



AA1000
Licensed Assurance Provider
000-811

IQVIA

Assurance Statement AA1000AS (Version 3)

2023 Greenhouse Gas Inventory

September 2024



AA1000
Licensed Report
000-811/V3-QLBUH

Assurance Statement: AA1000AS

Assurance Standard and Criteria

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

1. An evaluation of adherence to the AA1000AS (2018) principles of inclusivity, materiality, responsiveness and impact
2. The reliability, completeness and accuracy of IQVIA's greenhouse gas (GHG) emissions statement for external reporting for the period January 1st 2023 to December 31st 2023.

Intended Users

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

Responsibilities of IQVIA and Assurance Provider

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

Assurance Level

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

AccountAbility principles:

IQVIA Data Management adherence to the AA1000 AccountAbility Principles:

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

IQVIA's GHG Emissions Statement 2023

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

Assurance Methodology

Incendium undertook the assurance based on the AccountAbility principles including:

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

- The sampling method for each emission source was determined separately to gain a representative sample. For example, the top 75% of electricity consumption was sampled.
- Reviews of appropriate emissions were completed for all emissions sources.
- Review of anomalies in all provided emission sources.
- Inquiries on data points were raised directly with IQVIA's global network of individual data providers, coordinated through IQVIA's Director, ESG and Sourcing Director.
- Evidence of the processes undertaken and findings have been retained and documented.

Scope

Incendium were engaged to undertake an assurance survey of sustainability data for external reporting disclosures, based on the period from 1st January to 31st December 2023. Incendium was asked to review GHG emission data associated with Scope 1 and Scope 2, including associated energy consumption. In addition, Incendium have also reviewed the following Scope 3 categories: Category 1 (Purchased goods and services), Category 2 (Capital goods), Category 3 (Fuel and energy-related activities not included in Scope 1 or 2), Category 4 (Upstream transportation and distribution), Category 5 (Waste), Category 6 (Business travel), Category 8 (Upstream leased assets), Category 12 (End-of-Life treatment of sold products) and Category 13 (Downstream leased assets).

IQVIA provided all associated data and evidence and applied an operational control consolidation approach to emissions reporting. As part of the review, evidence for reported renewable energy supply was viewed and confirmed. However, overall responsibility for purchasing green energy supplies lies with a third party. It is their responsibility to confirm the supplies are backed by demonstrable Energy Attribute Certificates.

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

Limitations

Methodologies used to assess GHG emission impacts allow for varying measurement techniques, and best practice approaches continue to evolve. No entity-specific limitations were observed related to the assessed disclosures, the assurance engagement, or the evidence gathering.

Independence

Incendium Consulting supports the IQVIA ESG team in compiling operational emissions data with their Operations and Procurement teams. This assurance exercise has been completed by members of the Incendium team who have not been involved in any prior engagements with IQVIA. These members are separate from the team that supported IQVIA's data collection and have confirmed that they have no financial, commercial, governance, ownership or other relationships that may impair their independence.

Competence

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

Observations & recommendations

1. AA1000 AccountAbility Principles

Principle	Observations & recommendations
<p>Inclusivity is actively identifying stakeholders and enabling their participation in establishing an organisation’s material sustainability topics and developing a strategic response to them.</p> <p>An inclusive organisation accepts its accountability to those on whom it has an impact and to those who have an impact on it.</p>	<p>IQVIA recognises the importance of an Environmental, Social and Governance (ESG) approach to employees, clients, stakeholders, and shareholders. The Board’s Nominating & Governance Committee has specific responsibility for ESG matters, including overall strategy and reporting. The dedicated ESG Executive Steering Committee reports directly to the board, guiding and governing corporate-wide sustainability objectives and initiatives. To maintain stakeholder ESG inclusivity, IQVIA has multiple communication channels, such as customer satisfaction surveys and analyst and investor conferences.</p>
<p>Materiality relates to identifying and prioritising the most relevant sustainability topics, taking into account the effect each topic has on an organisation and its stakeholders.</p> <p>A material topic is a topic that will substantively influence and impact the assessments, decisions, actions and performance of an organisation and/or its stakeholders in the short, medium and/or long term.</p>	<p>IQVIA’s Enterprise Risk Council meets quarterly to review and manage all existing and emerging threats and is responsible for implementing and updating its enterprise risk framework. Every six months, IQVIA’s Audit Committee reviews the key risks identified. The Nominating and Governance Committee discusses ESG risks and issues throughout the year.</p> <p>IQVIA’s most recent materiality assessment was carried out in 2022. The assessment will be updated in 2024 to align with CSRD requirements. Material topics are reported on in IQVIA’s Environmental, Social, and Governance Report.</p>
<p>Responsiveness is an organisation’s timely and relevant reaction to material sustainability topics and their related impacts.</p> <p>Responsiveness is realised through decisions, actions and performance, as well as communication with stakeholders.</p>	<p>In late 2023, IQVIA’s emission reduction targets were verified by the Science-Based Targets initiative, with a goal of a 55% absolute reduction of scope 1 and 2 emissions by 2030 from a 2019 baseline. Additionally, the company aims for a 90% absolute reduction of scope 1, 2, and 3 emissions by 2050 and has developed a Net Zero Roadmap focusing on priority projects and goals. IQVIA received a Silver EcoVadis rating and a CDP Climate Change B rating in 2023. IQVIA’s ESG Working Group coordinates stakeholder engagement across the organisation.</p>
<p>Impact is the effect of behaviour, performance and/or outcomes, on the part of individuals or an organisation, on the economy, the environment, society, stakeholders or the organisation itself.</p> <p>Material topics have potential direct and indirect impacts — which may be positive or negative, intended or unintended, expected or realised, and short, medium or long term.</p>	<p>IQVIA acknowledges the environmental impact of its operations and business activities. IQVIA’s ESG Working Group drives the performance of IQVIA’s sustainability agenda and facilitates engagement on sustainability initiatives. To improve the measurement and management of greenhouse gas emissions, the ESG Working Group has increased collaboration with IQVIA individuals and subject matter experts. In 2023, IQVIA interviewed employees leading emissions-intensive areas across the business to understand the opportunities and challenges to reducing emissions. Interviewees included senior leaders and managers across business travel, HR, IT, legal, procurement, and real estate. Additionally, environmental metrics, including waste generation, focusing on e-waste, are monitored. Furthermore, IQVIA’s seven largest labs are certified to the ISO 14001:2015 standard to ensure robust waste management systems.</p>

2. Greenhouse Gas Emission Summary 2023

A summary of the overall 2023 emission totals for disclosure is illustrated below:

	Source	Carbon emissions (tCO ₂ e)	Energy consumption (MWh)
Scope 1	Buildings	4,806	21,299
	Company Vehicles	3,415	14,271
	Total Scope 1	8,221	35,570
Scope 2	Electricity (location-based)	29,266	86,269
	Electricity (market-based)	27,626	86,269
	District heating (location-based)	1,088	6,054
	Total Scope 2 (location-based)	30,354	92,323
	Total Scope 2 (market-based)	28,714	93,323
Scope 3	Category 1: Purchased goods and services	276,252	N/A
	Category 2: Capital goods	26,456	N/A
	Category 3: Fuel and Energy-Related Activities Not Included in Scope 1 or Scope 2	9,918	N/A
	Category 4: Upstream transportation and distribution	84,622	N/A
	Category 5: Waste	2,637	N/A
	Category 6: Business travel	79,791	N/A
	Category 8: Upstream Leased Assets	226	571
	Category 12: End-of-Life Treatment of Sold Products	9	N/A
	Category 13: Downstream Leased Assets	2,017	3,334
	Total Scope 3	481,928	N/A

Observations and recommendations

Observation	Recommendation
<p>The data collection process relies on the competency of local office managers to liaise with landlords and ensure that the most accurate data is uploaded to the data management platform. Centrally managed quality assurance checks are not documented, and a number of changes were made to data as part of the assurance process.</p>	<p>Continue to develop the process to perform internal checks on data and track anomalies. This could be centrally coordinated or through training for local office managers. The opportunity to add comments to IQVIA's data management platform to explain anomalies, estimations or demonstrate the apportionment calculation would be beneficial.</p>
<p>Renewable electricity supplies are included in Scope 2 dual reporting. The process of purchasing renewable electricity is not centralised and multiple criteria are being used by local teams to purchase renewable electricity of various degrees of quality.</p>	<p>Develop formal criteria for the inclusion of renewable energy in market-based emissions reporting.</p>
<p>There is minimal data available on the generation of waste across IQVIA's sites. Emissions associated with waste generation are minimal in the total inventory, however, the vast majority of emissions related to waste are estimated.</p>	<p>Assess the process for collecting waste data to improve accuracy across the portfolio.</p>
<p>The emissions associated with purchased goods and services, capital goods, upstream transportation and distribution and a proportion of business travel emissions are based on supplier spend.</p>	<p>Engage with the supply chain for supplier-specific emission factors where they are available. To improve the accuracy of business travel emissions, implement a process for all business travel to be recorded in the expense system where additional data on the journey is collected.</p>

Our unqualified opinion

Based on the work undertaken, the Incendium assurance review found that the data presented in the IQVIA 2024 CDP disclosure, including IQVIA's 2023 emissions inventory, adheres to the AA1000AS (Version 3) principles, aligned with moderate assurance characteristics.

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



Sam Pickering
27th September 2024
Incendium Consulting, Executive Director



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