



Pfizer Austria 2017 Sustainability Report



WORKING
TOGETHER
FOR A HEALTHIER
WORLD

PFIZER AUSTRIA AT A GLANCE

(as at November 2017)

Business location



Manufacturing at
Orth an der Donau



Sales in
Vienna



Warehouse in
Leopoldsdorf

Our core business



142

medicinal products
(540 articles)



5

new
approvals



12.1 m

packages
sold



≈10 m

vaccine doses produced in
Orth/Donau

Transparency



≈€1.3 m

to physicians and other members
of the healthcare professionals (HCPs)



≈€2.7 m

to institutions of the
healthcare organizations (HCOs)



≈54.2 m

in research & development
(R&D)

Family-friendly employer



audit berufund-
familie [work and
family audit]



Diversity
Charter



Member of
Unternehmen für
Familien [compa-
nies for families]



553

employees



45.7 %

of management positions
held by women



4.305

home office days



Ø 6

sick days in Vienna

Ø 14

sick days at Orth



22

mentoring relationships
established in 2017



Employees have been with Pfizer for

9 years

on average

Our diversity in numbers



More than **25%**
of Pfizer employees are
over 50 years old



28
nations are
represented at Pfizer Austria



Nearly **50%**
of Pfizer employees
are female

Product stewardship



98.8%
delivery capacity



547
complaints

or

0.0045%
of packages sold

Inquiry

256

patient inquiries in 2017

Economic footprint (as at 2016)



≈1.600

jobs in Austria depend directly
or indirectly on Pfizer



€37 million

in annual wage-related taxes
and duties

Superior employment multiplier of **3.45**



1

1 Pfizer job



2

additional jobs in Austria

Value multiplier of **2.367**



1



1.3

Pfizer Corporation Austria generated more than
€1.3 of added value for every euro earned



20

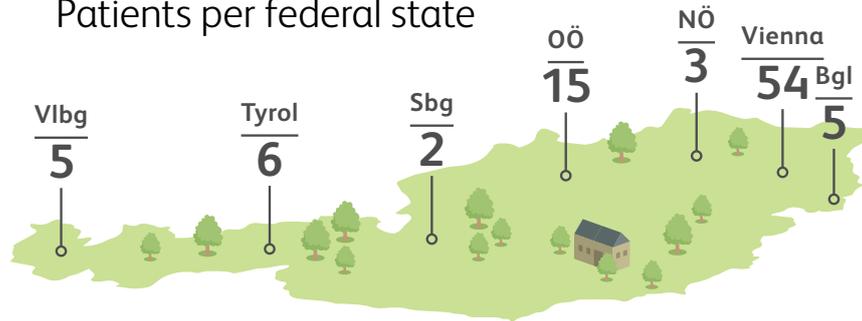
clinical and non-interventional studies



Total of 90 patients

Clinical trials

Patients per federal state



Corporate Volunteering

Total



2017

2,258

hours of volunteer work

106

CV days

11

days

4

secondments

21

participants

176

hours

10

community service agencies

Donations and support



€46,000

in service of patient organizations

€62,385

in donations of medicines

≈€2.5m

solidarity contribution

Ecological footprint: **7,796 t** Total GHG emissions



33%

air travel



1%

material input



9%

vehicle fleet



1%

parcel delivery



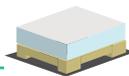
9%

Employee commuting



45%

energy input



1%

paper use



1%

IT

LETTER TO OUR STAKEHOLDERS [GRI 102-14]



Dear Reader,

Pfizer Austria has published a Sustainability Report since 2009. It affords you deep insight into Pfizer's business activities in Austria and shows you where we stand, what we are working on, and what we have already achieved jointly with partners.

2017 was an exciting year for Pfizer—eventful, enriching and not least successful. Mindful of

our motto "Working together for a healthier world," we launched five new drugs: an antibiotic against dreaded hospital germs, a new drug to treat rheumatoid arthritis, and three innovative therapies to treat various forms of cancer. At this time, there are 70 molecules in 160 clinical trials in our global pipeline for clinical research. Twenty studies are underway in Austria. That is great.

Speaking of innovative, one topic that has occupied us over the past year and fascinated me is digital innovation in medicine. Big data, artificial intelligence, the Internet of Things, and cognitive computing are not just futuristic buzzwords. A look ahead to the near future reveals that the digital revolution is gaining ground in medicine and is becoming increasingly important for the healthcare system. For example, the development of a drug takes around twelve years, and this process has not changed in a very long time. More than 1,000 scientists may have to test nearly 10,000 molecules to end up with just one drug. We now have an opportunity to accelerate this process with the help of new technologies. Pfizer researchers are already using artificial intelligence in immunoncological research to deliver new and better therapies for cancer patients that much faster.

All this would not be possible without our highly qualified and motivated employees. OWN IT!—this is the special corporate culture that sets Pfizer apart from others in the industry. It provides the underpinning for a good and productive working environment. I am therefore proud that our engagement is bearing fruit and that we were again able to substantiate in 2017 that we are an attractive employer for our colleagues in Orth/ Donau and Vienna, and of course for future employees. Our employees have been with the company for nine years on average! This is the fourth time that we have been awarded the Federal Ministry for Families and Youth's berufundfamilie [work and family] audit certificate. We are a partner of the Unternehmen für Familien [companies for families] initiative. The 2017 Trendence Graduate Barometer ranked us among the top 100 employers in Austria. In our ongoing efforts to strike the right work/family life balance, we set up a parent-child room in our Vienna office last year and provide childcare for our employees at Orth on working days when school is out.

Another distinguishing feature of Pfizer is our environmental awareness. After analyzing our business performance, we had Pfizer's ecological footprint in Austria scrutinized for the first time in 2017. This report provides a detailed look at the results.

I would like to highlight two issues that have always been important to us, but have been even more on our minds lately—careful handling of personal data and the safety of medicines. Putting the new GDPR into action, properly and sustainably, to safeguard our customers and partners' data privacy is a top priority for us. We will continue to push hard for this. As of February 2019, drugs will have new security features to protect against counterfeiting. In addition to the product code, expiry date and batch number, there will be a serialization number, a 2D data matrix code, and a dedicated protective foil affixed to packages containing medicines. Before a drug can be dispensed in a pharmacy, its authenticity must be verified by means of a scan. This is an important measure that will make the supply chain even safer to benefit our patients.

Read on to learn more about these and more topics—our contribution to responsible corporate governance, our ongoing business, our cooperation with stakeholders and patients, and last but not least, our goals. We will also give you an outlook on future projects that we intend to pursue with our partners. And all partners in this will indeed have to work together for the healthcare system to remain viable. As a pharmaceutical company, we see ourselves as being very much a part of this picture and we want to do our part for it. As a symbolic gesture of this mindset, we invited some of our partners to have their photos taken with us for our sustainability report. This is a first for us, and we want to thank all of you who participated!

In this spirit, I look forward to continuing our partnership and wish you all the best and, above all, the best of health!

Yours sincerely,

Robin Rumler
Country Manager Pfizer Austria
Vienna 2018

Note: In preparing our Sustainability Report, we followed the international guidelines of the Global Reporting Initiative (GRI) and the Sustainable Development Goals (SDGs) of the United Nations. Our focus is on the third sustainability goal, to ensure healthy lives and promote wellbeing for all at all ages. We firmly believe that access to good healthcare (SDG 3) for people is essential for achieving all SDGs.

ABOUT THIS REPORT

This is Pfizer's **sixth Sustainability Report** in Austria. It contains information about the fiscal year 2017 of two companies, Pfizer Corporation Austria GmbH and Pfizer Manufacturing Austria GmbH. [\[GRI 102-1\]](#)

In fiscal 2017, Pfizer entered into a license agreement with the biopharmaceutical company **Basilea** to manufacture and distribute a drug for treating life-threatening mold infections. [\[GRI 102-10\]](#)

Pfizer Austria has been publishing Sustainability Reports since 2009. [\[GRI 102-52\]](#) The next report is slated for 2020; it will contain information on fiscal 2019. The previous Sustainability Report was published in 2017; it covered fiscal 2016. [\[GRI 102-51\]](#)

The Pfizer Austria Sustainability Report 2014/15 won the Austrian Sustainability Reporting Award (ASRA), taking third place in the category of Large Enterprises in October 2016. The 2016 Report won the ASRA in October 2017 with a fourth-place ranking in the category of Large Companies. Pfizer is the first pharmaceutical company in Austria to be awarded an ASRA.

In this report, we wish to highlight our activities, progress and goals related to sustainability, and discuss areas where we see room for improvement and are planning to take action. We aim to afford you and all our stakeholders deeper insight into Pfizer's business activities in Austria. What follows is a transparent account of where we stand, what we are working on, and what we have already achieved in joint efforts with our partners.

This report has been prepared in accordance with the GRI Standards: Option Core. [\[GRI 102-54\]](#) **External auditors** verified compliance with these guidelines. Denkstatt was tasked to perform the audit. [\[GRI 102-56, 103-3\]](#) Robin Rumler approved the report for publication. [\[GRI 102-32\]](#)

This report primarily covers Pfizer's activities in Austria. To learn more about Pfizer Inc.'s **international activities** and global sustainability policy, read the Pfizer Annual Review, an integrated annual report provided online at www.Pfizer.com/annual.

We have dispensed with gender-specific differentiations for the sake of readability. Words in the masculine form should, of course, be taken to include the feminine form.

Pfizer's fiscal year runs from December to November of the following year. [\[GRI 102-50\]](#)

Pfizer Manufacturing Austria primarily employs people in Production, Quality Control and Engineering; Pfizer Corporation Austria primarily employs people in Marketing, Medical and Sales.



Please feel free to address any questions, suggestions or feedback to me, your **Sustainability Officer** at Pfizer Austria.

Elisabeth Dal-Bianco
Senior Corporate Affairs Manager

[\[GRI 102-53\]](#)

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Augmented reality:

To view AR content, download the free Layar app from the App Store or Google Play Store and scan the marked area.

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WORKING TOGETHER FOR A HEALTHIER WORLD

Many things can change for people when they get sick; it is the start of an often difficult journey. Our employees around the world are working to help people on this journey. They research, develop and distribute innovative medicines and vaccines to treat or prevent diseases such as cancer, rheumatism and pain. Pfizer is headquartered in New York and has branches worldwide, including in Austria. [GRI 102-2, GRI 102-4]

Pfizer has been furnishing medicines to the Austrian market since 1956. The company is a reliable partner to patients, doctors, pharmacists and the healthcare system, working together to enable patients to live healthier and longer lives.

Pfizer Corporation Austria's core business is providing state-of-the-art medicines and therapies to Austrian patients. In Austria, the company offers 142 medicinal products in various dosage forms, package sizes and potency levels (for a total of 540 articles as at November 2017). Most are prescription drugs. Generics have been part of the portfolio since 2011. Pfizer Austria also sells over-the-counter (OTC) health products. Five new active ingredients for patients were brought to market in 2017.

Our direct customers are primarily wholesalers and hospitals. Pfizer Austria's activities are not limited to sales; we are also an important partner to the country's medical research and development community. [GRI 102-6]



The company has operated as two entities in Austria since December 1, 2014:

[GRI 102-45]

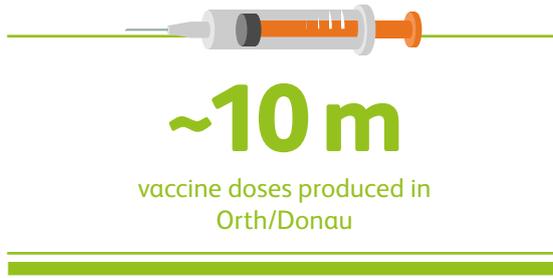
- Pfizer Corporation Austria GmbH**
 is headquartered in Vienna's Floridotower. An important partner to Austria's medical research and development community, the company markets prescription drugs and over-the-counter products. It is a wholly owned subsidiary of Pfizer Deutschland GmbH. Pfizer Corporation Austria GmbH has no subsidiaries or stakes in any joint ventures.
 [GRI 102-1, GRI 102-3, GRI 102-5]
- Pfizer Manufacturing Austria GmbH**
 is our production site at Orth an der Donau, a plant that meets global demand for vaccines to protect against meningitis caused by serogroup C meningococci and tick-borne encephalitis. The production site at Orth/Donau borders on a nature reserve. Pfizer Manufacturing Austria was founded in 2014 with the acquisition of Baxter's approved vaccines. The shareholder is Pfizer Luxembourg SARL.
 [GRI 102-1, GRI 102-2, GRI 102-3, GRI 102-5, GRI 304-1]

Our priority SDGs





On the right: Robin Rumler, Country Manager Pfizer Austria
On the left: Martin Dallinger, Site Leader Orth an der Donau



Business units [GRI 102-2]

Pfizer is set up as two business units (as at 2017).

Pfizer Innovative Health Business (PIH)

The Pfizer Innovative Health Business offers innovative medicines to general practitioners and hospitals for the following therapeutic areas: immunology and inflammatory diseases, cardiovascular and metabolic disorders, oncology, and rare diseases. It also furnishes vaccines and consumer products.

Pfizer Essential Health Business (PEH)

The Pfizer Essential Health business unit in Austria manages an extensive portfolio of proven medicinal products. It encompasses more than 100 products used for various therapeutic areas, including cardiology, gynecology, urology, neurology, pain management and ophthalmology. Pfizer Essential Health also focuses on researching, developing and marketing innovative hospital antibiotics and biosimilars. Biosimilars are very similar versions of biological medicines that are approved after the patent on the original active ingredient expires. With the benefit of many years experience in researching, manufacturing and marketing biological drugs, Pfizer is able to play a leading role in the field of biosimilars.

To learn more about the therapeutic areas and indications, visit www.Pfizer.at/unternehmen/rezeptpflichtigemedikamente or www.Pfizer.at/unternehmen/rezeptfreie-produkte.

Our management in Austria [GRI 102-18, GRI 102-22, GRI 102-23]

Robin Rumler has been Country Manager **Pfizer Corporation Austria GmbH** since January 2009 and Country Manager **Pfizer Manufacturing Austria GmbH** since 2014. He also heads up Internal Medicine as Business Unit Director and reports globally to the Internal Medicine Western EU Cluster Lead.

Martin Dallinger has headed up **Pfizer Manufacturing Austria GmbH**, Pfizer's vaccines manufacturing plant at **Orth an der Donau** in Lower Austria, as Site Leader since 2014.

The Country Management Team of Pfizer Corporation Austria in 2017

Robin Rumler – Country Manager & IM Lead
Martin Dallinger – Site Leader Manufacturing
Sérgio Alves – PEH Country Lead
Tobias Eichhorn – Oncology Lead EU Cluster 1 Lead
Renée Gallo-Daniel – Vaccines Lead
Dieter Hackl – Director Health & Value
Claudia Handl – PA Director
Inga Hartleb – HR BOS GER & AUT
Richard Öllinger – I & I Lead
Sylvia Nanz – Medical Director
Dirk Rommens – Finance Director
Marion Rottenberg – RD Lead
Simon Tihanov – Legal Director Austria & Switzerland & Western EU

The Site Leadership Team of Pfizer Manufacturing Austria in 2017

Martin Dallinger – Site Lead PGS Orth
Martin Ausserleitner – Manufacturing
Eva Berger – Human Resources
Hannes Dengg – Engineering
Michaela Eder – EHS
Thomas Frühwirt – Procurement
Annett Hessel – Vaccines Analytical Development
Ulrich Holdhaus – Business Technology
Stefan Past – Ops Mgmt., Strat. & Business Support
Bernd Rinne – Quality
Werner Schmid – Finance

Anchor points for sustainability in the Pfizer organization

Sustainability Officer Elisabeth Dal-Bianco manages and coordinates the sustainability agenda, which is under the auspices of the Corporate Affairs department. The Country Manager is involved in all decisions and part of the Sustainability workgroup consisting of representatives from all relevant departments and employee resource groups such as Medical, Quality, Compliance, HR, Works Council, Environment, Health & Safety (EHS), Health & Value, Procurement, as well as representatives from the business units and the Sales force. Meetings are held regularly in a coordinated effort to analyze the sustainability agenda, develop it strategically, and put those strategies into action. [GRI 102-19, GRI 102-20, GRI 102-33, GRI 102-26]

Impact on various core processes

[GRI 102-15, GRI 413-2, GRI 308-2]

We are aware that our actions have an effect on society and the environment. This is why we have set ourselves the goal of analyzing our value chain's impact and identifying opportunities for improvement in Austria.

	Economic impact (Example)	Environmental impact (Example)	Social impact (Example)
Research & development	<ul style="list-style-type: none"> Creates direct and indirect jobs Investments in R&D Clinical trials in Austria 		<ul style="list-style-type: none"> New therapy options that could mark a significant advance in the treatment of diseases Patients take part in clinical trials in Austria
Approval	<ul style="list-style-type: none"> Approvals in Austria/EU Reimbursement 		<ul style="list-style-type: none"> New therapies that could mark a significant advance in the treatment of diseases Affordable prices for medicinal products
Production	<ul style="list-style-type: none"> Jobs in Orth/Donau Regional benefits in Orth/Donau 	<ul style="list-style-type: none"> Energy, water Effluents, waste Biohazards Animal testing 	<ul style="list-style-type: none"> Major contribution to the global supply of vaccines to protect against meningitis caused by serogroup C meningococci and tick-borne encephalitis (TME) Shortage/overproduction
Marketing, Medical & Sales	<ul style="list-style-type: none"> Information on medicines Advanced training for physicians Further training for medical personnel 	<ul style="list-style-type: none"> (Printed) promotional materials Company vehicles Business travel 	<ul style="list-style-type: none"> Further training for medical personnel Proper use of medications (scientifically sound and balanced information) Drug safety/counterfeits Image of the pharmaceutical industry
Distribution	<ul style="list-style-type: none"> Sales and delivery to wholesalers, hospitals, pharmacies 	<ul style="list-style-type: none"> CO₂ greenhouse gas emissions (own fleet, deliveries to hospitals) 	<ul style="list-style-type: none"> Access to essential medicines Supply shortages
Application	<ul style="list-style-type: none"> Productivity, maintaining/restoring health, quality of life Costs/savings for patients health insurances Benefits/costs for patients 	<ul style="list-style-type: none"> Unused medicines Excreted drugs in wastewater 	<ul style="list-style-type: none"> Productivity, maintaining/ restoring health, quality of life Efficacy/desired therapeutic effect Substance abuse Side effects Drug donations

The Pfizer value chain

Pfizer researches, develops, produces and distributes modern drugs and vaccines to treat and prevent diseases. On the following pages you will find pictured the Pfizer value chain. Note that many of these processes are actually concurrent, as this illustration goes to show.

From a molecule to a medicine

Before developing a medicine

First, understand the disease

Scientists of many different disciplines work together with companies and universities. But before researchers can start developing a drug to treat a disease, they have to learn as much as they can about the disease. They need to understand what the disease does, what causes it, and how to detect it.

1 year

Discovery

Find the right treatment

Once the researchers know what triggers a disease, they have to find a way to treat it. They test anywhere from 5,000 to 10,000 different molecules to identify one that could be truly effective.

Developing the molecule

Test and test again

Researchers use various tests to investigate the effectiveness of a specific active substance and molecule to determine if it really makes a difference. They also test it for safety—a drug should fight the disease rather than cause unintended changes in the body. Researchers can conduct many of these tests on a computer; for others, they use cell cultures.

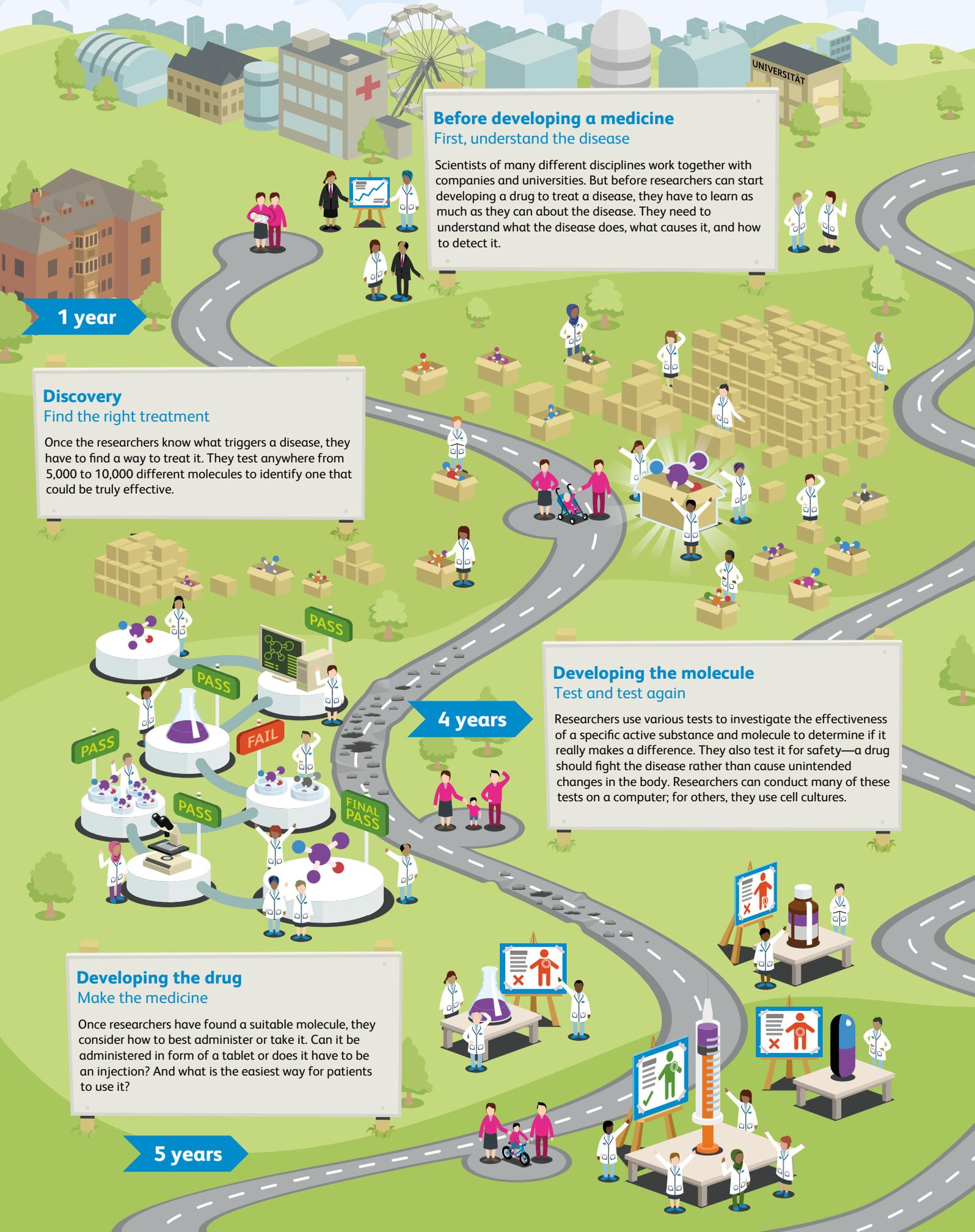
4 years

Developing the drug

Make the medicine

Once researchers have found a suitable molecule, they consider how to best administer or take it. Can it be administered in form of a tablet or does it have to be an injection? And what is the easiest way for patients to use it?

5 years



7 years

Clinical trials

Determine if the medicine helps people

The next step is for researchers to find out if the drug actually helps the people for whom it is intended. They conduct clinical trials for a first test with patients to see how they tolerate it. These studies take place in many hospitals and research institutions with thousands of patients. Very strict rules must be followed. And that is a good thing. Researchers design trials to learn how well the body absorbs and patients tolerate the drug. They want to know how often it needs to be taken to achieve the best benefit and what advantages the new drug has over other treatments. Only if this protracted research effort achieve its goal.

Andover and Cambridge, Massachusetts; Cambridge and Sandwich, UK; Groton, Connecticut; La Jolla and San Francisco, California; Pearl River, New York & St. Louis, Missouri—these are the R&D facilities where researchers, technicians and other experts are working to develop new medicines.

8 years

Obtaining official approval

Make the medicine available

Authorities in the EU and Austria have to give their approval for a pharmaceutical company to sell a new drug. The authorities review the results of all studies and then decide if the drug is beneficial to patients. Then it is determined if health insurance companies will cover the costs of the medication.

Production & quality assurance

Manufacture the medicine

The drug is produced, packaged and distributed in keeping with the strict rules of Good Manufacturing Practice (GMP). All this is constantly monitored to ensure compliance.

11 years

Orth an der Donau
Pfizer operates many production facilities worldwide, one being in Austria. It produces vaccines for worldwide use.

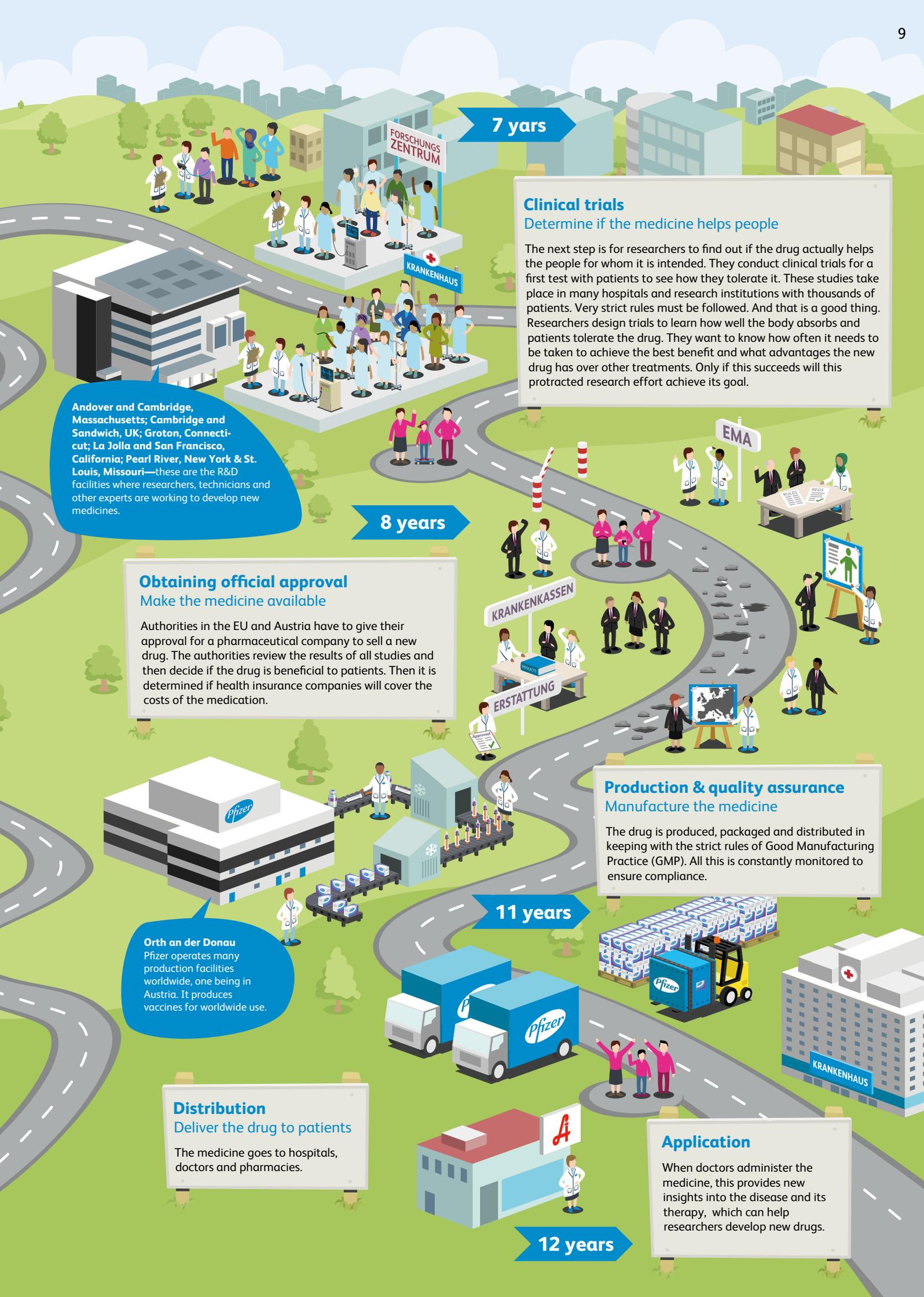
Distribution
Deliver the drug to patients

The medicine goes to hospitals, doctors and pharmacies.

Application

When doctors administer the medicine, this provides new insights into the disease and its therapy, which can help researchers develop new drugs.

12 years



Our corporate philosophy [GRI 102-16, GRI 103-2, UNGC 10]

Our business activities are guided by our vision, mission and goals. And our actions are guided by our imperatives and values, which contribute materially to the company's success and further development.

Our guiding principle—**Working together for a healthier world**—epitomizes Pfizer's goal. We want to drive innovation to provide patients with therapies that improve their quality of life. Our products are designed to help all members of society live healthier and longer, with a better quality of life at every stage. We rise to this challenge by engaging in intensive research, taking innovative approaches, and assuring high quality standards in every area of our activities.

1. Ensure a productive, industry-leading innovative core.
2. Make capital allocation decisions that maximize patient benefits and enhance shareholder value.
3. Be a responsible corporate citizen.
4. Continuously strengthen our ownership culture.

Our sustainability strategy

We want to be a responsible company in all areas.

Our sustainability strategy is based on our corporate strategy, identified key topics, and the following international guidelines and principles:

- the ten internationally recognized principles of the United Nations Global Compact
- the principles of ISO 26000, an international guideline for corporate social responsibility
- the global Sustainable Development Goals (SDGs) of the United Nations [GRI 102-12]

Imperative	SDG	SDG subgoals	Key topics
Maintain a productive, industry-leading innovative core.	3) Ensure healthy lives and promote wellbeing for all at all ages	3.5 Strengthen the prevention and treatment of substance abuse, including narcotic drug abuse and harmful use of alcohol	<ul style="list-style-type: none"> • Protecting consumers' health and safety <ul style="list-style-type: none"> – Prevent product counterfeiting and manipulation • Access to essential medicines • Research and develop drugs in Austria <ul style="list-style-type: none"> – Provide information on studies – Drive innovation • Education and awareness <ul style="list-style-type: none"> – Make (product insert) information useful for everyone – Offer information on diseases and support – Use/administer medication correctly – Promote safety in self-medication
		3.8 Achieve universal health coverage, including financial risk protection, access to quality essential health-care services and access to safe, effective, quality and affordable essential medicines and vaccines for all	
		3.a Strengthen the implementation of the WHO Framework Convention on Tobacco Control in all countries, as appropriate	
Allocate capital to maximize benefits for patients and boost shareholder value.	8) Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all	8.2 Achieve higher levels of productivity of economies through diversification, technological upgrading and innovation, including through a focus on high value added and labor-intensive sectors	<ul style="list-style-type: none"> • Responsible organizational governance • Creating benefits for the surrounding region <ul style="list-style-type: none"> – Create jobs – Invest in the greater good – Promote education & knowledge exchange – Pursue health initiatives • Health and safety at work <ul style="list-style-type: none"> – Human development and training in the workplace – Promote employee accountability • Social dialog and co-determination • Conditions of work and social protection <ul style="list-style-type: none"> – Offer fair terms of employment – Diversity & inclusion – Equal opportunity, non-discrimination
		8.4 Improve progressively through 2030 global resource efficiency in consumption and production, and endeavor to decouple economic growth from environmental degradation in accordance with the 10-year framework of programs on sustainable consumption and production with developed countries taking the lead	
		8.5 By 2030 achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value	
		8.6 By 2020 substantially reduce the proportion of youth not in employment, education or training	

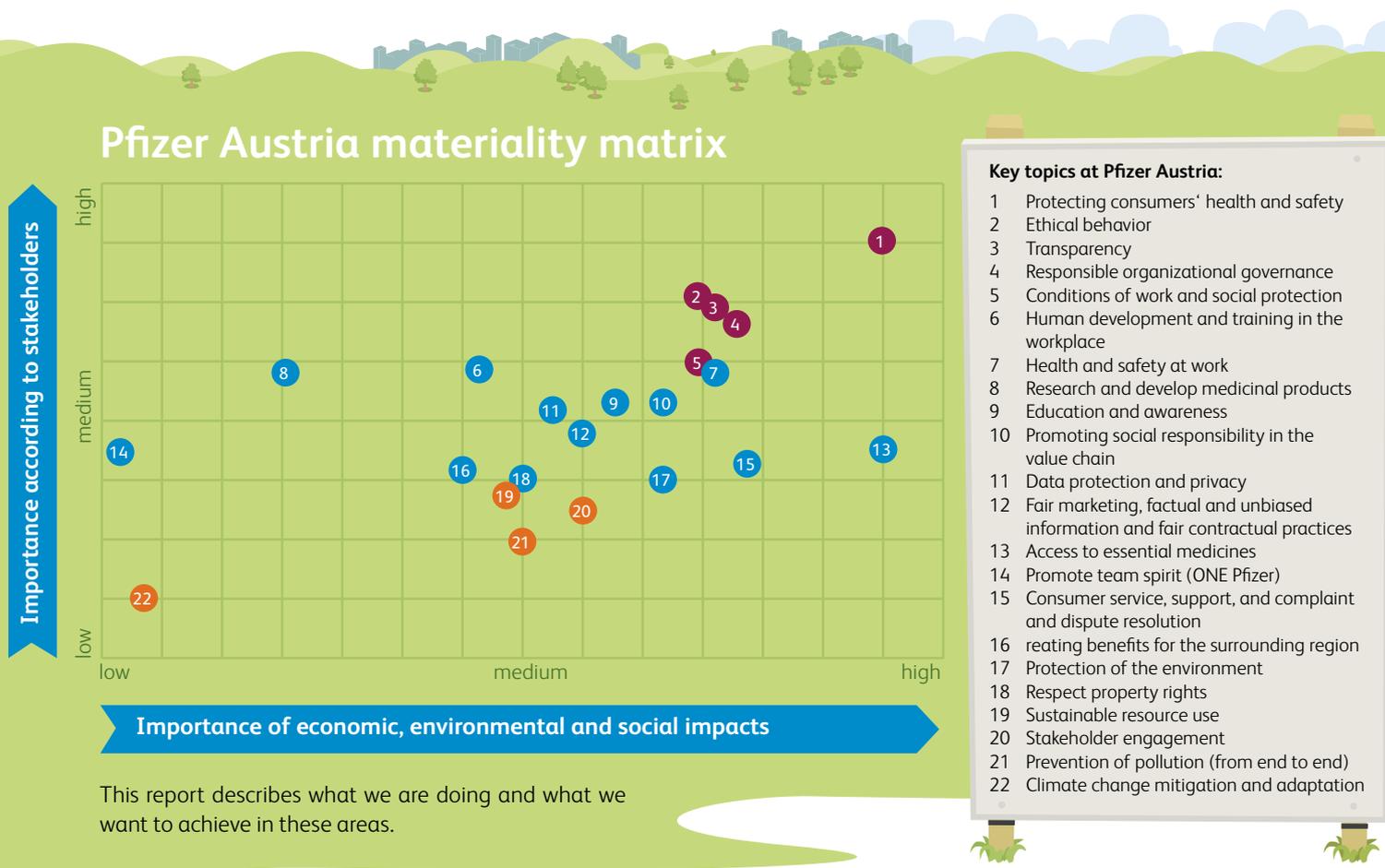
Imperative	SDG	SDG subgoals	Key topics
	(12) Responsible consumption and production	<p>12.2 By 2030 achieve sustainable management and efficient use of natural resources</p> <p>12.4 By 2020 achieve environmentally sound management of chemicals and all wastes throughout their lifecycle in accordance with agreed international frameworks and significantly reduce their release to air, water and soil to minimize their adverse impacts on human health and the environment</p> <p>12.5 By 2030, substantially reduce waste generation through prevention, reduction, recycling, and reuse</p> <p>12.6 Encourage companies, especially large and trans-national companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle</p> <p>12.8 By 2030 ensure that people everywhere have the relevant information and awareness of sustainable development and lifestyles in harmony with nature</p>	<ul style="list-style-type: none"> • Protection of the environment <ul style="list-style-type: none"> – Safe handling of biohazards • Promoting social responsibility in the value chain <ul style="list-style-type: none"> – Consider social & ecological aspects when selecting suppliers – Foster supplier awareness – Avoidance of complicity; child labor, forced labor, etc. • Sustainable resource use <ul style="list-style-type: none"> – Materials, energy, water, effluents & waste • Prevention of pollution (from end to end) <ul style="list-style-type: none"> – Production, products, packaging – Medicinal products disposal
Be a responsible corporate citizen.	(13) Take immediate action to combat climate change and its effects	13.3 Improve education, awareness raising and human and institutional capacity on climate change mitigation and adaptation, impact reduction, and early warning	<ul style="list-style-type: none"> • Climate change mitigation and adaptation <ul style="list-style-type: none"> – Reduce CO₂/ greenhouse gas emissions – Efficient use of renewable energy sources
	(16) Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels	16.5 Substantially reduce corruption and bribery in all its forms	<ul style="list-style-type: none"> • Ethical behavior <ul style="list-style-type: none"> – Participate responsibly in public policymaking – Compliance and anticorruption – Fair competition • Fair marketing, factual and unbiased information and fair contractual practices • Transparency • Consumer service, support, and complaint and dispute resolution • Respect property rights • Data protection and privacy
		16.7 Ensure responsive, inclusive, participatory and representative decision-making at all levels	
	(17) Strengthen the means of implementation and revitalize the global partnership for sustainable development	17.17 Encourage and promote effective public, public-private, and civil society partnerships, building on the experience and resourcing strategies of partnerships	<ul style="list-style-type: none"> • Stakeholder engagement <ul style="list-style-type: none"> – Dialogs with patient organizations, charitable organizations, etc.
Continuously strengthen our ownership culture.	(5) Achieve gender equality and empower all women and girls	5.1 End all forms of discrimination against all women and girls everywhere	<ul style="list-style-type: none"> • Ethical behavior <ul style="list-style-type: none"> – Respect human rights • Conditions of work and social protection <ul style="list-style-type: none"> – Offer fair terms of employment – Diversity & inclusion – Equal opportunity, non-discrimination • Promote team spirit (ONE Pfizer)
		5.4 Recognize and value unpaid care and domestic work through the provision of public services, infrastructure and social protection policies, and the promotion of shared responsibility within the household and the family as nationally appropriate	
		5.5 Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic, and public life	

Materiality analysis [GRI 102-46, GRI 102-47, GRI 103-1, GRI 102-49, GRI 102-44]

Identifying and responding to our stakeholders' changing needs is important to us. This insight provides the underpinning for our responsible business practices and efforts to develop our practices to further the cause of sustainability.

In 2015, we conducted an online survey to have all employees and relevant external stakeholders in Austria help determine key topics for Pfizer. This was a first for us. Originally initiated as part of a materiality analysis, this process was discontinued in 2016. Instead, we engaged in a direct dialog with representatives of various stakeholder groups such as doctors, patient organizations, advocacy groups, NGOs and many more. The stakeholders we had invited to join us helped determine the future challenges for Pfizer in Austria and topics that would have the strongest impact on the company, which were then rendered on a themed map. In the previous Sustainability Report, we presented and described in detail the results of these efforts in 2015 and 2016.

For the 2017 report, the Sustainability team reviewed the 35 topics addressed to date for topicality and importance, and condensed these to 22 key themes. A workshop was held to analyze Pfizer's actions through the lens of these topics and discuss how they impact the economy, the environment and society. Every team member then assessed these effects in an anonymous online survey. The materiality analysis has been updated, which is why the key topics have changed slightly.



This report describes what we are doing and what we want to achieve in these areas.

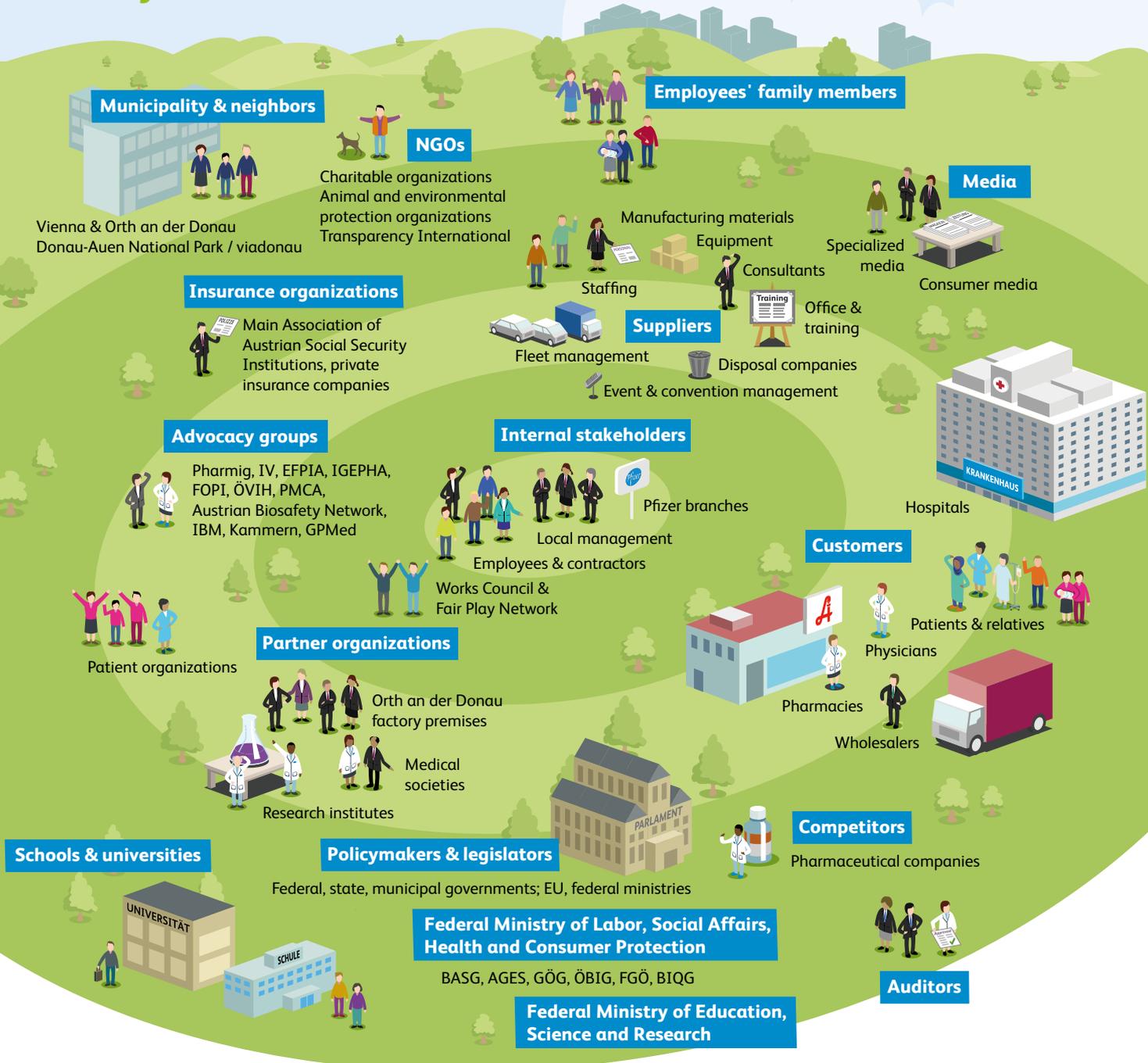
Stakeholder engagement [GRI 102-43]

Who are our stakeholders?

Our stakeholders are individuals or groups that are affected by Pfizer Austria's actions or can have an impact on our company. This includes actors who have an interest in Pfizer's development as a company in Austria. Because our society's healthcare is such a complex matter, Pfizer has many heterogeneous stakeholders.

Pfizer defines its interest groups in an annual stakeholder analysis. Every year, the Sustainability workgroup's participants confirm the accuracy of this assessment. [GRI 102-42]

Pfizer's key stakeholders in Austria [GRI 102-40]



A look at the most important ways Pfizer engages with stakeholders in Austria follows

[GRI 102-43, GRI 102-21]

Dialog type	Goal	Action	Examples
Information	Create transparency	Keep stakeholders up to date on topics of interest to the company	Pfizer apprises its stakeholders of current corporate affairs via these channels: Sustainability reports, Pfizer.at, Twitter, Pfizer Austria News (a stakeholder newsletter), employee newsletter, annual report, the PfizerMed.at service portal, educational materials, other newsletters, apps, YouTube videos, events
Consultation	Listen and learn	Ask stakeholders for feedback on decisions, issues and activities	Surveys target specific small and large groups, as do online surveys such as the annual Pfizer Voice employee survey and the 2015 stakeholder survey on future issues
Conversation	Share information openly	Bring stakeholders on board to have a say in decision-making	Person-to-person conversations are a key channel. We regularly share information with our stakeholders during visits and meetings, and at events such as the Pfizer Reception stakeholder event, the Pfizer Stakeholder Dialog in October 2016, lectures and training courses
Collaboration	Encourage active participation	Implement solutions and projects jointly with stakeholders	This includes collaborative efforts such as the Pfizer Kids initiative, the tenth of which took place in 2014

2017 Stakeholder Dialog

In May 2017, we invited relevant stakeholders to join us in the Floridotower to talk about sustainability in the supply chain. Representatives from the following interest groups took us up on our invitation: pharmacies, the Chamber of Pharmacists, logistics companies, distributors, wholesalers, disposal firms and employees. We discussed the challenges in supply chain processes and considered where the need to take action is greatest and where we can work together to make changes for the better. This dialog yielded actionable proposals, some of which we are now putting into action. The following topics are on our agenda:

- How do we prevent the destruction of flawless products?
- How do we educate the general public on the proper use and disposal of medicines?
- How do we keep the channels for disposing of damaged or expired drugs as short as possible?

Internal working groups are currently addressing these problems, with solutions expected for 2018/19.

Key figures for responsible organizational governance

GRI	Key figures	PCA 2015 ¹	PCA 2016 ¹	PCA 2017 ¹	PMA 2015 ²	PMA 2016 ²	PMA 2017 ²
201-1	Sales revenues / net revenue [€]	201,785,372.40	186,630,794.39	211,879,083.30***	17,017,975.13	55,755,724.96***	51,624,573.60***
	Profit from ordinary activities [€]	10,417,860.12	6,596,968.61**		3,481,985.47	7,272,485.87	
	Taxes on income [€]	2,834,164.00	1,223,471.82**		222,124.50	1,818,118.91	
	Net profit [€]	7,583,696.12	5,373,496.79**	1,730,339.18	3,259,860.97	5,454,366.96	3,647,457.58
	Total assets [€]	115,653,191.28	165,424,227.16		98,357,090.32	131,530,670.48	
	Personnel expenses [€]	24,115,949.67	28,397,747.68	24,219,642.51	16,506,366.95	17,370,241.88	17,360,991.89
	Operating costs [€]			24,754,519.17			12,973,725.73
	Depreciation [€]			8,572,288.34			6,502,914.45
	Balance sheet total [€]			106,186,104.32			86,769,008.56
	Equity [€]			39,371,222.57			17,500.00
	Profit before taxes [€]			2,592,691.93			4,867,496.67
	Income tax [€]			862,352.75			1,220,039.09
201-3	Expenses for social benefits [€]	537,169.58	726,531.56	647,002.48	177,118.47	137,645.47	159,837.19
201-4	Financial assistance received from government [€]	0	0	0	0	0	0
203-2	Significant identified indirect economic impacts: Research expenditure [€]	26.7m	4,684,479.87	≈ 54m	NS*	NS*	NS*
102-7	Scale of the organization: Number of packages sold [units]	11,804,285	12,383,744	12,111,816	≈ 10m vaccine doses	≈ 10m vaccine doses	≈ 10m vaccine doses

1 Pfizer Corporation Austria's fiscal year

2 Pfizer Manufacturing Austria's fiscal year

* NS = not specified: These figures were not documented at that time.

** The 2016 income statement reported €24.3 million POA. This included €18 million in non-recurring extraordinary income, which for reason of better comparability was not taken into account in the POA and net income stated here.

*** Sales revenues were redefined in the POA for the 2016 and 2017 owing to the 2014 Accounting Changes Act.

Goals	Actions taken in 2017 to achieve goals	Actions we have yet to take	Actions we intend to take in 2018/19
Foster dialog/ exchange with internal and external stakeholders	Hosted stakeholder roundtable on the sustainable supply chain (see below)		Engage in dialog with patient organizations about patients' rights and patient-centric information
			Host stakeholder dialog with suppliers on sustainable procurement and the Supplier Code of Conduct
Manage the company responsibly	Evaluated and expanded external certifications/management systems such as ISO and EMAS		Survey internal and external stakeholders on Pfizer's key topics
	Increased employees' awareness of healthcare policymaking		Continue to analyze and take measures to achieve Sustainable Development Goals
	Federal Environment Agency measured impact of our carbon footprint		
	Continued to analyze and take measures to achieve Sustainable Development Goals		
Take responsibility in the value chain	Hosted stakeholder roundtable on sustainable supply chains: Come up with ideas to make our supply chain in Austria more sustainable and identify actionable issues	Improved and standardized terms of payment for Pfizer's suppliers (60 days)	Amend contractual clauses in supplier agreements to stipulate respect for human rights, etc.
			Evaluate and define measures to promote sustainable purchasing

OUR SHARED GOAL IS TO HELP PEOPLE
TO LIVE HEALTHIER AND LONGER,
WITH A BETTER QUALITY OF LIFE.



Robin Rumler,
Martin Dallinger (Pfizer Austria)



TOGETHER FOR ENHANCED ETHICS & TRANSPARENCY

We pledge to market our products responsibly and report transparently on our business practices. Pfizer is committed to conducting all business with integrity and complying with all applicable laws and regulations from both ethical and legal vantage points. This applies to all employees without exception. We expect the same commitment from our business partners. [GRI 103-2]

The Medicinal Products Act (AMG), the Medicinal Products Import Act (AWEG) and the Arzneimittelbetriebsordnung (Medicinal Product Plant Regulations; AMBO) are among the key statutory provisions that provide the legal underpinning for Pfizer's activities in Austria as a pharmaceutical company. As a subsidiary of an US corporation, we also comply with the Federal Foreign Corrupt Practices Act (FCPA).

Our actions at Pfizer Austria are also guided by the Code of Conduct (VHC) of the Association of the Austrian Pharmaceutical Industry (Pharmig). This code reflects the legal developments and industry-specific compliance requirements for the pharmaceutical industry. It sets out anticorruption rules and competition and advertising constraints. There were no violations of the VHC in 2017. [GRI 205-3, GRI 102-16, UNGC 10]

Compliance & anticorruption

The Blue Book, our corporate code of conduct for business activities, provides the underpinning for our principled behavior (<http://www.Pfizer.com/purpose/transparency/code-of-conduct>). Serving as a guide and reference for all employees, the Blue Book goes to ensure compliance in all business activities. Drafted by Pfizer for global use at all subsidiaries, it sets out corporate guidelines and binding codes of conduct. These surpass industry standards in many areas. Pfizer also has a whistle-blowing system in place. Both locations in Austria are regularly audited internally by Pfizer Inc. [GRI 102-12, GRI 102-16, 102-17, 103-3, 205-1, UNGC 10]



100%
of employees
are trained



Top marks
for the 2017 internal audit
of Pfizer Corporation Austria

Transparency & fair competition [GRI 103-2]

Transparency is an important and sensitive issue. We firmly believe that the right way to convey a better understanding of our joint services is to afford better insight into our collaborations with medical experts and institutions. This is why we support the initiative of the European Federation of Pharmaceutical Industries and Associations (EFPIA) and Pharmig (local advocacy group) for greater transparency, and disclose benefits-in-kind granted to physicians and other medical professionals as well as to healthcare organizations at www.Pfizer.at/verantwortung/transparenz.html. The purpose of this reporting is to create transparency, thereby helping the public gain a better understanding of the collaboration between the

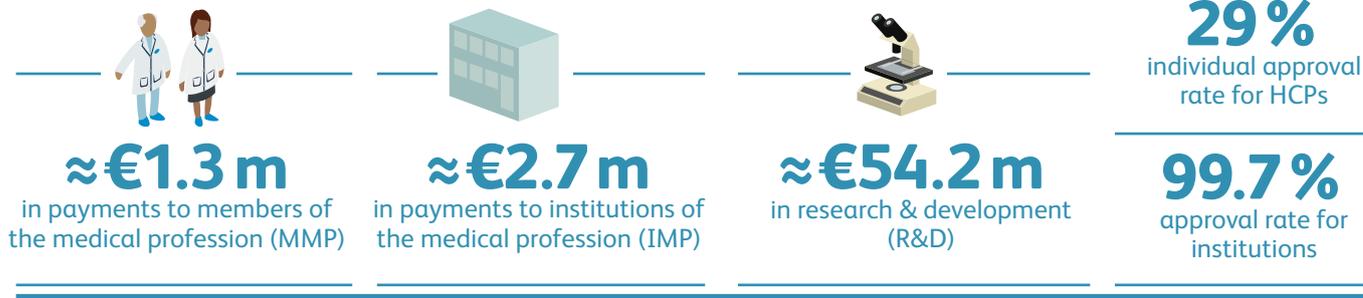




Peter Kastner-Bauer,
Eva Szaboova (Kwizda Pharmadistribution)

medical community and the industry, and building trust in our company. This disclosure shows all benefits granted in the previous year, either individualized by name or aggregated. It requires consent, whereby the approving party can decide if this information is to be individualized or aggregated.

Figures for 2017



In what areas does Pfizer work with doctors and institutions?

All benefits-in-kind related to prescription drugs are documented and disclosed. This includes benefits granted for

- Research and development (e. g. clinical or non-interventional studies)
- Service and consulting (e. g. lectures, medical/science advisory)
- Functions and events (e. g. participation fees, travel expenses for advanced training)
- Donations and grants

Who benefits from the collaboration between Pfizer and medical professionals?

- Patients benefit from jointly achieved advances. This can range from participation in clinical trials to newly developed drugs and better ways of using legacy medicines—anything to ensure every patient gets the best possible treatment for that individual.
- Medical doctors and scientists have opportunities to research, take part in clinical trials, and apply new therapies at an early turn. They can also take advantage of a wide range of advanced training and education offerings.
- Our researchers can draw on the practical experience gained with their innovations and then leverage this experience to drive efforts to enhance legacy medicinal products and develop new drugs.

Pfizer regularly conducts centrally managed/initiated audits of financial flows. One example of this is the annual Trend Report. It is imperative to determine if external science consultants and speakers could become economically dependent when their services are purchased. Pfizer would intervene if this were found to be the case this.



Video:
Transparency Breeds Trust



Augmented reality:
To view AR content, download the free Layar app from the App Store or Google Play Store and scan the marked area.

Responsible political participation [GRI 102-25, GRI 103-2]

Pfizer is a nonpartisan actor unaffiliated with any political party. We provide neither financial nor material support to Austrian parties. Pfizer's interests are represented by way of informational activities and membership in various organizations. They aim to create a supportive environment, gain public acceptance and underscore the legitimacy of our business activities. [GRI 415-1]

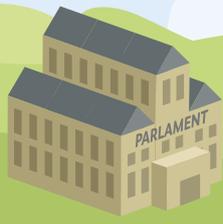
The names of Pfizer Austria's corporate lobbyists are published in the Austrian Lobbying and Interest Representation registry. Dieter Hackl, Director Health & Value, is listed at the time of writing. Pfizer Austria bases its lobbying activities on the Pfizer Blue Book, the Pharmig Code of Conduct and the Code of Conduct of the Austrian Public Affairs Association.

In addition to his function as Country Manager Pfizer Austria, Robin Rumler was also President of Pharmig from 2010 to 2016. His duties as Pharmig's president included weighing in on healthcare policy decisions and promoting quality assurance and transparency in the healthcare system. Rumler's second term of office ended in late April 2016; he has since served Pharmig as Vice President.

Robin Rumler was appointed President of the Pharmig Academy in October 2016. The Pharmig Academy is an integral component of the continuing education landscape in the Austrian healthcare system. It offers high-quality seminars, training and discussion events centered on current topics.

The following colleagues were actively involved in the institutions and workgroups indicated below: [GRI 102-13]





Parliament,
National Council

Policymakers and legislators

define and implement laws

Parties
(health spokespersons)

European
Union

Federal Ministry of Labor,
Social Affairs, Health and Consumer Protection:
BASG, AGES, GÖG, ÖBIG, FGÖ, BIQG

Federal government

Federal
Administrative Court

The actors in the Austrian health system

provide services

Inpatient care

Outpatient care

Hospitals

Nursing homes

Laboratories,
medical engineering
firms

Pharmacies

Therapy
facilities

Outreach
clinics

Practicing physicians

Physical
therapists

Speech therapists

Pharmaceutical
wholesalers

Mobile
nursing service

Citizens

receive services

Patients

Association of Austrian Social Insurance Institutions



The insured, employers, the privately insured, taxes

pay, finance

Private insurance



Casualty insurance



Pension insurance



Health insurance



Self-payers

IV



Interest groups: WKO, Pharmig, IV, EFPIA, IGEPHA, FOPI, ÖVIH

Professional associations, self-help groups, medical associations, patient associations

furnish information

Relatives of patients



Patients' ombudspersons



Medical Chamber, Chamber of Pharmacists, GPMed



Forum of Austrian Ethics Committees



Austrian Association of Full-Line Pharmaceutical Wholesalers (PHAGO)



Pharmaceutical industry, manufacturers of medical equipment

research, develop, manufacture

Austrian Generics Association



Universities & colleges, schools & training centers, research institutes (e.g. IM-BA, IST)

research, train



Fair business practices & ethical behavior

We conduct our business in accordance with the principles of fair competition and act honestly and fairly in all our business dealings. We require our suppliers and partners to adhere to high standards and audit and inspect our suppliers and partners. We hold ourselves to the highest ethical standards and expect the same from our business partners.

Key figures for fair business practices

GRI	Key figures	PCA 2015 ¹	PCA 2016 ¹	PCA 2017 ¹	PMA 2015 ²	PMA 2016 ²	PMA 2017 ²	Total 2017
205-1	Locations investigated for corruption	0	0	0	0	0	0	0
205-3	Confirmed corruption cases and action taken	0	0	0	0	0	0	0
415-1	Political donations [€]	0	0	0	0	0	0	0
206-1	Proceedings because of anti-competitive practices	0	0	0	0	0	0	0
419-1	Fines [€]	0	0	0	0	0	0	0
	Solidarity payments, Framework Pharmaceutical Contract [€]	1,005,568	5.6m*	≈ 2.5m*	0	0	0	≈ 2.5m*
	Benefits-in-kind granted to members of the medical profession (MMP) for training and fees [€]	1.5m	2,694,033	1,273,299	0	0	0	1,273,299
102-2	Research and development (R&D) [€]	26.7m	4,684,480	54,178,442	0	0	0	54,178,442
204-1	Share of expenditure on local suppliers (€)	NS**	NS**	23,431,515	NS**	NS**	15.2m	38.6m
102-9	Total budget, procurement [€]	NS**	NS**	1,111,689	NS**	NS**	10.3m	11.4m
102-9	Total number of suppliers	NS**	NS**	1,049	NS**	NS**	478	1,527
102-9	Number of new suppliers	NS**	NS**	29	NS**	NS**	35	64
205-1, 103-3	Number of audits focused on corruption: An internal corporate audit was conducted from February 20 to March 10, 2017. A team of six Pfizer auditors spent three weeks on site auditing the cooperation with HCPs, compliance with FCPA/GPIHP (congresses, invitations, etc.) and travel expense reports. Several hundred spot-checks were made. Pfizer Austria achieved good results in all audited areas.							
205-2	Information and training on measures and identified significant risks: Mandatory training and communication for all employees (including contractors and summer students). Every employee was trained within a year.							

1 Pfizer Corporation Austria's fiscal year

2 Pfizer Manufacturing Austria's fiscal year

* Preliminary figures

** NS = not specified: These figures were not documented at that time.

Goals	Actions taken in 2017 to achieve goals	Actions we have yet to take	Actions we intend to take in 2018/19
Prevent corruption, promote compliance within the company	100% of employees in relevant business units trained on Pfizer's Blue Book anticorruption guidelines		Train 100% of employees in relevant business units on Pfizer's Blue Book anticorruption guidelines
	Archive service provider audited		Implement suggestions for improvement gleaned from the audit to continue developing the company
Create transparency inside the company and out	Disclosed benefits granted to members of the medical profession (MMP) and to institutions of the medical profession (IMP)(EFPIA Disclosure Initiative)		Regularly disclose benefits granted to members of the medical profession (MMP) and to institutions of the medical profession (IMP) (EFPIA Disclosure Initiative)
	Disclosed all benefits and donations granted to patient organizations and self-help groups		Regularly disclose all benefits and donations granted to patient organizations and self-help groups
			Have Compliance Officers collaborate and network internationally across the group
Sustainability in procurement	Assessed and defined measures to promote sustainable procurement		Create supplier guidelines
			Create guidelines for sustainable procurement based on ISO 20400
			Host stakeholder dialog with suppliers on sustainable procurement and the Supplier Code of Conduct

OUR SHARED GOAL IS TO AFFORD ACCESS
TO ESSENTIAL MEDICINES FOR PATIENTS
IN HOSPITALS AND PHARMACIES.



Brigitta Bors (Pfizer),
Albert Dlaska (Kwizda)

ACHIEVING MORE TOGETHER

Pfizer Austria's success is attributable to our engaged employees. In keeping with our corporate responsibility, we want to offer every employee the best possible professional and personal development prospects. Pfizer also attaches great importance to employees' health and safety. To this end, two sites in Vienna and Orth an der Donau are constantly pursuing a host of programs to ensure a safe working environment, actively promote employees' health and enable staff to find a good work/life balance.

Pfizer is committed to treating all employees and applicants with fairness and respect. Our policies prohibit discrimination, harassment and personal disadvantage. These apply worldwide and are intended to create a positive and productive working environment. Cooperation, teamwork and trust are very important to us. This contributes to a positive and productive working environment. Hostilities and harassment will not be tolerated. [GRI 103-2]

Conditions of work

OWN IT! – a culture of accountability

Pfizer's open, responsible culture offers plenty of room for personal and professional growth. Our employees also appreciate the opportunity to work flexibly. Employees are motivated to take on more personal responsibility for their job's purview, their career, the quality of internal and external working relationships, and the success of the company as a whole. This includes standing behind decisions and being bold enough to embrace new ways of thinking and to take acceptable risks. It goes to encourage open, constructive straight-talk between employees and mutual support in the event of setbacks. OWN IT! is Pfizer's way of driving the development of a culture in which employees act on their own initiative and seek constructive dialog. OWN IT! also means fostering a culture in which employees can take responsible risks and pursue new ideas. This, after all, is the bedrock of our company's success.



A culture of accountability encourages employees to take personal responsibility, motivates employees to try new things and to break out of old thought patterns.

On top of that, the Dare to Try initiative is underway at Pfizer to encourage employees to explore innovative new possibilities and ideas beyond the confines of conventional thinking in order to drive the business forward.

Pfizer Austria Leadership Charter

Pfizer Austria's Country Management and all supervisory personnel developed the Pfizer Austria Leadership Charter in a joint effort. This charter sets out action- and communication-related guidelines; everyone at Pfizer Austria with the responsibility for leading people has committed to it. The key topics are presented on the next page.

Our priority SDGs:





Mario Höber, Marie-Lena Müller,
Sandra Sabeditsch, Markus Edelbacher
(all Pfizer)

Topics of the Leadership Charter

1. ONE Pfizer
2. Leadership by example
3. Family-friendly behavior
4. Transparency
5. Expectation management
6. Internal presence / code of conduct
7. Diversity & inclusion

The aim is to promote consistent management practices throughout the company.



ONE Pfizer esprit de corps

Although we are organized in two companies with two locations in Austria, we all work together across both locations and companies under the credo of ONE Pfizer. We operate as one management unit, support decisions collectively, act as a coordinated whole, and communicate with ONE Voice. Information-sharing and knowledge transfer are second nature to us.

Family-friendly employer

berufundfamilie audit certificate (GRI 103-3)



Pfizer Austria has been entitled to the full berufundfamilie [work and family] audit certificate since 2011. Awarded by the Federal Ministry for Families and Youth, it signifies an organization's dedication to promoting and systematically implementing family-friendly measures. Pfizer Corporation Austria was awarded the berufundfamilie government seal of quality for the fourth time in 2017.

www.familieundberuf.at

When an employee wishes to request progressive retirement or take parental leave, we strive to find a mutually satisfactory arrangement for both the company and the employee. We offer a wide variety of working time models, including a combination with a home office.

Home office

Employees in positions suitable for working in a home office can do so with the benefit of modern information and communication technologies. The added flexibility of working from home not only supports efforts to reconcile a career with family life, it also boosts our staff's productivity. Our workplace is a segmented open-plan office, but there are times when it is beneficial to work in a quiet environment. The home office option gives staff greater leeway in determining how the work gets done, which has a positive impact on job satisfaction and performance. The home office is appreciated and embraced at Pfizer.



Home office days

2,998	1,037	254	16
days, Vienna headcounts	days, Orth headcounts	Vienna contractors	Orth contractors

Flexible working hours: The "Zeit+" time tracking system

In Austria, Pfizer uses "Zeit+" time tracking, a system that enables flexible working hours to be captured independently.

- Flex time: Monday to Friday from 6 a.m. to 8 p.m. (no core hours) is indeed more flexible.
- If an employee accumulates credit hours, up to 1/12th of the normal weekly working hours per month is deposited in a separate comp-time account with the option of taking up to five days of comp time per year. This also applies to all-in contracts.
- The guidance for weekend and holiday work and comp time is clearly defined.



Support for employees in various aspects of life

One service merits special mention: It supports our employees anonymously and free of charge in various aspects of life (financial issues, family matters, bereavement, burnout prevention and counseling, childcare matters, etc.). For more on this, visit: www.consentiv.com

Health and safety at work [GRI 403-4, GRI 103-2, GRI 103-3]

Environment, Health & Safety (EHS) management system

We manufacture vaccines at our site in Orth an der Donau. Seventy people work under Biosafety Level 2 or Biosafety Level 3 conditions. We operate a Environment, Health & Safety (EHS) management system to ensure health and safety throughout the facility. To this end, we set specific goals and define indicators, and measure our performance against these indicators.

Pfizer uses Leading Safety Indicators to make EHS measurable. The Good Saves program serves as one of our key indicators. It is comparable to Austria's statutory provisions for near-miss incidents, but this program's reports far exceed the legal requirements. Good Saves aims to motivate all employees in the facility to adopt a safety-first mindset.

Every employee develops safety awareness of his or her job—for that individual's benefit and for the benefit of the team. The workforce is encouraged to report observations and prevent recurrences. Pfizer Manufacturing Austria launched this program in 2015, tallying 631 reports in 2016 with 98.18% of the workforce taking part.

Preventive health measures

Physical health and mental well-being are fundamental prerequisites for our employees' motivation and performance. Pfizer cares very much about its employees' health, and is keen to actively promote it. The workforce is welcome to take advantage of preventive health services such as free vaccinations, checkups, voluntary eye exams and hearing tests, vascular screening and smoking cessation counseling.

An occupational health physician and a specialist in workplace ergonomics support us to this end. The occupational health physician is available to employees once a week for one-on-one consultations and care.

A workplace ergonomics expert is available to employees on demand to assess the individual's workspace and formulate suggestions for improvement. Employees may also take part in a regular 'healthy back' workshop (every two weeks) offering tips and exercises for working hours spent at the computer.



Continuing education and knowledge transfer [GRI 404-2]

Access to modern technological resources and exposure to a wide range of functions, cultures and countries are all part of working at Pfizer. All employees can bring their talents to bear and seize opportunities for personal and professional growth.

Personal development and career planning

Managers conduct annual appraisals with their staff to assess performance and plan careers. The supervisor and staffer jointly define personal goals based on the given potential, tasks, needs and development perspectives. This management by objectives goes to tap the full potential and promote talent.

Trainings and seminars

Our employees can take advantage of training and education opportunities, including a range of online training courses (Power 2 Learn, Discover Talent). Internal one-on-one knowledge transfer is encouraged. Regular events such as the Pfizer Information Circle and Lunch & Learn facilitate knowledge-sharing among the workforce and with experts.

International career opportunities

As a multinational group of companies, we offer our employees career and development opportunities in Austria and beyond. Employees may take on international tasks (virtual positions) while based in Austria, be seconded or assigned abroad for a limited time, or work for Pfizer in another country for the long term. These exciting career opportunities offer our staff chances to grow professionally and personally while mastering another language.

Mentoring

All of Pfizer Austria's employees are welcome to take part in a mentoring program launched in October 2015. Mentoring is a share-and-care program aimed to develop mentees' personalities by supporting their professional and personal growth. Mentors serve as advisors, sharing their experience and knowledge to benefit mentees' development. A mentor is never the mentee's line manager. The mentee-mentor relationship is confidential, as is all the information imparted. The usual period for a mentorship is 12 to 18 months. The Fair Play Network Austria coordinates the mentoring program at Pfizer Austria in collaboration with the local HR department. Employees have taken a great interest in this program. In 2017, 22 mentoring relationships have been initiated with more cycles to come.



Employment relationships

Pfizer also employs temps/contractors. In 2016, the Fair Play Network team evaluated potential differences between Pfizer employees and contractors' access to certain benefits in Vienna, redressing the differences that can be redressed. Employees were briefed on this matter in 2017 to clarify any residual ambiguities.

Pfizer provides outplacement counseling for employees that the company is compelled to part with.

Social dialog and co-determination [GRI 102-33]

We endorse employee participation/co-determination and dialog in our company. Our interaction is respectful; open communication is encouraged. Colleagues regularly have the opportunity to offer feedback at internal events, during employee appraisals, and in surveys. Personnel are free to contact their immediate supervisor (open-door policy) or the Works Council at any time.

Employee surveys

Pfizer conducts an annual global employee survey called Pfizer Voice. Its questions address matters of leadership, employee satisfaction and motivation, training, professional development, information policies and communication.

The feedback tells us what we are doing well and where there is room to improve. In recent years, we developed an action plan after each survey to work towards improving areas in which we could do better. In 2016, Pfizer Austria was in the green zone for all survey categories. (Green means that at least 75% of respondents answered the question positively with "agree fully" or "agree." Employees at the Orth an der Donau site were able to participate for the first time in 2016. The results for 2017 were not yet available at the time of publication.

Dimensions/Indices	2014	2015	2016
Strategy – Pfizer strategy	85 %	89 %	94 %
Strategy – department	78 %	86 %	92 %
Strategy – business unit	78 %	95 %	92 %
Organizational system and structure	65 %	74 %	82 %
Management – CEO and Executive Leadership Team	82 %	88 %	91 %
Management – department	78 %	84 %	92 %
Management – business unit	74 %	91 %	90 %
Management – immediate supervisor	91 %	92 %	93 %
Employees	80 %	85 %	90 %
Work climate/engagement	76 %	82 %	87 %
Loyalty index	82 %	87 %	92 %
Inclusion index	83 %	88 %	91 %
Culture index	76 %	83 %	88 %

Works Council

Works Councils are in place at both Vienna and Orth an der Donau to represent our employees' interests. These councils have participation possibilities and rights to be informed by management. Suggestions and criticism may be submitted to the Works Councils at any time, which meet regularly with management to address colleagues' concerns. Pfizer Austria is bound by the provisions of the Labor Constitution Act with regard to its duties to furnish information to the Works Council.

Chair of the Vienna Works Council: Susanne Lind, Chair of the Orth an der Donau Works Council: Monika Kies
No cases of discrimination were reported to the works council during the reporting period. [GRI 406-1]

Diversity and equal opportunity

We see diversity in our company as an enrichment. The diversity of our colleagues, the different perspectives, experiences and life stories are part of our strong and innovative corporate culture.

Pfizer's diversity strategy is to develop and implement programs that

- help employees value diversity and perceive Pfizer as a fair and supportive environment in which to pursue a career
- charge managers and executives with the responsibility for creating inclusive, equal-opportunity jobs
- afford patients, shareholders and other stakeholders the opportunity to see the value of diversity reflected in innovative product development and good corporate governance

Pfizer's Diversity & Inclusion team focuses on activities and initiatives that

- cultivate the OWN IT! culture in which employees and executives demonstrate inclusive behaviors and show respect for others
- draw attention to and eradicate unconscious and conscious bias
- select, train and engage employees with different backgrounds to give us a leading position in the market
- contribute to measures and spark efforts to drive our company forward by making the most of diversity

Our diversity in numbers



At the time of writing, 26.5% of our colleagues are over 50 years of age. The issue of age-appropriate work will be of increasing concern to us in the future, particularly the question of what options, apart from progressive retirement, we have to prolong colleagues' productive role and tap their valuable experience to enrich our teams and our company.

People with the following nationalities work at Pfizer in Austria: Belgium, Bosnia, Brazil, China, Croatia, Czech Republic, France, Germany, Hungary, Iraq, Iran, Italy, Japan, Luxembourg, Macedonia, Poland, Portugal, Romania, Serbia, Slovakia, Slovenia, Sweden, Turkey, UK, Ukraine, USA, Uzbekistan and Austria (as at 2016).

Pfizer signed the Diversity Charter, a voluntary public pledge made by Austrian companies, institutions and organizations, in fall of 2015. It was launched in fall of 2010 as an initiative of the Austrian Federal Economic Chamber and the Vienna Economic Chamber.

Fair Play Network

Set up in 2008, the Fair Play Network's mission is to improve equal opportunity and the work/family-life balance at our company. This workgroup draws up proposals to this end, regularly touching bases with Pfizer Austria's management.

Part of the global Diversity & Inclusion Group, the Fair Play Network is composed of colleagues from various departments. They are striving to:

- create conditions within our company that assure equal opportunities for all in-house and Sales force personnel (professional development, promotion, leave management, re-entry, work/life balance)
- eliminate gender-specific, geographical and other internal barriers
- nurture talent

Key figures for labor practices

GRI	Key figures	PCA 2015 ¹	PCA 2016 ¹	PCA 2017 ¹	PMA 2015 ²	PMA 2016 ²	PMA 2017 ²	Total 2017
102-7, 102-8, 405-1	Total workforce (in headcounts)	260	281	271	261	257	282	553
	Men	73	84	81	151	117	129	210
	Men [%]	28.08	29.89	29.89	57.85	45.53	45.74	37.97
	Women	187	197	190	145	140	153	343
	Women [%]	71.92	70.11	70.11	55.56	54.47	54.26	62.03
102-8, 405-1	Contractors (headcounts)	43	58	53	16	9	9	62
	Men	10	17	15	6	5	5	20
	Women	33	41	38	10	4	4	42
102-8, 405-1	Pfizer employees (headcounts)	217	223	212	245	248	263	475
	Men	63	67	64	110	112	119	183
	Women	154	156	148	135	136	144	292
	Full-time	169	173	160	205	208	214	374
	Full-time women	NS*	NS*	98	NS*	NS*	106	204
	Full-time men	NS*	NS*	62	NS*	NS*	108	170
	Part-time	48	50	52	40	40	49	101
	Part-time women	NS*	NS*	50	NS*	NS*	38	88
	Part-time men	NS*	NS*	2	NS*	NS*	11	13
	Temporary (fixed-term)	NS*	NS*	12	NS*	NS*	20	32
	Temporary women	NS*	NS*	9	NS*	NS*	13	22
	Temporary men	NS*	NS*	3	NS*	NS*	7	10
	Permanent	NS*	NS*	200	NS*	NS*	243	443
	Permanent women	NS*	NS*	139	NS*	NS*	131	270
	Permanent men	NS*	NS*	61	NS*	NS*	112	173
102-8, 405-1	Summer students	NS*	NS*	6	NS*	NS*	10	16
	Men	NS*	NS*	2	NS*	NS*	5	7
	Women	NS*	NS*	4	NS*	NS*	5	9
	Full-time	NS*	NS*	5	NS*	NS*	10	15
	Part-time	NS*	NS*	1	NS*	NS*	0	1
401-3	Maternity leave	14	9	13	18	15	14	27
	Paternity leave	NS*	1	1	NS*	0	3	4
	Women whose maternity leave has expired	NS*	NS*	7	NS*	NS*	7	14
	Men whose paternity leave has expired	NS*	NS*	0	NS*	NS*	1	1
	Women whose maternity leave has expired and who have returned	NS*	NS*	7	NS*	NS*	6	13
	Men whose paternity leave has expired and who have returned	NS*	NS*	0	NS*	NS*	1	1
	Return rate women [%] 100	NS*	NS*	100	NS*	NS*	86	93
	Return rate men [%]	NS*	NS*	NS*	NS*	NS*	100	NS*
	Men in an employment relationship 1 year after paternity leave	NS*	NS*	NS*	NS*	NS*	NS*	NS*
	Women in an employment relationship 1 year after maternity leave	NS*	NS*	NS*	NS*	NS*	NS*	NS*
	Employees exempted from normal duties	6	7	6	1	1	3	9
	Employees on sabbatical	0	1	0	0	0	0	0
405-1	Age (Pfizer only; contractor ages not on file)							
	Under 30	13	11	26	40	31	30	56
	Under 30 [%]	5.99	4.93	12.26	16.33	12.50	11.41	11.79
	30–50	136	145	142	164	153	169	311
	30–50 [%]	62.67	65.02	66.98	66.94	61.69	64.26	65.47
	over 50	68	67	44	41	56	64	108
	over 50 [%]	31.34	30.04	20.75	16.73	22.58	24.33	22.74
405-1	Citizenship	188	NS*	173	NS*	NS*	239	412
	Austrian	NS*	NS*	81.60	NS*	NS*	90.87	86.74
	Other nationality	29	NS*	38	NS*	NS*	24	62
	Born in Austria	173	NS*	169	NS*	NS*	231	400
	Born outside of Austria	44	NS*	43	NS*	NS*	32	75
405-1	Persons with disabilities	7	2	1	2	4	4	5

¹ Pfizer Corporation Austria's fiscal year

² Pfizer Manufacturing Austria's fiscal year

* NS = not specified: These figures were not documented at that time.

** Persons working under Biosafety Level 2 or Biosafety Level 3 conditions

*** Home office day count calculated on the basis of an 8.5-hour working day as of 2017

Key figures for labor practices

GRI	Key figures	PCA 2015 ¹	PCA 2016 ¹	PCA 2017 ¹	PMA 2015 ²	PMA 2016 ²	PMA 2017 ²	Total 2017
405-1 a	Persons with supervisory responsibility	40	43	40	35	39	41	81
	Men	22	22	21	22	21	23	44
	Men [%]	55.00	51.16	52.50	62.86	53.85	56.10	54.32
	Women	18	21	19	13	18	18	37
	Women [%]	45.00	48.84	47.50	37.14	46.15	43.90	45.68
	Under 30	NS*	NS*	5	NS*	NS*	5	10
	Under 30 [%]	NS*	NS*	12.50	NS*	NS*	12.20	12.35
	30–50	NS*	NS*	30	NS*	NS*	26	56
	30–50 [%]	NS*	NS*	75.00	NS*	NS*	63.41	69.14
	over 50	NS*	NS*	5	NS*	NS*	10	15
	over 50 [%]	NS*	NS*	12.50	NS*	NS*	24.39	18.52
202-2	Percentage of locally recruited leaders in the management team [%]	72.72	100	100	90.90	100	100	100
401-1	Total employee turnover (exits)	18	NS*	31	12	7	26	57
	Men	NS*	NS*	11	NS*	NS*	12	23
	Women	NS*	NS*	20	NS*	NS*	14	34
	Under 30	NS*	NS*	7	NS*	NS*	12	19
	30–50	NS*	NS*	21	NS*	NS*	11	32
	over 50	NS*	NS*	3	NS*	NS*	3	6
	Employee turnover (terminations by employees)	10	NS*	NS*	8	0	NS*	NS*
	Employee turnover (terminations by employer + by employees)	NS*	14.00	15.00	13.00	13.00	12.00	26.41
	Employee turnover (terminations by employees) [%]	NS*	6.26	7.00	6.00	6.00	5.00	11.93
	Total employee turnover [%]	NS*	NS*	14.62	4.90	2.82	9.89	24.51
	New hires	13	30	21	31	14	21	42
	New hires [%]	5.00	10.68	7.75	11.88	5.45	7.45	15.20
	Men	NS*	NS*	7	NS*	NS*	20	27
	Women	NS*	NS*	14	NS*	NS*	21	35
	Under 30	NS*	NS*	11	NS*	NS*	25	36
	30–50	NS*	NS*	10	NS*	NS*	15	25
	over 50	NS*	NS*	0	NS*	NS*	1	1
401-3	Returned and retained after parental leave	8	12	5	6	3	6	11
	Did not return after parental leave	NS*	NS*	0	NS*	NS*	1	1
	Did not return after parental leave [%]	NS*	NS*	0	NS*	NS*	16.67	9.09
	Termination by mutual agreement	0	0	1	1	1	1	2
	Termination by mutual agreement [%]	NS*	NS*	20.00	NS*	NS*	16.67	18.18
403-2	Accident types and rates, organization overall	1	0	0	6	1	2	2
	Commuting accident	1	0	0	0	0	0	0
	Work accident	0	0	0	6	1	2	2
	Death	0	0	0	0	0	0	0
	On long-term sick leave (>6 months)	1	0	0	NS*	0	2	2
	Cases of occupational diseases	0	0	0	0	0	0	0
	Days of sick leave (calendar year)	1,549	1,471	1,718	NS*	3,511	3,911	5,629
	Days of sick leave, men	NS*	405	441	NS*	1,366	1,376	1,817
	Days of sick leave, women	NS*	1,066	1,277	NS*	2,145	2,535	3,812
	Days of sick leave per employee (women)	NS*	NS*	7.88	NS*	NS*	15.75	11.82
	Days of sick leave per employee (men)	NS*	NS*	5.44	NS*	NS*	10.92	8.18
	Total days of sick leave per employee	6	5	6	NS*	14	14	10
	Home office days	2,096	4,705	3,252	NS*	1,792	1,053	4,305
	Home office days, employees	NS*	4,408	2,998	NS*	1,792	1,037	4,035
	Home office days, contractors	NS*	297	254	NS*	0	16	270
403-3	Workers at risk of occupation-related diseases	0	0	0	75**	70**	82**	82**
404-1	Total hours of training	NS*	NS*	NS*	NS*	NS*	2,443.25	NS*
	Total hours of training per employee	NS*	NS*	NS*	NS*	NS*	9.29	NS*

1 Pfizer Corporation Austria's fiscal year

2 Pfizer Manufacturing Austria's fiscal year

* NS = not specified: Figures were not documented at this time.

** Persons working under Biosafety Level 2 or Biosafety Level 3 conditions

*** Home office day count calculated on the basis of an 8.5-hour working day as of 2017

Key figures for labor practices

GRI	Key figures	PCA 2015 ¹	PCA 2016 ¹	PCA 2017 ¹	PMA 2015 ²	PMA 2016 ²	PMA 2017 ²
401-2	Benefits which are standard for full-time employees only	Contractors are admitted to the Pfizer pension fund only after four years of service. Most contractors also receive a bonus			There are no differences between full-time and part-time, but slight differences between PMA and PCA		
403-1	Joint management-worker health and safety committees	Safety specialist, occupational physician, safety officers, Works Council, first responders			EHS, safety officers, safety specialist, Works Council, first responders, occupational physician		
404-1	Average hours of training employees have undertaken during the year by category and gender	At the time of writing, it is not possible to retrieve data on training hours from the system. The next report is to present data on external training hours			At the time of writing, it is not possible to retrieve data on training hours from the system. The next report is to present data on external training hours		
404-3	Percentage of employees who receive a regular performance and career development review	100% (Global Performance Management [GPM], Individual Development Plan [IDP] or Sales force duty roster)			100% (of employees with an active employment contract)		
405-2	Ratio of basic salary and remuneration of women to men	No data on wages/salaries			No data on wages/salaries		
201-3	Coverage of benefit plan obligations	Supplementary pension fund, yearly Vienna public transport pass, travel allowance, vouchers (anniversary and Christmas), gifts for special occasions (birth & marriage bonuses), meal allowance in the company cafeteria, private accident insurance, preventive healthcare, referral rewards, progressive retirement			Meal allowance in the company restaurant, free plant shuttle bus, Consentiv Employee Assistance Services, gifts for special occasions (birth & marriage bonuses), vouchers (company anniversary), preventive healthcare, supplementary pension fund, progressive retirement, accident insurance and referral rewards		
	Audits	November 2015: Global Asset Protection Security Assessment Result: Very positive			Feb. 2015: EHS Baseline Audit (Pfizer global); Nov. 2015: Fire safety audit by XL Gaps		Sept. 2016: Fire safety audit by XL Gaps and audit by animal research authority
406-1	Incidents of discrimination and corrective actions taken			0			0
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk			0			0
408-1	Operations and suppliers at significant risk for incidents of child labor			0			0
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor			0			0

1 Pfizer Corporation Austria's fiscal year

2 Pfizer Manufacturing Austria's fiscal year

Goals	Actions taken in 2017 to achieve goals	Actions we have yet to take	Actions we intend to take in 2018/19
Maintain and promote employee satisfaction	Conducted regular Pfizer Voice employee survey to analyze opportunities for improvement		Conduct regular Pfizer Voice employee survey to analyze opportunities for improvement
	Drove on with the OWN IT! initiative for cultural change at Pfizer		Drive on with the OWN IT! initiative for cultural change at Pfizer
Support employees' work/life balance	Made use of the Consentiv service offering for Vienna: Counseling for employees (anonymous) for burnout prevention, financial woes, family problems, bereavement, childcare matters, problems at the workplace		Harmonize the Sales force's days off
Be a family-friendly employer by offering support	Buddy system kept people on parental leave connected to the company		Organize a Family Day at Pfizer
	Revised Step-by-Step Guide to facilitate on-boarding after a hiatus		Provide childcare on working days when school is out
	Took part in the Unternehmen für Familien network		
	Repeated the berufundfamilie audit		
	Set up parent-child room at the Vienna office		
Train and educate employees well	Persisted with mentoring and development programs (job rotation, secondments)		Launch Rep2020 training program for the Sales force
	Staged Digital Health employee event and provided further training on other company-related topics		Launch mentoring program the Orth/Donau site
	Stepped up talent acquisition programs by engaging in online career portals such as Karriere.at		
Assure equal opportunity and prevent discrimination at the workplace	Raised diversity & inclusion awareness (Rainbow Honor Walk, Diversity Day poster campaign) Continued to assess and, when feasible, harmonize differences between contractors and Pfizer employees (Corporation)		Conduct inclusion training for managers and employees
	Hosted a diversity workshop to develop ideas for improvement		Make fair play a focus topic for the Sales force
Promote employees' health	Conducted another occupational health survey to assess work-related physical and psychological burdens		Step up the 'Fit and Healthy' workplace health campaign
	Used the Consentiv service offering at Vienna: Counseling for employees (anonymous) for burnout prevention, financial woes, family problems, bereavement, childcare matters		Focus on burnout prevention / raise awareness for mental health
	Pursued addiction awareness initiative		Continue to develop measures to promote occupational health based on a 2017 survey to assess work-related physical and psychological burdens
	Took measures to prevent all types of accidents and boost employees' awareness on the job at Orth/Donau (Good Saves)		Take measures to prevent all types of accidents and boost employees' awareness on the job at Orth/Donau (Good Saves)
			Earn "Company Health Promotion" seal of approval

OUR SHARED GOAL IS TO SPEND
VALUABLE TIME WITH THE FAMILY .



Maurice Weber, Amelie Weber,
Sandra Weber (Pfizer)

TOGETHER FOR AND WITH PATIENTS

As a pharmaceutical company, we are committed to health. Our day-to-day business decisions focus on patients. It is for their benefit that we research and develop drugs and vaccines to prevent, cure or alleviate diseases. When people get sick, they need more than just medicine. This why Pfizer strives to make a contribution that goes beyond the development and delivery of medicines.

We manufacture and market our products in a responsible way, and inform patients, physicians and pharmacists about benefits and risks. The Medicinal Products Act (AMG), the Medicinal Products Import Act (AWEG) and the Arzneimittelbetriebsordnung (Medicinal Product Plant Regulations; AMBO) provide the legal underpinning for Pfizer's activities in Austria as a pharmaceutical company. Our production facilities operate according to the rules of Good Manufacturing Practice (GMP). Geared specifically to pharmaceuticals, these quality standards are internationally valid and rank among the strictest in manufacturing. In the area of transport, Pfizer works exclusively with suppliers whose vehicles are equipped with suitable temperature recording devices and who comply with local (AMBO, Transport Code) and international (Good Distribution Practice) statutory requirements. Compliance with these guidelines is audited on an ongoing basis. [GRI 103-2, GRI 103-3]

Protecting patients' health and safety [GRI 416-1]

It is our ethical and legal responsibility to assure the quality of our products and thus the safety of patients—especially in an area as sensitive as health.

Pfizer collects and continually assesses safety-relevant information, from researching the active ingredient in the lab to the product's approval and market launch. To this end, we work with experts such as researchers, physicians, pharmacists and authorities all over the world. For example, we obtain information relevant to product safety in clinical trials and from reports on adverse drug reactions or quality complaints.

Pfizer's quality management system is central to our work. It steers processes, tracks their progress and monitors outcomes. The idea of continuous improvement plays an important role; employees vigorously pursue its principles. Our ongoing quality surveillance ensures Pfizer's medicinal products always meet the requisite standards.

Education & awareness [GRI 417-1]

All products approved in Austria are subject to strict statutory informational requirements. The Austrian Medicinal Products Act stipulates the type, scope and contents of the summaries of product characteristics and package inserts for physicians, pharmacists and patients. The currently valid package inserts for all Pfizer products as well as information on therapeutic areas may be viewed on the company's website at www.Pfizer.at. Current information about Pfizer products can thus be obtained directly from the manufacturer, regardless of time or place. This service is also accessible to people with impaired vision or hearing.

Our priority SDG:





Martina Mistlbachner,
Martina Luger, (Pfizer)

Pfizer is keen to furnish easily understood product information, and we also use additional informational channels and contact options to this end:

- Service portal for physicians, pharmacists and other medical professionals
- Product information in different languages
- Assistance via mobile applications

Service for medical professionals: www.Pfizermed.at

A special service portal has been available to Austrian physicians, pharmacists and other members of the medical community since 2014. They can get a quick overview of all Pfizer Austria products, therapeutic areas and services simply by visiting www.Pfizermed.at. The website also serves our customers and employees as a communication interface. A tool to order samples for healthcare professionals has been available since September 2016.

This portal pools all of Pfizer's product information, web pages and online services at one address. Designed to provide a user-friendly experience, the site is easy to navigate and the desired information is quickly found. Its contents may also be viewed on mobile devices (smartphones and tablets) so they are always accessible to members of the medical profession with the requisite passwords.

Patient service: Pfizer helps doctors treat people with a migrant background

Flexibility is very much in demand in Austria's multicultural society. Physicians are increasingly confronted with language barriers that are difficult to overcome. But instructions and education are an essential part of treatment and therapy management. However, the language barrier often makes doctor/patient communication very difficult.

To remedy this problem, Pfizer started offering bilingual sheets providing directions for the use of medicinal products in 2016. They help the doctor and patient communicate. Clearly structured and illustrated, the sheets are easy to understand, with pictograms to visually underscore the directions for use. They are available in English, Kurdish, Russian, Serbian, Turkish, Urdu, Vietnamese, Arabic and Farsi. To learn more, visit www.Pfizer.at/bilingual.

Compliance/adherence

Medication must be taken as directed by the physician for it to be effective. Package inserts are a valuable additional source of information for the patient. They contain extensive information on effects, side effects and proper use, and address important topics such as interactions, resistance and drug abuse. For more complex applications in some therapeutic areas such as rheumatology, endocrinology, oncology and antibiotics, Pfizer supports patients with other guidance and videos to ensure medicine is taken properly and regularly as prescribed.

Mobile applications (apps) & patient videos

Pfizer also provides digital support such as mobile applications (apps) to help patients throughout the day and with therapy.

The new EmotionSpace app – a place for cancer patients to share their thoughts and feelings

Breast cancer is a devastating diagnosis. It is not always easy for patients to open up and trust others, especially in the advanced stages of the disease. The new EmotionSpace app is designed to help these women better understand and deal with the emotional turbulence brought on by this condition. It provides a safe place for women to express, with just a few clicks, their emotions and thoughts on what triggered these feelings. This space can be shared with designated family members and friends to help them ask the right questions at the right time or to simply be there when they are needed.

EmotionSpace also offers a special view enabling women to communicate their recorded feelings, for example, with their doctor. The physician can see at a glance how the patient is doing and respond appropriately. The app also provides information about patient organizations and informational events in the vicinity. EmotionSpace was developed in collaboration with patients who are living with metastatic breast cancer. This free app is available for iPhones at the App Store and for Android devices at the Google Play Store. To learn more, visit www.emotionspace.at.

More patient apps are available at www.Pfizer.at/patienten-apps.

Data protection and privacy (GRI 418-1)

Data privacy and the implementation of the new General Data Protection Regulation are a top priority – the careful handling of personal data has always been central concern of ours. We attach great importance to properly implementing the regulation for safeguarding the data privacy rights of our customers, partners and employees.

All our customer databases are registered with the Austrian Data Protection Authority and comply with all applicable regulations and guidelines. Pfizer currently has 24 data applications registered at the Data Protection Authority. There were no complaints in the reporting period.

Access to essential medicines

Accurate demand planning and responsible supply chain management are at the core of Pfizer Austria's business activities. Timely access to and the sufficient availability of our medicinal products is imperative, as some of these products support, sustain and save lives. Our products must be available immediately when they are needed. Although we analyze market demand in great depth and plan accordingly, there may be situations where medicines are not available. Pfizer works proactively with all departments involved in the management of supply bottlenecks to prevent such critical situations. Our delivery capacity in 2017 was 98.8%.



The Pfizer Global Supply (PGS) President's Award is presented to Pfizer sites and countries that have made remarkable progress in their areas of responsibility and therefore a key contribution to implementing the PGS strategy. Austria garnered two PGS President's Awards in 2017:

- Pfizer Manufacturing Austria – Platinum President's Award
- Pfizer Corporation Austria Supply Team – Gold President's Award

Protection against counterfeits

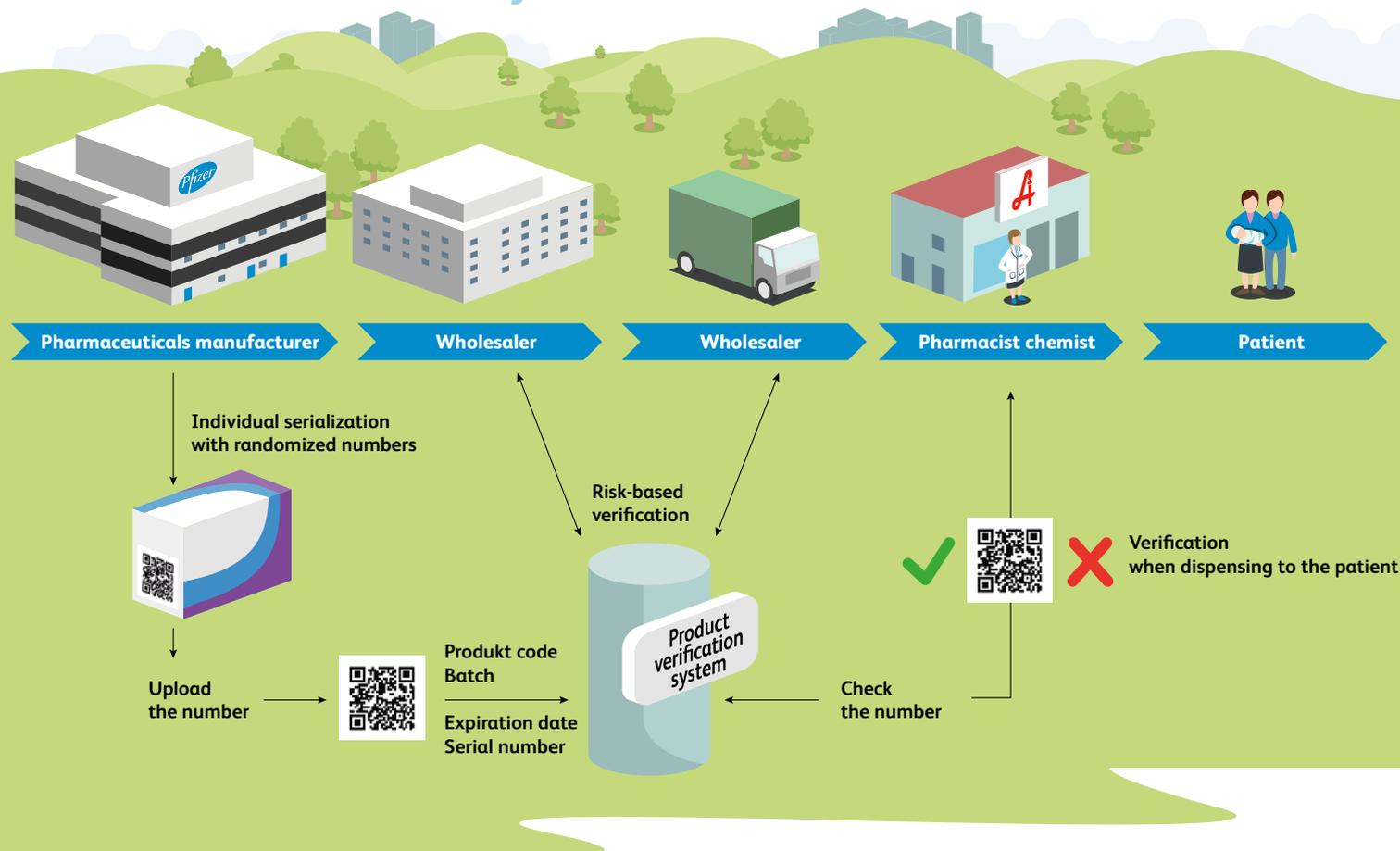
Counterfeiting of medicines poses a risk to patients' health. Counterfeit drugs may contain the wrong active ingredient, an incorrect amount of it or none at all. In the best case, patients will have no health benefit. In the worst case, the therapy will fail or trigger serious side effects. Counterfeits containing toxic substances can cause permanent damage and can be life-threatening in extreme cases.

In 2017, Customs seized 1,665 shipments of pirated products, the highest number since a 2014 EU regulation on product piracy empowered authorities to take auction. The 2017 product piracy report states that a total of 54,895 counterfeit drugs were confiscated (www.bmf.gv.at/zoll/produktpiraterie/PP-Bericht_2017.pdf?6e78a5).

Manufacturers, wholesalers and pharmacists collaborate closely to ensure that counterfeit medicines cannot reach patients through the legal distribution channel. The supply chain will be even safer in future. The Falsified Medicines Directive introduces new safety features for prescription drugs throughout the EU as of February 2019: In addition to the expiry date and batch number, a serialization number – a 2D data matrix code – will be added so that each package has an individual number that enables the medicinal product's authenticity to be checked at any time. Before a drug may be delivered to a pharmacy, its authenticity must be verified by means of a scan. In addition, a security seal with a tear-away perforation, a shrink-wrapped foil or an adhesive seal ensure the integrity of the original packaging's contents.

This new packaging gives patients even greater certainty that they will get genuine/authentic medicines in the pharmacy.

An end-to-end control system



Complaints

At Pfizer, we deem any dissatisfaction with a purchased product on the part of a customer to be complaint. It is very valuable to us to be notified of such observations.

They help us discover potential quality defects, which can never be ruled out entirely despite rigorous controls. But suggestions from customers can sometimes help improve even those products that satisfy all quality criteria. For example, complaints prompted us to identify and modify similar packaging so that it is now easier to distinguish between different products and packages containing different strengths of the same preparations.

The Quality Department constantly strives to improve product safety and customer satisfaction. Every year, it conducts training for all employees on good sales practices, safe handling of samples for medical professionals and reporting product defects. All Pfizer employees are trained to recognize product complaints, which they promptly convey to the appropriate colleagues in the Quality Department. Pfizer was on the receiving end of exactly 547 complaints in 2017, which amounts to 0.0045% of the total number of packages sold. The company inspects every submitted package, and, if necessary, notifies the Austrian Agency for Health and Food Safety. This was not necessary in 2016.

Patients, doctors and pharmacists may report quality defects in a Pfizer product directly by calling +43 1 521 150 or sending an email to reklamation.austria@Pfizer.com.



Adverse event reports

We need to know and understand the safety and quality profile of all Pfizer products in order to provide physicians, patients, pharmacists and users with the best possible information. The safety profile of a drug is not yet fully clear at the time of its market launch, as some adverse events may only be detected after it is used by very many patients. It is therefore our ethical duty and legal obligation to collect and evaluate safety-relevant information, to convey it to regulatory authorities worldwide, and to notify prescribing physicians and patients accordingly.

Safety-relevant reports for Pfizer products address the following issues:

- Tolerance or (lack of) efficacy
- Authenticity
- Quality and appearance
- Functionality
- Misapplication
- Use during pregnancy or while breastfeeding
- Addiction and misuse

Adverse events may be reported by physicians, patients and users to Pfizer Austria directly by calling +43 1 521 15-0 or sending an email to AUT.AEReporting@Pfizer.com.

To learn more about **suspected adverse reaction reports**, visit www.adrreports.eu.

Pfizer Medical Information

In addition, the Pfizer Medical Information service is available to doctors, pharmacists and patients. It is a global team of employees tasked to provide up-to-date, scientifically sound and balanced answers to medical questions about our products. Physicians, pharmacists and patients in Austria also like to use the service. Customers can call or email us with their medical questions or send us messages around the clock via an online form.

The Medical Information department can be reached by calling +43 1 521 150, sending an email to medicalinformation.austria@Pfizer.com, using our online form at www.Pfizer.at/medinfo (for medical professionals only) or by contacting our Sales representatives. To learn more about our service, visit www.Pfizer.com/medinfo or watch this video:



Video:
Medical Information Service



Augmented reality:
To view AR content, download the free Layar app from the App Store or Google Play Store and scan the picture.

Responsible marketing [GRI 417-3]

We are committed to marketing our products responsibly and transparently. Pfizer complies with all applicable laws and regulations such as the Austrian Medicinal Products Act and the Pharmig Code of Conduct, as well as with the provisions of the Pfizer Blue Book. Awareness campaigns play an important role in prevention. They educate the public and raise awareness of certain diseases.

In the reporting period, there were two complaints in the context of the annual monitoring of advertising media by the Federal Office for Safety in Health Care (BASG): An advertising statement on Baldriparan® – "Chemical compounds of the sesquiterpene group are primarily responsible for the sleep-promoting and calming effect" – was deemed to be inconsistent with the Summary of Product Characteristics/package insert, which states "These effects cannot be attributed with certainty to one of the known components of the valerian root." This statement was worded in a potentially misleading way; we no longer use it in that form.

The statement "low interaction potential" for the product Tresleen® was also deemed to be inconsistent with the Summary of Product Characteristics/package insert. We had already noted this inconsistency earlier, during the regular internal quality controls of our advertising media. This statement was subsequently deleted in all newly produced advertising collateral for Tresleen®. It appeared in just one promotional item at the time of the complaint, whereupon we immediately halted its distribution.

Key figures Product stewardship

GRI	Key figures	PCA 2015 ¹	PCA 2016 ¹	PCA 2017 ¹	PMA 2015 ²	PMA 2016 ²	PMA 2017 ²
416-1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	100 %	100 %	100 %	100 %	100 %	100 %
	Delivery capacity (product availability)	97.00 %	98.80 %	98.80 %	NS*	NS*	NS*
416-2	Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their lifecycle	0	0	0	0	0	0
417-2	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes	0	0	0	0	0	0
102-2	Sale of banned or disputed products	0	0	0	0	0	0
417-3	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship	0	0	0	0	0	0
418-1	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	0	0	0	0	0	0
419-1	Fines for non-compliance with laws and regulations concerning the provision and use of products and services	0	0	0	0	0	0

¹ Pfizer Corporation Austria's fiscal year

² Pfizer Manufacturing Austria's fiscal year

* NS = not specified: These figures were not documented at that time.

Goals	Actions taken in 2017 to achieve goals	Actions we have yet to take	Actions we intend to take in 2018/19
Assure patient health and safety	Product and drug safety: Introduced packaging with seals that cannot be restored to their original condition after opening. Aim: Rule out the possibility of manipulated content. Packaging implemented step by step		Equip all packaging with a 2D security code by 2019 allowing every Pfizer medicinal product to be identified and traced individually and to keep counterfeit drugs out of the legal supply chain. To be implemented step by step
Increase customer satisfaction	Responded rapidly to customer complaints (547 complaints in 2017 = 0.0045%) Updated Pfizermed.at; introduced a brochure ordering tool for physicians		
Protect customer privacy	All our databases are registered with the Austrian Data Protection Authority. There were no data protection and privacy-related complaints in 2017		Introduce new data protection and privacy rules in the company
Inform and raise awareness	Extended digital product information channels alongside established channels (relaunched www.pfizer.at with a new design, value-adding content and a new concept for addressing patients to raise awareness & educate) www.pfizermed.at, medinfo, Material safety data sheets		Offer more digital information channels to customers, for example, innovative virtual reality apps Raise public awareness of counterfeit medicines
Ensure access to essential medicines	Ensured Pfizer medicines were available to patients		Ensure Pfizer medicines are available to patients

OUR SHARED GOAL IS PATIENT SAFETY.
WE WILL NOT COMPROMISE ON THAT.



Martina Unteregger (BASG),
Heide Wahlen (Pfizer)

TOGETHER FOR OUR ENVIRONMENT

Environmental responsibility extends across our medicines' entire product lifecycle. Pfizer strives to understand and effectively manage all environment, health and safety (EHS) risks associated with the discovery, development, manufacture, use and disposal of our products for each of our active ingredients.

Our global EHS management program based on ISO 14000, OHSAS and other internationally applicable regulations guide us in this effort, which combines data collection and verification, internal audits, facility self-assessments and management system reviews of the site, functions and company.

Pfizer is producing more and more active ingredients in green chemical processes. For example, wherever possible we strive to develop new tablets and capsules with formulations that can be produced without using water. Pfizer also aims to produce packaging materials for all products from sustainable raw materials.

Oriented on the United Nations' sustainability goals, Pfizer's global environmental strategy focuses on three areas – reducing CO₂ emissions, using water efficiently and conscientiously, and searching for innovative ways of minimizing waste. We are continuously working towards these goals in a joint effort with all our contractual partners and suppliers. [GRI 102-11, 103-2]

Pfizer's carbon footprint in Austria

We took a close look at Pfizer's carbon footprint in Austria for the first time in 2017. The carbon footprint serves to identify the main emitters of greenhouse gases (GHGs) and subsequently develop measures to avoid or reduce them.

In the 2017 reporting period, a total of 7,796 metric tons of greenhouse gases were emitted as a result of Pfizer's business activities; 56% at the Orth/Donau site and 44% in Vienna.

Energy input for production at the Orth/Donau site accounts for a significant share of total greenhouse gas emissions – that is, 3,367 metric tons of CO₂ equivalent emissions.

Around 45% of CO₂ equivalent emissions are attributable to power and heating. The Orth/Donau site's electricity consumption accounts for 19.1% of total GHG emissions; steam production and process heat generated via natural gas account for 24.1% of total GHG emissions.

The Vienna site's employees traveled more than five million kilometers by air, generating a sizable share of the company's total greenhouse gas emissions – 32.7%. The vehicle fleet and employees' individual commutes to the workplace accounted for 9% of total company-related emissions. [GRI 102-11, GRI 103-3]

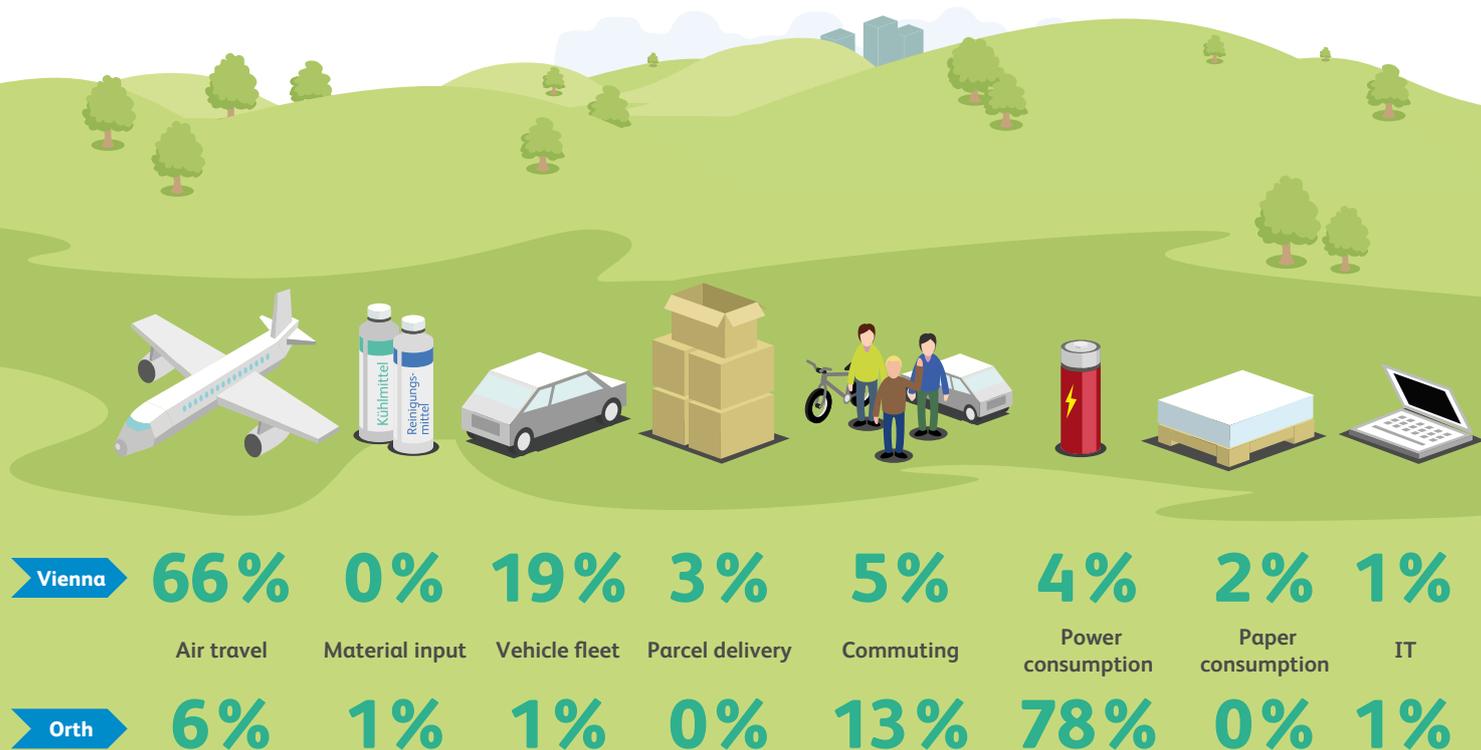
Our priority SDGs:





Alexej Worster, Gertrude Langer,
Stefanie Bail, Sandra Sabeditsch (all Pfizer)

GHG emissions at Vienna and Orth 2017: 7,796 t



Promote green commuting

Pfizer motivates its employees to leave the car behind when they travel to the office.

- Those who opt for public transport receive a monthly allowance.
- The company provides a factory shuttle bus at the Orth/Donau site to reduce commuter car use. It runs to and from Vienna on weekdays.
- Bicycle parking and showers are available for cyclists.
- Every year, Pfizer also takes part in the Austria Cycles to Work campaign. Twenty employees cycled 10,685 kilometers from February to July 2017.

Deploy innovative technologies

Pfizer has increasingly relied on video, Webex and phone conferences for many years now. Fewer journeys by car and air have reduced our carbon footprint at home and abroad.

Condense transport routes

Pfizer does not operate trucking fleets or logistics facilities of its own. We have outsourced warehousing and distribution to Kwizda Pharmadistribution GmbH in Leopoldsdorf near Vienna. Nonetheless, we continue to work with our partners towards eco-friendly improvements in this area.

Partners and customers join in to better coordinate ordering, delivery and pick-up. These measures optimize supply chain processes and handling, reduce CO₂ emissions, and protect the environment.

Sustainable resource use

Treatment of animals

Pfizer has an ethical and legal obligation to evaluate the efficacy of medicines and therapies. Animal-based biomedical research in the pharmaceutical industry remains a vital component of discovery, evaluation and regulatory processes that lead to the development of products that save or improve the lives of people around the world. New technologies make it possible in many cases to dispense with animal experiments. However, animal studies are frequently critical to drug assessments and are required by regulatory authorities to ensure the quality, efficacy and safety of a medicine. Pfizer endeavors to carry out as few animal experiments as possible and complies with all applicable statutory requirements.

In cooperation with the Federal Office for Safety in Health Care (BASG), Pfizer is developing a method that will in future make animal experiments unnecessary when testing the efficacy of the TBE vaccine.

Pharmaceuticals in the environment

We are aware of the potential impact that the manufacture, use and disposal of our medicines can have on human health and the environment, and we are committed to minimizing this impact throughout our supply chain and our products' lifecycles. The disposal of our medicines is an important part of this.

We set up a depot service at the Floridotower offices in 2017 for employees to drop off expired or unused medication during working hours for proper disposal. In addition, we intend to educate other stakeholder groups about the proper disposal of medicines.

Requirements for suppliers

Pfizer rigorously screens candidates when selecting partner companies to transport and distribute our medicinal products. Compliance with local and international legal requirements is a prerequisite for collaboration. Occupational safety and environmental protection as well as health and safety management certifications play a weighty role in our deliberations. Pfizer regularly monitors compliance with stipulated quality criteria and standards.

In 2015, Pfizer developed the following supply chain goals aimed to benefit the environment. Austria has adopted these goals and plans to implement them in the next few years:

- 100% of key suppliers support Pfizer's Supplier Code of Conduct and align their activities with the Principles of the Pharmaceutical Supply Chain Initiative
- 100% of key suppliers manage greenhouse gas emissions, water use and waste generation responsibly
- 90% of key suppliers establish reduction goals for greenhouse gas emissions, water use and waste generation

Key figures for the environment

GRI	Key figures	PCA 2015 ¹	PCA 2016 ¹	PCA 2017 ¹	PMA 2015 ²	PMA 2016 ²	PMA 2017 ²	Total 2017
Scope 1-3	Total CO₂e emissions [t] (location-based)	598.80	1,765.64	3,469	1,595.65	1,913.66	4,325	7,794
305-1 (Scope 1)	CO ₂ e emissions of the overall fleet in accordance with actual mileage [t]	518.78	520.14	459	NS*	NS*	36	495
	CO ₂ e emissions, refrigerants	NS*	NS*	7	NS*	NS*	51	58
	CO ₂ e emissions, natural gas heating	NS*	NS*	0	NS*	NS*	1,387	1,387
	Total CO₂e emissions [t]	NS*	NS*	466	NS*	NS*	1,474	1,940
305-2 (Scope 2)	CO ₂ e emissions, electricity [t] (location-based)	54.23	44.86	72	1,595.65	1,698.84	1,296	1,368
	CO ₂ e emissions, electricity [t] (market-based)	NS*	NS*	44	NS*	NS*	736	780
	CO ₂ e emissions, district heating [t] (location-based)	NS*	NS*	57	NS*	NS*	0	57
	CO ₂ e emissions, district heating [t] (market-based)	NS*	NS*	59	NS*	NS*	0	59
	Total CO₂e emissions [t] (location-based)	NS*	NS*	129	NS*	NS*	1,296	1,425
	Total CO₂e emissions [t] (market-based)	NS*	NS*	103	NS*	NS*	736	839
305-3 (Scope 3)	CO ₂ e consumption, paper [t]	2.82	3.42	52	0	0	3	55
	CO ₂ e emissions, package deliveries [t]	22.96	21.36	115	0	0	NS*	115
	CO ₂ e emissions, air travel [t]	NS*	1,176.00	2,289	0	214.82	262	2,551
	CO ₂ e emissions, employee commuting [t]	NS*	NS*	162	NS*	NS*	543	705
	CO ₂ e emissions, hygiene (disinfectants) travel [t]	NS*	NS*	1	NS*	NS*	9	10
	CO₂e emissions, IT [t]	NS*	NS*	44	NS*	NS*	38	82
	CO ₂ e emissions, Scope 3, energy consumption (electricity, heat, fuel) and vehicle production [t]	NS*	NS*	212	NS*	NS*	701	913
	Total CO₂e emissions [t] (location-based)	NS*	NS*	2,874	NS*	NS*	1,555	4,429
	Total CO₂e emissions [t] (market-based)	NS*	NS*	2,889	NS*	NS*	1,648	4,537
	Energy							
302-1	Electricity [kWh]	397,451	332,328		5,719,176	6,089,020		
	Electricity sourced from hydropower [kWh]			332,221			6,005,860	6,338,081
	Steam [kg]	0	0	0	12,470,625	9,036,796	6,252,603	6,252,603
	District heating [kWh]	153,468	189,517	317,472.97	0	0	0	317,473
	District cooling [kWh]	142,705	169,059	2,090.35	0	0	0	2,090.40
	Diesel [kWh]	NS*	NS*	890,123.50	NS*	NS*	72,041.50	962,165
	Gasoline [kWh]	NS*	NS*	19,159	NS*	NS*	0	19,159
	Natural gas in boilers [m ³]	0	0	0	NS*	NS*	8.30	8.30
	Compressed air sold to Shire [m ³]	0	0	0	162,834.90	198,036.93	120,733.60	120,733.60
	Total energy consumption, renewable [kWh]	NS*	NS*	470,197.62	NS*	NS*	5,885,126.40	6,355,324
	Total energy consumption, nonrenewable [kWh]	NS*	NS*	1,090,869.20	NS*	NS*	6,324,652.80	7,415,522
	Total energy consumption, renewable + nonrenewable [kWh]	NS*	NS*	1,561,066.82	NS*	NS*	12,209,779.20	13,770,846
	Share of renewable energy [%]	NS*	NS*	30%	NS*	NS*	48%	39%
	Materials and water							
301-1	Paper consumption [sheets]	534,000	647,500	430,000	NS*	NS*	500,000	930,000
	Paper consumption [t]	NS*	NS*	40.30	NS*	NS*	2,500.00	2,540.30
	Paper consumption [sheets per employee]	2,053.85	2,304.27	1,586.72	NS*	NS*		1,586.70
	Eggs	0	0	0	NS*	NS*	1,338.40	1,338.40
	Auxiliary materials [kg] (disinfectants & gloves)	0	0	0	NS*	NS*	46,990.80	46,990.80
	Working materials (salts & glucose)	0	0	0	NS*	NS*	2,269.20	2,269.20
303-1	Water consumption [m ³] (PCA: public water supply; PMA: wells)	1,119.67	1,361.55	1,162.41	41,551	33,396.30	25,764	26,926.40
	Effluents [m ³]	0	0	0	39,347	33,763	33,304	33,304
301-1	Refrigerant [kg]	0	0	0	NS*	NS*	36	36

¹ Pfizer Corporation Austria's fiscal year

² Pfizer Manufacturing Austria's fiscal year

* NS = not specified: These figures were not documented at that time.

Key figures for the environment

GRI	Key figures	PCA 2015 ¹	PCA 2016 ¹	PCA 2017 ¹	PMA 2015 ²	PMA 2016 ²	PMA 2017 ²	Total 2017
	IT							
	LCD flat screens, 5-year service life	NS*	NS*	200	NS*	NS*	300	500
	Laptops, 5-year service life	NS*	NS*	262	NS*	NS*	183	445
	Desktop computers, 3-year service life	NS*	NS*	0	NS*	NS*	88	88
	Small laser printers, 5-year service life	NS*	NS*	8	NS*	NS*	0	8
	Small laser printers, 3-year service life	NS*	NS*	0	NS*	NS*	14	14
	Large laser printers, 3-year service life	NS*	NS*	0	NS*	NS*	20	20
	Inkjet printers, 5-year service life	NS*	NS*	70	NS*	NS*	0	70
	Cell phones, 18-month service life	NS*	NS*	228	NS*	NS*	107	335
	Tablets, 3-year service life	NS*	NS*	118	NS*	NS*	0	118
	Ink cartridges, inkjet color printer	NS*	NS*	5	NS*	NS*	0	5
	Printer cartridges, inkjet b/w printer	NS*	NS*	5	NS*	NS*	0	5
	Toner, laser color printer	NS*	NS*	15	NS*	NS*	110	125
	Toner, laser b/w printer	NS*	NS*	10	NS*	NS*	0	10
	Mobility							
302-1	Gasoline [kWh or l]**	4,248	2,507	38,318	NS*	NS*	0	38,318
	Diesel [kWh or l]**	192,759	190,138	1,780,247	NS*	NS*	144,083	1,924,330
	Total fuel consumption [kWh or l]**	197,007	192,646	1,818,575	NS*	NS*	144,083	1,962,648
305-3	Packages (2–8°C) to wholesalers [no.]	5,204	6,334	7,095	NS*	NS*	0	7,095
	Packages (15–25°C) to wholesalers [no.]	22,458	19,096	17,682	NS*	NS*	0	17,682
	Intercontinental air travel [passenger km]	NS*	1,159,015	2,538,171	NS*	202,909	329,432	2,867,603
	Inter-European air travel [passenger km]	NS*	1,723,514	2,532,786	NS*	334,400	251,810	2,784,596
	Business travel in privately owned vehicle, diesel [km]	NS*	NS*	58,957	NS*	NS*	235,330	117,914
	Business travel in privately owned vehicle, gasoline [km]	NS*	NS*	3,046,383	NS*	NS*	0	6,092,766
305-5	Public transport allowance [no. of people]	10	18	13	0	0	0	13
	Job tickets [no. of people]	43	54	51	0	0	0	51
	Pfizer Cycles to Work [participants]	11	13	11	8	9	9	20
	Pfizer Cycles to Work [km]	NS*	NS*	461	NS*	NS*	10,224	10,685
	Nonhazardous & hazardous waste							
306-2	Waste paper [t]	1.02	3.40	2.95	9.90	10.80	2.50	5.45
	Residual waste [t]	7.24	7.24	3.80	0	0	0	3.80
	Colored glass [t]	0.59	0.59	0.21	0	0	1.45	1.66
	White glass [t]	0.55	0.55		0.42	0		0
	Plastics [t]	0.58	0.58	0.51	0	0	0	0.51
	Metal [t]	0.07	0.07		0	0	0	0
	Medical waste (nonhazardous/ incinerated) [t]	0	0	0	31.08	46.64	53.36	53.36
	Carcass waste (nonhazardous/ incinerated) [t]	0	0	0	0.30	0.30	0.30	0.30
	Egg waste (nonhazardous/recycled) [t]	0	0	0	30.67	28.42	25.91	25.91
	Laboratory chemicals (hazardous/recycled) [t]	0	0	0	1.76	0.82	1.30	1.30
	Small electronic devices (hazardous/recycled) [t]	0	0.54	0	1.59	0.36	0.70	0.70
	Pharmaceutical waste (hazardous/incinerated) [t]	0	0	0	1.76	0.33	0	0
	Screens (units)	NS*	NS*	12	NS*	NS*	NS*	12
	Printer (units)	NS*	NS*	6	NS*	NS*	NS*	6
	E-waste disposal [kg]	NS*	NS*	280	NS*	NS*	NS*	280
	Cell phones (units)	NS*	NS*	36	NS*	NS*	NS*	36
	Laptops (units)	NS*	NS*	118	NS*	NS*	NS*	118
	Cooling and air conditioning units [kg]	NS*	NS*	NS*	NS*	NS*	696	NS*
306-4	Total hazardous waste	0	0.54	0	5.11	1.51	2.00	2.00
	Total residual waste	7.24	7.24	3.80	0	0	0	3.80
	Total waste materials	1.79	1.80	0.72	0.42	0	1.45	2.17
	Total medical waste	0	0	0	31.08	46.64	53.36	53.36
	Total	10.05	12.98	7.47	77.48	87.67	85.51	92.98
	Spills	NS*	NS*	0	NS*	NS*	0	0
	Compliance & investments							
307-1	Fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	0	0	0	0	0	0	0

¹ Pfizer Corporation Austria's fiscal year

² Pfizer Manufacturing Austria's fiscal year

* NS = not specified: These figures were not documented at that time.

** 2015 – 2016: [kWh], 2017: [l]

Goals	Actions taken in 2017 to achieve goals	Actions we have yet to take	Actions we intend to take in 2018/19
Reduce resource consumption and emissions		Conduct fuel conservation training for the Sales force	Source green electricity / increase clean energy share at Orth/Donau
			Install a photovoltaic system at Orth/Donau
			Reduce greenhouse gas emissions by 1% at Orth/Donau
Use water resources conscientiously			Reduce water consumption by 1% at Orth/Donau
			Conduct another energy efficiency audit at Orth/Donau & Vienna
Minimize our products' impact on the environment	Set up expired/unused medicine drop-off point for employees at the Vienna office		Raise public awareness for the topic of medicinal products disposal
Promote responsible waste handling	Reduced amount of waste at Orth/Donau		Reduce amount of waste at Orth/Donau by 2.3%
	AfB social & green IT – donated used IT hardware to charity		
	Reduced amount of waste at Orth/Donau within the production process → external consulting at the Orth/Donau site		
Promote green commuting and transport	Offered incentives for eco-friendly commuting, public transportation allowance/ job tickets, and supported 'Pfizer Cycles to Work'; factory bus at Orth/Donau		Launch pilot project where the wholesaler destroys returned medicines directly to reduce trips to the plant
	Evaluated wholesalers/order processes and reduced order/pickup frequency		
Raise awareness of environmental protection	Engaged in a stakeholder dialog to educate suppliers	Designate local EHS coordinator for the Vienna offices	Raise public awareness for the topic of medicinal products disposal
			Set up new Sustainability workgroup for Orth/Donau
			Set up environmental protection suggestion scheme at Orth/Danube (Green Saves/Orth)
Ensure sustainable procurement	Green printing – Complied with the 'Print products' guideline, used eco-friendly, materials for printed products, with onshore production in Austria		Give preference to local suppliers wherever possible at Orth/Donau & Vienna

OUR SHARED GOAL IS
TO KEEP NATURE CLEAN
AT ORTH/DONAU



Johann Mayer (Mayor of Orth/Donau),
Michaela Eder (Pfizer)



TOGETHER FOR OUR SOCIETY

Pfizer has pledged to engage in the regions in which we do business and take action to their benefit. At Pfizer, we are aware that our contribution to society benefits everyone. We want to enhance people's well-being by acting responsibly, by continuing to engage in the community, and by improving access to medicines and health care. We work with select local organizations to this end. [GRI 103-2]

Create jobs

Pfizer employs more than 500 people at two locations in Austria, making it one of the country's largest pharmaceutical companies. An analysis conducted by the independent Economica Institute of Economic Research impressively attests to Pfizer's performance: In 2016, Pfizer created macroeconomic added value amounting to €144 million and secured 1,600 jobs in Austria, thereby contributing €37 million in annual wage-related taxes and duties. This underscores the company's importance to the local health industry and economy. [GRI 203-2]



≈1,600

jobs in Austria depend directly or indirectly on Pfizer



€37 m

in annual wage-related taxes and duties

Superior employment multiplier of **3.45**



1 Pfizer job



2 additional jobs in Austria

Value multiplier of **2.367**

1 € → 1.3 €

Pfizer Corporation Austria generated more than €1.3 of added value for every euro earned



On the right: Natalie Kager (Pfizer)

Pfizer Austria not only invests in its employees' continuing education. We also afford pupils, school-leavers and university students insights into the day-to-day work at Pfizer and the opportunity to explore what working in the pharmaceutical industry is all about.

Summer Student Program

Students with various majors have enrolled in the Pfizer Summer Student Program every summer since 2008. With this initiative, Pfizer enables students to test the waters and gain some practical experience to prepare them for their future careers. They are familiarized with the company's business processes, and gain insight into finance, materials management, clinical research, pharmaceuticals marketing, and other topics in presentations given by the various departments. In 2017, six summer students were employed in Vienna and ten in Orth an der Donau.

'School Does Business'—start-up mentoring in the classroom

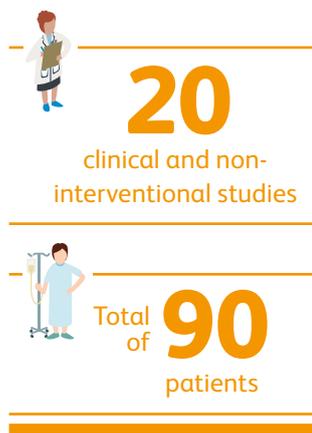
In 2017, Pfizer again supported young people who want to turn their good ideas into an operating business as part of the Schule macht Wirtschaft [School Does Business] campaign.

Pfizer colleagues also address a wide range of audiences as guest lecturers and talk to visiting students and schoolchildren to afford insight into our company and the pharmaceutical industry.

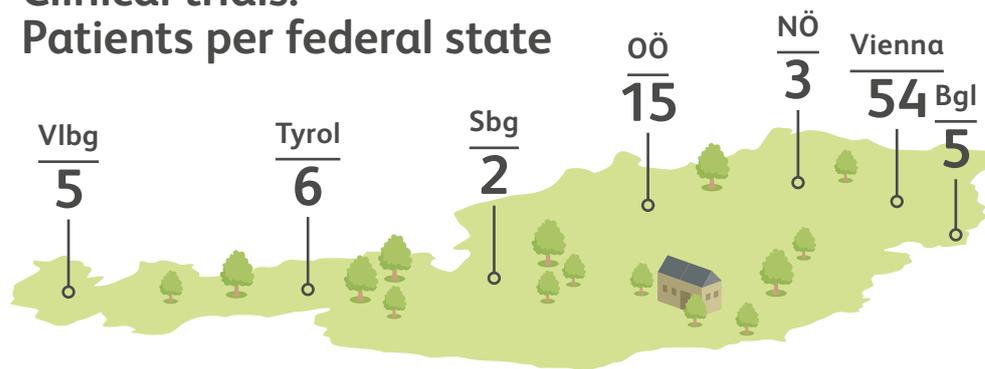
Research at Pfizer in Austria

Austria is an important location for Pfizer's efforts to develop medicines. Pfizer tasks clinical research organizations to carry out this work. They do so in compliance with Good Clinical Practice (GCP) standards, and are audited accordingly. GCP sets out internationally recognized rules for clinical trials, drawn up in accordance with ethical and scientific criteria. They focus on protecting subjects, gaining their informed consent, and ensuring the quality of outcomes. GCP is part of the GxP set of good practice guidelines for pharmaceuticals development and manufacturing. [103-3]

During the 2017 reporting period, 20 clinical and non-interventional studies were conducted with a total of 90 patients. Pfizer's core areas of drug development in Austria are inflammatory diseases, oncology and neurology/pain. Our key R&D partners are university medical clinics, hospitals and specialized practices in all federal states.



Clinical trials: Patients per federal state



Clinical trials play an important role in pharmaceuticals R&D. A drug may only be brought to market after all phases of clinical research have been successfully completed. Pharmig has posted a video clip and further information to illustrate the phases of a clinical trial and explain why trials are so important to the development of a drug:

<https://goo.gl/VZm23Q>



€54 m
spent on R&D in Austria

Pfizer has supported an international breast cancer study called the PALLAS Trial since 2015. The Austrian Breast & Colorectal Cancer Study Group (ABCSCG) leads this trial globally (outside the USA); its mission here is to test a new strategy in therapy. [GRI 203-2]

Pfizer Pediatric Center of Excellence (PedCoE) and OKIDS partner

Clinical trials for pediatric medicinal products are costlier and take longer. It is also more difficult to find the right infrastructure and research staff. Pfizer has established its own department, the Pfizer Pediatric Center of Excellence (PedCoE), to this end. Austria is currently taking part in five of the international pediatric trials, including trials addressing thrombosis and epilepsy in children. PedCoE employs people worldwide who are tasked to find partners to conduct research and clinical trials, and initiate and support studies. Pfizer has also joined the OKIDS (Organization for Pediatric Medicine Research) network, alongside other pharmaceutical companies in Austria. This alliance strives to pursue pediatric trials at the national level so that new and better medicines can be made available to children in Austria.

To learn more about Pfizer's current product pipeline, visit www.pfizer.com/research/science_and_technology/product_pipeline

Antibiotic resistance

Antibiotics are a great achievement of medicine. They can effectively cure bacterial infectious diseases. However, the often thoughtless, careless and inaccurate ways they have been administered over the past decades have given rise to bacterial pathogens that are impervious to antibiotics. Antibiotic resistance is a growing problem, especially in hospitals and nursing homes where many pathogens encounter people with weakened immune systems. A recent European study shows that hospital germs cause 2.6 million infections per year, 91,000 of which are fatal.¹

WHO says new antibiotics are urgently needed

In early 2017, the WHO raised the alarm and published a list of the twelve most dangerous bacteria. This global priority pathogens list categorizes the urgency of the need for new antibiotics in critical, high and medium priorities, and aims to drive research and develop new substances that act effectively against these pathogens. The WHO gives top priority to three families of bacteria – Enterobacteriaceae, *Pseudomonas aeruginosa* and *Acinetobacter baumannii* – that are increasingly resistant to the carbapenems class of antibiotic agents. Carbapenems have a very broad antimicrobial spectrum of activity. They are reserved as the last treatment option, often for severe to life-threatening hospital infections.

New Pfizer antibiotic for multidrug resistant microbes

In 2017, Pfizer rolled out a new antibiotic in Austria that acts against two of the three carbapenem-resistant families of bacteria. This antibiotic is effective for a number of carbapenem-resistant Enterobacteriaceae (CRE) and difficult-to-treat *Pseudomonas aeruginosa*. It may be used for complicated urinary tract infections, inflammation of the renal pelvis and hospital-acquired pneumonia.

Four-point plan to combat resistance

Without global countermeasures, we run the risk of antibiotic resistance becoming the number one cause of death by 2050. If this comes to pass, multidrug-resistant bacteria could soon kill more people than cancer does.² The WHO has adopted a global action plan to counteract growing antibiotic resistance. Pfizer also joined forces with twelve other pharmaceutical companies to draw up a comprehensive four-point plan. Signatory companies have pledged to ensure that medicines are only taken by patients who really need them. They also want to improve global access to legacy and future antibiotics, vaccines and diagnostics.

The total consumption of antibiotics for humans in Austria in 2016 came to 71,602 metric tons of active ingredients, with outpatients accounting for 67% and inpatients for 33%. The figure is up from 2010, when consumption came to 69,158 metric tons of active ingredient. Inpatients account for most of this increase (15.5%, from 20.5 metric tons in 2010 to 23.5 metric tons in 2016). Outpatients' consumption remained largely unchanged over the same period (Resistance Report Austria, AURES 2016).

¹ Cassini A et al., Plos Medicine; Oct. 2016

² Antimicrobial resistance. WHO, Global Report on Surveillance 2014

Preventing infections with vaccinations

Pfizer is also committed to preventing infectious diseases, for example, with vaccines that protect against pneumococcal diseases or meningococcal infections. We are also investigating two other vaccines aimed to prevent bacterial infections caused by Staphylococcus aureus and Clostridium difficile, particularly in hospitals.

Pfizer has a share of around 15% in Austria's antibiotics market, making us the country's second biggest supplier. We are aware of our responsibility. Since 2016, we have been stepping up our communication activities to raise awareness and educate the public on antibiotics and their proper use.



Video:
The right way to take antibiotics



Augmented reality:
To view AR content, download the free Layar app from the App Store or Google Play Store and scan the picture

Create benefits for the surrounding region

Get Active for Hemophilia

Pfizer has for many years supported efforts to raise awareness of the rare hereditary disease hemophilia, and to improve treatment methods. As the name suggests, the 'Get Active for Hemophilia' campaign is all about getting active. The aim is to log as many kilometers as possible in various activities. Cycling, jogging, swimming, dancing, etc.—it all contributes to the kilometer count.

The 2017 campaign also reached out to people from outside the company who took part alongside the workforce. A total of €15,000 euros was donated to the Austrian Hemophilia Society in 2017.

Pfizer Corporate Volunteering Days

This corporate volunteer program takes place around once a month or so, affording two to four colleagues the opportunity to perform a voluntary community service. Corporate volunteering has a threefold effect benefiting non-profit organizations, employees and the company. In Austria, like elsewhere, nearly all social and welfare organizations' services depend on volunteers and unpaid work to furnish the services a community needs. With this corporate volunteering initiative, Pfizer encourages people directly to lend a helping hand, while the multiplier and role-model effect promotes the general idea of volunteering. This ultimately benefits Austrian society. What is more, the employee can provide new impetus, knowledge, contacts or skills to the NGO.

Launched in May of 2008, the Pfizer Corporate Volunteering Days have been a company staple for nine years running. Pfizer colleagues have since devoted 2,258 hours to community service. We regularly partner with Caritas institutions and the Austrian Youth Red Cross. In 2017, colleagues were also able to contribute to the Austrian Children's Cancer Foundation's efforts to support families with cases of cancer. Two colleagues also helped out with the Vienna Economic Chamber's 'Mentoring for Migrants' campaign.



Our health initiatives

Prevention and therapy support

Pfizer is committed to preventive healthcare and therapy support programs. We also try to help where help is urgently needed by donating medicines.

Payments/support granted to patient organizations

Since 2009, Pfizer Austria has disclosed biannually all monetary donations and other benefits (donations in kind, sponsorship and training) granted to patient organizations. For more on this, visit www.pfizer.at/patienten/patientenorganisationen.html

Drug donations

In Austria, Pfizer donates medicines to registered domestic institutes and associations, in line with local needs. The guidance for drug donations is sourced from the Drug Donation Guidelines of the World Health Organization (WHO Drug Donation Guidelines 2010), the Pharmig Code of Conduct, the nation's laws and corporate provisions. The value of our drug donations is calculated according to their market value.

Framework Pharmaceutical Contract

Unique in Europe, the Framework Pharmaceutical Contract has been in effect since 2008. The pharmaceutical industry and social health insurance organizations work together on a contractual basis to underpin statutory health insurance funds' ability to provide services, particularly to patients. With the Framework Pharmaceutical Contract, pharmaceutical companies and wholesalers pay millions of euros in solidarity contributions to local health insurance funds. This contract also serves to pursue the common health objectives. Around €2 million a year are earmarked for projects aimed to improve children's health. To learn more about preventative healthcare projects for children, visit <http://bit.ly/1PQsROd>

Child and adolescent advocacy

Pfizer Kids – Giving hope to children in need

Many families in Austria are affected by poverty, homelessness and disadvantaged life situations. However, social services are primarily specialized on the problems of adults, and not children.

Joining forces with the Caritas organization of the Archdiocese of Vienna, Pfizer Austria launched the Pfizer Kids project in 2004 to close this gap in the social service system. Caritas's professionals have since devoted their efforts to children who are growing up under adverse conditions and have experienced childhood trauma. These specialists offer individual and group therapies as well as accompanying support for parents.

In keeping with the credo "Hope for tomorrow – bringing a future back to life," their efforts focus on helping children come to terms with their experiences by imparting coping strategies, restoring their self-confidence, and promoting their development. The duration of therapy depends on the diagnosis, available resources and the progress made. The average is 2.5 years. Pfizer provided €45,000 funding for this project in 2016. Some **13,172 hours of counseling** have helped **236 boys and girls** cope with their trauma, heal emotional wounds, and emerge from therapy with a renewed lease on life.



€46,000

in service of patient organizations

€62,385

in donations of medicines

≈€2.5m

solidarity contribution

Rheumacamp – the holiday camp for children suffering from rheumatism

Around 2,000 children and adolescents in Austria suffer from juvenile rheumatoid arthritis, a disease that poses great challenges for sufferers and their families. Pfizer has supported the annual summer holiday camp in Warmbad Villach, Carinthia, since 2007. This therapeutic and recreational stay is organized by the Austrian Youth Red Cross in cooperation with the Vienna University Orthopedic Clinic, the Vienna University Children's Hospital, the Preyer'sche Children's Hospital Vienna, and Linz General Hospital's Orthopedic Department. Specialists such as pediatricians, orthopedists, occupational therapists, physiotherapists and a team of teachers are on site to offer children between the ages of six and 18 numerous exercises to strengthen their muscles and improve joint mobility. Pfizer's support for the Rheumacamp is not just financial; we also provide peoplepower. A **Pfizer Day** is staged every year under a special motto, providing entertaining diversions for the kids to enjoy.

Rheumacamp in its tenth year

In 2017, it was the tenth year running that Pfizer supported the Austrian Youth Red Cross's special vacation offering for children afflicted by rheumatism. The children shared their experience in Villach in this video.



Video:
10 Years of Rheumacamp



Augmented reality:
To view AR content, download the free Layar app from the App Store or Google Play Store and scan the picture.

Key figures for the community engagement

GRI	Key figures	PCA 2015 ¹	PCA 2016 ¹	PCA 2017 ¹	PMA 2015 ²	PMA 2016 ²	PMA 2017 ²
413-1, 201-1	Drug donations [€]	119,930.00	107,238.44	62,385.47	0	0	0
	to patient organizations [€]	NS*	NS*	36,191.05	0	0	0
	Social sponsoring [€]	6,298.90	6,031.82	5,560.23	0	0	0
	Sponsoring	NS*	NS*	33,762.00	0	0	0
	for patient organizations [€]	NS*	NS*	33,762.00	0	0	0
	Donations [€]	125,79.00	129,000.00	119,000.00	0	0	0
	to patient organizations [€]	36,294.00	31,000.00	36,000.00	0	0	0
	Donated time [h]	135.00**	294.20**	176.10**	—***	—***	—***
	to patient organizations [h]	NS*	NS*	15.00**	—***	—***	—***

¹ Pfizer Corporation Austria's fiscal year

² Pfizer Manufacturing Austria's fiscal year

* NS = not specified: These figures were not documented at that time.

** Includes time donated by PMA

*** Time donations factored into PCA

Goals	Actions taken in 2017 to achieve goals	Actions we have yet to take	Actions we intend to take in 2018/19
Creating benefits for the region	Organized a blood donation drive for employees at the Vienna & Orth/ Donau locations		Survey employees on the current status and expansion of Corporate Volunteering Days
	Brought more facilities on board the Corporate Volunteering Program, offered opportunities for secondments and drove the development towards skills-based volunteering		Host stakeholder dialog on the topic of "Ten years of Pfizer Corporate Volunteering – quo vadis?"
			Give preference to local suppliers
Social investments	Pfizer invests in R&D for the benefit of patients in Austria		Raise awareness for R&D in Austria
Partnership with charitable organizations	Nurtured long-term relationships and collaborated with social services such as Caritas and the Austrian Youth Red Cross		Continue to nurture long-term relationships and collaborate with social services such as Caritas and the Austrian Youth Red Cross

OUR SHARED GOAL IS TO
CREATE VALUE FOR SOCIETY.



Elisabeth Drabek (Caritas Vienna),
Elisabeth Dal-Bianco (Pfizer), Gudrun
Köhne (Caritas Vienna)

Pfizer Corporation Austria

Floridsdorfer Hauptstraße 1
 1210 Wien
 Austria

Independent Audit Report

Pfizer Corporation Austria and Pfizer Manufacturing Austria, headquartered in Vienna 1210 and Orth an der Donau 2304, tasked Denkstatt GmbH, Hietzinger Hauptstraße 28, 1130 Vienna, as an independent consulting firm to assess the Sustainability Report 2017's conformity with the International Guidelines of the Global Reporting Initiative (GRI). An assessment of the formal report criteria was conducted in keeping with GRI-G4's "In accordance–Core" option, as was a review of data and the qualitative anchoring of sustainability processes in the company.

This Sustainability Report is Pfizer Corporation Austria's sixth report and the third joint report with Pfizer Manufacturing Austria. This audit gave particular attention to compliance with the general and specific indicators of the GRI Directive, as well as an analysis of the anchoring of sustainability procedures within the company. Statements and data have been spot-checked for accuracy by conducting interviews with the responsible parties at Pfizer and by reviewing internal documents. During the two-day auditing process, the auditors were given comprehensive and unrestricted insight into all required documents. The audit was carried out on both days at the Vienna location with the involvement of employees from both locations. Data sourced from external studies were not reviewed; only the proper transfer of these data from the external studies to this report was evaluated. Key figures from the annual financial statements were beyond the scope of this audit, apart from their GRI-compliant presentation. The detection or investigation of criminal offences was beyond the scope of this audit.

denkstatt GmbH hereby confirms that the joint Sustainability Report of Pfizer Corporation Austria, headquartered in 1210 Vienna, and Pfizer Manufacturing Austria, headquartered in 2304 Orth an der Donau, meet all the requirements of the GRI Directive in the "Core" area of application. Based on our audit, nothing has come to our attention that leads us to believe that information and key figures in the report do not conform with the defined criteria. Pfizer Corporation Austria is responsible for all figures published in the report.

Without qualifying the aforementioned result of our audit, we propose the following recommendation for the further development of sustainability management and reporting:

1. A stronger connection to Pfizer's International Sustainability Goals should be made and presented.
2. Step up the cooperation with business partners in the area of sustainability to achieve positive effects on the environment and society all along the value chain.
3. Make greater use of the developed indicators to extrapolate quantitative targets and appropriate actions by which to guide the company.

denkstatt GmbH



Karl Resel
Lead Auditor

GRI Standards Index 'In Accordance – Core'

GRI	Description	Reference	Page	External audit	UNGC	SDGs
GRI 102: General disclosures						
Organizational profile						
102-1	Name of the organization	RCG, Working together for a healthier world	4	✓		
102-2	Activities, brands, products, and services	RCG, Working together for a healthier world, PS, Key figures	4	✓		
102-3	Location of headquarters	RCG, Working together for a healthier world	4	✓		
102-4	Location of operations	RCG, Working together for a healthier world	4	✓		
102-5	Ownership and legal form	RCG, Working together for a healthier world	4	✓		
102-6	Markets served	RCG, Working together for a healthier world	4	✓		
102-7	Scale of the organization	RCG, Working together for a healthier world, Key figures; AP, Key figures	14, 31	✓		
102-8	Information on employees and other workers	AP, Key figures	31	✓	Principle 6	8
102-9	Supply chain	RCG, Supply chain, FBP, Key figures	22	✓		
102-10	Significant changes to the organization and its supply chain	No material changes	2	✓		
102-11	Precautionary principle or approach	E, Fundamental principles	44	✓		
102-12	External initiatives	FBP, Compliance & anticorruption, RCG, Sustainability strategy	10, 16	✓		
102-13	Membership of associations	FBP, Responsible political participation	19	✓		
Strategy						
102-14	Statement from senior decision-maker	Letter to our stakeholders	1	✓		
102-15	Key impacts, risks, and opportunities	RCG, Pfizer value chain	7	✓		
Values, principles, standards, and norms of behavior						
102-16	Values, principles, standards, and norms of behavior	RCG, Our corporate philosophy, FBP, Compliance & anticorruption	10, 16	✓	Principle 10	16
102-17	Mechanisms for advice and concerns about ethics	FBP, Compliance & anticorruption	16	✓	Principle 10	16
Governance						
102-18	Governance structure	RCG, Our management	6	✓		
102-19	Delegating authority	RCG, Anchor points for sustainability	7	✓		
102-20	Executive-level responsibility for economic, environmental, and social topics	RCG, Anchor points for sustainability	7	✓		
102-21	Consulting stakeholders on economic, environmental, and social topics	RCG, Stakeholder engagement	13	✓		16
102-22	Composition of the highest governance body and its committees	RCG, Our management	6	✓		5, 16
102-23	Chair of the highest governance body	RCG, Our management	6	✓		16
102-25	Conflicts of interest	FBP, Compliance & anticorruption, Responsible political participation	19	✓		16
102-26	Role of highest governance body in setting purpose, values, and strategy	RCG, Anchor points for sustainability	7	✓		
102-32	Highest governance body's role in sustainability reporting	About this report	2	✓		
102-33	Communicating critical concerns	AP, Social dialog and co-determination; RCG, Stakeholder engagement	7, 29	✓		
Stakeholder engagement						
102-40	List of stakeholder groups	RCG, Stakeholder engagement	13	✓		
102-41	Collective bargaining agreements	AP, Key figures	33	✓	Principle 3	8
102-42	Identifying and selecting stakeholders	RCG, Stakeholder engagement	12	✓		
102-43	Approach to stakeholder engagement	RCG, Stakeholder engagement, PS, Complaints	12, 13	✓		
102-44	Key topics and concerns raised	RCG, Materiality matrix	12	✓		
Reporting practice						
102-45	Entities included in the consolidated financial statements	RCG, Working together for a healthier world	4	✓		
102-46	Defining report content and topic boundaries	RCG, Materiality analysis	12	✓		
102-47	List of material topics	RCG, Materiality analysis	12	✓		
102-48	Restatements of information	About this report	2	✓		
102-49	Changes in reporting	No material changes	12	✓		
102-50	Reporting period	About this report	2	✓		
102-51	Date of most recent report	About this report	2	✓		
102-52	Reporting cycle	About this report	2	✓		
102-53	Contact point for questions regarding the report	About this report	2	✓		
102-54	Claims of reporting in accordance with the GRI Standards	About this report	2	✓		
102-55	GRI content index	GRI Index	62	✓		
102-56	External assurance	About this report	2	✓		

Legend: RCG = Responsible organizational governance, LP = Labor practices, FBP = Fair business practices, PS = Product stewardship, E = Environment, C = Community, UNGC = UN Global Compact, SDGs = Sustainable Development Goals

GRI Standards Index 'In Accordance – Core'

GRI	Description	Reference	Page	External audit	UNGC	SDGs
GRI 103:	Management approach					
103-1	Explanation of the material topic and its boundary	RCG, Materiality analysis	12	✓		
103-2	The management approach and its components	RCG, FBP, LP, PS, E, GS	4, 10, 11, 16, 24, 36, 44, 52	✓		3, 5, 8, 12, 13, 16, 17
103-3	Evaluation of the management approach	About this report: FBP, Anticorruption, Key figures; LP, Family-friendly employer, Health and safety at work; PS, Protecting patients' health and safety; E, Carbon footprint	2, 16, 22, 26, 27, 36, 44, 54	✓		
GRI 201:	Economic performance					
201-1	Direct economic value generated and distributed	RCG, Key figures; GS, Key figures	14, 58	✓		2, 5, 7, 8, 9
201-2	Financial implications and other risks and opportunities due to climate change	This information is unavailable				13
201-3	Defined benefit plan obligations and other retirement plans	RCG, Key figures; LP, Key figures	14, 33	✓		
201-4	Financial assistance received from government	RCG, Key figures	14	✓		
GRI 202:	Market presence					
202-2	Proportion of senior management hired from the local community	LP, Key figures	32	✓	Principle 6	8
GRI 203:	Indirect economic impacts					
203-2	Significant indirect economic impacts	RCG, Key figures, GS	14, 52, 55	✓		1, 2, 3, 8, 10, 17
GRI 204:	Procurement practices					
204-1	Proportion of spending on local suppliers	FBP, Key figures	22	✓		12
GRI 205:	Anticorruption					
205-1	Total number and percentage of operations assessed for risks related to corruption, and significant risks identified	FBP, Key figures, Anticorruption	16, 22	✓	Principle 10	16
205-2	Communication and training about anti-corruption policies and procedures	FBP, Key figures	22	✓	Principle 10	16
205-3	Confirmed incidents of corruption and actions taken	FBP, Key figures	16, 22	✓	Principle 10	16
GRI 206:	Anti-competitive behavior					
206-1	Total number of legal actions regarding anti-competitive behavior or violations of anti-trust and monopoly legislation and their outcomes	FBP, Key figures	22	✓		16
GRI 301:	Materials					
301-1	Materials used by weight or volume	E, Key figures	48	✓		
GRI 302:	Energy					
302-1	Energy consumption within the organization	E, Key figures	48, 49	✓	Principle 7	7, 8, 12, 13
GRI 303:	Water					
303-1	Water withdrawal by source	E, Key figures	48	✓	Principle 7	6
GRI 304:	Biodiversity					
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	VUF	4	✓		6, 14, 15
GRI 305:	Emissions					
305-1	Direct (Scope 1) GHG emissions	E, Key figures	48	✓	Principle 7	3, 12, 13, 14, 15
305-2	Energy indirect (Scope 2) GHG emissions	E, Key figures	48	✓		3, 12, 13, 14, 15
305-3	Other indirect (Scope 3) GHG emissions	E, Key figures	48, 49	✓		3, 12, 13, 14, 15
305-5	Reduction of GHG emissions	E, Key figures	49	✓	Principle 8	13, 15
GRI 306:	Effluents and waste					
306-2	Waste by type and disposal method	E, Key figures	49	✓	Principle 8	3, 6, 12
306-4	Transport of hazardous waste	E, Key figures	49	✓	Principle 8	3, 12
GRI 307:	Environmental compliance					
307-1	Non-compliance with environmental laws and regulations	E, Key figures	49	✓	Principle 8	16
GRI 308:	Supplier environmental assessment					
308-2	Negative environmental impacts in the supply chain and actions taken	RCG, Impact on various core processes	7	✓		
GRI 401:	Employment					
401-1	New employee hires and employee turnover	LP, Key figures	32	✓	Principle 6	5, 8
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	LP, Key figures	33	✓		8
401-3	Parental leave	LP, Key figures	31, 32	✓	Principle 6	5, 8
GRI 403:	Occupational health and safety					
403-1	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs	LP, Key figures	33	✓		8
403-2	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities	LP, Key figures	32	✓		3, 8
403-3	Workers with high incidence or high risk of diseases related to their occupation	LP, Health & job safety, Key figures	32	✓		3, 8
403-4	Health and safety topics covered in formal agreements with trade unions	LP, EHS	27	✓		8

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GRI Standards Index 'In Accordance – Core'

GRI	Description	Reference	Page	External audit	UNGC	SDGs
GRI 404:	Training and education					
404-1	Average hours of training per year per employee	(has yet to be reported)	32, 33	✓	Principle 6	4, 8
404-2	Programs for upgrading employee skills and transition assistance programs	LP, Continuing education and knowledge transfer	28	✓		8
404-3	Percentage of employees receiving regular performance and career development reviews	LP, Key figures	33	✓	Principle 6	5, 8
GRI 405:	Diversity and equal opportunity					
405-1	Diversity of governance bodies and employees	LP, Key figures	31, 32	✓	Principle 6	5, 8
GRI 406:	Non-discrimination					
406-1	Incidents of discrimination and corrective actions taken	LP, Key figures	29, 33	✓	Principle 6	5, 8
GRI 407:	Freedom of association and collective bargaining					
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	LP, Key figures	33	✓	Principle 6	5, 8
GRI 408:	Child labor					
408-1	Operations and suppliers at significant risk for incidents of child labor	LP, Key figures	33	✓	Principle 6	5, 8
GRI 409:	Forced or compulsory labor					
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	LP, Key figures	33	✓	Principle 6	5, 8
GRI 412:	Human rights assessment					
412-1	Operations that have been subject to human rights reviews or impact assessments	Both locations are in Austria; all applicable laws are observed				
GRI 413:	Local communities					
413-1	Percentage of operations with implemented local community engagement, impact assessments, and development programs	GS, Our responsibility to society	58	✓	Principle 1	
413-2	Operations with significant actual and potential negative impacts on local communities	RCG	7	✓	Principle 1	1, 2
GRI 415:	Public policy					
415-1	Total value of political contributions by country and recipient/beneficiary	FBP, Key figures	19, 22	✓	Principle 10	16
GRI 416:	Customer health and safety					
416-1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	PS, Protecting patients' health and safety, Key figures	36, 42	✓		
416-2	Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their lifecycle, by type of outcomes	PS, Key figures	42	✓		16
GRI 417:	Marketing and labeling					
417-1	Type of product and service information required by the organization's procedures for product and service information and labeling, and percentage of significant products and service categories subject to such information requirements	PS, Education and awareness	36	✓		12, 16
417-2	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes	PS, Key figures	42	✓		16
417-3	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, by type of outcomes	PS, Responsible marketing; PS, Key figures	41, 42	✓		
GRI 418:	Customer privacy					
418-1	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	FBP, Data privacy; PS, Data privacy; PS, Key figures	39, 42	✓		16
GRI 419:	Socioeconomic compliance					
419-1	Non-compliance with laws and regulations in the social and economic area	FBP, Key figures; PS, Key figures	22, 42	✓		16
Key Pfizer-specific topics (Materiality analysis)						
	Promote education & awareness	PS	41	✓		
	Ensure access to essential medicines	PS	39	✓		
	Prevention of pollution (from end to end)	RCG	11	✓		
	Promote team spirit (ONE Pfizer)	RCG	26	✓		
	Customer service, complaint management	PS	40	✓		
	Environmental protection (safe handling of biohazards)	RCG	7	✓		

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