

# Modern Slavery Statement 2021

## Introduction

IQVIA's Modern Slavery Statement 2021 has been published in accordance with the Australian Modern Slavery Act 2018. It presents the actions IQVIA has taken to address modern slavery and human trafficking risks both regionally/locally and globally in our business' operations and supply chain.

## About IQVIA

IQVIA is a leading provider of advanced analytics, technology solutions and clinical research services to the life sciences industry. We create intelligent connections across all aspects of healthcare through our analytics, transformative technology, big data resources and extensive domain expertise. IQVIA Connected Intelligence™ delivers powerful insights with speed and agility—enabling customers to accelerate the clinical development and commercialisation of innovative medical treatments that improve healthcare outcomes for patients. With approximately 72,000 employees, we conduct operations in more than 100 countries. Further information on our business can be found on our [IQVIA Website - Powering Healthcare with Connected Intelligence](#)

Wherever we do business in the world, ethics and integrity form the core of everything we do and are embedded in our IQVIA values. This is a commitment—where we strive to do what is right at all times, at the highest levels of compliance, and to following transparent policies and ethical practices. As such, we work to ensure the prevention of acts of modern slavery and human trafficking, by requiring those same high standards from our suppliers.

We actively combat approaches that have the potential to foster modern slavery and human trafficking by taking a zero-tolerance approach to unethical practices. This is clear from our organisational culture, our policies and procedures and our Code of Conduct. We are committed to acting professionally, fairly, and most importantly, with integrity—not only across our supply chain, but in all our business dealings.

For further information about our ethical standards, please see our Sustainability and Citizenship reports which are published annually, and available on our website at [IQVIA Corporate Responsibility](#)

Additional information about our business can be found in our [Annual Report](#).

# Structure, Operations & Supply Chain Risk Assessment & Management in Australia and New Zealand

With more than 1,000 employees in Australia & New Zealand (ANZ), our team has deep expertise working across three business pillars: (1) IQVIA Research and Development Solutions/Statistics (RDS); (2) IQVIA's Commercial Solutions; and (3) Contract Sales and Medical Solutions (CSMS).

- **Research and Development Solutions:** IQVIA RDS integrates global expertise and our local resources to improve the efficiency and success of clinical research for multinational and local pharmaceutical companies. Our Therapeutic Centres of Excellence connects clinical programs with scientific and medical expertise, deep therapeutic insights, and unrivalled clinical trials experience to help find the most direct route from breakthrough to new therapies for patients. In addition, IQVIA Biotech focuses on designing flexible, tailored solutions to help emerging biotech companies move forward in their efforts to get treatments to patients.
- **Commercial Solutions:** IQVIA Solutions is dedicated to providing consulting and realworld evidence solutions to the healthcare industry in Australia. Throughout the product lifecycle, our singular focus on life sciences creates unparalleled expertise and depth into Australian market insights, consolidating state-of-art technologies and advanced analytics, providing value and outcome-oriented solutions with an aim to help our clients capitalise market opportunity in changing business environment, getting innovative therapies to patients faster.
- **Contract Sales and Medical Solutions (CSMS) comprising of Ascott Sales Integration, Nuevo Health, and Vivacity Health:**
  - Ascott Sales Integration** - The vision of healthcare industry is improving patient outcome. IQVIA is exploring how to realise this vision by providing clients with holistic solutions to improve the way people access healthcare and understand health information. From contract sales teams to accredited nurse support services, partnerships with healthcare provider and payer, Ascott lead the way in delivering innovative and dynamic healthcare engagement solutions.
  - Nuevo Health** - Pioneers of patient support and engagement solutions in Australia, combining experience with innovation, to bring an experienced, nationwide network of nurses and allied health professionals who are passionate about delivering support, care and information to patients and health professional alike.
  - Vivacity Health** - Combining science, creativity and decades of experience across all sides of healthcare, the team has the talent for developing powerful content and conveying it across all relevant communication channels, whether print or digitally, bringing fresh solutions across strategy and creative, brand promotions, medical education, programs and training.

Our ANZ footprint adds to our approximately 72,000 employees globally, who focus on driving our business and achieving our ambition to advance human health. Our workforce is comprised of a wide variety of professionals including clinicians, data scientists, epidemiologists, software developers, clinical experts, commercial specialists, and data management professionals. Every employee plays a key role in ensuring our business operates in an ethical and transparent manner—

allowing our customers, our shareholders and the overall industry in which we operate to be confident of our commitment to operating with integrity.

Whilst we recognise that an organisation's workforce has the potential to be a high-risk area regarding modern slavery and other human rights matters, we believe this risk is reduced for IQVIA. This is because the majority of our workforce is educated or skilled and works in controlled environments with a well-structured management system and well-established policies and processes.

We provide a full range of compulsory training modules on a variety of ethics and compliance topics to all employees.

Within the IQVIA global organisation, there are global and local functions responsible for compliance and risk management including:

- Ethics and Compliance
- Legal
- Internal Audit
- Quality Assurance
- Human Resources
- Chief Medical and Scientific Office
- Procurement

These functions are responsible for safeguarding our commercial and ethical interests through robust policy development and reviews, staff engagement, people management, improving governance, and managing third-party contractors and/or suppliers.

## Policies and Procedures

As part of IQVIA's commitment to combating modern slavery, the following policies and processes govern our organization:

- **Our Code of Conduct – “Doing the Right Thing”**  
Our Code of Conduct (the “Code”) is our enterprise-wide, codified set of anchoring principles. The Code clearly defines what we stand for as an organisation, what we expect of ourselves and what we must do to maintain our reputation. The Code governs how we carry out our work, identifies resources for seeking help or reporting concerns, and clarifies how we expect our colleagues and clients to conduct themselves. It applies to all IQVIA employees, as well as contractors, temporary staff, directors, officers, and agents.
- **Our [Supplier Code of Conduct](#)**  
Based on internationally recognised standards, our Supplier Code of Conduct is aimed at advancing social and environmental responsibility. The Supplier Code of Conduct requires all our suppliers commit to uphold the human rights of workers and treat them with dignity and respect.

- **Anti-Bribery/Anti-Corruption Policy**

This policy sets forth IQVIA's commitment to conducting all IQVIA operations ethically and in compliance with anti-bribery and anti-corruption laws and related regulations. It applies globally to all directors, officers, employees, contractors and temporary staff.

## Reporting and corrective actions

- **Our Whistleblowing Policy Australia**

This Policy is intended to encourage the reporting of any instances of suspected unethical, illegal, fraudulent or undesirable conduct involving IQVIA and provides protections and measures so that persons who make a report may do so confidentially and without fear of intimidation, disadvantage or reprisal. This Policy applies to all employees in Australia and covers the processes for dealing with disclosures made by employees in a confidential and secure manner. This policy also covers the special protections for whistleblowers under the Corporations Act and Tax Act.

- **Independent EthicsPoint - IQVIA**

We expect employees to seek guidance regarding matters of ethics and compliance and to report potential violations of our Code, policies or the law. While employees are encouraged to address their concerns directly with others if they are comfortable doing so, we make several reporting avenues available, including our Human Resources, Internal Audit and Legal departments, Ethics and Compliance Office, local or more senior management and our global Ethics line. The Ethics Line is operated by an independent third party, which makes it available by telephone or the Internet 24/7 and permits anonymous reporting to the extent permitted by law.

These channels are clearly communicated to employees in our Code of Conduct and in other communications to allow for early issue detection and remediation. We prohibit retaliation against anyone who raises concerns in good faith. Investigation of reported non-compliance are undertaken by the appropriate IQVIA function and, where violations are substantiated, appropriate corrective action is taken.

## Due Diligence

Our procedures are designed to establish, assess and monitor areas of potential risk where slavery and human trafficking could occur throughout the business, including in our supply chains. They ensure appropriate measures are put in place to minimize these risks and provide protection for those raising concerns.

All of our commercial contracts are subject to assurances from third-party organisations that require them to operate in an ethical and legal manner. We also require the values of our contractors to be aligned with our own.

Our Clinical teams undertake site selection visits to ensure external health organisations are operating safely, and they undertake robust audits to ascertain suitability of both people and facilities.

***We ensure strict adherence to legislation in connection with engaging and managing temporary and self-employed workers.***

## Measuring Effectiveness

IQVIA has put in place a series of measures which provide us with insight into the practices of suppliers and third parties that we engage. Our commitment is to continue to review and assess all commercial relationships within our supply chain and to educate the key stakeholders regarding human trafficking and modern slavery in the process.

IQVIA is proud to work with some of the most recognised companies in the healthcare industry that share our commitment to the eradication of human trafficking and modern slavery. As such, we believe our operations are low risk.

We continue to promote our organisational values throughout all aspects of our business, and we insist that our suppliers and partners continue to do the same. If we find evidence of a failure to comply with our policies, we will seek to either address or terminate our relationship with the relevant supplier.

## Consultation

**This statement has been published in accordance with the Modern Slavery Act (2018) and outlines the steps taken by IQVIA during the financial year ending 31st December 2020 to prevent modern slavery across our organization.**

**Throughout this statement ‘modern slavery’ refers to all forms of enslaved labour, child labour, and trafficked labour.**

We have consulted with key areas of our business, including our Senior Leadership Team and senior representatives from our Internal Audit, Legal, Quality Assurance, HR, Procurement & Ethics and Compliance teams to support our obligations under the Act.

This Statement covers the following entities:

- |                                     |                    |
|-------------------------------------|--------------------|
| • IQVIA RDS PTY Ltd                 | ABN 20 060 233 810 |
| • IQVIA Solutions Australia PTY Ltd | ABN 19 000 967 859 |
| • Ascott Sales Integration PTY Ltd  | ABN 96 094 015 255 |
| • Nuevo Health PTY Ltd              | ABN 26 165 686 662 |

The leadership team of each reporting entity was given an opportunity to consider and provide comments on this statement prior to publication. The Directors of each reporting entity have approved this statement.

*Andrew Sutton*

Andrew Sutton  
VP & GM, IQVIA Australia & New Zealand

8<sup>th</sup> June 2021