



Pfizer Austria 2018  
Communication on Progress



# STATEMENT OF SUPPORT



## Dear Reader,

Pfizer Austria signed the UN Global Compact in April 2009 and is proud to present its 2018 Communication on Progress report, affirming our continued commitment to supporting the ten United Nations Global Compact principles, along with our continued drive to align with the United Nations Sustainable Development Goals.

In accordance to our vision „Together for a healthier world“ Pfizer researches, develops and produces modern medicines and does everything in its power to make these available to patients. That is our core business. This is how we want to contribute to a healthier world while at the same time remaining economically successful.

Protecting human rights and other values of respectful human interaction have been integrated into all business activities at Pfizer Austria. Pfizer Austria also demands from its business partners to observe human rights.

Pfizer is an attractive employer offering diverse opportunities for advancement in an international organization. Our colleagues can make the most of their ideas and initiative to drive the company. Yet Pfizer also supports efforts to strike the right work/life balance with flex time and the possibility of working in a home office. In keeping with the spirit of its modern corporate culture, Pfizer also champions internal and external projects and initiatives that fly the banner of diversity and inclusion.

Our environment and its resources are a vital asset for us and future generations. For this reason, we at Pfizer are planning the necessary measures to reduce CO2 and to deal with resources in a conscious and careful manner. We assure you, our internal and external customers, that we take environmental protection extremely serious and will do everything to promote it. We are working on this continuously with all of our contracting parties and suppliers.

We at Pfizer are obligated to understand the legal and ethical aspects that influence our actions. It is everyone's responsibility to ensure that our actions always comply with the principles of integrity. Integrity means more than simply obeying the law and guidelines. It is one of Pfizer's core values. Integrity reflects who we are as a company and as individuals. Acting with integrity means that the people for whom we perform our services trust and respect us.

We have managed to achieve a lot in the past years – and we are really proud of this. However, we also know that we still have a lot to do. This is why we are continuously working to further advance our responsible actions and to improve them. In order to ensure that we can keep our promises to our patients, customers and shareholders in the future, we want to concentrate on our business methods, on transparency, and on the inclusion of the views of all the people who are involved in decision making in health care.

The following 'Communication on Progress' illustrates the systems and measures used at Pfizer Austria to integrate the ten principles into its business activity.

Sincerely yours,

A handwritten signature in black ink, appearing to read 'Robin Rumler', written in a cursive style.

**Robin Rumler**

Country Manager Pfizer Corporation Austria

# PFIZER AUSTRIA AT A GLANCE

(as of November 2018)

## Business location



Manufacturing at  
Orth an der Donau



Sales in  
Vienna



Warehouse in  
Leopoldsdorf

## Our core business



**135**

medicinal products  
(520 articles)



**3**

new  
approvals



**11.6 m**

packages  
sold



**≈12 m**

vaccine doses produced in  
Orth/Donau

## Transparency



**≈€1.2 m**

to physicians and other  
healthcare professionals (HCPs)



**≈€4.1 m**

to institutions/  
healthcare organizations (HCOs)



**≈46.2 m**

in research & development  
(R&D)

## Family-friendly employer



audit berufund-  
familie [work and  
family audit]



Diversity  
Charter



Member of Unter-  
nehmen für Fami-  
lien [companies  
for families]



**533**

employees



**48.6 %**

of management positions  
held by women



**4.905**

home office days



**Ø 7**

sick days in Vienna  
per person

**Ø 13**

sick days at Orth  
per person



**26**

mentoring relationships  
established in 2018



Employees have been with Pfizer for

**10 years**

on average

## Our diversity in numbers



More than **24%**  
of Pfizer employees are  
over 50 years old



**28**  
nations are  
represented at Pfizer Austria



Nearly **15%**  
of Pfizer employees  
are under 30 years old

## Product stewardship



**97.4%**  
delivery capacity



**659** or **0.000057%**  
product  
complaints  
of packages sold



**247**  
patient inquiries in 2018

## Support to non-profit organisations and patient organisations 2018



**€ 124,530**

**Donations** (Donations to Patient organisations: €44,500)



**€ 54,039**

**Sponsorings** (Sponsoring to Patient organisations: €41,039)



**€ 86,657**

**Drug Donations**  
(Drug Donation to Patient organisations: €57,943)



**625 hours**

**of Corporate Volunteering** (Hours of Corporate  
Volunteering to Patient organisations: 35 hours)

## Clinical trials in Austria (2018)



**15**

clinical and non-interventional studies



Total of **77** patients

## Corporate Volunteering

Total (since 2008)



2018

**2,671**

hours of volunteer work

**119**

CV days

**11**

days

**4**

secondments

**21 625**

participants

**10**

community service agencies

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



**33%**

air travel



**1%**

material input



**9%**

vehicle fleet



**1%**

shipment



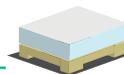
**9%**

Employee commuting



**45%**

energy input



**1%**

paper use



**1%**

IT

\*greenhouse gas

# 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.

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 135 medicinal products in various dosage forms, package sizes and potency levels (for a total of 520 articles as at November 2018). Most are prescription drugs. Generics have been part of the portfolio since 2011. Pfizer Austria also sells over-the-counter (OTC) health products. Three new active ingredients for patients were brought to market in 2018.

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.



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

- 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.
- 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.

## Our corporate philosophy

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

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"> <li>• Protecting consumers' health and safety               <ul style="list-style-type: none"> <li>– Prevent product counterfeiting and manipulation</li> </ul> </li> <li>• Access to essential medicines</li> <li>• Research and develop drugs in Austria               <ul style="list-style-type: none"> <li>– Provide information on studies</li> <li>– Drive innovation</li> </ul> </li> <li>• Education and awareness               <ul style="list-style-type: none"> <li>– Make (product insert) information useful for everyone</li> <li>– Offer information on diseases and support</li> <li>– Use/administer medication correctly</li> <li>– Promote safety in self-medication</li> </ul> </li> </ul>
		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"> <li>• Responsible organizational governance</li> <li>• Creating benefits for the surrounding region               <ul style="list-style-type: none"> <li>– Create jobs</li> <li>– Invest in the greater good</li> <li>– Promote education &amp; knowledge exchange</li> <li>– Pursue health initiatives</li> </ul> </li> <li>• Health and safety at work               <ul style="list-style-type: none"> <li>– Human development and training in the workplace</li> <li>– Promote employee accountability</li> </ul> </li> <li>• Social dialog and co-determination</li> <li>• Conditions of work and social protection               <ul style="list-style-type: none"> <li>– Offer fair terms of employment</li> <li>– Diversity &amp; inclusion</li> <li>– Equal opportunity, non-discrimination</li> </ul> </li> </ul>
		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	12.2 By 2030 achieve sustainable management and efficient use of natural resources	<ul style="list-style-type: none"> <li>• Protection of the environment               <ul style="list-style-type: none"> <li>– Safe handling of biohazards</li> </ul> </li> <li>• Promoting social responsibility in the value chain               <ul style="list-style-type: none"> <li>– Consider social &amp; ecological aspects when selecting suppliers</li> <li>– Foster supplier awareness</li> <li>– Avoidance of complicity; child labor, forced labor, etc.</li> </ul> </li> <li>• Sustainable resource use               <ul style="list-style-type: none"> <li>– Materials, energy, water, effluents &amp; waste</li> </ul> </li> <li>• Prevention of pollution (from end to end)               <ul style="list-style-type: none"> <li>– Production, products, packaging</li> <li>– Medicinal products disposal</li> </ul> </li> </ul>
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			
12.5 By 2030, substantially reduce waste generation through prevention, reduction, recycling, and reuse			
12.6 Encourage companies, especially large and trans-national companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle			
12.8 By 2030 ensure that people everywhere have the relevant information and awareness of sustainable development and lifestyles in harmony with nature			
<b>Be a responsible corporate citizen.</b>	(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, adaptation, impact reduction, and early warning	<ul style="list-style-type: none"> <li>• Climate change mitigation and adaptation               <ul style="list-style-type: none"> <li>– Reduce CO<sub>2</sub>/ greenhouse gas emissions</li> <li>– Efficient use of renewable energy sources</li> </ul> </li> </ul>
		(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	
	(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"> <li>• Stakeholder engagement               <ul style="list-style-type: none"> <li>– Dialogs with patient organizations, charitable organizations, etc.</li> </ul> </li> </ul>
	<b>Continuously strengthen our ownership culture.</b>	(5) Achieve gender equality and empower all women and girls	5.1 End all forms of discrimination against all women and girls everywhere
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			

# 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.

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 2018.

## 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.



## Transparency & fair competition

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](http://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 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 2018



Fair business practices goals	Actions taken in 2018 to achieve goals
Prevent corruption, promote compliance within the company	100% of employees in relevant business units trained on Pfizer's Blue Book anticorruption guidelines
	Implement suggestions for improvement gleaned from the audit to continue developing the company
Create transparency inside the company and out	Disclosed benefits granted to physicians and other healthcare professionals (HCP) and to institutions/healthcare organizations (HCO) (EFPIA Disclosure Initiative)
	Disclosed all benefits and donations granted to patient organizations and self-help groups
Sustainability in procurement	Assessed and defined measures to promote sustainable procurement



**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.

# 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. Protecting human rights and other values of respectful human interaction have been integrated into all business activities at Pfizer Austria. Pfizer Austria also demands from its business partners to observe human rights.

Labor practices goals	Actions taken in 2018 to achieve goals
<b>Maintain and promote employee satisfaction</b>	Conducted regular Pfizer Voice employee survey to analyze opportunities for improvement
	Drove on with the OWN IT! initiative for cultural change at Pfizer
<b>Support employees' work/life balance</b>	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
<b>Be a family-friendly employer by offering support</b>	Buddy system kept people on parental leave connected to the company
	Organized a Family Day at Pfizer
	Provide childcare on working days when school is out
<b>Train and educate employees well</b>	Launch Rep2020 training program for the Sales force
<b>Assure equal opportunity and prevent discrimination at the workplace</b>	Raised diversity & inclusion awareness
	Conduct inclusion training for managers and employees
<b>Promote employees' health</b>	Focus on burnout prevention / raise awareness for mental health
	Earn "Company Health Promotion" seal of approval
	Took measures to prevent all types of accidents and boost employees' awareness on the job at Orth/Donau (Good Saves)

# 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.

Product stewardship goals	Actions taken in 2018 to achieve goals
<b>Assure patient health and safety</b>	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
<b>Increase customer satisfaction</b>	Responded rapidly to customer complaints (659 complaints in 2018 = 0.000057%)
	Updated Pfizermed.at; introduced a brochure ordering tool for physicians
<b>Protect customer privacy</b>	Introduce new data protection and privacy rules in the company
<b>Inform and raise awareness</b>	Extended digital product information channels alongside established channels (relaunched <a href="http://www.pfizer.at">www.pfizer.at</a> with a new design, value-adding content and a new concept for addressing patients to raise awareness & educate)
	<a href="http://www.pfizermed.at">www.pfizermed.at</a> , medinfo, Material safety data sheets
<b>Ensure access to essential medicines</b>	Ensured Pfizer medicines were available to patients

# 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 CO<sub>2</sub> 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.

Environment goals	Actions taken in 2018 to achieve goals
Reduce resource consumption and emissions	Reduce greenhouse gas emissions by 1% at Orth/Donau
Use water resources conscientiously	Reduce water consumption by 1% at Orth/Donau
Minimize our products' impact on the environment	Set up expired/unused medicine drop-off point for employees at the Vienna office
Promote responsible waste handling	Reduced amount of waste at Orth/Donau
	AfB social & green IT – donated used IT hardware to charity
	Reduce amount of waste at Orth/Donau by 2.3%
Promote green commuting and transport	Offered incentives for eco-friendly commuting, public transportation allowance/job tickets, and supported 'Pfizer Cycles toWork'; factory bus at Orth/Donau
Raise awareness of environmental protection	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

# 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.

Community goals	Actions taken in 2018 to achieve goals
<b>Creating benefits for the region</b>	Pfizer's corporate volunteer program, the Pfizer Corporate Volunteering Days, celebrated its 10th anniversary at the end of May 2018.
	Organized a blood donation drive for employees at the Vienna & Orth/ Donau locations
<b>Social investments</b>	Pfizer invested 46,2 Mio EUR in R&D for the benefit of patients in Austria
	Donated 86.657 EUR of medicines for patient organizations and non-profit organizations
	Donated 124.530 in service of patient organizations and non-profit organizations
<b>Partnership with charitable organizations</b>	Nurtured long-term relationships and collaborated with social services such as Caritas and the Austrian Youth Red Cross

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