leadership Development and Compensation Committee and the Nominating and Governance Committee are now led by Carol Burt and Colleen Goggins respectively.

- Responding to shareholder feedback, we made significant corporate governance enhancements. These included implementing a majority voting standard, adopting stockholders' right to request a special meeting and declassifying the Board.

- Since 2020, we have made over 20 distinct enhancements to our corporate governance program, as well as added significant additional disclosures to provide greater transparency on our policies and practices.

Received recognition of our achievements

By consistently delivering on our strategy of integrating analytics, technology and expertise in support of our mission, we continue to be recognized as a leader in our industry.

- FORTUNE. IQVIA was named to FORTUNE's World's Most Admired Companies™ list for the sixth consecutive year, again earning the first-place ranking in its industry group. IQVIA also ranked number one in seven of nine categories including innovation, people management, use of corporate assets, social responsibility, quality of products and services, global competitiveness and long-term investment value.

- Brandon Hall Group. We were awarded four Human Capital Management Excellence awards in recognition of our talent management programs.

- IDC Marketscape. We were named a leader in the Worldwide Life Science Sales and Marketing IT Outsourcing Services 2022 Vendor Assessment.

I would like to thank our employees for their passion, tenacity and drive to innovate; our customers and partners for their ongoing collaboration and trust; and our stockholders for their continued support.

I am very optimistic about IQVIA's ability to make significant contributions to the advancement of global healthcare. I look forward to sharing updates with you as we progress on our journey in 2023 and beyond.

Ari Bousbib
Chairman and Chief Executive Officer
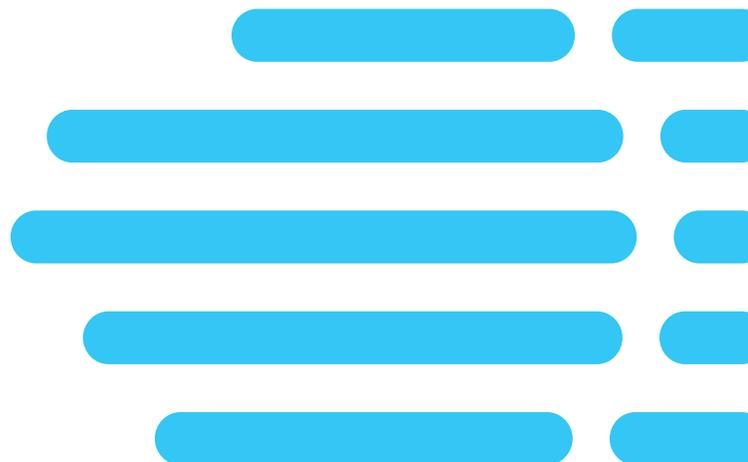
IQVIA, United States

About IQVIA

IQVIA is driven by our mission to accelerate innovation for a healthier world. We are a leading global provider of advanced analytics, technology solutions and clinical research services to the life sciences industry. Our customers include biotech, medical device and pharmaceutical companies, medical researchers, government agencies, payers and other healthcare providers. By intelligently connecting the right insights, technology and expertise, we help our customers do extraordinary things for healthcare.

What we do

More than 86,000 IQVIA employees across more than 100 countries work every day to support our customers in making critical decisions and improving performance, to deliver better healthcare to patients globally.

Our ability to develop unique solutions to our customers' most pressing healthcare challenges is what sets us apart. We do this by bringing our extensive portfolio of expertise and capabilities together through IQVIA Connected Intelligence™ — an integrated offering designed to meet complex customer needs and provide new levels of value. Connected Intelligence combines the strengths of our three operating segments — Research and Development Solutions, Technology and Analytics Solutions, and Contract Sales and Medical Solutions — to create tailored, outcomes-focused insights and solutions.

We help our customers gain a deeper understanding of disease, human behaviors and scientific advances, and ultimately drive progress towards new treatments, cures and better healthcare outcomes.

Our collection of healthcare information is one of the largest in the world, including more than 1.2 billion comprehensive, longitudinal, non-identified unique patient records. These span electronic medical records, genomics, medical claims, prescription and promotional data and social media. We continue to grow our information set to offer even greater intelligence — we currently hold more than 60 petabytes

of proprietary data sourced from more than 150,000 data suppliers and over 1 million data feeds globally. Handling such a large volume of data means privacy is of the utmost importance. **We are a global leader in protecting individual patient privacy.** We employ a range of technologies and safeguards to protect individual identities while generating insights at scale. With our sophisticated analytics and global technology infrastructure, we help our customers use these data to run their organizations more efficiently and make better decisions.

Research and Development Solutions

We translate science into new treatments, matching our therapeutic experts with customers to enable higher levels of precision and speed in their trial designs and execution. Our Research and Development Solutions include:

- **Clinical Laboratory Services.** Globally scaled end-to-end clinical trial laboratory and research services to support customers.

- **Clinical Trial Support Services.** Specialized expertise to help clients efficiently collect, analyze and report on high-quality data and evidence needed for regulatory approval.

- **Data Sciences, Safety and Medical Services.** Providing innovative, end-to-end solutions for the management and delivery of high-quality, integrated and timely data.

- **Decentralized Clinical Trials.** Direct-to-patient trials using our proprietary information assets, designed to improve cycle times and increase trial participation, including among diverse populations.

- **Function Service Provider Solutions.** Helping our customers manage their capacity needs as well as capability gaps by providing a customized, flexible resourcing model.

- **Project Management and Clinical Monitoring.** 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.

- **Strategic Planning and Design.** Strategic consultation to improve decisions and performance through data services.

Technology and Analytics Solutions

We drive efficiency, improve decisions and accelerate commercialization, ultimately improving patient outcomes. Our Technology and Analytics Solutions include:

- **Analytics and Consulting Services.** Insights that enable life sciences companies to transform commercial models, engage effectively with healthcare stakeholders and reduce operating costs.

- **Information Offerings.** Consistent performance metrics on sales of pharmaceutical products, prescribing trends, medical treatment and promotional activity across multiple channels.

- **Real World Solutions.** Uses protected, secure, non-identifed, longitudinal patient data that enable life sciences, payers, providers and governments to disseminate evidence in a cost-efficient manner to help our customers define the best commercialization approach by looking at real-world data.

- **Technology Platforms.** Cloud-based applications and implementation services and Software as a Service (SaaS) solutions to support a wide range of clinical and commercial processes.

Contract Sales and Medical Solutions

We work closely with our customers on analytics-driven commercialization, delivering solutions focused on scalable resources, precision insights and actionable ideas. Our Contract Sales and Medical Solutions include:

- **Healthcare Provider Engagement Services.** Tailored stakeholder engagement solutions that focus on product sales and improving brand value at all stages of the product lifecycle.

- **Medical Affairs Services.** Strategy and services to aid biopharmaceutical companies to transition medication from clinical trials to commercialization.

- **Patient Engagement Services.** Nurse-based programs that engage patients to improve their disease and medication understanding and help them navigate reimbursement coverage issues.

Our business model

Research and Development Solutions

Technology and Analytics Solutions

Contract Sales and Medical Solutions
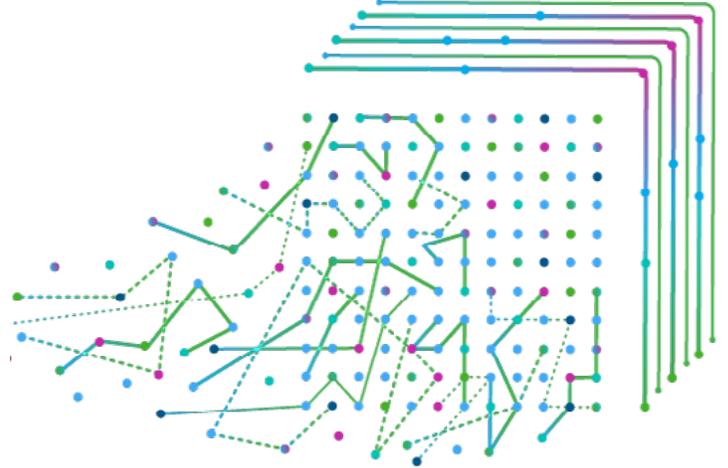
2022 by the numbers

IQVIA office, Japan

86,000
Approximate employees worldwide

100+
Countries we currently operate in

1.2b+
Non-identified unique patient records

60+
Petabytes of unique data

4,500+
Advanced Analytics / Data Scientists / Statisticians

1,900+
Epidemiologists / Real World Experts

10,100+
Software Development / Support Professionals

1,800+
Medical doctors worldwide

$14.4b
Annual Revenue

$3.3b
Adjusted EBITDA

$1.6b
Free Cash Flow

Learn more at
www.iqvia.com/about-us

Select 2022 awards and recognitions

- **Brandon Hall Group:**
  Four Human Capital Management Excellence awards —
  read more on page 45.

- **FORTUNE:**
  IQVIA was named to FORTUNE's World's Most Admired
  Companies™ list for the sixth consecutive year, again earning the
  first-place ranking in its industry group. IQVIA also ranked number
  one in seven of nine categories including innovation, people
  management, use of corporate assets, social responsibility, quality
  of products and services, global competitiveness and long-term
  investment value.

- **Health Tech Digital Awards:**
  IQVIA electronic clinical outcome assessment (eCOA) platform
  awarded Best COVID-19 Software Solution to Support Virtual Clinics.

- **IDC Marketscape:**
  Named a leader in the Worldwide Life Science Sales and
  Marketing IT Outsourcing Services 2022 Vendor Assessment.

- **MedTech Breakthough Awards:**
  IQVIA eCOA platform won an award in the Best Patient Portal category.

Our commitment to sustainability

IQVIA Day, Portugal

Our commitment to sustainability

We are committed to delivering on our purpose of helping our clients improve healthcare outcomes for patients. Sustainability is a core consideration in achieving this — identifying and acting on the environmental, social and governance (ESG) issues most relevant to our business and stakeholders.

Our sustainability approach and progress are organized in this report under the pillars of People, Public and Planet.
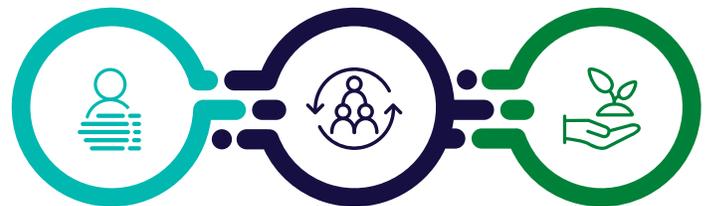
People   **Public**   **Planet**

**Our commitment
to sustainability**

Transparency and stakeholder engagement

Sharing our ambitions and progress transparently encourages accountability and drives us to do better. We maintain open dialogue with our many stakeholders to better understand their needs and expectations, share our learning and insights, develop our strategy and decision-making, and help accelerate wider industry-level advancements.

IQVIA Day, Bulgaria

Stakeholder group	Example of how we communicate	
Employees	+ Company mobile app Go IQ + Company intranet + Email communications	+ Employee hotline + Company surveys + Frequent town halls
Customers	+ Direct outreach + Formal engagement processes (RFPs and questionnaires)	+ Satisfaction surveys + IQVIA-led conferences + ESG forums and working groups
Investors	+ Targeted outreach + In-person and virtual meetings + Industry conferences	+ IQVIA analyst and investor conference + Annual shareholders meetings
Public	+ Direct engagement + Conferences and roundtable forums + Board memberships	+ Research contributions via the IQVIA Institute for Data Science and IQVIA Thought Leadership
Government (as regulators and customers)	+ Conferences and roundtable forums + Direct engagment	+ Formal information requests and engagement

Our commitment to sustainability

Materiality assessment

ESG issues that impact us most as a business or that we have most impact upon are those considered to be material. In 2022, we refreshed our materiality assessment, informed by a survey of key stakeholders — including selected IQVIA employees and executives, investors, life sciences companies, payers and healthcare providers.

Analysis of the survey results with our ESG Executive Steering Committee led to the identification of nine issues of key significance to IQVIA, taking account of the level of stakeholder interest, IQVIA's potential impact on people and planet, and the potential impact of these issues on IQVIA's business and performance. These are presented in the matrix below.

Our material issues

We provide further detail on our material issues and other issues of relevance to our business throughout this report, including our management approach and any relevant 2022 performance updates or data.

IQVIA Day, United Kingdom

Material issue categories

- Foundation
- People
- Planet
- Public

Potential impact OF IQVIA on people and planet

Potential impact ON IQVIA's business and performance

- Clinical trial safety
- Data privacy
- Cybersecurity
- Healthcare access and equity
- Employee well-being, health and safety
- Diversity and inclusion
- Ethics and compliance
- Employee development and recognition
- Climate change

Moderate — High — Very High

**Our commitment
to sustainability**

WE SUPPORT

UN GLOBAL COMPACT

External frameworks

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

- **Global Reporting Initiative** (GRI). See page 101 for our 2022 GRI index.

- **Sustainability Accounting Standards Board** (SASB) — now part of the IFRS Foundation. See page 115 for our 2022 SASB index.

- **Task Force on Climate-related Financial Disclosures** (TCFD) framework. See page 91 for more detail.

- **Sustainable Development Goals** (SDGs). We have identified the SDGs that we believe are most relevant to our work and therefore where IQVIA can make the most significant contribution to advancement.

- **United Nations Global Compact** (UNGC). We are UNGC members, affirming our commitment to embed sustainability across our business.

Sustainable development goals	Our statement of commitment and 2022 highlights
3 GOOD HEALTH AND WELL-BEING	We use our data insights and clinical expertise to help our partners accelerate access to more advanced and affordable healthcare treatments around the world. See page 57 [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 49 [People section]
12 RESPONSIBLE CONSUMPTION AND PRODUCTION	We are committed to reducing waste. In 2021, we removed 100% of single use plastic from all our office facilities. We continue to evaluate our environmental footprint and will be increasing the number of My Green Lab Certified laboratories in 2023. See page 92 [Planet section]
13 CLIMATE ACTION	We recognize the need to reduce our environmental footprint and to progress towards becoming net-zero. We submitted our science-based target for approval, in 2022, as part of our commitment. See page 98 [Planet section]

IQVIA office, Czech Republic

Foundations

IQVIA conference, Brazil

Governance

Our Board actively oversees performance in corporate sustainability. The Board has delegated responsibility of our Environmental, Social and Governance Program to the Nominating and Governance Committee.

Board of Directors

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

Lead Independent Director John M. Leonard, M.D.

- Champions our ESG agenda
- Engages with stockholders, our CEO and management team

Nominating and Governance Committee Chair, Colleen Goggins

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

Chairman and Chief Executive Officer Ari Bousbib

- Integrates ESG into the broader organization
- Engages with senior management, stockholders and other key external stakeholders on a variety of ESG matters

ESG Executive Steering Committee

Guides and governs corporate-wide sustainability objectives and initiatives.

ESG Working Group

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

Foundations

Sustainability governance

Board level

The IQVIA Nominating and Governance (N&G) Committee of the Board of Directors has direct responsibility for overseeing and reviewing our strategic plans, objectives and risks related to our sustainability program. This responsibility is delegated to the committee by our Board of Directors.

Colleen Goggins, the chair of the N&G Committee, leads the Board's oversight of our sustainability program, and meets regularly with leadership to provide guidance on ESG initiatives and discuss progress made towards our sustainability objectives. Our Lead Independent Director and fellow N&G Committee Member, Dr. John Leonard, champions our ESG agenda through his engagements with stockholders, our Chief Executive Officer (CEO) and management team.

Management level

At the management level, our sustainability program is governed by our ESG Executive Steering Committee, which is made up of senior executives, including our Chief Financial Officer, General Counsel and Chief Human Resources Officer, and is responsible for setting our sustainability strategy.

In addition, our ESG Working Group focuses on implementing sustainability policies and processes throughout our operations, and assesses climate-related risks and issues at least every quarter. The ESG Working Group is made up of key functional leaders, including representatives from Thought Leadership, Health & Safety, Public Health, Legal and Corporate Communications. The group reports its progress to our CEO and the ESG Executive Steering Committee.

Ari Bousbib
Chairman and
Chief Executive Officer

Colleen Goggins
Chair of the Nominating and
Governance (N&G) Committee

John Leonard, M.D.
Lead Independent
Director and N&G
Committe Member

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

Eric Sherbet
Executive Vice President,
General Counsel and
Secretary

IQVIA office, United Kingdom

Corporate governance

Robust corporate governance is essential to our success and provides a foundation for strong relationships with our stakeholders built on trust and transparency. Our corporate governance framework and practices support an environment of accountability and promote the long-term interests of our stockholders. To embed good governance throughout our operations, our employees' performance goals include a commitment to compliance.

Our Board is responsible for supervising the overall affairs of the company and delegates its authority to senior management to run and oversee day-to-day business operations. The Board is kept informed by:

- Discussing issues with our CEO and other officers

- Reviewing information and briefings

- Holding regular and — when needed — special Board meetings

- Participating in meetings with the Audit Committee, Leadership Development and Compensation Committee and N&G Committee.

For more information on our corporate governance, see our latest Annual Report and Proxy Statement.

Risk management and business continuity

Our Board continually discusses and considers key risks associated with our business activities and strategic plan, our capital structure and ESG and climate matters.

To identify and manage key risks, including ESG-related issues, leaders from our principal functional areas and business units meet on a quarterly basis. Together they form our Enterprise Risk Council, and are responsible for implementing and updating our enterprise risk framework.

The framework tracks internal and external factors that could impede achievement of our business objectives or damage our brand, reputation or financial condition. It aligns our ESG Report with guidelines from the Global Reporting Initiative (GRI), Sustainability Accounting Standards Board (SASB) and Task Force on Climate-Related Financial Disclosures (TCFD). Our Audit Committee reviews the framework every six months, and the Board and its relevant committees hold detailed discussions of selected risks. The N&G Committee discusses key ESG risks and issues regularly throughout the year.

Our Business Continuity and Disaster Recovery team oversees our strategy and processes for anticipating and responding to disruptive events — including a comprehensive program to protect our business-critical systems and data assets.

Foundations

Ethics and compliance

Our culture and approach

Ethics and integrity are at the core of everything we do. Wherever we operate and whatever the context, we strive to do what is right. We share this expectation with everyone who works for or with IQVIA and require a total commitment to ethical behavior. Our employees' decisions and actions are critical to our reputation and business success and they are central to our mission of advancing healthcare and improving patient outcomes.

Our Commitment to Compliance goal states that all employees must demonstrate commitment to IQVIA's culture of compliance, including by adhering to the company's Code of Conduct and policies and completing all mandatory assigned training on time.

Our Ethics and Compliance Office (ECO) develops and implements our ethics and compliance program, taking a practical, scalable and risk-based approach. The program is designed to embed our culture of doing the right thing throughout our businesses, regions and functions. It promotes and sustains our culture of ethical conduct, good business practices and compliance with regulatory standards, statutes and laws.

IQVIA office, China

Our Code of Conduct

Our Code of Conduct (the Code) is a set of critical principles that govern how we work. Published on our intranet and website in 18 languages, the Code defines our organizational values, principles and expectations of behavior. It covers key topics including:

- Asset protection

- Biopharmaceutical regulatory compliance

- Business ethics (e.g., anti-bribery, anti-corruption and anti-trust)

- Corporate governance

- Data protection

- Patient safety and medical ethics

- Workforce

- Sustainability and citizenship

IQVIA requires an unwavering commitment to ethics and integrity to drive our business forward and improve patient outcomes. That's why every one of us must achieve our individual annual Commitment to Compliance performance goal.

Susan Lipsitz – *Chief Compliance Officer, IQVIA*

Foundations

We expect all IQVIA employees to adhere to our global company policies and procedures. Along with our Code of Conduct, other key policies and statements that outline our expectations of ethical conduct include:

- **Privacy Policy**: Outlines how we collect, hold, use and disclose our internal and external stakeholders' personal information.

- **Anti-Bribery and Anti-Corruption Policy:** Communicates our commitment to conducting all operations ethically and in compliance with anti-bribery and anti-corruption laws and regulations. The Policy applies to all IQVIA directors, officers, employees, contractors and temporary staff.

- **Statement on Anti-Slavery and Human Trafficking:** Shares our zero-tolerance approach to unethical practices that have the potential to enable modern slavery and human trafficking. Read more on page 25.

- **Supplier Code of Conduct**: Requires our suppliers to commit to uphold workers' human rights and treat them with dignity and respect, as well as containing wider requirements on social and environmental responsibility. Read more on page 25.

IQVIA office, United Kingdom

Training and communications

We promote our culture of integrity through training and transparent communications.

Our employees and contractors are required to complete a global mandatory training curriculum, tailored to meet local requirements. In addition to training on our Code of Conduct, courses include Anti-Bribery and Anti-Corruption, Data Privacy, Global Information Security, Preventing Harassment in the Workplace and Social Media.

The curriculum is designed to educate our workforce on the importance to IQVIA of compliance with internal and external requirements, guide employees in their

compliance efforts and explain the individual and corporate consequences of non-compliance.

In 2022, we updated our Code of Conduct training course to further heighten awareness of issues that may arise within our business. **We support and embed training outcomes by communicating and regularly reinforcing key compliance messages.** These include, for example:

- Compliance reminders via our employee mobile application, Go IQ

- Infographics to support our policies. Our 2022 infographic series addressed a range of compliance topics, such as:

  » **Engaging with social media** in a manner that is consistent with our policies and procedures

  » **Receiving gifts and entertainment** and mitigating the risk of bribery and corruption.

- Communications from management, including companywide emails from our CEO and Chief Compliance Officer

- Live presentations to targeted audiences.

IQVIA office, Japan

Reporting, investigating and taking corrective action

We expect our workforce to seek guidance on ethics and compliance matters and to report possible violations of our Code, policies or the law, and we support them in doing so.

To aid early issue detection and remediation, we encourage employees to seek guidance on ethics and compliance matters and to address concerns directly with others if they feel comfortable doing so. They can also use one of the reporting channels communicated in our Code, including contacting their manager or another manager, a member of the local leadership team, their Human Resources representative, the Legal department, the Ethics and Compliance Office or Internal Audit.

In addition, our employees or anyone else within or outside IQVIA can report a concern via telephone or internet, 24/7, using IQVIA's global Ethics Line. Internet access and information about country-specific telephone numbers are available at

iqviaethics.com. The line is operated by an independent third party. Reports can be made anonymously to the extent permitted by law.

We investigate all reported concerns and take appropriate action when violations are identified and substantiated. We prohibit retaliation against anyone raising concerns in good faith.

Ethics governance and risk management

Our Ethics and Compliance Office (ECO) is led by our Chief Compliance Officer (CCO), who is a member of our Enterprise Risk Council and provides quarterly updates to the Audit Committee of our Board of Directors.

As an integral part of our enterprise risk management program, the ECO partners with our Legal, Human Resources, Internal Audit, Procurement, Finance and Enterprise Quality Assurance departments, as well as with our Chief Medical and Scientific Office, supporting our commitment to ethics and compliance in key areas of risk. These areas include antitrust, cybersecurity, data privacy, good clinical practices, insider trading and

compliance with the Health Insurance Portability and Accountability Act (HIPAA).

Each year we perform a global compliance risk assessment to identify and prioritize healthcare compliance and assess anti-bribery and anti-corruption risks. Based on the results, we develop our audit and monitoring plan for the year. We communicate the plan to relevant stakeholders and track outcomes to ensure timely remediation of any issues.

Our Compliance Champions are central to these efforts. This global network of employees liaises between the ECO and our local regions and businesses to strengthen and reinforce our culture of ethics and integrity. Champions infuse the ECO with local knowledge, serve as points of contact for program initiatives, amplify compliance messages more broadly throughout IQVIA and provide local guidance as appropriate.

IQVIA office, United States

Human rights

We work to support and uphold human rights across our business operations.

Our Code of Conduct *Doing the Right Thing* (the Code) communicates our human rights, labor, environmental and anti-corruption requirements to all IQVIA employees. It guides how we work and provides resources for seeking help or reporting concerns. All IQVIA employees are required to undergo annual IQVIA Code of Conduct training and confirm their alignment with the Code. Read more about our approach to ethics and compliance on page 22.

Our Supplier Code of Conduct (the Supplier Code) sets expectations of our suppliers in a number of key areas including labor and human rights, ethics and compliance, and health and safety. Based on internationally recognized standards, the Supplier Code requires our suppliers to commit to upholding the human rights of workers, treating them with dignity and respect. Read more about how we work with suppliers on page 26.

We take a zero-tolerance approach to unethical practices such as child labor, modern slavery and human trafficking. As a U.S. government contractor, we follow the U.S. Government's regulations regarding combating trafficking in persons. We also publish an annual Statement on Anti-Slavery and Human Trafficking, in accordance with the U.K. Modern Slavery Act.

Foundations

Responsible procurement

We are committed to practices that minimize the impact of our business operations on the planet and help create a healthier world. **Collaborating with our suppliers presents a significant opportunity for making a lasting difference.** We spend several billion dollars annually with thousands of third parties spanning multiple geographies and categories — including clinical trial support services, facilities management, IT services, investigators, physicians and professional services.

Our Supplier Code of Conduct sets expectations for suppliers in key areas including:

- Environment

- Ethics and compliance

- Health and safety

- Labor and human rights.

The Supplier Code also requires our suppliers to communicate its principles with their own supply chain and periodically evaluate their compliance, helping us to extend our expectations beyond the first tier of our supply chain.

In 2022, as part of our commitment to achieving an approved science-based target and in alignment with our wider climate strategy, we submitted a Scope 3 supply chain engagement target to the Science Based Targets initiative. We are committed to further strengthening our approach to responsible procurement and have appointed a new supply chain sustainability and diversity director to oversee and drive forward these efforts.

IQVIA office, Germany

In 2023, we will launch the IQVIA Supplier Network, with the aim of working together with our suppliers to create a positive and lasting impact on healthcare and our environment. We will achieve this in three ways:

- **Expectation**. In line with an enhanced Supplier Code of Conduct, we will communicate our ESG expectations to all suppliers in the network. Carbon reduction is a particular focus — suppliers will be expected to commit to achieving an approved science-based target and work closely with us to reduce IQVIA's carbon footprint.

- **Collaboration.** Together with suppliers, we will identify and drive ESG opportunities, resolve challenges and share and celebrate our achievements.

- **Learning.** Suppliers will be able to access learning content to broaden their understanding of ESG topics and in particular to enhance their own internal carbon reduction journey.

Supplier diversity

An inclusive supplier base benefits our business, our suppliers' businesses and the wider healthcare industry — ensuring we source goods and services from a wide range of innovative companies. Our supplier diversity framework helps drive us to be more strategic about improving diversity across our supply chain and supporting a culture of inclusion.

We run a Supply Chain Diversity Program to positively encourage and influence the selection of diverse suppliers[1]. We continuously review and enhance the Program pillars, which include:

- **Awareness** — raise the importance of supplier diversity within IQVIA

- **Policy** — set standards within IQVIA to encourage opportunities for diverse suppliers

- **Reporting** — share supplier diversity metrics in this report

- **Sponsorship** — executive-level sponsorship of our program

- **Support** — provide support to smaller partners to help them navigate our organizations

- **Targets** — understand how data-based targets may improve our approach

- **Tools** — leverage technology to help us develop our approach

- **Visibility** — give diverse suppliers more visibility of the opportunities to work with us.

In 2022, we continued to implement sourcing tools that support our business to identify diverse vendors, make it easier for these suppliers to be aware of new opportunities at IQVIA and help us track diversity data.

In 2022, approximately 8% of IQVIA's US third party spend was classified as diverse.[2] Of this, around one-third has a diverse classification, one-third a Small Business Enterprise classification and one-third is classified as both diverse and small. The main diverse classifications include Minority Business Enterprises (36%) and Women Business Enterprises (22%).

IQVIA office, Germany

1. Diverse suppliers are classified as for-profit businesses that are majority owned by under-represented groups, including (but not limited to) women, ethnic minorities, people with disabilities and members of the LGBTQ+ community.
2. In-scope spend from December 2021-December 2022.

People

IQVIA office, China

IQVIA office, United Kingdom

People

Connecting with our people

Our people are the driving force of our business, bringing their skills, experience, ideas and passion to work every day. It is critical to our success that we stay connected with everyone who works at IQVIA — to understand their needs, communicate our expectations and maintain a sense of community and shared values.

We keep employees informed about important company matters through open communication channels, with frequent updates on our strategy and business performance. Digital platforms enable our people to connect and engage meaningfully with one another, and regular town halls hosted by our CEO and executive team enable employees to directly engage with and ask questions of our senior leaders. Go IQ, our internal mobile app, provides updates on latest developments and continues to grow in content and number of users.

RWS People+

In September 2022, we held our first Real World Solutions (RWS) People+ event, a virtual conference with a core focus on creating a sense of belonging at work in a hybrid workplace. The conference sessions were available during two different time slots to accommodate our employees across all time zones — reaching the Americas, Asia Pacific (APAC) and Europe, Middle East and Africa (EMEA). The three-hour event was delivered in a dynamic and engaging format and included:

• A keynote speech on the topic of Creating a Sense of Belonging at Work

• 10-minute activity breaks covering the topics of Working Effectively in Teams and Wellness

• A panel discussion on the topic of Belonging at Work

• 20-person roundtable discussions.

Over 2,200 employees joined the conference and more than 400 participated in the roundtable discussion.

People

Connecting Our People

In 2022, we ran Aspire, our people conference, focused on bringing our employees together to connect, network and discuss issues that matter to them.

Europe, Middle East and Africa (EMEA)

During Aspire '22 EMEA, we engaged over 27,000 colleagues across more than 50 countries in Europe, the Middle East and Africa — on various platforms including our Aspire Newsletter, the Aspire Go IQ channel and our second Aspire People Conference.

The purpose was to 'Connect the Dots' and celebrate our collective efforts in creating the best work experience for all. The event was focused on six areas — sense of purpose, healthy work experience (ways of working, new technology, wellness), careers, development, connections and giving back.

"It was a nice way to get to know the other people outside of my department in this country and felt more tailored and personal."

Our Aspire '22 conference in October brought colleagues together virtually and in person. Our week-long virtual platform included webinars hosted by internal and external speakers, daily Aspire radio programs, technology hacks and networking forums. This was complemented by more than 225 local events, where our people enjoyed the opportunity to connect with one another and build our community across professional and personal interests. Our employee-led football tournament — the IQVIA Cup — celebrated its 20th Anniversary, bringing 38 teams from 12 countries together in Bucharest, Romania to contend for the trophy.

Aspire Japan brought together more than 500 employees to share experiences and insights, engage with colleagues and learn more about topics such as

IQVIA office, United Kingdom

mental health and professional development. Sessions included sharing career stories and insights, exploring options for progression and development, exchanging ideas on graduate hiring in Japan and engaging on mental health and support.

"This kind of event really helps employees to identify areas of improvement, to become a better asset to the team and better support projects, customers and — most importantly — patients."

IQVIA Israel hosted Parents' Day, a local Aspire '22 initiative enabling senior parents of IQVIA employees to learn more about the company and our work to drive better healthcare outcomes for patients. Topics included the IQVIA vision, the importance of clinical trials, accelerating innovation in healthcare and IQVIA's commitment to the environment and sustainability.

Parents' Day, Israel

30

People

Listening to our employees

Our twice-a-year employee surveys enable us to connect with employees around the world — to check how we are doing and identify areas of opportunity. Reviewing and responding to this input is crucial to our employee engagement strategy.

We received an average of 63,000 responses across our two surveys this year, with an average participant rate of 79.5%. Across both surveys, an average of **81%** of respondents say they feel engaged. This was the first year we measured engagement across the full index, including referral, pride in company, intrinsic motivation and intent to stay. The employee engagement index was stable across both surveys and, based on a survey by Perceptyx, our results are aligned with other Fortune 500 companies.

Two items saw significant improvements in the six months between surveys:

• **Employees feeling they can achieve their career goals increased 1.8 points**

• **Employees seeing a link between the work they do and IQVIA's vision increased 1.2 points.**

In 2022, we introduced additional deep dive topic questions, focusing on retention and health and well-being. We learned that:

• **Flexibility and learning opportunities are two strong drivers for employees to stay at IQVIA long term**

• **82% of respondents identify work-life balance as the most important area for their well-being, with 68% saying flexibility in the workday is the best enabler for this**

• **53% of employees chose ability to take time off and disconnect from work as an enabler for well-being.**

93%
new question*
for 2022
Employees feel their manager treats all employees with respect.

*7 points above the Fortune 500 Benchmark

85%
new question*
for 2022
Employees agree their manager supports their skill and career development.

*8 points above the Fortune 500 Benchmark

84%
up 1 point
from prior year
Employees agree that their manager gives regular feedback on their performance.

75%
aligned
with prior year
Employees agree IQVIA cares about their health and well-being.

87%
up 2 points*
from prior year
Employees feeling part of a team.

*5 points above the Fortune 500 Benchmark

89%
up 3 points*
from prior year
Employees aquiring the knowledge and skills needed to be effective in their jobs.

*6 points above the Fortune 500 Benchmark

78%
up 4 points*
from prior year
Employees feeling they can achieve their career goals at IQVIA.

*7 points above the Fortune 500 Benchmark

People

In 2022, we took specific actions to address the following opportunities, identified in previous surveys:

- **Achieving career goals.** We launched Career Connections, our new AI-driven internal talent marketplace, as well as our Leader of the Future initiative. We also expanded our Be Bold in Your Career program. Read more about all these programs on pages 46 and 48.

- **Creating a sense of belonging.** We introduced the New Hire Connect pilot to connect our new hires across the enterprise through virtual networking sessions. Our newest Employee Resource Group (ERG) — the Disabilities and Carers Network (DCN) — is our eighth ERG, connecting employees who are carers and those with disabilities. Read more on page 53.

- **Having the resources to work effectively.** We partnered with Nexthink to provide employees with access to enhanced IT support, including real-time diagnostics and fast resolution of issues.

We will continue to identify and track our progress against key drivers of employee engagement — careers, belonging and health and well-being — as well as regularly refreshing our surveys to account for changes in our operations or work environment.
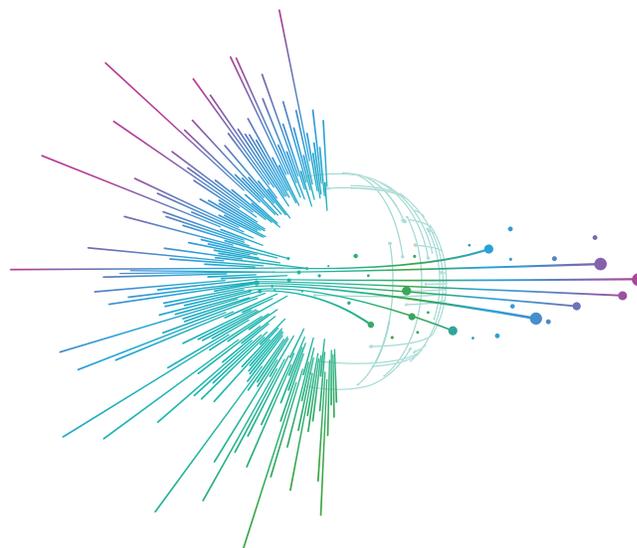
Engaging with our R&D colleagues

Our Research and Development Solutions (R&DS) segment last year launched a framework designed to reset our focus on our people — our greatest asset. Supported by an intranet site and a network of ambassadors, the framework encourages open communication and feedback from employees. We expanded the program in 2022, with highlights including:

- The addition of more than 220 influencers to help our existing network of program ambassadors broaden our connection with employees and gather ideas for future initiatives

- Refreshed materials and guidance as part of our Take the Time campaign, which focuses on the importance of employees' time

- Running quarterly workshops for our program ambassadors

- Hosting Mind Matters day — a series of sessions focused on a variety of holistic well-being topics.

IQVIA office, China

"This is the best initiative IQVIA has come up with in many years. It shows that senior leaders are acting on the message about employees being the most important asset."

- IQVIA employee

IQVIA office, Japan

Launching our new employee value proposition

After a year of development, we launched our new employee value proposition (EVP) in January 2023. Throughout 2022, we collected input from more than 41,000 external professionals, 17 IQVIA business leaders and approximately 2,000 of our employees from across all regions to develop a four-pillar EVP that better aligns with who we are today and who we want to be in the future. These pillars are:

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

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

- **Collaboration:** We bring out the best in each other — our inclusive environment enables greater impact when we work together

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

In preparation for launch, we engaged an EVP Champion network. Our Champions will play a key role in shaping the change management approach across different business units and ultimately embedding the new EVP across IQVIA.
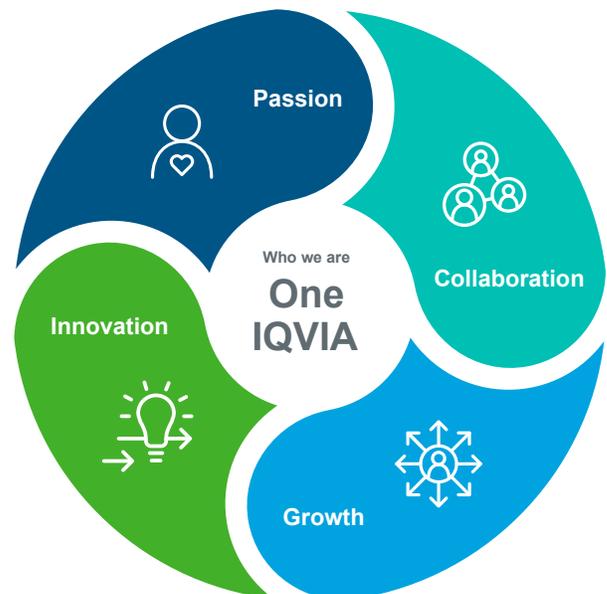
People

Well-being and benefits

We proactively support the well-being of our employees and their families by providing resources, programs and tools that enable them to thrive.

Our Global Well-being Program — Healthy You — is centered on four pillars:

- **Healthy Bodies:** Health and preventive care, fitness and sport, nutrition and food, sleep

- **Healthy Minds:** Work-life balance, mental health, stress and anxiety management, emotional resilience

- **Healthy Finances:** Insurance, income and debt management, financial planning

- **Healthy Connections:** Sense of connectedness and belonging, healthy relationships, supporting local communities.

Year-round resources on these topics are available on a dedicated intranet platform, while our international network of over 100 human resources professionals and local employee well-being champions organize local and regional well-being activities.

In 2022, we developed a global calendar focusing on each of our four well-being pillars and aligned with global awareness days, such as World Mental Health Day and International Volunteer Day. Our local champions use the calendar to plan customized activities for their

IQVIA office, Germany

countries (see page 35). We also offered six global well-being webinars to all our employees in multiple languages, with topics including sleep, nutrition, financial planning, relationships and mental health.

Well-being is now ranked in our top three drivers of employee engagement.

Recent years have shown the importance of having infrastructure in place to support our employees and their families through challenging global events. **A strong governance structure enables us to respond quickly to employee needs;** for example by offering financial education and critical incident support through our Employee Assistance Program (see page 36). Looking ahead, we will continue to develop a proactive organizational approach that helps our employees stay energized and achieve a healthy work-life balance. We will expand our global well-being framework to include further focus on the connections between well-being and other topics such as culture, diversity and inclusion and ESG.

> *IQVIA has successfully adapted to hybrid working during and following the COVID pandemic, allowing employees to work flexibly and effectively to manage their work-life balance. We have provided global webinars to encourage healthy boundaries and work-life balance and we continue to support managers adapting to managing remote teams.*
>
> **Catherine Povey** – *Well-being Champion and Sr. HR Business Partner, IQVIA*

World Mental Health Day and Aspire22

Each October, we mark World Mental Health Day (WMHD) with well-being focused activities for employees globally. In 2022, WMHD coincided with our Aspire22 people conference in EMEA (see page 30). We invited external experts to facilitate a session on the transition from Coping to Thriving, and we hosted webinars focused on mental health in the workplace — including one helping managers to recognize and respond to employee mental health needs. More than 850 employees participated in the Coping to Thriving webinar. Employees rated the webinar 4.8/5.

Regional programs

In addition to our global initiatives, regional well-being activities based on local priorities further support our employees' well-being. Activities around the world in 2022 included:

China: Our China team won a Mercer China Healthiest Workplace Campaign Award for Outstanding Health Practice. This award recognizes our comprehensive well-being practice, supported by our global vision, regional planning and local implementation of our four well-being pillars. In addition, China's health practice focuses on diversity and inclusion, particularly as it relates to efforts on rare diseases in China. Our team organized an employee walking challenge in 2022 to raise donations for patients with rare diseases and their families — see page 85.

India: We launched the Annual Health Checkup Program to enable employees to assess their current medical condition and learn about preventive measures.

By the end of 2022, more than 9,500 employees (around 50%) had made use of the program. IQVIA India also sponsored a walking challenge, engaging 5,000 employees across 198 teams.

U.K. Our U.K. team is supported with access to Babylon, a virtual general practitioner (GP) service. Babylon provides employees with 24/7 access to a private GP via video chat, telephone or instant messenger.

U.S. Hinge Health supports U.S. employees' musculoskeletal health and helps them reduce back, neck and joint pain. Since January 2020, more than 1,500 employees have participated, with results including a 54.3% reduction in reported pain and 63.2% reduction in surgery likelihood. In addition, the nearly 1,000 employees participating in our diabetes prevention program Omada have seen positive results: 19% of participants completing the core 16-week program reached the clinical weight loss threshold for diabetes risk reduction, while 28% of participants completing the year-long program achieved their weight loss goals.

People

Benefits to meet the needs of our employees

Our range of benefits supports employees and their families with physical, mental and financial well-being. The exact benefits on offer depend upon employee location and local regulations.

Key health-related benefits may include:

Critical illness care

Disability, life and accidental death insurance

Medical, dental and vision coverage

Telemedicine and on-site medical care

Other benefits may include:

Child stipends

Coaching to support with student loan repayment

Commuter benefits

Identity theft protection

Menopause helpline

Support for gender dysphoria

Pet insurance

Tuition reimbursement

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

We provide parental leave for all full-time employees, for the birth or adoption of a child. Paid leave for other life events includes sick time, bereavement, jury duty, military service and time off for voting — depending on local country-specific policies.

In 2022, we introduced a green car lease scheme in the UK, to help employees transition to electric vehicles — see page 96.

In response to the children's mental health crisis in the U.S., we began offering a digital mental health program for children from 18 months to 18 years old. Parents and children have access to coaching, licensed therapists and digital exercises to improve their well-being.

Employee Assistance Program

All employees and their families have access to a local Employee Assistance Program (EAP), which is both a preventive measure and a source of support in times of need. Our EAPs offer counseling services alongside accessible training and webinars focused on a variety of topics including financial planning, nutrition, social connections, stress management, time management and work-life balance.

Training sessions help teams familiarize themselves with the program and support managers to understand the importance of mental health, develop confidence and competence to identify employees at risk, and have the tools to intervene in an appropriate and effective way. We continuously promote EAPs through our intranet, local events, newsletters and town hall meetings.

In 2022, we launched a new U.S. EAP, Resources for Living. In addition to counseling services, the program provides digital tools to self-manage a variety of mental health needs. In the U.K., we partnered with AXA to give employees access to the AXA health app and other online well-being programs via our EAP.

This year, our global EAP shared 74 webinars on various well-being topics. Local and global EAP utilization for counseling averaged 2.8% during the first three quarters of 2022. Utilization of our new U.S. EAP averaged 7.1%, exceeding expectations and ranking above typical EAP utilization rates of 5%.

Health and safety

Providing a safe workplace that supports our employees' health and well-being is one of our most important responsibilities. **We work to embed a culture of safety and to provide the tools and systems that keep our employees healthy and productive.** Our approach includes:

- Incorporation of environmental, health and safety laws and regulations into our policies and procedures across the organization.

- Certification of labs operated by IQVIA Q^2 to ISO 14001:2015 and ISO 45001:2018, ensuring a robust integrated Environmental, Health and Safety Management System (EHSMS) and best practice standard operating procedures. Our seven large U.S. and EMEA IQVIA Q^2-operated labs are currently certified, and we are working towards certification for our Beijing and Singapore labs, and two Nexelis-operated labs in Europe, by 2024.

- A commitment to continuous improvement, supported by targeted dialogue, tools and training. For example, in our IQVIA Q^2 labs, employees participate in Environmental Health and Safety (EHS) committee meetings, risk assessment, incident investigations, 6S[1] inspections and our corporate Good Catch Safety Observation Program (see details below).

Our EHSMS requires all employees to actively participate in creating a safe, healthy and secure work environment. **Our Code of Conduct (the Code), which links to our Environment, Health and Safety Corporate Policy, describes our expectations of employees in contributing to our efforts.** The Code requires employees to follow all safety and security rules and procedures applicable to their location and to participate in mandatory health and safety training. We use tools such as our Healthy Working Program to assess and reduce ergonomic risks for our colleagues working in a hybrid environment.

In 2022, **we introduced the Good Catch Safety Observation Program, which helps employees identify and log indicators of unsafe working conditions or behaviors.** We will use data from the program to identify common issues and prioritize actions to address these. Since the program's launch in August 2022, it has resulted in over 400 observations and safety conversations.

We have strengthened our approach to screening clinical studies that involve potentially high-risk or valuable biological agents and their associated diseases. Our new Biosafety Review Board (BRB) oversees and reviews our biorisk policy and monitors supporting management systems. In 2022, we also launched a biosafety level two self-assessment program, to ensure any controls in place align with the World Health Organization (WHO) biosafety standards.

IQVIA office, China

1. 6S is a method used to create and maintain a clean, orderly and safe work environment. The six S's are: sort, set in order, shine, safety, standardize, sustain.

People

Laboratories

Our global network of laboratories covers the U.S., the U.K., South Africa, Singapore, Japan, India, China and Argentina. These facilities present a unique set of working conditions that require specific health and safety considerations for the 5,000 employees in our laboratory business.

All our labs have environmental and occupational safety and health management systems certified to ISO 14001:2015 and ISO 45001:2018 standards. Additional accreditations, depending on the location and services provided, include:

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

Mandatory health and safety training for all lab employees includes targeted content on recognizing biological and chemical hazards, and on lab ergonomics. External audits across all our laboratories helps ensure compliance with government regulations and adherence to our policies and procedures.

Regular hazard spotting inspections help to support a safe working environment and instill a culture of vigilance. We track accidents that occur in our labs and share data across our sites, helping to identify risks, establish best practices and reduce the likelihood of future accidents.

In 2022, we launched our Laboratory Ergonomics Program. E-learning and self-assessments focus on best practices to manage and reduce the ergonomics risks faced by our colleagues in the laboratory environment. These interventions reduced the number of lab-related strain and repetitive motion injuries from 12 in 2021 to 2 in 2022.

This year, the total recordable incident rate in our IQVIA Q^2 labs decreased to 0.66, which is below the industry average of 2.0. The lost time incident rate in our IQVIA Q^2 labs increased to 0.25, still well below the industry average of 0.70. Over the past year, we continued our efforts to raise awareness and provide training to reinforce employees' understanding of the importance of reporting safety related incidents. We develop targeted programs to identify gaps and areas for improvement in current processes, and we are working towards collecting health and safety data for more of IQVIA's workforce.

IQVIA Q^2 Labs - Key safety data	2022	2021	2020
Total recordable incident rate	0.66* (better than industry average of 2.0)	0.68	0.14
Lost time incident rate (hours)	0.25 (better than industry average of 0.7)	0.17	0.14

*Data are from our IQVIA 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 IQVIA Q2 sites to review box opening procedures and apply required best practice.

Emergency preparedness

Our priority in any situation of emergency or external threat — including a natural or human-induced disaster, or civil and political unrest — is to keep our people safe. Our Business Continuity and Disaster Recovery team is responsible for employee safety in these circumstances, wherever employees are located or traveling to and from. We have a Global Emergency Notification system for all employees, as well as relevant policies, procedures and plans that we review and update annually.

IQVIA labs, United States

Supporting our employees in Ukraine

In response to the conflict in Ukraine, we worked to support our employees and those with close family and friends there:

• We established a dedicated team to provide logistical support to employees who needed to leave Ukraine. To monitor their safety, we sent daily **"Send Word Now"** messages — this allowed us to offer assistance quickly to those who needed it. We also deployed an app provided by International SOS to further safeguard our employees while evacuating.

• We leveraged our network of IQVIA employees, customers, suppliers and other contacts in neighboring countries to aid employees and their family members who left the country.

• To provide financial support, we accelerated the payment of annual bonuses and March salaries to Ukraine employees as soon as the crisis began.

• To provide wider community support, IQVIA donated $100,000 to the Red Cross and the U.N. Refugee Agency.

Talent and learning

Our more than 86,000 people are at the forefront of science and technology and have unique and highly coveted skills spanning the disciplines of medical and life sciences, mathematics and engineering, tech and data and more.

The workforce of the future will be multitalented and adaptable, with qualifications that are not yet fully known or developed. We therefore continuously invest in growing our people's skillsets and experiences to meet the changing needs of our industry, deliver on our growth strategy and remain an attractive employer. We focus on:

- **Training and development:** We offer a comprehensive suite of learning initiatives and digital tools to enable our employees to anticipate and adapt to changing skills and career opportunities. We continue to move toward more digitized, democratized and personalized learning.

- **Leadership:** We shape and prepare our future management with targeted programs.

Individual development is central to conversations about priorities, contributions and aspirations, and is the foundation for our always-learning culture. **Employees are empowered to take ownership of their careers and learning journeys,** working in partnership with managers, mentors and others internal supporters.

Delivering our vision through exceptional talent

Our customers are facing increased complexity in the business environment, and science and technology are rapidly transforming the life sciences industry. **We have evolved how we work so that we can deliver disruptive technologies and scientific innovations to help our customers advance healthcare.**

2022 marked the culmination of Vision 22 — our three-year roadmap for addressing evolving customer needs and accelerating our growth. Everyone at IQVIA has played an integral role in delivering this vision, and we have supported employees to enhance their skills and capabilities to meet the goals of their team, region and business unit.

In 2022, employees were encouraged to share their own #MyVision22 through a dedicated communications channel on our Go IQ internal mobile app.

We continued to share key Vision22 messages to all employees through a range of channels, encouraging and enabling everyone at IQVIA to keep working:

- **Bolder:** Applying capabilities more creatively in new directions, developing unique platforms, creating new solutions to old problems

- **Smarter:** Prioritizing actions and investments, focusing on customers, tapping into the best knowledge and experience, using data to drive decisions and actions

- **Leaner:** Leveraging automation and technology to achieve efficiencies, streamlining operations, redesigning processes to increase productivity.

STEM Ambassadors

To support and develop the talent of the future, we are partnering with social mobility organization STEM Learning. We share in their vision of providing access to world-leading Science, Technology, Engineering and Mathematics (STEM) education to all young people in the U.K.

We have begun participating in STEM Learning's Ambassador program, where employees volunteer their time to visit schools, colleges and community settings to help with STEM and employability related exercises. The program reaches 1.7m students and over 270,000 teachers each year.

Our first cohort of 140 volunteers have so far engaged in 103 different activities and are supporting 161 schools. Activities have ranged from What is a Clinical Trial and Lean for Sustainability sessions in schools, to supporting cardiopulmonary resuscitation (CPR) sessions and building catapults with local scout groups.

In addition, our London, U.K. office piloted a work experience program with local schools this year, providing students with practical workplace exercises alongside the opportunity to learn about careers in IQVIA and the life sciences industry.

Collaborating with universities

We are connected with multiple universities worldwide and support various initiatives such as educational programs and graduate internship programs.

- New for 2023, is our support of the Braven Partnership in the United States as part of our diversity and inclusion and Black Outreach and Engagement initiatives. Braven is embedded within universities to offer underrepresented students course credit for professional development and career readiness. As an Employer Partner, we have the opportunity to work with these students 1:1 and as a potential career match for internships and full-time roles.

- In Japan we sponsor a graduate internship program with Meiji Yakka University. We also network with six other universities in Japan for placement of new graduates.

- In the U.K., our Business Operations team have an ongoing undergraduate internship program with the University of Bath specifically for ESG.

- Our Real World Solutions business sponsors educational programs in China, supporting a post-doctoral program in Public Health at Fudan University and Tianjin University.

People

Learning

We remain committed to enhancing our employee value proposition to engage our existing workforce and attract future employees. Our onboarding process, accessed by more than 30,000 new hires each year, is a key opportunity to highlight our approach to learning and development, and to ensure our people are aligned with the IQVIA vision and mission.

We provide employees with a range of formal and informal learning opportunities, through a mix of digital, virtual, in-person and on-the-job training. Many initiatives center on specific tools and topics, such as client-focused training, technology, project management, analytics, and clinical and therapy areas. For example, in 2022:

- We provided over 1 million learning opportunities within Research and Development Solutions

- Our Tech lab, which provides skills development for our IT Design and Development employees, had over 71,000 hits on its website and resources

- We engaged leaders in over 29,000 hours of management and leadership training

- 76,000 employees actively engaged in the LinkedIn Learning platform, completing more than 150,000 hours of training

- We introduced the T&L Navigator, a chatbot enabling employees to explore and ask questions about talent and learning offerings

- Our U.K. team piloted Sustainability and Carbon Awareness Training, to catalyze ideas for personal and professional changes that contribute to carbon footprint reduction.

Career Connections

In 2022, we expanded informal learning opportunities with the launch of the Career Connections platform — our AI-driven talent marketplace that enables employees to explore and be matched with mentors, short-term projects and opportunities for internal movement.

"Career Connections gave me the opportunity to further my career path and take on my next challenge at IQVIA. My new position matches my technical skills, and lines up with my career objectives."

Farouq Mousa, Senior DevOps Engineer

Since launching the platform in June 2022, over 22,000 users have registered, more than 312 short-term project opportunities have been allocated, and many of the 390 mentoring partnerships created are cross-country and cross-functional. After introducing the Jobs section of Career Connections, we have seen over 2,000 internal job applications. Many employees have transitioned to new roles that align with their career aspirations after joining projects and/or networking on the platform.

"This is a gamechanger for our organization and shows a real shift in mindset. To cultivate the enterprise skills of the future we must always be learning, always be curious and stay agile. Career Connections is a vital part of that approach."

Karen Powell, Chief Talent & Learning Officer

Workforce impact of the COVID-19 Infection Survey

Through our involvement in the U.K.'s COVID-19 Infection Survey (CIS), which ran from July 2021 to July 2022, we supported the health, wealth and future of the over 11,500 study workers involved. The main objective of the CIS was to provide insights on the impact of the pandemic on ethnic communities and inequalities, regional variations and spikes between waves. Through the program, we also created opportunities for workers by:

- **Creating jobs:** We provided work opportunities to 6,000 workers, 50% of whom had been made redundant by their employers during the pandemic. We hired workers from struggling industries such as airlines, hospitality and retail — new employees included staff aged 18–71, with a mix of gender and ethnicity.

- **Facilitating career progression:** Our Learning and Development team delivered more than 174 hours of training to 495 employees involved in CIS, ensuring that they have the skills to succeed. Through focused up skilling of our workforce, we have been able to retain more than 300 employees, and over 200 employees have moved on to gainful employment elsewhere in the business.

Each month, we also recognized five people involved in the CIS who showcased our values, by planting a tree in their honor as part of our partnership with NHS Forest — a non-profit that plants trees in and around hospital sites. This initiative boosts on-site biodiversity, as well as supporting the physical and mental health of staff, patients and the local community.

Access for all

Every employee has access to all training materials through our centralized Talent and Learning Hub, a one-stop shop for all training and development needs.

In 2022, we expanded our resources to offer even more opportunities for our people to build the skills needed to be successful in the future. This included providing greater transparency on future business needs and critical skills, alongside digitizing more content and leveraging technology to personalize upskilling recommendations to our employees. We also introduced a Career Series — a suite of virtual sessions and on-demand resources — to help employees understand and use the tools available to manage their career goals, map networks, share insights with others, and undertake a skill and experience gap analysis.

In 2022, we had more than 1.3 million visits to our Talent and Learning Hub. The ease of access to training and resources has resulted in employees completing 1.8 million e-learning programs over the course of the year.

IQVIA office, Germany

2022 Learning by the numbers

IQVIA office, Japan

Talent and Learning Hub

1,300,000+
More than 1.3 million visits worldwide

1,800,000+
More than 1.8 million e-learning programs completed

LinkedIn Learning

76,000+
More than 76,000 are actively engaged in the platform

150,000+
More than 150,000 hours of LinkedIn Learning; top 20 programs are approximately 1 hour

Career Connections

22,000+
More than 22,000 registered users

2,000
Over 2,000 internal job applications

29,000+
More than 29,000 hours of management and leadership training

Awards for talent excellence

As a testament to our dedication to talent development, IQVIA won four Brandon Hall Group Human Capital Management Excellence Awards in 2022, for the creation of innovative talent and learning offerings.

The Brandon Hall Group's prestigious global Excellence Awards recognize the organizations that have most successfully developed and deployed programs, strategies, processes, systems and tools to achieve measurable results. Recognition for IQVIA in 2022 included:

Gold award for Best Hybrid Learning Program for our Monitoring Performance Transformation program. This hybrid learning program accelerates the onboarding process for new Clinical Research Associates.

Silver award for Best Advance in Creating a Talent Management Strategy

Silver award for Best Use of Video for Learning for the creation of a customer education tool. The video supports sales representatives at pharmaceutical companies to use IQVIA's OCE Personal app — a tool to create targeted and personalized interactions with healthcare professionals and organizations.

Bronze award for Best Advance in Creating a Learning Strategy for our continued work to support IQVIA's workforce of the future.

People

Talent development

We encourage our employees to remain open and curious about their career progression and to make the most of the opportunities provided by our organization. Our annual pulse survey (see page 31) includes questions about careers, development and accomplishments that help us understand whether our employees have the tools they need to thrive.

Following a successful pilot in 2021, we expanded the Be Bold in your Career program — an initiative that helps employees plan their careers and be confident about embracing agility. There were 1,200 participants across two cohorts. Of those providing feedback, over 94% have initiated new career conversations.

1,200 Participants across 2 cohorts

94% Have initiated new career conversations

"The difference since I started the course is that I have more vision to not be pigeonholed in my role and I see the possibilities of moving within IQVIA. I am aware of the importance of it being me who promotes this change."

Be Bold in Your Career participant

Also in 2022, we introduced the Navigating the Twists and Turns in Your Career series, to help employees understand and explore their future possibilities. More than 1,700 employees participated in the initial virtual sessions covering growth mindset, skills to succeed, and how to coach yourself. A supporting microsite on our Careers site provides on-demand resources from the series. The site has received over 3,400 visits since its launch.
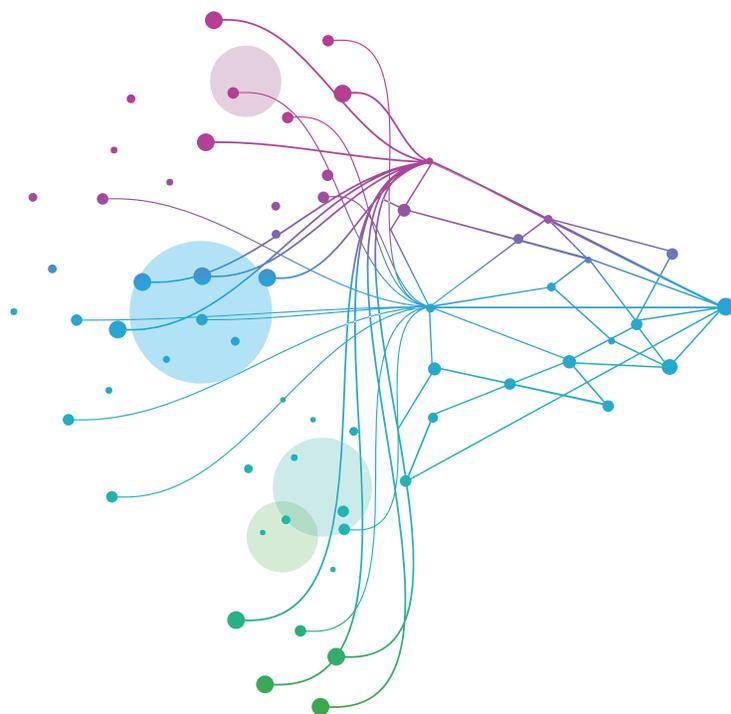
RWS mentoring program

Our Real World Solutions (RWS) mentoring program, launched in 2019, provides opportunities for employees across all RWS global and regional business units to mentor and receive mentorship. Mentor-mentee pairs meet for at least one hour per month during the six-month program, which is designed to:

- Accelerate personal and professional development

- Broaden knowledge of career opportunities at IQVIA

- Expand and strengthen the RWS network

In 2022, there were 238 mentor-mentee pairings, the highest number to date. A recent survey collecting insights from the first cohort of the program found that 86% of participants would recommend the program to their fellow colleagues and 87% would consider participating in the program again.

IQVIA office, United States

Leadership programs

Our employees are highly skilled and specialized professionals in high demand in the labor market. Leadership development is a key driver of our talent strategy — we invest in our employees and support their professional growth. **Our programs enable participants to develop knowledge about the full breadth of the IQVIA business, expand their leadership skills, tools and insights, and cultivate their internal networks** — including with senior leaders. Examples of this are our Emerging Leader Program, which is aimed at key mid-level talent, and our Future Leader Program, which is aimed at more senior-level talent, where we expose participants to a variety of trainings, tools, assessments and mentoring to support a broader understanding of the breadth of the IQVIA portfolio, further develop leadership traits, expand network and develop skills for greater success in the future.

Future Leader program

We continue to invest in our Future Leader Program — a four-month virtual program for high-potential leaders at director-level and above. This year, 83 senior leaders

from 21 countries participated in the program. Sessions include live webinars, peer coaching, business projects and skills assessments. The program is rated highly by participants, scoring an average of 4.2 out of 5.

Emerging Leader program

Our Emerging Leader program targets high-potential employees at the managerial level. In 2022, we switched from 100% virtual trainings for the program to a blended format, including in-person kick-off events for cohorts. We also moved to an approach that combines global and regional business unit participation, to promote cross-functional collaboration and networking. This year, a total of 302 employees undertook 8,358 hours of training.

"The Future Leader program has given me valuable additional insights into the company, its strategy and its leadership. I feel even more motivated to be at IQVIA and look forward to developing further as a leader."

Program participant

47

People

Leader of the Future initiative

In 2022, we introduced the Leader of the Future initiative to identify and build the skills needed across the organization to lead in a hybrid environment. The initiative was launched in June to all people managers. To date, more than 4,500 leaders have participated in the various resources provided to develop their skills.

Talent development initiatives in APAC

In 2022, our Asia-Pacific (APAC) teams continued to deliver and participate in regional talent development programs, including:

- **APAC Rising Leader Program:** A six-month leadership journey connecting high-potential leaders across APAC, with the aim to enhance participants' leadership capabilities to take on more complex roles and lead effectively in the changing business environment. The program is in its second year and runs annually.

- **APAC Meeting-In-A-Box:** Bi-monthly, small group discussions on core people management skills, such as building effective teams, developing people and building resilience. The program aims to connect employees and managers across different locations in APAC through highly interactive discussions to upskill and address common challenges.

"Leadership is an evolving journey and should be a continuous learning endeavor. Keep an open mind, leverage the networks and resources around you, and always be learning."

Associate Principal from Australia and participant in the APAC Rising Leader Program

IQVIA office, United States

Continuous improvement through LEAN training

For more than a decade, our LEAN training program has supported employees to understand and apply the principles of LEAN, which focuses on eliminating waste and increasing customer value through improved process design. More than 13% of our employees have now been trained in LEAN, completing more than 47,000 trainings to date.

In 2022, we launched a new LEAN for Sustainability program — read more on page 96.

IQVIA office, China

Diversity and inclusion

We strive to create an environment where diversity of thought sparks innovation to enable greater impact, and where people of all backgrounds and perspectives collaborate to bring out the best in each other — united by driving healthcare forward.

We encourage our employees to bring their authentic selves to work every day across all IQVIA's businesses, functions and geographies. Attracting, developing and building a strong, diverse talent pool at all levels of the organization is critical to our business and is essential to maintaining an inclusive environment and an innovative workplace.

Our commitment to diversity and inclusion (D&I) is reflected in our Respectful Workplace Policy and Employee Resource Group (ERG) program.

Employment Information Report (EEO–1)

The EEO-1 Component 1 report is a mandatory annual data collection by the U.S. Equal Employment Opportunity Commission. It 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. Our submission is publicly available on our website: www.iqvia.com/about-us/corporate-responsibility/ESG

People

2022 diversity and inclusion by the numbers

IQVIA office, United Kingdom

Globally 2022

86,000
employees worldwide approximately

90
ethnicities

60%
women employees

51%
women employees at manager level

In the United States 2022

16%
of our employees identify as Asian

12%
of our employees identify as Black or African American

39%
of our employees identify as a minority

7%
of our employees identify as Hispanic or Latino

4%
of our employees identify as a different minority

Key statistics from our latest EEO-1 report for 2021 include:

Total U.S. employee population per the 2021 EEO-1 report:

- **61%** are women
- **36%** identify as minority, which include:
  - » **16%** who identify as Asian
  - » **11%** who identify as Black or African American
  - » **6%** who identify as Hispanic or Latino
  - » **3%** who identify as American Indian or Alaskan Native, Native Hawaiian or Pacific Islander, or Two or more races.

The following populations increased in representation from 2020 to 2021, per our EEO-1 report:

- The total minority population as a percentage of our workforce **increased** from 35% to **36%** (+1 pt.)
- Manager minority population as a percentage of our workforce **increased** from 25% to **27%** (+2 pts.)
- Executive women as a percentage of our workforce **increased** from 34% to **35%** (+1 pt.)
- Executive minority as a percentage of our workforce **increased** from 11% to **14%** (+3 pts.)
- The number of women in our three most senior job categories **increased 19%**
- The number of African American women in our two most senior job categories **increased 32%**.

Diversity and inclusion learning

Developing meaningful diversity and inclusion (D&I) learning opportunities is a critical component of our overall approach to creating an inclusive and empowered workplace for all. Read more on page 54.

Outreach and engagement

Our U.S.-based Black Outreach and Engagement (BOE) initiative launched in 2020 due to the escalating racial tensions in the U.S. In recognition that there is more we can do as an organization to support Black employees and the Black community more broadly, we have continued the program throughout 2022. The program focuses on three pillars:

- **Awareness and dialogue:** Foster active and visible dialogue within IQVIA on D&I subjects impacting the Black employee community.
- **Mentorship:** Support the successful career development of Black professionals through role modeling, network building and sponsorship.
- **Representation:** Create opportunities for Black professionals throughout the organization and at all levels of seniority.

Our 2022 initiatives, detailed in relevant places in this report, included:

- A range of diversity-focused learning opportunities
- Recruitment outreach and partnerships with diverse campuses and professional networks
- Mentoring and sponsorship programs
- Internal and external communications about our commitments.

The learning from the BOE Initiative over the past two years has informed our broader diversity initiatives and our global diversity strategy.

People

Enhanced diversity recruitment efforts

Informed by the work of our BOE initiative, **we continue to evolve our partnerships to drive diverse applicants across the globe.**

In 2022, we:

• Participated in college fairs and hosted resume workshops and information sessions for full-time roles and interns at several Historically Black Colleges and Universities (HBCUs). We secured new hires from HBCUs in Talent Sourcing and Consulting roles, as well as interns, for 2023.

• Continued our partnership with the Raleigh Chapter of the National Black MBA Association (NBMBAA), to drive growth opportunities for NBMBAA graduates.

• Embedded unconscious bias training in our Hiring Excellence Program, training 2,000 hiring managers globally.

• Continued to leverage our global artificial intelligence-enabled job applicant tool, which assesses resumes and matches candidates against role specifications to ensure objectivity throughout the initial screening stage of the hiring process.

• Renewed our partnership with DiversityInc, a D&I-focused job board for the U.S. for a second year and have seen 46% of users who navigated to our careers website from DiversityInc start an application with IQVIA.

• Participated in LinkedIn Commitments, a beta testing program for a new tool that allows us to showcase our diversity and inclusion commitments globally on our LinkedIn channel.

In addition, our Black Leadership Network Employee Resource Group (BLN ERG) have partnered on a series of events with non-profit Braven, focusing on bridging the education-to-employment gap faced by promising young leaders from underrepresented backgrounds.

Employee Resource Groups

Employee Resource Groups (ERGs) offer a framework for employees to connect, giving colleagues with similar interests a new way to collaborate. As a component of our Employee Value Proposition and a reflection of our commitment to diversity and inclusion, 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 and opportunities for mentoring and professional development.

The groups are employee-led, voluntary and open to every employee. Each ERG has its own mission aligned with IQVIAs vision, values and core operating principles.

In February 2022, we held our first annual ERG kick-off event, with the goal of:

• Raising awareness of ERGs to encourage new member registration

• Informing our employees of the benefits of ERGs in our new Future of Work environment

• Sharing key 2021 ERG achievements and the roadmap of 2022 activities

• Encouraging existing and new members to take advantage of ERG volunteer opportunities in 2022.

IQVIA office, Japan

Also in 2022, we launched our **eighth ERG, the Disabilities and Carers Network (DCN).** The vision of DCN is to become a trusted resource with a strong understanding of the disabled community through its members, which include friends, allies, advocates and carers.

Each of our ERGs has a page highlighting their mission and their activities. The resources are linked to the external careers website and are part of all new hire onboarding. The focus is to improve awareness of our commitment to diversity and inclusion to both potential future hires and our new employees.

≡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
PRIDE
LGBTQIA+ Group

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

≡IQVIA
DCN
Disabilities and Carers Network

DCN builds awareness and appreciation around the accomplishments and challenges of the disabled community, to foster inclusion, engagement and professional development.

≡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
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
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
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
WIN
Women Inspired Network

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

Our ERGs by the numbers

- More than **5,600** employees, up from 4,000 from last year
- **60+** countries represented by members

40%

People

Awareness, education and development

We offer all employees diversity, inclusion and belonging awareness training, covering topics such as What is Diversity and Inclusion, Unconscious Bias, Inclusivity and Inclusive Conversations, and Allyship. We are continuing to expand our efforts in this area.

To share their collective knowledge and experience with colleagues, **our ERGs host a variety of awareness and education programs throughout the year and around the globe.** These initiatives are designed to increase cultural awareness among all employees and provide a platform to increase understanding and engagement.

In 2022, we introduced build-your-own social media tools for our ERGs, enabling employees to promote awareness days — such as Black History Month, International Women's Day, Pride Month and World Religion Day — and other relevant activities on their social accounts. These activities led to almost 1 million impressions across all IQVIA's global social media channels. In addition, our BLN, EPN, PRIDE and WIN ERGs offered paired mentoring programs to their members.

"Being able to shape a coaching and mentoring program supporting the development of women across IQVIA is the most rewarding activity. It stretches my thinking and allows me to work with others, who also believe in continuous learning."

Mentoring and Coaching Chair, Women Inspired Network ERG

Mentoring for Inclusion

Mentoring for Inclusion is a reverse mentoring program for our U.S. employees, launched in 2021 through our Black Outreach and Engagement initiative. The program is designed to help senior leaders (mentees) understand the experiences of Black employees (mentors) in the workplace. Through the program, we aim to foster knowledge sharing in a positive, trusting and collaborative environment. In 2022, 15 pairs completed the program — up from 10 in 2021.

Building on the success of the program, we will be extending the initiative to other minority groups within our workforce.

"This program has been such an important part of my journey in understanding ways I may have biases and how I can counteract them."

Elizabeth Powers, Vice President and General Manager, Real World Strategy and Innovation, Mentoring for Inclusion mentee

Sponsorship program

Our U.S.-based sponsorship program sprang from our Black Outreach and Engagement initiative. It diversifies our pipeline of future leaders by helping high-potential individuals build their networks and define their career growth. We pair employees from diverse backgrounds with senior leaders to support their career progression and nurture their professional development.

Taking the next step in our D&I journey

We have made significant progress in our D&I journey over the past two years. In 2023, we will be launching an enterprise-wide, global D&I strategy that builds on the successes of our D&I programs such as the BOE initiative, our ERGs and our broader D&I philosophy. We plan to elevate our D&I messaging and training to highlight the various dimensions of diversity we embrace — including, for example, diversity of thought, gender, race, and abilities.

We are committed to creating a more inclusive culture at IQVIA that fosters a sense of belonging for all, which will ultimately support driving healthcare forward.

Public

IQVIA office, Japan

IQVIA lab, United States

Public

Patient and population health outcomes

Our mission to accelerate innovation for a healthier world guides everything we do — the deep sense of responsibility we feel towards supporting better outcomes for patients is the foundation of our values and culture. Collaboration is central to these efforts, and our vast network of partners puts us in a unique position to catalyze change. **We dedicate significant time and resources to collaborating with leading academic institutions, governments, NGOs and peers to generate real-world evidence and insights into some of the world's most complex, urgent healthcare challenges.**

By working with these institutions and combining our insights and expertise, together we can:

- Shift the focus to health and wellness prior to the onset of a disease, enabling a greater emphasis on prevention and earlier stage consumer engagement

- Use artificial intelligence (AI) to detect diseases earlier, identify potential misdiagnosed patients, predict treatment response and manage adverse events

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

- Increase delivery of scientific advances to those who will benefit most

- Reduce the burden of care delivery on patients, caregivers and communities.

Through these focus areas we support the entire spectrum of patient needs — from earlier diagnosis, prevention and timely intervention, through to patients' access to medicines, optimization of care and development of new medicines.

Public

Delivering data-powered solutions

Real-world data and randomized controlled trial data are at the heart of our work. By combining Clinical Outcomes Assessments derived from patient-reported outcomes (PRO), observer-reported outcomes (ObsRO), clinician-reported outcomes (ClinRO) and Performance Outcomes (PerfO) with traditional medical data on the risks and benefits of treatments, we can improve research productivity and quality and provide new perspectives that ultimately enable a greater number of patients to gain access to the right treatments more quickly.

The patient voice is increasingly being recognized as a vital source of intelligence when designing treatments and services. We combine behavioral science with technological expertise to support our customers in gathering and utilizing data direct from patients. For example, our electronic Clinical Outcomes Assessment (eCOA) solution meets patients where they are and leverages smartphones or tablets to gather clinical trial data directly from them, always on the basis of informed consent.

By focusing equally on the patient and the science, we enable consistent, accurate data reporting. For example, our Patient Centered Solutions (PCS) team provides various rater services to ensure that those who provide ClinRO are consistently assessing patients throughout the life of a study. These services minimize potential errors and support clinicians in decision making — for example, helping to reliably identify the severity of symptoms. By connecting PCS' rater services with our eCOA platform we can amplify the power of different real-world data sets and provide our partners with the evidence they need.

Our Patient Finder solution speeds up the identification of eligible patients for research studies by up to 40 times. Rather than the standard manual search approach, Patient Finder leverages AI to investigate structured data as well as unstructured data scattered across different sources to help physicians filter and identify a cohort that matches the needed criteria. A privacy-by-design approach ensures respect for the highest standard of security and current regulations such as GDPR.

Two recent case studies that demonstrate key attributes of our data-powered solutions used to support clients and patients are included on page 59.
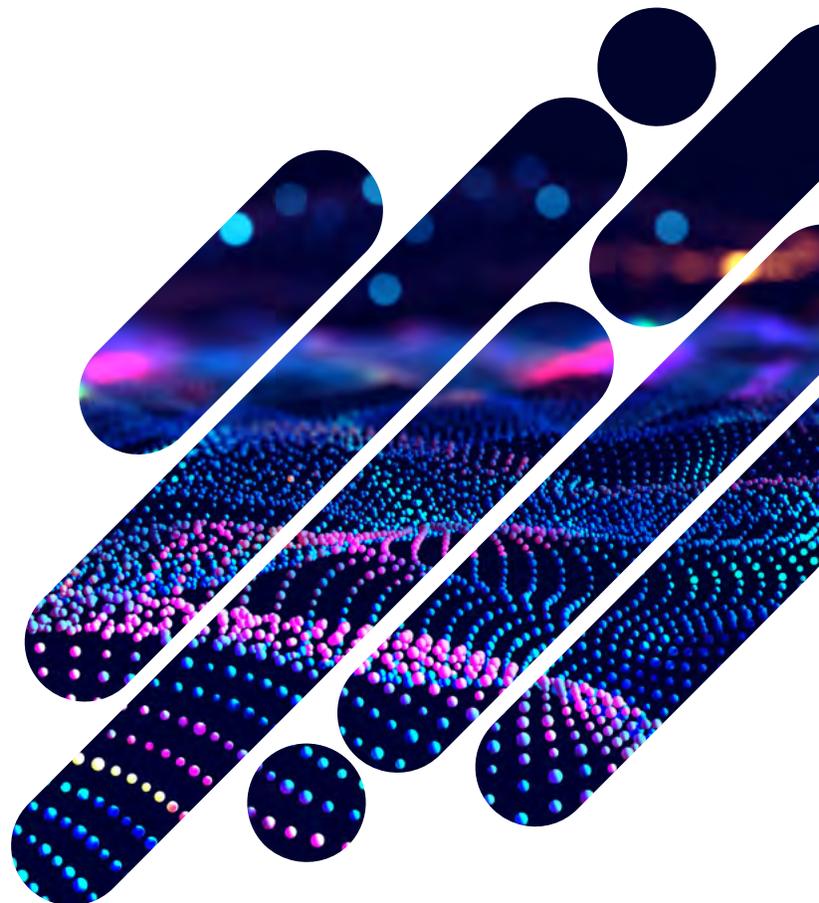
CASE STUDY: DATA-POWERED SOLUTIONS

Development of a predictive model for early diagnosis of atrial fibrillation patients at risk of stroke

Atrial fibrillation (AF) patients are five times more likely to have a stroke than non-AF patients, resulting in increased rates of mortality, morbidity and disability. We partnered with a healthcare provider with approximately one quarter of a million patients to design a program to improve the care management of AF patients.

We combined risk modeling and clinic-based pharmacist engagement to identify patients at high risk of stroke. More than 3,000 patients were identified and their current care regimes were reviewed, with changes in therapy recommended where appropriate. Outcomes included:

• An estimated 22% fewer annual strokes (114 fewer strokes) during the implementation phase, compared to the prior period.[1]

• Estimated annual savings of approximately $2 million and increasing to approximately $7 million when taking account of socioeconomic factors.[2]

1. The figure of 114 fewer strokes is a calculated annual estimate based on the difference in stroke numbers seen in the three-month period immediately following the implementation phase compared to the same period prior to the intervention.
2. The cost of strokes is based on a report commissioned by the Stroke Association – the U.K.'s National Health Service (NHS) costs are £13,269 per event (providing the £1.5m figure, equal to approximately $2 million) and full first year costs (taking into account paid and unpaid social care, in addition to productivity loss) are estimated at £45,409 (providing the £5.2m figure, equal approximately $7 million).

CASE STUDY: DATA-POWERED SOLUTIONS

Engaging in development of European Health Data Space

In 2022, IQVIA was selected to support the European Medicines Agency (EMA) DARWIN EU® Coordination Centre. DARWIN EU® will develop and manage a network of real-world healthcare data sources across the EU — accelerating access to high-quality real-world evidence for the use, safety and effectiveness of drugs across the region. IQVIA is contributing technical expertise and information management solutions to enable regulatory-quality analytics of healthcare data gathered from different sources across Europe — including at EU, country, institution and individual patient-level.

DARWIN EU® is part of a broader EU regulatory movement to develop a common healthcare data ecosystem — the European Health Data Space — with the aim to improve data quality and use and deliver better patient outcomes.
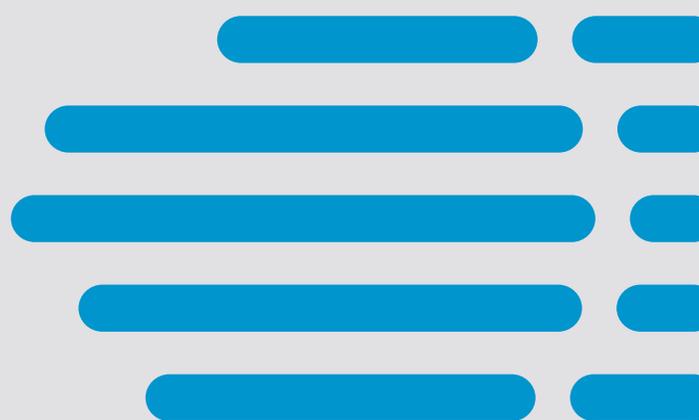
Public

Improving public health outcomes

We actively build collaborations in the global health space, with the aim to promote health equity in developing nations and improve health outcomes globally. These projects often span several years and include a mix of sponsorship and sharing of our knowledge and experience. Our Public Health team has worked with 75+ clients across more than 50 countries globally during the past nine years.

At an international level, we have ongoing relationships with the World Economic Forum, the Bill and Melinda Gates Foundation, the Bill and Melinda Gates Medical Research Institute, and the Global fund to fight AIDS, tuberculosis and malaria. Through these collaborations, we utilize our capabilities and networks to enable progress on global health challenges. For example, in 2022, we evolved our collaboration with the World Economic Forum (WEF), with IQVIA executives engaging in several WEF-led initiatives, including:

- The Global Coalition for Value in Healthcare
- Precision Medicine, including the expert taskforce on Innovative Breakthrough Therapies
- Davos Alzheimer's Collaborative
- Pandemic Surveillance.

We also work with a range of foundations, life science companies, national healthcare associations and nongovernmental organizations to target specific healthcare challenges. Ongoing collaborations in 2022 included:

- **American College of Surgeons (ACS).** Support for the ACS full range of quality initiatives including the National Surgical Quality Improvement Program, The Surgeon Specific Registry, the National Cancer Database, and the National Trauma Databank among others.

- **Cambridge Respiratory Innovations.** Collaboration to develop an AI algorithm for predicting respiratory exacerbation events 48 hours in advance, using a home monitoring device. Offering a predicted six times increase in precision, the device could save the U.K.'s National Health Service more than $120 million per year by enabling early medical intervention and reducing avoidable hospitalizations.

- **Juvenile Diabetes Research Foundation (JDRF).** Ongoing work to reduce adult misdiagnosis of type 1 diabetes as type 2, through the use of predictive AI models, and the implementation of training programs to help providers increase their awareness of the frequency and impact of misdiagnosis.

New collaborations this year included:

- **Arthritis Foundation.** See case study on page 61.

- **Foundation Fighting Blindness.** See case study on page 61.

- **Prostate Cancer U.K.** Prostate Cancer Research and IQVIA have agreed a collaboration to enhance the U.K. life sciences sector's understanding of prostate cancer through the use of clinical and patient-reported data to enable accelerated medicines development and improved health outcomes for people with prostate cancer. The two organizations will bring the patient voice, need and experience into clinical research to support patient-directed end-to-end drug delivery.

IQVIA lab, United States

Arthritis Foundation

CASE STUDY: PUBLIC HEALTH

A data-driven, patient-centric approach to supporting research and improving the lives of patients with arthritis

Challenge: The Arthritis Foundation wanted to integrate its disparate data systems and research initiatives to derive more value from their existing investments and decrease their reliance on philanthropy to fund their research and patient support programs.

Solution: We worked with the Arthritis Foundation on a phased approach to delivering its goals, with a focus on clinical trial design and delivery; patient insights; patient support and education; research, data and analytics. The process covered three critical stages:

• **Vision and needs assessment** based on internal and market-focused research.

• **Prioritization and synthesis** to align sustainability and vision.

• **Recommendations and business case,** identifying short- and long-term approaches to evolving the Arthritis Foundation.

The output of this work is a baseline five-year rollout plan, revenue projections and cost estimates for achieving the Arthritis Foundation's vision of a more sustainable research model and patient-centric, data-driven approach to its work.

FOUNDATION FIGHTING BLINDNESS

CASE STUDY: PUBLIC HEALTH

Expanding patient registry capabilities to better serve those affected by diseases causing blindness

Challenge: Foundation Fighting Blindness was interested in expanding its existing patient registry to enable additional use cases to better serve its patient population and ensure future financial sustainability.

Solution: We partnered with Foundation Fighting Blindness to understand the desired future use cases of its registry, the data required to enable those use cases (beyond what is currently captured) and the feasibility of acquiring those additional data. This led us to identify three critical work phases:

• **Develop a strategic plan and roadmap** — 5-6 months (work complete).

• **Enhance and scale the registry** — 12-18 months (next step).

• **Maintain and evolve the registry** (ongoing).

"We have been very pleased with our decision to partner with IQVIA to help us identify and prioritize key clinical data and registry characteristics of value to our stakeholders. Our team has benefited not just from their expertise in sourcing and integrating data, but also from their ability to present technical ideas and options in a straightforward manner. They delivered actionable insights to help us make decisions on future registry programming and investments. My only wish is that we had started working with IQVIA sooner."

Todd Durham, PhD, VP Clinical and Outcomes Research, Fighting Blindness Foundation

IQVIA conference, Kenya

IQVIA Africa Health Summit

In Africa, the second most populous continent with over 1.4 billion people, healthcare has huge unmet needs, while Africa's 54 countries present diverse challenges in healthcare delivery.

In 2022, we held the first IQVIA Africa Health Summit — a complimentary in-person event that brought together inspiring clinical research and public health experts. The two-day event was designed to share knowledge and exchange ideas about how together we can **advance Africa's health through data, technology and innovative research.**

IQVIA conference, Kenya

"I specifically loved the discussion on research and development and the common objective to increase manufacturing in Africa. This will address gaps in diagnosis, data collection and reporting, clinical trials and the dissemination of drugs/health services."

2022 IQVIA Africa Summit attendee

We welcomed over 200 attendees, representing 28 countries and heard from more than 60 cross-sector speakers — including research and development leaders from regional and global pharmaceutical companies, African government officials, professionals organizing and delivering healthcare in Africa and members and donors from international foundations. Speakers contributed their expertise through a range of interactive sessions covering topics such as:

• Strengthening surveillance through enhanced diagnostics and regional collaborations

• Clinical trials and the impact on healthcare in infectious and endemic diseases

• Unlocking the power of digital health through innovation and collaborations

• Strengthening the regulatory environment

• Expanding equitable access to patients through regional expansion and novel delivery models.

The first edition of the Summit was very well received by attendees; **100% declared that the event met their expectations and 98% are likely or very likely to attend a future IQVIA event.**

IQVIA office, India

Health worker training and capacity in South Asia and Africa

- **Andhra Pradesh, India**:
  Helped reduce maternal and newborn deaths through mentoring, standardization of labor rooms and management of clinical protocols, between 2018-2022.

- **Bangladesh**:
  Supported a COVID-19 Emergency Response Project by strengthening human resources through analysis and strategic recommendations.

- **Jammu and Kashmir, India**:
  Provided skills training and enhanced the employability of youth through implementing the National Skill Development Corporation's (NSDC's) flagship scheme 'Udaan'.

- **Meghalaya, India**:
  Developed a human-resource focused strategy and management framework for the Department of Health and Family Welfare (DoHFW), with the aim to support development of an effective and sustainable health workforce.

- **Mozambique**:
  Provided comprehensive capacity building strategies for the immunization workforce.

- **Rwanda, Namibia and Malawi**:
  Strengthened capacity for analysis and use of data to monitor Prevention of Mother-to-Child Transmission (PMTCT) of HIV. This included developing a mentorship program with an accompanying microsite.

- **Nagaland, India**:
  Provided technical assistance and training for a nursing-midwifery and paramedical school, to support capacity building and improve knowledge exchange.
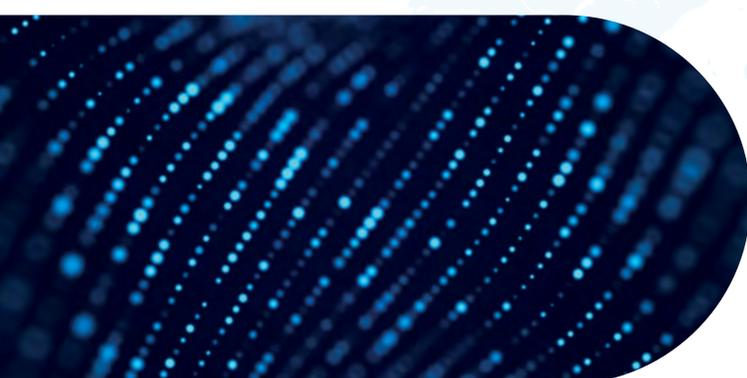
Public

Informing public health surveillance

Effective analysis of population-level data can help predict and monitor trends in disease patterns and responsiveness to treatment strategies. IQVIA Government Solutions delivers powerful real-world insights with speed and agility — enabling organizations to develop new approaches for public health surveillance, clinical development, and healthcare quality improvement. In 2022, Government Solutions contributed insights and data on the following topics:

- Tracking impact of the 2016 U.S. Centers for Disease Control and Prevention (CDC) Opioid Prescribing Guidelines and of new 2022 Guidelines

- Assessing opioid prescribing among U.S. dentists

- Reviewing the impact of the COVID-19 pandemic on buprenorphine for opioid use disorder prescribing

- Preventing anti-microbial resistance through antibiotic stewardship

- Understanding the impact of the COVID-19 pandemic on patient health and treatment.

CASE STUDY: PUBLIC HEALTH

Data-led analysis of inequities in addiction treatment

In support of an ongoing study to examine levers to address disparities in addiction treatment, IQVIA contributed a random sample of 11 million buprenorphine prescriptions filled between January 2006 and December 2020. Buprenorphine is the most common medication prescribed to help those in addiction recovery combat cravings, with a minimum recommended treatment duration of 180 days.

Analysis revealed that the percentage of Black and Hispanic patients who remained on buprenorphine for more than 180 days was significantly below that of white patients. Results suggest differences in prescription length are a potential action area to reduce disparities in clinical outcomes, since longer treatments are associated with better long-term recovery from addiction.

Contributing to pandemic preparedness

In the wake of the COVID-19 pandemic, we want to leverage our expertise to enable future pandemic preparedness — for example, supporting vaccine production and distribution systems, ensuring underserved populations have more equitable access to treatment and developing data and transparency on health outcomes.

In 2022, we also contributed to numerous papers examining various aspects of the COVID-19 pandemic based on population-level and cohort data — including vaccine and test effectiveness, virus transmission, variations in symptoms and community-level disease dynamics, health economics, and patient reported outcomes.

Enabling access to care

By enabling our customers and partners to deploy the right tools and technologies, and to leverage data effectively, we help to reduce the burden on the health system, reduce burden on patients and increase access to care. We also work to increase patient support mechanisms — enabling people to understand how they can access and effectively administer the treatment they need. Our Patient Engagement Services work to:

• Help patients find innovative treatments

• Help patients participate in research

• Reduce patient burden of data capture and sharing

• Improve access and keep patients on therapy.

We also provide Commercial Patient Support services, helping patients to start and stay on therapy through a support with reimbursement, financing, education and adherence.

CASE STUDY: PUBLIC HEALTH

Supporting patients in Ukraine

In response to the conflict in Ukraine, we worked to support investigators in multiple clinical trials where patients continue to be treated in some of the cities most affected by the situation, while ensuring study-specific milestones continued to be met.

We also leveraged our data assets to offer wider pro bono support to organizations such as the **World Health Organization, Médecins Sans Frontières** and **various European Health Ministries**. This work included:

• Matching refugees' prescriptions to identify products with the same molecule/form/strength in the destination country via the development of a 'Script Translator' tool

• Estimating the pharmaceutical needs for refugees on a country level to identify potential supply bottlenecks of medicines in destination countries

• Assisting in efforts to source specific shortfall therapies by identifying countries with supply of the medicine

• Assessing the medium and longer-term sourcing challenges for critical medicine.

Public
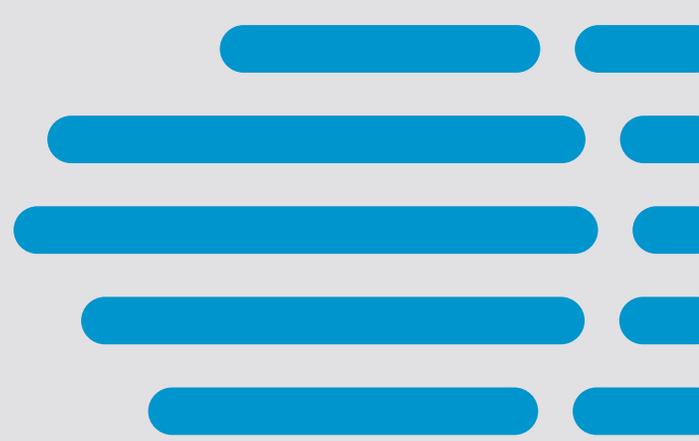
Dr. Eytan Wirtheim, CEO Rabin Medical Centre, conducted the tour at the Prime Site Launch event in Israel

Accelerating delivery through our global network

Our strategic partner site and therapeutic networks span the globe, enabling us to identify the right patients — and engage the right sites — to take clinical trials from insight to action.

Our *Prime Site* designation assures our partner pharmaceutical and biotech companies that their clinical trials will take place in premier investigative research centers with recognized, experienced research professionals, and with infrastructure focused on innovation and research development for patients.

Prime Sites are elite clinical trial institutes or site networks that are committed to working with IQVIA in a long-term relationship to improve clinical trial delivery, seek long-term opportunities for growth and innovation, and have a proven track record of success. We currently have 53 designated Prime Sites globally, alongside over a thousand Partner Sites.

In 2022, we announced a long-term collaboration with Clalit, the largest health services provider in Israel, to launch the first Prime Site in the country. The collaboration combines IQVIA and Clalit's capabilities in clinical trial delivery, real-world research, data and genomics. Clalit operates a network of 14 hospitals and more than 1,600 primary care clinics, with significant expertise in, but not limited to, oncology, pediatric rare disease and genomics.

"We are thrilled to collaborate with IQVIA and increase their ability to do innovative healthcare research in Israel. Through utilization of data and strategic delivery of research and care, our work together will help unlock further understanding of pharmaceutical and healthcare developments in the real world."

Mr. Eli Cohen, General Director,
Clalit Health Services

Empowering patient advocacy

Patient advocacy organizations have a unique opportunity to act as a trusted data steward — to support patients in managing their own care, aggregate multiple data sources to drive research, and help put patient voice at the center of study design and delivery.

IQVIA creates intelligent connections that enable these organizations to discover previously unseen insights, drive smarter decisions and unleash new opportunities. We offer support in four key areas:

- **Advisory services:** We provide insights and advice on data and technology needs and strategy, market assessment, regulatory issues, and organizational strategy on issues such as health equity, diversity and inclusion.

- **Clinical research services:** We offer world-leading clinical trial services — IQVIA was named the top Contract Research Organization in overall reputation by clinical trial sites around the world.[1]

- **Data services:** We harness the power of the world's most expansive real-world data portfolio to provide unparalleled insights across the clinical development pathway.

- **Technology:** We provide registry and patient health data platforms to support research and patient care incorporating multiple data sources, alongside direct-to-patient applications.

Our 2022 Patient Advocacy Summit brought together more than 100 U.K. and U.S. patient advocacy organizations around the focus of adding value. The annual summit is designed to help non-profit organizations support patients through advocacy-led research and data initiatives, with a focus on:

- **Convening** thought-provoking conversations, and exchanging ideas and best practices on patient-driven research and health data topics.

- **Engaging** participants to explore solutions to the most pressing challenges faced by organizations seeking to improve patient outcomes.

- **Empowering** patient advocacy organizations to be the trusted source of all the best knowledge in their community, domain or disease area.

Panel topics and breakout sessions this year included capturing the patient voice, making patient advances together and faster through life science collaborations, and prioritizing expenditure for maximum impact on patient communities.

IQVIA lab, United States

1. 2021 WCG Center Watch Global Site Relationship Benchmark Survey report.

Public

Innovation and research

IQVIA Innovation Hub

There is currently an unprecedented opportunity for emerging technologies to make a positive difference to the healthcare system. **We invest in promising innovators to scale their products and platforms through the IQVIA Innovation Hub (the Hub).** The Hub invests in and forms strategic partnerships with tech start-ups, providing access to the extensive IQVIA network of assets, resources, clients and partners. These connections create commercial value for IQVIA and our clients by speeding clinical development, enhancing commercialization and putting digital health into action:

- Partners can reach new customers, demonstrate tangible results for stakeholders and realize new potential

- Customers benefit from differentiated solutions that connect trusted capabilities with emerging technologies — enabling improved delivery experiences and outcomes

- Patients experience potential benefits such as access to new treatments faster, enhanced disease management and an improved journey through the healthcare system

- The employment of digital tools such as those used for biomarkers and patient engagement can support the reduction of clinical trial carbon footprint.

The Hub is actively seeking innovative solutions in the fields of patient engagement, remote monitoring, decentralized clinical trials, telehealth, behavioral health, diagnostics and more, welcoming dialogue with pioneering start-ups outside these areas. The more than 50 companies we work with to date include:

- **Alike.Health:** A digital healthcare company that taps into the power of medical records by utilizing proprietary artificial intelligence (AI), crowdsourcing and big data to make personalized health a reality. The platform engages users to produce meaningful user-generated content and diverse clinical data.

- **Belong.Life**: A thriving global patient community which provides the world's largest social and professional networks for cancer, multiple sclerosis and other therapeutic areas, serving millions of people in more than 110 countries.

- **CytoReason:** A tech company developing computational disease models for users to conduct synthetic trials. CytoReason's AI technology helps pharmaceutical and biotechnology companies shorten clinical trial phases, reduce costs and increase the likelihood of drug approval.

- **Prosoom:** An e-commerce solution that captures data on ratings, search engine visibility and price differences of over-the-counter drugs, to help inform buyer decisions.

"We are committed to fueling ever-growing innovation in healthcare. We are looking for pioneering start-ups to join us — connecting forward-thinking ideas, technologies, data and people into transformational solutions that drive positive impact for patients at scale."

Harietta Eleftherochorinou PhD,
Head of Strategy & Ventures

In 2022, the Hub launched the IQVIA Accelerator Program — a seven-week course designed to accelerate the growth of early-stage healthcare start-ups into the healthcare market through a mix of classroom-based lectures, market simulation workshops and joint projects. Eight applicants were accepted into the first cohort, with the aim to:

- Improve their understanding of the commercial side of the industry

- Access IQVIA's vast array of capabilities

- Receive mentoring from world class experts

- Road test their ideas with IQVIA leadership and customers.

Participants this year included:

- **Feel Therapeutics:** Digital precision medicine company bringing objective data and passive measurement to reinvent the way we diagnose, manage and care for mental health.

- **Olive Diagnostics:** Creator of a toilet sensor that passively and continuously collects urine optically — providing early disease and condition detection, prior to symptoms appearing.

- **Quanthealth:** Provider of an AI-powered clinical trial simulation platform that predicts how individual patients will respond to investigational therapies — to support clinical trial design and development strategy.

Since its launch in 2021, the Hub has been adapting how it works with start-ups and links them up with IQVIA, so that we can learn from their entrepreneurial spirit and agility, and they can learn from our professional experience. In the past year, the Hub has developed more systematic ways to scan the market and identify potential partners, as well as reducing onboarding time from nine months to three.

Public

IQVIA Institute for Human Data Science

By applying our information, expertise and analytics to important medical challenges we can help accelerate the advancement of human health around the world. **The IQVIA Institute for Human Data Science (the Institute) leads our work on research, analysis and scientific expertise applied to granular, non-identified patient-level data.**

The Institute is entering its twelfth year of work and continues to build new collaborations with academics, healthcare providers, payers, patient advocacy groups, policymakers, life sciences companies and health technology companies. All Institute reports, articles and webinars are free to the public at www.iqviainstitute.org, enabling easy access by broad audiences.

Defining research topics

The Institute conducts its own research on subjects of most relevance to healthcare stakeholders and with the greatest potential to improve health systems and outcomes. Due to the specific set of data and resources available to the Institute, its focus is on topics where it can make a unique contribution. These include biomedical research and innovation, research and development productivity, and developments in clinical trials. Timing is an important aspect in deciding research areas, with a focus on topical, relevant and current issues being faced by the medical community and the world.

Recent Publications

Recent Institute publications include:

- **Global Trends in R&D 2022**. The life sciences sector is setting new records in the level of scientific progress and investment, in addition to the number and range of new medicines treating patients globally. This study assesses the trends in new drug approvals and launches, pipeline activity and number of initiated clinical trials.

- **Global Oncology Trends 2022**. Oncology is rapidly innovating — in a record-setting year, more novel cancer medicines became available than in any year in history. Adoption of these medicines is improving millions of patient outcomes, though equitable access remains a significant challenge. This research examines these novel medicines and research topics, and the longer-term trends in the use of cancer medicines.

- **Advancing Diversity in Clinical Development through Cross-Stakeholder Commitment and Action.** The realities of disparities in health outcomes among diverse populations have become increasingly evident, particularly during the COVID-19 pandemic. This report reviews the progress that has been made in increasing participation by racial and ethnic groups — with a principal focus on Black/African American and Hispanic people — in clinical trials.

- **Lessons Learned from COVID-19 Vaccine Trials**. The development of vaccines in well under a year is previously unheard-of in vaccine clinical development. This report explores what enabled these clinical trial efficiencies and is based on a set of workshops with COVID-19 vaccine clinical delivery teams.

- **Emerging Biopharma's Contribution to Innovation**. Emerging biopharma (EBP) companies are at the root of early-stage drug development and play a critical role in many novel therapies and health technologies. This report investigates the current landscape of EPB companies and their emerging products, as well as associated clinical trial activity and success.

Stakeholder collaboration

The Institute continues to establish internal and external partnerships with healthcare experts to increase collaboration and organize meaningful discussions on key topics. These collaborations include:

• **Academic research:** Studies and engagement with the research community

• **External forums:** Participation in external conferences and events to exchange ideas and research

• **Hosted in-person events:** Live discussions with experts and audience participation

• **Hosted webinars:** Public online seminars on recent research, with expert panel discussions

• **Human Data Science labs:** Examination of foundational topics across disciplines and stakeholder groups

• **Roundtables:** Expert exchanges of perspectives on trending issues.

IQVIA Life Sciences Innovation Forum

In 2022, the Institute hosted the first IQVIA Life Sciences Forum, with a focus on driving innovation and further advancing healthcare. The forum brought together more than 2,700 participants from across the life sciences and pharma sectors in five two-hour sessions. Each session began with a presentation of new research data and analytics and continued with lively and engaging discussions to review challenges and opportunities. The forum initiated conversations around:

• Addressing unmet healthcare needs

• Evolving the biomedical innovation system

• Maximizing the value of medicines to patients

• Advancing health system sustainability

• Re-thinking the life sciences business model.

IQVIA Institute Research Forum

The Institute continued to host the annual IQVIA Institute Research Forum, bringing together multidisciplinary academic researchers with public and private institutions to exchange perspectives and experiences. The forum is designed to advance collective understanding of critical issues through research based on large, real-world data — including IQVIA data. In 2022, the theme of the forum was Pathways and Priorities for High Impact Health Research. More than 500 attendees participated from 37 countries. Topics included:

- Exploring the Elusive Nature of Applied Research in National Health Crises

- Incorporating the Impact of Social Determinants on Outcomes in Healthcare Research

- Navigating the Complexity and Heterogeneity of Patient Affordability and Access

- Elevating the Value to Patients of Academic Health Research

- Charting the Future of High Impact Health Research.

Human Data Science Research Collaborative

Founded as a response to COVID-19, the Human Data Science Research Collaborative (the Collaborative) has supported research on the effects of the pandemic on human health systems around the world, in collaboration with leading global academic researchers.

This year, the Collaborative came to a close with the publication of a research brief — Human Data Science Research Collaborative: Accelerating COVID-19-Related Learning. The paper details the 21 peer-reviewed publications across 20 unique medical journals that were supported by the Collaborative over the past two years.

IQVIA provided an estimated $7.6+ million worth of pro bono data resources to academic researchers through the Collaborative.

IQVIA Institute
by the numbers

15
Reports published in 2022
- Global Trends in R&D 2022
- The Global Use of Medicines 2022
- Global Oncology Trends 2022

305
Published papers and presentations in 2022 and 661 in the last five years — by academic researchers using IQVIA's research.

41,620+
People around the world have opted in to receive information from the Institute.

66
Reports published in the last five years, 2018-2022.
Note: this number is for reports only, not other papers that we published.

60,436
Downloads of Institute reports in 2022 and 286,817 in the last five years, 2018-2022.

692
Citations of the Institute's reports in scholarly publications in 2022 and 3,160 to date.

Learn more at
www.iqvia.com/insights/the-iqvia-institute

Public

Thought leadership

Alongside the work of the Hub and the Institute, **we engage in thought leadership on healthcare and life sciences industry issues of critical importance to commercial and public healthcare provision.** We take an evidence-based approach, combining IQVIA's own databases with other healthcare data to provide fact-based, forward-looking insight. Thought leadership activities within IQVIA are decentralized and led by a range of organizations within the business, who undertake year-on-year analyses or five- to ten-year forward outlooks depending on the topic. Publications in 2022 included:

- **Accelerating Biosimilar Drug Development:** Exploring novel trial designs to shorten biosimilar drug development timelines and gain cost-effectiveness

- **Are the Kids OK:** A review of depression diagnosis, treatment and utilization of care in U.S. adolescents during the COVID-19 pandemic, further illuminating opportunities to proactively address and advance health equity

- **Attracting Clinical Investment:** Investigating how pharmaceutical companies make clinical development location decisions, and what healthcare policymakers can do to attract commercial clinical investment

- **Finding All the Needles in the Haystack:** Exploring how algorithm-assisted patient identification that improves recruitment in clinical trials can put research sites and trial sponsors ahead of the game

- **Future Proofing Digital Engagement:** A guidepost for life sciences organizations as they navigate data privacy and permission-based marketing in healthcare

- **Launch Excellence:** Advising on how to launch innovative medicines, particularly in the post-pandemic landscape

- **It's Time to Get Real with Healthcare's Commitment to Net Zero:** A call to accelerate the decarbonization of the pharmaceutical industry and a look into the challenges this entails

- **Promise Fulfilled:** A look ahead to the next decade of cell, gene and RNA therapies

- **Remedy of the Commons: Addressing Pharma's Carbon Footprint:** A deep dive into the carbon footprint of the healthcare industry, investigating strategic focus areas within medicine and providing recommendations on how to orient the industry toward a more sustainable future

- **See the Whole Board:** A perspective on the Inflation Reduction Act of 2022 and the complex commercial implications for pharmaceutical companies in the U.S.

- **Switching on the Lights:** Comparative analysis of the digital maturity of health systems across Europe, the Middle East and Africa

- **World Economic Forum (WEF) contributions:** Through our ongoing partnership with WEF, we contributed to articles on the role of clinical development in addressing Africa's health needs and how countries can achieve digital maturity in healthcare

- **3 Ways Healthcare Systems Can Reduce Their Carbon Footprint:** Quantifying the carbon footprint of medicines with high emissions and identifying steps that can be taken to reduce emissions from the healthcare industry as a whole.
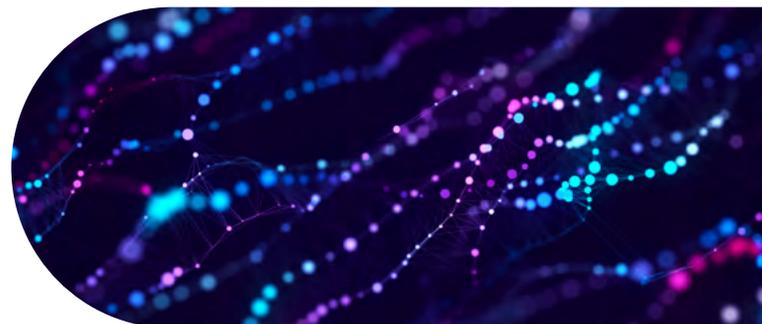
CASE STUDY: HEATHCARE ENVIRONMENTAL IMPACT

Reviewing the pharma sector response to climate change

The healthcare sector contributes an estimated 4.4% of global carbon emissions, with medicines making a significant contribution to this impact. In 2022, we investigated the climate impacts of the pharmaceutical industry to understand more about current progress in emissions reductions and identify opportunities for action.

- **Fewer than half of the top 100 companies have publicly reported time-bound emissions reduction commitments** (41 in total), while 52 currently report on actual emissions

- **Scope 3 emissions reporting is under-developed,** with 16 companies having Scope 3 targets in place and 31 reporting actual emissions

- **Only eight companies had set net zero targets across their value chain,** with a completion date generally between 2040 and 2050

Legislative action is starting to drive change in the U.S. and Europe. There is a need, and an opportunity, to drive greater supply chain transparency and greener processes in India and China where the majority of pharmaceutical manufacturing occurs. Three key ways healthcare systems can contribute to progress are:

1. **Commission lifecycle studies** for a wider range of product classes to increase the availability of comprehensive, high-quality data

2. **Collaborate** to share information across sector boundaries and agree on reporting frameworks

3. **Create an environment of accountability** across all pharmaceutical players; for example, by purchasers developing minimum standards and adapting procurement practices to influence supply partners

IQVIA office, United Kingdom

Clinical development is a positive force in healthcare systems — bringing investment, offering access to new treatment options to patients and presenting development opportunities for the life sciences and healthcare sectors. **We will continue to focus on evidence-based analysis of key issues for the life sciences and healthcare sectors to increase these positive impacts and address challenges.** Our ongoing areas of focus include:

- Measuring the sustainability of healthcare provision and life sciences industries and providing insight into how activities can be made more sustainable — for example, reviewing how decentralized or hybrid trials could reduce clinical trial emissions

- Understanding and addressing varying levels of digitization across different healthcare systems

- Reviewing and sharing data on pharma company ESG reporting

- Supporting policymakers to understand how to attract commercial clinical investment

- Forming networks to collaborate with the industry and access new data sets.

Thought leadership through collaboration

We are active members of several scientific, policy and industry organizations focused on creating new methodologies and solutions for all industry stakeholders and developing and advocating for policies that help drive progress in national or global health outcomes, including our work with the **Duke Margolis Center for Health Policy, European Network of Centres for Pharmacoepidemiology and Pharmacovigilance (ENCePP) and RWE Alliance.**

IQVIA lab, United States

Supporting medical advances through quality clinical trials

We work with our customers to deliver every aspect of clinical trial execution — including design, start-up, recruitment, data collection and analysis, and end-to-end clinical trial laboratory and research services.

Working with others entrusted to deliver clinical trials, **we ensure ethical conduct, data integrity and the safety of participants.** We deploy robust risk management processes and tools to ensure consistency and quality of trial conduct and data, providing evidence to support assessment of potential new therapies.

We also have a responsibility to enhance access to trials for populations who have historically been underrepresented in medical research. We embed diversity across planning and execution of clinical trials to reflect the community impacted by illness — to advance scientific understanding, improve health equity and accelerate new therapies.

The environmental impact of clinical trials is a growing area of interest and activity for IQVIA, supported by our thought leadership efforts (read more on page 74) and our work with My Green Lab (read more on page 92).

Clinical trial safety and risk management

Our Risk Assessment Mitigation Plan (RAMP) is the central process through which we identify and manage all clinical trial risks. RAMP supports us in tracking and monitoring critical data variables and processes, key risk indicators and source data. Our Clinical Research Associates (CRAs) and Centralized Monitors (CMs) play a key role in monitoring processes to ensure:

• Subject safety and data flow

• Data integrity and study progress

• Compliance with protocol, International Council for Harmonization (ICH), Good Clinical Practice (GCP) and local and regulatory requirements.

Any findings are documented by CRAs who, together with the trial investigator, agree on actions to bring a site back to compliance. Significant issues are raised within 24 hours of identification and managed as required — these include any issues directly affecting subject safety, regulatory compliance, data integrity and Principal Investigator oversight.

76

IQVIA office, Japan

In 2022, we strengthened our quality, risk and compliance oversight processes with a new Harmonized Quality (HQ) tool — a simple, single interface for all key clinical risk parameters. The tool:

- Facilitates ongoing risk review to assess clinical plans and strategies

- Provides trend analysis of risk scores at study, site, regional and country level — to indicate effectiveness of mitigation plans

- Utilizes artificial intelligence and machine learning algorithms to detect outlier data

- Significantly enhances sponsor oversight capabilities in line with Good Clinical Practice guidelines and regulatory expectations from clinical trial sponsors.

Our commitment to diversity and inclusion in clinical trials

Lack of equity across healthcare systems and treatments is a significant global issue and one that we are committed to addressing through our work with clinical trials and beyond.

Partnership and advocacy to address inequities

As a founding member of the Preparedness and Treatment Equity Coalition, we engage in work to reduce inequalities in pandemic preparedness. The Coalition studies and identifies health system reforms to reduce health disparities such as:

- Variable access to testing and treatment

- Low rates of adult vaccinations among certain groups

- Higher rates of conditions, such as metabolic and cardiovascular diseases, in certain groups.

We also work with industry stakeholders academics to:

- Influence regulatory guidance and identify pragmatic solutions

- Develop clinical trial sites that can access underrepresented populations

- Increase understanding of the issues and advance progress toward improving diversity and inclusion within clinical trials — for example, through a recent paper published by the IQVIA Institute for Human Data Science (read more on page 70)

- Explore new solutions to increase inclusivity — for example, the IQVIA Innovation Hub (read more on page 68) is exploring solutions to help broaden access to healthcare for patients, including expanding diversity in clinical trials.

IQVIA lab, United States

Public

Supporting customers with a holistic approach to improving clinical trial diversity

Our Research and Development Solutions Diversity and Inclusion in Clinical Trials initiative draws on expertise and resources from across our organization, allowing us to deliver innovative approaches to meet growing customer demand and regulatory expectations.

We support our customers to make clinical trials more accessible and inclusive, recommending a proactive approach to diversity and inclusion planning that begins at the earliest stages of protocol design and continues through the trial lifecycle. Our approach draws together understanding and expertise across a range of disciplines, to ensure clinically relevant populations are recruited effectively and on time. We offer our customers:

- Real-world data, domain expertise, technology and advanced analytics
- Understanding of the clinical and demographic characteristics of the intended population
- Insights into site selection, training and recruitment strategy, supported by aligned goals
- Close monitoring of diversity recruitment throughout the lifecycle of the trial.

Decentralizing trials for increased access

Decentralized Clinical Trials (DCT) reduce the burden on patients by providing a fully remote or hybrid approach — delivering purpose-built clinical services and industry-leading technologies that engage the right patients wherever they are. This enables participants to engage with the trial at home or locally, reducing disruption to their daily lives. DCT models allow a broader population of people to take part in clinical trials, enabling trial sponsors to access diverse populations and hard-to-reach candidates, as well as expanding geographic reach.

In 2022, our DCT program became the first of its kind to receive General Data Protection Regulation (GDPR) compliance validation. This is an important recognition of our commitment to protect clinical trial participant data.

We've continued to expand our Decentralized Clinical Trials program and now have:

300,000+ Participants enrolled in DCTs

30+ Indications using our DCT model

50+ DCTs taking place in over 50 countries

Today, we bring the trial to the patient. We design trials that seamlessly mesh with patients' day-to-day activities and capture important trial information while reducing the burden on both patients and investigators.

Costa Panagos – *President, Research and Development Solutions, IQVIA*

Data privacy

Patient information is critical to our business. It helps us support healthcare innovation by enabling insights that can increase access to care, improve outcomes and reduce costs.

We hold one of the largest collections of healthcare information in the world. **Our comprehensive database covers more than one billion non-identified patient records** that span sales, prescription and promotional data, medical claims, electronic medical records, genomics and social media. We generate, extract and analyze information at scale to enable the healthcare community to identify patterns, detect trends and select treatment pathways that maximize positive outcomes.

Protecting privacy is therefore crucial to our operations; it underpins our reputation and the trust that our stakeholders place in us. **We use a wide variety of controls, privacy-enhancing technologies and safeguards to protect sensitive data and comply with relevant rules, regulations and obligations.**

We adhere to core privacy principles — such as openness, accountability, security and safeguards — in all our operations across more than 100 countries. We tailor our practices to meet all relevant legal requirements for data protection and privacy. In 2022, we continued to embed privacy personnel and practices across the business, equipping our people with the tools and knowledge to meet our high expectations.

Leaders in de-identifying data

We are an industry leader in de-identifying data — the process of separating data from identifying characteristics to protect privacy. We use the resulting datasets to drive innovation. We engage with policymakers, regulators and other stakeholders to share our experience and expertise, enabling them to understand the challenges, practical considerations and best practices in de-identification processes.

"We have decades of experience in privacy and data protection engineering. We leverage privacy and data protection technologies to enable the safe and responsible use of health data for innovation that benefits everyone."

Sarah Lyons, Head of Privacy Analytics,
an IQVIA company

Our information set contains approximately 60 petabytes of proprietary data sourced from approximately 150,000 data suppliers and covering over one million data feeds globally.
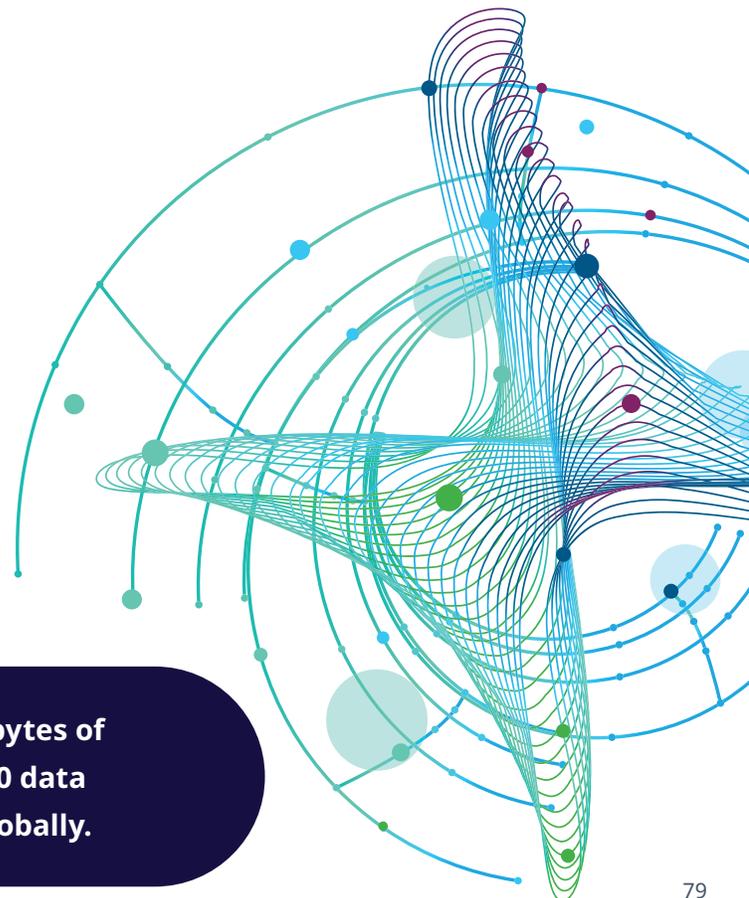
Public

Data privacy governance

Our Global Privacy team is comprised of privacy professionals and legal experts who define our strategy, identify risks and opportunities and improve our policies and standards. Their efforts are led by our Global Chief Privacy Officer and supported by personnel embedded in our businesses, who act as a liaison between the global team and local operations.

Our Global Privacy Policy is the cornerstone of our approach. It outlines how we collect, hold, use and disclose our stakeholders' personal information. This can include information relating to our employees, customers, suppliers, vendors, business partners and investors. It also includes records from consumers, healthcare professionals, patients, medical research subjects and clinical investigators, for example:

- Identified healthcare professional (HCP) data — from doctors, nurses, pharmacists, clinicians and other healthcare providers

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

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

Our IT and Information Security teams work closely with the Global Privacy team to align on how we move and store data and ensure our technical colleagues are aware of privacy requirements. Our Legal team provides additional support to make sure all documents — such as contracts, customer questionnaires and requests for proposals — meet our privacy obligations.

A shared responsibility for privacy

Everyone at IQVIA is accountable and responsible for implementing and respecting privacy protections. **We emphasize the importance of privacy in our operations and engage with colleagues to facilitate learning and share best practices.** We expect colleagues to understand data privacy principles, identify emerging risks and raise any concerns. Regular trainings ensure our employees stay up to date with latest developments and good practices. Courses include:

- A mandatory module in our global onboarding program

- An annual refresher course on the basics of privacy for all employees

- Supplemental training for specific functions and geographies, such as a module on employee data handling for our Human Resources team and in-country seminars on national privacy laws and regulations.

Our Global Privacy team has a website to further embed knowledge across the business and is developing additional training opportunities for our employees. All new board members receive privacy and data protection training, and all board members are regularly updated on new legal requirements and procedures.

IQVIA office, United States

Leading progress through collaboration

Maintaining data privacy beyond and between organizational boundaries requires collaboration with peers, policymakers and regulators. As active members of several associations focused on privacy issues, we engage in dialogue to discuss legislative proposals and share our experience and insights into data management and privacy protection. Key collaborations include:

- **Association of Clinical Research Organizations (ACRO)**: Our membership in ACRO enables us to exchange knowledge and expertise with peers on leading-edge privacy practices in the clinical research space.

- **Centre for Information Policy Leadership (CIPL)**: Through CIPL we work with businesses, regulatory bodies and decision-makers to develop best practices for data management and promote the responsible use of data. We participate in several of the think tank's initiatives, including offering comments on initiatives related to children's privacy protections and contributing to the India privacy workgroup.

- **Future of Privacy Forum (FPF):** FPF is a non-profit that brings together business leadership and academic scholarships to explore and propose solutions to challenges posed by technological innovation. Our Global Chief Privacy Officer is a member of the advisory board and IQVIA representatives participate in many of FPF's working groups: Health Initiative: Balancing Privacy with Health Data Access; Ethical Data Sharing Review Committee; Ethical Data Use Committee; Biometric Data Policy; and Promoting Responsible Research Data Access Workgroup.

- **Healthcare Leadership Council's Confidentiality Coalition:** As members of the coalition we work with a wide range of healthcare stakeholders to advance information exchange while safeguarding patient privacy and personal data.

- **HITRUST:** Our Global Chief Privacy Officer sits on the board of HITRUST, which develops programs to safeguard sensitive information and manage information risk. We helped shape HITRUST's de-identification and privacy frameworks and are actively involved in other privacy- and security-related initiatives.

Public

Cybersecurity

Cyber attacks present ongoing and ever-evolving threats to business operations around the world. Cybersecurity is therefore a priority and a core responsibility for IQVIA.

To protect our partners' information and our own data, we invest regularly in enhancing our cybersecurity capabilities, ensuring our products and services provide a strong first line of defense against possible attacks. We work closely with our core vendors and sit on their customer advisory boards to devise solutions to emerging issues and share our practical experience.

Currently, the most prominent threats for our industry are network intrusion, ransomware and phishing delivered via email or messages — these 'social engineering' attacks seek to mislead and misguide human actions with the aim to compromise our business. We stay informed of the latest malicious methods and continually adapt our response. We are confident in our systems' abilities to protect us from possible threats and have internal processes for users to report concerns or ask questions.

Our cybersecurity program supports our internal move towards a hybrid-cloud data storage model, supplemented by on-site data centers where needed. Our Cloud Transformation Program outlines our strategy to migrate a significant part of our data processing capacity to the cloud over the next five years.

IQVIA office, China

Information security governance

Our Integrated Information Security Framework includes a set of policies and standards designed to safeguard proprietary and confidential information. In 2022, we updated our Information Security Strategy, including a three-year roadmap to support our near-term growth strategy — emphasizing cybersecurity support for our Cloud Transformation Program.

Our policies and procedures are informed by external benchmarks, frameworks and regulations, such as Control Objectives for Information and Related Technologies (COBIT), the General Data Protection Regulation (GDPR), good practice quality guidelines and regulations (GxP), the Health Insurance Portability and Accountability Act (HIPAA), HITRUST, ISO 27000 standards, and the National Institute of Standards and Technology (NIST).

Our Chief Information Security Officer (CISO) oversees our Governance, Risk and Compliance group and leads our Global Information Security team, which is responsible for defining our strategy and tracking its implementation across the organization. The Board's Audit Committee has full oversight of any cybersecurity risks and threats to our business. The Audit Committee receives regular updates on any developments from our CISO, including quarterly reports of plans and actions.

In 2022, we established a Business Information Security Office (BISO) to help facilitate communications and the exchange of information between our IT function and various business units. The office will support our IT colleagues to engage with business units and understand their plans and priorities, enabling us to anticipate evolving IT needs. This restructuring has increased our effectiveness by strengthening links between security functions and business units, in addition to clarifying role scopes and providing new career opportunities.

All IQVIA employees play an active role in adopting and embedding information security policies and practices in our day-to-day operations. Our corporate governance training (see page 23) includes quarterly cybersecurity training. In 2022, we updated our anti-phishing exercises to address scenarios that target specific functions within our organizations, such as HR and Finance. We also enlisted the help of an external supplier to pilot a voice phishing exercise, which trained colleagues on how to respond appropriately to phishing calls.

In 2022:

- All employees participated in mandatory quarterly cybersecurity training, with a 90% on-time completion rate.
- Around 2,500 employees participated in targeted risk-based anti-phishing trainings and simulations.

Ongoing assessment

Cybersecurity is a standing item on our Enterprise Risk Council agenda. **We continually carry out cybersecurity risk assessments to review internal risk ratings, evaluate wider industry intelligence and assess potential threats.** Our risk, assets and controls matrix model identifies possible risks and the outcomes are used to define our priorities. In 2022, for example, we streamlined and strengthened the cybersecurity assessment process for new acquisitions, to ensure alignment with our policies and increase onboarding efficiency.

All our global data centers and IT controls are audited annually by a third-party organization, with the resulting issue reports flagging any areas for improvement. Some of our IT controls undergo additional internal and external audits:

- **Internal audit:** Audits of selected priority areas of our IT control environment throughout the year.

- **External audit:** Audit firm opinions provided in response to management reports, reviewing effectiveness of our internal controls.

We monitor the potential cybersecurity impacts of evolving or unexpected global events to ensure we are equipped to act appropriately. In response to the conflict in Ukraine, we ran contingency scenarios to assess our preparedness and response to potential disruptions arising from the conflict — including loss of networks, data breaches and infrastructure failure. We subsequently developed and implemented contingency plans covering devices, applications, networks and data, in Ukraine, Russia and globally — to anticipate risk and secure our operations.

Global disruptions highlight the importance of ensuring our IT services are constantly available, even in volatile situations. We remain focused on strengthening and protecting our service availability to minimize impact on business.

Public

Supporting our communities

We are committed to being active members of the communities in which we are present. We donate our time, resources and funds to causes that are aligned with our organizational mission and values, with an aim to deliver greater health and wellbeing outcomes for all.

IQVIA Day, United States

Sharing our time and resources

We support our employees in helping others and making a positive impact in the world. We have programs in place to enable them to **give their time, talent and expertise to address the world's toughest challenges.**

IQVIA Day, Netherlands

CEO Team Award

Every year, our CEO identifies and rewards teams across the organization for contributing to our business success, delivering on our financial objectives or driving innovative and groundbreaking practices. The CEO Team Award celebrates our colleagues' achievements in one of four categories: people leadership, strategic/client initiatives, operational excellence and financial targets. Winning teams each receive $10,000 to give to a charity or charities of their choice.[1]

In 2022, we donated to the following organizations, chosen by this year's 15 winning teams:

- American Heart Association
- Autism Speaks
- China Foundation for Poverty Alleviation
- Glioblastoma Foundation
- Gold Rush Cure Foundation
- Heart Valve Bank
- Little Smiles
- Mahindra Foundation Nanhi Kali
- Make a Wish Foundation
- Médecins Sans Frontières (Doctors Without Borders)
- Myasthenia Gravis Foundation of America
- National Alliance on Mental Illness
- Sleep in Heavenly Peace (Durham Chapter)
- St. Jude Children's Research Hospital
- Teenage Cancer Trust
- The End Fund
- United Nations Children's Fund (UNICEF)

1. This year, two teams chose to split the donation equally between two charities.

IQVIA Day, Portugal

During 2022, IQVIA employees volunteered a day of their time toward community service. The volunteer program included:

5,900 employees
60 countries
5,900 days

IQVIA Day, Bulgaria

IQVIA Day – Leading positive change

We give employees one paid business day off each year to volunteer with a charitable or non-profit organization of their choice. Employees can volunteer individually or participate in a group initiative led by IQVIA. In 2022, our colleagues took part in a wide range of projects:

- In Sofia, Bulgaria, 24 colleagues renovated the garden of a care home that supports 22 adults with sensory disorders. Volunteers painted benches, planted trees, cleaned the land and then enjoyed a lunch with the home's residents.

- In China, nine teams including more than 2,000 employees participated in a walking challenge for International Rare Disease Day, cumulatively walking over 63 million steps and raising $10,000 to sponsor a Family Dream Trip for rare disease patients.

- A team of 12 colleagues renovated a German Red Cross rescue station in Frankfurt, Germany, performing a variety of tasks such as carpentry work, wallpaper removal and gardening.

IQVIA Day, Hungary

IQVIA Day, Germany

Public

- Our colleagues in Hungary supported various organizations including retirement homes, a viper conservation center, a forestry center, a children's home, schools and a dog shelter. Volunteers engaged in activities including gardening, animal care, conversations, board games, cleaning and painting.

- In Italy, colleagues across the country took part in a Plogging Day — a new initiative that combines jogging and picking up trash — with Plastic Free, an association that raises awareness about the dangers of plastic pollution. IQVIA volunteers collected more than 220 kilograms of waste throughout the day.

- Our colleagues in Portugal donated their time to three associations: Just a Change, a non-profit that rebuilds vulnerable people's homes; Acreditar, a charity for parents and friends of children with cancer; and the Portuguese Red Cross. Teams repaired and painted walls, restored ceilings, repainted outdoor furniture, hung decorations and helped sort and pack donations at the Red Cross donation reception center.

- In the U.K., employees supported the Paddington Partnership Community Programme and spent time taking care of the garden and talking to residents at the Penfold Community Hub — a center offering a range of activities for people aged over fifty.

Supporting communities in times of crisis

Our people have come together to support those affected by the war in Ukraine:

- Employees in the Czech Republic gathered 1.3 tons of goods, clothes and toys and delivered them to Ukrainians at the country's border with Slovakia.

- Colleagues in Portugal and Switzerland collected essential goods, such as food and hygiene and healthcare products, to give to those affected by the war.

IQVIA Poland led several initiatives to support Ukrainian refugees:

- Employees helped transport Ukrainian colleagues and their families from the border, providing them with accommodation and supplies as well as financial assistance.

- Colleagues organized two fundraisers for charities working with refugees.

- We supported a dozen patients who had evacuated from Ukraine and wanted to continue participating in clinical trials in Polish centers.

- We responded to the Polish Ministry of Health's request for insights into potential risks to national drug safety following the large influx of refugees. We provided data reports to support ongoing monitoring of drug supply and stock in the country.

We launched an initiative to facilitate the flow of medical supplies:

- In co-operation with another organization, we developed a website to help convert the name of medicines typically prescribed in Ukraine to equivalents in other countries of Europe. The initiative aims to help doctors, pharmacists, clinics and charities — as well as governments and other institutions and health providers — find medication solutions for patients.

IQVIA Day, Czech Republic

Empowering refugees to access work

Finding and applying for work in a new country can be challenging. In 2022, IQVIA U.K. hosted an employability event for 12 refugee pharmacists currently being supported by charity Refuaid, with the aim of providing an insight into the U.K. pharmacy landscape and employability skills. Attendees came from across the country to learn about potential opportunities and prepare for next steps with mock interviews and applications.

"I would like to thank all the IQVIA team for this day. I hope to apply for a role in IQVIA and become one of your team."

Working with our communities in India

IQVIA India has long been a supporter of non-profits and programs focusing on health, women and education. In 2022:

Improving health and well-being

- For the seventh year in a row, IQVIA was the lead sponsor of Racefor7 — organized by the Organization for Rare Diseases India (ORDI) to raise awareness for rare diseases and amplify the voice of the rare disease community. Over 4,100 participants from across the country ran, walked or cycled 7 kilometers in their local area.

- IQVIA continued to work with Pallium India, a charity providing palliative care and pain relief. Our 2022 donation covered in-patient and out-patient operations at the Trivandrum Institute of Palliative Sciences in Thiruvananthapuram, Kerala.

- We supported Bangalore Kidney Foundation's program to provide Total Care Dialysis (a combined dialysis and comprehensive nutrition service) for 40 women from low-income backgrounds with chronic kidney disease.

- Through Akila Bharatha Mahila Seva Samaja (ABMSS), IQVIA financed the cost of cleft surgery and comprehensive cleft care for 250 children.

"Meeting and interacting with patients and their parents/caregivers has been an enriching experience for me. It brings home the importance of the work that we do every day at IQVIA to help make a difference to the lives of rare disease patients and help create a healthier world."

Shashikala Menon, Senior Director, Lab Operation

Empowering women

- We support the Setu Trust to run eight balwadis (childcare centers) and nutrition centers for sex workers' children in two districts of Maharashtra.

Public

Champion education and training

- We worked with Ummeed Child Development Center to provide funding for three Early Intervention Centers in Mumbai. The centers help children with special needs learn communication, play and cognitive skills — as well as supporting their families, who are from low- and middle-income backgrounds.

- In partnership with Mann Foundation, an NGO based in Mumbai, IQVIA provided training for 200 people with intellectual disabilities so that they could access mainstream jobs and live independently with dignity.

- Through Christel House India, an NGO running learning centers for children from very low-income backgrounds, we sponsored educational scholarships for female students pursuing higher education in life sciences. Our contribution also covers 80% of the daily nutrition requirements for children in kindergarten and grades one and two at the centers.

- We launched the second cohort of our Women Inspired Network (WIN) community mentorship program that targets students aspiring to work in life sciences and technology.

- IQVIA's multi-year commitment to Shifting Orbits Foundation provides after-school support in six communities for over 3,500 low-income families. In addition, we are supporting the creation of digital learning centers in rural areas that aim to train young people and women, so they can access better employment opportunities.

- We continue to promote Mitti Café, a chain of cafés providing experiential training and employment to adults with physical and intellectual disabilities. We re-opened the Mitti Café in our Bangalore office and sponsored the establishment of a new café at Bangalore International Airport.

IQVIA ERG Event, India

In-kind donations

- After significant flooding in Northeast India, IQVIA colleagues collected and donated 1,255 kilograms of clothes, groceries and other material to the non-profit Goonj to relieve flood-impacted families.

- Our Bangalore office gave several unused items, such as office chairs and tables, to local non-profits working with people with disabilities and schools for underprivileged communities.

Flood impact donations, India

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IQVIA lab, United States

Honoring employee milestones through charitable giving

We celebrate our employees' commitment to IQVIA and their ongoing contributions to our organization by donating to causes aligned with their interests and our values. For 10-, 15-, 20- and 25-year work anniversaries, eligible employees are invited to choose from more than 1.5 million charitable organizations around the world to receive a $300-500 donation provided by IQVIA.[1]

IQVIA matches gifts made by U.S. employees dollar-for-dollar, up to $1,000 per employee per year. This applies to almost any 501(c)(3) charity, primary school, secondary school, college or university.

Making impactful matching gifts

To amplify our employees' generosity, we match their donations to non-profits through our charitable giving program. The program aims to:

- Accelerate healthcare progress by supporting education and initiatives in healthcare-related fields

- Improve health outcomes by resourcing targeted programs and research

- Increase our employees' well-being and contribute to their local communities

In 2022

$350,000+
Donated through our service recognition giving program

$790,000+
Donated through our service matching gifts program

1.The value of this donation starts at $300 and increases at each five-year increment up to $500.

Planet

IQVIA Day, United Kingdom

PLANET

Climate

Driven by our commitment to support public health, we have a responsibility to reduce our climate impact. We primarily focus on reducing the impacts of our business operations, including facilities and business travel.

Given the nature of our activities, climate change does not currently present a material risk to our business. Nonetheless we are held accountable to our stockholders and all stakeholders for committing to adopt more sustainable business practices and manage the risks of our operations associated with climate change. These risks are considered in our climate-related risk assessment and are factored into related business decisions.

We are commited to reducing greenhouse gas (GHG) emissions and identifying climate-related risks and opportunities, and in 2022, **we submitted goals to the Science Based Target initiative (SBTi) for approval.** SBTi-aligned goals will help us set a roadmap with clearly defined actions to reduce our carbon emissions and ultimately become a net-zero organization.

In line with recommendations of the **Task Force on Climate-related Financial Disclosures (TCFD)** in this section of the report we disclose information on the risks and opportunities presented by climate change to our business.

Planet

IQVIA lab, United Kingdom
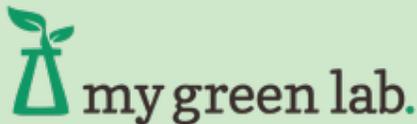
my green lab.

Making our laboratories more sustainable

Laboratories are resource intensive spaces, using more energy and water than our office facilities and producing higher volumes of waste. We are collaborating with non-profit My Green Lab (MGL) to improve our understanding of sustainability issues in scientific research and drive action across our labs — with the aim to reduce environmental impacts and support our wider sustainability goals.

MGL certification is considered the industry gold standard for sustainability best practice in laboratories. The MGL certification program is recognized by the United Nations Race to Zero campaign as a key measure of progress towards a net-zero future. To achieve certification, laboratories must reduce their environmental impacts across multiple sustainability categories including energy, water and waste.

Following a pilot in 2021, our Livingston lab in Scotland achieved MGL Certification in 2022. The lab now runs on electricity from 100% certified renewable sources and has increased freezer maintenance to improve energy efficiency. We are also developing processes to increase glass recycling (read more on page 98) and are working with key suppliers to reduce packaging waste.

Eleven laboratories are currently enrolled in the certification process, and we aim to increase the number of MGL certified labs during 2023.

To facilitate the increase of certified laboratories, in 2022 we expanded the My Green Lab Ambassadors program, with more than 70 ambassadors trained to initiate sustainability improvement projects. The program provides training to develop awareness of sustainability practices of individual sites.

Risk

Leaders from our primary functional areas and business units comprise our Enterprise Risk Council. They meet every quarter to update the enterprise risk framework, which is used to identify and manage our key risks. The framework considers internal and external factors that could prevent us from achieving our goals or harm our reputation, brand or financial standing. This includes social and environmental factors such as climate-related risks. The Audit Committee of the Board assesses these critical risks and related framework twice a year, while selected risks are discussed in more detail by the Board or appropriate Board committees throughout the year.

Our ESG Working Group comprises key functional leaders across the business, and reports to the ESG Executive Steering Committee. The Working Group implements sustainability plans, policies and processes through our operations, and assesses climate-related risks and issues at least every quarter.

Our Enterprise Risk Management (ERM) program analyzes climate change and assesses its key risks to the business. The program is overseen by the Board's Audit Committee, ensuring consistent management of risk exposure in line with wider business risks and opportunities.

The most significant climate-related risks to our company include the chronic physical impacts of climate change on human health. Potential consequences could include changes to the rates of disease, immunity to disease, spread of infectious diseases, malnutrition resulting from food insecurity and unhygienic food, and the potential for illnesses resulting from contaminated water.

The global healthcare industry is mitigating these increased physical risks by developing treatments for these diseases and other health issues. We anticipate increased demand to support our customers in an extended capacity, in the event that rates of diseases rise as a result of climate change.

We have identified additional short- and medium-term climate-related risks that could have substantive strategic or financial impacts on our business.

These include:

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

- Increased insurance claim liability resulting from increased severity and frequency of extreme weather events

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

We also assess acute physical risks related to climate change, such as increased severity and frequency of extreme weather events. Each year, we utilize a risk tool to identify vulnerabilities of and threats to the local environment. This analysis informs our emergency response plans, with the aim of minimizing the effects on our employees, assets and business continuity.
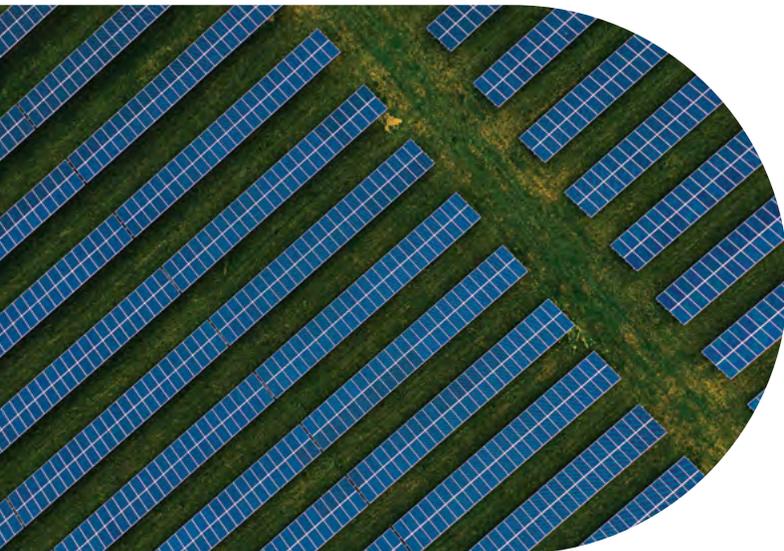
Planet
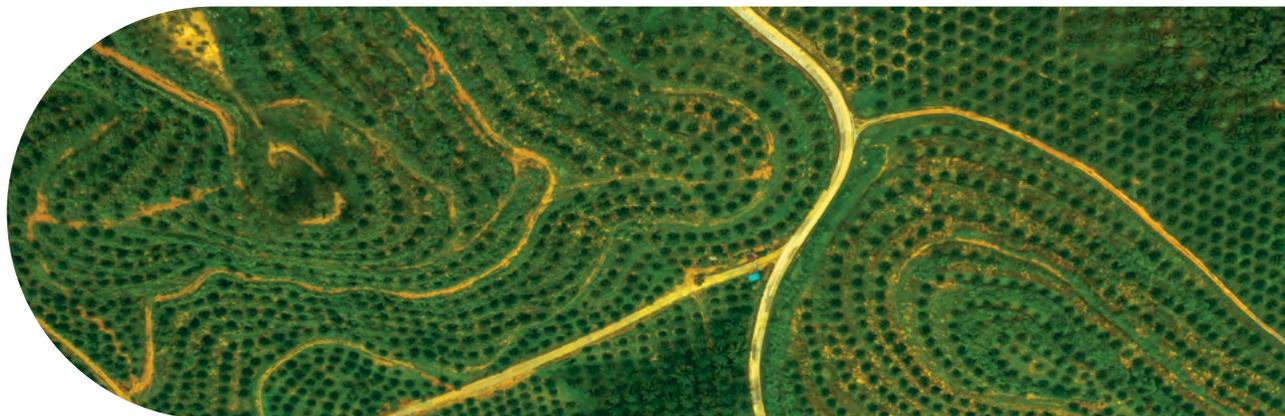
A comprehensive business continuity and disaster recovery program protects all IQVIA data centers, and includes planning, testing and reporting on the regular recovery exercises. The program takes account of scenarios both external (e.g. floods, fires, tornados) and internal (e.g. hardware failure). All our mission and business critical systems and data assets are covered by restoration procedures and backed up.

We are reviewing the need to assess our water risk and impact on biodiversity.

Strategy

Improving our operational energy efficiency and investing in renewable energy hold the greatest potential for us to reduce our GHG emissions, since both these actions reduce our reliance on fossil fuels. Our climate strategy therefore focuses on these areas.

We operate in 263 facilities globally, of which 85% are office buildings. Most of our offices are in multi-tenant buildings where electricity for lighting and heating, ventilation and air conditioning systems is the main source of energy consumption. In 2022, our global real estate portfolio increased marginally from 5.7 million to 5.8 million square feet, primarily as a consequence of business acquisition activities completed in 2022. Although the number of employees increased by 9% in 2022, we were able to accommodate the additional headcount in a marginal 2% uplift in our real estate footprint.

The energy-efficiency measures we embed throughout our organization include:

- Increasing the use of certified renewable electricity supplies – approximately 12% of our facilities footprint uses renewable electricity

- Reducing energy use of idle equipment

- Increasing efficiency of HVAC systems

- Purchasing Energy Star-certified equipment where available

- Using LEDs and energy-efficient freezers in our laboratories

- Extending the useful life of servers, routers and other equipment types, and ensuring their proper disposal upon decommission by forming connections with technology recycling centers

- Utilizing energy monitoring systems in select locations, to identify further opportunities to lower energy consumption.

New activities in 2022 included:

- ESG Community of Interest, connecting colleagues in Thought Leadership, Public Healthcare, Global Strategic Partners and Research & Analytics to develop projects and initiatives related to ESG

- Launch of our Lean for Sustainability training program — read more on page 96

We invest in renewables — primarily solar — as another key mechanism to reduce our carbon emissions, such as rooftop solar panels in our Marlborough Tech Park in Massachusetts, U.S. This facility also provides electric vehicle charging stations, as does our U.S. based IQVIA Innovation Park in Durham and our laboratory facility in Livingston, Scotland.

In 2022, our Livingston lab switched to using **100% certified renewable** electricity. We are pursuing ways of transitioning to renewable energy across our office and laboratory facilities.

freezer challenge

Reducing the impact of cold storage

The International Laboratory Freezer Challenge is an annual competition designed to promote best practices in cold storage management, organized by My Green Lab and the International Institute for Sustainable Laboratories. In 2022, we participated on a small scale, reducing energy consumption by ensuring efficient performance of freezers used for storage of clinical samples. In 2023, all our labs with ultra-low temperature freezers will participate.

Sustainable Healthcare Coalition

In 2022, we joined the Sustainable Healthcare Coalition, a healthcare sector-led group that looks for the greatest opportunities to inspire sustainable practices in healthcare through the collaboration of its members.

Most of our Scope 3 emissions result from our supply chain activities. In 2022, we appointed a supply chain sustainability and diversity director responsible for driving ESG initiatives throughout our supply chain.

In line with evolving reporting guidelines and customer expectations, we are increasing our focus on the environmental impact of clinical trials. For example, we are contributing to the collective development of a standard methodology to calculate emissions and we anticipate contributing our expertise to develop standardized clinical trial impact assessment capabilities as part of our membership in the Sustainable Healthcare Coalition.

Planet

Business travel

Despite the increased adoption of alternative workspaces as a result of the pandemic, certain travel requirements are necessary for our business. In 2022, our business travel increased from 2021, though remains significantly reduced compared to pre-pandemic levels — a trend that we expect to continue into 2023 and beyond.

We aim to reduce travel as much as possible to reach our climate goals, even while our workforce expands. We encourage employees to use modes of transport that have the least environmental impact when travelling for business. These include bicycle commuting, public transport and ride sharing. Some of our countries of operation require that employees use electric or hybrid vehicles as a minimum. To reduce use of cars, we always consider proximity to public transport connections when determining new office locations.

Alternatives to travel include teleconferencing and telecommuting, and we promote a culture where working from home is accepted, while investing in the necessary technology.

In 2022, we made progress on electric vehicles:

• In the U.K., we rolled out a salary sacrifice scheme to enable employees to lease an electric vehicle

• In the Netherlands and France, we implemented an updated car policy to include battery electric vehicles

• We installed electric vehicle charging stations in some of our facilities.

LEAN for Sustainability

In 2022, we launched a new **LEAN for Sustainability (LFS)** program to build on our culture of sustainability and identify opportunities to reduce waste and minimize environmental impact across multiple projects.

LEAN: Lean is all about increasing value for our customers while removing waste in our processess.

SUSTAINABILITY: Meeting the needs of the present without compromising the ability of future generations to meet their own needs.

LEAN FOR SUSTAINABILITY: Launched in March 2022 to support our corporate initiatives as the LEAN Program's fourth pillar.

Our 2022 LFS by the numbers

• More than **680** colleagues have completed the training
• More than **50,000** employees have engaged with LFS posts through our internal mobile app GoIQ.

Metrics and targets

Our direct GHG emissions primarily come from our office and laboratory facilities, and business-related travel. In 2022, we reset our baseline year to 2019 as the basis for the setting of our science-based target.

We also expanded our Scope 3 reporting boundary to include multiple Scope 3 Categories for the first time — including purchased goods and services, fuel and energy related activities (not included in Scope 1 or 2), waste generated in operations, business travel, and upstream leased assets. As a result, our Scope 3 emissions are not directly comparable to prior years, which reported against business travel only.

Overall, in 2021, our total Scope 1 and Scope 3 GHG emissions increased compared with the prior year, while Scope 2 GHG emissions declined. For Scope 1 and 2 (market-based) emissions, we saw a decrease of 22% per full-time employee (FTE) and 13% in absolute terms, despite a 9% increase in headcount during the period.

As a key element of our work to enable the science-based target to be submitted to the SBTi for approval, since reporting to CDP in July 2022, we have captured comprehensive emissions data across all three scopes and will be reporting against those in our 2023 CDP Report.

Greenhouse gas emissions and energy consumption 2019-2021

GHG Scope	Description	Primary Driver
Scope 1	All direct emissions	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, purchased goods and services, fuel and energy related activities (not inc in Scope 1 or 2), waste generated in operations, and upstream leased assets.

[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.
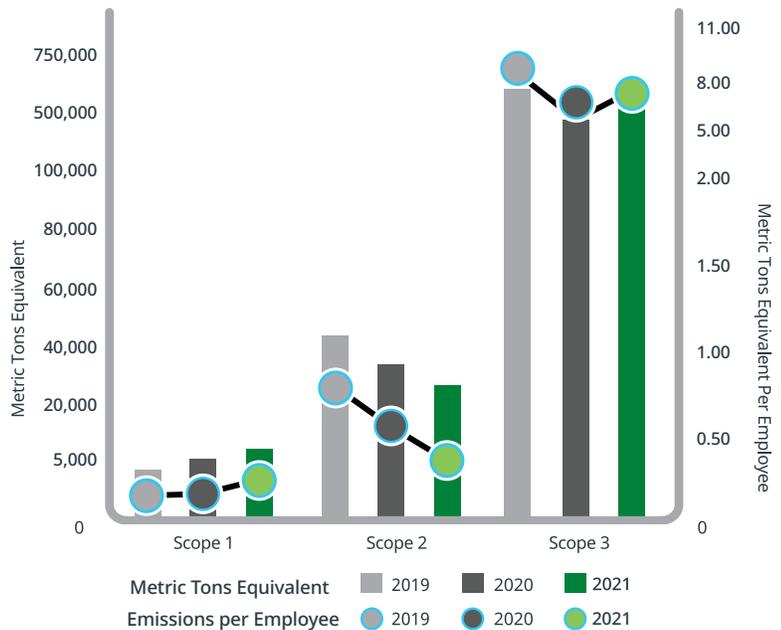
Emissions and energy consumption data align with the information used in the science-based target approval submission to the SBTi, December 2022.

	Metric Tons Equivalent			# Employees	Metric Tons Equivalent per Employee			Total Energy Consumption (mWh)
	Scope 1	Scope 2	Scope 3		Scope 1	Scope 2	Scope 3	
2019	3,671	47,156	591,026	67,000	0.05	0.70	8.82	114,326
2020	4,194	36,755	536,986	70,000	0.06	0.53	7.67	95,782
2021	7,587	28,124	620,276	79,000	0.10	0.36	7.85	80,174

Planet

In 2022, we submitted goals to the Science Based Target initiative (SBTi) for approval.

55%
Reduction

69%
Suppliers

46%
Reduction

90%
Reduction

Scope 1 and 2:

Reduce Scope 1 and 2 GHG emissions by 55% by 2030 from a 2019 baseline year.

Scope 3 supplier engagement:

69% of IQVIA suppliers, by emissions covering Purchased Goods and Services, Capital Goods and Upstream Transportation and Distribution, will have a science-based target by 2028.

Scope 3 emissions reduction:

46% reduction in business travel per FTE by 2030 from a 2019 baseline year.

Net zero:

Reduce absolute Scope 1, 2 and 3 GHG emissions 90% by 2050 from a 2019 baseline year to achieve net-zero emissions.

Near-term targets and Net Zero targets have been submitted to the Science Based Target initiative (SBTi) for review and validation.

As part of our focus on continual improvement of our sustainability programs, we have been awarded a **Silver Ecovadis** rating for 2022, advancing from our **Bronze Ecovadis** rating awarded in 2021.

BRONZE
2021
ecovadis
Sustainability Rating

SILVER
2022
ecovadis
Sustainability Rating

2021
CDP
DRIVING SUSTAINABLE ECONOMIES
B⁻ rating

2022
CDP
DRIVING SUSTAINABLE ECONOMIES
B rating

Our **CDP Climate Change B⁻** rating for 2021 improved to a **CDP Climate Change B** rating in 2022.

IQVIA completed the CDP climate change questionnaire

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Waste

As part of our objective to safeguard human health and the environment, we heavily regulate our waste management systems. Our laboratories are ISO 14001 certified to ensure we minimize adverse impacts when segregating and disposing of waste. Employees are required to adhere to established waste management policies and procedures, including facility recycling initiatives.

We are also committed to the stringent management of biological and hazardous waste. All employees responsible for such waste and/or investigational product (any drug, device, vaccine or other treatment being tested) generated from any company facilities or studies are trained to ensure proper waste disposal.

We have identified opportunities to reduce single-use plastics in the clinical trials testing kits produced by our laboratories. Initial tests indicate that removing the plastic bags holding individual sample tubes from these kits does not impact trial efficacy, and we plan to roll out this initiative across all studies, significantly reducing the use of plastics. We are targeting a 95% reduction overall, equating to the removal of more than 2 million plastic bags.

Initiatives to decontaminate and recycle glass vials in our laboratories has also led to waste reductions. Instead of disposing glass vials into sharps bins, which are then incinerated, we have developed a new process to decontaminate the vials to facilitate the recycling of glass. Within just six weeks at a single site, we diverted around 80 liters of glass to recycling and avoided 16.5 liters of sharps bins being incinerated — leading to an avoidance of more than 255 kilograms of CO_2 emissions each year. We will continue exploring further opportunities to reduce waste from our laboratories in 2023.

Water

Although IQVIA is not a significant consumer of water, we are conscious of the need to protect and preserve this essential global resource, particularly in areas of water scarcity. We aim to use water efficiently and conscientiously, especially within our laboratories. Our work to achieve My Green Lab certification across our laboratories will support these efforts, and we are reviewing our approach to water use across our value chain.

About this report

Scope and limitations

This is the annual report of IQVIA's sustainability approach and performance for the fiscal year 2022 — covering the period January 1, 2022 to December 31, 2022.

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

Forward-looking statements

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

Global Reporting Initiative (GRI) index

IQVIA has reported in accordance with the GRI Standards for the period January 1, 2022 – December 31, 2022. Section references in this index are to the relevant sections of this ESG Report unless otherwise indicated.

GRI Standard	Disclosure and Description	Response
2-1	GENERAL DISCLOSURES: **Organizational profile**	
2-1-a	Legal name of organization	IQVIA Holdings Inc.
2-1-b	Nature of ownership and legal form	Public, incorporated
2-1-c	Location of headquarters	2400 Ellis Road, Durham, North Carolina 27703, USA
2-1-d	Countries of operation	See https://www.iqvia.com/locations for a full list of countries
2-2	GENERAL DISCLOSURES: **Entities included in the organization's sustainability reporting**	
2-2-a	List of entities included in sustainability reporting.	2022 Form 10-K, Exhibit 21.1
2-2-b	If the organization has audited consolidated financial statements or financial information filed on public record, specify the differences between the list of entities included in its financial reporting and the list included in its sustainability reporting.	No differences, see 2022 Form 10-K, page 69
2-2-c	If the organization consists of multiple entities, explain the approach used for consolidating the information, including: i) whether the approach involves adjustments to information for minority interests; ii) how the approach takes into account mergers, acquisitions, and disposal of entities or parts of entities; iii) whether and how the approach differs across the disclosures in this Standard and across material topics.	Across the ESG Report and GRI index, information is consolidated on a global basis from specific functions, segments and regions as relevant for specific topics. The report data take account of mergers within fiscal year 2022.
2-3	GENERAL DISCLOSURES: **Reporting period, frequency and contact point**	
2-3-a	Sustainability reporting period and frequency.	January 1, 2022 – December 31, 2022 Fiscal year (annual)
2-3-b	Financial reporting period and explanation if does not align with sustainability reporting.	January 1, 2022 – December 31, 2022 Fiscal year (annual)
2-3-c	Publication date of the report or reported information.	IQVIA 2022 ESG Report, February 17, 2023
2-3-d	Contact point for questions regarding the report or reported information.	https://www.iqvia.com/contact
2-4	GENERAL DISCLOSURES: **Restatements of information**	
2-4-a	Restatements of information, including reasons for restatements and effect of the restatements.	Not applicable: none
2-5	GENERAL DISCLOSURES: **External assurance**	
2-5-a	Policy and practice for seeking external assurance, including whether and how the highest governance body and senior executives are involved.	Not applicable: none
2-5-b	External assurance report/statement, including: i) provide a link or reference to the external assurance report(s) or assurance statement(s); ii) describe what has been assured and on what basis, including the assurance standards used, the level of assurance obtained, and any limitations of the assurance process; iii) describe the relationship between the organization and the assurance provider.	Not applicable: none

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2-6	GENERAL DISCLOSURES: **Activities, value chain and other business relationships**	
2-6-a	Sectors in which it is active.	About IQVIA, page 7
2-6-b	Description of value chain, including: i) the organization's activities, products, services, and markets served; ii) the organization's supply chain; iii) the entities downstream from the organization and their activities.	About IQVIA, page 7 Responsible procurement, page 26
2-6-c	Other relevant business relationships.	2023 Proxy Statement, page 12
2-6-d	Significant changes to the previous reporting period.	None
2-7	GENERAL DISCLOSURES: **Employees**	
2-7-a	Total employees by gender and region.	Diversity and inclusion, page 49
2-7-c	Methodologies and assumptions used to compile the data including whether the numbers are reported: i) in head count, full-time equivalent (FTE), or using another methodology; and ii) at the end of the reporting period, as an average across the reporting period, or using another methodology;	Diversity and inclusion, page 49
2-7-d	Contextual information necessary to understand the data under 2-7-a and 2-7-b.	Omitted: not applicable. Not considered to be necessary.
2-7-e	Significant fluctuations in number of employees during reporting periods and between reporting periods.	Employee numbers increased by approximately 9% from the previous reporting year. About IQVIA, page 7 2021 IQVIA ESG report, page 12
2-8	GENERAL DISCLOSURES: **Workers who are not employees**	
2-8-a	Total number of workers who are not employees including a description of the most common types of worker, their contractual relationship with the organization and the type of work they perform.	Omitted: information unavailable/incomplete. Not currently tracked globally.
2-8-b	Methodologies and assumptions used to compile the data including whether the number of workers who are not employees is reported: in head count, full-time equivalent (FTE), or using another methodology; or at the end of the reporting period, as an average across the reporting period, or using another methodology.	Omitted: information unavailable/incomplete. Not currently tracked globally.
2-8-c	Significant fluctuations in number of workers during reporting periods and between reporting periods.	Omitted: information unavailable/incomplete. Not currently tracked globally.
2-9	GENERAL DISCLOSURES: **Governance Structure and Composition**	
2-9-a	Governance structure including committees of highest governing body.	Governance, page 19 2023 Proxy Statement, page 27
2-9-b	List of committees of highest governance body responsible for overseeing and management of impacts on economy, environment and people.	Governance, page 19 2023 Proxy Statement, page 33
2-9-c	Composition of highest governance body and committees by: i) executive and non-executive members; ii) independence; iii) tenure; iv) number of other significant positions and commitments held by each member, and the nature of the commitments; v) gender; vi) under-represented social groups; vii) competencies relevant to the impacts of the organization; viii) stakeholder representation.	Governance, page 19 2023 Proxy Statement, pages 4, 15, 20-21, 27 and 33
2-10	GENERAL DISCLOSURES: **Nomination and selection of the highest governance body**	
2-10-a	Nominating and selecting the highest governance body and its committees.	2023 Proxy Statement, pages 20 and 33

2-10-b	Criteria used for nominating and selecting highest governance body members in including whether and how the following were taken into account: i) views of stakeholders (including shareholders); ii) diversity; iii) independence; and iv) competencies relevant to the impacts of the organization.	2023 Proxy Statement, pages 20-33
2-11	GENERAL DISCLOSURES: **Chair of the highest governing body**	
2-11-a	Report whether the chair of the highest governance body is also a senior executive.	2023 Proxy Statement, page 31
2-11-b	If the chair is also a senior executive, explanation of their function within management, the reasons for this arrangement, and how conflicts of interest are prevented and mitigated.	Ethics and compliance, page 22 2023 Proxy Statement, page 31
2-12	GENERAL DISCLOSURES: **Role of the highest governing body in overseeing the management of impacts**	
2-12-a	Role of the highest governance body and of senior executives in developing, approving, and updating the organization's purpose, value or mission statements, strategies, policies, and goals related to sustainable development.	Governance, page 19 2023 Proxy Statement, page 27
2-12-b	Role of the highest governance body in overseeing the organization's due diligence and other processes to identify and manage the organization's impacts on the economy, environment, and people including: i) whether and how the highest governance body engages with stakeholders to support these processes; and ii) how the highest governance body considers the outcomes of these processes.	Our commitment to sustainability, page 12 Governance, page 19 Ethics and compliance, page 22 2023 Proxy Statement, pages 27, 36 and 42
2-12-c	Role of the highest governance body in reviewing the effectiveness of the organization's processes as described in 2-12-b, and frequency of this review.	Ethics and compliance, page 22 2023 Proxy Statement, pages 27-30 and 41
2-13	GENERAL DISCLOSURES: **Delegation of responsibility for managing impacts**	
2-13-a	How the highest governance body delegates responsibility for managing the organization's impacts on the economy, environment, and people including: i) whether it has appointed any senior executives with responsibility for the management of impacts; and ii) whether it has delegated responsibility for the management of impacts to other employees.	Governance, page 19 2023 Proxy Statement, pages 27-30 and 33
2-13-b	Process and frequency for senior executives or other employees to report back to the highest governance body on the management of the organization's impacts on the economy, environment, and people.	Governance, page 19 2023 Proxy Statement, page 41
2-14	GENERAL DISCLOSURES: **Role of the highest governance body in sustainability reporting**	
2-14-a	Report whether the highest governance body is responsible for reviewing and approving the reported information, including the organization's material topics, and if so, describe the process for reviewing and approving the information.	Our commitment to sustainability, page 12 Governance, page 19 2023 Proxy Statement, page 41
2-14-b	If the highest governance body is not responsible for reviewing and approving the reported information, including the organization's material topics, explain the reason for this.	Not applicable. Highest governance body is responsible for reviewing and approving the reported information.
2-15	GENERAL DISCLOSURES: **Conflicts of interest**	
2-15-a	Processes for the highest governance body to ensure that conflicts of interest are prevented and mitigated.	Ethics and compliance, page 22 2023 Proxy Statement, page 129
2-15-b	Report whether conflicts of interest are disclosed to stakeholders including, at a minimum, conflicts of interest relating to: i) cross-board membership; ii) cross-shareholding with suppliers and other stakeholders; iii) existence of controlling shareholders; iv) related parties, their relationships, transactions, and outstanding balances.	Ethics and compliance, page 22 2023 Proxy Statement, page 129

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2-16	GENERAL DISCLOSURES: **Communication of critical concerns**	
2-16-a	Whether and how critical concerns are communicated to the highest governance body.	Governance, page 19 2023 Proxy Statement, page 27
2-16-b	Total number and the nature of critical concerns that were communicated to the highest governance body during the reporting period.	We have a robust process for reviewing, investigating and escalating reported concerns, including regular reports of any critical concerns to our Board of Directors. Governance, page 19 Ethics and compliance, page 22
2-17	GENERAL DISCLOSURES: **Collective knowledge of the highest governance body**	
2-17-a	Measures taken to advance the collective knowledge, skills, and experience of the highest governance body on sustainable development.	Governance, page 19 Ethics and compliance, page 22 2023 Proxy Statement, pages 27-30 and 44
2-18	GENERAL DISCLOSURES: **Evaluation of the performance of the highest governance body**	
2-18-a	Processes for evaluating the performance of the highest governance body in overseeing the management of the organization's impacts on the economy, environment, and people.	Connecting with our people, page 29 2023 Proxy Statement, page 56
2-18-b	Report whether the evaluations are independent or not, and the frequency of the evaluations.	Connecting with our people, page 29 Our twice a year employee surveys are conducted internally by our Human Resources team. 2023 Proxy Statement, page 56
2-18-c	Actions taken in response to the evaluations, including changes to the composition of the highest governance body and organizational practices.	Our commitment to sustainability, page 12 Connecting with our people, page 29 2023 Proxy Statement, pages 27 and 62
2-19	GENERAL DISCLOSURES: **Remuneration Policies**	
2-19-a	Remuneration policies for members of the highest governance body and senior executives including: i) fixed pay and variable pay; ii) sign-on bonuses or recruitment incentive payments; iii) termination payments; iv) clawbacks; and v) retirement benefits.	2023 Proxy Statement, pages 27 and 62
2-19-b	How the remuneration policies for members of the highest governance body and senior executives relate to their objectives and performance in relation to the management of the organization's impacts on the economy, environment, and people.	2023 Proxy Statement, page 62
2-20	GENERAL DISCLOSURES: **Process to determine remuneration**	
2-20-a	Process for designing its remuneration policies and for determining remuneration including: i) whether independent highest governance body members or an independent remuneration committee oversees the process for determining remuneration; ii) how the views of stakeholders (including shareholders) regarding remuneration are sought and taken into consideration; and iii) whether remuneration consultants are involved in determining remuneration and, if so, whether they are independent of the organization, its highest governance body and senior executives.	2023 Proxy Statement, page 62
2-20-b	Report the results of votes of stakeholders (including shareholders) on remuneration policies and proposals, if applicable.	2023 Proxy Statement, page 62

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2-22	GENERAL DISCLOSURES: **Statement on sustainable development strategy**	
2-22-a	Statement from the highest governance body or most senior executive of the organization about the relevance of sustainable development to the organization and its strategy for contributing to sustainable development.	Letter from the CEO, page 3 2023 Proxy Statement, page 4
2-23	GENERAL DISCLOSURES: **Policy commitments**	
2-23-a	Policy commitments for responsible business conduct including: i) authoritative intergovernmental instruments that the commitments reference; ii) whether the commitments stipulate conducting due diligence; iii) whether the commitments stipulate applying the precautionary principle; and iv) whether the commitments stipulate respecting human rights.	Governance, page 19 Ethics and compliance, page 22 Human rights, page 25 Responsible procurement, page 26 2023 Proxy Statement, page 36
2-23-b	Specific policy commitment to respect human rights including: i) the internationally recognized human rights that the commitment covers; and ii) the categories of stakeholders, including at-risk or vulnerable groups, that the organization gives particular attention to in the commitment.	Human rights, page 25
2-23-c	Links to the policy commitments if publicly available, or, if the policy commitments are not publicly available, explain the reason for this.	Publicly available policies can be found at www.iqvia.com
2-23-d	Level at which each of the policy commitments was approved within the organization, including whether this is the most senior level.	The Board approves our Code of Conduct, and Corporate Policies are approved by the Policy Management Committee.
2-23-e	Extent to which the policy commitments apply to the organization's activities and to its business relationships.	Governance, page 19 Ethics and compliance, page 22 Human rights, page 25 Responsible procurement, page 26 2023 Proxy Statement, page 36
2-23-f	How the policy commitments are communicated to workers, business partners, and other relevant parties.	Our commitment to sustainability, page 12 Ethics and compliance, page 22 Responsible procurement, page 26
2-24	GENERAL DISCLOSURES: **Embedding policy commitments**	
2-24-a	How it embeds each of its policy commitments for responsible business conduct throughout its activities and business relationships including: i) how it allocates responsibility to implement the commitments across different levels within the organization; ii) how it integrates the commitments into organizational strategies, operational policies, and operational procedures; iii) how it implements its commitments with and through its business relationships; and iv) training that the organization provides on implementing the commitments.	Ethics and compliance, page 22 Responsible procurement, page 26 2023 Proxy Statement, page 13
2-25	GENERAL DISCLOSURES: **Processes to remediate negative impacts**	
2-25-a	Commitments to provide for or cooperate in the remediation of negative impacts that the organization identifies it has caused or contributed to.	Ethics and compliance, page 22
2-25-b	Approach to identify and address grievances, including the grievance mechanisms that the organization has established or participates in.	Ethics and compliance, page 22 Connecting with our people, page 29
2-25-c	Other processes by which the organization provides for or cooperates in the remediation of negative impacts that it identifies it has caused or contributed to.	Ethics and compliance, page 22

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2-25-d	How the stakeholders who are the intended users of the grievance mechanisms are involved in the design, review, operation, and improvement of these mechanisms.	Connecting with our people, page 29 2023 Proxy Statement, page 57
2-25-e	How the organization tracks the effectiveness of the grievance mechanisms and other remediation processes, and report examples of their effectiveness, including stakeholder feedback.	Connecting with our people, page 29
2-26	GENERAL DISCLOSURES: **Mechanisms for seeking advice and raising concerns**	
2-26-a	Mechanisms for individuals to: i) seek advice on implementing the organization's policies and practices for responsible business conduct; and ii) raise concerns about the organization's business conduct.	Ethics and compliance, page 22
2-27	GENERAL DISCLOSURES: **Compliance with laws and regulations**	
2-27-a	Total number of significant instances of non-compliance with laws and regulations during the reporting period, and a breakdown of this total by: i) instances for which fines were incurred; and ii) instances for which non-monetary sanctions were incurred.	Material legal proceedings are included in our 10-K. See our 2022 Form 10-K, pages 90-92
2-27-b	Total number and the monetary value of fines for instances of non-compliance with laws and regulations that were paid during the reporting period, and a breakdown of this total by: i) fines for instances of non-compliance with laws and regulations that occurred in the current reporting period; and ii) fines for instances of non-compliance with laws and regulations that occurred in previous reporting periods.	Material legal proceedings are included in our 10-K. See our 2022 Form 10-K, pages 90-92
2-27-d	How significant instances of non-compliance are determined.	Ethics and compliance, page 22
2-28	GENERAL DISCLOSURES: **Membership associations**	
2-28-a	Industry associations, other membership associations, and national or international advocacy organizations in which it participates in a significant role.	About IQVIA, page 7 Patient and population health outcomes, page 57 Data privacy, page 79 Planet, page 90 2023 Proxy Statement, page 12
2-29	GENERAL DISCLOSURES: **Approach to stakeholder engagement**	
2-29-a	Approach to engaging with stakeholders, including: i) the categories of stakeholders it engages with, and how they are identified; ii) the purpose of the stakeholder engagement; and iii) how the organization seeks to ensure meaningful engagement with stakeholders.	Our commitment to sustainability, page 12 Connecting with our people, page 29
2-30	GENERAL DISCLOSURES: **Collective bargaining agreements**	
2-30-a	Percentage of total employees covered by collective bargaining agreements.	As of August 18, 2022, we have collective bargaining agreements in 13 countries, covering approximately 13,100 employees.
2-30-b	For employees not covered by collective bargaining agreements, report whether the organization determines their working conditions and terms of employment based on collective bargaining agreements that cover its other employees or based on collective bargaining agreements from other organizations.	We have workplaces located around the world and we adhere to applicable laws and regulations with regards to working conditions for our employees in each of these jurisdictions, regardless of whether or not an employee is covered by a collective bargaining agreement. Well-being and benefits, page 34

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GRI 3: Material Topics		
3-1	MATERIAL TOPICS: **Process to determine material topics**	
3-1-a	Process followed to determine its material topics, including: i) how it has identified actual and potential, negative and positive impacts on the economy, environment, and people, including impacts on their human rights, across its activities and business relationships; and ii) how it has prioritized the impacts for reporting based on their significance.	Our commitment to sustainability, page 12
3-1-b	Specify the stakeholders and experts whose views have informed the process of determining its material topics.	Our commitment to sustainability, page 12
3-2	MATERIAL TOPICS: **List of material topics**	
3-2-a	List of material topics.	Our commitment to sustainability, page 12
3-2-b	Changes to the list of material topics compared to the previous reporting period.	In addition to data privacy, cybersecurity, and diversity and inclusion, the 2022 materiality assessment identified clinical trial safety, healthcare access and equity, climate change, employee well-being, health and safety, ethics and compliance, and employee development and recognition as significant material issues.
3-3	MATERIAL TOPICS: **Management of material topics** — see relevant topic disclosures below	

201 Economic Performance		
GRI 3-3:	**Management Approach**	
3-3-a	Actual and potential negative and positive impacts on the economy, environment, and people, including impacts on their human rights.	Our commitment to sustainability, page 12 2023 Proxy Statement, page 27
3-3-b	Whether the organization is involved with the negative impacts through its activities or as a result of its business relationships, and describe the activities or business relationships.	Our commitment to sustainability, page 12 2023 Proxy Statement, page 27
3-3-c	Policies or commitments regarding the material topic.	None
3-3-d	Actions taken to manage the topic and related impacts, including: i) actions to prevent or mitigate potential negative impacts; ii) actions to address actual negative impacts, including actions to provide for or cooperate in their remediation; iii) actions to manage actual and potential positive impacts.	2023 Proxy Statement, page 27
3-3-e	Information about tracking the effectiveness of the actions taken: i) processes used to track the effectiveness of the actions; ii) goals, targets, and indicators used to evaluate progress; iii) the effectiveness of the actions, including progress toward the goals and targets; iv) lessons learned and how these have been incorporated into the organization's operational policies and procedures.	2023 Proxy Statement, page 27
3-3-f	How engagement with stakeholders has informed the actions taken (3-3-d) and how it has informed whether the actions have been effective (3-3-e).	Our commitment to sustainability, page 12 2023 Proxy Statement, page 27
GRI 201:	**Economic Performance**	
201-1	Direct economic value generated and distributed.	2023 Proxy Statement, page 139 2022 Form 10-K, pages 65-109
201-2	Financial implications and other risks and opportunities due to climate change.	Climate, page 91
201-3	Defined benefit plan obligations and other retirement plans.	2022 Form 10-K, pages 98-103
201-4	Financial assistance received from government.	None

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Indirect Economic Impacts		
GRI 3-3:	**Management Approach**	
3-3-a	Actual and potential negative and positive impacts on the economy, environment, and people, including impacts on their human rights.	Our commitment to sustainability, page 12 Patient and population health outcomes, page 57 Supporting our communities, page 84
3-3-b	Whether the organization is involved with the negative impacts through its activities or as a result of its business relationships, and describe the activities or business relationships.	Our commitment to sustainability, page 12 Patient and population health outcomes, page 57 Supporting our communities, page 84
3-3-c	Policies or commitments regarding the material topic.	Patient and population health outcomes, page 57 Supporting our communities, page 84
3-3-d	Actions taken to manage the topic and related impacts, including: i) actions to prevent or mitigate potential negative impacts; ii) actions to address actual negative impacts, including actions to provide for or cooperate in their remediation; iii) actions to manage actual and potential positive impacts.	Patient and population health outcomes, page 57 Supporting our communities, page 84
3-3-e	Information about tracking the effectiveness of the actions taken: i) processes used to track the effectiveness of the actions; ii) goals, targets, and indicators used to evaluate progress; iii) the effectiveness of the actions, including progress toward the goals and targets; iv) lessons learned and how these have been incorporated into the organization's operational policies and procedures.	Patient and population health outcomes, page 57 Supporting our communities, page 84
3-3-f	How engagement with stakeholders has informed the actions taken (3-3-d) and how it has informed whether the actions have been effective (3-3-e).	Our commitment to sustainability, page 12 Patient and population health outcomes, page 57 Supporting our communities, page 84
GRI 203:	**Indirect Economic Impacts**	
203-1	Infrastructure investments and services supported.	Patient and population health outcomes, page 57 Innovation and research, page 68
203-2	Significant indirect economic impacts.	Patient and population health outcomes, page 57 Innovation and research, page 68 Supporting our communities, page 84
Anti-Corruption		
GRI 3-3:	**Management Approach**	
3-3-a	Actual and potential, negative and positive impacts on the economy, environment, and people, including impacts on their human rights.	Our commitment to sustainability, page 12 Ethics and compliance, page 22 Human rights, page 25
3-3-b	Whether the organization is involved with the negative impacts through its activities or as a result of its business relationships, and describe the activities or business relationships.	Our commitment to sustainability, page 12 Ethics and compliance, page 22 Human rights, page 25
3-3-c	Policies or commitments regarding the material topic.	Ethics and compliance, page 22 Human rights, page 25
3-3-d	Actions taken to manage the topic and related impacts, including: i) actions to prevent or mitigate potential negative impacts; ii) actions to address actual negative impacts, including actions to provide for or cooperate in their remediation; iii) actions to manage actual and potential positive impacts.	Ethics and compliance, page 22

3-3-e	Information about tracking the effectiveness of the actions taken: i) processes used to track the effectiveness of the actions; ii) goals, targets, and indicators used to evaluate progress; iii) the effectiveness of the actions, including progress toward the goals and targets; iv) lessons learned and how these have been incorporated into the organization's operational policies and procedures.	Ethics and compliance, page 22
3-3-f	How engagement with stakeholders has informed the actions taken (3-3-d) and how it has informed whether the actions have been effective (3-3-e).	Our commitment to sustainability, page 12
GRI 205:	**Anti-Corruption**	
205-1	Operations assessed for risks related to corruption.	Ethics and compliance, page 22
205-2	Communication and training about anti-corruption policies and procedures.	Ethics and compliance, page 22
205-3	Confirmed incidents of corruption and actions taken.	Omitted: confidentiality constraints. Not disclosed due to commercial confidentiality.
Energy		
GRI 3-3:	**Management Approach**	
3-3-a	Actual and potential negative and positive impacts on the economy, environment, and people, including impacts on their human rights.	Our commitment to sustainability, page 12 Climate, page 91 2023 Proxy Statement, page 54
3-3-b	Whether the organization is involved with the negative impacts through its activities or as a result of its business relationships, and describe the activities or business relationships.	Our commitment to sustainability, page 12 Climate, page 91 2023 Proxy Statement, page 54
3-3-c	Policies or commitments regarding the material topic.	Responsible procurement, page 26 Climate, page 91 2023 Proxy Statement, page 54
3-3-d	Actions taken to manage the topic and related impacts, including: i) actions to prevent or mitigate potential negative impacts; ii) actions to address actual negative impacts, including actions to provide for or cooperate in their remediation; iii) actions to manage actual and potential positive impacts.	Climate, page 91 2023 Proxy Statement, pages 4 and 54
3-3-e	Information about tracking the effectiveness of the actions taken: i) processes used to track the effectiveness of the actions; ii) goals, targets, and indicators used to evaluate progress; iii) the effectiveness of the actions, including progress toward the goals and targets; iv) lessons learned and how these have been incorporated into the organization's operational policies and procedures.	Climate, page 91 2023 Proxy Statement, page 54
3-3-f	How engagement with stakeholders has informed the actions taken (3-3-d) and how it has informed whether the actions have been effective (3-3-e).	Our commitment to sustainability, page 12 Climate, page 91 2023 Proxy Statement, page 54
GRI 302:	**Energy**	
302-1	Energy consumption within the organization.	Climate, page 91
302-2	Energy consumption outside of the organization.	Omitted: information unavailable/incomplete. Not currently tracked.
302-3	Energy intensity.	1.015mWh / employee (based on Jan-Dec 2021 energy consumption)
302-4	Reduction of energy consumption.	Climate, page 91
302-5	Reductions in energy requirements of products and services.	Climate, page 91

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Emissions		
GRI 3-3:	**Management Approach**	
3-3-a	Actual and potential negative and positive impacts on the economy, environment, and people, including impacts on their human rights.	Our commitment to sustainability, page 12 Climate, page 91 2023 Proxy Statement, page 54
3-3-b	Whether the organization is involved with the negative impacts through its activities or as a result of its business relationships, and describe the activities or business relationships.	Our commitment to sustainability, page 12 Climate, page 91 2023 Proxy Statement, page 54
3-3-c	Policies or commitments regarding the material topic.	Climate, page 91
3-3-d	Actions taken to manage the topic and related impacts, including: i) actions to prevent or mitigate potential negative impacts; ii) actions to address actual negative impacts, including actions to provide for or cooperate in their remediation; iii) actions to manage actual and potential positive impacts.	Climate, page 91 2023 Proxy Statement, page 54
3-3-e	Information about tracking the effectiveness of the actions taken: i) processes used to track the effectiveness of the actions; ii) goals, targets, and indicators used to evaluate progress; iii) the effectiveness of the actions, including progress toward the goals and targets; iv) lessons learned and how these have been incorporated into the organization's operational policies and procedures.	Climate, page 91
3-3-f	How engagement with stakeholders has informed the actions taken (3-3-d) and how it has informed whether the actions have been effective (3-3-e).	Our commitment to sustainability, page 12 Climate, page 91
GRI 305:	**Emissions**	
305-1	Direct (Scope 1) GHG emissions.	Climate, page 91
305-2	Energy indirect (Scope 2) GHG emissions.	Climate, page 91
305-3	Other indirect (Scope 3) GHG emissions.	Climate, page 91
305-4	GHG emissions intensity.	Climate, page 91
305-5	Reduction of GHG emissions.	Climate, page 91
305-6	Emissions of ozone-depleting substances (ODS).	Omitted: not applicable. Not material.
305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions.	Omitted: not applicable. Not material.
Employment		
GRI 3-3:	**Management Approach**	
3-3-a	Actual and potential negative and positive impacts on the economy, environment, and people, including impacts on their human rights.	Our commitment to sustainability, page 12 Well-being and benefits, page 34 Talent and learning, page 40
3-3-b	Whether the organization is involved with the negative impacts through its activities or as a result of its business relationships, and describe the activities or business relationships.	Our commitment to sustainability, page 12 Well-being and benefits, page 34 Talent and learning, page 40
3-3-c	Policies or commitments regarding the material topic.	Well-being and benefits, page 34 Talent and learning, page 40

3-3-d	Actions taken to manage the topic and related impacts, including: i) actions to prevent or mitigate potential negative impacts; ii) actions to address actual negative impacts, including actions to provide for or cooperate in their remediation; iii) actions to manage actual and potential positive impacts.	Well-being and benefits, page 34 Talent and learning, page 40
3-3-e	Information about tracking the effectiveness of the actions taken: i) processes used to track the effectiveness of the actions; ii) goals, targets, and indicators used to evaluate progress; iii) the effectiveness of the actions, including progress toward the goals and targets; iv) lessons learned and how these have been incorporated into the organization's operational policies and procedures.	Talent and learning, page 40
3-3-f	How engagement with stakeholders has informed the actions taken (3-3-d) and how it has informed whether the actions have been effective (3-3-e).	Our commitment to sustainability, page 12
GRI 401:	**Employment**	
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees.	Benefits for individual employees vary across regions. For more detail on the range of benefits provided, see Well-being and benefits, page 34
401-3	Parental leave.	Well-being and benefits, page 34

Occupational Health and Safety

GRI 3-3:	**Management Approach**	
3-3-a	Actual and potential negative and positive impacts on the economy, environment, and people, including impacts on their human rights.	Our commitment to sustainability, page 12 Human rights, page 25 Health and safety, page 37
3-3-b	Whether the organization is involved with the negative impacts through its activities or as a result of its business relationships, and describe the activities or business relationships.	Our commitment to sustainability, page 12 Human rights, page 25 Health and safety, page 37
3-3-c	Policies or commitments regarding the material topic.	Human rights, page 25 Health and safety, page 37
3-3-d	Actions taken to manage the topic and related impacts, including: i) actions to prevent or mitigate potential negative impacts; ii) actions to address actual negative impacts, including actions to provide for or cooperate in their remediation; iii) actions to manage actual and potential positive impacts.	Health and safety, page 37
3-3-e	Information about tracking the effectiveness of the actions taken: i) processes used to track the effectiveness of the actions; ii) goals, targets, and indicators used to evaluate progress; iii) the effectiveness of the actions, including progress toward the goals and targets; iv) lessons learned and how these have been incorporated into the organization's operational policies and procedures.	Health and safety, page 37
3-3-f	How engagement with stakeholders has informed the actions taken (3-3-d) and how it has informed whether the actions have been effective (3-3-e).	Our commitment to sustainability, page 12 Health and safety, page 37
GRI 403:	**Occupational Health and Safety**	
403-1	Occupational health and safety management system.	Health and safety, page 37
403-2	Hazard identification, risk assessment, and incident investigation.	Health and safety, page 37
403-3	Occupational health services.	Health and safety, page 37
403-4	Worker participation, consultation, and communication on occupational health and safety.	Health and safety, page 37

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403-5	Worker training on occupational health and safety.	Health and safety, page 37
403-6	Promotion of worker health.	Well-being and benefits, page 34
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships.	Health and safety, page 37
403-8	Workers covered by an occupational health and safety management system.	Health and safety, page 37
403-9	Work-related injuries.	Health and safety, page 37
403-10	Work-related ill health.	Health and safety, page 37
Training and Education		
GRI 3-3:	**Management Approach**	
3-3-a	Actual and potential negative and positive impacts on the economy, environment, and people, including impacts on their human rights.	Our commitment to sustainability, page 12 Ethics and compliance, page 22 Talent and learning, page 40
3-3-b	Whether the organization is involved with the negative impacts through its activities or as a result of its business relationships, and describe the activities or business relationships.	Our commitment to sustainability, page 12 Ethics and compliance, page 22 Talent and learning, page 40
3-3-c	Policies or commitments regarding the material topic.	Ethics and compliance, page 22
3-3-d	Actions taken to manage the topic and related impacts, including: i) actions to prevent or mitigate potential negative impacts; ii) actions to address actual negative impacts, including actions to provide for or cooperate in their remediation; iii) actions to manage actual and potential positive impacts.	Ethics and compliance, page 22 Talent and learning, page 40 2023 Proxy Statement, page 44
3-3-e	Information about tracking the effectiveness of the actions taken: i) processes used to track the effectiveness of the actions; ii) goals, targets, and indicators used to evaluate progress; iii) the effectiveness of the actions, including progress toward the goals and targets; iv) lessons learned and how these have been incorporated into the organization's operational policies and procedures.	Ethics and compliance, page 22 Connecting with our people, page 29 Talent and learning, page 40 2023 Proxy Statement, page 44
3-3-f	How engagement with stakeholders has informed the actions taken (3-3-d) and how it has informed whether the actions have been effective (3-3-e).	Our commitment to sustainability, page 12 Ethics and compliance, page 22 Connecting with our people, page 29 2023 Proxy Statement, page 44
GRI 404:	**Training and Education**	
404-1	Average hours of training per year per employee.	Talent and learning, page 40
404-2	Programs for upgrading employee skills and transition assistance programs.	Connecting with our people, page 29 Talent and learning, page 40 Diversity and inclusion, page 49
404-3	Percentage of employees receiving regular performance and career development reviews.	All employees take ownership for their development in partnership with managers, mentors and others. Similarly, performance management is driven by regular conversations about priorities, contributions and development.

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Diversity and Inclusion		
GRI 3-3:	**Management Approach**	
3-3-a	Actual and potential negative and positive impacts on the economy, environment, and people, including impacts on their human rights.	Our commitment to sustainability, page 12 Diversity and inclusion, page 49 2023 Proxy Statement, page 4
3-3-b	Whether the organization is involved with the negative impacts through its activities or as a result of its business relationships, and describe the activities or business relationships.	Our commitment to sustainability, page 12 2023 Proxy Statement, page 4
3-3-c	Policies or commitments regarding the material topic.	Diversity and inclusion, page 49 2023 Proxy Statement, page 4
3-3-d	Actions taken to manage the topic and related impacts, including: i) actions to prevent or mitigate potential negative impacts; ii) actions to address actual negative impacts, including actions to provide for or cooperate in their remediation; iii) actions to manage actual and potential positive impacts.	Ethics and compliance, page 22 Diversity and inclusion, pages 49 2023 Proxy Statement, pages 44-46 and 52
3-3-e	Information about tracking the effectiveness of the actions taken: i) processes used to track the effectiveness of the actions; ii) goals, targets, and indicators used to evaluate progress; iii) the effectiveness of the actions, including progress toward the goals and targets; iv) lessons learned and how these have been incorporated into the organization's operational policies and procedures.	Diversity and inclusion, page 49 2023 Proxy Statement, pages 44-46 and 52
3-3-f	How engagement with stakeholders has informed the actions taken (3-3-d) and how it has informed whether the actions have been effective (3-3-e).	Our commitment to sustainability, page 12 Diversity and inclusion, page 49 2023 Proxy Statement, page 44
GRI 405:	**Diversity and Equal Opportunity**	
405-1	Diversity of governance bodies and employees.	Diversity and inclusion, page 49
405-2	Ratio of basic salary and remuneration of women to men.	See UK gender pay gap report: https://gender-pay-gap.service.gov.uk/Employer/Inrz4UZC
Customer Health and Safety		
GRI 3-3:	**Management Approach**	
3-3-a	Actual and potential negative and positive impacts on the economy, environment, and people, including impacts on their human rights.	Our commitment to sustainability, page 12 Supporting medical advances through quality clinical trials, page 76
3-3-b	Whether the organization is involved with the negative impacts through its activities or as a result of its business relationships, and describe the activities or business relationships.	Our commitment to sustainability, page 12 Supporting medical advances through quality clinical trials, page 76
3-3-c	Policies or commitments regarding the material topic.	Supporting medical advances through quality clinical trials, page 76
3-3-d	Actions taken to manage the topic and related impacts, including: i) actions to prevent or mitigate potential negative impacts; ii) actions to address actual negative impacts, including actions to provide for or cooperate in their remediation; iii) actions to manage actual and potential positive impacts.	Supporting medical advances through quality clinical trials, page 76

3-3-e	Information about tracking the effectiveness of the actions taken: i) processes used to track the effectiveness of the actions; ii) goals, targets, and indicators used to evaluate progress; iii) the effectiveness of the actions, including progress toward the goals and targets; iv) lessons learned and how these have been incorporated into the organization's operational policies and procedures.	Supporting medical advances through quality clinical trials, page 76
3-3-f	How engagement with stakeholders has informed the actions taken (3-3-d) and how it has informed whether the actions have been effective (3-3-e).	Our commitment to sustainability, page 12 Supporting medical advances through quality clinical trials, page 76
GRI 416:	**Customer Health and Safety**	
416-1	Assessment of the health and safety impacts of product and service categories.	Supporting medical advances through quality clinical trials, page 76
Data Privacy		
GRI 3-3:	**Management Approach**	
3-3-a	Actual and potential negative and positive impacts on the economy, environment, and people, including impacts on their human rights.	Our commitment to sustainability, page 12 Human rights, page 25 Data privacy, page 79 Cybersecurity, page 82
3-3-b	Whether the organization is involved with the negative impacts through its activities or as a result of its business relationships, and describe the activities or business relationships.	Our commitment to sustainability, page 12 Human rights, page 25 Data privacy, page 79 Cybersecurity, page 82
3-3-c	Policies or commitments regarding the material topic.	Data privacy, page 79
3-3-d	Actions taken to manage the topic and related impacts, including: i) actions to prevent or mitigate potential negative impacts; ii) actions to address actual negative impacts, including actions to provide for or cooperate in their remediation; iii) actions to manage actual and potential positive impacts.	Data privacy, page 79 Cybersecurity, page 82
3-3-e	Information about tracking the effectiveness of the actions taken: i) processes used to track the effectiveness of the actions; ii) goals, targets, and indicators used to evaluate progress; iii) the effectiveness of the actions, including progress toward the goals and targets; iv) lessons learned and how these have been incorporated into the organization's operational policies and procedures.	Cybersecurity, page 82
3-3-f	How engagement with stakeholders has informed the actions taken (3-3-d) and how it has informed whether the actions have been effective (3-3-e).	Our commitment to sustainability, page 12

Sustainability Accounting Standards Board (SASB) Indices

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

BIOTECHNOLOGY & PHARMACEUTICALS

| Topic	SASB Metric	IQVIA Response
Safety of Clinical Trial Participants	Discussion, by world region, of management process for ensuring quality and patient safety during clinical trials	Ethics and compliance, page 22 Patient and population health outcomes, page 57 Supporting medical advances through quality clinical trials, page 76
	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 2022 Form 10-K, pages 90-92
Access to Medicines	Description of actions and initiatives to promote access to healthcare 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 57
	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	Not applicable
	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

SASB Indices

Counterfeit Drugs	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 2022 Form 10-K, pages 90-92
	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	Talent and learning, page 40
	(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 2022 Form 10-K, pages 90-92
	Description of code of ethics governing interactions with health care professionals	Ethics and compliance, page 22
		Patient and population health outcomes, page 57

PROFESSIONAL & COMMERCIAL SERVICES

Topic	SASB Metric	IQVIA Response
Data Security	Description of approach to identifying and addressing data security risks	Data privacy, page 79
		Cybersecurity, page 82
	Description of policies and practices relating to collection, usage, and retention of customer information	Data privacy, page 79
		Cybersecurity, page 82
	(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 49
	Voluntary and (2) involuntary turnover rate for employees	Not reported
	Employee engagement as a percentage	Connecting with our employees, page 29
		Diversity and inclusion, page 49
Professional Integrity	Description of approach to ensuring professional integrity	Ethics and compliance, page 22
	Total amount of monetary losses as a result of legal proceedings associated with professional integrity	Material legal proceedings are disclosed in our 2022 Form 10-K, pages 90-92

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	Climate, page 91
	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, page 79
	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 2022 Form 10-K, pages 90-92
	(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, page 82
Recruiting & Managing a Global, Diverse & Skilled Workforce	Percentage of employees that are (1) foreign nationals and (2) located offshore	Not reported
	Employee engagement as a percentage	Connecting with our employees, page 29 Diversity and inclusion, page 49
	Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff and (3) all other employees	Diversity and inclusion, page 49
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 2022 Form 10-K, pages 90-92
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 2022 Form 10-K, pages 19-43 Governance, page 19 Data privacy, page 79 Climate, page 91
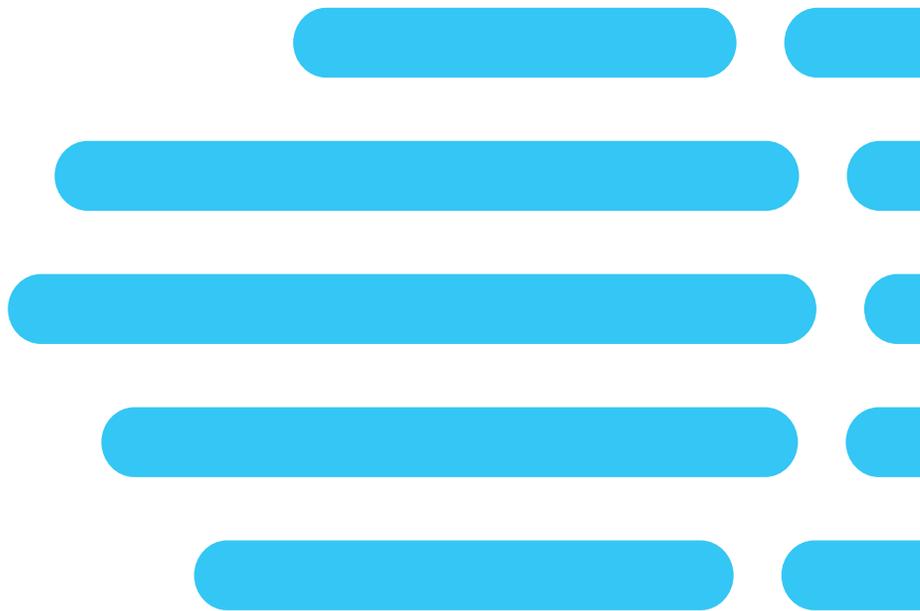
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