IQVIA

2024 Sustainability Report

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IQVIA 2024 Sustainability Report

Accelerating innovation for a **healthier** world.

IQVIA office, Tokyo, Japan

Introduction

Letter from our CEO

Dear Stakeholders,

Welcome to IQVIA's 2024 Sustainability Report.

At IQVIA, our mission is to accelerate innovation for a healthier world. Our 88,000 employees are dedicated to solving the most complex healthcare challenges for more than 10,000 life sciences and healthcare customers in more than 100 countries. Every day, we collaborate with customers and partners around the world to improve health outcomes and increase our positive impact.

I am proud of the significant progress IQVIA has made in our sustainability efforts. Our commitment to global health and our key 2024 sustainability achievements are detailed throughout this report. I invite you to explore the positive impact IQVIANs have made over the last year.

Investments in our employees

IQVIA invests heavily in employee learning and development so our employees can deliver on our mission. Last year, we continued our focus on strengthening the skills of our employees so they may find additional opportunities for growth within IQVIA. We issued new learning and development materials aligned to business needs, including topics such as AI, evolving leadership and data insights. We also encourage mobility within our company to support individual career progression. In fact, we use technology to match employees to open internal positions based on their skill sets and interests. In addition, every year over 1,000 employees participate in one of our leadership development programs.

We are committed to hiring the best talent to explore innovative ideas and develop solutions to support patients' needs. We bring together an expansive range of experiences and knowledge across our teams to build a connected community within IQVIA. Our global workforce now represents 90 different ethnicities, with women comprising 62% of the workforce and minorities comprising 39% of the U.S. workforce.

IQVIANs continued to make a positive impact in their local communities. In 2024, they contributed their time to various local community activities, including the annual Light the Night Walk for The Leukemia & Lymphoma Society, where employees walked together in solidarity and raised funds for this important cause. Our employees also participated in our annual IQVIA Day, investing their time to provide support in their local communities, which included volunteering at orphanages, participating in waste cleanup initiatives, providing support to local residents dealing with food and resource insecurity and homelessness, and supporting veterans' activities.

We continue to measure our progress in employee engagement through our semi-annual Employee Pulse Survey. We exceeded Fortune 500 benchmarks for key metrics in our employee surveys, confirming employees feel energized by their work and supported by their managers. Notably, 83% of employees see a clear link between their work and IQVIA's vision to power smarter healthcare for everyone, everywhere (two points above the Fortune 500 benchmark) and 94.5% of employees were aware of how to report ethical concerns or observed misconduct (three points above the Fortune 500 industry benchmark).

Access to healthcare

Patients' needs continue to be the central focus of the research we support. This drives our mission and supports access to trials and treatments across a range of patient populations. Our evidence-based approach helps us to deliver insights that improve patient outcomes. Selected highlights include:

- Continued our work in enhancing the representation of diverse clinical trial participants to improve the provision of critical healthcare, the effectiveness of treatments and the identification of adverse effects for underrepresented populations. Using our global scale and therapeutic expertise, we have expanded our geographic network of trial sites, including in Africa and Latin America, strengthening research capabilities, data access and the representation of patient populations in clinical trial datasets.
- Supported the shift to locate more clinical trials in primary care practices by expanding our U.S.-based Community Health Initiative, which aims to broaden patient access to trials and expand care options for patients.
- Launched Health Research Space, a direct-to-patient engagement platform that offers participants a convenient way to share information about their health. This complements clinician intervention and supports ongoing engagement for multi-year decentralized studies.
- Introduced IQVIA AI Assistant, a generative AI tool for life sciences customers, which provides quick and powerful insights to reduce decision-making time and speed-up drug commercialization efforts through a user-friendly, conversational interface in near real time. In addition, we established a Center for Defensible AI and an AI Governance Council to set clear guidelines for the industry in the ethical and responsible use of AI in healthcare.

Global health

IQVIA is uniquely positioned to tackle some of the world's most complex public health problems in collaboration with governments, healthcare providers, NGOs and the biopharmaceutical industry. We utilize our differentiated capabilities and global scale to develop tailored responses for all healthcare research needs. For example, we:

- Supported the Rwandan government, Coalition for Epidemic Preparedness Innovations, the Sabin Vaccine Institute and other partners to thwart Marburg virus disease progression after an outbreak was declared in Rwanda.
- Established vaccine effectiveness clinical trials in Kinshasa and Goma, the Democratic Republic of the Congo, enabling rapid development of a new mpox vaccine during the outbreak.
- Participated in the World Health Organization's Global Clinical Trial Forum to assist in improving access to therapies in historically underserved populations.
- Supported the Oswaldo Cruz Foundation and ACESSA — the Brazilian Association of the Industry of Products for Self-Care in Health — to map viral respiratory disease outbreaks in Brazil. Using treatment information across Brazil, we can track outbreaks and identify those with endemic or pandemic potential.

Environmental impact

In line with our commitment to reducing our impact on the environment, we made progress in emissions reduction, achieving a 27% reduction in scope 1 and 2 emissions against our 2019 baseline. In addition, we achieved 71% progress toward our 2027 scope 3 target, with 50% of our suppliers having set or committed to set emission reduction goals.

In our laboratories, we removed almost 3 metric tons of single-use plastic in our clinical trial test kits and partnered with Kits4Life, an initiative developed by the life sciences community to donate and repurpose surplus medical supplies from clinical trials and labs. We also avoided 384 metric tons of CO_2e in lab freezer waste. Over the past year, five more IQVIA laboratories achieved My Green Lab™ certification, leading to 100% of our laboratories certified, with 47% certified to the highest level. Across our business, we increased the number of recycled electronic devices by 63% from 2023.

Strengthening governance

Our governance program plays a critical role in supporting our sustainability efforts by promoting accountability, which enhances long-term shareholder value. We have focused on strengthening various governance aspects that are crucial for our sustainability and responsible business practices. For example, we have a robust framework of information governance and privacy policies to assist us in responsibly handling sensitive data. We are also leading in the responsible use of AI. IQVIA is committed to using AI responsibly, with AI-powered capabilities built on best-in-class approaches to privacy, regulatory compliance and patient safety, and delivering AI to the high standards of trust, scalability and precision demanded by the healthcare industry. IQVIA's *Healthcare-grade AI*™ represents our commitment to these principles.

External recognition

We achieved significant industry recognition for our efforts throughout the year, including:

- **FORTUNE®.** IQVIA was named the No. 1 most admired company in its category on the 2025 Fortune® World's Most Admired Companies™ list. This is the fourth year in a row IQVIA has earned first place in the Health Care: Pharmacy and Other Services category, and the eighth consecutive year it has appeared on the list. Notably, IQVIA earned first place in its category on four key attributes — innovation, global competitiveness, people management and use of corporate assets.
- **Brandon Hall Group.** IQVIA received four Human Capital Management Excellence Awards® from Brandon Hall Group, recognizing our commitment to developing and investing in our employees and creating a supportive environment.
- **MedTech Breakthrough Awards.** IQVIA's SmartSolve® eQMS platform won the "Best Use of Artificial Intelligence in Healthcare" award.
- **My Green Lab.** IQVIA received the "Race to Zero Leadership Award" by My Green Lab, in recognition of over 95% of our laboratories achieving the highest level of My Green Lab certification.

I am proud of these incredible achievements and of IQVIA's role in supporting patients, caregivers, and underserved communities globally. I would like to thank our employees for their dedication and passion for advancing our mission, our customers for their partnership, and our stockholders and partners for their continued support.

By using our unique capabilities to innovate, accelerate trial delivery, and facilitate industry-wide collaboration, I am confident we will continue to make a significant and meaningful impact on global health and improve patient outcomes. I look forward to sharing our additional achievements with you in 2025.

Kind regards,

Ari Bousbib,
Chairman and Chief Executive Officer

IQVIA headquarters, Durham, North Carolina, U.S.

About IQVIA

IQVIA is a leading global provider of clinical research services, commercial insights and healthcare intelligence to the life sciences and healthcare industries.

IQVIA's portfolio of solutions is powered by IQVIA Connected Intelligence™ to deliver actionable insights and services built on high-quality health information assets, Healthcare-grade AI™, advanced analytics, the latest technologies and extensive domain expertise. With approximately **88,000 employees in over 100 countries, including experts in healthcare, life sciences, data science, technology and operational excellence,** IQVIA is dedicated to accelerating the development and commercialization of innovative medical treatments to help improve patient outcomes and population health worldwide.

One of our key strengths is the depth and breadth of our information assets. **IQVIA is a global leader in protecting individual patient privacy. We hold and continue to expand one of the largest collections of healthcare information in the world,** including 1.2 billion longitudinal, non-identified unique patient records. We have more than 64 petabytes of proprietary data from 150,000+ suppliers and over one million feeds. IQVIA employs privacy, security and other information governance controls and safeguards to help people and organizations handle content responsibly — protecting individual privacy and sensitive information while generating and analyzing insights at scale.

Using our unique breadth of capabilities and global reach to support a healthier world

We combine our **strength in insights drawn from information assets with deep understanding of patient needs and experiences to enable better healthcare.** With our global reach, we have the footprint and capabilities to develop innovative solutions and bring them quickly to market. Combined with highly experienced teams, local operations and strategic partnerships, we tailor our offerings to patient and market needs.

We continually seek to expand our capabilities. Strategic acquisitions in 2024 served to strengthen our position in MedTech and medical education. Through geographic expansion and new partnerships, we have further extended our reach in Africa and in Central and Eastern Europe.

Our market-leading Healthcare-grade AI™ is key to powering smarter healthcare globally. Our technology investments focus on combining, connecting, and mining datasets to derive new insights and accelerate innovation for a healthier world.

Our business segments

Research & Development Solutions (R&DS)

- By connecting data, technology, and analytics, we enable our customers to identify unmet medical needs, develop innovative therapies, optimize clinical trials, and improve care. Patients benefit from improved treatment outcomes and faster access to life-changing therapies.
- Our services span the full development cycle, from initial planning through to phase III trials, regulatory submission, and post-marketing studies.

Technology & Analytics Solutions (TAS)

- We help life sciences organizations maximize commercial effectiveness. By connecting the latest data, analytics, domain expertise, and technology, we reveal new insights and improve decision-making on pricing and market access, brand, and promotional strategies.
- We inform healthcare decision-making and improve patient outcomes through the provision of protected and secure patient data, and generation and communication of real-world evidence.

Contract Sales & Medical Solutions (CSMS)

- We provide our customers with outsourcing support at all stages of the product lifecycle, from development through commercialization.
- Our sales representatives, nurse educators, and medical science liaisons help customers ensure that the right products are prescribed for the right patients. They provide patient services to encourage adherence and achieve optimal health outcomes.

2024 in numbers

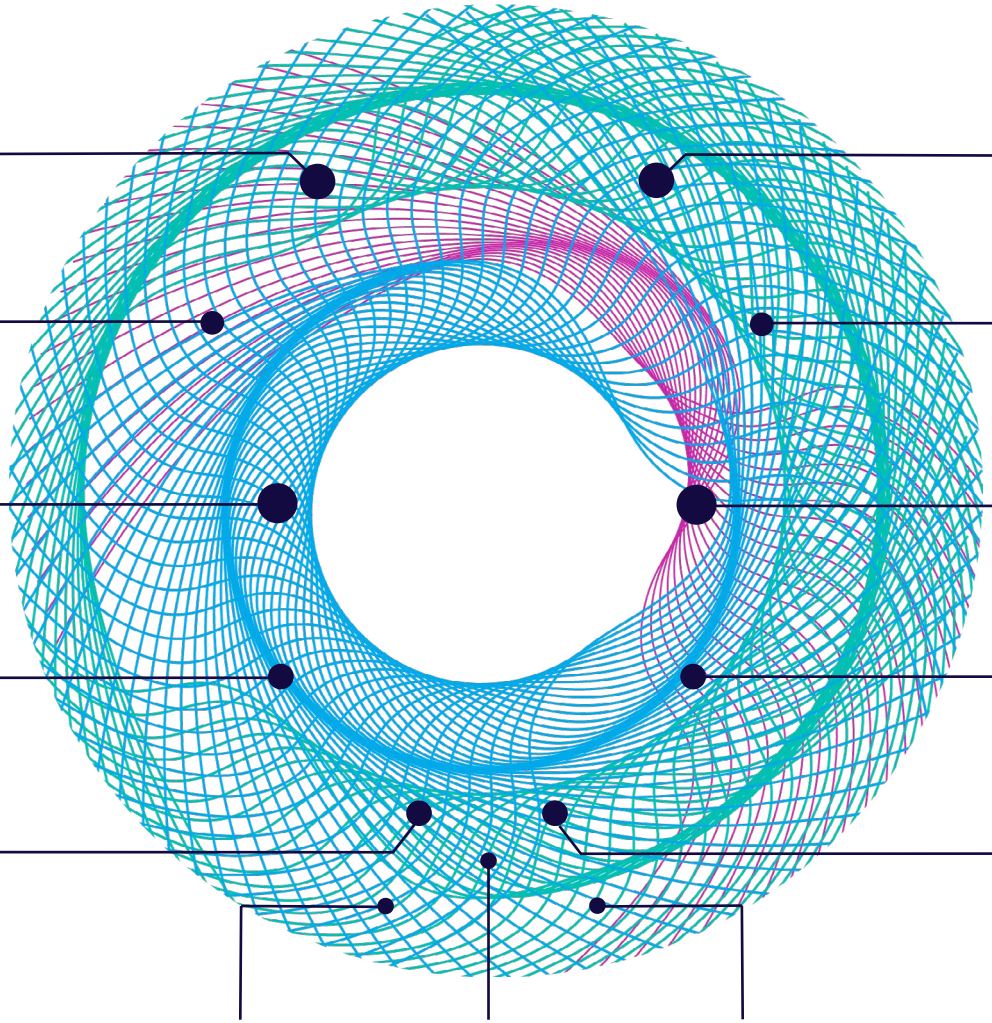
88,000
employees serving customers in **100+** countries

~5,000
physicians and PhDs

20,000+
clinical operations and monitoring specialists

12,000+
technology experts

9,000+
Real World specialists



64+
petabytes of unique data

1.2B+
non-identified patient records

4,000+
advanced analytics / data scientists / statisticians

2,000+
hospital partners

4,400+
scientific publications over five years

$15.4B
Annual revenue

$3.7B[1]
Adjusted EBITDA

$2.1B[1]
Free cash flow

1. See Appendix A on page 99 for a reconciliation of non-Generally Accepted Accounting Principles (GAAP) financial measures to the most directly comparable GAAP financial measure.

2024 awards and recognition

- **FORTUNE.** IQVIA was included on the Fortune list of World's Most Admired Companies™ for the eighth year in a row and ranked No. 1 in the sector for the fourth year in a row.
- **Brandon Hall Group.** IQVIA achieved four Human Capital Management Excellence awards. Read more on page 33.
- **Forbes' World's Best Management Consulting Firm.** IQVIA was recognized as a top Healthcare & Life Sciences consulting firm on Forbes' list.
- **MedTech Breakthrough Awards.** Our SmartSolve® eQMS platform was recognized for the Best Use of Artificial Intelligence in Healthcare.
- **Everest Group.** IQVIA was named a Leader in both the Everest Group Regulatory and Medical Affairs Operations PEAK Matrix® Assessment 2024 and the Everest Group Life Sciences Next-Generation Customer Engagement Platforms PEAK Matrix® Assessment 2024.
- **Frost & Sullivan.** IQVIA was awarded the 2024 Global Customer Value Leadership Award for excellence in the global artificial intelligence quality and regulatory solutions space for the healthcare industry, specifically for our Enterprise Quality Management System (eQMS), SmartSolve®.
- **IDC Award.** IQVIA was named a Leader in the IDC MarketScape: Worldwide Life Science R&D Technology Solutions and Consulting Services 2024 Vendor Assessment.
- **ISR Reports**. In its 2024 CRO Leadership Awards, ISR Reports listed IQVIA as the number one electronic Clinical Outcomes Assessment leader.
- **KLAS Award**. We were recognized for our excellence as a software and service company two years in a row. Rankings are a direct result of feedback from IQVIA's customers.
- **My Green Lab (MGL) Race to Zero Leadership Award.** IQVIA Laboratories was awarded the Race to Zero Leadership Award at the 2024 MGL Summit. This achievement recognizes the organization's efforts to meet the UN Breakthrough Outcome Goal, making IQVIA Laboratories the first to certify 95% of its laboratories through the MGL Certification program. Read more on page 75.

Our commitment to sustainability

Sustainability strategy

Sustainability is central to our mission of accelerating innovation for a healthier world. **Every day, we collaborate with customers and partners to improve health outcomes and increase our positive impact.**

We refer to sustainability in its broadest sense — our core mission of improving patient outcomes and human health as well as ensuring our employees' well-being and minimizing our impact on the environment.

We have identified the sustainability issues most relevant to our business and stakeholders. These are encompassed in our three sustainability pillars: People, Public, and Planet.

- **Our people are fundamental to the success of our business and our sustainability progress.** An extensive suite of talent development, well-being and engagement initiatives positions us as an employer of choice, helping to attract and retain exceptionally talented employees. Read more in the **People** chapter on page 28.
- **As part of our commitment to the advancement of public health, we contribute to innovations for patients and populations globally.** We seek out innovative solutions, while ensuring that AI and new technologies are deployed responsibly. This applies within our business, through the support we offer to customers, and by advising on the development of new standards and regulations. Through our efforts to increase participation in clinical trials, we support discovery of effective treatments for underserved patient populations. Our understanding of patient needs informs everything we do, from designing and executing clinical trials to enhancing market access to innovative therapies. Read more in the **Public** chapter on page 44.
- **Within our planet pillar, IQVIA's environmental program seeks to reduce our impact, with a focus on our laboratories and supply chain.** We are working to reduce our emissions, and continue to explore waste reduction initiatives across our labs and offices and support our customers to minimize waste in clinical trials. Read more in the **Planet** chapter on page 69.
- **Our sustainability strategy is built on strong foundations of robust governance** across our value chain, data stewardship, and compliance with relevant sustainability legislation globally. Read more in the **Foundations** chapter on page 15.

Mission
Accelerate innovation for a healthier world

Vision
Power smarter healthcare for everyone, everywhere

Sustainability pillars and ambitions

People	Public	Planet
Inspire our employees to continuously learn, grow, and collaborate	Harness the power of Connected Intelligence™ and innovation to accelerate transformation in healthcare	Support our customers and the healthcare industry to implement more sustainable research practices
Build an engaged community of employees that treat each other with mutual respect and have a passion to advance healthcare	Drive access to healthcare for all	Reduce our waste, focusing on laboratory waste
Champion employee health and well-being	Leverage our network to connect stakeholders and improve public health outcomes	Minimize our impact on the environment

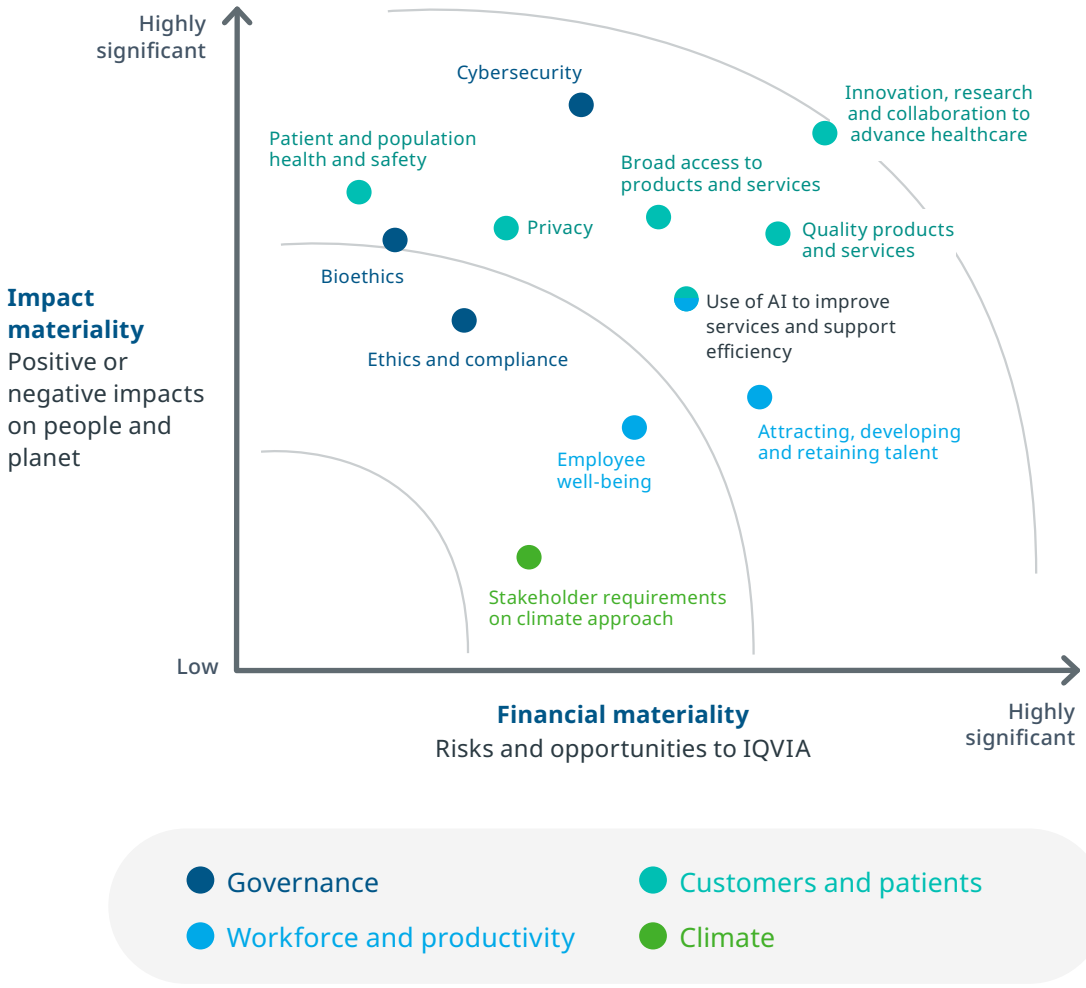
Foundations
Governance • Ethics and compliance • Data and data privacy • Cybersecurity • Human rights • Responsible procurement

Materiality assessment

In 2024, we re-assessed the sustainability topics most material to our business and our stakeholders. Through a double materiality assessment, we considered the financial risks and opportunities from sustainability topics on IQVIA, as well as IQVIA's potential or actual impacts on people and the planet. **Aligning our methodology with the requirements of the European Union's Corporate Sustainability Reporting Directive (CSRD), we engaged stakeholders representing IQVIA's full value chain,** including IQVIA employees across our labs and services businesses, leaders across key functions such as Finance, Environmental Health & Safety, HR, Legal, Procurement, Risk, Sales, and Sustainability to provide their perspective and evaluation on the topics they believe are most material to IQVIA.

The engagement process began with group sessions focused on assessing the full range of sustainability topics from the CSRD and industry-specific topics identified based on the results of our previous materiality assessment, alongside industry sustainability reports. **We validated the results through in-depth interviews with internal and external stakeholders,** giving them the opportunity to comment on and challenge the assessment of each topic. Interviewees included suppliers, customers, investor representatives, and employees with deep insights into IQVIA's core business areas, including those from our labs, real estate, and services. In a final session, **we gathered input from our Sustainability Executive Steering Committee to complete the assessment** and produce our updated matrix. Our results confirm that the topics material to us today are largely similar to those identified in our 2022 assessment. This is aligned with our expectations, as the nature of our business and stakeholder interests have not changed materially in this time.

Results of our 2024 materiality assessment



Open stakeholder engagement

Through regular and transparent engagement with our stakeholders, we seek to understand their views and incorporate them into our strategy and approach. **This strengthens our business, drives us to improve our sustainability performance, and helps us track progress while maximizing value for all those connected with the organization.**

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

External frameworks

Our sustainability strategy and reporting are informed by gold-standard frameworks, including the:

- **Global Reporting Initiative (GRI).** See page 82 for our 2024 GRI index.
- **Sustainability Accounting Standards Board (SASB).** See page 96 for our 2024 SASB index.
- **Science Based Targets initiative (SBTi).** Our near- and long-term greenhouse gas emissions reduction targets are validated by the SBTi. Read more on page 70.
- **Sustainable Development Goals (SDGs).** The SDGs we believe are most relevant to our work and therefore where IQVIA can make the most significant contribution are listed to the right.
- **United Nations Global Compact (UNGC).** IQVIA has been a signatory to this compact since 2020 and reports an annual Communication on Progress.[1]

SDG	Our statement of commitment and 2024 highlights
	We use our data insights and clinical expertise to help our partners accelerate access to more advanced and affordable healthcare treatments around the world. Read more on page 44.
	We are committed to maintaining a culture of belonging in which all employees can fully contribute to the growth and success of our business. Approximately 62% of our global employees are women, with 53% of women at the manager level. Read more on page 36.
	We are committed to reducing waste. In 2024, we expanded our efforts to reduce single-use plastics in clinical trial testing kits and strengthened our electronic waste (e-waste) management processes. See more on pages 75 and 78.
	In 2024, we continued to reduce our impact on the environment. 50% of our suppliers by emissions have now set or committed to set science-based targets, achieving 71% of our 2027 scope 3 supply chain engagement target. See more on page 71.

1. https://www.iqvia.com/-/media/iqvia/pdfs/about-us/esg/united-nations-global-compact-communication-2023-2024

How we do business matters.

Our guiding principles of passion, innovation, collaboration and growth are underpinned by a culture of ethical conduct and robust governance across our value chain and encompassing all stakeholders.

Foundations

Real World Solutions leadership held a townhall in Sofia, Bulgaria to present an overview of ongoing strategic initiatives around AI and the transformation of our clinical technology capabilities.

Governance

Corporate governance

Our corporate governance framework defines how we operate and allocate responsibilities across IQVIA, including our governance of sustainability matters. Our corporate governance framework guides our decision-making, helping to ensure our accountability to all stakeholders and transparency in our operations. All employees must demonstrate a commitment to compliance as part of their performance goals.

Our Board oversees IQVIA's strategy, operations, and performance, and our senior management leads the day-to-day management of the organization. For more details on IQVIA's corporate governance, read our latest Annual Report[1] and Proxy Statement.[2] **Sustainability-related matters are being discussed more deeply and frequently within and between our various governance functions and channels.**

Ari Bousbib
Chairman and Chief Executive Officer

Colleen Goggins
Chair of the Nominating and Governance Committee

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

Trudy Stein
Executive Vice President, Chief Human Resources Officer

Ron Bruehlman
Executive Vice President, Chief Financial Officer

Eric Sherbet
Executive Vice President, General Counsel and Secretary

Board of Directors

Oversees IQVIA's overall sustainability strategy, including ethical business conduct, talent retention and development, employee health and safety, and monitors adherence to our Code of Conduct.

Lead Independent Director, John Leonard, M.D.

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

Chair of the Nominating and Governance Committee, Colleen Goggins

- Leads oversight of sustainability matters including overall strategy and reporting.
- Considers key sustainability-related risk topics.

Chairman and Chief Executive Officer, Ari Bousbib

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

Sustainability Executive Steering Committee

Guides and governs our overall sustainability objectives and initiatives.

Sustainability Working Group

- Drives performance of our sustainability initiatives, including operationalizing our science-based targets and coordinating stakeholder engagement across the organization.
- Regularly updates the Sustainability Executive Steering Committee.

1. https://s201.q4cdn.com/580005511/files/doc_financials/2024/q4/IQV-2024-12-31-10K_Filed-with-exhibits.pdf
2. https://d18rn0p25nwr6d.cloudfront.net/CIK-0001478242/d357f6ec-d32c-4a6d-bf91-5a507da403c8.pdf

Risk management

The following groups are responsible for managing IQVIA's enterprise risks:

Board

- Actively oversees our enterprise risk management program through independent monitoring of strategic risks and regularly scheduled meetings with management.
- Delegates to its committees certain elements of its oversight function.
- Receives regular updates from its committees on individual categories of risk, and on oversight efforts, coordination and input from external advisors, as appropriate.

Leadership Development and Compensation Committee

- Oversees risks associated with compensation policies and practices, succession planning, and human capital management policies and strategies.

Audit Committee

- Oversees financial statements and controls, policies relating to risk assessment and management, internal and external audit, cybersecurity, legal and regulatory compliance, and the effectiveness of our ethics program.

Nominating and Governance Committee

- Oversees governance structures, practices and policies, sustainability matters, director nominee processes, Board evaluation, and stockholder priorities and engagement.

Enterprise Risk Council

- Made up of leaders from our principal functional areas and business units.
- Meets quarterly to identify and manage our key risks, including sustainability-related risks, and is responsible for implementing and updating our enterprise risk framework.

Business Continuity and Disaster Recovery team

- Creates strategies and processes to strengthen IQVIA's organizational resilience.
- Determines our approach to managing disruptive events and protecting and recovering our critical systems and data assets. Read more on page 43.

For information about our key business risks, see our Annual Report.[1]

1. https://s201.q4cdn.com/580005511/files/doc_financials/2024/q4/IQV-2024-12-31-10K_Filed-with-exhibits.pdf

IQVIA office, Bangalore, India

Ethics and compliance

Our culture and approach

Our commitment to ethical behavior and compliance is fundamental to our culture. **We hold our employees and suppliers to high standards, providing them with guidance and tools to make ethical choices.** We monitor and prepare for applicable laws, regulations, and industry codes and standards, to support compliance and adapt to evolving external expectations.

In 2024, we continued our increased global focus on effective compliance programs and anti-bribery and anti-corruption efforts. IQVIA's ethics and compliance program is tailored to applicable guidance across our regions, and specifically designed to incentivize integrity. **We strongly support the ability of all our employees to seek guidance and to speak up as a vital means of maintaining corporate transparency and a culture of compliance**.

Our Code of Conduct

Our Code of Conduct, *Doing the Right Thing*,[1] outlines our guiding principles, values, and expectations for employee behavior. **It is a tool for ethical decision-making — presenting realistic scenarios and resources to assist employees with ethical choices.**

The Code covers topics such as anti-bribery and anti-corruption, interactions with healthcare professionals, patient safety and medical ethics, sustainability and citizenship, business ethics, and data protection. It is accessible on our website and digital workplace**.** Other key policies and statements that outline expectations of ethical conduct include:

- **Anti-Bribery and Anti-Corruption Policy**.[2] Outlines our commitment to ethical conduct and compliance with anti-bribery and anti-corruption laws and regulations — covering directors, officers, employees, contractors, and temporary staff.
- **Online Privacy Policy**.[3] Explains our online data collection practices and the options users have about how their information is collected and used.
- **Privacy Policy**.[4] Describes our commitment to privacy protection, outlining how we collect, hold, use and disclose personal information.
- **Statement on Anti-Slavery and Human Trafficking**.[5] Explains our zero-tolerance approach to modern slavery and human trafficking and unethical practices that may enable it. Read more on page 26.
- **Supplier Code of Conduct**.[6] Details our expectation for our suppliers to act sustainably and ethically within their operations and throughout their supply chains. Read more on page 26.

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

Third-party relationships

IQVIA is committed to conducting business with integrity when we engage third-parties on our behalf, as their behavior can directly impact our ability to achieve our goals and those of the customers we serve. We conduct third-party due diligence to ensure our suppliers operate ethically and legally. It is important to manage our relationships with suppliers responsibly, including the way we choose, contract, and monitor them.

Read more about our approach to supplier relationships on page 26.

A shared commitment to compliance

Maintaining a culture of compliance is a shared responsibility. **All employees and contractors must adhere to our Code of Conduct and policies, and complete all mandatory training on time.** We assess employees' commitment to compliance in performance reviews, which inform annual incentive plan payments.

All IQVIA employees and contractors participate in a global mandatory training curriculum. This develops their understanding of ethical behavior, outlines our expectations regarding key topics, and upholds our culture of compliance. It explains the consequences of non-compliance, both for individuals and for IQVIA.

The curriculum, reinforced through infographics, live presentations, and messages from management, includes mandatory courses such as Anti-Bribery & Anti-Corruption, Code of Conduct with certification, Data Privacy, Global Security Awareness, Preventing Harassment in the Workplace, and Social Media. We tailor our training curriculum by region to respect local requirements and include reminders on various internal media channels such as our employee news platform.

IQVIA Ethics Day

Our 2024 annual Ethics Day included an all-employee webinar focusing on behavior-based ethical decision-making, designed to help people speak up and change course. We discussed how to spot ethical dilemmas and offered practical guidance. We shared details about how reports to IQVIA's Ethics Line are handled, the types of reports we receive, and the types of behavior that can lead to employment corrective action.

Ethics governance

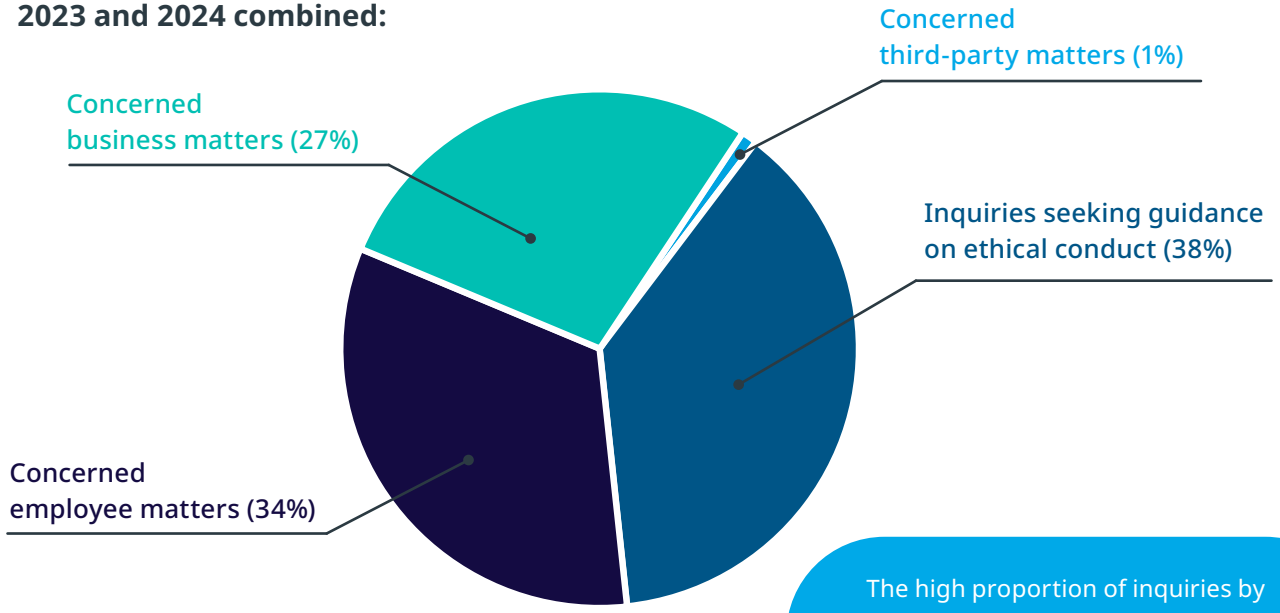
The Ethics and Compliance Office (ECO) develops and implements our ethics and compliance program. As a key function in our enterprise risk management program, the ECO takes a scalable approach focused on instilling a culture of ethical behavior, good business practices, and mitigating risks. To achieve this, the ECO collaborates with functions and business leaders across IQVIA, including Finance, Legal, Human Resources, Internal Audit, the Chief Medical and Scientific Office, and Enterprise Quality Assurance. The ECO is led by our Chief Compliance Officer (CCO), a member of IQVIA's Enterprise Risk Council. The CCO updates the Audit Committee of the Board of Directors quarterly.

We conduct an annual risk assessment, using feedback from relevant stakeholders and other program inputs, to identify and mitigate emerging risks and drive our risk-based activities. In 2024, we enhanced the process by:

- Incorporating learnings from our audits, monitoring, and broader ECO efforts as part of the ECO's dynamic, closed-loop, and targeted approach.
- Reviewing and updating our list of risk assessment survey participants to ensure comprehensive coverage.

IQVIA has a strict policy of non-retaliation. In our 88,000-employee company, it is essential that everyone feels comfortable and capable of raising concerns to help us quickly identify issues and maintain a culture of ethics and compliance. Employees can contact managers, the ECO, the Legal department, Human Resources, or the Internal Audit department to raise concerns. Alternatively, anyone within or outside IQVIA can submit a concern through our 24/7 global Ethics Line. This is operated by an independent third-party and allows reports to be anonymous to the extent permitted by law. We investigate all reports received and take action accordingly.

The types of matters received by the ECO vary.
2023 and 2024 combined:



The high proportion of inquiries by employees seeking guidance testifies to their efforts to do the right thing before they act.

Employee awareness of channels to raise concerns

3 points above the Fortune 500 benchmark

of employees say they are aware of how to report ethical concerns or observed misconduct.[1]

1. Survey results from the second of our two 2024 global employees surveys.

Championing compliance

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

NEARLY 100 Compliance Champions globally

Strengthening bonds

The ECO Compliance Champions support streamlining communication and fostering deeper collaboration between teams. The ECO began regular case sharing sessions to further enhance this effect, enabling teams to share their perspectives and learn from each other. These positive outcomes reinforce the value of cross departmental collaboration.

Tackling root causes

Whenever we uncover potential issues during compliance audits, tackling the root cause is as important as addressing the matter at hand. For example, in 2024, a Compliance Champion from the Quality Management team partnered with the ECO to respond to audit findings and assist with training programs and workshops.

The training delves deep into the nuances of compliance, ensuring participants are well-equipped to excel.

Data and data privacy

We oversee one of the largest healthcare datasets globally, with more than 64 petabytes of proprietary data from 150,000+ suppliers, including 1.2 billion non-identified patient records.

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

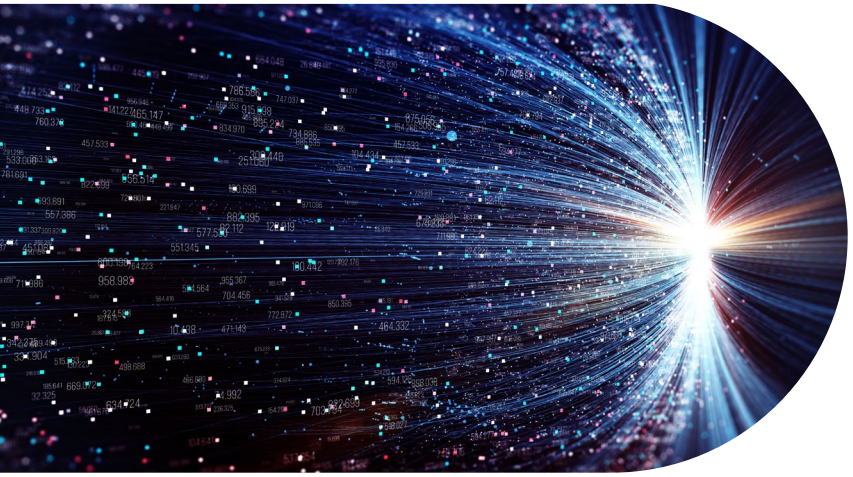
The use of non-identified patient data for population health and other research preserves privacy without sacrificing potential medical insights and includes a range of transformations to remove or alter direct and indirect identifiers without impacting the value of the data. Data used for these purposes are rendered non-identified before we receive them. **Our standards and practices regarding the use of non-identified data for research purposes have been shared across our industry.**

IQVIA's Global Privacy team, led by our Chief Privacy Officer, identifies potential privacy risks and opportunities and evolves our data protection strategy accordingly. The team works closely with leading researchers, policy makers, thought leaders and others in a variety of fields relevant to the application of effective privacy and security practices, including statistical, epidemiological and cryptographic sciences, legal, information security, compliance, and privacy. Our Global Privacy Policy[1] provides further insights into our approach to data privacy.

Healthcare-grade AI™

IQVIA's breadth and depth of data, combined with our AI models and multidisciplinary expertise, enable us to offer AI solutions that truly meet the needs of healthcare within standards of privacy and trust in our industry.
Read about IQVIA's Healthcare-grade AI™ on page 65.

1. https://www.iqvia.com/about-us/privacy/privacy-policy



A shared responsibility for privacy

All our employees play a role in data privacy, and it is vital they understand its importance. Our employees are trained to follow the guidelines we create, raise any concerns, and manage data according to best practices. Internal engagement activities include:

- **Annual data privacy course.** To educate our entire workforce about the latest developments and best practices.
- **Onboarding training.** Including a data privacy module for all new employees, and training in privacy and data protection for all new Board members.
- **Regular updates.** To all Board members, covering data-related legal developments.
- **Targeted trainings**. For different categories of employees.

Collective advancement of privacy practices

High standards of data privacy must be universal to be effective. Together with peers and stakeholders within and beyond our industry, we work to determine best practices, inform policies, and create solutions. We support a shared, systematic approach to data privacy practices, advancing medical research while preserving patients' privacy.

Our collaborations include:

- **Health Information Trust Alliance (HITRUST).** Our Global Chief Privacy officer sits on the board of this non-profit, offering a data protection and privacy point of view when setting standards related to information security and cybersecurity protections. HITRUST assesses and certifies organizations' information security and cybersecurity approaches, reassuring their stakeholders and supporting a common global approach.
- **Future of Privacy Forum (FPF).** Through this non-profit, we collaborate with a wide range of stakeholders to define privacy protections, ethical norms, and leading business practices. Our Global Chief Privacy Officer sits on the advisory board. We have representatives in several working groups.
- **Centre for Information Policy Leadership (CIPL).** We work with the staff and members of the CIPL, a global privacy and data policy think tank, to create global solutions for responsible data use and privacy.
- **Healthcare Leadership Council's Confidentiality Coalition.** We collaborate with a broad range of stakeholders to identify and support policies and practices that best advance information exchange without risking patient privacy or personal data.
- **Healthcare Trust Institute.** Joining a wide range of stakeholders in the healthcare industry, we collaborate by advancing policies that will improve healthcare while protecting patient privacy.
- **Association of Clinical Research Organizations (ACRO).** We collaborate to present realistic solutions and new approaches to policy makers, helping them create regulations that encourage safe, ethical, high-quality research.

AI governance

IQVIA employs a wide variety of policies, procedures, guidelines, training, communications and other materials to support the responsible use of AI technologies, including generative AI, to comply with legislation such as the EU AI Act:

- For higher risk AI activities, we have established procedures and methodologies to evaluate or test input, AI models, output and other aspects of AI use for error, bias, hallucinations and results that are not otherwise fit for the intended purpose.
- For lower risk activities, a variety of policies, standard operating procedures, guidance and training support our employees in the use of AI models — for example, the use of AI assistants to improve employee communications, and ensuring we have the necessary rights to use any non-IQVIA content with AI tools.
- We have established private instances of certain public large language models. This ensures proprietary IQVIA content is not used to train public models and that the output and AI models derived from the use of proprietary content remains subject to IQVIA requirements and guidelines.
- Robust AI policies and practices must be built on a solid foundation of robust information

governance policies and practices relating to data privacy, information security, intellectual property management, contract compliance, vendor management and related domains. IQVIA has extensive policies and practices addressing these topics, and substantial resources and experience in each of these domains.

- Effective, responsible use of AI also depends upon strong underlying processes for the design, development, testing, implementation, management and support of technology. IQVIA has extensive policies and practices addressing these topics, alongside substantial resources and experience relating to the responsible use of technology.
- IQVIA employs an information security framework based on the National Institute of Standards and Technology, HITRUST and other common standards to define the minimum security controls that are appropriate for each type of content.

Information governance

At IQVIA, information governance (IG) refers to the management of compliance requirements associated with the responsible use of data — including the receipt, processing, access, use, distribution and deletion of data. IG requirements come from various sources, including contracts, data privacy, data localization, information security, intellectual property, legal compliance, commercial requirements, and stakeholder sensitivities. Our IG program brings these requirements together holistically to make it easier and more efficient to manage and comply with them.

Our network of IG leads throughout IQVIA work closely with employees to support the implementation of IG policies and practices for internal and external activities. We are building new tools to support a programmatic approach to IG compliance and improve our visibility into day-to-day IG practices throughout the company. We will continue to expand these IG activities throughout 2025.

Cybersecurity

Cybersecurity is paramount for IQVIA. **Our defenses are designed to protect the integrity of our systems, our customers' information, and the privacy of our employees and the many people represented by our data**. We maintain industry-leading standards and work with third-party experts, vendors, and peers to proactively mitigate potential threats.

In the ever-changing, increasingly complex cyber landscape, vigilance is essential. **Ongoing monitoring of key threats and global cybersecurity trends enables us to strengthen our security systems continually.** We collaborate with our workforce, deploy the latest tools and resources, and invest in training. We ensure our policies and practices to safeguard sensitive information remain up-to-date and aligned with industry standards, regularly assessing our Integrated Information Security Framework (IISF).

The main cybersecurity threats our industry faces are:

- **Network intrusion.** Any unauthorized access or activity on an enterprise's network.
- **Phishing.** Sending fraudulent communications, often containing malicious links.
- **Ransomware.** Withholding access to systems or files and demanding a ransom.

Cybersecurity events within and outside our industry can impact us negatively, even if they do not directly involve IQVIA. In 2024, we took account of several trends in the global cybersecurity landscape, including:

- **Management and governance.** The wider industry is increasingly more focused on third-party risk management. IQVIA is best positioned in this area given our decades of experience and we continue to make enhancements to our third-party risk management program.
- **Recovery.** Key focus areas include asset recovery after cybersecurity incidents and reducing the risk of disruption by diversifying environments. IQVIA has an underlying infrastructure that supports diversification — such as through our hybrid cloud and on-premises data centers environment.
- **Security during acquisitions.** There is increasing focus on maintaining security during and after acquisition of new entities or sites, in light of external global cybersecurity incidents.
- **Zero trust access.** A drive towards implementing zero trust access aims to put a common framework across network segments, such as when using the cloud or working from home. Secure authentication, including multifactor authentication methods and various composite parts, is a key component of this.

In 2024, we continued to enhance our approach to identifying and securing our most sensitive data, providing clarification and guidance for employees, and rolling out additional, even more robust requirements for data encryption.

Cybersecurity governance

The main groups involved in IQVIA's cybersecurity are our:

- **Audit Committee of the Board of Directors.** Oversees cybersecurity risk assessment and management and all key cybersecurity developments. The Committee receives updates about strategies and action plans twice a year and the Board receives periodic reports.
- **Enterprise Risk Council (ERC).** Assesses cybersecurity risk as a standing item on its agenda. The ERC collaborates with our Global Information Security team, integrating ongoing updates into the enterprise-wide risk management processes.
- **Global Information Security team.** Led by our Chief Information Security Officer, the team designs, implements and manages our cybersecurity solutions, processes and frameworks.
- **Business Information Security Office (BISO).** As a key function of our Global Information Security team, BISO streamlines communication and propagation of protective measures with our business units.
- **Cyber-Fusion Center.** Part of our Global Information Security group, the center unites our operational functions' capabilities, centralizing threat analysis. This deepens our understanding of potential threats and strengthens our ability to investigate and manage them. The center reinforces our internal security systems and risk anticipation capabilities.
- **Our employees.** Preventing cyberattacks is a team endeavor and all our employees must remain knowledgeable and vigilant. We regularly train them to recognize the many forms and methods cyberattacks can take. We take a multi-channel approach to training, providing a variety of online channels, tailored drop-in sessions and surveys, and focus on different themes each quarter. In 2024, our topics were aligned to the latest industry trends, such as risks posed by a lack of secure authentication practices. We also conduct anti-phishing training tailored for specific higher-risk functions, such as finance.

Ongoing assessment

With cyberattacks constantly evolving, regular cybersecurity assessments are vital to maintain effective defenses. As well as analyzing potential threats, **we assess broader industry knowledge, review the security repercussions of global events, and regularly check our own internal risk ratings.**

We regularly conduct third-party audits of our global data centers and hybrid cloud environments, with additional internal and external audits for certain IT controls.

Human rights

We are committed to protecting human rights throughout our entire value chain, remaining vigilant and encouraging a culture of transparency to prevent violations.

Our Code of Conduct, *Doing the Right Thing,* is a guide of the responsibilities we collectively share for ethical business conduct and upholding human rights. The Code paints a clear picture of what we stand for as an organization, what we expect of ourselves, and what we must do to maintain our reputation. It governs how we carry out our work, clarifies what each of us must do and reinforces our culture and values on human rights, labor, environment, and anti-corruption requirements, amongst others. We train all employees on the Code and everyone at IQVIA must certify that they will comply with it. Read more on page 18.

We do not tolerate any violation of human rights in our business. We strive to achieve the highest standards in all that we do, from the highest levels of compliance — such as with the U.K. Modern Slavery Act and U.S. anti-trafficking legislation — to transparent policies and ethical practices. As such, we work to ensure the prevention of acts of child labor, modern slavery and human trafficking, by requiring those same high standards from our suppliers and carefully monitoring our value chain. Our approach is outlined in our Statement on Anti-Slavery and Human Trafficking.[1]

Responsible procurement

IQVIA's supply chain presents an opportunity for us to partner with suppliers to have greater positive impacts and reduce our combined environmental footprint. **We consider sustainability across the entire procurement process** — from selecting suppliers and beginning our partnerships with them, and throughout our collaboration.

Supplier selection and expectations

We require our suppliers to follow the principles of IQVIA's Supplier Code of Conduct,[2] which details our expectations of suppliers, and extend them throughout their supply chains. We ask that they regularly check their suppliers' compliance as well. To strengthen the Code and ensure it aligns with our evolving assessment of supply chain risks and opportunities, in 2024 we added new sections on cybersecurity, management reporting, sustainable sourcing and conflict minerals. We also expanded coverage of several governance topics.

Our supplier sourcing and onboarding systems include a sustainability questionnaire, and we use technology to support our supplier resiliency efforts.

We are building a supply chain that reflects the communities we serve. Our supplier network contributes to the strength of our business, for example by supporting supply chain resilience and encouraging innovation. Our Supplier Network program promotes the selection of suppliers that bring unique attributes and capabilities.

Supporting suppliers' progress

Improving our supply chain goes beyond choosing suitable partners and setting requirements. We also have an opportunity to support our suppliers' progress. The thousands of supply chain partners we work with — including clinical trial services, professional services, facilities management and goods suppliers — are all at different stages in their individual sustainability efforts.

Through ongoing engagement, we support our suppliers to reduce their impact on the environment. We also monitor the regulatory landscape and prepare for developments that may impact our procurement processes.

1. https://www.iqvia.com/about-us/code-of-conduct/anti-slavery-and-human-trafficking-statement
2. https://www.iqvia.com/-/media/iqvia/pdfs/about-us/suppliers/2024/supplier-code-of-conduct_iqvia.pdf

Partnering to reduce emissions

Our target is for 70% of our suppliers (by emissions) to have their own science-based targets (SBTs) by 2027. Read more on page 71.

We engage with our suppliers systematically. Following focused conversations we held with our highest-emitting suppliers in 2023, we moved to our next tier of high-emitting suppliers in 2024 to support them in their journey of obtaining SBTs. We are on track to achieve our target — at the end of 2024, 50% of our suppliers by emissions had set or committed to set SBTs, up from 33% at the end of 2023.

supplier emissions represented in the Network

200
kilotons CO_2e

represented in the Network

IQVIA Supplier Network

We help our suppliers reduce their emissions through our Supplier Network. The Network provides **sustainability guidelines, mandatory training modules about our expectations, and a platform to learn and collaborate.** At the end of 2024, suppliers representing 60% of our supply chain emissions (200 kilotons CO_2e) had engaged in the Network.

In 2024, we hosted the Network's first panel discussion. The discussion covered insights from setting SBTs and emissions reduction roadmaps to defining what good looks like and benchmarking progress.

Our **people** bring their **distinct** **skills, experience, ideas** and **passion** to work **every** day.

They are the driving force behind our efforts to deliver on our mission to accelerate innovation for a healthier world.

IQVIA employees gathered for a townhall in Lisbon, Portugal to celebrate the 50th anniversary of our Portuguese team.

People

IQVIA office, King of Prussia, Pennsylvania, U.S.

Talent and learning

Our workforce encompasses a broad array of talented and dedicated individuals, comprised of specialists across multiple disciplines, including medical and life sciences, engineering, technology, data science, and various other fields. Their passion and expertise enable us to realize our mission to accelerate innovation for a healthier world.

As demand for these skills continues to grow, attracting and retaining highly talented people is critical to our success. **To keep pace with developments in our business and the wider healthcare sector, we help employees develop the skills today that they will need tomorrow.** These include trainings on using AI and building a deeper understanding of patient needs and experiences.

We are committed to building an environment where our employees have opportunities to **learn, grow and shape their careers according to their aspirations and interests**. Through our One IQVIA, Multiple Careers model, we offer an extensive range of technology-enabled tools and resources from onboarding through to leadership training, enabling our people to plan their own career paths. Coaching, mentoring and on-the-job training encourage employees to further develop skills and apply their learning in a practical setting.

Supporting employees at every stage

From onboarding to leadership, we support employees throughout their career journey.

- **Onboarding.** Our five-phase onboarding program guides employees through their first year with us, connecting joiners to their colleagues and providing the tools for success in their role.
- **Early careers.** We offer recent university graduates, and those new to a career in life sciences, networking events and business overviews designed to inspire their future career journey.
- **Skills development.** Through our Talent and Learning Hub, employees can access tools, resources and masterclasses to help adapt their careers to the needs of the business. The IQVIA Learning Academy provides transparency and training on the future skills needed at IQVIA.
- **New managers.** We provide a guided learning path for employees who are new to managing people and those who are experienced managers but new to IQVIA. This helps them develop the skills they need to support their teams effectively, aligned with IQVIA's leadership philosophy.
- **Leadership.** Our Emerging Leader, Future Leader and General Management Acceleration Programs build a multifaceted pipeline of leaders able to steer IQVIA over the coming years. Read more on page 32.
- **Alumni.** Our network of IQVIA alumni take the skills and experience they gain during their time with us into the industry, supporting sector-wide development.

90% **employee engagement index at 100 days after hire.** Up 1 point from 2023.

One IQVIA, Multiple Careers — our distinctive career model

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

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

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

IQVIA office, Seoul, South Korea

Expanding our learning and development offerings

Our learning and development offerings allow our employees to put the One IQVIA, Multiple Careers model into action. We continually update our learning pathways to align with the evolving needs of our business.

2024 highlights include:

- **Career Chronicles.** A video series where employees share their career journey and talk about the skills they use in their daily role. This aims to inspire our employees to explore different roles. The videos focus on in-demand skills, with content closely aligned to the IQVIA Learning Academy development pathways.
- **Career Connections.** First launched in 2023, we continued to expand Career Connections to enable employees to explore projects and open roles across IQVIA. Read more on page 33.
- **AI-based training.** We continually explore how technology can enhance our training offering. For example, we used AI to develop a simulation of a fictional Alzheimer's disease clinical trial where learners can practice the key skills needed to be a Clinical Research Associate. In the Asia Pacific region, our 2024 AI program for employees included training, a hackathon, and use-case-sharing — enabling participants to build confidence in using AI tools in their work.

Developing in-demand skills through Career Connections

Career Connections matches **employees with job opportunities and projects across IQVIA to explore new opportunities while addressing business needs.** For example, with the growing demand for disease prediction AI models, the data science team was looking for volunteers to help find new and innovative ways to use technology to solve customer research questions. They used Career Connections to identify three candidates from across IQVIA.

Over 50 employees applied to support the project, including experienced data scientists and some that were in the early stages of their data science career. In response to the high level of interest, the data science team created a new development pathway using Career Connections to involve more employees in the project and make the best use of available support. The platform triaged applicants' experience and supported them to upskill through a new data science school with links to training modules and discussion groups. Mentors are on hand to check in on progress and address challenges.

> ***"We have incredible skills across IQVIA, and our learning culture continues to drive IQVIANs' curiosity to explore and build the skills needed to drive Healthcare-grade AI."***
>
> Rehan Ali, Associate AI Engineering Director, U.K.

Learning Journeys for business-critical skills

IQVIA's Commercial Solutions (CS) offering, a division of our Technology & Analytics Solutions business segment, introduced Learning Journeys in 2024, a new development program designed for our CS business, building the skills employees need to play an active role in realizing our strategy.

Built around key themes including **problem-solving and creativity, innovation and leadership**, the program features bite-sized on-demand training delivered through our Talent and Learning Hub. This is supplemented by instructor-led training, podcasts and networking events to share best practices. Activities such as hackathons enable employees to practically apply lessons learned.

More than 90% of Commercial Solutions employees have explored the training opportunities available to them.

IQVIA office, London, U.K.

Building our leadership

Developing a strong leadership pipeline is critical to our ongoing success as an organization. Our leadership development programs provide our future leaders with opportunities to build the skills IQVIA needs for tomorrow. We have had nearly 1,100 employees from 48 countries participate in our leadership programs for key talent this year.

In 2024, we supported our leaders through:

- **General Management Acceleration Program.** Established to create future general managers with a broad understanding of the Research and Development Solutions (R&DS) business, this program develops a pipeline of individuals ready to fill a range of senior R&DS leadership roles. Successfully piloted with U.S. and EMEA region participants in 2024, the program is being expanded to the Asia Pacific region in 2025.
- **Global Leadership Development Program.** A learning program to build the next generation of global leaders focused on developing their business acumen, strategy, and people leadership skills.
- **Leader of the Future Program.** Focuses on the skills managers need to be successful to lead engaged, high-performing teams.

Awards for talent excellence

We received independent recognition from the Brandon Hall Group for our focus on building the skills and experiences our employees need to be successful. In 2024, our Talent and Learning team was recognized with a gold award for our onboarding program and three bronze awards for our approach to onboarding and training.

Gold award for Best New Hire Onboarding Program and Bronze award for Best Unique or Innovative Talent Acquisition Program for our IQVIA Enterprise Onboarding. This program ensures that new employees have the best start from day one by providing a comprehensive and engaging onboarding experience. An onboarding app supports the new employee with personalized content and live orientation sessions. They are also assigned an onboarding partner — a colleague who helps them navigate the first weeks at IQVIA.

Bronze awards for Best Custom Content and Best Unique or Innovative Learning & Development Program for Orchestrated Customer Engagement (OCE) Digital Campaign Designer. The design tool teaches employees how to use the features of the OCE Digital platform to create effective and efficient marketing strategies. Users can choose either live, instructor-led learning or interactive micro-simulations with an enhanced learning experience.

Learning and development in numbers

Career Connections

37,000+
Registered users

11,000
Hours of time identified to support business projects

57%
Of assignments fulfilled by cross-country teams, building connections across the business

Connecting with our people

Connecting over 88,000 talented and passionate people across different business units and regions is fundamental to our success. We are focused on building an environment that provides the tools, resources, and support our employees need to collaborate and innovate.

Our Employee Value Proposition (EVP) defines our identity and expresses the values that unite us across different geographies:

- **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 different perspectives enable greater impact as we are all working together.
- **Growth.** We are always learning — flexible careers and supportive leaders give us the ability to explore and grow in new ways.

Over the course of 2024, we continued to embed the EVP across all parts of our business — for example, A Trip Around Research & Development Solutions in 80 Days **highlighted individual and team efforts to bring our values to life.** By integrating the EVP into the IQVIA competency framework we have helped IQVIANs put our EVP values into action each day at work. This also makes the EVP a fundamental part of performance and development conversations.

IQVIA office, Cairo, Egypt

Shaping the future together

The future success of IQVIA depends on our people, and attracting and retaining the best talent is critical. Each year we conduct two Employee Pulse Surveys. **By listening to our employees, we can continually evolve and make IQVIA an even better place to work.** Employees consistently tell us that three factors influence their decision to join and stay at IQVIA: access to a range of learning and career development opportunities, support for their physical and mental well-being, and a sense of belonging.

In 2024, we heard from 71,000 employees on average across our two surveys, equivalent to an average 84% response rate. On average, 79% of our employees who responded say they feel connected in their work, demonstrating high workforce engagement.

We benchmark our results against other Fortune 500 companies and aspire to meet or exceed the Fortune 500 average.

Highlights from our latest employee surveys

Listening to employee feedback, we have implemented several key engagement initiatives in 2024, including:

Careers:

- Launched new learning pathways and highlighted content on our IQVIA Learning Academy.
- Expanded the Connected Conversations Masterclass series, with a focus on AI.
- Built a campaign to raise awareness of our One IQVIA, Multiple Careers model, future skills, and career growth tools.
- Developed a tool in our people analytics platform linking key engagement metrics to manager performance.

Health and well-being:

- Published and promoted new well-being guides for managers and employees, and developed local well-being plans in all regions.
- Launched a multi-channel IQVIA Day campaign to maximize participation and impact by encouraging people to take their annual volunteering day (read more on pages 40 and 41). This campaign will continue into 2025 with articles and video messages.

83% **2 points above** the Fortune 500 benchmark

of employees see a clear link between their work and IQVIA's vision to power smarter healthcare for everyone, everwhere.

71% **2 points above** the Fortune 500 benchmark

of employees feel energized by their work.

83% **3 points above** the Fortune 500 benchmark

of employees agree their manager gives them useful feedback on their performance.

86% **1 point below** the Fortune 500 benchmark

of employees agree their manager supports their efforts to balance work and personal life.

85% **7 points above** the Fortune 500 benchmark

of employees had a discussion with their manager about their career goals within the last 12 months.

Building community

The breadth of our offerings and geographic reach are key strengths for us. We focus on building a connected community by bringing together cross-functional teams to generate insights, drive innovation, and develop transformative healthcare solutions. Training a workforce that understands the challenges faced by different patient populations is essential for better health outcomes. Read more on page 50.

We strive to encourage community across our business through our:

- **Talent pipeline.** Our mentoring programs help talented future leaders develop vital skills and experience by pairing them with current senior leaders.
- **Education.** Our training, mentoring and awareness programs build an understanding of the value of different perspectives to reinforce collaborative ways of working across teams, functions and geographies.
- **Internal outreach.** Our Employee Resource Groups give employees with shared backgrounds opportunities to connect on key issues that affect them. These groups also organize activities to engage and educate our wider employee community on different perspectives and experiences.
- **External outreach.** Our partnerships with institutions such as Historically Black Colleges and Universities (HBCUs) and Braven — an organization that provides coaching and mentoring to low-income and under-represented groups — help inspire future generations to consider a career in life sciences and attract employees from varied backgrounds. In 2024, the Veterans Employee Resource Group and the Disability and Carers Network partnered to make blankets for veterans in Coatesville, Pennsylvania.

Veterans event, Coatesville, Pennsylvania, U.S.

Whatever their background, function or experience, we want every employee to feel they belong at IQVIA. Our second 2024 Employee Pulse Survey included a **focus on belonging to enable us to understand employee needs** in this area and align our approach to support our employees to do their best work.

Most important elements of belonging according to our employees:

- I have opportunities to learn and grow.
- I work in a supportive team environment.
- I am involved in meaningful work.

Most important actions that foster a sense of belonging according to our employees:

- Regular feedback from my manager.
- Formal and informal recognition for my contributions.
- Learning and development activities.

Globally in 2024

Our employees demonstrate the highest level of dedication and motivation in supporting IQVIA's mission to accelerate innovation for a healthier world. We are committed to hiring the most distinguished talent, those that are driven to explore innovative ideas and develop cutting-edge solutions to help us execute on our mission. Here we share detail on the composition of our workforce.

~88,000 employees worldwide

~90 ethnicities represented

62% women employees

53% women employees at manager level

In the U.S.

16% identify as Asian

12% identify as Black or African American

8% identify as Hispanic or Latino

3% identify as a different minority

43% of new hires identify as a minority.

U.S. Employment Information Report (EEO–1)

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

Representation of the following populations changed from 2022 to 2023, per our EEO-1 report:

- Total women population as a percentage of our workforce **increased** from 62% to **63% (+1 pt.).**
- Total minority population as a percentage of our workforce **stood at 39% (=).**
- Manager minority population as a percentage of our workforce **held level at 30% (=).**
- Executive minority population as a percentage of our workforce **declined** from 16% to **15% (-1 pt.).**

63% women population of our U.S. workforce

30% manager minority population of our U.S. workforce

15% executive minority population of our U.S. workforce

1. https://www.iqvia.com/-/media/iqvia/pdfs/about-us/esg/eeo1_consolidated-page_2023.pdf

Well-being and benefits

Our vision for a healthier world starts with our employees. Our **global well-being program — Healthy You — focuses on building a healthy work environment where employees can thrive and maximize their potential, improving health outcomes for all.**

Insights from our employee engagement survey and the latest research help shape our strategy and define priority actions. In 2024, we highlighted the healthy work practices that are fundamental to a good working environment, including leadership support, flexibility at work, work-life balance, and recognition.

While our leaders play an important role in shaping daily experiences, fostering a culture of well-being is a collective responsibility that involves everyone at IQVIA. To emphasize that everyone has a role to play, we integrated well-being into our core competencies in 2024, making it an element of every employee's objectives.

Our Healthy You program

Healthy You is our global program designed to promote individual and workforce well-being. It incorporates five pillars:

Promoting well-being for everyone, everywhere

Year-round, our international network of more than 100 human resources professionals — supported by local champions — highlight the importance of well-being. Highlights in 2024 include:

- **Comprehensive support.** Our teams in Latin America benefited from over 50 events in 2024. These covered everything from healthy eating to blood donation, dermatological check-ups, and glucose and cholesterol monitoring.
- **Encouraging movement.** Our Research & Development Solutions business launched a new series of events to encourage everyone to be more active during the working day. The Movement Challenge highlighted the connections between physical and mental health, featuring talks from external speakers, activities and challenges.
- **Healthy workplaces.** Mercer honored IQVIA with a China Healthiest Workplace Award. This award recognizes companies that promote employee health and well-being as part of a robust sustainability strategy.
- **Managing mental health.** A new training course for managers in the U.S. — Shifting the culture: A leader's role — focuses on the part that team leaders play in promoting good mental health. It covers topics relating to looking after personal well-being, reducing the stigma around mental health conversations, and spotting the need for support early.

Benefits tailored to employee needs

At IQVIA, we offer a wide range of benefits tailored to support employees at different stages of their life and career. While benefits vary depending on location and local regulations, in all cases we aim to **support the physical, mental, social, and financial well-being of employees and their families.**

Our local Employee Assistance Programs (EAPs) offer support to employees and their families to address both everyday concerns and more serious challenges. In addition to counseling, EAPs provide resources such as tools and webinars on **mental health, financial planning, nutrition, time management, and work-life balance.**

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.
- Identity theft protection.
- Paid leave for bereavement, jury duty, military service, and sick time.
- Parental leave for the birth or adoption of a child.
- Pet insurance.
- Time off for voting.
- Tuition reimbursement.
- Locally relevant savings and retirement plans, such as pensions.

Supporting our communities

At the heart of our vision to power smarter healthcare for everyone, everywhere is a commitment to improve the lives of others.
This includes supporting the people and communities around us. Our employees contribute their time and skills to support local initiatives and activities, **promoting well-being, and personal and professional advancement**. We encourage our employees to find opportunities to help their communities, including our annual IQVIA Day.

Raising awareness of rare diseases

We continued our long-running partnership with Race for 7 coordinated by the Organization for Rare Diseases India. More than 7,000 rare diseases have been documented so far, affecting one in 20 of the Indian population. The event aimed to encourage **7,000 people to run seven kilometers to build awareness of rare diseases and to raise funds to develop new treatments.**

Increasing access to personal protective equipment

The IQVIA Clinical Supply Chain Management group worked with our partners at the Coalition for Epidemic Preparedness Innovations to donate surplus face masks, gloves, lab coats, and other personal protective equipment (PPE). We identified the *Medical Research Council Unit The Gambia*[1] as a suitable beneficiary. In August, **we donated a shipping container full of PPE to the organization to support their essential research and other healthcare activities.**

1. https://www.lshtm.ac.uk/research/units/mrc-gambia/about

Light the Night Walk

Supporting leukemia and blood cancer research

In 2024, we continued our support for the annual Light the Night Walk for The Leukemia & Lymphoma Society. **Each year, around 140 walks take place across the U.S. and Canada to raise funds for research into blood cancer cures.** Our annual fundraising campaign ran through September and October, promoting employee engagement and raising awareness of blood cancer.

In 2024:

- IQVIA chaired the North Carolina activities.
- 245 employees registered for the walk and committed to raising funds.

Funds raised by individual IQVIA participants and through corporate sponsorship will help support critical cancer research.

IQVIA Day 2024

Each year, we offer employees a volunteer day — IQVIA Day — to support a local community project, charity, or non-profit organization of their choosing. Employees can participate either individually or as part of a group initiative led by IQVIA. Here are some examples of how IQVIANs chose to give back this year.

IQVIA Day
Dong Nai, Vietnam

Development aid. In Vietnam, IQVIA employees spent their time at a local orphanage. They cooked and served more than 150 lunches, cleaned up the kitchen, and delivered books and school supplies.

IQVIA Day, Kochi, India

Environment. In Kochi, India, team members filled 20 packs of biodegradable bags with waste from a beach in Kerala for recycling. Employees in Quebec, Canada volunteered for a cleanup event near the shores of the Prairies River. Through the Paddington Partnership in London, U.K., IQVIA employees participated in four canal cleanup events, collecting a total of 24 bags of waste. Our team from Mölndal, Sweden gathered 10 kg of waste in the archipelago outside Gothenburg.

IQVIA Day, Paris, France

Regenerative gardening. IQVIA Paris employees took part in six sessions focused on city gardening including weeding, seeding and planting at Garches and Aubervilliers alongside the ESPACES association, which promotes urban ecology.

IQVIA Day, Auckland, New Zealand

Food security. Many of our people across the globe helped local organizations to provide people in need with food and other essential resources. Members of our team in Melbourne, Australia partnered with a national nonprofit food bank to sort food donations and pack orders, supporting over 500 charities across the state. In New Zealand, Auckland-based team members volunteered with the New Zealand Food Network to sort, relabel and redistribute bulk surplus produce for redelivery — together they packed 275 boxes containing 2,004 kg of food.

IQVIA Day, Durham, North Carolina, U.S.

Resource security. Our team in Durham, North Carolina, U.S. packaged and wrapped more than 19,000 diapers at a local diaper bank — enough to support 384 babies.

IQVIA Day, Laval, Canada

Homelessness. In Laval, Canada, employees spent time at Mission St. Michael's, a refuge for vulnerable, disadvantaged and homeless citizens, helping to cook and serve meals to residents.

IQVIA Day, King of Prussia, Pennsylvania, U.S.

Veteran support. Supported by the IQVIA Veterans Network and Disabilities and Carers Network, team members in King of Prussia, Pennsylvania, U.S. spent the day with a group of veterans in a specialist medical center. They organized Christmas in August, a day of community, food, games and gifts to thank residents for their service.

IQVIA Laboratories, Singapore

Health and safety

We are committed to maintaining a safe workplace that supports and promotes our employees' health. We adopt a safety-first mindset and **continually look for ways to strengthen our procedures and practices, striving for safety excellence.**

Our Code of Conduct establishes the rules and procedures for employees to follow to keep themselves and their colleagues safe. Health and safety training is mandatory for all employees. It provides them with **the skills they need to do their job safely and an understanding of their role in creating a safe workspace** — both through their actions and by being alert to potential risks.

Currently, the health and safety data we present is focused on IQVIA Laboratories based on the nature of activities and identified risks at these locations. We are considering ways to expand our data collection on occupational health and safety across our business. We are also evolving our policies and procedures to take into account emerging health and safety regulations covering hybrid and remote work. This ensures our employees stay safe wherever they are working.

Laboratory certifications and accreditations

We are currently certified to ISO 14001 for environmental governance and ISO 45001 for health and safety governance at our five largest labs in the U.S., as well as at our laboratory in Edinburgh, U.K.

Laboratories

Our network of IQVIA Laboratories offers our global partners a comprehensive suite of central laboratory and specialty biomarker services.

Across our laboratories, we encourage everyone to be alert to potential hazards. Our Good Catch Safety Observation program identifies and addresses unsafe situations before accidents occur. Regular audits ensure compliance with all relevant government regulations, as well as IQVIA's policies and procedures. **Additional initiatives introduced in 2024 focused on the role of managers in preventing accidents and included:**

- Our Gembas (or "go and see") initiative, which **helps managers identify and address issues before they become a problem.**
- Pilot of a **Leading for Safety workshop for managers** at our site in Edinburgh, U.K. Following a successful trial, we have plans to roll out the program to sites across the Americas and the Asia Pacific region. For laboratory employees, we introduced mandatory training on general area risk assessments and a requirement to complete the associated risk assessments.

IQVIA Laboratories — key safety data

Target	2024	2023	2022	2021
Total recordable incident rate	**0.89**[1]	0.95	0.66	0.68
Lost time incident rate (hours)	**0.27**[2]	0.50	0.25	0.17

1. Largest sources of recordable incidents were caused by repetitive motion, sprain and strain. Better than the 2023 industry average of 3.70 (2024 industry average data unavailable at the point of publication). Total recordable incident rate per 100 employees = (total number of recordable cases/total number of employee hours worked)*200,000.
2. Better than the 2023 industry average of 1.70 (2024 industry average data unavailable at the point of publication). Lost time incident rate per 100 employees = (lost time injuries / total number of employee hours worked)*200,000.

Business continuity and emergency preparedness

Our Business Continuity and Disaster Recovery team is responsible for ensuring employee safety in the event of an emergency in line with our policies, procedures and plans. The team updates employees on the appropriate response to a situation — whether it be a natural or human-induced disaster, or civil or political unrest. We also have a Global Emergency Notification system, **providing all employees with policy updates and the latest information on key updates, risks and challenges.**

We conduct regular tests of our business continuity plans at each of our Tier 1 facilities and data centers. Our Tier 1 sites are fitted with essential infrastructure and equipment and deliver critical processes and services. These have a maximum downtime of 0-3 days. In 2024, we ran 20 tests to ensure that we could maintain these documented service levels.

We have appointed business continuity representatives at each site. **Regular training ensures they have the skills they need to react whatever the situation.** We also encourage them to review and discuss possible scenarios, and provide support to ensure they are able to take appropriate action to protect our business.

The **greatest positive impact** we can have on people and the planet is through our **core business**.

Working with global and local partners to deliver insights, support research and catalyze access to vital treatments for the patients and populations that need them most.

Public

IQVIA Laboratories, Durham, North Carolina, U.S.

Smarter healthcare for everyone, everywhere

We harness the power of data to advance healthcare and improve outcomes for patients worldwide. From earlier diagnosis to the development of new treatments and reducing barriers to healthcare access, **we use an evidenced-based approach to generate insights that enable people to live healthier lives.**

Our partners span the healthcare spectrum — including governments, non-governmental organizations, medical professionals, life sciences companies and patient groups. **We bring a wide range of information assets together to build a holistic picture of a particular condition, to improve care at all stages of the patient journey:**

- **Detection.** Better screening can pave the way for earlier detection before symptoms appear.
- **Disease progression.** Disease registries help to reveal patterns in disease progression.
- **Drug development.** Access to anonymized data beyond the initial study supports further research, helping to identify tailored therapies for specific populations.
- **Trial recruitment.** Analyzing data on patient enrollment in clinical trials and enabling trial participation from diverse populations help to advance effective drug development.
- **Trial outcomes.** Our clinical trial transparency services support new insights — we support clinical trial sponsors in anonymizing trial information and facilitate its connection to wider datasets.
- **Treatment.** Insights on patient treatment and outcomes often support new ways to treat diseases or improve adherence with drug regimes.

IQVIA World Review 2024 Conference, São Paulo, Brazil

IQVIA 2024 Digital Kick Off and Summit, Philadelphia, Pennsylvania, U.S.

Patients are at the heart of everything we do. We listen to their experiences and use our insights and robust scientific approach to design trials that support the participation of representative patient populations. We collect trial endpoints that capture measurable data reflecting what really matters to patients, such as quality of life.

Our expanding library of clinical outcome assessments (COAs) include patient reported outcomes (PROs), describing how patients feel about their condition and treatment in their own words. These provide a vital patient-focused perspective to judge the benefits of new therapies and patient access. Clinician training ensures the correct implementation of COA measures.

As treatment options continue to advance, there has been a lag in benchmarks and norms to help determine what good outcomes look like for patients with different characteristics or patterns of disease. This has culminated in recent efforts by the Food and Drug Administration (FDA) to expand regulation and ensure patients are at the heart of drug development. We help customers embrace evolving guidance on patient-focused drug development, using proprietary benchmarks and COAs developed by our Quality Metric team. They help define what good health looks like from the patient perspective, providing a measure to assess treatment benefits.

Our new Northstar program uses anonymized information from patient populations to further improve our benchmarks. The new instruments emerging from Northstar are designed to help patients access the right treatment for them based on their unique characteristics, ultimately leading to better health outcomes. Our first measure focuses on oncology, with new benchmarks scheduled for launch in 2025.

120+ clinical outcome assessments in our exclusive library, spanning **hundreds of indications and patient experience domains.**

To encourage greater use of COAs across healthcare, we joined forces with Boehringer Ingelheim in 2024 on the PROgress podcast series (see page 47). Other recent activity to drive COA adoption includes:

- **Progressive familial intrahepatic cholestasis.** Working with caregivers, clinicians and pediatric patients, we developed an observer-reported outcomes toolkit for children suffering from a rare liver condition. It used pictograms, common words, colors and numbers to enable young patients to record how they felt and to assess meaningful changes from treatment.
- **Obstructive hypertrophic cardiomyopathy.** By using a new PRO with an existing COA at all stages from trial initiation to regulatory approval, the trial sponsor was able to demonstrate measurable improvements in symptoms. This translated to strong COA-based label claims relating to the degree of improvement in shortness of breath, symptom burden and physical limitation for patients.
- **Obesity.** The impact of patient support programs, designed to improve treatment adherence, is often anecdotal. We explored how active information from COA questionnaires for obesity support could supplement passive information from wearable devices such as fitness trackers and smart watches to measure and refine the patient support program. The aim was to find ways to personalize support interventions, improving patient adherence and health outcomes.

COA in PROgress podcast to explore patient-centric solutions

IQVIA's Patient-Centered Solutions team focuses on **understanding what it is like to live with disease and experience treatment so we can target health outcomes that matter to patients.** To identify and measure these outcomes, we design COAs with the support of insights from a range of healthcare system stakeholders.

In 2024, Boehringer Ingelheim asked IQVIA to host a new podcast, the COA in PROgress podcast, which explores the opportunities and challenges to develop and expand patient-centric COAs. The eight-episode series welcomed guests with a range of perspectives.

The success of the podcast led IQVIA to produce an educational series available online to support COA endpoint design and analysis, and upskill and encourage multidisciplinary teams to work more closely together throughout clinical trial design and delivery.[1] This ultimately aims to promote the systematic generation of meaningful COA information.

1,980+
downloads

463
subscribers

Listeners in
40+ countries

1. https://secure.constellation.iqvia.com/COADataAnalysisBook

World first in medical devices

Until recently, medical technology (MedTech) manufacturers have had limited access to accurate, standardized data to help them assess the benefits of existing devices for patients and identify unmet needs.

To address this gap, IQVIA's MedTech Pioneer team worked with the four largest orthopedic companies in the world — including directly with their CEOs — to combine existing datasets and create the world's first medical device transactional data offering. For the first time, manufacturers are able to accurately track how their devices are used across different healthcare settings. This is an important step in realizing the full potential of MedTech-related data and bringing new therapies and improved outcomes to patients.

Accredited data solutions and processes

We continue to work towards certification of our solutions, demonstrating our industry-leading standards in data and research management. **In 2024, we achieved the following accreditations:**

- ISO 9001 for our Health Information System, Irish Nurse team, Orchestrated Customer Engagement (OCE) apps and OneKey solution.
- ISO 27001 for our Patient Finder solution.
- CE+ certificate for operations in the cloud in the U.K.
- Clinical Laboratory Improvement Amendments (CLIA) certification for our laboratory in Edinburgh, U.K.

Accessible medical education for healthcare professionals

Our Medical Affairs team publishes information on the independent platform, Medthority, which supports healthcare professionals (HCPs) across the globe with accessible medical education designed to enhance treatment decisions and patient outcomes. Factors such as lack of time and resources or geography (e.g. distance to live events) can prevent HCPs from staying up to date on the latest medical evidence and guidance.

Medthority hosts digitally optimized educational content in various formats, such as podcasts, quizzes, and webinars, across 14 specialty areas — including cardiology, oncology, and rare diseases. This accessible, flexible learning platform enables HCPs worldwide to learn in the way that works for them, so they can provide better care and optimize time spent with patients.

250,000+

HCPs engaged with Medthority in 2024 demonstrated meaningful learning outcomes.[1]

85%

of HCPs believe Medthority has enabled them to improve outcomes for their patients.[2]

Clinical trial quality, innovation, and access

Trial complexity is increasing, with longer studies and the requirement to deliver more therapeutic study endpoints. This complexity adds a burden to investigators and patients. New technology is also shaping the trial landscape — particularly novel therapeutic technology platforms. **We design trials with the aim of minimizing burden on investigators and patients, enabling greater trial participation:**

- Through increased use of direct-to-patient and decentralized technologies, **patients can participate in trials from home.**
- Our digital solutions and partnerships help identify patients at relevant points in their treatment cycle and **encourage them to sign up for trials.**
- Good protocol design facilitates effective investigator involvement and **minimizes site shortages,** enhancing the ability to recruit patients. IQVIA's Data-Informed Protocol Assessment enables improved protocols by evaluating key areas of potential impact, such as patient burden and design inconsistencies.

We partner with leading institutions across the globe to conduct our portfolio of clinical trials. **Our network of Prime Sites are high-performing clinical trial institutes with above-average rates of patient recruitment.** They are selected based on several criteria, including therapeutic capability, clinical trial experience and operational excellence. A key part of our approach is to gather insights and share expertise across our site network, helping further strengthen both our operations and theirs and enhance how trials are conducted.

1. Read about our approach to meaningful impact measurement here: https://epghealth.com/2024/06/beyond-volume-metrics-towards-meaningful-impact-measurement-for-digital-hcp-engagement/
2. 2022 feedback survey of Medthority users: https://epghealth.com/about-medthority/#worldwide_reach

Accelerating optimized trial delivery

IQVIA adopts a molecule-to-market approach to trial set-up and management. We seek to create efficient and reliable protocol designs that minimize complexity and reduce patient and investigator burden, while optimizing desired outcomes.

Our approach enables us to anticipate changing global regulatory requirements and adapt trial protocols as needed. For example, we are supporting sponsors of oncology trials to adjust dosing regimens in line with new U.S. Food and Drug Administration (FDA) Project Optimus guidelines. The guidelines move towards optimal rather than maximum tolerated dosing.

Other highlights in 2024:

- Our end-to-end approach helped to **inform trial design for patients with sickle cell anemia.** Using real-world data, we reduced the burden of trials on sites and patients, enabling more efficient recruitment and trial conduct. This work spanned globally, including in the Middle East and sub-Saharan Africa, resulting in a more than two-fold increase in global recruitment rates.
- In the U.S., we are working with clinical trial sponsors and community health networks to bring trials closer to patients through our Community Health Initiative. Patients are commonly only informed about relevant clinical trials when referred to hospitals and specialist healthcare settings, meaning many are not informed of relevant, potentially life-saving trials that may be applicable to them. The Community Health Initiative aims to locate more trials in primary care, broadening the number of trial sites, patient access and awareness of trials, and expanding care options for patients. In 2024, we launched several workstreams to identify solutions that will drive clinical research into primary care settings across key therapy areas, starting with the central nervous system.
- IQVIA coordinated a cross-industry project with the Bundesverband Medizinischer Auftragsinstitute, the German association representing clinical research organizations, to standardize terms for clinical trials. Working with clinical research organizations, representatives from the pharmaceutical industry and clinical trial sites, we developed standard contract clauses. The recommendations have been approved by the federal government and mandated for use under the country's new Medical Research Act. This is expected to make it easier to establish trials in Germany.
- As part of ongoing efforts to increase access to trials in Africa, we have been expanding our network of trial sites to **support development of local clinical trial capability.** We are working in close collaboration with local government groups to improve the clinical research ecosystem, such as the National Technical Working Group within Kenya's Ministry of Health.

IQVIA Laboratories, Durham, North Carolina, U.S.

We took part in multiple events focused on clinical trial innovation, including:

- National Institutes of Health's Communities Advancing Research Equity for Health™ (CARE for Health™), exploring how to increase research in primary care.
- Duke Margolis Institute for Health Policy's Enhancing Adoption of Innovative Clinical Trial Approaches.

Diverse representation in clinical trials

Ensuring clinical trials reflect a diverse representation of patient populations is essential for improving the provision of critical healthcare, effectiveness of treatments, and identification of potential side effects for underrepresented populations.

Supported by our global reach and ability to locate trials close to patients, IQVIA is a trusted partner and thought leader in this space. By continually expanding our data assets and network of trial sites — notably in Africa, Latin America and the U.S. — we help strengthen research capabilities and ensure trial designs reflect a wider spectrum of patient needs.

We are also helping sponsors to plan for more representative clinical trials. **Sponsors of various sizes look to us to assist in developing Diversity Action Plans for submission to the FDA.** These plans have been well received by regulators and allow our customers to set appropriate, achievable enrollment goals for studies. Our site identification systems also now encompass granular data on site-level patient population diversity in eight countries. Enrollment dashboards help to track the progress towards sponsors' recruitment goals to support early mitigation and regulatory reporting.

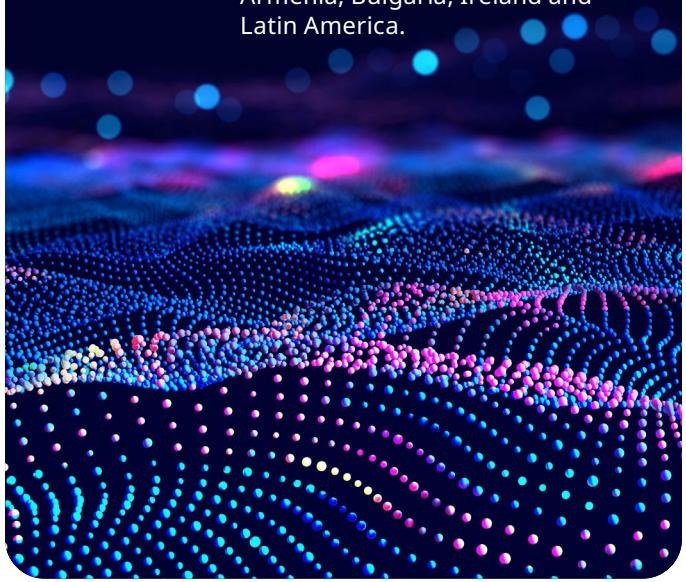
Bringing a wider spectrum of patients to clinical trials

20+ FDA-accepted Diversity Action Plans.

8 **countries** covered by site-level patient population diversity data.

75 **organizations** across **140 locations** in IQVIA Diversity Site Alliance.

15 **genomic data sets**, covering more diverse patient populations including in Armenia, Bulgaria, Ireland and Latin America.



Clinical trial safety and risk management

In every trial, we put safety first — for patients, for investigators, and for IQVIA employees. **We continually enhance our approach to trial risk management to ensure we locate trials appropriately** — reaching a broad set of populations wherever they are while at the same time minimizing risk to those involved in the trial.

Our geographic risk assessment and mitigation (GRAM) approach helps us track and forecast potential risks and advise sponsors on the best location for trials. With access to increasingly granular data, we can assess risk by city or region. For example, this enabled us to identify safe sites for mpox vaccine trials within the Democratic Republic of the Congo in 2024, enhancing our response to a growing health emergency. Read more about how we are supporting the response to the mpox pandemic on page 58.

An increased **focus on implementing more sustainable research practices offers new opportunities for us to support sponsors with trial designs that take these impacts into account.** Read more on page 74.

Effective trial data management and transparency

We manage more than 64 petabytes of data, including non-identified patient records and commercially sensitive data belonging to trial sponsors. **As trusted clinical trial partners, we are committed to managing this data responsibly and supporting our customers to respond effectively to a rapidly evolving regulatory landscape.** This includes enabling important healthcare benefits from the safe reuses of trial data and trial transparency policies.

Our privacy and transparency partnerships with academics and leading experts, including with institutions such as the University of Ottawa in Canada, ensure we continually deploy the latest insights and technology to help our customers protect data and patients while ensuring data is made available for important research.

Read more about our approach to data privacy on page 21.

Key partnerships in 2024 focused on:

Increasing transparency of clinical trials. Many European Medicines Agency's policies, such as Policy 0070, aim to increase transparency around clinical trial data, to build trust in the drug development and scientific decision-making process. Having been put on hold during the COVID-19 pandemic, Policy 0070 is now advancing on the regulatory agenda. IQVIA is supporting trial sponsors to achieve compliance.

Encouraging research, including into neglected diseases. As one of several examples in which our Privacy Analytics team is empowering safe reuse of trial data for new research, the Drugs for Neglected Diseases initiative is partnering with our Privacy Analytics business to increase the availability of historic data to other researchers. The project seeks to anonymize data from 18 previous trials, supporting research into new treatments for hepatitis C, cryptococcal meningitis, river blindness, sleeping sickness, and leishmaniasis.

Enabling responsible data sharing. Privacy Analytics is a launch partner of the Clinical Research Data Sharing Alliance and involved with the development of transparency best practices globally, including with Good Transparency Practices and the global healthcare data science community, PHUSE.

Empowering patients

Listening to patient experiences **helps us improve the way we collaborate with partners to design trials, deliver insights and increase access to treatments.** Our work with patient organizations supports them to build capacity, giving them a stronger voice and enabling them to better advocate for patients' needs.

Improving access to care in high-priority and under-researched disease areas

We identify the barriers preventing patients from accessing the care they need. Through our medical education work, we help physicians understand more about the latest treatments. Our focus is closing the gap between clinical research and day-to-day practice.

We work to address areas of unmet medical need by **enabling partners to access the right tools, technologies, and insights to develop effective treatments.** Examples of our partnerships in 2024 include:

- **Fresenius Medical Care.** Our Privacy Analytics expertise has enabled patients with kidney disease to access more personalized treatment. Fresenius uses clinical data to identify people with chronic kidney failure who are at risk of developing certain complications and tailor treatment appropriately. We helped the company harmonize the structure of data from more than 40 countries — each with its own data privacy rules — to create a single database supporting treatment decisions.
- **TB Alliance.** Incidences of drug-resistant tuberculosis (TB) are growing, making it critical to find new ways to treat the disease. This typically entails a combination of existing therapies. Multiple trials have identified effective combinations, but work is needed to refine the dosage and duration of treatment for the best outcomes. IQVIA's Privacy Analytics helped TB Alliance to anonymize data from three previous trials, providing the starting point for researchers to develop and test new treatments.

Restoring hearing for deaf children

In 2024, we supported Regeneron's clinical trial for a revolutionary new gene therapy for congenital deafness. In some people, a mutation of the OTOF gene prevents sound-sensing hairs in the ear from functioning properly, causing deafness. The CHORD trial treats infants, children and adolescents with the congenital mutation.

Qualifying patients are treated with a first-of-a-kind gene therapy, which combines DNA with a harmless viral vector. The therapy is injected straight into the cochlea in the ear, replacing the mutated OTOF gene with a functioning OTOF gene, thus improving or restoring hearing.

Supporting patient organizations

IQVIA has strong established relationships with more than 500 patient organizations, from large global associations to small, volunteer-run groups, and encompassing everything from prevalent to ultra-rare diseases. **These groups are united by a desire to provide the best support for patients and share IQVIA's commitment to improving patient outcomes.**

IQVIA works with these groups in multiple ways. We focus on collaborations that can bring maximum long-term impact for patient communities, including:

» Accelerating development of new treatments.

» Elevating the quality of patient care.

» Enabling access to trials.

» Supporting drug adherence.

In 2024, **we supported patient organizations to explore how healthcare information could help advance their respective missions.** We also ran workshops on aligning the mission and data strategy for organizations including The Brain Tumour Charity, Young Tongues, Digestive Cancers Europe and CHIVA Africa.

One of our priorities in 2024 was to **improve the understanding of patient experience across multiple conditions.** Our U.K. Patient Engagement & Support team hosted a patient voice panel exploring how to make therapies more accessible and affordable, increase adherence to treatment, and improve patient care against a backdrop of evolving patient needs.

To amplify patient voices within IQVIA's work, we expanded our Patient Voice Book of Insights program beyond Parkinson's disease. We added obesity, working with Obesity Action Coalition, and major depressive disorder, supported by MQ Mental Health Research. These resources capture people's lived experience of a health condition and help IQVIA understand their perspective and design solutions and strategies that meet their needs. Additional conditions expected to be included in 2025 are colorectal cancer and acute myeloid leukemia.

We have been actively involved in projects to incorporate patient perspectives, including in treatment of:

- **Prostate cancer.** For the past two years, IQVIA has collaborated with Prostate Cancer Research on an ambitious data platform initiative, culminating in the successful launch of Prostate Progress in July 2024. By October, 4,000 men had signed up to the registry. The project has been designated as the first for the National Health Service England's Data for Research and Development Programme.
- **Dravet syndrome.** IQVIA supported Stoke Therapeutics on Phase 1/2a trials for STK-0001 — a new RNA-based therapy for Dravet syndrome, a severe and progressive genetic epilepsy. The study demonstrated substantial and durable reductions in seizure frequency and improvements in multiple measures of cognition and behavior. Trial participants were already on the best available anti-seizure medicine, suggesting that the new RNA approach could represent a notable improvement in treatment for the condition.

In 2024, IQVIA also committed seed funding to support the development of a training course on data strategies for patient organizations in collaboration with the European Patient Advocacy Institute, the Working Group of European Cancer Patient Advocacy Networks, the European Patients Academy on Therapeutic Innovation, and the European Connected Health Alliance.

Strong established relationships with **500+ patient organizations**

(Compared to 300+ in 2023)

Global public health

IQVIA is uniquely placed to help tackle some of the world's biggest health challenges in partnership with governments, healthcare providers, non-governmental organizations and the biopharma industry. **We combine our scale and comprehensive datasets with local knowledge, expertise, tools and operations to develop the appropriate response for all research. Our global public health activities focus on:**

- Achieving greater access to healthcare for all to improve the lives of four billion patients in low- and middle-income countries (LMICs).
- Tackling evolving disease challenges and supporting healthcare systems worldwide.

Our strong networks extend the reach of our positive impact. We seek to build new relationships, while deepening existing ones with organizations such as The Global Fund, Coalition for Epidemic Preparedness Innovations (CEPI), Africa Centres for Disease Control and Prevention, and the Wellcome Trust.

Driving progress on major healthcare challenges, including pandemic preparedness, antimicrobial resistance, cancer, obesity and metabolic diseases is a key priority for us. **By strengthening capacity we believe we can improve access to new medicines and ensure clinical research includes the populations most affected** — with the core of our work in Africa and the Caribbean. Our insights facilitate supply chain improvements, enabling patients to access the therapies they need. In collaboration with the World Health Organization Global Clinical Trial Forum, we are helping address inefficiencies in how clinical trials operate. The Forum is exploring how new approaches, including the use of digital tools and decentralized trials, could support access to therapies for all.

Key partnerships in 2024 to improve access to health data included:

Providing electronic access. Achieving a single digital market is the vision of Smart Africa.[1] The Digital Health Flagship Project, co-authored with the Africa Centers for Disease Control and Prevention, aims to develop a continent-wide digital health blueprint and toolkit to enable seamless health and care delivery across the African continent. By adopting a human-centric approach, IQVIA has played a key role in supporting Smart Africa's efforts to provide national governments with the frameworks and components needed to create and sustain a Single Digital Health Market.

Keeping patient information safe. In Europe, secure access to health data is moving up the political and regulatory agenda. IQVIA has been working with healthcare systems across the region to incorporate the most up-to-date privacy considerations in the design of the new European Health Data Space. The project aims to create a single market for electronic health records and facilitate individuals taking greater control of their data.

Supporting new regulatory guidelines. IQVIA is actively involved in supporting the development of new regulatory guidelines and standards on health data management. Over the past year, we have participated in multiple industry panels and provided expert guidance for U.S. Congress, the U.K. Information Commissioner's Office (ICO) and the U.K. Financial Conduct Authority (FCA) Synthetic Data Expert Group. This resulted in publication of reports on tackling barriers to privacy-enhancing technologies adoption[2] with the ICO and on using synthetic data in financial services[3] with the FCA.

1. https://smartafrica.org/
2. https://ico.org.uk/about-the-ico/research-reports-impact-and-evaluation/research-and-reports/technology-and-innovation/tackling-barriers-to-privacy-enhancing-technologies-adoption/
3. https://www.fca.org.uk/publications/corporate-documents/report-using-synthetic-data-financial-services

Linking information assets to support patient care

The U.K. National Health Service (NHS) is made up of multiple organizations at a regional and national level, as well as across primary and secondary care. Each organization holds discrete sets of patient data. **The NHS is aiming to address the lack of interoperability between primary and secondary care in the healthcare system.** This can be challenging for healthcare teams and may cause delays in treatment for patients.

The NHS's Federated Data Platform plans to link these separate systems to improve services and care coordination across all parts of the NHS. With such sensitive data, **robust security and governance are key considerations.** IQVIA's Privacy Enhancing Technology enables transparency, auditability, and appropriate privacy protection for information flowing through the federated data platform. This ensures effective data governance and promotes insights-driven improvements in care across the U.K.

Facilitating collaboration across the industry

The Real World Evidence Leadership Forum aims to build cross-industry consensus on the opportunities and challenges from greater use of real-world evidence (RWE) to benefit patients globally. Supported and facilitated by IQVIA, its growing membership comprises senior RWE executives from across the pharmaceutical industry, who participate in a series of working groups to develop actionable insights.

A key area of the Forum's work surrounds the barriers preventing healthcare payers from using RWE more extensively in access and formulary[1] decisions, especially in the U.S. In 2024, the Academy of Managed Care Pharmacists built on insights from the Forum's work to launch a multi-year initiative. It has resulted in new standards to enable pharmaceutical companies to develop strong RWE studies and help payers evaluate them — due to be rolled out in 2025.

Read more about the Forum, its current working group objectives and recent publications here.[2]

1. A formulary is a list of drugs which a healthcare payer has agreed to fund having considered both cost and patient benefits.
2. https://secure.constellation.iqvia.com/RWELeadershipForum

Pandemic preparedness

Good data is essential to identify disease outbreaks early and to respond effectively. Using our evidence-based approach, IQVIA is helping governments and healthcare organizations globally to prepare for pandemics and emerging health threats. To stimulate debate about the information and systems required to identify and respond to future pandemics, we participated in a panel session at the 2024 World Economic Forum in Davos, alongside our partners The Global Fund and CEPI.

We are also working with the:

- **Netherlands Government.** The Netherlands Government is investing in a national infrastructure for Pandemic Preparedness and Infectious Disease Management. This should improve surveillance and provide a timely response during a new pandemic. IQVIA is in contact with public and private stakeholders contributing with a data centric and federated approach, based on references at EMA and earlier COVID-19 projects.
- **Fundação Oswaldo Cruz / ACESSA.** IQVIA is supporting the Oswaldo Cruz Foundation (Fiocruz) and ACESSA — the Brazilian Association of the Self-Care Industry — to map viral respiratory disease outbreaks. Based on treatment data from hospitals, pharmacies, and other healthcare institutions across Brazil, we can track outbreaks and identify those with endemic or pandemic potential. This supports prediction and effective response to future public health challenges.

The role of data in pandemic preparedness

IQVIA is working with Europe's Health Emergency Preparedness and Response Authority (HERA), harnessing data to better identify and respond to future health threats. Avoiding potential health emergencies requires development, production and distribution of medical countermeasures (MCM), including medicines, vaccines, diagnostic tests, and masks. HERA also has a coordination role, working with European Member States and agencies including the European Centre for Disease Prevention and Control and the European Medicines Agency. Together they gather data on health threats, European stocks of MCM and relevant response capabilities.

The Advanced Technology for Health Intelligence and Action IT system (Athina) is **critical in bringing together intelligence on Europe's pandemic preparedness.** IQVIA helped define the appropriate real-world datasets to track MCM supply chains. We are also enabling the tracking of MCM shortages and identification of potential vulnerabilities and strategic dependencies, **giving HERA the insight it needs to strengthen Europe's future response.**

New emergency plan for Portuguese healthcare

In 2024, a priority for the incoming Portuguese government was to develop a new health plan within 60 days of taking office. With such tight timescales, the government needed a partner that was able to **manage large amounts of data and provide strategic advice.**

Over three weeks, our team of consultants and public health system specialists held multiple meetings and workshops with representatives from hospital boards, the private sector, Members of Parliament and key opinion leaders. **This informed the government assessment of the current state of the healthcare system, helping establish priorities to improve treatment and outcomes for patients.** The results were summarized in a 200-page Health Emergency Plan.

Since completing the plan, IQVIA has been supporting the Portuguese Ministry of Health with refining and implementing it.

New knowledge and insight hub focuses on global health challenge

Obesity is a pervasive global health challenge, affecting the well-being and quality of life of millions of people every day. For several years, IQVIA has been at the forefront of the debate on how to improve treatment for people with obesity. To accelerate progress in tackling the obesity epidemic, we have **brought together our latest evidence-based research and data into a new Obesity Knowledge Hub.**

The Hub houses our work with policy makers, healthcare systems, payers, manufacturers and researchers. It explores key trends, recent research and real-world data, providing rapid insights and strategic perspectives on this critical global health issue. The Hub has become an invaluable resource for decision makers in the field, helping **identify new strategies to improve monitoring, treatment and market access.**

Focus on public health in Africa

IQVIA has been working with governments and organizations across Africa for several years, helping build the ecosystem needed to improve healthcare provision. This includes bringing interested parties together to discuss key challenges and solutions at the IQVIA Africa Health Summit. In 2024, to prioritize efforts and resources to address the mpox outbreak, we made the decision to delay the planned Africa Health Summit.

Mpox: Responding to a growing health crisis

Since 2022, there has been a steady increase in mpox cases and deaths in the Democratic Republic of the Congo (DRC), which in 2024 spread to multiple countries and developed into a full-scale healthcare emergency.

IQVIA is working closely with partners in the region to identify and develop appropriate and effective responses.

Vaccinations are an effective population level intervention to prevent infection and halt the spread of disease. With work well underway to identify a new vaccine candidate for mpox, we collaborated with a large pharmaceutical partner to design, set up and run the necessary vaccine effectiveness clinical trials at greater pace and scale during the outbreak.

We used our geographic risk assessment and mitigation (GRAM) approach to assess risks on a regional level, identifying sites in Kinshasa and Goma, DRC, where the vaccine trials could take place, enabling the rapid development of a new vaccine. Read more about GRAM on page 50.

Established presence in Africa enables fast response to Marburg virus disease outbreak

In conjunction with national and regional collaborators, IQVIA and the Coalition for Epidemic Preparedness Innovations (CEPI) are working to enhance the world's preparedness to rapidly conduct life-saving clinical research for vaccines and other biological countermeasures against emerging infectious diseases.

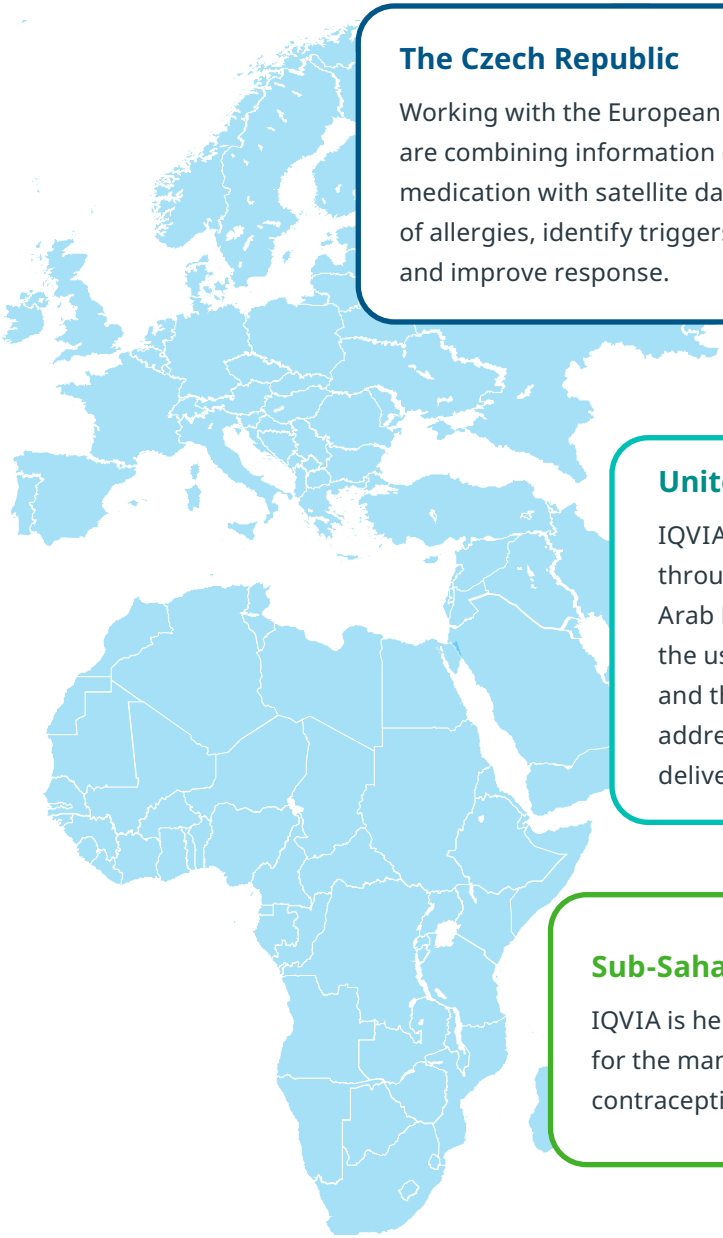
When the Ministry of Health of Rwanda declared an outbreak of Marburg virus disease (MVD) in Rwanda in September 2024, IQVIA was able to support the Rwandan government, CEPI, the Sabin Vaccine Institute and other partners to move rapidly to dose the first patient in a new clinical trial for MVD vaccine only ten days after the outbreak was declared.

Furthermore, in the following nine days, the coalition of partners supported the enrollment of an additional 700 subjects in the trial. This speed was facilitated by the years of investment we have made establishing relationships, local talent and technical capabilities in Africa and due to strategic partnerships already in place with CEPI and the Government of Rwanda.

Improving public health outcomes

Our public health portfolio of more than 75 customers in 50 countries is helping to strengthen healthcare systems, improve pandemic response and tackle key public health challenges.

Current projects include:



Southern Africa

The triple elimination of HIV, syphilis and hepatitis B in Africa requires robust data and close collaboration across multiple healthcare settings, from community health centers to large hospitals.

Working with the University of Zambia, IQVIA supported UNICEF on development of a data mentorship program. This will enable government strategic information officers and program managers to enhance their data analysis skills. The program also establishes uniform standards and reports for data analysis, which could be applied in the future to other public health challenges.

The Czech Republic

Working with the European Union Space Agency, we are combining information on prescription of allergy medication with satellite data to monitor incidence of allergies, identify triggers and treatment patterns, and improve response.

United Arab Emirates

IQVIA experts shared insights on driving quality of care through advanced analytics and technology at the 2024 Arab Health Summit in Dubai, UAE. The session focused on the use of data as the cornerstone of healthcare's future, and the need for a connected healthcare platform to address common data challenges and drive improved care delivery, operational efficiency, and research initiatives.

Sub-Saharan Africa

IQVIA is helping develop the roadmap for the manufacture of an injectable contraceptive in sub-Saharan Africa.

Bringing the sophistication of genomics to public health

In developed economies, government public health agendas traditionally focus on initiatives benefiting a broad section of the population, such as mass vaccination programs. **Genomics offers the possibility of greater personalization and more precise targeting of vaccination and other treatments.** IQVIA is working in partnership with health authorities to bring these two approaches together — we call this Precision Public Health.

In the U.K., IQVIA is working alongside other public and private organizations to create the country's largest health research program, Our Future Health, which aims to track people's health over multiple years. The objective is to **revolutionize diagnosis and treatment of common diseases such as dementia, cancer, diabetes, heart disease and stroke.** Often, these conditions are only detected once a person has developed symptoms. By tracking specific health markers such as blood pressure, weight, and/or anxiety over time, the project aims to track development and progression of disease, supporting earlier prevention, detection and treatment.

Initially involving half a million people, **the project plans to eventually recruit five million people, making it one of the largest ever public health trials.** Read more about our genomics work on page 63.

Using data and insight to address AMR

Antimicrobial resistance (AMR) is a growing public health concern that requires a collaborative and coordinated global response with local ownership.

In September 2024, the High-Level Meeting of the UN General Assembly brought together political leaders, healthcare organizations and the life sciences industry. The aim was to **establish new targets and practical steps to address this global threat for humans, animals, plants and the environment.** Coinciding with the meeting, **IQVIA released a white paper discussing the need for better data on antibiotic use and how multiple actors must come together to improve surveillance.**

The University of Liverpool's Civic Health Innovation Labs has already started to build and test new components of an antimicrobial learning system. Funded by the U.K. Office for Life Sciences, this uses IQVIA's Health Analytics Network to gather information on current antibiotic use and suggest improvements in prescribing practices to reduce the potential for drug resistance.

IQVIA also created a customizable forecast model to estimate the demand for critical, lifesaving injectable antibiotics. The base model is designed and validated for eight countries (Brazil, India, Indonesia, Kenya, Malaysia, Mexico, the Philippines, and South Africa). The tool can be used to model new regions to support low- and middle-income countries to manage AMR.

Effective supply chains for drug delivery

Better access to data is critical across the healthcare spectrum — from drug development to treatment — and ensures effective treatments reach the populations that need them most. **IQVIA is using its expertise to help build effective supply chains and reduce drug shortages.**

During 2024, IQVIA supported 17 countries across Africa and Asia to improve supply chain visibility, ensure availability of commodities and mitigate service disruptions. Data on commodities, pharmaceuticals, and diagnostics for HIV, tuberculosis and malaria have been collected from over 2,924 facilities, alongside information on COVID-19 products.

In the EU, member states are now required to monitor and report on any shortage of critical drugs.

By combining this with information on drug manufacturing and distribution, we can help predict potential shortages.

Shortages are also reaching record levels in the U.S., particularly for cancer treatments, anesthetics, pain medication, and diabetes drugs. Manufacturing of many established treatments is outsourced — especially following expiration of the drug patent. The U.S. Food and Drug Administration has introduced stringent product quality regulations in recent years to maintain production standards for generic therapies, with production being paused when the required standards are not met. IQVIA's SmartSolve platform tracks production time, cost and quality to help minimize potential disruptions and drug shortages.

Bringing digital innovation to healthcare financing

Strengthening national healthcare finance systems is a priority for the Asian Development Bank (ADB) to **stimulate the adoption of a National Health Financing (NHF) system and achieve universal health coverage.**

The ADB needed a partner to build and implement an NHF system for Armenia, Bangladesh and Mongolia, and to train staff to maintain and use it. A multi-disciplinary team from across IQVIA conducted a baseline assessment of the digital health financing in each country to identify systems requirements and training needs. All three countries had challenges with automating claims processing systems. There were also concerns around data security and privacy and the creation of a national health insurance beneficiary registry.

The assessment supported the design of appropriate capacity-building workshops. An online innovation challenge identified systems to **meet the countries' health financing needs and informed implementation plans for the roll-out of digital health financing solutions.**

Innovative technology supports better direct-to-patient data collection

Enabling better healthcare decision-making requires innovation to increase real-world research without adding to the burden on clinicians or patients. The use of mobile and web technology could provide the answer by **facilitating direct-to-participant data collection.**

IQVIA's new platform, IQVIA Health Research Space (HRS), was designed with patient input[1] to ensure a user-friendly and engaging experience. It allows **participants to register for studies and grant access to their medical records from a highly secure app on their phone.** Once enrolled, the platform supports collection of information through questionnaires, polls and participant diaries, or by connecting directly with wearables such as fitness devices and smart watches. Integration of the platform with our virtual site services provides participant support throughout a study.

The platform's flexibility **offers participants a convenient way to share information, reduces the need for site involvement and supports ongoing engagement for multi-year studies.** For example, HRS will be used to monitor participants receiving a novel gene-editing therapy over an extended 15-year period, enabling the trial sponsor to track long-term safety and effectiveness outcomes and reducing unnecessary site visits. And for pregnant women, for whom standard care pathways may not be appropriate, the platform is designed to enable linking of mother and baby Electronic Medical Record data across multiple specialties.

1. https://www.ispor.org/conferences-education/conferences/past-conferences/ispor-europe-2024/program/plenary-sessions/session/euro2024-4014/143586

Innovation and research

Robust research is essential to deliver better health outcomes, while emerging technologies offer the potential for new insights and meaningful advancements in healthcare. **To maintain our position as a partner of choice for the life sciences industry, we:**

Support the development of genomics data and research to **bring greater personalization to treatment.**

Explore the potential of AI technologies **to improve insights and increase research and operational efficiency.**

Contribute **research, analysis, and scientific expertise** to the public domain through The IQVIA Institute for Human Data Science.

Contribute to **global healthcare thought leadership.**

Genomics and precision medicine

Genomics has the potential to increase precision in medicine and improve health outcomes. Characteristics such as gender and ethnicity are fundamental to understanding what diseases and disorders are likely to affect a person and how they will respond to treatment.

We are continually expanding our data assets and networks to enhance our understanding of different patient populations and explore new treatment options. For example, our work with the U.K. National Health Service on the Our Future Health initiative aims to bring greater precision to public health. Read more on page 60.

In 2024, we embarked on DigiONE — the Digital Oncology Network for Europe. Backed by the European Commission, the project aims to deliver digital interoperability between healthcare settings to improve cancer care. It brings together 19 hospitals across 11 countries to achieve consensus on how to describe every patient's cancer diagnosis, biomarkers, treatment and outcomes — a minimal essential description of cancer. This is the first European pan-cancer hospital network to integrate this core data into local observational medical outcome (OMOP) databases. It applies IQVIA's expertise in natural language processing to harmonize the different data structures. **The result is a digital real-world oncology network linking routine clinical data with molecular traits or phenotypes.** It incorporates data privacy by design.

Strengthening our genomics reach

In 2024, we increased our genomics activities to help reduce adverse drug reactions, improve treatment and shape future healthcare. Notably, we:

ADDED

15 genomic datasets

covering more diverse patient populations including in Armenia, Bulgaria, Ireland and Latin America.

LAUNCHED

7 genomic projects and methodologies

including the CAR-T Cell Therapy Landscape Assessment, the Neom Regulatory Framework for Nutrition Platform and the DigiONE initiative to develop a common data model for genomic data.

SIGNED UP

7 laboratory partners

across **6 new regions and countries,** including Argentina, Australia, India, Ireland and the UAE.

SECURED

3 technology partnerships

with Genomcore, GenPax and Quibim.

JOINED

4 consortia

working with partners including Genomcore, Mannai, Medtech, Quibim, Saphetor, Sapio, Vademecum and Zetta.

Artificial intelligence

AI presents opportunities for smarter healthcare. It can enable the industry to better understand patient needs, identify new approaches to treatment, and scale and democratize access to medicine. IQVIA has a rich history of developing Healthcare-grade AI™. Over 10+ years, we have steadily expanded our capabilities to include machine learning, natural language processing and generative and agentic AI as technology evolves.

At each stage of innovation, we use AI to deliver tangible customer benefits and patient impact, while focusing on ethical application and compliance with emerging regulation. For example, we piloted an initiative with the U.K. NHS to identify early signs of stroke risk among atrial fibrillation patients. In a population of just 250,000, the number of strokes decreased by 22% compared with historic averages, and an estimated $2 million in savings in direct healthcare costs was achieved.

The emergence of AI is generating clear benefits, but also concerns about data security, privacy and trust. IQVIA is committed to implementing technology in a way that addresses these concerns. Our new Center for Defensible Data and AI and our AI Governance Council oversee all developments, ensuring adherence to our guiding principles of Defensible AI, Trustworthy AI, and Responsible and Ethical AI. This helps us to maintain the same high standards across the business and ensures we are well-placed to comply with emerging regulation such as the EU's Artificial Intelligence Act and the Colorado AI Act.

We recognize that our customers are also considering how to deploy AI ethically and effectively in their operations. Our Privacy Analytics team helps customers adopt **end-to-end data governance and protection and safely embrace AI.** IQVIA's involvement in key regulatory forums, such as the World Economic Forum's AI Working Group, is supporting standards development across the industry.

AI Assistant speeds analysis

In October 2024, we launched a new AI Assistant for life sciences professionals. Until now, it could take weeks or months of manual analysis to answer questions such as the number of patients in a country with a condition that have been prescribed a specific drug. Using AI, **IQVIA can interrogate multiple databases and datasets to deliver these answers in seconds.**

The initial offering covers two IQVIA assets — Channel Dynamics verbatim and Orchestrated Analytics — with more to be added in 2025. Easier access to answers will enable life sciences professionals to reach critical information faster and collectively reduce the time it takes to make decisions and bring new drugs to market.

AI delivers tangible trial benefits

AI generates new insights and recommendations, helping to increase clinical trial efficiency at all stages, from trial design to data submission.

Using AI to identify the best sites for each trial results in:

Up to 170% faster enrollment for the AI-recommended sites.

Up to 50% fewer non-enrollers for the AI-recommended sites.

11% reduction in time to start enrollment (first patient in), saving an estimated 30 days over historic averages.

Advancing *Healthcare-grade AI™*

IQVIA is regularly testing new ways to **use AI for patient benefit and to increase operational and clinical trial efficiency**, seeking to share what we learn with the wider healthcare industry. To date, we have:

100+
AI applications.

20
pilot projects exploring ways to enhance clinical operations, data science, clinical trials quality, project management, and laboratory operations.

>40%
of articles which carry an IQVIA byline or quote IQVIA experts relate to AI.

5,000+
published articles, drawing strong engagement.

Given the sensitive and complex nature of health-related information, developing and implementing AI for healthcare requires additional safeguards, including privacy standards and regulatory compliance. IQVIA Healthcare-grade AI™ is embedded across our AI-powered offerings, engineered to meet the level of precision, speed, and trust needed by the industry. It combines IQVIA's expertise across life sciences, data science, information management, and technology with AI models trained on our extensive, high quality, and broad health data. Our unique ability to connect these powerful capabilities enables us to responsibly advance AI in healthcare and accelerate the delivery of solutions to improve patients' lives.

IQVIA Institute for Human Data Science

IQVIA adopts an **open approach to innovation, sharing scientific knowledge, experience and perspectives with the wider sector to stimulate advances in healthcare.** The IQVIA Institute for Human Data Science (the Institute) is a source of evidence-based research and analysis for researchers.

The Institute's webinars, roundtables and in-person events bring together stakeholders to **discuss critical healthcare challenges and opportunities related to global medicines use and clinical research practice.** Current priority topics include oncology, digital health and clinical trial country prioritization. For example, in 2024:

- The Institute explored the **emergence of radioligand therapy for certain cancers** — including through a working session at the European Parliament.
- The **use of real-world data to connect patients to clinical trials** was the focus of a pre-American Society of Clinical Oncology symposium hosted by the Institute, featuring leading industry voices on the topic.
- Ahead of the European Society for Medical Oncology Congress, the Institute gathered stakeholders for a symposium to consider **ways to strengthen Europe as a center for global oncology trials.**
- Researchers discussed **challenges related to evidence-based research** at The IQVIA Institute Research Forum. Contributions covered four themes, including obesity and multi-disease association, social vulnerabilities and health outcomes, the application of AI in health research, and ways to reduce the high failure rate in drug development and improve biomedical innovation.
- The Institute continued its webinar series in support of patient organizations in collaboration with IQVIA U.S. Healthcare Solutions, aimed at **improving patient outcomes through research and data initiatives.**

IQVIA Institute in numbers

13
Thought leadership and policy shaping reports published in 2024.

678
Citations of the Institute's reports in scholarly publications in 2024.

80
Thought leadership and policy shaping reports published in the past five years.

51,260
People around the world have opted in to receive information.

467
Published papers by academic researchers using Institute research in 2024, and 1,601 in the past five years.

2
Live oncology symposia held at the major oncology congresses in U.S. and Europe, attracting 500 delegates.

66,840
Downloads of Institute reports in 2024 and 296,129 in the past five years.

70
Delegates to our Academic Research Forum in 2024.

IQVIA office, Frankfurt, Germany

Thought leadership

IQVIA is keen to share its knowledge and expertise with the wider industry to improve outcomes for patients. Our thought leadership work applies healthcare information to derive new insights into areas of importance on the provision of commercial and public healthcare. Our thought leadership includes peer-reviewed articles, white papers, conference posters and presentations, and seminars.

We focus on issues that require collaborative, systemic change. We work with our partners to address complex healthcare challenges — such as antimicrobial resistance, rare disease and access to healthcare for all — and to provide insights on topics such as research methodology and regulatory developments. Where possible, we aim to cover topics from multiple angles to build a rounded view of the issue — for example, exploring several approaches to strengthening healthcare systems in low- and middle-income countries (LMICs) or providing access to affordable treatment for non-communicable disease in Africa. In 2024, we pulled together all our publications on obesity to create a new knowledge hub. Read more on page 57.

300+ thought leadership pieces

published in 2024.

Key 2024 publication topics included:

- **AI in healthcare.** With the World Economic Forum, examining the responsible use of AI to reduce waste and boost capacity in overstretched healthcare systems in LMICs. (Boosting healthcare capacity with AI).[1]
- **Cancer care in Africa**. Investigating the barriers to cancer care within the patient journey in Africa and how the global health community can improve affordable and sustainable access. (Improving access to affordable and sustainable oncological care in Africa).[2]
- **Diabetes and COVID-19.** Reviewing COVID-19 vaccination reactions and risk of breakthrough infections among people with diabetes, to evaluate differences in the perception of COVID-19 vaccine side effects between adults with diabetes and those who did not report having diabetes. (COVID-19 vaccination reactions and risk of breakthrough infections among people with diabetes: Cohort study derived from community reporters).[3]
- **Epidemiology.** In partnership with Sanofi, exploring the use of epidemiological tools to quantify unmet medical need across diseases globally. This helps identify key priorities in LMICs. (Coming together to address global health priorities: A systematic approach for concerted action and shared responsibility).
- **Launch excellence.** Studying how patient support programs can remove barriers to access and adherence. This ensures that patients and healthcare systems reap the full benefits of innovative therapies and pharmaceutical companies achieve commercial success. (Powering Launch Excellence with Patient Engagement and Support (PES) Programmes).[4]
- **Role of patient organizations in drug development.** Presenting a case study on how pharmaceutical companies and patient organizations can collaborate to bring new treatments to the market for ultra-rare diseases. (Harnessing the power of patient organisations: A case study of PO-driven drug development in ultra-rare disease).[5]
- **Real-world evidence evaluation.** Proposal of a comprehensive framework assessing the value of real-world evidence (RWE) in healthcare decision-making — providing approaches for evaluating time and cost efficiencies of RWE to guide strategic investments in RWE infrastructure. (A comprehensive framework for evaluating the value created by real-world evidence for diverse stakeholders: The case for coordinated registry networks).[6]
- **Sports injuries.** Analysis of the epidemiology of injuries to National Basketball Association players, with the aim to inform future injury prevention efforts. (Epidemiology of injuries among National Basketball Association players: 2013-2014 through 2018-2019).[7]

1. https://www.iqvia.com/-/media/iqvia/pdfs/emea/boosting-healthcare-capacity-with-ai.pdf
2. https://www.iqvia.com/locations/emea/library/white-papers/improving-access-to-affordable-and-sustainable-oncological-care-in-africa
3. https://diabetes.jmir.org/2024/1/e45536
4. https://www.iqvia.com/library/white-papers/powering-launch-excellence-with-patient-engagement-and-support-pes-programmes
5. https://www.iqvia.com/library/white-papers/harnessing-the-power-of-patient-organisations-a-case-study-of-po-driven-drug-development
6. https://link.springer.com/article/10.1007/s43441-024-00680-z
7. https://journals.sagepub.com/doi/epub/10.1177/19417381241258482

We are **committed** to **reducing** our impact on the environment.

We focus on the areas where we have the greatest opportunity to effect positive change.

Planet

IQVIA employees volunteered their time to support a cleanup project in the local Paddington, London community. The seven volunteers spent the afternoon picking four bags of litter from the canal supporting an ongoing initiative to keep the London canal litter free.

Emissions reduction

IQVIA is committed to achieving a 90% reduction in our scope 1, 2 and 3 greenhouse gas (GHG) emissions by 2050 from a 2019 baseline, with science-based targets (SBTs) validated by the Science Based Targets initiative (SBTi). We focus on the highest-emission areas of our value chain and therefore where we can make the greatest difference.

Assessment of environmental related risks and opportunities is integrated into our enterprise risk management process, ensuring we consider the impact of natural environmental events on our business alongside reducing our emissions.

Ongoing assessment

We are supporting our customers and the healthcare industry to understand the environmental aspects of clinical research and implement more sustainable practices. Read more on page 74.

Our emissions reduction roadmap

Our emissions reduction targets

We take a science-based, data-driven approach to emissions reduction. Our near- and long-term targets were validated by the SBTi, the global gold standard, in October 2023.

Our roadmap, launched at the end of 2023, focuses our decarbonization efforts on our key impact areas. In 2024, we **worked cross-functionally to ramp up emissions reduction initiatives related to real estate and suppliers.** We also worked to **refine and streamline our GHG data and reporting processes,** to support us with insights into our emissions drivers, as we seek to optimize our reduction efforts.

To ensure our plans remain relevant and achievable in the evolving context of our business, we regularly review and assess our priority actions and roadmap. We consider business developments, data and technological improvements, and global or regional uncertainties, that may impact our roadmap. Our Sustainability Director oversees and manages the roadmap — working with functional teams across the business to operationalize it, and reporting progress to our Sustainability Executive Steering Committee regularly throughout the year.

Near-term targets:

70% of IQVIA's **suppliers by emissions will have set SBTs** by 2027

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

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

Long-term target:

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

Priority actions and progress against targets

Our 2023 data show we achieved a 13% reduction across total scope 1, 2, and 3 GHG emissions against our 2019 baseline. Our total emissions increased by 13% between 2022 and 2023, due to an increase in emissions associated with business travel and purchased goods and services — read more on page 72. We prioritize our highest impact areas, including IQVIA Laboratories, business travel and our supply chain. In 2023:

- Of our total building-related scope 1 and 2 emissions, 55% were from our labs. Transitioning to renewable electricity and reducing our energy consumption at our labs are our greatest levers to reduce our emissions.
- Business travel accounted for 16% of our total scope 3 emissions. We are committed to reducing business travel emissions, for example by switching to lower carbon vehicles.
- Our supply chain GHG emissions (categories 1, 2 and 4) represented 79% of our total scope 3 emissions.[1] Engaging with our suppliers to set their own SBTs supports our near- and long-term scope 3 reduction objectives.

1. The GHG Protocol's scope 3 emissions calculation framework includes 15 categories. Category 1 = purchased goods and services; Category 2 = capital goods; Category 4 = upstream transportation and distribution. See more detailed scope 3 data on page 72.

Emissions scope	Progress against SBTs	2025 goals	2024 highlights
Scope 1 and 2	 **27% reduction** in GHG emissions against the 2019 baseline, **achieving 50%** of our 2030 scope 1 and 2 near-term SBT.	**25% of buildings** by consumption will use **100% renewable electricity by 2025**, contributing towards our goal to transition to **100% renewable electricity in all buildings.**	Renewable electricity accounted for 13% of our 2023 global consumption. We continued to use electricity from renewable sources in our Edinburgh lab, which represented 6% of our 2023 global consumption. In 2024, we moved our Valencia, U.S. lab to a new building with electricity from renewable sources.
		Reduce energy consumption — transition to more energy efficient heating and cooling systems in labs and office buildings.	My Green Lab awarded IQVIA a Race to Zero Leadership Award for our My Green Lab progress, as the first company to certify 95% of our labs. **100% of our labs are now certified.** We doubled our participation in the annual Global Freezer Challenge in 2024, avoiding **384 metric tons** CO_2e. Read more about our work to decarbonize IQVIA Laboratories on page 75.
		Transition to more sustainable transport.	We continued to provide and promote low / zero carbon vehicles to our employees through our lease partner.
Scope 3	 **50% of our suppliers** by emissions have now set or committed to set SBTs, **achieving 71%** of our 2027 scope 3 supply chain engagement SBT.	**55% of suppliers** by emissions will have set SBTs by 2025, as we continue to engage and support our suppliers to set targets.	We engaged further suppliers in targeted conversations about sustainability. We also increased supplier engagement in our Supplier Network platform. Read more on page 27.
	 **12% reduction** in business travel GHG emissions per FTE against our 2019 baseline, **achieving 21%** of our 2030 scope 3 business travel near-term SBT.	Transition to low carbon transport in our supply chain.	
		We continue to analyze and refine our business travel data and reporting to understand and action areas with the most impact.	

2023 emissions and energy data

Our 2023 scope 1 and 2 emissions (market-based) decreased by 27% from our 2019 baseline and by 10% from 2022. Our electricity emissions accounted for 75% of our total scope 1 and 2 emissions in 2023 and have decreased by 41% since 2019.

In 2023, 93% of our total emissions were scope 3. Although our total scope 3 emissions have decreased by 11% since 2019, they increased by 15% between 2022 and 2023:

- As travel restrictions loosened after the COVID-19 pandemic, our teams continued to connect and collaborate globally to solve critical healthcare problems. While this has led to an increase in emissions compared to 2022, our business travel emissions per full time employee have reduced by 12% since 2019.
- GHG emissions associated with our purchased goods and services also increased between 2022 and 2023. **We are systematically engaging our suppliers and other key stakeholders to advance our collective emissions reduction efforts.**

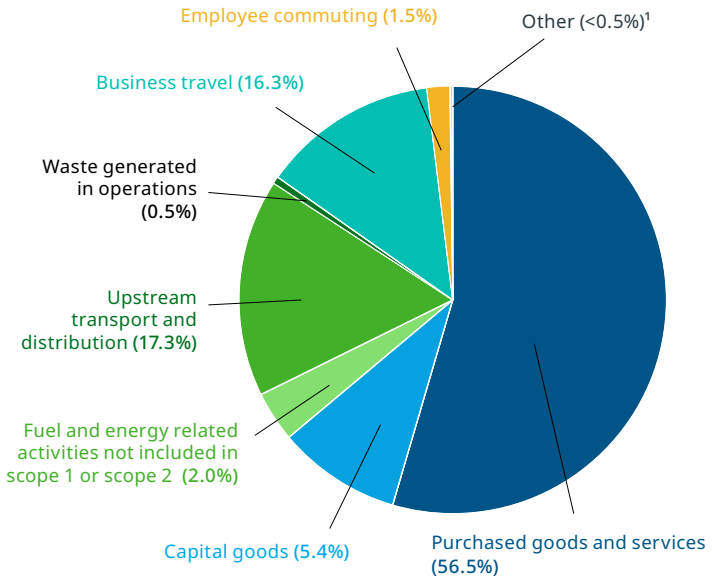
Accurate, comprehensive data drives a clear understanding of impacts and progress. We continue to focus on refining our data and reporting processes to drive our efforts and target key areas of impact.

GHG emissions summary data

Source		2019	2020	2021	2022	2023
Metric tons CO_2 equivalent (tCO_2e)	Total scope 1	3,671	4,194	7,587	9,903	8,221
	Total scope 2 (location-based)	44,633	35,372	28,170	35,429	30,354
	Total scope 2 (market-based)	47,156	36,755	28,124	30,999	28,714
	Total scope 3	551,800	479,602	499,867	423,673	489,263
	Total GHG emissions (market-based)[1]	**602,627**	**520,551**	**535,579**	**464,574**	**526,198**
(mWh)	Total energy consumption (scope 1 and 2)	114,326	96,782	80,174	147,541	128,893

1. In 2023, we refined and improved our GHG emission data methodologies and improved the accuracy of our source data, therefore some of our historical data from 2019 to 2022 has been restated in this report and in the IQVIA 2024 CDP submission.

2023 scope 3 emissions by category



1. Upstream leased assets (<0.1%) • End of life treatment of sold products (0.0%) • Downstream leased assets (0.4%) • Investments (0.0%)

In the U.S., we relocated some of our data activities, moving from a facility with a power usage effectiveness (PUE) of 1.68 to facilities with PUEs of 1.40 and 1.38.

IQVIA acquires companies to accelerate healthcare innovation. For acquisitions involving real estate, we assess their fit with our sites, considering activities, proximity, and lease terms. Based on this, we decide whether to retain or consolidate. In 2024, this approach enabled us to reduce our acquisition-related sites square footage by 35%, lowering energy consumption and supporting our sustainability goals and SBTs.

Awards and recognition

We were awarded a **Bronze EcoVadis** rating for 2024, in recognition of our focus on continuous improvement of our sustainability programs.

We achieved a **CDP Climate Change B** rating in recognition of our commitment and progress in 2024.

Governance and resilience

We outline IQVIA's risks and opportunities related to environmental events and natural disasters in our latest Taskforce on Climate-related Financial Disclosures (TCFD) report, which is now required by U.K. law. Read more about our approach to general sustainability governance on page 16.

We assess physical risks — the potential for acute or chronic impacts of changes in weather on our buildings, operations, supply chain and people — and transitional risks and opportunities that might occur.

Impacts from extreme weather events in value chain (i.e. our supply chain, operations, or customer) locations present the greatest natural disaster and environmental-related physical risks to our business. We conduct annual site-level risk assessments to identify natural disaster and environmental-related threats and associated vulnerabilities, and create emergency response plans to mitigate potential impacts. This is part of our business continuity and disaster recovery planning, which supports IQVIA's organizational resilience. Read more on page 43.

Our risks and opportunities include investments in more energy-efficient equipment and renewables, along with complying with upcoming sustainability regulations.

Implementing more sustainable research practices

The environmental aspect of research is an increasing focus for our customers and the healthcare industry, with an emphasis on greenhouse gas (GHG) emissions and waste. IQVIA has an opportunity to contribute to solutions across the research spectrum. **We continue to make progress in reducing our overall GHG emissions, in particular, the impact of our own laboratories, as well as supporting our customers to implement more sustainable practices in clinical research.** Read more about how we are managing emissions and waste-related impacts across our own operations on pages 70 and 77, respectively.

Clinical trials

Measuring trial emissions

To track and make progress towards their decarbonization goals, our customers aim to seek granular GHG emissions data associated with individual clinical trials. In 2024, **we collaborated with several major customers as part of the Sustainable Markets Initiative to test a Carbon Emissions Calculator for trials, as part of the Sustainable Healthcare Coalition (SHC).** The calculator provides estimated trial-level GHG data that can be used to identify opportunities for reductions.

By working together on this calculator, **we are standardizing how our industry measures individual clinical trial emissions, driving consistency and comparability.** We worked with the SHC to beta test and provide feedback on the calculator, with the final live version launched in 2025.

Trial design

Decentralizing and digitizing trials to enhance efficiencies and minimize travel requirements offer opportunities to reduce potential environmental impacts. **We are reviewing trial protocol design, increasing virtual visits to study participants, and introducing more direct ways to gather data — such as wearable technology — to reduce travel to and by patients.** IQVIA's risk-based monitoring models for clinical trials include remote monitoring capabilities. This allows us to eliminate certain on-site monitoring needs and reduce emissions from travel to trial sites. In some cases, travel can be reduced by up to 30%.[1] Reducing travel, which brings down the burden on patients and sites, also supports increased participation and accessibility.

To reduce paper consumption at trial sites and enable remote monitoring, we have also implemented electronic Investigator Site Files (eISF). With eISF, IQVIA site monitors can digitally collaborate on the submission and management of trial documents. This way of working is now part of our digital monitoring strategy at IQVIA.

1. https://www.appliedclinicaltrialsonline.com/view/sustainability-in-clinical-trials-purposeful-digitalization-is-key

Since 2019, we have deployed eISF in:

60+ countries

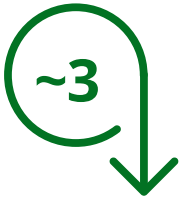
100+ projects

3,500+ sites

Test kits

Re-engineering our clinical trial test kit services is one of our biggest opportunities to reduce waste. We are reducing single-use plastic packaging and optional items from our test kits, such as single-use needles and pipettes. For example:

- In 2024, we removed almost 3 metric tons of single-use plastic outer packaging for clinical trial test kits from our supply chain at our Edinburgh and Marietta central labs.
- In 2025, we will transition to recycled cardboard boxes, replacing bleached virgin cardboard within our kit supply chain.
- We have identified further opportunities to reuse dry ice in frozen shipments, expanded polystyrene and gel packs. We continue to look for more sustainable options throughout our clinical trial test kit service.



metric tons of single-use plastic outer packaging removed from clinical test kits

To reduce unnecessary waste of our test kits, we are using our advanced analytics to improve trial materials management. **This aims to match supply to demand more precisely and prevent unnecessary surplus of kits.** We have been working in partnership with clinical trial sites to advise, educate and guide positive behaviors with regards to kit ordering, with the aim to reduce the risk of waste in our supply chain in the future. We partner with our customers to reduce waste rates of kits through the advocacy of external initiatives such as Kits4Life.[1] Read more about our operational waste reduction efforts on page 77.

My Green Lab

In 2024, an additional five IQVIA laboratories achieved the My Green Lab (MGL) certification, bringing the total to 100% of our 17 laboratories now certified. Our Edinburgh central lab was our first lab to go through recertification. We are especially proud of the fact that the lab moved from Bronze level to Green level in only two years. The MGL framework is a key tool in our efforts to decarbonize research. It represents the current gold standard for laboratory sustainability best practices and was recognized as a key measure of sustainability progress by the UN's Race to Zero campaign.

Our engagement with MGL encourages us to save resources, explore new ideas and processes, and build internal engagement. Over 150 of our employees are trained ambassadors for the program, helping us initiate projects and drive sustainability improvements.

Renewable-energy powered laboratories

In 2024, our Valencia, U.S. lab moved to a new facility with improved refrigeration efficiency and 100% renewable energy supply. With this move, as of the end of 2024, around 70% of our global laboratory activity (based on sample volumes) and approximately 25% of our lab sites (by real estate footprint) use electricity sourced from renewables.

1. https://www.medsurplusalliance.org/clinical-research-programs

2024 impacts from IQVIA My Green Lab projects

3,827 kg

CO_2e avoided per month at our biorepository

1,628 kg

waste avoided through segregating waste and recycling consumables

33,880 kg

CO_2e avoided by recycling dry ice

my green lab certification.

Green
***80% score** on Certification Assessment*

Platinum
***70% score** on Certification Assessment*

Gold
***60% score** on Certification Assessment*

Silver
***50% score** on Certification Assessment*

Bronze
***40% score** on Certification Assessment*

100% of our labs are now My Green Lab-certified with **47% certified as green.**

IQVIA Laboratories, Tokyo, Japan

Freezer challenge

We doubled our participation in the annual Global Freezer Challenge in 2024. Run by MGL and the International Institute for Sustainable Laboratories, this challenge aims to increase best practices in cold storage for patient samples — improving energy efficiency and sample accessibility while reducing risk and costs.

14 of our labs participated (7 in 2023)

~384 metric tons CO_2e avoided

Awards and recognition

- IQVIA was awarded the **MGL Race to Zero** award for our MGL progress, as the first company to certify 95% of our labs.
- One of our labs won the **top biorepository award** in International Institute for Sustainable Lab's Freezer Challenge.

Operational waste

We remain committed to reducing our operational waste, with a focus on our laboratories and e-waste. In 2024, we increased our end-of-life circularity efforts, reducing waste where possible and searching for additional ways to repurpose or recycle what remains. Our waste management systems, policies and procedures govern our treatment of waste categories, such as biological or hazardous waste. We also have on-site recycling initiatives, and our six largest labs are certified to ISO 14001:2015. We are reviewing opportunities to increase the scope of our certifications at strategic locations.

Labs

Our emissions intensity data show that the environmental footprint of our labs is significantly higher than standard offices. Opportunities to decarbonize our lab operations are therefore a key focus for us. Leased, multi-tenant buildings offer a unique opportunity for collaboration among multiple parties, including landlords, to achieve coordinated solutions. We are actively building strong relationships with our laboratory landlords to address our needs.

Our laboratory waste reduction initiatives include:

- **Donating items to charity.** We donate needles, expired materials and equipment where supplies are scarce. We partner with **Kits4Life**[1] to repurpose kits, supplies and equipment. These recovered surplus medical supplies reduce shortages around the globe, providing life-saving assistance to those in need.
- **Increasing the sustainability of our test kits.** We are investigating on-demand ordering of our test kits, assessing their packaging, using recyclable gel packs, and exploring alternative ways to keep samples cold while in transit. Read more on page 75.

Our **Think Before You Ink** campaign supports the reduction of printing, achieving a **35% reduction** in printed page volume since 2020.

1. https://www.medsurplusalliance.org/clinical-research-programs

E-waste

Given the nature and breadth of our services, most of our employees use hardware such as computers and mobile phones daily. We focus on reducing our device turnover by reusing, repairing or recycling.

IQVIA partners with recycling vendors around the world to manage our e-waste. Our End-User Support program manager oversees efforts and coordinates with regional teams. Currently, 90% of our equipment is disposed of through vendors that follow sustainable practices.[1]

In 2024, we increased electronics recycling and globally expanded our e-waste partnerships to cover more countries across the EMEA region and Latin America.

Employee involvement is key to our success. In 2024, we developed and implemented a centralized e-waste reporting portal and dashboard to engage our employees and advance our efforts. We also aligned four more vendors to IQVIA's reporting standards, advancing consistent and comparable data collection.

We manage three main e-waste categories:

Computers. We have extended the useful life of our computers from three to five years, actively monitoring their performance with a digital management tool to ensure optimal functionality for all employees.

Mobile phones. We encourage continued use of mobile phones until they no longer support the IQVIA Operating System.

Printers. In 2024, we partnered with our global print vendor to reuse and recycle the hardware and components of 124 old printers.

In 2024, we began directly shipping IQVIA-configured computers from vendors to users' homes to reduce transport emissions. This eliminates the traditional multi-step process of shipping devices to an IQVIA office before redistributing them to employees.

E-waste management

NUMBER OF DEVICES	2022	2023	2024
Reused	7,985	37,890	22,488[2]
Recycled	2,259	5,171	8,404

1. Vendors that follow sustainable practices are classified as those that extend the lifespans of e-waste devices, their components, and/or their materials through repurposing and recycling. Our vendors comply with various established standards and hold various e-waste management certifications.
2. The number of devices reused in 2024 is lower than in 2023 as we disposed of fewer devices in total in 2024.

IQVIA Day shore cleanup, Mölndal, Sweden

Water

Secure access to quality water is a growing global concern, particularly in water-stressed regions. As IQVIA uses relatively little water in our operations, it is not considered a material topic for our business — as confirmed through our 2024 double materiality assessment (read more on page 12). However, we continue to reduce our water use to positively contribute to this global challenge where possible. As part of our data-driven sustainability approach, we are working with our laboratory landlords to implement water data collection systems. Our aim is to better understand our water use patterns, and identify opportunities to improve. We manage wastewater from our labs according to local legislation.

Biodiversity

We reviewed the topic of biodiversity as part of our 2024 double materiality assessment and concluded that it is not material to IQVIA. As a service-based organization largely operating in urban areas, our impact on biodiversity is relatively small and our operations do not depend on natural processes. However, we recognize the importance of biodiversity to humans and to the health of the planet, and therefore continue to monitor our relationship with biodiversity and the related impacts, risks, and opportunities.

In 2024, we donated to the reforestation charity Alliance for International Reforestation in Guatemala, supporting regenerative farming, biodiversity and carbon sequestration.

Our donation will support the organization and local farmers to plant at least 25,000 native trees. The charity was chosen by the IQVIA My Green Lab team.

Read more about IQVIA's My Green Lab progress on page 75.

Power **smarter healthcare** for **everyone, everywhere**.

IQVIA office, Sydney, Australia

Annex

About this report

Scope and limitations

This is the annual report of IQVIA's sustainability strategy and performance for the fiscal year 2024 — covering the period from January 1, 2024 to December 31, 2024.

The report is structured around three thematic areas — people, public, and planet — alongside cross-cutting foundational issues. More information on our business and sustainability activities is available at our website: www.iqvia.com.

Compliance with sustainability reporting legislation

We continually monitor the regulatory landscape to ensure we are well-prepared to comply — including with the EU Corporate Sustainability Reporting Directive, the EU Corporate Sustainability Due Diligence Directive, and other relevant incoming local or regional requirements.

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. Given these risks and uncertainties, you are cautioned not to place undue reliance on these forward-looking statements, which speak only as of the date hereof. We undertake no obligation to update any forward-looking statements.

Forward-looking statements can be identified by words such as "aim," "anticipate," "believe," "could," "contemplate," "continue," "envision," "estimate," "expect," "intend," "may," "plan," "predict," "project," "seek," "should," "target," "potential," "will," "would," and other similar expressions, although not all forward-looking statements contain these identifying words.

GHG emissions reporting methodology and assurancess

Methodology

IQVIA follows the GHG Protocol Corporate Accounting and Reporting Standard for the company's greenhouse gas (GHG) emissions reporting. We use relevant U.K. Government (DEFRA), International Energy Agency, and U.S. Environmental Protection Agency GHG emission conversion factors to convert relevant data into GHG emissions.

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

Emissions assurance

Incendium Consulting Ltd undertook assurance in accordance with AA1000AS Type 2 Moderate Level Assurance. A risk assessment for the verification of GHG emissions in accordance with ISO14064-3 was applied by the Incendium team to determine the risk of a material misstatement of each emission source. Based on the work undertaken, the Incendium assurance review found that the data presented in the IQVIA 2024 CDP disclosure, including IQVIA's 2023 emissions inventory, adheres to the AA1000AS (Version 3) principles, aligned with moderate assurance characteristics.

Global Reporting Initiative (GRI) index

IQVIA has reported in accordance with the GRI standards for the period January 1, 2024 – December 31, 2024.
Section references in this index are to the relevant sections of this Sustainability Report unless otherwise indicated.

GRI standard	Subset	Disclosure and description	Response
GRI 2: GENERAL DISCLOSURES			
2-1: Organizational details	2-1-a	Legal name of organization.	IQVIA Holdings Inc.
	2-1-b	Nature of ownership and legal form.	Public, incorporated
	2-1-c	Location of headquarters.	2400 Ellis Road, Durham, North Carolina 27703, USA
	2-1-d	Countries of operation.	See https://www.iqvia.com/locations for a full list of countries.
2-2: Entities included in the organization's sustainability reporting	2-2-a	List of entities included in sustainability reporting.	2024 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 2024 Form 10-K, Exhibit 21.1
	2-2-c	If the organization consists of multiple entities, explain the approach used for consolidating the information, including: i) whether the approach involves adjustments to information for minority interests; ii) how the approach takes into account mergers, acquisitions, and disposal of entities or parts of entities; iii) whether and how the approach differs across the disclosures in this Standard and across material topics.	Across the Sustainability 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 2024.
2-3: Reporting period, frequency and contact point	2-3-a	Sustainability reporting period and frequency.	January 1, 2024 – December 31, 2024 Fiscal year (annual)
	2-3-b	Financial reporting period and explanation if does not align with sustainability reporting.	January 1, 2024 – December 31, 2024 Fiscal year (annual)
	2-3-c	Publication date of the report or reported information.	IQVIA 2024 Sustainability Report, February 19, 2025
	2-3-d	Contact point for questions regarding the report or reported information.	https://www.iqvia.com/contact
2-4: Restatements of information	2-4-a	Restatements of information, including reasons for restatements and effect of the restatements.	We have updated our reported emissions since our 2023 IQVIA ESG Report. See 2023 emissions and energy data, page 72.

GRI standard	Subset	Disclosure and description	Response
GRI 2: GENERAL DISCLOSURES			
2-5: External assurance	2-5-a	Policy and practice for seeking external assurance, including whether and how the highest governance body and senior executives are involved.	IQVIA's 2024 Sustainability Report is not externally assured however our greenhouse gas emissions data is assured by an external provider. See Emissions assurance, page 81.
	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.	IQVIA's 2024 Sustainability Report is not externally assured however our greenhouse gas emissions data is assured by an external provider. See Emissions assurance, page 81.
2-6: Activities, value chain and other business relationships	2-6-a	Sectors in which it is active.	About IQVIA, pages 7 - 8
	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, pages 7 - 9
	2-6-c	Other relevant business relationships.	2025 Proxy Statement, pages 1 and 5
	2-6-d	Significant changes to the previous reporting period.	Omitted: Not applicable. None.
2-7: Employees	2-7-a	Total employees by gender and region.	Building community, page 36
	2-7-b	Total number of permanent, temporary, non-guaranteed hours, full-time, and part-time employees, and a break-down by gender and by region for each.	Omitted: Information unavailable/incomplete. Not currently tracked globally.
	2-7-c	Methodologies and assumptions used to compile the data including whether the numbers are reported: i) in head count, full-time equivalent (FTE), or using another methodology; and ii) at the end of the reporting period, as an average across the reporting period, or using another methodology.	Omitted: Not applicable. Not considered to be necessary.
	2-7-d	Contextual information necessary to understand the data under 2-7-a and 2-7-b.	Omitted: Not applicable. Not considered to be necessary.
	2-7-e	Significant fluctuations in number of employees during reporting periods and between reporting periods.	Omitted: Not applicable. None.
2-8: Workers who are not employees	2-8-a	Total number of workers who are not employees including a description of the most common types of worker, their contractual relationship with the organization and the type of work they perform.	Omitted: Not applicable. Not considered to be necessary.
	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: Not applicable. Not considered to be necessary.
	2-8-c	Significant fluctuations in number of workers during reporting periods and between reporting periods.	Omitted: Not applicable. Not considered to be necessary.
2-9: Governance structure and composition	2-9-a	Governance structure including committees of highest governing body.	Governance, pages 16 - 17 2025 Proxy Statement, pages 21 - 31
	2-9-b	List of committees of highest governance body responsible for overseeing and management of impacts on economy, environment and people.	Governance, pages 16 - 17 2025 Proxy Statement, page 31

GRI standard	Subset	Disclosure and description	Response
GRI 2: GENERAL DISCLOSURES			
2-9: Governance structure and composition	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 16 2025 Proxy Statement, pages 9 and 12 - 18
2-10: Nomination and selection of the highest governance body	2-10-a	Nominating and selecting the highest governance body and its committees.	2025 Proxy Statement, pages 32 - 33
	2-10-b	Criteria used for nominating and selecting highest governance body members including whether and how the following were taken into account: i) views of stakeholders (including shareholders); ii) diversity; iii) independence; and iv) competencies relevant to the impacts of the organization.	2025 Proxy Statement, pages 12 - 18 and 32
2-11: Chair of the highest governance body	2-11-a	Report whether the chair of the highest governance body is also a senior executive.	2025 Proxy Statement, page 25
	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.	2025 Proxy Statement, pages 25 - 27
2-12: Role of the highest governance body in overseeing the management of impacts	2-12-a	Role of the highest governance body and of senior executives in developing, approving, and updating the organization's purpose, value or mission statements, strategies, policies, and goals related to sustainable development.	Governance, pages 16 - 17 2025 Proxy Statement, pages 30 and 36 - 37
	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.	Governance, pages 16 - 17 Ethics and compliance, page 20 2025 Proxy Statement, pages 31 and 36 - 37
	2-12-c	Role of the highest governance body in reviewing the effectiveness of the organization's processes as described in 2-12-b, and frequency of this review.	Governance, pages 16 - 17 Ethics and compliance, page 20 2025 Proxy Statement, pages 36 - 37
2-13: 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, pages 16 - 17 Ethics and compliance, page 20 2025 Proxy Statement, pages 36 - 37
	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, pages 16 - 17 Ethics and compliance, page 20 2025 Proxy Statement, pages 36 - 37
2-14: Role of the highest governance body in sustainability reporting	2-14-a	Report whether the highest governance body is responsible for reviewing and approving the reported information, including the organization's material topics, and if so, describe the process for reviewing and approving the information.	Our commitment to sustainability, page 12 Governance, page 16 2025 Proxy Statement, pages 36 - 37
	2-14-b	If the highest governance body is not responsible for reviewing and approving the reported information, including the organization's material topics, explain the reason for this.	Omitted: Not applicable. The highest governance body is responsible for reviewing and approving the reported information. See Governance, page 16.

GRI standard	Subset	Disclosure and description	Response
GRI 2: GENERAL DISCLOSURES			
2-15: Conflicts of interest	2-15-a	Processes for the highest governance body to ensure that conflicts of interest are prevented and mitigated.	Governance, page 16 Ethics and compliance, page 20 2025 Proxy Statement, pages 28 and 118
	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, pages 18 - 20 2025 Proxy Statement, pages 28 and 118
2-16: Communication of critical concerns	2-16-a	Whether and how critical concerns are communicated to the highest governance body.	Ethics and compliance, page 20 2025 Proxy Statement, page 26
	2-16-b	Total number and the nature of critical concerns that were communicated to the highest governance body during the reporting period.	Ethics and compliance, page 20
2-17: Collective knowledge of the highest governance body	2-17-a	Measures taken to advance the collective knowledge, skills, and experience of the highest governance body on sustainable development.	Our commitment to sustainability, page 12 Governance, page 16 2025 Proxy Statement, pages 36 - 37
2-18: 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.	Governance, pages 16 - 17 2025 Proxy Statement, pages 33 and 36
	2-18-b	Report whether the evaluations are independent or not, and the frequency of the evaluations.	2025 Proxy Statement, page 33
	2-18-c	Actions taken in response to the evaluations, including changes to the composition of the highest governance body and organizational practices.	2025 Proxy Statement, pages 23 and 42 - 43
2-19: Remuneration policies	2-19-a	Remuneration policies for members of the highest governance body and senior executives including: i) fixed pay and variable pay; ii) sign-on bonuses or recruitment incentive payments; iii) termination payments; iv) clawbacks; and v) retirement benefits.	2025 Proxy Statement, pages 19 - 20 and 49 - 63
	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.	2025 Proxy Statement, pages 59 and 64 - 65
2-20: Process to determine remuneration	2-20-a	Process for designing its remuneration policies and for determining remuneration including: i) whether independent highest governance body members or an independent remuneration committee oversees the process for determining remuneration; ii) how the views of stakeholders (including 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.	2025 Proxy Statement, page 51
	2-20-b	Report the results of votes of stakeholders (including shareholders) on remuneration policies and proposals, if applicable.	2025 Proxy Statement, page 52
2-21: Annual total compensation ratio	2-21-a	Ratio of the annual total compensation for the organization's highest-paid individual to the median annual total compensation for all employees (excluding the highest-paid individual).	2025 Proxy Statement, page 103
	2-21-b	Ratio of the percentage increase in annual total compensation for the organization's highest-paid individual to the median percentage increase in annual total compensation for all employees (excluding the highest-paid individual).	Omitted: Confidentiality constraints.

GRI standard	Subset	Disclosure and description	Response
GRI 2: GENERAL DISCLOSURES			
2-21: Annual total compensation ratio	2-21-c	Contextual information necessary to understand the data and how the data has been compiled.	2025 Proxy Statement, page 103
2-22: Statement on sustainable development strategy	2-22-a	Statement from the highest governance body or most senior executive of the organization about the relevance of sustainable development to the organization and its strategy for contributing to sustainable development.	Letter from our CEO, page 4 2025 Proxy Statement, opening statements
2-23: Policy commitments	2-23-a	Policy commitments for responsible business conduct including: i) authoritative intergovernmental instruments that the commitments reference; ii) whether the commitments stipulate conducting due diligence; iii) whether the commitments stipulate applying the precautionary principle; and iv) whether the commitments stipulate respecting human rights.	Our commitment to sustainability, page 14 Ethics and compliance, page 18 Human rights, page 26 Responsible procurement, page 26 2025 Proxy Statement, pages 22 - 24
	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.	Our commitment to sustainability, page 14 Ethics and compliance, page 18 Human rights, page 26
	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.	Our commitment to sustainability, page 14 Ethics and compliance, page 18 Publicly available policies can be found at www.iqvia.com.
	2-23-d	Level at which each of the policy commitments was approved within the organization, including whether this is the most senior level.	The Board approves our Code of Conduct, and Corporate Policies are approved by our Policy Management Committee.
	2-23-e	Extent to which the policy commitments apply to the organization's activities and to its business relationships.	Ethics and compliance, pages 18 - 21 Human rights, page 26 Responsible procurement, page 26 2025 Proxy Statement, pages 22 - 24
	2-23-f	How the policy commitments are communicated to workers, business partners, and other relevant parties.	Ethics and compliance, pages 18 - 19 Human rights, page 26 Responsible procurement, page 26
2-24: Embedding policy commitments	2-24-a	How the organization embeds each of its policy commitments for responsible business conduct throughout its activities and business relationships including: i) how it allocates responsibility to implement the commitments across different levels within the organization; ii) how it integrates the commitments into organizational strategies, operational policies, and operational procedures; iii) how it implements its commitments with and through its business relationships; and iv) training that the organization provides on implementing the commitments.	Governance, page 17 Ethics and compliance, pages 18 - 21 Human rights, page 26 Responsible procurement, page 26 2025 Proxy Statement, pages 22 - 24
2-25: Processes to remediate negative impacts	2-25-a	Commitments to provide for or cooperate in the remediation of negative impacts that the organization identifies it has caused or contributed to.	Governance, page 17 Ethics and compliance, pages 20 - 21
	2-25-b	Approach to identify and address grievances, including the grievance mechanisms that the organization has established or participates in.	Governance, page 17 Ethics and compliance, page 20 Connecting with our people, page 34

GRI standard	Subset	Disclosure and description	Response
GRI 2: GENERAL DISCLOSURES			
2-25: Processes to remediate negative impacts	2-25-c	Other processes by which the organization provides for or cooperates in the remediation of negative impacts that it identifies has caused or contributed to.	2025 Proxy Statement, pages 42 - 43
	2-25-d	How the stakeholders who are the intended users of the grievance mechanisms are involved in the design, review, operation, and improvement of these mechanisms.	Ethics and compliance, page 20 Connecting with our people, page 34
	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.	Ethics and compliance, page 20 Connecting with our people, page 34
2-26: Mechanisms for seeking advice and raising concerns	2-26-a	Mechanisms for individuals to: i) seek advice on implementing the organization's policies and practices for responsible business conduct; and ii) raise concerns about the organization's business conduct.	Ethics and compliance, pages 19 - 21 Connecting with our people, page 34
2-27: Compliance with laws and regulations	2-27-a	Total number of significant instances of non-compliance with laws and regulations during the reporting period, and a breakdown of this total by: i) instances for which fines were incurred; and ii) instances for which non-monetary sanctions were incurred.	Material legal proceedings are included in our 10-K. See our 2024 Form 10-K, pages 97 - 98.
	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 2024 Form 10-K, pages 97 - 98.
	2-27-c	Description of the significant instances of non-compliance.	Material legal proceedings are included in our 10-K. See our 2024 Form 10-K, pages 97 - 98.
	2-27-d	How significant instances of non-compliance are determined.	Governance, pages 16 - 17 Ethics and compliance, page 20 2025 Proxy Statement, pages 28 and 31
2-28: Membership associations	2-28-a	Industry associations, other membership associations, and national or international advocacy organizations in which it participates in a significant role.	Data and data privacy, page 22
2-29: Approach to stakeholder engagement	2-29-a	Approach to engaging with stakeholders, including: i) the categories of stakeholders it engages with, and how they are identified; ii) the purpose of the stakeholder engagement; and iii) how the organization seeks to ensure meaningful engagement with stakeholders.	Our commitment to sustainability, pages 12 - 13
2-30: Collective bargaining agreements	2-30-a	Percentage of total employees covered by collective bargaining agreements.	As of December 31 2024, we have collective bargaining agreements in 12 countries, covering approximately 13,441 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.

GRI standard	Subset	Disclosure and description	Response
GRI 3: MATERIAL TOPICS			
3-1: Process to determine material topics	3-1-a	Process followed to determine its material topics, including: i) how it has identified actual and potential, negative and positive impacts on the economy, environment, and people, including impacts on their human rights, across its activities and business relationships; and ii) how it has prioritized the impacts for reporting based on their significance.	Our commitment to sustainability, page 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: 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.	Our commitment to sustainability, page 12 2023 IQVIA ESG Report, page 11
GRI 201: ECONOMIC PERFORMANCE			
3-3: Management approach	3-3-a	Actual and potential negative and positive impacts on the economy, environment, and people, including impacts on their human rights.	About IQVIA, pages 6 - 7 Our commitment to sustainability, page 12 2025 Proxy Statement, pages 1 - 6
	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
	3-3-c	Policies or commitments regarding the material topic.	2025 Proxy Statement, pages 23 - 24
	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.	2025 Proxy Statement, pages 3 - 4 and 23 - 24
	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.	2025 Proxy Statement, pages 2 - 4 and 46 - 47
	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
201: Economic performance	201-1	Direct economic value generated and distributed.	2025 Proxy Statement, pages 46 - 47 2024 Form 10-K, pages 70 - 115
	201-2	Financial implications and other risks and opportunities due to climate change.	Emissions reduction, page 73
	201-3	Defined benefit plan obligations and other retirement plans.	2024 Form 10-K, pages 103 - 111
	201-4	Financial assistance received from government.	Omitted: Not applicable. None.

GRI standard	Subset	Disclosure and description	Response
GRI 203: INDIRECT ECONOMIC IMPACTS			
3-3: Management approach	3-3-a	Actual and potential negative and positive impacts on the economy, environment, and people, including impacts on their human rights.	About IQVIA, pages 6 - 8 Our commitment to sustainability, page 12 Public chapter, pages 45 - 68 2025 Proxy Statement, pages 5 - 6
	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.	Public chapter, pages 45 - 68
	3-3-c	Policies or commitments regarding the material topic.	Public chapter, pages 45 - 68
	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.	Public chapter, pages 45 - 68
	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.	Public chapter, pages 45 - 68
	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).	Public chapter, pages 45 - 68
203: Indirect economic impacts	203-1	Infrastructure investments and services supported.	Public chapter, pages 45 - 68
	203-2	Significant indirect economic impacts.	Public chapter, pages 45 - 68
GRI 205: ANTI-CORRUPTION			
3-3: Management approach	3-3-a	Actual and potential negative and positive impacts on the economy, environment, and people, including impacts on their human rights.	Ethics and compliance, pages 18 - 21 Human rights, page 26 Responsible procurement, page 26
	3-3-b	Whether the organization is involved with the negative impacts through its activities or as a result of its business relationships, and describe the activities or business relationships.	Ethics and compliance, pages 18 - 21 Human rights, page 26 Responsible procurement, page 26
	3-3-c	Policies or commitments regarding the material topic.	Ethics and compliance, pages 18 - 21 Human rights, page 26 Responsible procurement, page 26
	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, pages 19 - 21 Human rights, page 26 Responsible procurement, page 26

GRI standard	Subset	Disclosure and description	Response
GRI 205: ANTI-CORRUPTION			
3-3: Management approach	3-3-e	Information about tracking the effectiveness of the actions taken: i) processes used to track the effectiveness of the actions; ii) goals, targets, and indicators used to evaluate progress; iii) the effectiveness of the actions, including progress toward the goals and targets; iv) lessons learned and how these have been incorporated into the organization's operational policies and procedures.	Governance, page 17 Ethics and compliance, page 20
	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).	Ethics and compliance, pages 19 - 21
205: Anti-corruption	205-1	Operations assessed for risks related to corruption.	Ethics and compliance, page 20
	205-2	Communication and training about anti-corruption policies and procedures	Ethics and compliance, page 19
	205-3	Confirmed incidents of corruption and actions taken.	Omitted: Confidentiality constraints.
GRI 305: EMISSIONS			
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 Emissions reduction, pages 70 - 73 Implementing more sustainable research practices, pages 74 - 77
	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.	Responsible procurement, page 27 Emissions reduction, pages 70 - 73 Implementing more sustainable research practices, pages 74 - 77
	3-3-c	Policies or commitments regarding the material topic.	Responsible procurement, pages 26 - 27 Emissions reduction, page 70
	3-3-d	Actions taken to manage the topic and related impacts, including: i) actions to prevent or mitigate potential negative impacts; ii) actions to address actual negative impacts, including actions to provide for or cooperate in their remediation; iii) actions to manage actual and potential positive impacts.	Responsible procurement, pages 26 - 27 Emissions reduction, pages 70 - 73 Implementing more sustainable research practices, pages 74 - 77
	3-3-e	Information about tracking the effectiveness of the actions taken: i) processes used to track the effectiveness of the actions; ii) goals, targets, and indicators used to evaluate progress; iii) the effectiveness of the actions, including progress toward the goals and targets; iv) lessons learned and how these have been incorporated into the organization's operational policies and procedures.	Responsible procurement, page 27 Emissions reduction, pages 70 - 73 Implementing more sustainable research practices, pages 74 - 77
	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).	Responsible procurement, page 27 Emissions reduction, pages 70 - 71 Implementing more sustainable research practices, pages 74 - 75

GRI standard	Subset	Disclosure and description	Response
GRI 305: EMISSIONS			
305: Emissions	305-1	Direct (scope 1) GHG emissions.	Emissions reduction, page 72
	305-2	Energy indirect (scope 2) GHG emissions.	Emissions reduction, page 72
	305-3	Other indirect (scope 3) GHG emissions.	Emissions reduction, page 72
	305-4	GHG emissions intensity	6.05 tCO_2e (2023 data) per employee
	305-5	Reduction of GHG emissions.	Emissions reduction, page 72
	305-6	Emissions of ozone-depleting substances (ODS).	Omitted: Not applicable. Not material.
	305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions.	Omitted: Not applicable. Not material.
GRI 306: WASTE			
3-3: Management approach	3-3-a	Actual and potential negative and positive impacts on the economy, environment, and people, including impacts on their human rights.	Implementing more sustainable research practices, pages 74 - 75 Operational waste, pages 77 - 78
	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.	Implementing more sustainable research practices, pages 74 - 75 Operational waste, pages 77 - 78
	3-3-c	Policies or commitments regarding the material topic.	Operational waste, page 77
	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.	Implementing more sustainable research practices, pages 74 - 75 Operational waste, pages 77 - 78
	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.	Implementing more sustainable research practices, pages 74 - 75 Operational waste, pages 77 - 78
	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).	Implementing more sustainable research practices, page 75 Operational waste, pages 77 - 78
306: Waste	306-1	Waste generation and significant waste-related impacts.	Operational waste, pages 77 - 78
	306-2	Management of significant waste-related impacts.	Implementing more sustainable research practices, pages 74 - 75 Operational waste, pages 77 - 78

GRI standard	Subset	Disclosure and description	Response
GRI 306: WASTE			
306: Waste	306-3	Waste generated.	Omitted: Information unavailable/incomplete. Not currently tracked.
	306-4	Waste diverted from disposal.	Implementing more sustainable research practices, page 75 Operational waste, page 78
	306-5	Waste directed to disposal.	Omitted: Information unavailable/incomplete. Not currently tracked.
GRI 401: EMPLOYMENT			
3-3: Management approach	3-3-a	Actual and potential negative and positive impacts on the economy, environment, and people, including impacts on their human rights.	Our commitment to sustainability, page 12 Talent and learning, page 29 Connecting with our people, page 33 Building community, page 35
	3-3-b	Whether the organization is involved with the negative impacts through its activities or as a result of its business relationships, and describe the activities or business relationships.	Talent and learning, page 29 Connecting with our people, page 33 Building community, page 35
	3-3-c	Policies or commitments regarding the material topic.	Talent and learning, pages 29 - 32 Connecting with our people, pages 33 - 34 Building community, page 35
	3-3-d	Actions taken to manage the topic and related impacts, including: i) actions to prevent or mitigate potential negative impacts; ii) actions to address actual negative impacts, including actions to provide for or cooperate in their remediation; iii) actions to manage actual and potential positive impacts.	Talent and learning, pages 29 - 32 Connecting with our people, pages 33 - 34 Building community, page 35
	3-3-e	Information about tracking the effectiveness of the actions taken: i) processes used to track the effectiveness of the actions; ii) goals, targets, and indicators used to evaluate progress; iii) the effectiveness of the actions, including progress toward the goals and targets; iv) lessons learned and how these have been incorporated into the organization's operational policies and procedures.	Connecting with our people, page 34 Building community, page 35
	3-3-f	How engagement with stakeholders has informed the actions taken (3-3-d) and how it has informed whether the actions have been effective (3-3-e).	Connecting with our people, page 34 Building community, page 35
401: Employment	401-1	New employee hires and employee turnover.	2025 Proxy Statement, page 38
	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 page 38.
	401-3	Parental leave.	Well-being and benefits, page 38

GRI standard	Subset	Disclosure and description	Response
GRI 403: OCCUPATIONAL HEALTH AND SAFETY			
3-3: Management approach	3-3-a	Actual and potential negative and positive impacts on the economy, environment, and people, including impacts on their human rights.	Well-being and benefits, pages 37 - 38 Health and safety, page 42
	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.	Well-being and benefits, page 38 Health and safety, page 42
	3-3-c	Policies or commitments regarding the material topic.	Well-being and benefits, pages 37 - 38 Health and safety, pages 42 - 43
	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, pages 37 - 38 Health and safety, pages 42 - 43
	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 43
	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).	Well-being and benefits, page 37 Health and safety, page 43
403: Occupational health and safety	403-1	Occupational health and safety management system.	Health and safety, page 42
	403-2	Hazard identification, risk assessment, and incident investigation.	Health and safety, page 43
	403-3	Occupational health services.	Well-being and benefits, page 38
	403-4	Worker participation, consultation, and communication on occupational health and safety.	Health and safety, page 43
	403-5	Worker training on occupational health and safety.	Well-being and benefits, pages 37 - 38 Health and safety, pages 42 - 43
	403-6	Promotion of worker health.	Well-being and benefits, pages 37 - 38 Health and safety, pages 42 - 43
	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships.	Health and safety, pages 42 - 43
	403-8	Workers covered by an occupational health and safety management system	Health and safety, page 42
	403-9	Work-related injuries.	Health and safety, page 43
	403-10	Work-related ill health	Health and safety, page 43

GRI standard	Subset	Disclosure and description	Response
GRI 404: TRAINING AND EDUCATION			
3-3: Management approach	3-3-a	Actual and potential negative and positive impacts on the economy, environment, and people, including impacts on their human rights.	Our commitment to sustainability, page 12 Talent and learning, page 29 Connecting with our people, page 33
	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.	Talent and learning, page 29 Connecting with our people, page 33
	3-3-c	Policies or commitments regarding the material topic.	Talent and learning, pages 29 - 33 Connecting with our people, pages 33 - 34
	3-3-d	Actions taken to manage the topic and related impacts, including: i) actions to prevent or mitigate potential negative impacts; ii) actions to address actual negative impacts, including actions to provide for or cooperate in their remediation; iii) actions to manage actual and potential positive impacts.	Talent and learning, pages 29 - 33 Connecting with our people, page 33 - 34
	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, pages 29 and 32 - 34 Connecting with our people, page 34
	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).	Connecting with our people, page 34
404: Training and education	404-1	Average hours of training per year per employee.	Omitted: Not applicable. Not considered to be meaningful as a global figure. Supporting employee skill development is a focus and strength for IQVIA. We offer an extensive range of mandatory and voluntary training programs for all employees tailored to their roles and professional goals. See Talent and learning, pages 29 - 33.
	404-2	Programs for upgrading employee skills and transition assistance programs.	Talent and learning, pages 29 - 33
	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.
GRI 405: DIVERSITY AND EQUAL OPPORTUNITY			
3-3: Management approach	3-3-a	Actual and potential negative and positive impacts on the economy, environment, and people, including impacts on their human rights.	Building community, page 35 Clinical trial quality, innovation and access, page 50
	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.	Building community, page 35 Clinical trial quality, innovation and access, page 50
	3-3-c	Policies or commitments regarding the material topic.	Building community, page 35 Clinical trial quality, innovation and access, page 50
	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.	Building community, page 35 Clinical trial quality, innovation and access, page 50

GRI standard	Subset	Disclosure and description	Response
GRI 405: DIVERSITY AND EQUAL OPPORTUNITY			
3-3: Management approach	3-3-e	Information about tracking the effectiveness of the actions taken: i) processes used to track the effectiveness of the actions; ii) goals, targets, and indicators used to evaluate progress; iii) the effectiveness of the actions, including progress toward the goals and targets; iv) lessons learned and how these have been incorporated into the organization's operational policies and procedures	Building community, pages 35 - 36 Clinical trial quality, innovation and access, page 50
	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).	Building community, page 35 Clinical trial quality, innovation and access, page 50
405: Diversity and equal opportunity	405-1	Diversity of governance bodies and employees.	Governance, page 16 Building community, page 36
	405-2	Ratio of basic salary and remuneration of women to men.	See UK gender pay gap results: https://www.iqvia.com/about-us/code-of-conduct/uk-2023-gender-pay-gap-results See France gender pay gap report: https://www.iqvia.com/about-us/code-of-conduct/france-gender-equality-index
GRI 416: CUSTOMER HEALTH AND SAFETY			
3-3: Management approach	3-3-a	Actual and potential negative and positive impacts on the economy, environment, and people, including impacts on their human rights.	Our commitment to sustainability, page 12 Smarter healthcare for everyone, everywhere, pages 45 - 48 Clinical trial quality, innovation and access, pages 48 - 51
	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.	Clinical trial quality, innovation and access, pages 48 - 51
	3-3-c	Policies or commitments regarding the material topic.	Smarter healthcare for everyone, everywhere, pages 45 - 48 Clinical trial quality, innovation and access, pages 48 - 51
	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.	Smarter healthcare for everyone, everywhere, pages 45 - 48 Clinical trial quality, innovation and access, pages 48 - 51
	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.	Smarter healthcare for everyone, everywhere, pages 45 - 48 Clinical trial quality, innovation and access, pages 48 - 51
	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).	Smarter healthcare for everyone, everywhere, pages 45 - 48 Clinical trial quality, innovation and access, pages 48 - 51
416: Customer health and safety	416-1	Assessment of the health and safety impacts of product and service categories.	Smarter healthcare for everyone, everywhere, pages 45 - 48 Clinical trial quality, innovation and access, pages 48 - 51
	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services.	Material legal proceedings are included in our 10-K. See our 2024 Form 10-K, pages 97 - 98.

GRI Standard	Subset	Disclosure and Description	Response
GRI 418: CUSTOMER PRIVACY			
3-3: Management approach	3-3-a	Actual and potential negative and positive impacts on the economy, environment, and people, including impacts on their human rights.	Data and data privacy, page 21 Cybersecurity, page 24
	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.	Data and data privacy, page 21 Cybersecurity, page 24
	3-3-c	Policies or commitments regarding the material topic.	Data and data privacy, pages 22 - 23 Cybersecurity, 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.	Data and data privacy, pages 22 - 23 Cybersecurity, pages 24 - 25
	3-3-e	Information about tracking the effectiveness of the actions taken: i) processes used to track the effectiveness of the actions; ii) goals, targets, and indicators used to evaluate progress; iii) the effectiveness of the actions, including progress toward the goals and targets; iv) lessons learned and how these have been incorporated into the organization's operational policies and procedures.	Data and data privacy, pages 22 - 23 Cybersecurity, pages 24 - 25
	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).	Data and data privacy, pages 22 - 23 Cybersecurity, page 25
418: Customer privacy	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data.	Material legal proceedings are included in our 10-K. See our 2024 Form 10-K, pages 97 - 98.

Sustainability Accounting Standards Board (SASB) index

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

BIOTECHNOLOGY & PHARMACEUTICALS		
Topic	**SASB metric**	**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, pages 18 - 20 Clinical trial quality, innovation, and access, pages 50 - 51
	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).	Omitted: Not applicable.
	Total amount of monetary losses as a result of legal proceedings associated with clinical trials in developing countries.	Material legal proceedings are included in our 10-K. See our 2024 Form 10-K, pages 97 - 98.

BIOTECHNOLOGY & PHARMACEUTICALS		
Topic	**SASB metric**	**Response**
Access to medicines	Description of actions and initiatives to promote access to health care products for priority diseases and in priority countries as defined by the Access to Medicine Index.	IQVIA contributes to advancing healthcare around the world. We report on these efforts in the Public section of this report, starting on page 44.
	List of products on the WHO List of Prequalified Medicinal Products as part of its Prequalification of Medicines Programme (PQP).	Omitted: Not applicable.
Affordability and pricing	Number of settlements of Abbreviated New Drug Application (ANDA) litigation that involved payments and/or provisions to delay bringing an authorized generic product to market for a defined time period.	Omitted: Not applicable.
	Percentage change in: (1) average list price and (2) average net price across U.S. product portfolio compared to previous year.	Omitted: Not applicable.
	Percentage change in: (1) list price and (2) net price of product with largest increase compared to previous year.	Omitted: Not applicable.
Drug safety	List of products listed in the Food and Drug Administration's (FDA) MedWatch Safety Alerts for Human Medical Products database.	Omitted: Not applicable.
	Number of fatalities associated with products as reported in the FDA Adverse Event Reporting System.	Omitted: Not applicable.
	Number of recalls issued, total units recalled.	Omitted: Not applicable.
	Total amount of product accepted for takeback, reuse, or disposal.	Omitted: Not applicable.
	Number of FDA enforcement actions taken in response to violations of current Good Manufacturing Practices (cGMP), by type.	Omitted: Not applicable.
Counterfeit drugs	Description of methods and technologies used to maintain traceability of products throughout the supply chain and prevent counterfeiting.	Omitted: Not applicable.
	Discussion of process for alerting customers and business partners of potential or known risks associated with counterfeit products.	Omitted: Not applicable.
	Number of actions that led to raids, seizure, arrests, and/or filing of criminal charges related to counterfeit products.	Omitted: Not applicable.
Ethical marketing	Total amount of monetary losses as a result of legal proceedings associated with false marketing claims.	Material legal proceedings are included in our 10-K. See our 2024 Form 10-K, pages 97 - 98.
	Description of code of ethics governing promotion of off-label use of products.	Omitted: Not applicable.
Employee recruitment, development and retention	Discussion of talent recruitment and retention efforts for scientists and research and development personnel.	Talent and learning, pages 29 - 34
	(1) Voluntary and (2) involuntary turnover rate for: (a) executives/senior managers, (b) mid-level managers, (c) professionals, and (d) all others.	Not reported
Supply chain management	Percentage of (1) entity's facilities and (2) Tier I suppliers' facilities participating in the Rx-360 International Pharmaceutical Supply Chain Consortium audit program or equivalent third-party audit programs for integrity of supply chain and ingredients.	Omitted: Not applicable.
Business ethics	Total amount of monetary losses as a result of legal proceedings associated with corruption and bribery.	Material legal proceedings are included in our 10-K. See our 2024 Form 10-K, pages 97 - 98.
	Description of code of ethics governing interactions with health care professionals.	Ethics and compliance, page 18

PROFESSIONAL AND COMMERCIAL SERVICES		
Topic	**SASB metric**	**Response**
Data security	Description of approach to identifying and addressing data security risks.	Governance, page 17 Data and data privacy, pages 21 - 23 Cybersecurity, pages 24 - 25
	Description of policies and practices relating to collection, usage, and retention of customer information.	Ethics and compliance, page 18 Data and data privacy, pages 21 - 23 Cybersecurity, pages 24 - 25
	(1) Number of data breaches, (2) percentage involving customers' confidential business information (CBI) or personally identifiable information (PII), (3) number of customers affected.	Omitted: Confidentiality constraints.
Workforce diversity and engagement	Percentage of gender and racial/ethnic group representation for (1) executive management and (2) all other employees.	Building community, page 36
	Voluntary and (2) involuntary turnover rate for employees.	2025 Proxy Statement, page 38
	Employee engagement as a percentage.	Connecting with our people, page 34
Professional integrity	Description of approach to ensuring professional integrity.	Governace, pages 16 - 17 Ethics and compliance, pages 18 - 21
	Total amount of monetary losses as a result of legal proceedings associated with professional integrity.	Material legal proceedings are included in our 10-K. See our 2024 Form 10-K, pages 97 - 98.

SOFTWARE AND INFORMATION TECHNOLOGY (IT) SERVICES		
Topic	**SASB metric**	**Response**
Environmental footprint of hardware infrastructure	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable.	Emissions reduction, pages 71 - 72
	(1) Total water withdrawn, (2) total water consumed, percentage of each in regions with High or Extremely High Baseline Water Stress.	Omitted: Not applicable. Not considered material. See Water, page 79.
	Discussion of the integration of environmental considerations into strategic planning for data center needs.	Omitted: Not applicable.
Data privacy and freedom of expression	Description of policies and practices relating to behavioral advertising and user privacy.	Data and data privacy, pages 21 - 23
	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 included in our 10-K. See our 2024 Form 10-K, pages 97 - 98.
	(1) Number of law enforcement requests for user information, (2) number of users whose information was requested, (3) percentage resulting in disclosure.	Material legal proceedings are included in our 10-K. See our 2024 Form 10-K, pages 97 - 98.
	List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring.	Not reported.

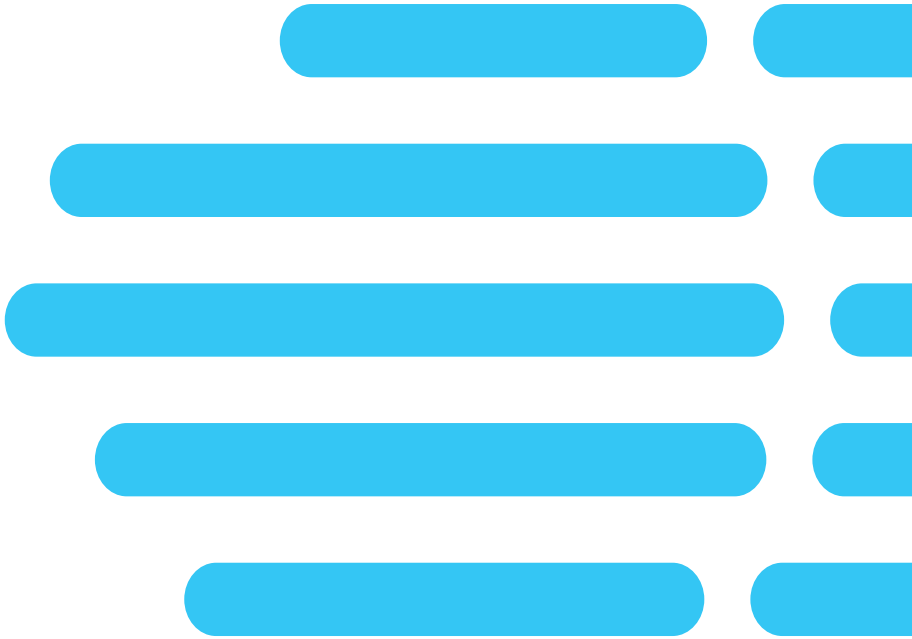
SOFTWARE AND INFORMATION TECHNOLOGY (IT) SERVICES		
Topic	**SASB metric**	**Response**
Data security	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of users affected.	Omitted: Confidentially constraints.
	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards.	Governance, page 16 Data and data privacy, pages 21 - 23 Cybersecurity, pages 24 - 25
Recruiting and managing a global, diverse and skilled workforce	Percentage of employees that are (1) foreign nationals and (2) located offshore.	Omitted: Not applicable.
	Employee engagement as a percentage.	Connecting with our people, page 34
	Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees.	Building community, page 36
Intellectual property protection and competitive behavior	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations.	Material legal proceedings are included in our 10-K. See our 2024 Form 10-K, pages 97 - 98.
Managing systemic risks from technology disruptions	Number of (1) performance issues and (2) service disruptions; (3) total customer downtime.	Omitted: Confidentially constraints.
	Description of business continuity risks related to disruptions of operations.	Health and safety, page 43 Emissions reduction, page 73

Appendix A: IQVIA Holdings Inc. and subsidiaries

NET INCOME TO ADJUSTED EBITDA RECONCILIATION	
(in millions) (unaudited)	**Twelve Months Ended December 31, 2024**
Net Income	$1,373
Provision for (benefit from) income taxes[1]	301
Depreciation and amortization	1,114
Interest expense, net	623
(Income) loss in unconsolidated affiliates	(5)
Stock-based compensation	206
Other income, net[2]	(63)
Restructuring and related expenses[3]	106
Acquisition related expenses	29
Adjusted EBITDA	$3,684

NET CASH PROVIDED BY OPERATING ACTIVITIES TO FREE CASH FLOW RECONCILIATION	
(in millions) (unaudited)	**Twelve Months Ended December 31, 2024**
Net Cash provided by Operating Activities	$2,716
Acquisition of property, equipment and software	(602)
Free Cash Flow	$2,114

1. Three and Twelve months ended December 31, 2023 include a $125M tax benefit due to an internal legal entity restructuring.
2. Reflects certain non-operating income items, revaluations of contingent consideration and certain non-recurring expenses.
3. Reflects restructuring costs as well as accelerated expenses related to lease exits.



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