

EthicsLine

- Frequently Asked Questions -

Q. What is the IQVIA *EthicsLine*?

A: The IQVIA *EthicsLine* is an ethics and compliance reporting service that permits employees and others to ask questions, report concerns or follow up on matters they have already reported.

Q. Why do we have the *EthicsLine* system?

A: An effective reporting system supports our efforts to foster a culture of integrity and ethical decision-making. Violation of laws, compliance requirements and company policies is unacceptable at any level of our company. If you believe someone has violated our standards, we want you to tell us so that we can investigate and, if necessary, correct any problems.

Although many questions can be resolved by discussing them with your local IQVIA resources such as local management, Human Resources, Quality Assurance or Office of General Counsel, *EthicsLine* provides an additional way to get assistance.

Q. Who operates *EthicsLine*?

A. *EthicsLine* is operated by *EthicsPoint*, a third party vendor.

Q. When should I use *EthicsLine*?

A. *EthicsLine* is a communications tool. You can use it to seek guidance on IQVIA business practice standards. You can also raise a concern about a suspected violation of law, regulatory requirements or our standards such as potential fraud, suspected bribery or accounting concerns.

Contacts from the European Economic Area, Switzerland and Turkey are limited, by law, to matters specifically relating to accounting, auditing, banking, bribery, internal financial controls or financial issues. If your concerns relate to other types of non-compliance, we encourage you to report them to local resources such as a manager, employee representative, Quality Assurance, Office of General Counsel or Human Resources.

Q. If I wish to report a violation, can I report it to my manager, human resources or appropriate functional manager?

A. Yes. We encourage you, as a first step, to seek out local management or resources for assistance in handling your inquiry. There may be circumstances when you are not comfortable reporting the issue in this manner and so alternative resources, including *EthicsLine*, are available.

Q. Do I have to give my name when I call?

A: In all countries except those that prohibit anonymous reporting such as Spain and Portugal, you may choose not to give your name. If you choose not to identify yourself, our ability to investigate the matter may be impaired and we may not be able to fully address your concerns. We encourage you to identify yourself to facilitate our investigation but if you choose to remain anonymous, no effort will be made by either IQVIA or *EthicsPoint* to identify you. If you are required to or choose to disclose your identity, your name will be used only on a restricted “need to know” basis.

Q. How do I use *EthicsLine*?

A. *EthicsLine* has two intake methods.

1) Telephone: A toll-free telephone number is staffed 24 hours a day, seven days a week, every day of the year. When you call, a professionally trained *EthicsPoint* intake specialist will guide you through a series of questions designed to identify the relevant details for your question or concern.

If you give your name and contact information, the intake specialist will note that information as well. IQVIA will take all reasonable steps to hold your identity details in confidence to the extent feasible or permitted by law.

At the conclusion of the call, the intake specialist will summarize the information you have submitted and make any changes you feel are necessary. There are toll free numbers in each country where we have employees. Multilingual operators are available so that you can make reports or ask questions in your preferred language.

2) Web portal: This intake portal is available 24 hours a day, seven days a week, anywhere that you have access to the Internet. The intake portal will guide you through the process by asking a series of questions. It will ask for relevant details about your question or concern. Where permitted by law, you may remain anonymous. If you choose to remain anonymous no attempts will be made to try and learn your identity.

Q. Can I get into trouble for using *EthicsLine*?

A. No. *EthicsLine* is provided for your use and protection. IQVIA strictly prohibits retaliation of any kind against those who have chosen to use *EthicsLine* to make good faith reports or ask questions about our business conduct standards.

Q. What happens when I file a report?

A. *EthicsPoint* will prepare a confidential report that is promptly made available to specified staff at IQVIA for review. If you asked for guidance, a staff member will obtain the information necessary to answer your question. If you reported a suspected violation, the staff member will forward the information to the appropriate internal organization such as quality assurance, internal audit or human resources – for investigation and, if warranted, appropriate follow-up. Those responsible for following up on reports are professionals who will handle the issue with the greatest possible discretion.

Q. What if I remember something important after I file the report? How do I find out what happened to my question or concern?

A. When you file an *EthicsLine* report via telephone or web portal, you receive a unique user name and are asked to choose a password. Once you obtain this information, you can return to the *EthicsLine* system, either by Internet or telephone, to access the original report, add more information, answer any questions posed by IQVIA staff or review follow-up information provided by IQVIA staff.

If you give your name when making your report, you may be contacted directly by IQVIA staff. If you choose to remain anonymous, IQVIA staff will enter information into the *EthicsPoint* secure server; you will then have the option of contacting *EthicsLine* (either by phone or the web portal) to learn about the status of your report. Please note that in order to protect confidentiality of all involved parties, IQVIA does not provide details concerning any course of action taken or not taken by IQVIA.