



Pfizer Corporation Austria

UN Global Compact Communication on Progress 2014



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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	258
Contact name	Robin Rumler
Contact position	CEO
Sector	Pharmaceuticals & Biotechnology
Date	July 2015

Brief description of nature of business

Pfizer Corporation Austria is the Austrian branch of Pfizer Inc., one of the world's leading suppliers of innovative medicines in the field of human medicine. Pfizer began operating in Vienna, Austria in 1956. Since then, Pfizer has contributed significantly to economic and workforce development, invested heavily in innovation and research to support the development of new medicines, and given back to the community through new partnerships and philanthropic ventures. Located in Vienna, Floridotower, Pfizer has been one of the leading pharmaceutical companies in Austria and is a reliable partner for patients, doctors, pharmacists, and the healthcare system. 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. As of December 2014, Pfizer Inc. has acquired a manufacturing facility in Orth an der Donau.

Our mission

*Good health is vital to all of us, and finding sustainable solutions to the most pressing health care challenges of our world cannot wait. **That's why we at Pfizer are committed to applying science and our global resources to improve health and well-being at every stage of life.** We strive to provide access to safe, effective and affordable medicines and related healthcare services to the people who need them.*

Our strategic imperatives

1. **Innovate and lead:** Improve Pfizer's ability to innovate in biomedical R&D and develop a new generation of high value, highly differentiated medicines and vaccines.
2. **Maximize Value:** Invest and allocate our resources in ways that create the greatest long-term returns for our shareholders.
3. **Earn Greater Respect:** Earn society's respect by generating breakthrough therapies, improving access, expanding the dialogue on healthcare and acting as a responsible corporate citizen.
4. **Own Our Culture:** Build and sustain a culture where colleagues view themselves as owners, generating new ideas, dealing with problems in a straightforward way, investing in open and candid conversations and working as teammates on challenges and opportunities.

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 relocated our central drug warehouse from Germany to Austria in order to shorten transport routes and have been re-audited as a family-friendly employer in 2014. In October we have celebrated the 10th Anniversary of the Pfizer Kids Initiative, a project that supports traumatized children and adolescents, who are threatened or affected by poverty, violence and suffering, to overcome their problems in daily life. As of December 2014, Pfizer has acquired a manufacturing facility in Orth an der Donau, Austria. At the manufacturing site in Orth an der Donau Pfizer produces the vaccines FSME Immun® (tick-borne encephalitis) and NeisVac® (meningococcus C) for the worldwide demand.

I am personally convinced that what makes us successful as a company is 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.

Sincerely yours,
Prof. Dr. Robin Rumler
Country Manager Pfizer Austria

Facts & Figures 2014

Business	
2 business segments	Human Health & OTC (over the counter)
Top 5 products	Enbrel [®] , Lyrica [®] , Zyvoxid [®] , Fragmin [®] and Vfend [®]
R&D	about 20 significant clinical trials in Austria

Facts & Figures	EUR
Revenues/net turnover	199.095.755,31
Operating income	4.992.961,84
Taxes on income and profit	771.813,10
Annual net profit	4.221.148,74
Total assets	142.810.955,84
Personnel expenditure	23.630.059,06
Headcount (employees and contractors)	258

Social expenditures	EUR
Social operating expenses	648.549,03
Drug donations	11.251,95
Social sponsoring	15.062,44
Donations	103.450
thereof support for patient organizations	51.350

Workforce structure		Pfizer	Contractor
Overall number of staff:	258	205	53
Full-time staff		154	44
Part-time staff		37	9
Staff exempted from ordinary duties		2	
Staff on leave of absence (maternity leave)		12	4
Number of male staff		61	19
Percentage male staff		30%	36%
Number of female staff		144	34
Percentage female staff		70%	64%

Healthcare measures	
Number of vaccinations against tick-borne encephalitis	25
Number of influenza immunizations	62
Number of medical health checkups	71
First Aid refresher course	15
Total number of sickness leave days	1459
Average number of sickness leaves per employee	5,6
Handicapped persons	5

Home office days	
Number of home office days used	2207

Consumption of resources	
Electric power in kWh	394.685
Air-conditioning/cooling in kWh	146.366
Heating in kWh	167.256
Water consumption in m ³ *	1617,45
Paper consumption in sheets	957.500
CO ₂ consumption by paper in tons**	5,1

Data source for electricity: Wien Energie GmbH (Data rounded to whole numbers); data source for cooling, heating and water: 2011: Strauss & Partner Immobilien GmbH, 2012 and 2013: PORREAL Immobilien Management GmbH; data source for paper consumption: Xerox supplies-center. *Does not correspond to the actual water consumption by Pfizer Austria as water consumption at the company site is subdivided proportionally by office surface area. ** Basis for calculation: Sustainability calculator www.initiative-papier.de

Mobility data	
Fuel consumption in liters	194,595.27
Share of gasoline	6,553.03
Share of diesel	188,042.24
Total costs in Euro	262,832.94
Overall CO ₂ emission of Pfizer car fleet in tons	525.41
Average CO ₂ emission of Pfizer car fleet in g/km	125.9
Job tickets (free-of-charge annual pass for Vienna Public Transport System)	41

Making a Difference: CSR Highlights 2014



Pfizer Kids Initiative – 10th Anniversary

Many families in Austria are affected by poverty, homelessness, and stressful life situations – which can cause massive mental stress in children. In 2004 together with Caritas of the Archdiocese of Vienna, Pfizer Austria started to help close this gap under the motto “Hope for Tomorrow – making life worth living again”. The project named “Pfizer Kids” celebrated its 10th anniversary in October 2014. The core objective of this initiative is to support traumatized children and adolescents, who are threatened or affected by poverty, violence and suffering, to overcome their problems in daily life. With approximately 10,700 therapy hours since its start, the project has helped 100 boys and girls overcome their traumatic and psychological stress factors. On average, the “Pfizer Kids” undergo 2.5 years of therapy; however, the duration of therapy is based on the diagnosis, available existing resources, and progress of the therapy.



Corporate Volunteering Days

Pfizer Austria is encouraging its employees to give back to their communities by volunteering to help those in need. Main partner in this initiative is Caritas Vienna. Two to four Pfizer employees can help out once a month in social institutions. For this, they are released from their work duties, but continue to receive their salary. There is a wide range of activities that employees can choose from including for example, trips with young adults who suffer from mental or physical impairments; serving meals to homeless people or lending a hand in furnishing new apartments or supporting activities at the Caritas’ women’s residence. In 2014 Pfizer Austria employees have volunteered a total of 136 hours.



Family-Friendly Certified

Since 2009, Pfizer Austria has been certified as a family-friendly company. The project initiated in 2008, was again recognized in 2014 by the Austrian Federal Ministry for Family and Youth for the second time with the full certificate. The company’s commitment to the compatibility of career and family convinced the external expert in the implementation and the high degree of target achievement.



Sustainability Reporting

Pfizer is the first pharmaceutical company in Austria to report sustainability in line with the Global Reporting Initiative Guidelines, since 2009, as validated by an external auditor. Three reports are available under:

<http://www.pfizer.at/verantwortung/nachhaltigkeitsberichte.html>



Support of Bicyclists

Pfizer Austria supports employees using their bicycles to go to work (showers, special bicycle parking space) and emphasizes this commitment by annual participation in the campaign „Österreich radelt zur Arbeit“ („Austria Cycles to Work“). This is a country-wide campaign enhancing environmental awareness and promoting increased use of bicycles. In 2014, 11 Pfizer colleagues took part in this campaign covering an overall 1.515,9 kilometers by bicycle. As compared to the same distance driven by car 241 kg carbon dioxide (CO₂), 113,7 g nitrogen oxides (NO₂) and 106,1 g fine particulate could be avoided.

Key Investments and Collaborations 2014



Manufacturing Innovation

As of December 2014, Pfizer has acquired a manufacturing facility in Orth an der Donau, Austria. At the manufacturing site in Orth an der Donau Pfizer produces the vaccines FSME Immun® (tick-borne encephalitis) and NeisVac® (meningococcus C) for the worldwide demand. Currently, ~230 employees work in Orth an der Donau. Prof. Dr. Robin Rumler is the Country Manager for the site, PGS Orth Site Lead is Martin Dallinger.



Rahmenpharmavertrag

Since 2008, Pfizer Austria, as part of the Austrian Pharmaceutical Industry Association (PHARMIG), supports the social sick funds to maintain the high quality medical care in Austria by paying a revenue refundment. Since then, the pharmaceutical industry has contributed € 82 Million, where € 62 Million was specifically dedicated for Children Health Related Prevention Programs. In 2014, Pfizer has invested more than € 1 Million. As president of PHARMIG, Pfizer Austria's Country Manager Prof. Dr. Robin Rumler is part of the advisory board determining which Prevention Programs for children will be funded in the future.



Kwizda Pharmadistribution GmbH

To meet the logistical challenges of the future, Pfizer Austria changed its distribution strategy. For a future-oriented, flexible, environmentally friendly and customer-oriented supply chain, the products stored in two former warehouses (Karlsruhe/ Germany and Vienna) were merged into one new Logistics Service Provider at the end of September 2014. Warehousing and Distribution is now managed via Kwizda Pharmadistribution GmbH in Leopoldsdorf close to Vienna.



Unrestricted Medical Research Grants

For several years Pfizer Austria has encouraged medical research in Austria, both through supporting several specific research projects as well as through the promotion of science prizes such as the ÖGR-Pfizer Science Awards from the Austrian Society of Rheumatology & Rehabilitation and the Heinrich-Auspitz Award from the Austrian Society of Dermatology & Venerology. Total 2014: 22.000 EUR



Patient Organizations

Pfizer Austria collaborates with several social initiatives and projects, especially in collaborations with patient organizations. A list of supported patient organizations is available at www.pfizer.at/patienten/patientenorganisationen.html. Total amount in 2014: 51.350 EUR

The 10 Principles – Our Progress 2014

	Principles	Commitment	Systems	Goals achieved
Human rights	Principle 1 Businesses should support and respect the protection of internationally proclaimed human rights.	Pfizer fully supports the principles in United Nations Declaration on Human Rights and the International Labour Organization Declaration on Fundamental Principles and Rights at Work, and strives to uphold human rights in all our business activities. Pfizer Austria also requires its business partners to observe human rights.	<ul style="list-style-type: none"> ➤ Corporate principle ➤ Code of Business Conduct (Pfizer Blue Book) ➤ UN Global Compact Principles 	<ul style="list-style-type: none"> ➤ The Works Council ensures and verifies absence of any violations of human rights. ➤ Continuous sensitization of employees to recognize any abuses and empower all employees to report and stop any violations. ➤ The Fair Play Network, a part of the global Diversity & Inclusion Group consists of a team of Pfizer colleagues supporting and promoting equal chances and opportunities for all qualified office staff and field force and the compatibility of family and career.
	Principle 2 Businesses should make sure that they are not complicit in human rights abuses.			
Labour	Principle 3 Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.	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. Strict sanctions are stipulated in the event of any violations of our principles.	<ul style="list-style-type: none"> ➤ Company guidelines and Pfizer Imperatives ➤ Code of Business Conduct (Pfizer Blue Book) ➤ Pfizer Austria leadership charter ➤ Pfizer OWN IT! Initiative 	<ul style="list-style-type: none"> ➤ Continue "OWN IT!" - the initiative for culture change with the goal of promoting a culture of responsibility within Pfizer. ➤ Re-certification of "audit berufundfamilie:" which honors Pfizer Austria as a family-friendly employer. ➤ Home Office: online survey for all employees regarding the use and satisfaction of home office/flex work ➤ Expansion of virtual jobs (holding international positions without always having to change countries). ➤ Support of Pfizer employees in virtual positions through targeted training sessions.
	Principle 4 Businesses should support the elimination of all forms of forced and compulsory labour.			
	Principle 5 Businesses should support the effective abolition of child labour.			
	Principle 6 Businesses should support the elimination of discrimination in respect of employment and occupation.			
Environment	Principle 7 Businesses should support a precautionary approach to environmental challenges.	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.	<ul style="list-style-type: none"> ➤ UN Global Compact Principles ➤ Pfizer's Green Journey Program 	<ul style="list-style-type: none"> ➤ Relocation of the central warehouse for Pfizer Austria from Karlsruhe (Germany) to Austria in order to optimize the pathways to the customer. ➤ Labelling of products upon supply from the Austrian central warehouse for increasing awareness (eg. Caution: Cytotoxic Substances, Caution: Glass) ➤ Further optimization of e-invoicing (electronic invoicing) for the public sector ➤ Particular products packed in which the seals can no longer be reverted to its original state after the initial opening. Goal: Preventing manipulation of the content ➤ Promoting the use of environmentally friendly transportation for the commute to work ("Radelt zur Arbeit") ➤ Continuation of the "job ticket" for Pfizer employees
	Principle 8 Businesses should undertake initiatives to promote greater environmental responsibility.			
	Principle 9 Businesses should encourage the development and diffusion of environmentally friendly technologies.			
Anti-corruption	Principle 10 Businesses should work against corruption in all its forms, including extortion and bribery.	Preventing corruption and violations against fair competition is a top priority at Pfizer Austria. Transparency and compliance with relevant laws, regulations and industry guidelines are key components of our corporate policy.	<ul style="list-style-type: none"> ➤ Pfizer Compliance System ➤ Code of Business Conduct (Pfizer Blue Book) ➤ Pharmig Code of Conduct 	<ul style="list-style-type: none"> ➤ 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. ➤ Gradual 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. ➤ Regular publication of all support services and donations to patient organizations and self-help groups

Actions planned in 2014 for 2015/16

Human rights

Goals	Measure	Status
LGBT	Increased focus and building of awareness for the topic of LGBT (Lesbian, Gay, Bisexual and Transgender) and increased networking with the European and international OPEN network within Pfizer	Planned for 2015

Labour

Goals	Measure	Status
Corporate Culture	Continue "OWN IT!" - the initiative for culture change at Pfizer	Ongoing
	Developing, experiencing and „living“ ONE Pfizer culture, e.g. with joint activities for the two Austrian sites with regard to staff, e.g. joint Christmas celebrations	Planned for 2015
Family-friendly Personnel Policies	Implementation of a Step-by-Step-Guide to facilitate reintegration into the workplace after a leave	Planned for 2015
Increasing Employee satisfaction	Increase of meal subsidy from 3,80 EUR to 4,40 EUR per day	Planned for 2015
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 2016
	Development of additional services for corporate health support based on the survey for the evaluation of work-related physical and psychological stress in the year 2015 in close cooperation with EHS	Planned for 2016
	Introduction of free-of-charge vaccinations not only for employees, but also for their family members for the full portfolio of the company's vaccines	Under review 2015
Personnel Development	Implementation of a new mentoring program and Mentor Match Tool: Comprehensive information regarding the mentoring program of Pfizer and creating access to the program for all employees	Planned for 2015
	Support of Pfizer employees in virtual positions through targeted training sessions	ongoing
Work-Life-Balance	Assessment whether providers of „social or family“ services, e.g. „consitiv“ as partner for the PFM Orth an der Donau can be offered as additional support service for the staff	Under evaluation and possible implementation in 2015, as needed

Environment

Goals	Measure	Status
Green Behaviour	Increase of awareness/focus of information on the topic of disposal of chemical substances	Planned for 2015
	Increase of awareness/focus of information on the topic of disposal of drug products	Planned for 2015
	Information focus/campaign for employees to save energy, water "Wir sparen"	Planned for 2015
	Implementation of e-invoicing (electronic invoicing) for wholesalers and public sector	Planned for 2015/16
Green office	Audit Energy efficiency	Planned for 2015
	Conversion to electronic pay slips: Implemented for PMA employees.	Planned for 2015
Green Transport	Continual adaptation and development of car pool policy to ensure use of the newest vehicle models to be obtained also providing for the most state-of-the-art technologies for ensuring CO ₂ output reduction and fuel economy.	Planned for 2015/16
	Expansion of fuel efficiency training.	Planned for 2016
	Promoting the use of environmentally friendly transportation for the commute to work	Ongoing/PMA planned for 2015
	Evaluation of wholesalers/ordering processes → Optimization of delivery and ordering frequency & building of appropriate awareness	Planned for 2016

Anti-corruption

Goals	Measure	Status
Transparency	Regular publication of all support services and donations to patient organizations and self-help groups.	Ongoing since 2010
	Implementation of the new EFPIA/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 2015/ go live 2016
	Publication of Pfizer lobbyists in the Austrian lobbying and stakeholder registry	Update planned for

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 health care professionals.	2015
	Updating and expansion of the "Pfizer Blue Book".	Gradual implementation, go-live planned for 2016 Planned for 2015
	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 2015/16
	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 2015 (subject to approval by Data Protection Commission)

Society and social responsibility

Goals	Measure	Status
Corporate Volunteering	Extension of facilities that participate in the corporate volunteering Program	Planned for 2015
	Employee survey regarding the Corporate Volunteering Days & continued development of the initiative. Expansion: Secondments & transfer of know-how	Planned for 2015
Maintenance of partnerships	Maintenance of long-term collaboration with social establishments such as Caritas and the Austrian Youth Red Cross.	ongoing
CSR	Extension of sustainability management (quarterly CSR Team meetings, internal workshop on sustainability strategies, introduction of ISO 26000)	Planned for 2015
Reporting	Sustainability Report according to GRI 4	Planned for 2016
CSR	Stakeholder survey on Materiality Matrix	Planned for 2015
Health-related Measures and Support of Patients	Expansion of digital information options	Planned for 2015/16
Impact Measurement	Introduction of impact measurement for measuring the effects of our social activities on society.	Planned for 2016

Products & Drug Safety

Goals	Measure	Status
Product and Drug Safety	Improved education on the subject of falsified medicines including an online information focus in Austria.	Planned for 2015
	In the context of the EU Falsified Medicines Directive: Addition of a 2D safety code to all Pfizer product packaging by 2018/19 that will facilitate identification and traceability of each individual packaging. This will prevent falsified medicines in the legal distribution chain.	Partial implementation, go live planned for 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	Partial implementation, go live planned for 2018/19
	Labelling of products upon supply from the Austrian central warehouse for increasing awareness (eg. Caution: Cytotoxic Substances, Caution: Glass)	Ongoing
Continued expansion of digital information options	Creation of new, digital information and communication channels for our products in addition to the established channels via e-mail (with corresponding agreement by physicians) and expansion of Tele-Detailing (Online discussion with sales representative)	Ongoing
Expansion of Information Offers for Dialog Groups	Implementation of <i>pfizemed.at</i> , a platform for healthcare professionals	Planned for 2015
	Multilingual product information leaflets for patient information / patient education	Planned for 2015
	Stakeholder survey on service offers of > www.pfizer.at	Planned for 2015
	Expansion of <i>pfizemed.at</i> with the aim of providing healthcare professionals continually with updated product information, further training and patient material regardless of time and place (optimization of user surface, usability tests)	Planned for 2015/16
	Expansion of the Webinar channels for providing information/training and education with sight and sound	Planned for 2015/16