

**IQVIA Group Subsidiaries section 172 Statements and Corporate  
Governance Statements for the year ended 31 December 2019**

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## **IQVIA IES Overseas Holdings Limited**

### **Section 172 statement for the year ended 31st December 2019**

The section 172 statement is following the Companies (Miscellaneous Reporting) Regulations 2018 and apply to company reporting on financial years starting on or after 1 January 2019.

The directors of IQVIA IES Overseas Holdings Ltd (the “Company”) are aware of their duty under section 172 of the Companies Act 2006 to act in the way they consider, in good faith, would be most likely to promote the success of the Company and in doing so have regard (amongst other matters) to:

- the likely consequences of any decision in the long term;
- the interests of the Company's employees;
- the need to foster the Company's business relationships with suppliers, customers and others;
- the impact of the Company's operations on the community and the environment;
- the desirability of the Company to maintain a reputation for high standards of business conduct; and
- the need to act fairly between shareholders of the Company.

The Company is a wholly owned subsidiary of IQVIA Holdings Inc., a company incorporated in the United States of America and listed on the New York Stock Exchange (together with its subsidiaries, “IQVIA”).

At IQVIA, we are focused on having a positive impact on the healthcare community, industry, and our environment. Whilst we are a business run for the benefit of our shareholders, we are committed to acting ethically, with integrity, and with consideration to the communities and environment where we operate.

#### ***Long term decisions and actions***

The directors are committed to developing and maintaining a governance framework that is appropriate to the business and supports effective decision making coupled with robust oversight of risks and internal controls.

As an intermediate holding company, the directors monitor the performance of the subsidiaries to ensure they are meeting the requirements of the wider business. This requires a long term view so that the directors can structure the business in a manner that enables it to most efficiently respond to changes in the market place and return value to IQVIA's shareholders.

The directors consider the possible long-term consequences of any material proposed course of action, including potential safety, financial and reputational risks.

#### ***The interests of our employees***

The Company is an intermediate holding company with no employees of its own.

#### **Employee engagement**

The Company and its group has no employees in the UK and therefore has no need to undertake any initiatives that engage with employees.

#### ***Relationships with suppliers and customers***

The Company has no trade of its own, and therefore it has no suppliers or customers.

#### ***Impact on the community and the environment***

The Company has no premises, operations, employees, or trade, and therefore has no exposure to the community or environment.

## **IQVIA IES Overseas Holdings Limited**

### **Section 172 statement for the year ended 31st December 2019 (continued)**

#### ***Business Conduct***

Wherever IQVIA does business in the world, the fundamental values of honesty, integrity, and ethical conduct form the core of everything we do. The directors are committed to maximising long-term shareholder value while supporting management in the operations of the business, observing ethical standards and adhering to all applicable laws.

Our reputation is shaped by the personal decisions of our management team, and so to guide those decisions, our directors must adhere to our code of conduct, “Doing the Right Thing”. We provide various channels (local and global) for management to obtain answers to questions or to report potential or actual violations of law, regulation, or policy freely and without fear of retaliation.

#### ***Acting fairly between members***

The Company’s only member is IQVIA IES European Holdings, which is a subsidiary of IQVIA. As both the sole member and the Company are in the same group, the member has direct access to the Board. The directors are in regular contact with the sole member through monthly financial reporting and ad-hoc communications. This ensures that the member is kept informed of events and has opportunity to take part in the running and strategic direction of the Company.

## **IQVIA IES Europe Limited**

### **Section 172 statement for the year ended 31st December 2019**

The section 172 statement is following the Companies (Miscellaneous Reporting) Regulations 2018 and apply to company reporting on financial years starting on or after 1 January 2019.

The directors of IQVIA IES Europe Limited (the "Company") are aware of their duty under section 172 of the Companies Act 2006 to act in the way they consider, in good faith, would be most likely to promote the success of the Company and in doing so have regard (amongst other matters) to:

- the likely consequences of any decision in the long term;
- the interests of the Company's employees;
- the need to foster the Company's business relationships with suppliers, customers and others;
- the impact of the Company's operations on the community and the environment;
- the desirability of the Company to maintain a reputation for high standards of business conduct; and
- the need to act fairly between shareholders of the Company.

The Company is a wholly owned subsidiary of IQVIA Holdings Inc., a company incorporated in the United States of America and listed on the New York Stock Exchange (together with its subsidiaries, "IQVIA").

At IQVIA, we are focused on having a positive impact on the healthcare community, industry, and our environment. Whilst we are a business run for the benefit of our shareholders, we are committed to acting ethically, with integrity, and with consideration to the communities and environment in which we operate.

#### ***Long term decisions and actions***

As a world leader in using advanced analytics, technology, and science to drive healthcare forward, we must balance the immediate challenges of the fast paced nature of our industry with longer term developments and emerging technologies, so that our business has the confidence to innovate and maximise opportunities as they arise.

To ensure the business regularly considers and evaluates its long-term strategy, we hold frequent forums at the operational level that seek to identify and anticipate trends and risks in the market. Information gathered at these meetings is fed through to the leadership team, to help the business to update its long-term roadmap for all service offerings. Market evolution and market shaping is both implicit and explicit in our planning processes and business reviews.

The directors consider the possible long-term consequences of any material proposed course of action, including potential safety, financial and reputational risks.

#### ***The interests of our employees***

The Company is an intermediate holding company with no employees of its own.

#### ***Relationships with suppliers and customers***

IQVIA is committed to supporting sustainable business practices and running our business in a socially responsible way that helps create long-term value.

##### ***Suppliers***

We work with our supplier base to ensure our operations can be carried out as efficiently as possible. We aim to treat all suppliers equally and have established the "Supplier Code of Conduct" to set common values and standards for our suppliers, as well as encouraging them to perform better than their basic requirements in all fields.

Our purchase order system allows suppliers to track their invoices so they have full visibility between submission and payment.

## **IQVIA IES Europe Limited**

### **Section 172 statement for the year ended 31st December 2019 (continued)**

#### ***Relationships with suppliers and customers (continued)***

The Company has invested over many years in developing strong relationships with a supply chain that shares our values. We recognise the value that these relationships bring. We aim to maintain these relationships in the same way that we do our customer relationships – through being accessible, easy to do business with and by doing what we say.

IQVIA actively seeks to foster an environment where our supply chain partners are held to sustainability standards that align with IQVIA's own values and objectives. IQVIA considers its ability to effectively leverage the various backgrounds, capabilities, and contributions of its supply chain partners to be a major factor in creating mutually rewarding business opportunities and enhancing its own business performance.

Our Supplier Code of Conduct sets out the expectations for our supply chain partners in a number of key areas, including:

- Ethics and Compliance
- Labour and Human Rights
- Environment
- Health and Safety

#### ***Customers***

We place our customers at the centre of everything we do. We develop a deep understanding of the challenges they face in order to build successful, enduring relationships with them. We adapt to changing circumstances in partnership with our customers to develop flexible, innovative solutions to enable their success.

Our long relationships with customers are built on our ability to understand their requirements. We have a sophisticated customer account management system which regularly engages in dialogue with our customers about their strategy, goals, challenges and needs. Through this dialogue and our own experience and expertise we design and implement solutions tailored to them.

We harness our resources and expertise to identify, understand, and address unmet public health needs and through our innovative technologies and offerings, we help our customers bring much needed therapies to market. Together with the companies we serve, we are enabling a more modern, more effective and more efficient healthcare system, and creating breakthrough solutions that transform business and improve patient outcomes.

IQVIA's flexible business solutions and commitment to customers' objectives allow it to provide customers with customized operational delivery models to meet their needs. We have access to one of the largest and most comprehensive collections of healthcare information in the world, and can analyse this data in ways that allow our customers to run their clinical, commercial and financial operations more effectively.

The Company provides an added value service to its customers, focusing on high levels of personal service and maintaining strong relationships with its customer base. The Company continues to focus on growing the business to expand its customer portfolio. Our service managers work to ensure we understand our customers' requirements and can deliver to meet their demands.

#### ***Impact on the community and the environment***

We recognise that being a responsible business requires a firm commitment to following conscientious environmental practices and IQVIA is working to establish specific objectives and targets to continually reduce our environmental impact where possible. We comply with all applicable laws and regulations as they relate to the provision of biopharmaceutical-regulated activities. Environmental laws and regulations are incorporated into our policies and procedures to promote awareness across the business.

## **IQVIA IES Europe Limited**

### **Section 172 statement for the year ended 31st December 2019 (continued)**

#### ***Impact on the community and the environment (continued)***

IQVIA has volunteered to become an active member of the United Nations Global Compact in 2020. This initiative calls on companies to align their strategies and operations to respect human rights, the environment, and support anti-corruption measures.

IQVIA are rated 'Bronze' by Eco Vadis, a global provider of business sustainability ratings. Our rating was 2 points below Silver and we have taken a business decision to improve our rating to Silver.

IQVIA provides financial and in-kind support for a variety of health-related non-profit organisations. We support causes and programmes that are important to our employees. These include community fundraising and volunteer activities, and support for health-related charities and natural disaster fund drives.

#### ***Business Conduct***

Wherever IQVIA does business in the world, the fundamental values of honesty, integrity, and ethical conduct form the core of everything we do. The directors are committed to maximising long-term shareholder value while supporting management in the operations of the business, observing ethical standards and adhering to all applicable laws.

Our reputation is shaped by the personal decisions of our management team, and so to guide those decisions, our directors must adhere to our code of conduct, "Doing the Right Thing". We provide various channels (local and global) for directors to obtain answers to questions or to report potential or actual violations of law, regulation, or policy freely and without fear of retaliation.

#### ***Acting fairly between members***

The Company's only member is IQVIA IES European Holdings, which is a subsidiary of IQVIA. As both the sole member and the Company are in the same group, the member has direct access to the Board. The directors are in regular contact with the sole member through monthly financial reporting and ad-hoc communications. This ensures that the member is kept informed of events and has opportunity to take part in the running and strategic direction of the Company.

## **IQVIA IES UK Limited**

### **Section 172 statement for the year ended 31st December 2019 (continued)**

The section 172 statement is following the Companies (Miscellaneous Reporting) Regulations 2018 and apply to company reporting on financial years starting on or after 1 January 2019.

The directors of IQVIA IES UK Limited (the “Company”) are aware of their duty under section 172 of the Companies Act 2006 to act in the way they consider, in good faith, would be most likely to promote the success of the Company and in doing so have regard (amongst other matters) to:

- the likely consequences of any decision in the long term;
- the interests of the Company's employees;
- the need to foster the Company's business relationships with suppliers, customers and others;
- the impact of the Company's operations on the community and the environment;
- the desirability of the Company to maintain a reputation for high standards of business conduct; and
- the need to act fairly between shareholders of the Company.

The Company is a wholly owned subsidiary of IQVIA Holdings Inc., a company incorporated in the United States of America and listed on the New York Stock Exchange (together with its subsidiaries, “IQVIA”).

The Company is focused on having a positive impact on the healthcare community, industry, and its environment. Whilst the Company's business is run for the benefit of its shareholders, it is committed to the wellness and safety of its employees and customers, acting ethically, with integrity, and with consideration to the communities and environment in which it operates.

#### ***Long term decisions and actions***

As a world leader in using advanced analytics, technology, and science to drive healthcare forward, we must balance the immediate challenges of the fast paced nature of our industry with longer term developments and emerging technologies, so that our business has the confidence to innovate and maximise opportunities as they arise.

To ensure the business regularly considers and evaluates its long-term strategy, we hold frequent forums at the operational level that seek to identify and anticipate trends and risks in the market. Information gathered at these meetings is fed through to the leadership team, to help the business to update its long-term roadmap for all service offerings. Market evolution and market shaping is both implicit and explicit in our planning processes and business reviews.

The directors consider the possible long-term consequences of any material proposed course of action, including potential safety, financial and reputational risks.

#### ***The interests of our employees***

Our success substantially depends on the collective performance, contributions and expertise of our employees. We are committed to maintaining a culture of diversity and inclusion in which people from all backgrounds can fully contribute to the success of our business.

Our employees have access to our global learning platform where our diverse workforce can readily find the resources required to help address customer needs. In 2019 we launched the Brave Minds employee value proposition, founded on three pillars; to inspire purpose and drive a passion for a healthier world; to embrace intellectual courage and disrupt conventional thinking, and to make an impact and grow through a learning culture that provides a rewarding experience with supportive leadership.

Helping our dedicated people grow, develop, and reach their full potential in this constantly shifting landscape keeps our teams motivated and engaged as they support customers around the globe.

## **IQVIA IES UK Limited**

### **Section 172 statement for the year ended 31st December 2019 (continued)**

Attracting, developing, and advancing talent at all levels at IQVIA is critical to our business and an essential element of our inclusive and innovative workplace. IQVIA is dedicated to creating a productive work environment that exhibits teamwork, leadership, customer focus, integrity, and quality.

We are committed to recruiting, training and retaining the best talent we can find. We provide employees with comprehensive training and career development opportunities. We continue to organise courses to assist managers on effective management for the Company to achieve higher performance. Strict selection procedures and standards are in place to ensure non-discrimination in our employment policy. IQVIA is an equal opportunity employer and we make our employment decisions based on qualifications and merit.

IQVIA maintains a culture of diversity and inclusion in which people from all backgrounds are treated fairly and can fully contribute to the growth and success of our business. We have established Employee Resource Groups (ERGs) that allow our employees with similar interests and backgrounds to connect and collaborate to ensure their voices are heard within the leadership team. These ERGs are a reflection of our commitment to diversity and inclusion, and these groups support our values and business goals and foster the diverse thinking required for innovation.

We engage with our employees through our intranet site, regular staff meetings and email notifications, on a range of topics including safety, welfare, career development and sustainability strategies. We also listen to our employees through regular surveys and focus groups within the Company. This feedback helps us to review processes and identify any additional initiatives to increase our employee engagement and retention.

The Company strives to enhance employee safety and care. The directors instruct management to hold health and safety review and planning meetings, and we have a comprehensive employee health and training programme that encourages employee involvement in monitoring and enhancing health and safety practices throughout the Company.

We deal with grievances and complaints in a serious and timely manner. Anti-discrimination, anti-harassment and anti-retaliation policies are available to employees on our global intranet and are summarised in our Code of Conduct, which all employees must adhere to. IQVIA provide an ethics line, which is run by an external provider, where employees can report any concerns they may have anonymously.

#### ***Relationships with suppliers and customers***

IQVIA is committed to supporting sustainable business practices and running our business in a socially responsible way that helps create long-term value.

##### *Suppliers*

We work with our supplier base to ensure our operations can be carried out as efficiently as possible. We aim to treat all suppliers equally and have established the "Supplier Code of Conduct" to set common values and standards for our suppliers, as well as encouraging them to perform better than their basic requirements in all fields.

We have standard payment terms which apply to all our suppliers, so that they are all treated fairly. Our purchase order system allows suppliers to track their invoices so they have full visibility between submission and payment.

The Company has invested over many years in developing strong relationships with a supply chain that shares our values. We recognise the value that these relationships bring. We aim to maintain these relationships in the same way that we do our customer relationships – through being accessible, easy to do business with and by doing what we say.

IQVIA actively seeks to foster an environment where our supply chain partners are held to sustainability standards that align with IQVIA's own values and objectives. IQVIA considers its ability to effectively leverage

## **IQVIA IES UK Limited**

### **Section 172 statement for the year ended 31st December 2019 (continued)**

#### ***Relationships with suppliers and customers (continued)***

the various backgrounds, capabilities, and contributions of its supply chain partners to be a major factor in creating mutually rewarding business opportunities and enhancing its own business performance.

Our Supplier Code of Conduct sets out the expectations for our supply chain partners in a number of key areas, including:

- Ethics and Compliance
- Labour and Human Rights
- Environment
- Health and Safety

#### ***Customers***

We place our customers at the centre of everything we do. We develop a deep understanding of the challenges they face in order to build successful, enduring relationships with them. We adapt to changing circumstances in partnership with our customers to develop flexible, innovative solutions to enable their success.

Our long relationships with customers are built on our ability to understand their requirements. We have a sophisticated customer account management system which regularly engages in dialogue with our customers about their strategy, goals, challenges and needs. Through this dialogue and our own experience and expertise we design and implement solutions tailored to them.

We harness our resources and expertise to identify, understand, and address unmet public health needs and through our innovative technologies and offerings, we help our customers bring much needed therapies to market. Together with the companies we serve, we are enabling a more modern, more effective and more efficient healthcare system, and creating breakthrough solutions that transform business and improve patient outcomes.

IQVIA's flexible business solutions and commitment to customers' objectives allow it to provide customers with customized operational delivery models to meet their needs. We have access to one of the largest and most comprehensive collections of healthcare information in the world, and can analyse this data in ways that allow our customers to run their clinical, commercial and financial operations more effectively.

The Company provides an added value service to its customers, focusing on high levels of personal service and maintaining strong relationships with its customer base. The Company continues to focus on growing the business to expand its customer portfolio. Our service managers work to ensure we understand our customers' requirements and can deliver to meet their demands.

#### ***Impact on the community and the environment***

We recognise that being a responsible business requires a firm commitment to following conscientious environmental practices and we establish specific objectives and targets to continually reduce our environmental impact where possible. We comply with all applicable laws and regulations as they relate to the provision of biopharmaceutical-regulated activities. Environmental laws and regulations are incorporated into our policies and procedures to promote global awareness across the business.

IQVIA has volunteered to become an active member of the United Nations Global Compact in 2020. This initiative calls on companies to align their strategies and operations to respect human rights, the environment, and support anti-corruption measures.

## **IQVIA IES UK Limited**

### **Section 172 statement for the year ended 31st December 2019 (continued)**

#### ***Impact on the community and the environment (continued)***

IQVIA are rated 'Bronze' by Eco Vadis, a global provider of business sustainability ratings. Our rating was 2 points below Silver and we have taken a business decision to improve our rating to Silver.

Travel is necessary for global businesses, but we continually look to find ways to mitigate and reduce its impact. We will continue efforts to decrease airline use and company car carbon emissions.

IQVIA provides financial and in-kind support for a variety of health-related non-profit organisations. We support causes and programmes that are important to our employees. These include community fundraising and volunteer activities, and support for health-related charities and natural disaster fund drives. Our IQVIA Day gives our employees a day off to perform volunteer activities within their local communities.

#### ***Business Conduct***

Wherever IQVIA does business in the world, the fundamental values of honesty, integrity, and ethical conduct form the core of everything we do. The directors are committed to maximising long-term shareholder value while supporting management in the operations of the business, observing ethical standards and adhering to all applicable laws.

Our reputation is shaped by the personal decisions of every employee, and so to guide those decisions, all our employees and directors must adhere to our code of conduct, "Doing the Right Thing". We provide various channels (local and global) for employees to obtain answers to questions or to report potential or actual violations of law, regulation, or policy freely and without fear of retaliation. This helps to ensure we promote a culture where employees are comfortable bringing up their questions or concerns.

#### ***Acting fairly between members***

The Company's only member is IQVIA IES European Holdings, which is a subsidiary of IQVIA. As both the sole member and the Company are in the same group, the member has direct access to the Board. The directors are in regular contact with the sole member through monthly financial reporting and ad-hoc communications. This ensures that the member is kept informed of events and has opportunity to take part in the running and strategic direction of the Company.

## **IQVIA IES European Holdings**

### **Section 172 statement for the year ended 31st December 2019**

The section 172 statement is following the Companies (Miscellaneous Reporting) Regulations 2018 and apply to company reporting on financial years starting on or after 1 January 2019.

The directors of IQVIA IES European Holdings Ltd (the “Company”) are aware of their duty under section 172 of the Companies Act 2006 to act in the way they consider, in good faith, would be most likely to promote the success of the Company and in doing so have regard (amongst other matters) to:

- the likely consequences of any decision in the long term;
- the interests of the Company's employees;
- the need to foster the Company's business relationships with suppliers, customers and others;
- the impact of the Company's operations on the community and the environment;
- the desirability of the Company to maintain a reputation for high standards of business conduct; and
- the need to act fairly between shareholders of the Company.

The Company is a wholly owned subsidiary of IQVIA Holdings Inc., a company incorporated in the United States of America and listed on the New York Stock Exchange (together with its subsidiaries, “IQVIA”).

The Company is focused on having a positive impact on the healthcare community, industry, and its environment. Whilst the Company’s business is run for the benefit of its shareholders, it is committed to acting ethically, with integrity, and with consideration to the communities and environment in which it operates.

#### ***Long term decisions and actions***

The directors are committed to developing and maintaining a governance framework that is appropriate to the business and supports effective decision making coupled with robust oversight of risks and internal controls.

As an intermediate holding company, the directors monitor the performance of the subsidiaries to ensure they are meeting the requirements of the wider business. This requires a long term view so that the directors can structure the business in a manner that enables it to most efficiently respond to changes in the market place and return value to IQVIA’s shareholders.

The directors consider the possible long-term consequences of any material proposed course of action, including potential safety, financial and reputational risks.

#### ***The interests of our employees***

The Company is an intermediate holding company with no employees of its own.

#### ***Relationships with suppliers and customers***

As stated above, the Company has no trade of its own, and therefore it has no suppliers or customers.

#### ***Impact on the community and the environment***

The Company has no premises, operations, employees, or trade, and therefore has no exposure to the community or environment.

#### ***Business Conduct***

Wherever IQVIA does business in the world, the fundamental values of honesty, integrity, and ethical conduct form the core of everything we do. The directors are committed to maximising long-term shareholder value while supporting management in the operations of the business, observing ethical standards and adhering to all applicable laws.

Our reputation is shaped by the personal decisions of our management team, and so to guide those decisions, our directors must adhere to our code of conduct, “Doing the Right Thing”. We provide various channels (local and global) for employees to obtain answers to questions or to report potential or actual violations of law, regulation, or policy freely and without fear of retaliation.

## **IQVIA IES European Holdings**

### **Section 172 statement for the year ended 31st December 2019 (continued)**

#### ***Acting fairly between members***

The Company's only member is Innovex Merger Corp., which is a subsidiary of IQVIA. As both the sole member and the Company are in the same group, the member has direct access to the Board. The directors are in regular contact with the sole member through monthly financial reporting and ad-hoc communications. This ensures that the member is kept informed of events and has opportunity to take part in the running and strategic direction of the Company.

## **IQVIA RDS Holdings**

### **Section 172 statement for the year ended 31st December 2019**

The section 172 statement is following the Companies (Miscellaneous Reporting) Regulations 2018 and apply to company reporting on financial years starting on or after 1 January 2019.

The directors of IQVIA RDS Holdings (the “Company”) are aware of their duty under section 172 of the Companies Act 2006 to act in the way they consider, in good faith, would be most likely to promote the success of the Company and in doing so have regard (amongst other matters) to:

- the likely consequences of any decision in the long term;
- the interests of the Company's employees;
- the need to foster the Company's business relationships with suppliers, customers and others;
- the impact of the Company's operations on the community and the environment;
- the desirability of the Company to maintain a reputation for high standards of business conduct; and
- the need to act fairly between shareholders of the Company.

The Company is a wholly owned subsidiary of IQVIA Holdings Inc., a company incorporated in the United States of America and listed on the New York Stock Exchange (together with its subsidiaries, “IQVIA”).

The Company is focused on having a positive impact on the healthcare community, industry, and its environment. Whilst the Company’s business is run for the benefit of its shareholders, it is committed to acting ethically, with integrity, and with consideration to the communities and environment in which it operates.

#### ***Long term decisions and actions***

The directors are committed to developing and maintaining a governance framework that is appropriate to the business and supports effective decision making coupled with robust oversight of risks and internal controls.

As an intermediate holding company, the directors monitor the performance of the subsidiaries to ensure they are meeting the requirements of the wider business. This requires a long term view so that the directors can structure the business in a manner that enables it to most efficiently respond to changes in the market place and return value to IQVIA’s shareholders.

The directors consider the possible long-term consequences of any material proposed course of action, including potential safety, financial and reputational risks.

#### ***The interests of our employees***

The Company is an intermediate holding company with no employees of its own.

#### ***Relationships with suppliers and customers***

As stated above, the Company has no trade of its own, and therefore it has no suppliers or customers.

#### ***Impact on the community and the environment***

The Company has no premises, operations, employees, or trade, and therefore has no exposure to the community or environment. Please refer to the financial statements of our subsidiaries for details of their impacts, in so far as local regulations require them to disclose.

#### ***Business Conduct***

Wherever IQVIA does business in the world, the fundamental values of honesty, integrity, and ethical conduct form the core of everything we do. The directors are committed to maximising long-term shareholder value while supporting management in the operations of the business, observing ethical standards and adhering to all applicable laws.

Our reputation is shaped by the personal decisions of our management team, and so to guide those decisions, our directors must adhere to our code of conduct, “Doing the Right Thing”. We provide various channels (local and global) for employees to obtain answers to questions or to report potential or actual violations of law, regulation, or policy freely and without fear of retaliation.

## **IQVIA RDS Holdings**

### **Section 172 statement for the year ended 31st December 2019 (continued)**

#### ***Acting fairly between members***

The Company's only member is IQVIA RDS UK Holdings Ltd, which is a subsidiary of IQVIA. As both the sole member and the Company are in the same group, the member has direct access to the Board. The directors are in regular contact with the sole member through monthly financial reporting and ad-hoc communications. This ensures that the member is kept informed of events and has opportunity to take part in the running and strategic direction of the Company.

## **IQVIA RDS UK Holdings Ltd**

### **Section 172 statement for the year ended 31st December 2019**

The section 172 statement is following the Companies (Miscellaneous Reporting) Regulations 2018 and apply to company reporting on financial years starting on or after 1 January 2019.

The directors of IQVIA RDS UK Holdings Ltd (the “Company”) are aware of their duty under section 172 of the Companies Act 2006 to act in the way they consider, in good faith, would be most likely to promote the success of the Company and in doing so have regard (amongst other matters) to:

- the likely consequences of any decision in the long term;
- the interests of the Company's employees;
- the need to foster the Company's business relationships with suppliers, customers and others;
- the impact of the Company's operations on the community and the environment;
- the desirability of the Company to maintain a reputation for high standards of business conduct; and
- the need to act fairly between shareholders of the Company.

The Company is a wholly owned subsidiary of IQVIA Holdings Inc., a company incorporated in the United States of America and listed on the New York Stock Exchange (together with its subsidiaries, “IQVIA”).

The Company is focused on having a positive impact on the healthcare community, industry, and of its environment. Whilst the Company's business is run for the benefit of its shareholders, it is committed to acting ethically, with integrity, and with consideration to the communities and environment in which it operates.

#### ***Long term decisions and actions***

The directors are committed to developing and maintaining a governance framework that is appropriate to the business and supports effective decision making coupled with robust oversight of risks and internal controls.

As an intermediate holding company, the directors monitor the performance of the subsidiaries to ensure they are meeting the requirements of the wider business. This requires a long term view so that the directors can structure the business in a manner that enables it to most efficiently respond to changes in the market place and return value to IQVIA's shareholders.

The directors consider the possible long-term consequences of any material proposed course of action, including potential safety, financial and reputational risks.

#### ***The interests of our employees***

The Company is an intermediate holding company with no employees of its own.

#### ***Relationships with suppliers and customers***

As stated above, the Company has no trade of its own, and therefore it has no suppliers or customers.

#### ***Impact on the community and the environment***

The Company has no premises, operations, employees, or trade, and therefore has no exposure to the community or environment.

#### ***Business Conduct***

Wherever IQVIA does business in the world, the fundamental values of honesty, integrity, and ethical conduct form the core of everything we do. The directors are committed to maximising long-term shareholder value while supporting management in the operations of the business, observing ethical standards and adhering to all applicable laws.

Our reputation is shaped by the personal decisions of our management team, and so to guide those decisions, our directors must adhere to our code of conduct, “Doing the Right Thing”. We provide various channels (local and global) for employees to obtain answers to questions or to report potential or actual violations of law, regulation, or policy freely and without fear of retaliation.

## **IQVIA RDS UK Holdings Ltd**

### **Section 172 statement for the year ended 31st December 2019 (continued)**

#### ***Acting fairly between members***

The Company's only members are Innovex Merger Corp. and Innovex Holdings I LLC, which are both subsidiaries of IQVIA. As both the members and the Company are in the same group, the members have direct access to the Board. The directors are in regular contact with the members through monthly financial reporting and ad-hoc communications. This ensures that the members are kept informed of events and has opportunity to take part in the running and strategic direction of the Company.

## **Q Squared Solutions Holdings Limited**

### **Section 172 statement for the year ended 31st December 2019**

The section 172 statement is following the Companies (Miscellaneous Reporting) Regulations 2018 and apply to company reporting on financial years starting on or after 1 January 2019.

The directors of Q Squared Solutions Holdings Limited (the “Company”) are aware of their duty under section 172 of the Companies Act 2006 to act in the way they consider, in good faith, would be most likely to promote the success of the Company and in doing so have regard (amongst other matters) to:

- the likely consequences of any decision in the long term;
- the interests of the Company's employees;
- the need to foster the Company's business relationships with suppliers, customers and others;
- the impact of the Company's operations on the community and the environment;
- the desirability of the Company to maintain a reputation for high standards of business conduct; and
- the need to act fairly between shareholders of the Company.

The Company is focused on having a positive impact on the healthcare community, industry, and its environment. Whilst the Company's business is run for the benefit of its shareholders, it is committed to acting ethically, with integrity, and with consideration to the communities and environment in which it operates.

#### ***Long term decisions and actions***

The directors are committed to developing and maintaining a governance framework that is appropriate to the business and supports effective decision making coupled with robust oversight of risks and internal controls.

As an intermediate holding company, the directors monitor the performance of the subsidiaries to ensure they are meeting the requirements of the wider business. This requires a long term view so that the directors can structure the business in a manner that enables it to most efficiently respond to changes in the market place and return value to our shareholders.

The directors consider the possible long-term consequences of any material proposed course of action, including potential safety, financial and reputational risks.

#### ***The interests of our employees***

The Company is an intermediate holding company with no employees of its own.

#### ***Relationships with suppliers and customers***

As stated above, the Company has no trade of its own, and therefore it has no suppliers or customers.

#### ***Impact on the community and the environment***

The Company has no premises, operations, employees, or trade, and therefore has no exposure to the community or environment.

#### ***Business Conduct***

Wherever we do business in the world, the fundamental values of honesty, integrity, and ethical conduct form the core of everything we do. The directors are committed to maximising long-term shareholder value while supporting management in the operations of the business, observing ethical standards and adhering to all applicable laws.

Our reputation is shaped by the personal decisions of our management team, and so to guide those decisions, our directors must adhere to our code of conduct. We provide various channels (local and global) for employees to obtain answers to questions or to report potential or actual violations of law, regulation, or policy freely and without fear of retaliation.

## **Q Squared Solutions Holdings Limited**

### **Section 172 statement for the year ended 31st December 2019 (continued)**

#### ***Acting fairly between members***

The Company is 60% owned by IQVIA Ltd, a subsidiary of IQVIA Holdings Inc. (“IQVIA”), and 40% owned by Quest Diagnostics Subsidiary Holdings Ltd, a subsidiary of Quest Diagnostic Inc (“Quest”). The Company regularly holds Board meetings that are attended by 60% IQVIA management and 40% Quest management. This meeting ensures that both parent entities are kept informed of events and have opportunity to take part in the running and strategic direction of the Company.

## **Q Squared Solutions Limited**

### **Section 172 statement for the year ended 31st December 2019**

The section 172 statement is following the Companies (Miscellaneous Reporting) Regulations 2018 and apply to company reporting on financial years starting on or after 1 January 2019.

The directors of Q Squared Solutions Limited (the “Company”) are aware of their duty under section 172 of the Companies Act 2006 to act in the way they consider, in good faith, would be most likely to promote the success of the Company and in doing so have regard (amongst other matters) to:

- the likely consequences of any decision in the long term;
- the interests of the Company's employees;
- the need to foster the Company's business relationships with suppliers, customers and others;
- the impact of the Company's operations on the community and the environment;
- the desirability of the Company to maintain a reputation for high standards of business conduct; and
- the need to act fairly between shareholders of the Company.

The Company is a wholly owned subsidiary of Q Squared Solutions Holdings Limited (“Q Squared”), which is a joint venture between IQVIA Holdings Inc. (“IQVIA”) and Quest Diagnostics.

The Company is focused on having a positive impact on the healthcare community, industry, and of its environment. Whilst the Company's business is run for the benefit of its shareholders, it is committed to the wellness and safety of its employees and customers, acting ethically, with integrity, and with consideration to the communities and environment in which it operates.

#### ***Long term decisions and actions***

As a world leader in providing innovative laboratory solutions and clinical trial services to drive healthcare forward, we must balance the immediate challenges of the fast paced nature of our industry with longer term developments and emerging technologies, so that our business has the confidence to innovate and maximise opportunities as they arise.

To ensure the business regularly considers and evaluates its long-term strategy, we hold frequent forums at the operational level that seek to identify and anticipate trends in the market. Information gathered at these meetings is fed through to the leadership team, to help the business to update its long-term roadmap for all service offerings. Market evolution and market shaping is both implicit and explicit in our planning processes and business reviews.

The directors consider the possible long-term consequences of any material proposed course of action, including potential safety, financial and reputational risks.

#### ***The interests of our employees***

Our success substantially depends on the collective performance, contributions and expertise of our employees. We are committed to maintaining a culture of diversity and inclusion in which people from all backgrounds can fully contribute to the growth and success of our business.

Our employees have access to our learning platform where our diverse workforce can readily find the resources required to help address customer needs. We help our employees to embrace intellectual courage, disrupt conventional thinking, make an impact and grow through a learning culture that provides a rewarding experience with supportive leadership.

Helping our dedicated people grow, develop, and reach their full potential in this constantly shifting landscape keeps our teams motivated and engaged as they support our customers.

## **Q Squared Solutions Limited**

### **Section 172 statement for the year ended 31st December 2019 (continued)**

Attracting, developing, and advancing talent at all levels at of our Company is critical to our business and an essential element of our inclusive and innovative workplace. We are dedicated to creating a productive work environment that exhibits teamwork, leadership, customer focus, integrity, and quality.

We are committed to recruiting, training and retaining the best talent we can find. We provide employees with comprehensive training and career development opportunities. We continue to organise courses to assist managers on effective management for the Company to achieve higher performance. Strict selection procedures and standards are in place to ensure non-discrimination in our employment policy. We are an equal opportunity employer and we make our employment decisions based on qualifications and merit.

We maintain a culture of diversity and inclusion in which people from all backgrounds are treated fairly and can fully contribute to the growth and success of our business. We have established Employee Resource Groups (ERGs) that allow our employees with similar interests and backgrounds to connect and collaborate to ensure their voices are heard within the leadership team. These ERGs are a reflection of our commitment to diversity and inclusion, and these groups support our values and business goals and foster the diverse thinking required for innovation.

We engage with our employees through our intranet site, regular staff meetings and email notifications, on a range of topics including safety, welfare, career development and sustainability strategies. We also listen to our employees through regular surveys and focus groups within the Company. This feedback helps us to review processes and identify any additional initiatives to increase our employee engagement and retention.

The Company strives to enhance employee safety and care. The management team holds health and safety review and planning meetings, and we have a comprehensive employee health and training programme that encourages employee involvement in monitoring and enhancing health and safety practices throughout the Company.

We deal with grievances and complaints in a serious and timely manner. Anti-discrimination, anti-harassment and anti-retaliation policies are available to employees on our global intranet and are summarised in our Code of Conduct, which all employees must adhere to. IQVIA provide an ethics line, which is run by an external provider, where employees can report any concerns they may have anonymously.

#### ***Relationships with suppliers and customers***

The Company is committed to supporting sustainable business practices and running our business in a socially responsible way that helps create long-term value.

##### **Suppliers**

We work with our supplier base to ensure our operations can be carried out as efficiently as possible. We aim to treat all suppliers equally and have established the "Supplier Code of Conduct" to set common values and standards for our suppliers, as well as encouraging them to perform better than their basic requirements in all fields.

The Company has invested many years in developing strong relationships with a supply chain that shares our values. We recognise the value that these relationships bring. We aim to maintain these relationships in the same way that we do our customer relationships – through being accessible, easy to do business with and by doing what we say.

We actively seek to foster an environment where our supply chain partners are held to sustainability standards that align with own values and objectives. We consider our ability to effectively leverage the various backgrounds, capabilities, and contributions of its supply chain partners to be a major factor in creating mutually rewarding business opportunities and enhancing its own business performance.

## **Q Squared Solutions Limited**

### **Section 172 statement for the year ended 31st December 2019 (continued)**

Our Supplier Code of Conduct sets out the expectations for our supply chain partners in a number of key areas, including:

- Ethics and Compliance
- Labour and Human Rights
- Environment
- Health and Safety

#### *Customers*

We place our customers at the centre of everything we do. We develop a deep understanding of the challenges they face in order to build successful, enduring relationships with them. We adapt to changing circumstances in partnership with our customers to develop flexible, innovative solutions to enable their success.

Our long relationships with customers are built on our ability to understand their requirements. We have a customer account management structure which regularly engages in dialogue with our customers about their strategy, goals, challenges and needs. Through this dialogue and our own experience and expertise we design and implement solutions tailored to them.

We harness our resources and expertise to identify, understand, and address unmet public health needs and through our innovative technologies and offerings, we help our customers bring much needed therapies to market. Together with the companies we serve, we are enabling a more modern, more effective and more efficient healthcare system, and creating breakthrough solutions that transform business and improve patient outcomes.

Our flexible business solutions and commitment to customers' objectives allow us to provide customers with customised operational delivery models to meet their needs. We have access to one of the largest and most comprehensive collections of healthcare information in the world, and can analyse this data in ways that allow our customers to run their clinical, commercial and financial operations more effectively.

The Company provides an added value service to its customers, focusing on high levels of personal service and maintaining strong relationships with its customer base. The Company continues to focus on growing the business to expand its customer portfolio.

#### ***Impact on the community and the environment***

We recognise that being a responsible business requires a firm commitment to following conscientious environmental practices and we establish specific objectives and targets to continually reduce our environmental impact where possible. We comply with all applicable laws and regulations as they relate to the provision of biopharmaceutical-regulated activities. Environmental laws and regulations are incorporated into our policies and procedures to promote global awareness across the business.

Our employees and suppliers are expected to support our waste management and disposal programmes. We strive to segregate and dispose of waste in a way that minimizes adverse impacts and provide enhanced training and awareness for employees in lab and production environments to improve waste minimisation, segregation, and disposal.

Travel is necessary for global businesses. As our business grows, we will continue to find ways to mitigate and reduce its impact. With the ongoing increase in employee headcount due to our growth, we will continue efforts to decrease airline use and company car carbon emissions.

## **Q Squared Solutions Limited**

### **Section 172 statement for the year ended 31st December 2019 (continued)**

#### ***Impact on the community and the environment (continued)***

We provide financial and in-kind support for a variety of health-related non-profit organisations. We support causes and programmes that are important to our employees. These include community fundraising and volunteer activities, and support for health-related charities and natural disaster fund drives. Our Q Day gives our employees a day off to perform volunteer activities within their local communities.

#### ***Business Conduct***

Wherever we do business in the world, the fundamental values of honesty, integrity, and ethical conduct form the core of everything we do. The directors are committed to maximising long-term shareholder value while supporting management in the operations of the business, observing ethical standards and adhering to all applicable laws.

Our reputation is shaped by the personal decisions of every employee, and so to guide those decisions, all our employees and directors must adhere to our code of conduct. We provide various channels (local and global) for employees to obtain answers to questions or to report potential or actual violations of law, regulation, or policy freely and without fear of retaliation. This helps to ensure we promote a culture where employees are comfortable bringing up their questions or concerns.

We are passionate about our work and want our name to stand for excellence. We are proactive and deliver high-quality solutions.

#### ***Acting fairly between members***

The Company's only member is Q Squared Solutions Holdings Limited. As both the sole member and the Company are in the same group, the member has direct access to the Board. The directors are in regular contact with the sole member through monthly financial reporting and ad-hoc communications. This ensures that the member is kept informed of events and has opportunity to take part in the running and strategic direction of the Company.

## **IQVIA Biotech Ltd**

### **Section 172 statement for the year ended 31<sup>st</sup> December 2019 (continued)**

The section 172 statement is following the Companies (Miscellaneous Reporting) Regulations 2018 and apply to company reporting on financial years starting on or after 1 January 2019.

The directors of IQVIA Biotech Ltd (the “Company”) are aware of their duty under section 172 of the Companies Act 2006 to act in the way they consider, in good faith, would be most likely to promote the success of the Company and in doing so have regard (amongst other matters) to:

- the likely consequences of any decision in the long term;
- the interests of the Company's employees;
- the need to foster the Company's business relationships with suppliers, customers and others;
- the impact of the Company's operations on the community and the environment;
- the desirability of the Company to maintain a reputation for high standards of business conduct; and
- the need to act fairly between shareholders of the Company.

The Company is a wholly owned subsidiary of IQVIA Holdings Inc., a company incorporated in the United States of America and listed on the New York Stock Exchange (together with its subsidiaries, “IQVIA”).

The Company is focused on having a positive impact on the healthcare community, industry, and its environment. Whilst the Company’s business is run for the benefit of its shareholders, it is committed to acting ethically, with integrity, and with consideration to the communities and environment in which it operates.

#### ***Long term decisions and actions***

As a world leader in using advanced analytics, technology, and science to drive healthcare forward, we must balance the immediate challenges of the fast paced nature of our industry with longer term developments and emerging technologies, so that our business has the confidence to innovate and maximise opportunities as they arise.

To ensure the business regularly considers and evaluates its long-term strategy, we hold frequent forums at the operational level that seek to identify and anticipate trends and risks in the market. Information gathered at these meetings is fed through to the leadership team, to help the business to update its long-term roadmap for all service offerings. Market evolution and market shaping is both implicit and explicit in our planning processes and business reviews.

The directors consider the possible long-term consequences of any material proposed course of action, including potential safety, financial and reputational risks.

#### ***The interests of our employees***

Our success substantially depends on the collective performance, contributions and expertise of our employees. We are committed to maintaining a culture of diversity and inclusion in which people from all backgrounds can fully contribute to the growth and success of our business.

Our employees have access to our global learning platform where our diverse workforce can readily find the resources required to help address customer needs. In 2019 we launched the Brave Minds employee value proposition, founded on three pillars; to inspire purpose and drive a passion for a healthier world; to embrace intellectual courage and disrupt conventional thinking, and to make an impact and grow through a learning culture that provides a rewarding experience with supportive leadership.

Helping our dedicated people grow, develop, and reach their full potential in this constantly shifting landscape keeps our teams motivated and engaged as they support customers around the globe.

IQVIA is committed to supporting sustainable business practices and running our business in a socially responsible way that helps create long-term value.

## **IQVIA Biotech Ltd**

### **Section 172 statement for the year ended 31<sup>st</sup> December 2019 (continued)**

#### *Suppliers*

We work with our supplier base to ensure our operations can be carried out as efficiently as possible. We aim to treat all suppliers equally and have established the "Supplier Code of Conduct" to set common values and standards for our suppliers, as well as encouraging them to perform better than their basic requirements in all fields.

Our purchase order system allows suppliers to track their invoices so they have full visibility between submission and payment.

The Company has invested over many years in developing strong relationships with a supply chain that shares our values. We recognise the value that these relationships bring. We aim to maintain these relationships in the same way that we do our customer relationships – through being accessible, easy to do business with and by doing what we say.

IQVIA actively seeks to foster an environment where our supply chain partners are held to sustainability standards that align with IQVIA's own values and objectives. IQVIA considers its ability to effectively leverage the various backgrounds, capabilities, and contributions of its supply chain partners to be a major factor in creating mutually rewarding business opportunities and enhancing its own business performance.

Our Supplier Code of Conduct sets out the expectations for our supply chain partners in a number of key areas, including:

- Ethics and Compliance
- Labour and Human Rights
- Environment
- Health and Safety

#### *Customers*

We place our customers at the centre of everything we do. We develop a deep understanding of the challenges they face in order to build successful, enduring relationships with them. We adapt to changing circumstances in partnership with our customers to develop flexible, innovative solutions to enable their success.

Our long relationships with customers are built on our ability to understand their requirements. We have a sophisticated customer account management system which regularly engages in dialogue with our customers about their strategy, goals, challenges and needs. Through this dialogue and our own experience and expertise we design and implement solutions tailored to them.

We harness our resources and expertise to identify, understand, and address unmet public health needs and through our innovative technologies and offerings, we help our customers bring much needed therapies to market. Together with the companies we serve, we are enabling a more modern, more effective and more efficient healthcare system, and creating breakthrough solutions that transform business and improve patient outcomes.

IQVIA's flexible business solutions and commitment to customers' objectives allow it to provide customers with customized operational delivery models to meet their needs. We have access to one of the largest and most comprehensive collections of healthcare information in the world, and can analyse this data in ways that allow our customers to run their clinical, commercial and financial operations more effectively.

The Company provides an added value service to its customers, focusing on high levels of personal service and maintaining strong relationships with its customer base. The Company continues to focus on growing the

## **IQVIA Biotech Ltd**

### **Section 172 statement for the year ended 31<sup>st</sup> December 2019 (continued)**

#### *Customers (continued)*

business to expand its customer portfolio. Each customer has a service manager to ensure we understand our customers' requirements and can deliver to meet their demands.

#### ***Impact on the community and the environment***

We recognise that being a responsible business requires a firm commitment to following conscientious environmental practices and we establish specific objectives and targets to continually reduce our environmental impact where possible. We comply with all applicable laws and regulations as they relate to the provision of biopharmaceutical-regulated activities. Environmental laws and regulations are incorporated into our policies and procedures to promote global awareness across the business.

IQVIA has volunteered to become an active member of the United Nations Global Compact in 2020. This initiative calls on companies to align their strategies and operations to respect human rights, the environment, and support anti-corruption measures.

IQVIA are rated 'Bronze' by Eco Vadis, a global provider of business sustainability ratings. Our rating was 2 points below Silver and we have taken a business decision to improve our rating to Silver.

Travel is necessary for global businesses and we will continue to find ways to mitigate and reduce its impact. With the ongoing increase in our employee headcount due to our growth, we will continue efforts to decrease airline use and company car carbon emissions.

We recognise that the footprint of our property portfolio is directly connected to our carbon footprint. We monitor our office demand across the business to look for efficiencies and allow home working where possible.

IQVIA provides financial and in-kind support for a variety of health-related non-profit organisations. We support causes and programmes that are important to our employees. These include community fundraising and volunteer activities, and support for health-related charities and natural disaster fund drives. Our IQVIA Day gives our employees a day off to perform volunteer activities within their local communities.

#### ***Business Conduct***

Wherever IQVIA does business in the world, the fundamental values of honesty, integrity, and ethical conduct form the core of everything we do. The directors are committed to maximising long-term shareholder value while supporting management in the operations of the business, observing ethical standards and adhering to all applicable laws.

Our reputation is shaped by the personal decisions of every employee, and so to guide those decisions, all our employees and directors must adhere to our code of conduct, "Doing the Right Thing". We provide various channels (local and global) for employees to obtain answers to questions or to report potential or actual violations of law, regulation, or policy freely and without fear of retaliation. This helps to ensure we promote a culture where employees are comfortable bringing up their questions or concerns.

#### ***Acting fairly between members***

The Company's only member is IQVIA RDS UK Holdings Ltd, which is a subsidiary of IQVIA. As both the sole member and the Company are in the same group, the member has direct access to the Board. The directors are in regular contact with the sole member through monthly financial reporting and ad-hoc communications. This ensures that the member is kept informed of events and has opportunity to take part in the running and strategic direction of the Company.

## **IQVIA Solutions UK Limited**

### **Section 172 statement for the year ended 31<sup>st</sup> December 2019**

The section 172 statement is following the Companies (Miscellaneous Reporting) Regulations 2018 and apply to company reporting on financial years starting on or after 1 January 2019.

The directors of IQVIA Solutions UK Limited (the “Company”) are aware of their duty under section 172 of the Companies Act 2006 to act in the way they consider, in good faith, would be most likely to promote the success of the Company and in doing so have regard (amongst other matters) to:

- the likely consequences of any decision in the long term;
- the interests of the Company's employees;
- the need to foster the Company's business relationships with suppliers, customers and others;
- the impact of the Company's operations on the community and the environment;
- the desirability of the Company to maintain a reputation for high standards of business conduct; and
- the need to act fairly between shareholders of the Company.

The Company is a wholly owned subsidiary of IQVIA Holdings Inc., a company incorporated in the United States of America and listed on the New York Stock Exchange (together with its subsidiaries, “IQVIA”). On the 31 December 2019, the trade and assets of the Company were transferred to a fellow group undertaking and the Company ceased trading as of that date.

The Company is focused on having a positive impact on the healthcare community, industry, and its environment. Whilst the Company’s business is run for the benefit of our shareholders, it is committed to acting ethically, with integrity, and with consideration to the communities and environment in which it operates.

#### ***Long term decisions and actions***

As a world leader in using advanced analytics, technology, and science to drive healthcare forward, we must balance the immediate challenges of the fast paced nature of our industry with longer term developments and emerging technologies, so that our business has the confidence to innovate and maximise opportunities as they arise.

To ensure the business regularly considers and evaluates its long-term strategy, we hold frequent forums at the operational level that seek to identify and anticipate trends and risks in the market. Information gathered at these meetings is fed through to the leadership team, to help the business to update its long-term roadmap for all service offerings. Market evolution and market shaping is both implicit and explicit in our planning processes and business reviews.

The directors consider the possible long-term consequences of any material proposed course of action, including potential safety, financial and reputational risks.

#### ***The interests of our employees***

After the 31 December 2019, the Company had no employees other than the directors. However, prior to the cessation of trade, the interests of the Company’s employees were a key priority. Our success substantially depends on the collective performance, contributions and expertise of our employees. We are committed to maintaining a culture of diversity and inclusion in which people from all backgrounds can fully contribute to the success of our business.

Our employees have access to our global learning platform where our diverse workforce can readily find the resources required to help address customer needs. In 2019 we launched the Brave Minds employee value proposition, founded on three pillars; to inspire purpose and drive a passion for a healthier world; to embrace intellectual courage and disrupt conventional thinking, and to make an impact and grow through a learning culture that provides a rewarding experience with supportive leadership.

## **IQVIA Solutions UK Limited**

### **Section 172 statement for the year ended 31<sup>st</sup> December 2019 (continued)**

#### ***The interests of our employees (continued)***

Helping our dedicated people grow, develop, and reach their full potential in this constantly shifting landscape keeps our teams motivated and engaged as they support customers around the globe.

We are committed to recruiting, training and retaining the best talent we can find. We provide employees with comprehensive training and career development opportunities. We continue to organise courses to assist managers on effective management for the Company to achieve higher performance. Strict selection procedures and standards are in place to ensure non-discrimination in our employment policy. IQVIA is an equal opportunity employer and we make our employment decisions based on qualifications and merit.

IQVIA maintains a culture of diversity and inclusion in which people from all backgrounds are treated fairly and can fully contribute to the growth and success of our business. We have established Employee Resource Groups (ERGs) that allow our employees with similar interests and backgrounds to connect and collaborate to ensure their voices are heard within the leadership team. These ERGs are a reflection of our commitment to diversity and inclusion, and these groups support our values and business goals and foster the diverse thinking required for innovation.

We engage with our employees through our intranet site, regular staff meetings and email notifications, on a range of topics including safety, welfare, career development and sustainability strategies. We also listen to our employees through regular surveys and focus groups within the Company. This feedback helps us to review processes and identify any additional initiatives to increase our employee engagement and retention.

The Company strives to enhance employee safety and care. The management team holds health and safety review and planning meetings, and we have a comprehensive employee health and training programme that encourages employee involvement in monitoring and enhancing health and safety practices throughout the Company.

We deal with grievances and complaints in a serious and timely manner. Anti-discrimination, anti-harassment and anti-retaliation policies are available to employees on our global intranet and are summarised in our Code of Conduct, which all employees must adhere to. IQVIA provide an ethics line, which is run by an external provider, where employees can report any concerns they may have anonymously.

#### ***Relationships with suppliers and customers***

IQVIA is committed to supporting sustainable business practices and running our business in a socially responsible way that helps create long-term value. Following the transfer of its trade and assets on 31 December 2019, the Company had no customers or suppliers.

##### ***Suppliers***

We work with our supplier base to ensure our operations can be carried out as efficiently as possible. We aim to treat all suppliers equally and have established the "Supplier Code of Conduct" to set common values and standards for our suppliers, as well as encouraging them to perform better than their basic requirements in all fields.

The Company has invested over many years in developing strong relationships with a supply chain that shares our values. We recognise the value that these relationships bring. We aim to maintain these relationships in the same way that we do our customer relationships – through being accessible, easy to do business with and by doing what we say. Following the transfer of its trade and assets on 31 December 2019, the Company had no suppliers.

## **IQVIA Solutions UK Limited**

### **Section 172 statement for the year ended 31<sup>st</sup> December 2019 (continued)**

#### ***Relationships with suppliers and customers (continued)***

IQVIA actively seeks to foster an environment where our supply chain partners are held to sustainability standards that align with IQVIA's own values and objectives. IQVIA considers its ability to effectively leverage the various backgrounds, capabilities, and contributions of its supply chain partners to be a major factor in creating mutually rewarding business opportunities and enhancing its own business performance.

Our Supplier Code of Conduct sets out the expectations for our supply chain partners in a number of key areas, including:

- Ethics and Compliance
- Labour and Human Rights
- Environment
- Health and Safety

#### ***Customers***

We place our customers at the centre of everything we do. We develop a deep understanding of the challenges they face in order to build successful, enduring relationships with them. We adapt to changing circumstances in partnership with our customers to develop flexible, innovative solutions to enable their success.

Our long relationships with customers are built on our ability to understand their requirements. We have sophisticated customer account management system which regularly engages in dialogue with our customers about their strategy, goals, challenges and needs. Through this dialogue and our own experience and expertise we design and implement solutions tailored to them.

IQVIA seeks to maintain long-lasting customer relationships and deliver excellent customer service. Successful customer relationships require a thorough understanding of customer needs and challenges. Following the transfer of its trade and assets on 31 December 2019, the Company had no customers.

We harness our resources and expertise to identify, understand, and address unmet public health needs and through our innovative technologies and offerings, we help our customers bring much needed therapies to market. Together with the companies we serve, we are enabling a more modern, more effective and more efficient healthcare system, and creating breakthrough solutions that transform business and improve patient outcomes.

IQVIA's flexible business solutions and commitment to customers' objectives allow it to provide customers with customized operational delivery models to meet their needs. We have access to one of the largest and most comprehensive collections of healthcare information in the world, and can analyse this data in ways that allow our customers to run their clinical, commercial and financial operations more effectively.

The Company provides an added value service to its customers, focusing on high levels of personal service and maintaining strong relationships with its customer base. Our service managers work to ensure we understand our customers' requirements and can deliver to meet their demands.

#### ***Impact on the community and the environment***

We recognise that being a responsible business requires a firm commitment to following conscientious environmental practices and we establish specific objectives and targets to continually reduce our environmental impact where possible. We comply with all applicable laws and regulations as they relate to our activities. Environmental laws and regulations are incorporated into our policies and procedures to promote global awareness across the business.

## **IQVIA Solutions UK Limited**

### **Section 172 statement for the year ended 31<sup>st</sup> December 2019 (continued)**

#### ***Impact on the community and the environment (continued)***

IQVIA has volunteered to become an active member of the United Nations Global Compact in 2020. This initiative calls on companies to align their strategies and operations to respect human rights, environment, and also to support anti-corruption measures.

IQVIA are rated 'Bronze' by Eco Vadis, a global provider of business sustainability ratings. Our rating was 2 points below Silver and we have taken a business decision to improve our rating to Silver.

IQVIA provides financial and in-kind support for a variety of health-related non-profit organisations. We support causes and programmes that are important to our employees. These include community fundraising and volunteer activities, and support for health-related charities and natural disaster fund drives. Our IQVIA Day gave our employees a day off to perform volunteer activities within their local communities.

#### ***Business Conduct***

Wherever IQVIA does business in the world, the fundamental values of honesty, integrity, and ethical conduct form the core of everything we do. The directors are committed to maximising long-term shareholder value while supporting management in the operations of the business, observing ethical standards and adhering to all applicable laws.

Our reputation is shaped by the personal decisions of every employee, and so to guide those decisions, all our employees and directors must adhere to our code of conduct, "Doing the Right Thing". We provide various channels (local and global) for employees to obtain answers to questions or to report potential or actual violations of law, regulation, or policy freely and without fear of retaliation.

#### ***Acting fairly between members***

The Company's only member is Pharmadeals Limited, which is a subsidiary of IQVIA. As both the sole member and the Company are in the same group, the member has direct access to the Board. The directors are in regular contact with the sole member through monthly financial reporting and ad-hoc communications. This ensures that the member is kept informed of events and has opportunity to take part in the running and strategic direction of the Company.

## **IQVIA World Publications Limited**

### **Section 172 statement for the year ended 31<sup>st</sup> December 2019**

The section 172 statement is following the Companies (Miscellaneous Reporting) Regulations 2018 and apply to company reporting on financial years starting on or after 1 January 2019.

The directors of IQVIA World Publications Limited (the “Company”) are aware of their duty under section 172 of the Companies Act 2006 to act in the way they consider, in good faith, would be most likely to promote the success of the Company and in doing so have regard (amongst other matters) to:

- the likely consequences of any decision in the long term;
- the interests of the Company's employees;
- the need to foster the Company's business relationships with suppliers, customers and others;
- the impact of the Company's operations on the community and the environment;
- the desirability of the Company to maintain a reputation for high standards of business conduct; and
- the need to act fairly between shareholders of the Company.

The Company is a wholly owned subsidiary of IQVIA Holdings Inc., a company incorporated in the United States of America and listed on the New York Stock Exchange (together with its subsidiaries, “IQVIA”). On the 31 December 2019, the trade and assets of the Company were transferred to a fellow group undertaking and the Company ceased trading as of that date.

The Company is focused on having a positive impact on the healthcare community, industry, and its environment. Whilst the Company's business is run for the benefit of its shareholders, it is committed to acting ethically, with integrity, and with consideration to the communities and environment in which it operates.

#### ***Long term decisions and actions***

As a world leader in using advanced analytics, technology, and science to drive healthcare forward, we must balance the immediate challenges of the fast paced nature of our industry with longer term developments and emerging technologies, so that our business has the confidence to innovate and maximise opportunities as they arise.

To ensure the business regularly considers and evaluates its long-term strategy, we hold frequent forums at the operational level that seek to identify and anticipate trends and risks in the market. Information gathered at these meetings is fed through to the leadership team, to help the business to update its long-term roadmap for all service offerings. Market evolution and market shaping is both implicit and explicit in our planning processes and business reviews.

The directors consider the possible long-term consequences of any material proposed course of action, including potential safety, financial and reputational risks.

#### ***The interests of our employees***

After the 31 December 2019, the Company had no employees other than the directors. However, prior to the cessation of trade, the interests of the Company's employees were of paramount importance. Our success substantially depends on the collective performance, contributions and expertise of our employees. We are committed to maintaining a culture of diversity and inclusion in which people from all backgrounds can fully contribute to the success of our business.

Our employees have access to our global learning platform where our diverse workforce can readily find the resources required to help address customer needs. In 2019 we launched the Brave Minds employee value proposition, founded on three pillars; to inspire purpose and drive a passion for a healthier world; to embrace intellectual courage and disrupt conventional thinking, and to make an impact and grow through a learning culture that provides a rewarding experience with supportive leadership.

## **IQVIA World Publications Limited**

### **Section 172 statement for the year ended 31<sup>st</sup> December 2019 (continued)**

#### ***The interests of our employees (continued)***

Helping our dedicated people grow, develop, and reach their full potential in this constantly shifting landscape keeps our teams motivated and engaged as they support customers around the globe.

We are committed to recruiting, training and retaining the best talent we can find. We provide employees with comprehensive training and career development opportunities. We continue to organise courses to assist managers on effective management for the Company to achieve higher performance. Strict selection procedures and standards are in place to ensure non-discrimination in our employment policy. IQVIA is an equal opportunity employer and we make our employment decisions based on qualifications and merit.

IQVIA maintains a culture of diversity and inclusion in which people from all backgrounds are treated fairly and can fully contribute to the growth and success of our business. We have established Employee Resource Groups (ERGs) that allow our employees with similar interests and backgrounds to connect and collaborate to ensure their voices are heard within the leadership team. These ERGs are a reflection of our commitment to diversity and inclusion, and these groups support our values and business goals and foster the diverse thinking required for innovation.

We engage with our employees through our intranet site, regular staff meetings and email notifications, on a range of topics including safety, welfare, career development and sustainability strategies. We also listen to our employees through regular surveys and focus groups within the Company. This feedback helps us to review processes and identify any additional initiatives to increase our employee engagement and retention.

The Company strives to enhance employee safety and care. The management team holds health and safety review and planning meetings, and we have a comprehensive employee health and training programme that encourages employee involvement in monitoring and enhancing health and safety practices throughout the Company.

We deal with grievances and complaints in a serious and timely manner. Anti-discrimination, anti-harassment and anti-retaliation policies are available to employees on our global intranet and are summarised in our Code of Conduct, which all employees must adhere to. IQVIA provide an ethics line, which is run by an external provider, where employees can report any concerns they may have anonymously.

#### ***Relationships with suppliers and customers***

IQVIA is committed to supporting sustainable business practices and running our business in a socially responsible way that helps create long-term value. Following the transfer of its trade and assets on 31 December 2019, the Company had no customers or suppliers.

##### ***Suppliers***

We work with our supplier base to ensure our operations can be carried out as efficiently as possible. We aim to treat all suppliers equally and have established the "Supplier Code of Conduct" to set common values and standards for our suppliers, as well as encouraging them to perform better than their basic requirements in all fields.

The Company has invested over many years in developing strong relationships with a supply chain that shares our values. We recognise the value that these relationships bring. We aim to maintain these relationships in the same way that we do our customer relationships – through being accessible, easy to do business with and by doing what we say. Following the transfer of its trade and assets on 31 December 2019, the Company had no suppliers.

IQVIA actively seeks to foster an environment where our supply chain partners are held to sustainability standards that align with IQVIA's own values and objectives. IQVIA considers its ability to effectively leverage

## **IQVIA World Publications Limited**

### **Section 172 statement for the year ended 31<sup>st</sup> December 2019 (continued)**

#### ***Relationships with suppliers and customers (continued)***

the various backgrounds, capabilities, and contributions of its supply chain partners to be a major factor in creating mutually rewarding business opportunities and enhancing its own business performance.

Our Supplier Code of Conduct sets out the expectations for our supply chain partners in a number of key areas, including:

- Ethics and Compliance
- Labour and Human Rights
- Environment
- Health and Safety

#### ***Customers***

We place our customers at the centre of everything we do. We develop a deep understanding of the challenges they face in order to build successful, enduring relationships with them. We adapt to changing circumstances in partnership with our customers to develop flexible, innovative solutions to enable their success.

Our long relationships with customers are built on our ability to understand their requirements. We have a sophisticated customer account management system which regularly engages in dialogue with our customers about their strategy, goals, challenges and needs. Through this dialogue and our own experience and expertise we design and implement solutions tailored to them.

IQVIA seeks to maintain long-lasting customer relationships and deliver excellent customer service. Successful customer relationships require a thorough understanding of customer needs and challenges. Following the transfer of its trade and assets on 31 December 2019, the Company had no customers.

We harness our resources and expertise to identify, understand, and address unmet public health needs and through our innovative technologies and offerings, we help our customers bring much needed therapies to market. Together with the companies we serve, we are enabling a more modern, more effective and more efficient healthcare system, and creating breakthrough solutions that transform business and improve patient outcomes.

IQVIA's flexible business solutions and commitment to customers' objectives allow it to provide customers with customized operational delivery models to meet their needs. We have access to one of the largest and most comprehensive collections of healthcare information in the world, and can analyse this data in ways that allow our customers to run their clinical, commercial and financial operations more effectively.

The Company provides an added value service to its customers, focusing on high levels of personal service and maintaining strong relationships with its customer base. Our service managers work to ensure we understand our customers' requirements and can deliver to meet their demands.

#### ***Impact on the community and the environment***

We recognise that being a responsible business requires a firm commitment to following conscientious environmental practices and we establish specific objectives and targets to continually reduce our environmental impact where possible. We comply with all applicable laws and regulations as they relate to our activities. Environmental laws and regulations are incorporated into our policies and procedures to promote global awareness across the business.

IQVIA has volunteered to become an active member of the United Nations Global Compact in 2020. This initiative calls on companies to align their strategies and operations to respect human rights, the environment, and to support anti-corruption measures.

## **IQVIA World Publications Limited**

### **Section 172 statement for the year ended 31<sup>st</sup> December 2019 (continued)**

#### ***Impact on the community and the environment (continued)***

IQVIA are rated 'Bronze' by Eco Vadis, a global provider of business sustainability ratings. Our rating was 2 points below Silver and we have taken a business decision to improve our rating to Silver.

IQVIA provides financial and in-kind support for a variety of health-related non-profit organisations. We support causes and programmes that are important to our employees. These include community fundraising and volunteer activities, and support for health-related charities and natural disaster fund drives. Our IQVIA Day gave our employees a day off to perform volunteer activities within their local communities.

#### ***Business Conduct***

Wherever IQVIA does business in the world, the fundamental values of honesty, integrity, and ethical conduct form the core of everything we do. The directors are committed to maximising long-term shareholder value while supporting management in the operations of the business, observing ethical standards and adhering to all applicable laws.

Our reputation is shaped by the personal decisions of every employee, and so to guide those decisions, all our employees and directors must adhere to our code of conduct, "Doing the Right Thing". We provide various channels (local and global) for employees to obtain answers to questions or to report potential or actual violations of law, regulation, or policy freely and without fear of retaliation.

#### ***Acting fairly between members***

The Company's only member is IQVIA Solutions UK Limited, which is a subsidiary of IQVIA. As both the sole member and the Company are in the same group, the member has direct access to the Board. The directors are in regular contact with the sole member through monthly financial reporting and ad-hoc communications. This ensures that the member is kept informed of events and has opportunity to take part in the running and strategic direction of the Company.

## **IQVIA Solutions HQ Limited**

### **Section 172 statement for the year ended 31st December 2019**

The section 172 statement is following the Companies (Miscellaneous Reporting) Regulations 2018 and apply to company reporting on financial years starting on or after 1 January 2019.

The directors of IQVIA Solutions HQ Limited (the “Company”) are aware of their duty under section 172 of the Companies Act 2006 to act in the way they consider, in good faith, would be most likely to promote the success of the Company and in doing so have regard (amongst other matters) to:

- the likely consequences of any decision in the long term;
- the interests of the Company's employees;
- the need to foster the Company's business relationships with suppliers, customers and others;
- the impact of the Company's operations on the community and the environment;
- the desirability of the Company to maintain a reputation for high standards of business conduct; and
- the need to act fairly between shareholders of the Company.

The Company is a wholly owned subsidiary of IQVIA Holdings Inc., a company incorporated in the United States of America and listed on the New York Stock Exchange (together with its subsidiaries, “IQVIA”). On the 1 November 2019, the trade and assets of the Company were transferred to a fellow group undertaking and the Company ceased trading as of that date.

The Company is focused on having a positive impact on the healthcare community, industry, and its environment. Whilst the Company’s business is run for the benefit of our shareholders, it is committed to acting ethically, with integrity, and with consideration to the communities and environment in which it operates.

#### ***Long term decisions and actions***

As a world leader in using advanced analytics, technology, and science to drive healthcare forward, we must balance the immediate challenges of the fast paced nature of our industry with longer term developments and emerging technologies, so that our business has the confidence to innovate and maximise opportunities as they arise.

To ensure the business regularly considers and evaluates its long-term strategy, we hold frequent forums at the operational level that seek to identify and anticipate trends and risks in the market. Information gathered at these meetings is fed through to the leadership team, to help the business to update its long-term roadmap for all service offerings. Market evolution and market shaping is both implicit and explicit in our planning processes and business reviews.

The directors consider the possible long-term consequences of any material proposed course of action, including potential safety, financial and reputational risks.

#### ***The interests of our employees***

After the 1 November 2019, the Company had no employees other than the directors. However, prior to the cessation of trade, the interests of the Company’s employees were a key priority. Our success substantially depends on the collective performance, contributions and expertise of our employees. We are committed to maintaining a culture of diversity and inclusion in which people from all backgrounds can fully contribute to the growth and success of our business.

Our employees have access to our global learning platform where our diverse workforce can readily find the resources it needs to help clients solve problems differently. In 2019 we launched the Brave Minds employee value proposition, founded on three pillars; to inspire purpose and drive a passion for a healthier world; to embrace intellectual courage and disrupt conventional thinking, and to make an impact and grow through a learning culture that provides a rewarding experience with supportive leadership.

## **IQVIA Solutions HQ Limited**

### **Section 172 statement for the year ended 31st December 2019 (continued)**

#### **The interests of our employees (continued)**

Helping our dedicated people grow, develop, and reach their full potential in this constantly shifting landscape keeps our teams motivated and engaged as they support clients around the globe.

The Company and its group have fewer than 250 UK employees and so no information regarding its engagement with its employees has been provided in accordance with the relevant requirements.

#### ***Relationships with suppliers and customers***

Until the transfer of its trade and assets on 1 November 2019, the Company offered management services to other entities within the IQVIA group. It therefore had no external customers that it engaged with.

#### ***Suppliers***

We work with our supplier base to ensure our operations can be carried out as efficiently as possible. We aim to treat all suppliers equally and have established the "Supplier Code of Conduct" to set common values and standards for our suppliers, as well as encouraging them to perform better than their basic requirements in all fields.

The Company has invested over many years in developing strong relationships with a supply chain that shares our values. We recognise the value that these relationships bring. We aim to maintain these relationships in the same way that we do our customer relationships – through being accessible, easy to do business with and by doing what we say. Following the transfer of its trade and assets on 1 November 2019, the Company had no suppliers.

IQVIA actively seeks to foster an environment where our supply chain partners are held to sustainability standards that align with IQVIA's own values and objectives. IQVIA considers its ability to effectively leverage the various backgrounds, capabilities, and contributions of its supply chain partners to be a major factor in creating mutually rewarding business opportunities and enhancing its own business performance.

Our Supplier Code of Conduct sets out the expectations for our supply chain partners in a number of key areas, including:

- Ethics and Compliance
- Labour and Human Rights
- Environment
- Health and Safety

#### ***Impact on the community and the environment***

We recognise that being a responsible business requires a firm commitment to following conscientious environmental practices and we establish specific objectives and targets to continually reduce our environmental impact where possible. We comply with all applicable laws and regulations as they relate to the provision of our activities. Environmental laws and regulations are incorporated into our policies and procedures to promote awareness across the business.

IQVIA has volunteered to become an active member of the United Nations Global Compact in 2020. This initiative calls on companies to align their strategies and operations to respect human rights, the environment, and support anti-corruption measures.

IQVIA are rated 'Bronze' by Eco Vadis, a global provider of business sustainability ratings. Our rating was 2 points below Silver and we have taken a business decision to improve our rating to Silver.

## **IQVIA Solutions HQ Limited**

### **Section 172 statement for the year ended 31st December 2019 (continued)**

#### ***Impact on the community and the environment (continued)***

IQVIA provides financial and in-kind support for a variety of health-related non-profit organisations. We support causes and programmes that are important to our employees. These include community fundraising and volunteer activities, and support for health-related charities and natural disaster fund drives. Our IQVIA Day gave our employees a day off to perform volunteer activities within their local communities.

#### ***Business Conduct***

Wherever IQVIA does business in the world, the fundamental values of honesty, integrity, and ethical conduct form the core of everything we do. The directors are committed to maximising long-term shareholder value while supporting management in the operations of the business, observing ethical standards and adhering to all applicable laws.

Our reputation is shaped by the personal decisions of every employee, and so to guide those decisions, all our employees and directors must adhere to our code of conduct, "Doing the Right Thing". We provide various channels (local and global) for employees to obtain answers to questions or to report potential or actual violations of law, regulation, or policy freely and without fear of retaliation.

#### ***Acting fairly between members***

The Company's only member is IMS Health Group Limited, which is a subsidiary of IQVIA. As both the sole member and the Company are in the same group, the member has direct access to the Board. The directors are in regular contact with the sole member through monthly financial reporting and ad-hoc communications. This ensures that the member is kept informed of events and has opportunity to take part in the running and strategic direction of the Company.

## Pharmadeals Ltd

### Section 172 statement for the year ended 31st December 2019

The section 172 statement is following the Companies (Miscellaneous Reporting) Regulations 2018 and apply to company reporting on financial years starting on or after 1 January 2019.

The directors of Pharmadeals Limited (the “Company”) are aware of their duty under section 172 of the Companies Act 2006 to act in the way they consider, in good faith, would be most likely to promote the success of the Company and in doing so have regard (amongst other matters) to:

- the likely consequences of any decision in the long term;
- the interests of the Company's employees;
- the need to foster the Company's business relationships with suppliers, customers and others;
- the impact of the Company's operations on the community and the environment;
- the desirability of the Company to maintain a reputation for high standards of business conduct; and
- the need to act fairly between shareholders of the Company.

The Company is a wholly owned subsidiary of IQVIA Holdings Inc., a company incorporated in the United States of America and listed on the New York Stock Exchange (together with its subsidiaries, “IQVIA”).

The Company is focused on having a positive impact on the healthcare community, industry, and its environment. Whilst the Company’s business is run for the benefit of its shareholders, it is committed to acting ethically, with integrity, and with consideration to the communities and environment in which it operates.

#### ***Long term decisions and actions***

The directors are committed to developing and maintaining a governance framework that is appropriate to the business and supports effective decision making coupled with robust oversight of risks and internal controls.

As an intermediate holding company, the directors monitor the performance of the subsidiaries to ensure they are meeting the requirements of the wider business. This requires a long term view so that the directors can structure the business in a manner that enables it to most efficiently respond to changes in the market place and return value to IQVIA’s shareholders.

The directors consider the possible long-term consequences of any material proposed course of action, including potential safety, financial and reputational risks.

#### ***The interests of our employees***

The Company is an intermediate holding company with no employees of its own.

#### ***Relationships with suppliers and customers***

The Company has no trade of its own, and therefore it has no suppliers or customers.

#### ***Impact on the community and the environment***

The Company has no premises, operations, employees, or trade, and therefore has no exposure to the community or environment.

#### ***Business Conduct***

Wherever IQVIA does business in the world, the fundamental values of honesty, integrity, and ethical conduct form the core of everything we do. The directors are committed to maximising long-term shareholder value while supporting management in the operations of the business, observing ethical standards and adhering to all applicable laws.

Our reputation is shaped by the personal decisions of our management team, and so to guide those decisions, our directors must adhere to our code of conduct, “Doing the Right Thing”. We provide various channels (local

## **Pharmadeals Ltd**

### **Section 172 statement for the year ended 31st December 2019 (continued)**

#### ***Business Conduct (continued)***

and global) for management to obtain answers to questions or to report potential or actual violations of law, regulation, or policy freely and without fear of retaliation.

#### ***Acting fairly between members***

The Company's only member is IQVIA Solutions Finance UK V Ltd, which is a subsidiary of IQVIA. As both the sole member and the Company are in the same group, the member has direct access to the Board. The directors are in regular contact with the sole member through monthly financial reporting and ad-hoc communications. This ensures that the member is kept informed of events and has opportunity to take part in the running and strategic direction of the Company.

## **IQVIA Solutions Finance UK I Ltd**

### **Section 172 statement for the year ended 31st December 2019**

The section 172 statement is following the Companies (Miscellaneous Reporting) Regulations 2018 and apply to company reporting on financial years starting on or after 1 January 2019.

The directors of IQVIA Solutions Finance UK I Ltd (the “Company”) are aware of their duty under section 172 of the Companies Act 2006 to act in the way they consider, in good faith, would be most likely to promote the success of the Company and in doing so have regard (amongst other matters) to:

- the likely consequences of any decision in the long term;
- the interests of the Company's employees;
- the need to foster the Company's business relationships with suppliers, customers and others;
- the impact of the Company's operations on the community and the environment;
- the desirability of the Company to maintain a reputation for high standards of business conduct; and
- the need to act fairly between shareholders of the Company.

The Company is a wholly owned subsidiary of IQVIA Holdings Inc., a company incorporated in the United States of America and listed on the New York Stock Exchange (together with its subsidiaries, “IQVIA”).

The Company is focused on having a positive impact on the healthcare community, industry, and its environment. Whilst the Company’s business is run for the benefit of its shareholders, it is committed to acting ethically, with integrity, and with consideration to the communities and environment in which it operates.

#### **Long term decisions and actions**

The directors are committed to developing and maintaining a governance framework that is appropriate to the business and supports effective decision making coupled with robust oversight of risks and internal controls.

As an intermediate holding company, the directors monitor the performance of the subsidiaries to ensure they are meeting the requirements of the wider business. This requires a long term view so that the directors can structure the business in a manner that enables it to most efficiently respond to changes in the market place and return value to IQVIA’s shareholders.

The directors consider the possible long-term consequences of any material proposed course of action, including potential safety, financial and reputational risks.

#### **The interests of our employees**

The Company is an intermediate holding company with no employees of its own.

#### **Relationships with suppliers and customers**

As stated above, the Company has no trade of its own, and therefore it has no suppliers or customers.

#### **Impact on the community and the environment**

The Company has no premises, operations, employees, or trade, and therefore has no exposure to the community or environment.

#### **Business Conduct**

Wherever IQVIA does business in the world, the fundamental values of honesty, integrity, and ethical conduct form the core of everything we do. The directors are committed to maximising long-term shareholder value while supporting management in the operations of the business, observing ethical standards and adhering to all applicable laws.

Our reputation is shaped by the personal decisions of our management team, and so to guide those decisions, our directors must adhere to our code of conduct, “Doing the Right Thing”. We provide various channels (local

## **IQVIA Solutions Finance UK I Ltd**

### **Section 172 statement for the year ended 31st December 2019 (continued)**

#### **Business Conduct (continued)**

and global) for management to obtain answers to questions or to report potential or actual violations of law, regulation, or policy freely and without fear of retaliation.

#### **Acting fairly between members**

The Company's only member is IQVIA Inc., which is a subsidiary of IQVIA. As both the sole member and the Company are in the same group, the member has direct access to the Board. The directors are in regular contact with the sole member through monthly financial reporting and ad-hoc communications. This ensures that the member is kept informed of events and has opportunity to take part in the running and strategic direction of the Company.

## **IQVIA Solutions Finance UK V Ltd**

### **Section 172 statement for the year ended 31st December 2019**

The section 172 statement is following the Companies (Miscellaneous Reporting) Regulations 2018 and apply to company reporting on financial years starting on or after 1 January 2019.

The directors of IQVIA Solutions Finance UK V Ltd (the “Company”) are aware of their duty under section 172 of the Companies Act 2006 to act in the way they consider, in good faith, would be most likely to promote the success of the Company and in doing so have regard (amongst other matters) to:

- the likely consequences of any decision in the long term;
- the interests of the Company's employees;
- the need to foster the Company's business relationships with suppliers, customers and others;
- the impact of the Company's operations on the community and the environment;
- the desirability of the Company to maintain a reputation for high standards of business conduct; and
- the need to act fairly between shareholders of the Company.

The Company is a wholly owned subsidiary of IQVIA Holdings Inc., a company incorporated in the United States of America and listed on the New York Stock Exchange (together with its subsidiaries, “IQVIA”).

The Company is focused on having a positive impact on the healthcare community, industry, and its environment. Whilst the Company’s business is run for the benefit of its shareholders, it is committed to acting ethically, with integrity, and with consideration to the communities and environment in which it operates.

#### ***Long term decisions and actions***

The directors are committed to developing and maintaining a governance framework that is appropriate to the business and supports effective decision making coupled with robust oversight of risks and internal controls.

As an intermediate holding company, the directors monitor the performance of the subsidiaries to ensure they are meeting the requirements of the wider business. This requires a long term view so that the directors can structure the business in a manner that enables it to most efficiently respond to changes in the market place and return value to IQVIA’s shareholders.

The directors consider the possible long-term consequences of any material proposed course of action, including potential safety, financial and reputational risks.

#### ***The interests of our employees***

The Company is an intermediate holding company with no employees of its own.

#### ***Relationships with suppliers and customers***

As stated above, the Company has no trade of its own, and therefore it has no suppliers or customers.

#### ***Impact on the community and the environment***

The Company has no premises, operations, employees, or trade, and therefore has no exposure to the community or environment.

#### ***Business Conduct***

Wherever IQVIA does business in the world, the fundamental values of honesty, integrity, and ethical conduct form the core of everything we do. The directors are committed to maximising long-term shareholder value while supporting management in the operations of the business, observing ethical standards and adhering to all applicable laws.

Our reputation is shaped by the personal decisions of our management team, and so to guide those decisions, our directors must adhere to our code of conduct, “Doing the Right Thing”. We provide various channels (local

## **IQVIA Solutions Finance UK V Ltd**

### **Section 172 statement for the year ended 31st December 2019 (continued)**

#### ***Business Conduct (continued)***

and global) for management to obtain answers to questions or to report potential or actual violations of law, regulation, or policy freely and without fear of retaliation.

#### ***Acting fairly between members***

The Company's only member is IQVIA Ltd, which is a subsidiary of IQVIA. As both the sole member and the Company are in the same group, the member has direct access to the Board. The directors are in regular contact with the sole member through monthly financial reporting and ad-hoc communications. This ensures that the member is kept informed of events and has opportunity to take part in the running and strategic direction of the Company.

## **IMS Health Group Ltd**

### **Section 172 statement for the year ended 31st December 2019**

The section 172 statement is following the Companies (Miscellaneous Reporting) Regulations 2018 and apply to company reporting on financial years starting on or after 1 January 2019.

The directors of IMS Health Group Limited (the “Company”) are aware of their duty under section 172 of the Companies Act 2006 to act in the way they consider, in good faith, would be most likely to promote the success of the Company and in doing so have regard (amongst other matters) to:

- the likely consequences of any decision in the long term;
- the interests of the Company's employees;
- the need to foster the Company's business relationships with suppliers, customers and others;
- the impact of the Company's operations on the community and the environment;
- the desirability of the Company to maintain a reputation for high standards of business conduct; and
- the need to act fairly between shareholders of the Company.

The Company is a wholly owned subsidiary of IQVIA Holdings Inc., a company incorporated in the United States of America and listed on the New York Stock Exchange (together with its subsidiaries, “IQVIA”).

At IQVIA, we are focused on having a positive impact on the healthcare community, industry, and our environment. Whilst we are a business run for the benefit of our shareholders, we are committed to acting ethically, with integrity, and with consideration to the communities and environment where we operate.

#### ***Long term decisions and actions***

The directors are committed to developing and maintaining a governance framework that is appropriate to the business and supports effective decision making coupled with robust oversight of risks and internal controls.

As an intermediate holding company, the directors monitor the performance of its subsidiary to ensure it is meeting the requirements of the wider business. This requires a long term view so that the directors can structure the business in a manner that enables it to most efficiently respond to changes in the market place and return value to IQVIA’s shareholders.

The directors consider the possible long-term consequences of any material proposed course of action, including potential safety, financial and reputational risks.

#### ***The interests of our employees***

The Company is an intermediate holding company with no employees of its own.

#### ***Relationships with suppliers and customers***

The Company has no trade of its own, and therefore it has no suppliers or customers.

#### ***Impact on the community and the environment***

The Company has no premises, operations, employees, or trade, and therefore has no exposure to the community or environment.

#### ***Business Conduct***

Wherever IQVIA does business in the world, the fundamental values of honesty, integrity, and ethical conduct form the core of everything we do. The directors are committed to maximising long-term shareholder value while supporting management in the operations of the business, observing ethical standards and adhering to all applicable laws.

Our reputation is shaped by the personal decisions of our management team, and so to guide those decisions, our directors must adhere to our code of conduct, “Doing the Right Thing”. We provide various channels (local

## **IMS Health Group Ltd**

### **Section 172 statement for the year ended 31st December 2019 (continued)**

#### ***Business Conduct (continued)***

and global) for management to obtain answers to questions or to report potential or actual violations of law, regulation, or policy freely and without fear of retaliation.

#### ***Acting fairly between members***

The Company's only member is IMS Software Services Limited, which is a subsidiary of IQVIA. As both the sole member and the Company are in the same group, the member has direct access to the Board. The directors are in regular contact with the sole member through monthly financial reporting and ad-hoc communications. This ensures that the member is kept informed of events and has opportunity to take part in the running and strategic direction of the Company.

## **IQVIA Ltd**

### **Section 172 statement for the year ended 31st December 2019**

The section 172 statement is following the Companies (Miscellaneous Reporting) Regulations 2018 and applying to companies reporting on financial years starting on or after 1 January 2019.

The directors of IQVIA Ltd. (the “Company”) are aware of their duty under section 172 of the Companies Act 2006 to act in the way they consider, in good faith, would be most likely to promote the success of the Company and in doing so have regard (amongst other matters) to:

- the likely consequences of any decision in the long term;
- the interests of the Company's employees;
- the need to foster the Company's business relationships with suppliers, customers and others;
- the impact of the Company's operations on the community and the environment;
- the desirability of the Company to maintain a reputation for high standards of business conduct; and
- the need to act fairly between shareholders of the Company.

The Company is a wholly owned subsidiary of IQVIA Holdings Inc., a company incorporated in the United States of America and listed on the New York Stock Exchange (together with its subsidiaries, “IQVIA”).

The Company is focused on having a positive impact on the healthcare community, industry, and its environment. Whilst the Company's business is run for the benefit of our shareholders, it is committed to the wellness and safety of its employees and customers, acting ethically, with integrity, and with consideration to the communities and environment in which it operates.

#### ***Long term decisions and actions***

As a world leader in using advanced analytics, technology, and science to drive healthcare forward, we must balance the immediate challenges of the fast paced nature of our industry with longer term developments and emerging technologies, so that our business has the confidence to innovate and maximise opportunities as they arise.

To ensure the business regularly considers and evaluates its long-term strategy, we hold frequent forums at the operational level that seek to identify and anticipate trends and risks in the market. Information gathered at these meetings is fed through to the leadership team, to help the business to update its long-term roadmap for all service offerings. Market evolution and market shaping is both implicit and explicit in our planning processes and business reviews.

The directors consider the possible long-term consequences of any material proposed course of action, including potential safety, financial and reputational risks.

#### ***The interests of our employees***

Our success substantially depends on the collective performance, contributions and expertise of our employees. We are committed to maintaining a culture of diversity and inclusion in which people from all backgrounds can fully contribute to the growth and success of our business.

Our employees have access to our global learning platform where our diverse workforce can readily find the resources required to help address customer needs. In 2019 we launched the Brave Minds employee value proposition, founded on three pillars; to inspire purpose and drive a passion for a healthier world; to embrace intellectual courage and disrupt conventional thinking, and to make an impact and grow through a learning culture that provides a rewarding experience with supportive leadership.

Helping our dedicated people grow, develop, and reach their full potential in this constantly shifting landscape keeps our teams motivated and engaged as they support customers around the globe.

## **IQVIA Ltd**

### **Section 172 statement for the year ended 31st December 2019 (continued)**

#### **The interests of our employees (continued)**

Attracting, developing, and advancing talent at all levels at IQVIA is critical to our business and an essential element of our inclusive and innovative workplace. IQVIA is dedicated to creating a productive work environment that exhibits teamwork, leadership, customer focus, integrity, and quality.

We are committed to recruiting, training and retaining the best talent we can find. We provide employees with comprehensive training and career development opportunities. We continue to organise courses to assist managers on effective management for the Company to achieve higher performance. Strict selection procedures and standards are in place to ensure non-discrimination in our employment policy. IQVIA is an equal opportunity employer and we make our employment decisions based on qualifications and merit.

IQVIA maintains a culture of diversity and inclusion in which people from all backgrounds are treated fairly and can fully contribute to the growth and success of our business. We have established Employee Resource Groups (ERGs) that allow our employees with similar interests and backgrounds to connect and collaborate to ensure their voices are heard within the leadership team. These ERGs are a reflection of our commitment to diversity and inclusion, and these groups support our values and business goals and foster the diverse thinking required for innovation.

We engage with our employees through our intranet site, regular staff meetings and email notifications, on a range of topics including safety, welfare, career development and sustainability strategies. We also listen to our employees through regular surveys and focus groups within the Company. This feedback helps us to review processes and identify any additional initiatives to increase our employee engagement and retention.

The Company strives to enhance employee safety and care. The directors instruct management to hold health and safety review and planning meetings, and we have a comprehensive employee health and training programme that encourages employee involvement in monitoring and enhancing health and safety practices throughout the Company.

We deal with grievances and complaints in a serious and timely manner. Anti-discrimination, anti-harassment and anti-retaliation policies are available to employees on our global intranet and are summarised in our Code of Conduct, which all employees must adhere to. IQVIA provide an ethics line, which is run by an external provider, where employees can report any concerns they may have anonymously.

#### ***Relationships with suppliers and customers***

IQVIA is committed to supporting sustainable business practices and running our business in a socially responsible way that helps create long-term value.

##### ***Suppliers***

We work with our supplier base to ensure our operations can be carried out as efficiently as possible. We aim to treat all suppliers equally and have established the "Supplier Code of Conduct" to set common values and standards for our suppliers, as well as encouraging them to perform better than their basic requirements in all fields.

Our purchase order system allows suppliers to track their invoices so they have full visibility between submission and payment.

The Company has invested many years in developing strong relationships with a supply chain that shares our values. We recognise the value that these relationships bring. We aim to maintain these relationships in the same way that we do our customer relationships – through being accessible, easy to do business with and by doing what we say.

IQVIA actively seeks to foster an environment where our supply chain partners are held to sustainability standards that align with IQVIA's own values and objectives. IQVIA considers its ability to effectively leverage

## **IQVIA Ltd**

### **Section 172 statement for the year ended 31st December 2019 (continued)**

#### ***Relationships with suppliers and customers (continued)***

the various backgrounds, capabilities, and contributions of its supply chain partners to be a major factor in creating mutually rewarding business opportunities and enhancing its own business performance.

Our Supplier Code of Conduct sets out the expectations for our supply chain partners in a number of key areas, including:

- Ethics and Compliance
- Labour and Human Rights
- Environment
- Health and Safety

#### ***Customers***

We place our customers at the centre of everything we do. We develop a deep understanding of the challenges they face in order to build successful, enduring relationships with them. We adapt to changing circumstances in partnership with our customers to develop flexible, innovative solutions to enable their success.

Our long relationships with customers are built on our ability to understand their requirements. We have a sophisticated customer account management system which regularly engages in dialogue with our customers about their strategy, goals, challenges and needs. Through this dialogue and our own experience and expertise we design and implement solutions tailored to them.

IQVIA seeks to maintain long-lasting customer relationships and deliver excellent customer service. Successful customer relationships require a thorough understanding of customer needs and challenges.

We harness our resources and expertise to identify, understand, and address unmet public health needs and through our innovative technologies and offerings, we help our customers bring much needed therapies to market. Together with the companies we serve, we are enabling a more modern, more effective and more efficient healthcare system, and creating breakthrough solutions that transform business and improve patient outcomes.

IQVIA's flexible business solutions and commitment to customers' objectives allow it to provide customers with customized operational delivery models to meet their needs. We have access to one of the largest and most comprehensive collections of healthcare information in the world, and can analyse this data in ways that allow our customers to run their clinical, commercial and financial operations more effectively.

The Company provides an added value service to its customers, focusing on high levels of personal service and maintaining strong relationships with its customer base. The Company continues to focus on growing the business to expand its customer portfolio. Our service managers work to ensure we understand our customers' requirements and can deliver to meet their demands.

#### ***Impact on the community and the environment***

We recognise that being a responsible business requires a firm commitment to following conscientious environmental practices and we establish specific objectives and targets to continually reduce our environmental impact where possible. We comply with all applicable laws and regulations as they relate to the provision of biopharmaceutical-regulated activities. Environmental laws and regulations are incorporated into our policies and procedures to promote global awareness across the business.

IQVIA has volunteered to become an active member of the United Nations Global Compact in 2020. This initiative calls on companies to align their strategies and operations to respect human rights, the environment, and support anti-corruption measures.

## **IQVIA Ltd**

### **Section 172 statement for the year ended 31st December 2019 (continued)**

#### ***Impact on the community and the environment (continued)***

IQVIA are rated 'Bronze' by Eco Vadis, a global provider of business sustainability ratings. Our rating was 2 points below Silver and we have taken a business decision to improve our rating to Silver.

Our employees and suppliers are expected to support IQVIA's waste management and disposal programmes. We strive to segregate and dispose of waste in a way that minimizes adverse impacts and provide enhanced training and awareness for employees in lab and production environments to improve waste minimisation, segregation, and disposal.

Travel is necessary for global businesses. As our business grows, we will continue to find ways to mitigate and reduce its impact. With the ongoing increase in employee headcount due to our growth, we will continue efforts to decrease airline use and company car carbon emissions.

We recognise that the footprint of our property portfolio is directly connected to our carbon footprint. Although our headcount has grown as a result of increased business, we have managed to reduce our property portfolio and we continue to review office demand across the business.

IQVIA provides financial and in-kind support for a variety of health-related non-profit organisations. We support causes and programmes that are important to our employees. These include community fundraising and volunteer activities, and support for health-related charities and natural disaster fund drives. Our IQVIA Day gives our employees a day off to perform volunteer activities within their local communities.

#### ***Business Conduct***

Wherever IQVIA does business in the world, the fundamental values of honesty, integrity, and ethical conduct form the core of everything we do. The directors are committed to maximising long-term shareholder value while supporting management in the operations of the business, observing ethical standards and adhering to all applicable laws.

Our reputation is shaped by the personal decisions of every employee, and so to guide those decisions, all our employees and directors must adhere to our code of conduct, "Doing the Right Thing". We provide various channels (local and global) for employees to obtain answers to questions or to report potential or actual violations of law, regulation, or policy freely and without fear of retaliation. This helps to ensure we promote a culture where employees are comfortable bringing up their questions or concerns.

We are passionate about our work and want our name to stand for excellence. We are proactive and deliver high-quality solutions.

#### ***Acting fairly between members***

The Company's only member is IQVIA RDS Holdings, which is a subsidiary of IQVIA. As both the sole member and the Company are in the same group, the member has direct access to the Board. The directors are in regular contact with the sole member through monthly financial reporting and ad-hoc communications. This ensures that the member is kept informed of events and has opportunity to take part in the running and strategic direction of the Company.