



Pfizer Corporation Austria

UN Global Compact Communication on Progress





Company Name	Pfizer Corporation Austria Gesellschaft m.b.H.
Address	Floridsdorfer Hauptstrasse 1, 1210 Wien
Country	Austria
Membership date	2009/04/14
Number of employees	250
Contact name	Robin Rumler
Contact Position	CEO
Sector	Pharmaceuticals & Biotechnology
Date	2014/07/17

Brief description of nature of business

Pfizer Corporation Austria is the Austrian branch of Pfizer Inc., one of the world's leading supplier of innovative medicines in the field of human medicine. The Pfizer branch in Vienna was opened in 1956. Pfizer Austria has been able to steadily expand its market position in recent years and, since 2003, has occupied a leading position in the prescription pharmacy market. More than 100 Pfizer products are available on the Austrian market. Our portfolio includes medicines and vaccines as well as many of the world's best-known consumer health care products.

In January 2009 Robin Rumler took over the management of Pfizer Austria. He is also Director of the Business Unit "Global Innovative Pharma". There are currently 250 employees working for Pfizer Austria. Since the beginning of 2005, Pfizer Austria has been domiciled at Floridotower, in the 21st district of Vienna.



Statement of support



Ladies and Gentlemen,

We have made it our responsibility to make a significant contribution to a healthier world with our business activities. We accomplish this by conducting intensive research with the goal of developing new, innovative therapies for illnesses such as rheumatism, cancer and pain. But we also act responsibly and take accountability to our stakeholders, such as our employees, customers and business partners very seriously.

Not only on a global level, but also here in Austria our actions and activities are governed by the principles of UN Global Compact, with Pfizer Inc. being a founding member and with Pfizer Austria having become a member of its own in 2009. With that we commit ourselves to implement the principles and objectives of the UN Global Compact in our business strategies and day-to-day operations on a long-term basis and to report on our progress.

It fills me with pride to see what we have already accomplished in recent years. For instance, we have been honored as a family-friendly employer since 2008 and have been able to steadily increase our company's social investment. We have created more transparency by publishing our donations to patient organizations and were able to promote discussions of healthy and active aging. At the same time, our employees are committed to social activities. On a local basis, we have established long-term partnerships with Caritas and the Austrian Youth Red Cross. But we also contribute to a livable environment: for instance, we have significantly reduced the CO2 emissions of our corporate fleet and promote the use of public transportation with targeted subsidies.

I am personally convinced that what makes us successful as a company is exactly this in the end: The combination of innovative strength and responsible actions. Therefore, I assure you that we will continue to pursue this direction in the future. We have already set ourselves ambitious goals for the near future. For instance the relocation of our central drug warehouse from Germany to Austria in order to shorten transport routes. Or the reinforcement of compliance and transparency through disclosures according to the Pharmig Code of Conduct.

In July 2014 we published the third Pfizer Austria sustainability report based on the recognized guidelines of the Global Reporting Initiative. With that we are one of the pioneers in the pharmaceutical industry in respect to CSR-reporting in Austria. The following pages are an excerpt of the report and all pages mentioned in this COP relate to the report.

Sincerely yours,

A handwritten signature in black ink, appearing to read "Robin Rumler".

Prof. Dr. Robin Rumler
Executive Director Pfizer Austria

Vienna 2014



The 10 Principles – Our Progress

The UN Global Compact was agreed in 2000 and obliges its member organizations to act in a socially responsible way within their area of influence. It is based on 10 ethical principles that deal with the topics of human rights, working standards, environmental protection and anti-corruption. Members are obliged to publish an annual progress report (Communication on Progress – COP) concerning the implementation of the ethical principles. You can find further information about the UN Global Compact at www.unglobalcompact.org.

Pfizer Austria signed the UN Global Compact in April 2009. The following Communication on Progress table highlights the systems and measures that Pfizer Austria is using to integrate the 10 principles into its business activity. All pages mentioned relate to our Pfizer Austria sustainability report 2012/13.

Principles	Commitment	Systems	Measures and performance	
Human rights	Principle 1 Support and respect human rights	<ul style="list-style-type: none"> > Corporate principle (p. 7) > Code of Business Conduct ("Pfizer Blue Book", p. 28) > UN Global Compact (p. 13) 	<ul style="list-style-type: none"> > Planning and implementing the set objectives as part of the "berufundfamilie" audit in 2011 > "Fair Play" working group (p. 19) > Open Door Policy (p. 23) 	
	Principle 2 Excluding human rights violations			Protecting human rights and other values of respectful human interaction have been integrated into all business activities at Pfizer Austria. Pfizer Austria also requires its business partners to observe human rights (p. 18).
Labour	Principle 3 Uphold the freedom of association and recognize the right of collective bargaining	<ul style="list-style-type: none"> > Company guidelines and Pfizer Imperatives (No. 4, p.7) > Code of Business Conduct ("Pfizer Blue Book") (p. 28) > Pfizer Austria leadership charter (page 23) > Pfizer OWN IT! (p. 23) 	<ul style="list-style-type: none"> > "Fair Play" working group (p. 19) > Embedding family-conscious leadership in the Pfizer Austria leadership charter (p. 23) > Pfizer "Straight Talk" (p. 23) > Implementation of a mentoring program and Mentor-Match-Tool (p. 19) > Development of part-time leadership personnel (p.16) > Development of female leadership personnel (p.16) 	
	Principle 4 Engage in the abolition of any kind of forced labour			Equal opportunities and fairness in the workplace are fundamental features of Pfizer Austria's business activity. We undertake to show respect, honesty and fairness to one another. We shall do this regardless of ethnic background, religion, sexual orientation, age, gender, family status, pregnancy, illness or disability. We guarantee fair conditions for all employees, applicants and business partners.
	Principle 5 Engage in the abolition of any kind of child labour			Strict sanctions are stipulated in the event of any violations of our principles. (p. 18).
	Principle 6 Engage in the elimination of any kind of discrimination in respect of employment and occupation			
Environment	Principle 7 Support a precautionary approach to environmental protection	<ul style="list-style-type: none"> > UN Global Compact (p. 13) > Pfizer's Green Journey Program (p. 52) 	<ul style="list-style-type: none"> > "Pfizer Goes Green" working group (p. 52) > Green Behavior (information and motivation for environmentally-friendly behavior) (p. 54) > Green Office (measures to save resources within the office): Reducing energy and paper consumption (p. 53) > Green Travel (measures for reducing amount of travel): Significant CO2 reduction within Pfizer Austria company vehicle fleet and actively promoting the use of public transport (p. 54) > Green Transport (measures for reducing amount of transport): Reduction of transport and CO2 emissions for drug transport to Austria (p. 55) 	
	Principle 8 Undertake initiatives to promote greater environmental responsibility			One of Pfizer's key aims is to operate in an environmentally friendly way and to continuously reduce its carbon footprint. Pfizer Austria is focusing in particular on reducing its CO2 emissions, developing environmentally friendly working processes and reducing waste (p. 53).
	Principle 9 Encourage the development and diffusion of environmentally friendly technologies			
Anti-corruption	Principle 10 Measures against corruption, including extortion and bribery	<ul style="list-style-type: none"> > Pfizer Compliance System (p. 27) > Code of Business Conduct ("Pfizer Blue Book", p. 28) > Pharmig Code of Conduct (p. 26) 	<ul style="list-style-type: none"> > Appointment of a "Corporate Governance Officer" (CGO) (p. 27) > Employee training (p. 27) > Electronic auditing and approval procedures for contracts and payments in order to ensure transparency and compliance (p. 27) > Regular internal inspections and audits (p. 27) > Disclosure of donations and payments to patient organizations (p. 49) > Publication of Pfizer studies and improved access to study results for expert groups (p. 28) 	



Achieved thus far and targets set

➤ ongoing
✔ implemented
✔ partially implemented
✘ not implemented
⚠ planned

Anti-corruption

Previous goals	Measure	Status
➤ Transparency	➤ Regular publication of all support services and donations to patient organizations and self-help groups.	➤ ongoing since 2010 ➤
	➤ Publication of Pfizer lobbyists in the Austrian lobbying and stakeholder registry.	➤ implemented 2013 ✔
➤ Compliance	➤ Updating and expansion of the "Pfizer Blue Book".	➤ implemented 2012 ✔
	➤ Creation of the position of "Corporate Governance Officer" in Austria.	➤ implemented 2012 ✔

Goals for 2014/15	Measure	Status
➤ Transparency	➤ Implementation of the new PHARMIG Guidelines of Conduct with regard to the disclosure of benefits and remuneration for physicians/members of expert groups. These payments will be published beginning in 2016 but retroactively for 2015.	➤ planned for 2014/15 ⚠
➤ Compliance	➤ Implementation of the EFPIA and PHARMIG guidelines regarding the distribution of advertising aids to medical specialists: Since January 1, 2014, Pfizer Austria refrains from the distribution of advertising aids to physicians and members of expert groups.	➤ planned for 2014 ⚠
	➤ Optimization and a more transparent structure of the Pfizer anti-corruption guideline: the existing "Pfizer anti-corruption policy" and the guideline "Global conduct for collaboration with physicians" will be combined into a new policy, called MAPP (My Anti-Corruption Policy and Procedure). Likewise, systems and processes will be structured more transparently in order to promote integrity among employees.	➤ planned for 2014/15 ⚠
	➤ Establishment of a "Whistle blowing Compliance Helpline": establishment of a hotline that enables employees to communicate any type of concern, problem or suggestion.	➤ planned for 2014/15 ⚠

Employees

Previous goals	Measure	Status
> Work/Life Balance in the Workplace & Diversity Management	> Implementation of a mentoring program and Mentor Match Tool (international networking of potential mentors and mentees).	> implemented 2012 
	> Development of part-time leadership personnel.	> partially implemented 
	> Family-conscious leadership > The compatibility of work and family was embedded in the Pfizer Austria leadership charter as well as in the goal-setting process of managers.	> ongoing 
	> Management positions are filled with the focus on a family conscious personnel policy.	
	> Exchange of experience programs for unpaid leave and part-time work for the employees who are interested.	> ongoing 
> Initiative for Culture Change at Pfizer	> "OWN IT!" – Initiative for culture change with the goal of promoting a culture of responsibility within Pfizer.	> ongoing since 2012 
> Improvement of Internal Communications	> Redesign of the Pfizer intranet.	> implemented 2012 
	> Redesign of the HR platform for employees.	> implemented 2013 
> Personnel Development and Talent Management	> Creation of a globally networked HR communications network.	> implemented 2012 
	> Introduction of an improved global job posting platform, where open positions are posted based on a uniform company guideline (Global Policy).	> implemented 2013 
	> International posting of open positions.	> implemented 2013 
	> Expansion of virtual jobs (holding international positions without always having to change countries).	> ongoing since 2013 
> Increasing Employee satisfaction	> Increase of meal subsidy .	> implemented 2013 
	> Modernization of technical equipment: all employees were furnished with Apple iPhones. Field service representatives were also given Apple iPads for support during product discussions.	> implemented 2013 
> Reduction of personnel fluctuation	> Personnel fluctuation was reduced from 7,5% in 2012 to 4,8% in 2013.	> ongoing 
Goals for 2014/15	Measure	Status
> Corporate Culture	> Continue "OWN IT!" - the initiative for culture change at Pfizer	> planned for 2014/15 
> Health Promotion	> Creation of additional measures for corporate health promotion on the basis of a survey to evaluate work-related physical and emotional stress factors in 2013.	> planned for 2014 
> Family-friendly Personnel Policies	> Re-auditing of "audit berufundfamilie:" Evaluation and extension of the certificate "berufundfamilie" which honors Pfizer Austria as a family-friendly employer.	> planned for 2014 
	> Revision of the Step-by-Step-Guide to facilitate reintegration into the workplace after time away.	> planned for 2015 
> Personnel Development	> Mentoring: Comprehensive information regarding the mentoring program of Pfizer and creating access to the program for all employees.	> planned for 2014/15 
	> Support of Pfizer employees in virtual positions through targeted training sessions.	> planned for 2014/15 
> Work/Life Balance and Flexibility at the Workplace	> Home Office: Passing a company agreement for uniform regulations for all employees regarding the use of a home office.	> planned for 2014 



Society and social responsibility

Previous goals	Measure	Status
> Commitment to Protection of non-smokers	> Development of the app "Rauchfrei durchstarten" as a support for quitting smoking.	> implemented 2012
> Commitment to Child and Adolescent Health	> Sporthilfe Schullauf [program name] powered by Pfizer.	> implemented 2012
> Commitment to Healthy and Active Aging	> Pfizer Initiative "Get Old" in Austria, that challenges all of us to rethink how we get old.	> implemented 2013
> Maintenance of partnerships	> Maintenance of long-term collaboration with social establishments such as Caritas and the Austrian Youth Red Cross.	> partially implemented

Goals for 2014/15	Measure	Status
> Corporate Volunteering	> Expansion of facilities that participate in the corporate volunteering Program.	> planned for 2014
> Commitment to Healthy and Active Aging	> Continuation of the Pfizer initiative "Get Old".	> planned for 2014/15
> Health-related Measures and Support of Patients	> Expansion of digital information options.	> planned for 2014/15
> Impact Measurement	> Introduction of impact measurement for measuring the effects of our social activities on society.	> planned for 2015

Products & Drug Safety

Previous goals	Measure	Status
> Product and Drug Safety	> Cooperation in the implementation of the EU directive against falsified medicines in Austria.	> ongoing since 2012 
	> Improved education on the subject of falsified medicines including an online information focus in Austria.	> implemented 2013 
> Expansion of Information Offers for Dialog Groups	> Creation of new, digital information and communication channels in addition to the established channels (e-mail newsletter, Tele-Detailing).	> ongoing since 2012 
	> Optimization of access to information at www.pfizer.at	> ongoing since 2011 
	> Usability tests. > Mobile version.	> implemented 2012 

Goals for 2014/15	Measure	Status
> Product and Drug Safety	> In the context of the EU Falsified Medicines Directive: > Addition of a 2D safety code to all Pfizer product packaging by 2017/18 that will facilitate identification and traceability of each individual packaging. This will prevent falsified medicines in the legal distribution chain.	> planned for 2017/18 
	> Introduction of packaging in which the seals can no longer be reverted to its original state after the initial opening. Goal: Preventing manipulation of the content.	> planned for 2014/15 
	> Relocation of the central warehouse for Pfizer Austria from Karlsruhe (Germany) to Austria in order to optimize the pathways to the customer.	> planned for 2014 
> Continued expansion of digital information options for our products (in addition to the established channels)	> Expansion of Tele-Detailing (online conversation with a pharmaceutical representative).	> planned for 2014/15 
	> Expansion of information via e-mail (with corresponding agreement by physicians).	> planned for 2014/15 

Environment

Previous goals	Measure	Status
> Green Office & Green Behaviour	> Procurement of green energy/expansion of the share of clean energy. <small>* Procured electricity is generated from 46.87% hydropower, 44.41% natural gas, 3.97% wind and solar energy, 3.83% solid or fluid biomass and 1.10% other green energy. Conversion to green energy alone was not possible during the reporting period. However, electricity consumption at the Floridotower location was lowered.</small>	> not completed* 
	> Conversion to electronic pay slips: Implemented for Pfizer Employees.	> partially implemented 
	> Limitation of paper consumption.	> implemented 2013 
	> Internal information regarding environmental topics.	> ongoing since 2010 
> Green Travel	> Significant reduction of the CO2 emissions of the Pfizer motor vehicle fleet.	> implemented 
	> Promoting the use of environmentally friendly transportation for the commute to work.	> implemented 2011 und 2013 
	> Expansion of fuel efficiency training.	> not completed 
> Logistics / Green Transport	> Reduction of transportation distances of products: Transportation distances could be reduced by 555km per palette from 2011 to 2013	> implemented 
> Evaluation of the improvement potential	> Green business plan in Austria.	> not completed* 

* since initiative on a global level is being implemented by Pfizer

Goals for 2014/15	Measure	Status
> Waste and Recycling	> Information focus on the topic of medication disposal.	> planned for 2014/15 
> CO₂ reduction	> Relocation of the Pfizer Austria central warehouse from Karlsruhe (Germany) to Austria, in order to be closer to the customer as well as to reduce transportation distances and CO2.	> planned for 2014 
	> Ongoing adjustment and development of the car policy.	> planned for 2014/15 
	> Continuation of the "Öffi subsidy" and "job ticket" for Pfizer employees	> planned for 2014/15 
> Green Office & Green Behavior	> Further reduction of paper use.	> planned for 2014/15 
	> Optimization of e-invoicing (electronic invoicing) for the public sector.	> planned for 2014/15 