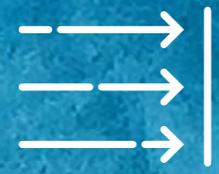


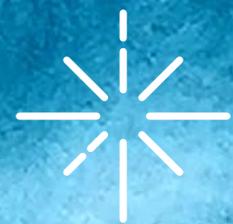
Courage



Excellence



Fairness



Joy

# Pfizer Austria at a glance

(as at November 2019)



## Our core business

**138**

medicinal products  
(522 articles)

**6**

new approvals

**93.8%**

delivery capacity

**11.2m**

packages sold

**14.1m**

vaccine doses  
produced in Orth/Donau



## Workforce

**480**

employees

**50%**

of management positions  
held by women

**10,199**

home office days

## Family-friendly employer



berufundfamilie  
[work and family]  
audit certificate



Diversity Charter



"Company Health  
Promotion" seal of  
approval



## Clinical trials

**13**

clinical and non-  
interventional studies

**81**

patients  
in total

## Transparency

**~€1.2m**

in payments to members of  
the medical profession (MMP)

**~€3.2m**

in payments to institutions of  
the medical profession (IMP)

**~€22m**

in research & development (R&D)



## Ecological footprint

**21.5%**

air travel

**0.9%**

material input

**10.4%**

vehicle fleet

**1.5%**

parcel delivery

**9.4%**

employee commuting

**55.1%**

energy input

**0.1%**

paper consumption

**1.1%**

IT



## Corporate volunteering

**14**

days

**481**

hours

**46**

internal  
participants

**10**

external  
participants

## Donations

**€117,522.00**

total monetary donations

**481 h**

donated time

**€169,951.18**

in donated medicines

**€56,689.00**

sponsoring in total

**€13,612.72**

in other donations

## Foreword

(GRI 102-11, GRI 102-14)

Prof. Dr. Robin Rumler has been Country Manager Pfizer Corporation Austria GmbH since 2009. Martin Dallinger has been Managing Director of Pfizer Manufacturing Austria GmbH, Pfizer's vaccines manufacturing plant at Orth an der Donau, since 2019.

We asked both executives about the challenges ahead in the health sector. Pfizer's contribution to sustainable development in Austria was a topic of discussion, as was the pandemic caused by the COVID-19 virus.



Prof. Dr. Robin Rumler

**One environmental topic has taken center stage since the last sustainability report in 2017—the climate crisis. How does climate change affect the health of us humans?**

**Robin Rumler:** We are affected in different ways: In Europe, we already have a higher incidence of cardiovascular and respiratory diseases because of more frequent heat waves and high levels of particulate matter. Other regions of the world are seeing more frequent floods, droughts and the often associated occurrence of contaminated water. Failed harvests are becoming ever more common. The risk of contracting diarrheal and infectious diseases has continued to rise in many countries. So the climate crisis does indeed have a huge impact on our health.

**What is your company doing to reduce greenhouse gas emissions?**

**Martin Dallinger:** In 2019, we drew up a climate action plan with the Environment Agency Austria, which is to be put into practice in the years ahead. But we are already taking action to improve our ecological footprint. We are going to increase the energy efficiency of our production site at Orth an der Donau by 2021 in the course of ongoing modernization and have already reduced energy requirements by 20 percent by installing a state-of-the-art ventilation system.

**Robin Rumler:** Air travel accounts for a sizable share of our CO<sub>2</sub> emissions in marketing and sales, so we will continue to cut back on it. One of the United Nations' sustainable

development goals is to “ensure healthy lives and promote well-being for all at all ages.”

### What is Pfizer doing to help achieve this goal?

**Robin Rumler:** In March of this year, we joined an international initiative to fight COVID-19 with 15 other prestigious companies and the Bill and Melinda Gates Foundation. This global pandemic requires global commitment. In addition, we are working in a special alliance with the German company BioNtec on a vaccine for COVID-19, which is already being tested in clinical trials. “Breakthroughs that change patients lives” is our credo. We want to develop ultra-advanced therapies that sustainably improve the lives of patients. Our research focuses on therapies for cancer and cardiovascular and metabolic diseases. We also develop new drugs to treat immune-mediated inflammatory disease and rare diseases, as well as new anti-infectives and vaccines. Pfizer is currently researching more than 90 potential new therapies. We are confident that many of these therapies will clear the final hurdle to approval and will thus soon be available to the medical community and patients.

**Martin Dallinger:** Pfizer produces a vaccine to protect against TBE (tick-borne encephalitis) at Orth an der Donau and a vaccine to protect against meningitis C to meet global demand. Around 14 million vaccine doses leave the plant a year.

### Pfizer is one of the world’s leading pharmaceutical companies. How important is Austria as a business location for a global company like Pfizer?

**Martin Dallinger:** The plant at Orth an der Donau has established its credentials in the global Pfizer network with its expertise in the production, testing and test development of viral and bacterial vaccines. Pfizer is investing a total of 50 million euros until 2021 to set up new laboratories for an

international quality control center for vaccines, to build modern offices and to modernize and expand legacy vaccine production infrastructure. This way, Pfizer is securing jobs in the region for the long term and improving the plant’s ecological footprint. With the new quality control center, we will not only produce two vaccines from 2021; we will also be responsible for the safety and quality of vaccines from the Pfizer pipeline. Our employees are thus playing a decisive role in ensuring that new vaccines will be able to prevent even more occurrences of serious infectious diseases.

**Robin Rumler:** We provide more than 130 different medicines to Austria today. Around 1.5 million people in this country rely on our medicines every year. This is a very big responsibility, which we are happy to shoulder. Accordingly, we collaborate closely with nearly all medical universities and hospitals. And we are also looking to the future: Some 15 of our company’s clinical studies are underway at Austrian centers. And that, in turn, has great economic significance: In 2018, for example, we invested over 46 million euros locally in research.

### What are your hopes for the future of Austria as a life sciences hub?

**Robin Rumler:** We need a resounding YES to Austria as a hub of pharmaceutical research and production from policymakers and all relevant stakeholders in our country! Especially in the field of research, we have to push ahead with efforts towards de-bureaucratization and digitalization, and deploy more specially trained staff, particularly for trials. The idea is that doctors should be free to work on the science rather than administrate. Clinical studies have to be better acknowledged and funded as the foundation for tomorrow’s medicine. They afford early access to new, often life-saving drugs; the costs of the studies are borne by pharmaceutical companies and not by the Austrian healthcare system.

The pharmaceutical industry in Austria employs 18,000 people and generates 2.8 percent of gross domestic product (GDP).

Pharmaceutical companies have invested 2.6 billion euros in Austria over the last six years (2013 to 2018). We want a pharma-friendly environment that recognizes the value of the pharmaceutical industry and the benefits of pharmaceuticals. The healthcare system is all about working together to find the best solutions for patients. All partners have to pull together as a team for that to work. The long-term viability of the healthcare system is a matter of concern to us—as an industry and of course also as citizens of this country. We can clearly see how important it is to have research, development and pharmaceutical manufacturing capabilities in Europe, particularly now in times of the corona crisis.

### How is the health sector going to change in the future?

**Robin Rumler:** The future has already begun. The world’s biggest IT corporations have been working on data-based, computer-assisted medicine for years. New diagnostic tools guided by artificial intelligence (AI) are making it possible to detect changes in the body before they become diseases. And spectacular new therapies promise us that we will soon enjoy an even healthier, longer life.

Precision medicine, today also known as personalized medicine, will increasingly gain purchase in the future. This means that more and more often the patient will be given medication that exactly matches his or her genetic code. At times, just one therapy will cure his or her disease. Gene and immune therapies are along these lines. Pfizer is also intensively researching these areas.

The trend from remedial medicine to prevention will also usher in a paradigm shift. As people’s health awareness continues to grow, they will focus much more on staying healthy, and not just consult a doctor when they are ill. However, this trend still requires a lot of support from all partners across our society. “Health in all policies” is the motto here.

**What skills do employees need to bring to the table?**

**Martin Dallinger:** Alongside strong science and technical know-how, we need employees who have that team spirit. We are looking for employees who are willing to break new ground and advocate change, who enjoy working with people for people, who act responsibly and disciplined in a regulated environment, and who identify and grow with the cornerstones of our culture—courage, excellence, fairness and joy.

**A personal question in closing: Mr. Rumler, you have been working in the pharmaceutical industry for more than 25 years and have been managing director of Pfizer Corporation for more than ten. What do you believe sets this industry apart?**

**Robin Rumler:** Since I started in 1992, life expectancy in Austria has increased by six years from 75 to 81. The fact that cutting-edge medicine and state-of-the-art drugs are helping

to constantly improve the quality of life and increase life expectancy has fascinated me ever since. The most rewarding aspect of my work has been and still is that I am able to experience the many successes in healthcare from the perspectives of different jobs in the industry.

**And what is the best thing about this business for you, Mr. Dallinger?**

**Martin Dallinger:** Vaccines have the power to protect people preventively, thereby precluding diseases from arising in the first place and avoiding suffering and pain. Especially these days, I see biotechnology as a spearhead for preventive solutions—and that gives cause for pride and humility. Ensuring that our patients have access to high-quality vaccines and protecting their lives—this motivates me anew every day.



Martin Dallinger

May 2020

- 
- 7** Our mission: Breakthroughs that change patients' lives
  - 8** Therapeutic areas  
Protecting patients' health & safety  
Patient impact: What Pfizer does for health in Austria
  - 9** Access to essential medicines  
Actions to ensure access to pharmaceuticals  
Research at Pfizer in Austria
  - 10** The path from the development to the use of a drug

Our priority  
SDGs



# Our mission

## Our mission: Breakthroughs that change patients' lives

Many things can change for people when they get sick; it is the start of an often difficult journey. Nearly 500 people at Pfizer Austria are working to help people on this journey. We produce and market patented and off-patent medicines to treat cancer,

cardiovascular diseases, chronic inflammatory diseases, rare diseases, infections and vaccines to protect against tick-borne encephalitis (TBE) and meningitis caused by serogroup C meningococci (MenC). Beyond that, Pfizer Austria is also an

important partner to the country's medical research and development community. Pfizer is headquartered in New York and has branches worldwide, including in Austria.

(GRI 102-2, GRI 102-3)

### The company operates as two entities in Austria:

(GRI 102-1, GRI 102-2, GRI 102-4, GRI 102-5, GRI 102-6, GRI 102-7, GRI 102-18, GRI 102-22, GRI 102-23, GRI 102-45)

	Pfizer Austria	
Companies	Pfizer Corporation Austria GmbH	Pfizer Manufacturing Austria GmbH
Activities	Supplies patients with prescription drugs and vaccines	Produces vaccines to meet global demand for vaccines to protect against tick-borne encephalitis (TBE) and meningitis caused by serogroup C meningococci (MenC)
Locations	Vienna, Floridotower	Orth an der Donau, Lower Austria
Management	Prof. Dr. Robin Rumler	Martin Dallinger
Employees	215	265
Departments	Medicine, Drug Approval and Safety, Product Quality Finance, Communication and Marketing, Compliance, Market Access, International Hubs	Production, Quality Control and Engineering, Purchasing, Environment, Health & Safety
Shareholder	Pfizer Luxembourg SARL (100%)	Pfizer Luxembourg SARL (100%)

[Take a tour of Pfizer Austria](#)



”

*Pfizer provides some 150 drugs in Austria. I help make sure that patients who can benefit from these drugs also have the opportunity to access them.*



**Dieter Hackl,**  
Market Access Director

## Therapeutic areas

(GRI 102-2)

Pfizer provides drugs for a number of therapeutic areas. The aim is to prevent illnesses, heal or alleviate complaints, and control diseases at all stages of life. Our portfolio encompasses the following therapeutic areas:

-  **Ophthalmic diseases**
-  **Skin conditions**
-  **Women's health**
-  **Vaccines**
-  **Cancer**
-  **Men's health**
-  **Smoking cessation**
-  **(Chronic) Pain**
-  **Inflammatory diseases**
-  **Cardiovascular, metabolic and endocrine diseases**
-  **Infectious diseases**
-  **Gastrointestinal diseases**
-  **Nervous system disorders**
-  **Rare diseases**

## Protecting patients' health & safety

[GRI 103-1, GRI 103-2, 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. We manufacture and market our products in a responsible way, and inform patients, physicians and pharmacists about benefits and risks. The legal underpinning for Pfizer's activities in Austria includes:

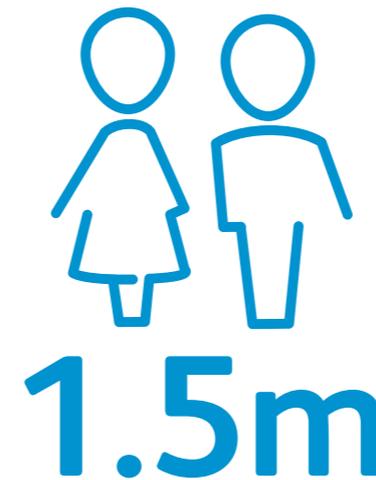
- > the Medicinal Products Act (AMG)
- > the Medicinal Products Import Act (AWEG)
- > the Arzneimittelbetriebsordnung (Medicinal Product Plant Regulations; AMBO)
- > good manufacturing practice (GMP)
- > good distribution practice (GDP)

Compliance with these requirements is continuously monitored by way of audits and inspections. (GRI 103-3)

Pfizer's quality management system is central to our work. Pfizer collects and continually assesses safety-relevant information, from researching the active ingredient in the lab to the product's approval and market launch. For example, we obtain this type of information in clinical trials and from reports on adverse drug reactions or quality complaints.

## Patient impact: What Pfizer does for health in Austria

More than one and a half million people in Austria rely on our medicines. This is of course a great responsibility to bear, as we are well aware. But we are also very proud of our contribution towards health in Austria.



people trust in Pfizer drugs

Our vaccines can protect over 800,000 people in Austria against infectious diseases every year. We also provide treatments for 80,000 patients with atrial fibrillation to help prevent the worst outcome, stroke. Patients with chronic inflammatory diseases can count on us. This includes 7,000 a year with rheumatism, intestinal diseases or psoriasis. Every year, our drugs support more than 2,000 people in Austria in their battle against

**138**  
medicinal products  
(522 articles)

**6**  
new approvals

**11.2m**  
packages sold



cancer. We also provide therapies for hemophilia, polyneuropathy, growth disorders or even very rare lung diseases to some 400 patients a year.

Patients treated by therapeutic area (estimated figures for 2019)

Cancer	1,140
Rare diseases	700
Vaccines	835,000
Pain	> 1 million
Anti-infectives	610,000
Cardiovascular diseases	200,000
Inflammatory diseases	7,000
Smoking cessation	5,000

 [Watch video](#)

## Access to essential medicines

(GRI 103-1, GRI 103-2, GRI 103-3)

Drugs are an important part of medical care. Our products must be available quickly when they are needed. As a manufacturer, we strive to ensure that we are always able to deliver. Although we analyze market demand in great depth and plan accordingly, there may be situations where medicines are not available. Our delivery capacity in 2019 was 93.8 percent.

### Reasons for supply bottlenecks\*:

- > Scarcity of raw materials in production
- > Quality issues during production (impurities in the production process, defects in packaging, etc.)
- > Quality issues in distribution (failure of refrigeration units during transport, etc.)
- > Unexpected spike in demand (more products are needed than anticipated because of a sudden outbreak of a disease affecting many people or disruption of a competitor's production)
- > Unpredictable outflow of goods abroad brought on by parallel trade (dealers sell products to another EU country because they can get higher prices there than in Austria)

\* Source: <https://www.pharmig.at/themen/versorgung/arzneimittelversorgung-loesungen-fuer-lieferengpaesse-gemeinsam-finden/>

## Actions to ensure access to pharmaceuticals

Pfizer works proactively with all stakeholders from internal departments to wholesalers and pharmacies to ensure an optimum supply and to prevent critical situations.

A regulation came into force on April 1, 2020, to assure even greater transparency in the supply of pharmaceuticals. This ordinance calls for the marketing authorization holder to report any prescription drug that is likely to be unavailable for two weeks or more to the BASG (Federal Office for Safety in Health Care) for it to be included in this authority's publicly accessible register.

The authority can then impose a temporary export ban on these products. This prohibition is to be imposed when the supply line for the Austrian population is seriously and substantially in jeopardy.

**93.8%**  
delivery capacity

**50** patients in clinical studies

**31** patients in non-interventional studies

## Research at Pfizer in Austria

(GRI 103-1, GRI 103-2, GRI 103-3)

Whatever the condition may be, cancer, rheumatism or an infectious disease, patients and their loved ones pin their hopes on new treatment options. Joining forces with partners from all over the world, we search for new drugs and therapies.

## Our research priorities

 <p><b>Immunological &amp; inflammatory diseases</b></p>	<p>Rheumatism Psoriasis Lupus Crohn's disease Ulcerative colitis Atopic dermatitis</p>	 <p><b>Cardiovascular &amp; metabolic diseases</b></p>	<p>Non-alcoholic fatty liver disease Obesity Diabetes Cachexia</p>
 <p><b>Oncological diseases</b></p>	<p>Breast cancer Lung cancer Leukemia Kidney cancer Gastrointestinal tumors and other diseases</p>	 <p><b>Rare diseases</b></p>	<p>Sickle cell anemia Hemophilia Growth disorders Achondroplasia</p>
 <p><b>Anti-infectives</b></p>	<p>Treatment of infections caused by gram-negative bacteria for which therapy options are limited or nonexistent</p>	 <p><b>Vaccines</b></p>	<p>For the prevention of infections caused by pneumococci, meningococci, Clostridium difficile or streptococci</p>



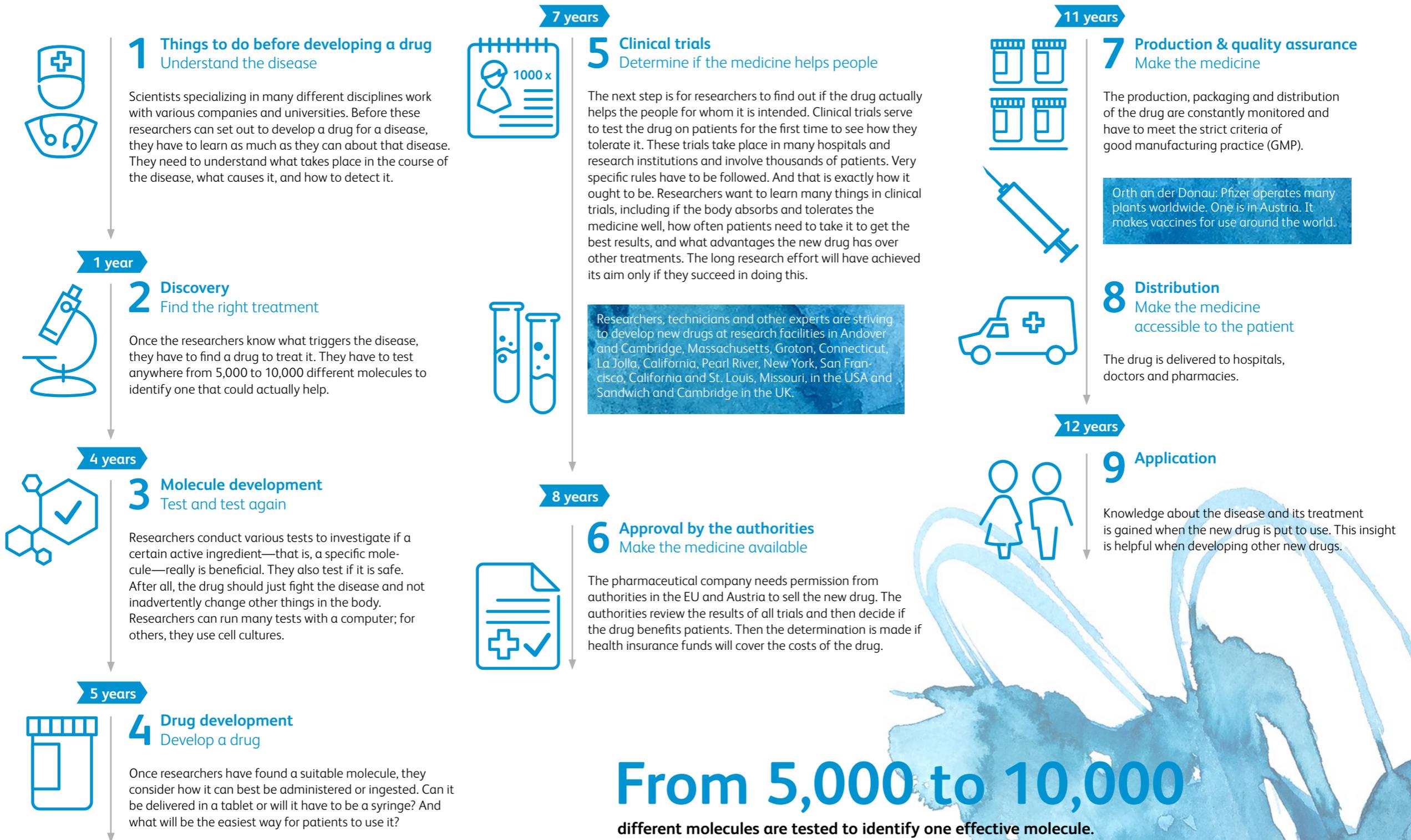
Clinical studies play a key role in the development of a drug. It can only be submitted for approval after successfully completing all phases of clinical research.

Pfizer's clinical studies worldwide are posted at [www.clinicaltrials.gov](http://www.clinicaltrials.gov).

For the latest information about our pipeline, visit [pfizer.at/unternehmen/forschung-entwicklung](http://pfizer.at/unternehmen/forschung-entwicklung)

# The path from the development to the delivery of a drug

(GRI 102-2, GRI 102-9)



## The making of a TBE vaccine



The story of a vaccine's origin at Orth an der Donau



# 14.1m

Vaccine doses (2019)



### Grow the viruses

Viruses do not have a metabolism. They need living host cells to reproduce, so a primary cell culture is derived from hens' eggs. It is then supplied with a liquid nutrient medium, mainly amino acids and glucose.



### Infect the cell culture

This cell culture is infected behind hermetically sealed doors. The active virus is conveyed from a biosafety cabinet through stainless steel piping into eight 100-liter bioreactors for cells to grow and viruses to multiply upstream.



### Harvest the viruses

The viruses are then harvested by centrifugation and chemically inactivated in special tanks. The vaccine thus contains the entire virus, but it is no longer active. This means viruses can no longer replicate and cause infections, but they can stimulate the immune system to respond to the pathogen.



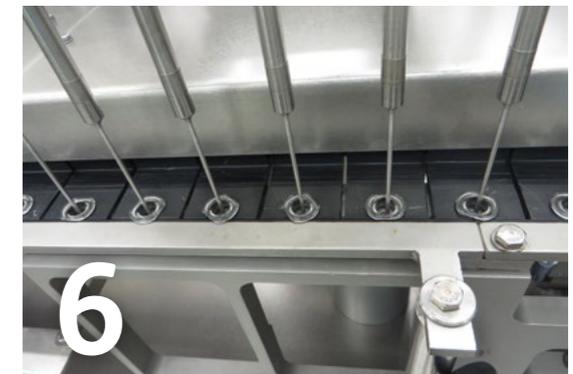
### Purify the vaccine

This chemical compound is purified downstream along with the other byproducts of the biotechnological process in an ultracentrifuge that spins at 110,000 times the standard acceleration of gravity. This produces a highly purified, highly concentrated viral suspension.



### Store the suspension

The liquid is stored at minus 30°C until it goes to the bottling line in Vienna.



### Fill it into syringes

The viral suspension is diluted and filled into syringes at Vienna. Then the vaccine is shipped out in strict compliance with cold chain standards.

**13** Our sustainability strategy

**14** Materiality analysis  
Our target areas and  
material topics

**15** Materiality matrix

**16** Impact on various core processes

**17** Anchor points for sustainability  
in the Pfizer organization  
Stakeholder engagement



**Our sustainability strategy**

## Our sustainability strategy

All our business activities are guided by our purpose blueprint, our corporate purpose and our goals. And our actions are guided by our imperatives and values, which contribute materially to the company's success and further development.

### Purpose blueprint

Our corporate purpose

**Breakthroughs that change patients' lives**

Our 5 bold moves



**1. Unleash the power of our people**



**2. Deliver first-in-class science**



**3. Transform our go-to-market model**



**4. Win the digital race in pharma**



**5. Lead the conversation**

### Our sustainability management is based on:

- > Pfizer's corporate strategy, "Breakthroughs that change patients' lives"
- > Pfizer's Environment, Health & Safety (EHS) Management Systems (EHSMS)
- > the Sustainable Development Goals (SDGs) of the United Nations
- > the ten principles of the United Nations Global Compact
- > the Global Diversity & Inclusion benchmarks
- > the target areas and material topics defined by our employees and stakeholders

### and on the following internationally recognized standards:

- > ISO 14001, ISO 45001 (2018) and OSHA VPP for the environment and occupational safety and health
- > ISO 26000 for corporate social responsibility
- > ISO/DIS 30415 (draft) on HR, diversity & inclusion

(GRI 102-12)

## Materiality analysis

(GRI 102-44, GRI 102-46, GRI 102-49)

As a pharmaceutical company, we are aware of the material topics in relation to our core business. These include:

1. Protecting patients' health and safety, and drug safety
2. Researching and developing drugs in Austria
3. Ensuring access to essential medicines and delivery capacity

These key issues have the highest priority for us as a responsible pharmaceutical company.

As in 2017, we have reviewed material topics for the current Pfizer report for their relevance and importance. In 2019, these topics were revised in a strategy and goal development workshop, assessed in an online survey of internal and external stakeholders, and analyzed by the members of the Sustainability workgroup at Pfizer Austria to determine their potential economic, ecological and social impacts. The topics from 2017 are now summarized as 14 material topics and grouped in four target areas.

In addition to our three key issues, we now have three target areas encompassing eleven important topics.

## Our target areas and material topics

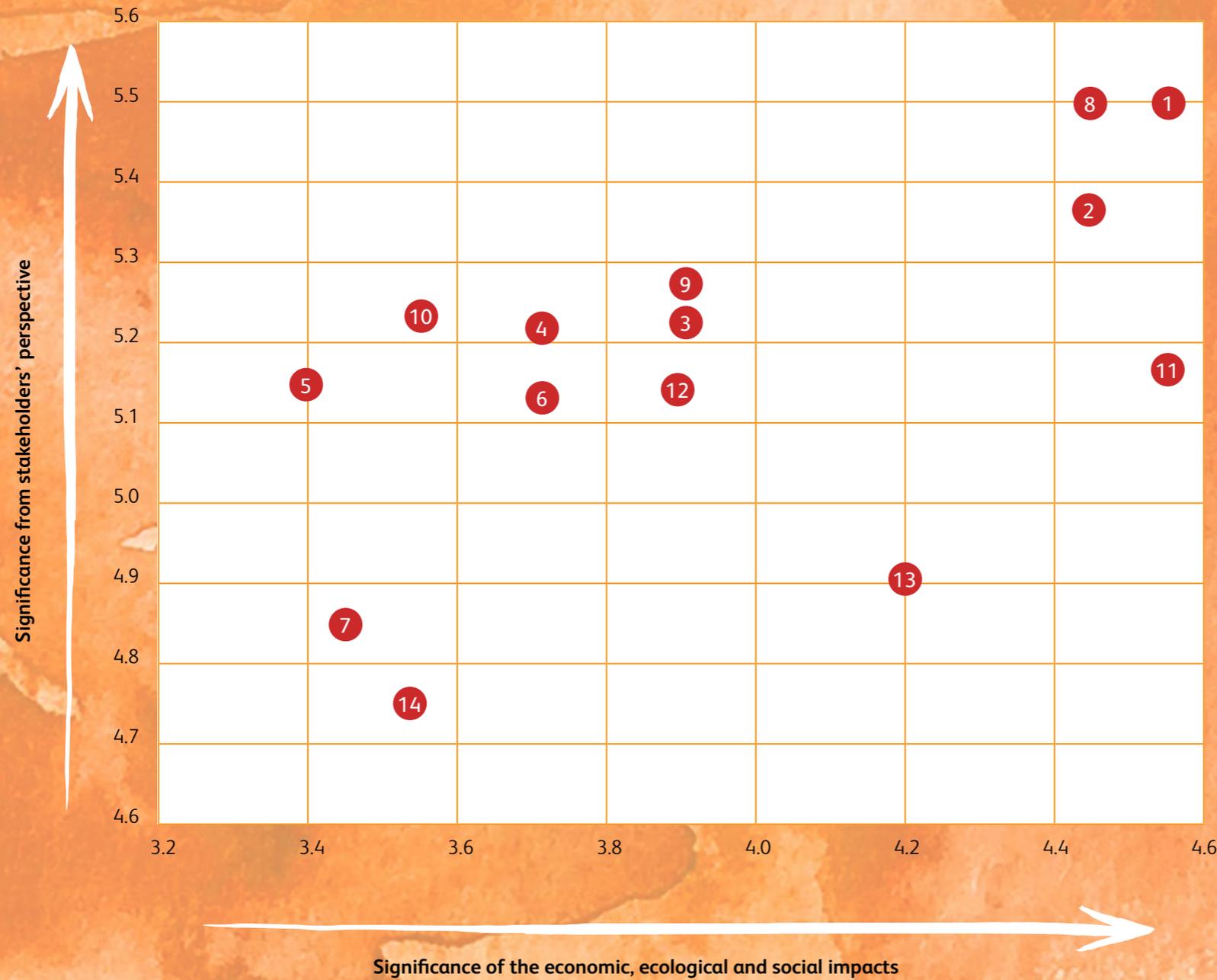
(GRI 102-47)

We have defined another target area alongside "Environment & production," "Pfizer as an employer," and "Products & society"—"Key issues." These are the most important issues that have the highest priority for us as a responsible pharmaceutical company.

Target areas	Material topics
Key issues	<ul style="list-style-type: none"> <li>&gt; Protecting patients' health and safety, and drug safety</li> <li>&gt; Research &amp; development in Austria</li> <li>&gt; Access to essential medicines and delivery capacity</li> </ul>
Environment & production	<ul style="list-style-type: none"> <li>&gt; Energy &amp; emissions</li> <li>&gt; Employee mobility</li> <li>&gt; Water</li> <li>&gt; Waste &amp; effluents</li> <li>&gt; Sustainable procurement</li> </ul>
Pfizer as an employer	<ul style="list-style-type: none"> <li>&gt; Conditions of work</li> <li>&gt; Diversity &amp; inclusion</li> <li>&gt; Health &amp; safety at work</li> </ul>
Products & society	<ul style="list-style-type: none"> <li>&gt; Promote education &amp; awareness</li> <li>&gt; Transparency &amp; ethics</li> <li>&gt; Create benefits for the surrounding region</li> </ul>



### Materiality matrix



#### Material topics at Pfizer Austria:

- 1 Drug safety
- 2 Health & safety at work
- 3 Promote education & awareness
- 4 Waste & effluents
- 5 Sustainable procurement
- 6 Energy & emissions
- 7 Create benefits for the surrounding region
- 8 Access to essential medicines
- 9 Research & development in Austria
- 10 Water
- 11 Conditions of work
- 12 Diversity & inclusion
- 13 Transparency & ethics
- 14 Employee mobility

## Impact on various core processes

We are aware that our actions have an impact on society and the environment. We always strive to avoid or reduce negative impacts and reinforce positive ones.

(GRI 102-15, GRI 416-1, GRI 308-2)

Core processes	Economic impact (example)	Environmental impact (example)	Social impact (example)
Research & development	<ul style="list-style-type: none"> <li>+ Creates direct and indirect jobs</li> <li>+ Investments in research &amp; development</li> <li>+ Clinical trials in Austria</li> <li>+ Free medication for subjects</li> </ul>		<ul style="list-style-type: none"> <li>+ New therapy options that could mark a significant advance in the treatment of diseases</li> <li>+ Patients take part in clinical trials in Austria</li> <li>+ Free medication for subjects (cost savings)</li> </ul>
Approval	<ul style="list-style-type: none"> <li>+ Approval of drugs and vaccines Austria/EU</li> </ul>		<ul style="list-style-type: none"> <li>+ New therapy options that could mark a significant advance in the treatment of diseases</li> <li>+ Steady supply of proven therapies &amp; medicinal products</li> </ul>
Production	<ul style="list-style-type: none"> <li>+ Creates jobs in Orth/Donau</li> <li>+ Regional benefits in Orth/Donau</li> </ul>	<ul style="list-style-type: none"> <li>– Emits CO<sub>2</sub>/greenhouse gases</li> <li>– Consumes energy and water</li> <li>– Produces waste &amp; effluents</li> <li>– Uses biohazards</li> <li>– Involves animal-based biomedical research</li> </ul>	<ul style="list-style-type: none"> <li>+ Makes major contribution to the global supply of vaccines to protect against diseases caused by serogroup C meningococci and tick-borne encephalitis (TME)</li> <li>+ Produces safe products with assured quality</li> </ul>
Marketing, Medical & Sales	<ul style="list-style-type: none"> <li>+ Creates jobs in Orth/Donau</li> <li>+ Provides information on medicines</li> <li>+ Provides information on diseases for patients</li> <li>+ Supports advanced training for doctors</li> <li>+ Supports further training for medical staff</li> <li>+ Sells medicines</li> </ul>	<ul style="list-style-type: none"> <li>– Consumes resources with (printed) marketing collateral</li> <li>– Causes CO<sub>2</sub>/greenhouse gases by traveling</li> </ul>	<ul style="list-style-type: none"> <li>+ Provides information for patients and medical staff (scientifically sound and balanced information)</li> <li>+ Supports further training for medical staff</li> <li>+ Sells safe medicines</li> </ul>
Distribution & warehousing	<ul style="list-style-type: none"> <li>+ Creates jobs in Orth/Donau</li> <li>+ Ensures access to medicines by delivering to wholesalers, hospitals, pharmacies</li> <li>– Destroys unused medicinal products</li> </ul>	<ul style="list-style-type: none"> <li>– Emits CO<sub>2</sub>/greenhouse gases</li> <li>– Destroys unused medicinal products</li> </ul>	<ul style="list-style-type: none"> <li>+ Ensures access to medicines by delivering to wholesalers, hospitals, pharmacies</li> </ul>
Use of therapies & medicinal products	<ul style="list-style-type: none"> <li>+ Maintains, restores or enhances productivity, health and quality of life</li> <li>+ Savings for health insurance funds</li> <li>+ Benefits patients</li> <li>+ Costs for health insurance funds</li> <li>+ Costs for patients</li> </ul>	<ul style="list-style-type: none"> <li>– Disposes of unused medicines</li> <li>– Disposes of expired medicines</li> <li>– Excreted drugs in effluents pollute the environment</li> <li>– Improper disposal of medicinal products pollutes the environment</li> </ul>	<ul style="list-style-type: none"> <li>+ Maintains, restores or enhances productivity, health and quality of life</li> <li>+ Efficacy/desired therapeutic effect</li> <li>+ Treatment with affordable therapies &amp; drugs</li> <li>+ Donated medicines</li> <li>– Potential side effects</li> <li>– Potential drug abuse</li> </ul>

”

*Transparency and respectful relationships are prerequisites for our daily work. It is with integrity that we create an excellent basis for cooperation with doctors, patients and our partners.*



**Jasmina Dzinic,**  
Certified Compliance Manager

## Anchor points for sustainability in the Pfizer organization

The Sustainability Officer manages and coordinates the sustainability agenda, which is under the auspices of the Corporate Affairs department.

The Managing Directors are involved in all decisions and part of the Sustainability workgroup consisting of representatives from all relevant departments 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)

## Stakeholder engagement

(GRI 102-40, GRI 102-42, GRI 102-43, GRI 102-21)

Our business activities have an impact on many people's interests and lives. We take this responsibility seriously and attach great importance to maintaining a dialog and a strong relationship with our stakeholders. We use a wide range of communication tools and channels to systematically engage with our stakeholders, regularly sharing information and offering various services such as roundtables with actors in the supply chain and with patient organizations.

Pfizer defines its interest groups in the course of stakeholder analyses. This was done for the first time in a structured process in 2015 when several workshops took place to define, group and analyze all Pfizer stakeholders.

These findings have since been reviewed and updated at regular intervals. Because our society's healthcare is such a complex matter, Pfizer has many heterogeneous stakeholders. In keeping with our global diversity & inclusion strategy, we have ordered our stakeholders in the following categories: patients, colleagues, communities and partners.

Stakeholder groups	Patients	Colleagues	Community				
Stakeholders	Patients & their loved ones, the public	Employees	Municipalities & neighbors	NGOs	Policymakers & legislators	Authorities	Educational institutions
	Self-help groups	<ul style="list-style-type: none"> <li>&gt; Employees</li> <li>&gt; Contractors</li> <li>&gt; Partner companies (e.g. B. BMS, Merck)</li> </ul>	<ul style="list-style-type: none"> <li>&gt; City of Vienna</li> <li>&gt; Town of Orth/Donau</li> <li>&gt; Donau-Auen National Park</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Charitable organizations</li> <li>&gt; Animal &amp; environmental protection organizations</li> <li>&gt; Transparency International</li> </ul>	<ul style="list-style-type: none"> <li>&gt; European Union</li> <li>&gt; Federal government</li> <li>&gt; Federal ministries</li> <li>&gt; State government</li> <li>&gt; Municipal government</li> </ul>	<ul style="list-style-type: none"> <li>&gt; AGES – Österreichische Agentur für Gesundheit und Ernährungssicherheit GmbH [Austrian Agency for Health and Food Safety]</li> <li>&gt; Labor Inspectorate</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Schools</li> <li>&gt; Universities</li> </ul>
<b>Significance for Pfizer</b>	These are the end-users* of our therapies and medicines. Pfizer Austria researches, develops and makes products for these consumers.	The workforce at Pfizer Austria strives to provide the best possible therapies and medicines to Austrian patients and produce vaccines for the entire world.	With the support and tolerance of municipalities and neighbors, we are able to smoothly execute our business activities.	Pfizer Austria lives up to its great social and societal responsibility in a joint and mutually enriching effort with those organizations.	Policymakers and legislators set the framework for Austria and thus also for the business activities of Pfizer Austria.	These authorities monitor and inspect the products of Pfizer Austria and are responsible for their approval and assuring quality and patient safety.	This is where Pfizer Austria meets potential future employees, a target group for which the company wishes to promote health literacy at a young age.
<b>Communication</b>	<ul style="list-style-type: none"> <li>&gt; Direct contact and dialog</li> <li>&gt; Pfizer.at/patient service</li> <li>&gt; Bilingual leaflets</li> <li>&gt; Pfizer Medical Info</li> <li>&gt; Mobile apps</li> <li>&gt; Patient videos</li> <li>&gt; Adverse event reports, complaints</li> <li>&gt; Social media channels</li> <li>&gt; Awareness campaigns</li> <li>&gt; Events</li> <li>&gt; Dialogs</li> <li>&gt; Brochures</li> <li>&gt; Online information</li> <li>&gt; Advisory board with patients</li> <li>&gt; Networked self-help groups</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Direct contact and dialog</li> <li>&gt; Discussions with employees</li> <li>&gt; Surveys</li> <li>&gt; Events</li> <li>&gt; Intranet</li> <li>&gt; Yammer</li> <li>&gt; Mail</li> <li>&gt; Newsletter &amp; social media channels</li> <li>&gt; Training &amp; mentoring</li> <li>&gt; Works Council</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Direct contact and dialog</li> <li>&gt; Healthy community</li> <li>&gt; Volunteering</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Direct contact and dialog</li> <li>&gt; Donations and sponsorships</li> <li>&gt; Volunteering</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Events</li> <li>&gt; Visits</li> <li>&gt; Via FOPI</li> <li>&gt; Pharmig</li> <li>&gt; WKO</li> <li>&gt; Communication via social media</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Direct contact and dialog</li> <li>&gt; Inspections</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Apprenticeship programs</li> <li>&gt; Teach for Austria school project</li> <li>&gt; Vienna Children's Health Week</li> <li>&gt; Presentations for AHS teachers</li> <li>&gt; Work experience days</li> <li>&gt; Competently sustainable</li> <li>&gt; Diploma theses</li> <li>&gt; Vacation internships</li> <li>&gt; Factory tours</li> </ul>

Stakeholder groups	Partners						
Stakeholders	Customers	Partner organizations	Suppliers	Advocacy groups	Competitors	Insurance organizations	Media
	<ul style="list-style-type: none"> <li>&gt; Hospitals</li> <li>&gt; Wholesalers</li> <li>&gt; Pharmacies</li> <li>&gt; Physicians</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Patient organizations</li> <li>&gt; Research institutes, medical associations</li> <li>&gt; Landlords</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Staffing</li> <li>&gt; Disposal companies</li> <li>&gt; Fleet management</li> <li>&gt; Event &amp; convention management</li> <li>&gt; Material suppliers</li> <li>&gt; Agencies</li> <li>&gt; Software/hardware service providers</li> <li>&gt; Occupational health physicians</li> <li>&gt; Water and power companies</li> <li>&gt; Consentiv</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Pharmig (Association of the Austrian Pharmaceutical Industry)</li> <li>&gt; Federation of Austrian Industry</li> <li>&gt; European Federation of Pharmaceutical Industries and Associations (EFPIA)</li> <li>&gt; IGEPHA – Austrian Self Care Association</li> <li>&gt; FOPI – Forum of the Research-Based Pharmaceutical Industry</li> <li>&gt; ÖVIH – Austrian Association of Vaccine Manufacturers</li> <li>&gt; Pharma Marketing Club Austria</li> <li>&gt; Austrian Biosafety Network</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Pharmaceutical companies</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Main Association of Austrian Social Security Institutions</li> <li>&gt; Private insurance companies</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Specialized and consumer media</li> </ul>
<b>Significance for Pfizer</b>	These organizations are the link between Pfizer Austria as a pharmaceutical company and the consumers who depend on these products.	Our partner organizations play a key role in shaping the portfolio of Pfizer Austria by sharing information about what patients need.	Pfizer Austria's suppliers not only play a decisive role in the success of our business by providing resources; they enable various processes to flow smoothly.	These advocacy groups are important to Pfizer Austria in that we can join forces to speak to policymakers with a unified voice.	Pfizer Austria and its competitors provide medicines in Austria.	Insurance funds carry the costs for the majority of our products.	The media are important to Pfizer Austria as the means of reaching our target groups with information and health awareness messages.
<b>Communication</b>	<ul style="list-style-type: none"> <li>&gt; Direct contact and dialog</li> <li>&gt; Portal for physicians: pfizermed.at</li> <li>&gt; Pfizer Medical Information: pfizer.at/medinfo</li> <li>&gt; News</li> <li>&gt; Visits (sales force)</li> <li>&gt; Medical Affairs</li> <li>&gt; Printed brochures</li> <li>&gt; Events</li> <li>&gt; Training</li> <li>&gt; Advisory boards</li> <li>&gt; Annual wholesaler meetings</li> <li>&gt; Customer Service</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Research grants</li> <li>&gt; Training</li> <li>&gt; Regular gatherings</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Direct contact and dialog</li> <li>&gt; Regular meetings</li> <li>&gt; Collaboration</li> <li>&gt; WebEx</li> <li>&gt; Phone</li> <li>&gt; Mail</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Direct contact and dialog</li> <li>&gt; Events</li> <li>&gt; Meetings</li> <li>&gt; Working groups</li> <li>&gt; Networking</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Direct contact and dialog</li> <li>&gt; Cooperation in associations such as FOPI, Pharmig, WKÖ</li> <li>&gt; Sharing of adverse reaction reports and product complaints</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Direct contact and dialog</li> <li>&gt; Visits</li> <li>&gt; Negotiations</li> <li>&gt; Joint events</li> <li>&gt; Application</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Direct contact and dialog</li> <li>&gt; Interviews</li> <li>&gt; Press conferences</li> <li>&gt; Media inquiries</li> </ul>

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  - Reducing CO<sub>2</sub> emissions & energy consumption
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Our priority  
SDGs



# Environment & production

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 efforts to this end are guided by our global Environment, Health & Safety Management Systems (EHSMS), which take into account the ISO (International Organization for Standardization) 14001, ISO 45001 (2018) standards, OSHA VPP environmental standards, and occupational health and safety standards.

We combine data collection and verification, internal audits, facility self-assessments and management system reviews of the site, functions and company to this end.

(GRI 103-3)

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. Oriented on the United Nations' Sustainable Development Goals, Pfizer's global environ-

mental strategy focuses on three areas – reducing GHG emissions, using water efficiently and conscientiously, and searching for innovative ways of minimizing waste. This effort is ongoing, and we are pursuing it jointly with all our contractual partners and suppliers.

(GRI 102-11, UNGC 9)

### Pfizer's environmental actions in Austria at a glance

#### ●● Use modern meeting technologies



Pfizer is increasingly relying on video and phone conferences. This has already enabled us to reduce air travel and journeys by car. We aim to continue pursuing this goal. Every time employees go to book a flight they are asked if they can make their appointment without traveling by air.

#### ●● Condense transport routes



Pfizer does not operate trucking fleets or logistics facilities of its own; we have organized distribution in its entirety with our partner company Kwizda since 2014. At the time, we also relocated Pfizer Austria's main warehouse from Germany to Austria, taking the first important step to condense transport routes. We are working on further measures in a joint effort with Kwizda.

#### ●● Recycle



Sustainable use of resources means avoiding waste wherever possible and, where not, handling it properly. Pfizer Manufacturing Austria recirculates residual materials for recovery and further use. Pfizer Corporation Austria also vigorously pursues its waste separation and recycling program.

#### ●● Promote green commuting

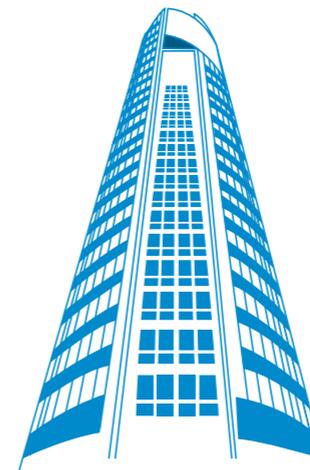


Pfizer motivates its employees to leave the car behind when they travel to the office. The company offers monthly allowances for public transport. Many employees cycle to work and can use the bicycle parking spaces on the company premises. A factory shuttle bus is also available for the commute to Orth/Donau.

#### ● Electric charging station

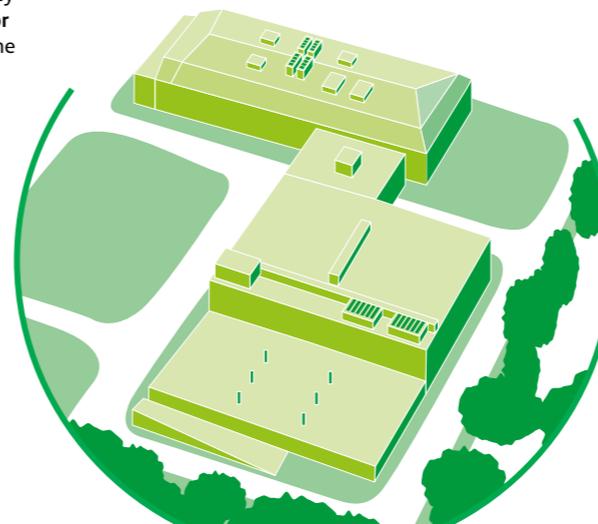


Employees of Pfizer Manufacturing Austria have access to an electric charging station on the premises.



● Pfizer Corporation Austria, Vienna

● Pfizer Manufacturing Austria, Orth/Donau, Lower Austria



#### ● Green manufacturing



Pfizer Manufacturing Austria keeps a watchful eye on a vaccine's entire journey from the raw materials to manufacturing and logistics. The company strives to operate sustainably every step of the way. Our local Green Saves program enables employees to submit proposals to conserve resources on site at any time.

#### ● Energy-efficient laboratories



Manufacturing and testing vaccines in biotechnological laboratories is an energy-intensive undertaking. A biosafety cabinet\* consumes about as much energy in a year of lab operation as a three-person household. Pfizer Manufacturing Austria has invested in an efficient ventilation system at the site to significantly reduce energy consumption.

#### ● Sustainable product and process development



Even in the early stages of vaccine development and production, Pfizer focuses on ecofriendly and energy-efficient solutions. The R&D department also works with outside experts to find future-minded processes. Pfizer Manufacturing Austria optimizes its processes so individual steps require less water.

#### ●● Hydroelectricity



\* Sterile workbench for tasks involving cell cultures or sensitive materials

### Video: Water treatment plant & new ventilation system at Orth

[Watch video](#)

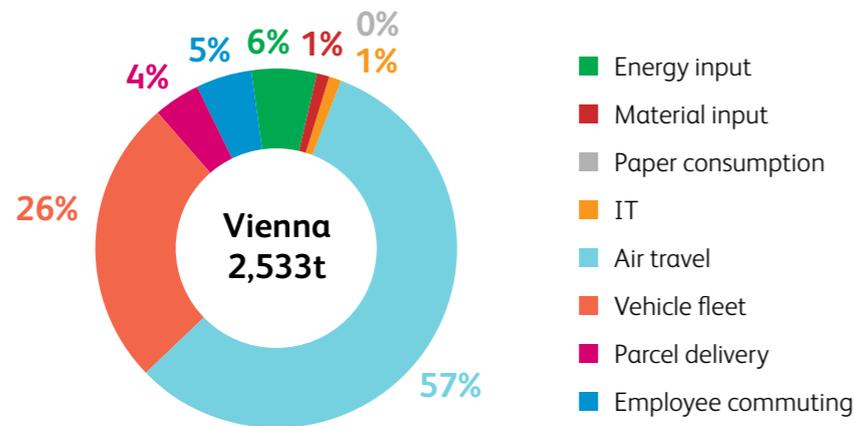


Greenhouse gas emissions of the Pfizer locations in Vienna and Orth/Donau

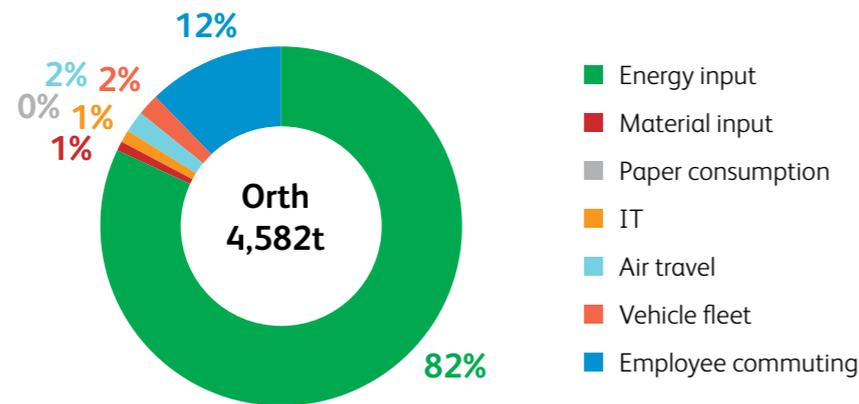
**2,533t**  
GHG emissions  
at the Vienna location

**4,582t**  
GHG emissions  
at the Orth/Donau location

Percentage share of GHG emissions at the Vienna location



Percentage share of GHG emissions at the Orth/Donau location



Savings since 2017:

Total GHG emissions have dropped by around nine percent to 7,115 metric tons of CO<sub>2</sub> emissions in just two years. This is largely attributable to the fact that staff flew a lot less than in 2017. The share of GHG emissions from air travel has come down from a total of 33 percent to less than 22 percent. However,

energy input (electricity and heat/steam) still accounts for the largest share of GHG emissions. GHG emissions attributable to this energy input have increased by twelve percent. However, it should be noted that the amount of vaccines produced by the facility increased by well over 40 percent from 10 million to 14.1 million.

Pfizer Orth/Donau location	Change in GHG from 2017 to 2019	Pfizer Vienna location	Change in GHG from 2017 to 2019
<b>Energy input</b>		<b>Energy input</b>	
Electricity	24%	Electricity	-10%
Heat	3%	Heat	8%
<b>Material input</b>		<b>Material input</b>	
Refrigerant	-22%	Refrigerant	60%
Disinfectants and gloves	4%	Cleaning agents	37%
Paper consumption	0%	Paper consumption	-90%
IT	8%	IT	-22%
Air travel	-66%	Air travel	-37%
Vehicle fleet	58%	Vehicle fleet	0%
		Parcel delivery	-6%
Employee commuting	1%	Employee commuting	-15%
Total	6%	Total	-27%

# Pfizer's environmental actions in Austria in detail

## Reducing CO<sub>2</sub> emissions & energy consumption

(GRI 103-1, GRI 103-2)

As a company in the healthcare sector, we are concerned about the effects of global climate change on health. Pfizer also has to do its part to help mitigate climate change and its effects.

We are working on a climate action plan for Pfizer Austria with the Environment Agency Austria. In Austria, we want to achieve a 35 percent reduction of our CO<sub>2</sub> emissions by 2025 compared to the baseline year 2017.



The key actions we take to reduce our CO<sub>2</sub> emissions and energy consumption include:

Green manufacturing	Employee mobility
<b>Take improvement measures based on the results of energy efficiency audits</b>	<b>Use innovative technologies such as video, WebEx and teleconferencing to reduce air travel</b>
With a new ventilation system installed at Orth/Donau, we can cut energy consumption by around 20 percent from 2021 forward	Grant a monthly allowance for employees who commute with public transportation
Convert interior and exterior lighting to LED lamps at Orth/Donau	The company provides a factory shuttle bus at the Orth/Donau site to reduce commuter car use. It makes several runs to and from Vienna on weekdays

## Conscientious use of water

(GRI 103-1, GRI 103-2)

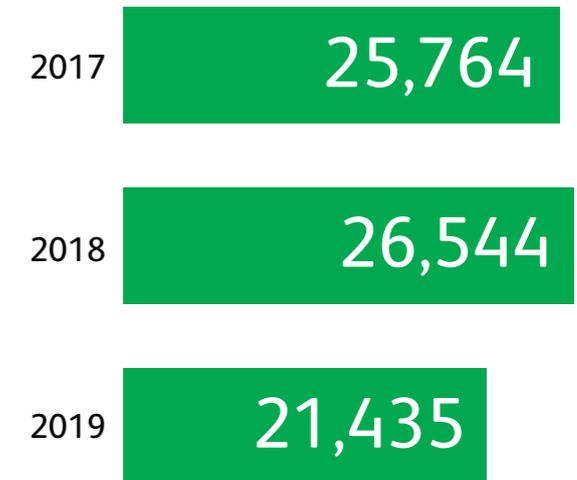
Clean water is a precious commodity. An important part of our responsibility as a global healthcare company is to help ensure our water consumption does not adversely impact the public water supply and quality of water in the communities where we operate.

We comply with the UN Global Compact Water Mandate and use the six core elements as guidelines for our water sustainability program. Our goal for 2025 is to reduce our consumption of public water (excluding noncontact cooling water) by five percent from the baseline year 2015.

The key actions we take to use water conscientiously include:

Build an additional water treatment plant in Orth/Donau by 2021
Regularly inspect for leaks and repair water pipes
Recover and return condensate
Optimize boiler operation and maintenance

## Water consumption (m<sup>3</sup>) at the Orth/Donau location



Goal for 2025: **-5%** Consume less public water than in the baseline year 2015

## Minimizing waste and effluents at Orth/Donau

(GRI 103-1, GRI 103-2)

Taking responsibility for the environment includes taking a responsible approach to waste. With the Green Journey, our holistic approach to waste management, we aim to minimize the environmental impact of our products and processes all along the value chain. We are focusing on using raw materials efficiently, minimizing waste and increasing our recycling rates.

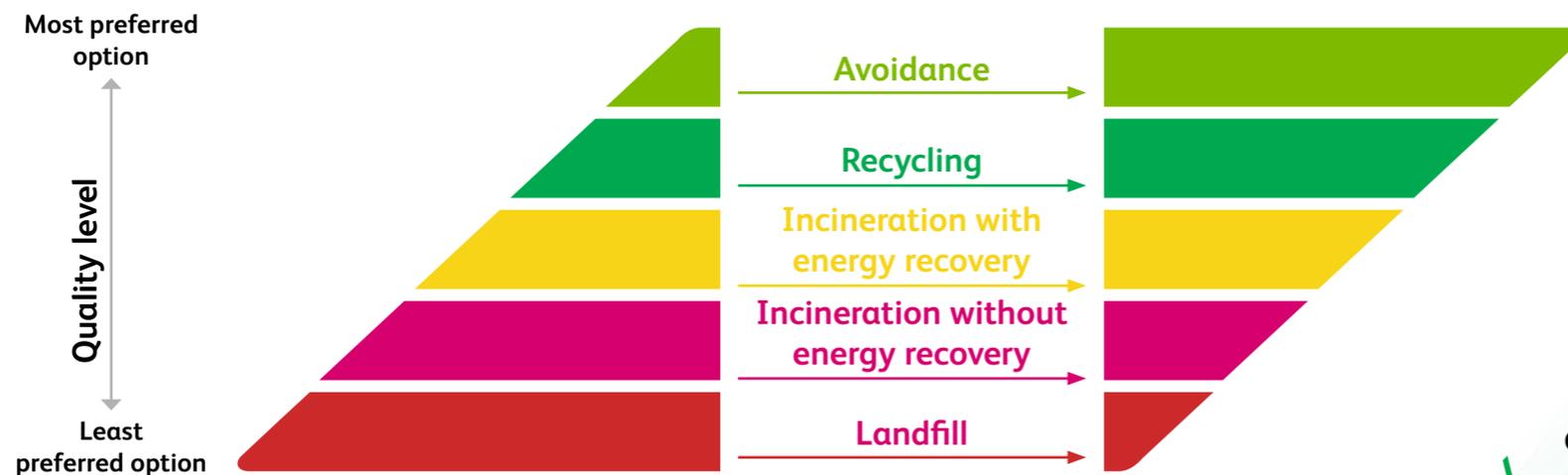
After committing to the UN's Sustainable Development Goals in 2012, Pfizer Global established a key figure for waste minimization in 2013 to achieve the goal of a 15 percent reduction. Pfizer production sites adapted this goal for themselves and rolled out objectives and programs of their own to achieve it.

To this end, Pfizer set up a team to assess existing waste indicators and investigate the most suitable option for the company. The key figure established by Merck KGa served as a reference for comparing pharmaceutical companies. This key figure indicates the respective waste disposal methods and clearly shows the progress of individual operating sites and of the various pharmaceutical companies.

As it stands, landfills are the most common means of waste disposal method. The plan is to reverse this trend as depicted in the chart below.

	2018	2019
<b>Total waste score</b>	<b>395</b>	<b>374</b>
<b>Avoidance</b>	<b>0</b>	<b>0</b>
<b>Recycling</b>	<b>83</b>	<b>77</b>
<b>Incineration with energy recovery</b>	<b>268</b>	<b>298</b>
<b>Incineration without energy recovery</b>	<b>44</b>	<b>0</b>
<b>Landfill</b>	<b>0</b>	<b>0</b>

The total waste score is based on the amount of waste and the waste disposal method. The waste score came down and the performance improved in 2019 as the company employed more resource-sparing methods (a higher rate of incineration with recovery).



Goal for 2025:

**+3%**

Recycling rate at Orth/Donau compared to the baseline year 2015

### What do we do with our waste?



The Vienna location set up a depot service in 2017 for employees to drop off expired or unused medication during working hours for proper disposal. The Orth/Donau location is expected to follow suit in 2020.

#### Sustainable procurement

(GRI 103-1, GRI 103-2)

Pfizer rigorously screens candidates when selecting partner companies. 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.

Pfizer Austria has the following goals for the years ahead:

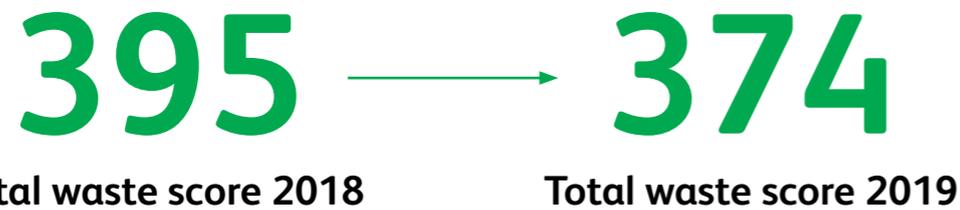
- > Ensure all suppliers support Pfizer’s Supplier Code of Conduct
- > Raise awareness for sustainability among every year’s top-3 suppliers
- > Incorporate sustainability in tendering criteria



”

*I am in charge of operational environmental protection in our vaccine production facility. I am also the representative for this in international teams with Pfizer colleagues tasked to minimize waste and conserve energy.*

**Michaela Eder,**  
Head of Environment,  
Health & Safety



**27** Achieving more together  
Conditions of work  
Corporate culture & values  
Family-friendly employer

**28** Diversity & inclusion  
Fair Play team

**29** Health & safety at work  
Training

Our priority  
SDGs



Pfizer as an employer

# 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, the 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.

## Conditions of work

(GRI 103-1, GRI 103-2)

## Corporate culture & values

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.

In their day-to-day work, all Pfizer employees are committed to helping people to healthier, longer lives with a better quality of life. At Pfizer Austria, we respect and uphold the values of our company, living by them day in and day out.

(GRI 102-16, UNGC 1)

## Family-friendly employer

Every stage of a person's life brings with it different needs. Pfizer aims to cater to these diverse demands placed on its employees in the best way possible. We take the following actions to this end:

Berufundfamilie [work and family] audit certificate acknowledges us as a family-friendly employer (GRI 103-3)
Enable people to work at home, job allowing
Offer working time models based on life phases
Support employees in various areas of life (via Consentiv, an outside counseling service that helps people cope with various professional and private challenges)

## OUR VALUES AND BEHAVIOR



### Courage

Think big. Speak up. Be decisive.



### Excellence

Focus on what matters. Agree who does what. Measure outcomes.



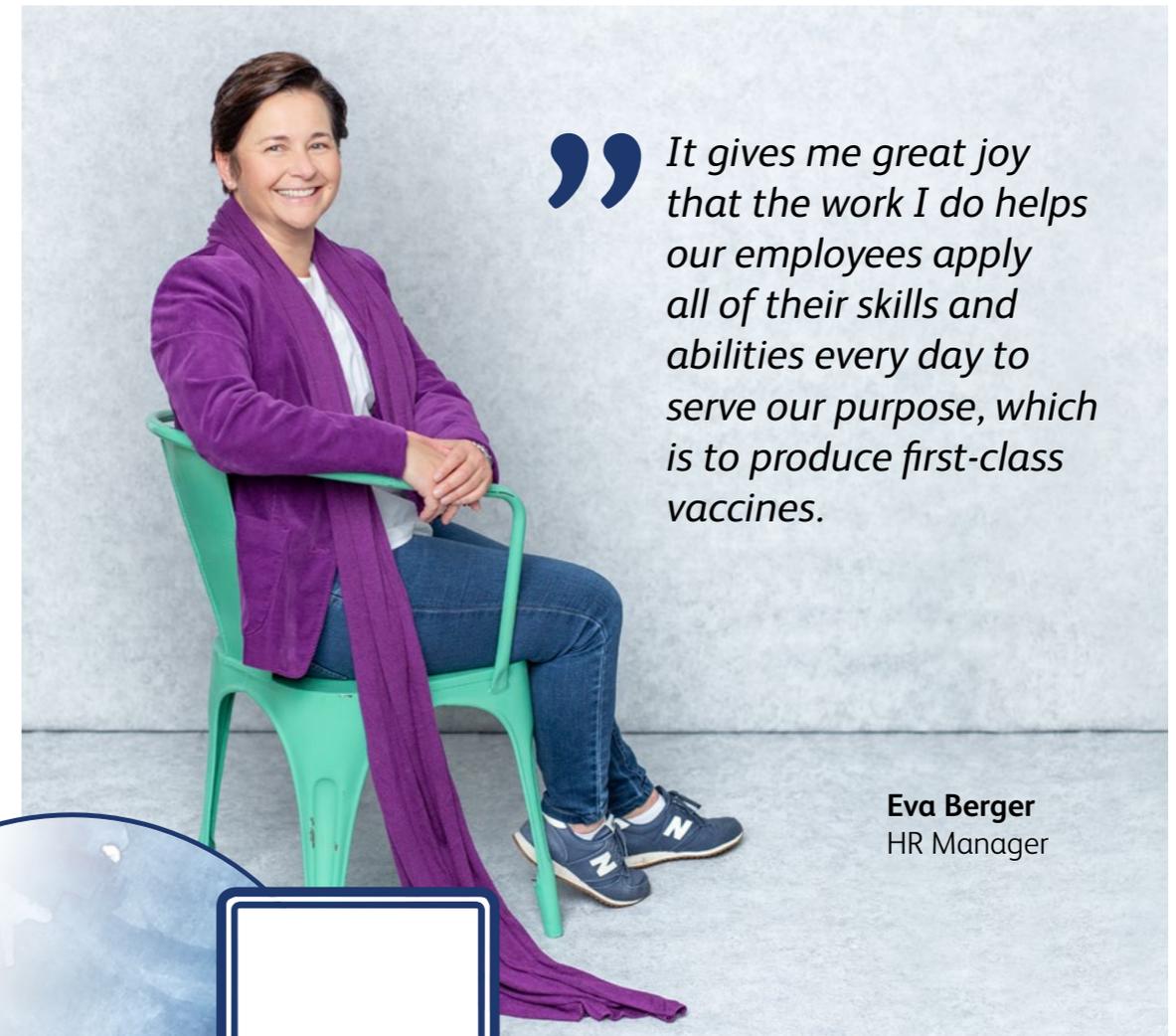
### Equity

Be inclusive. Act with integrity. Reduce healthcare disparities.



### Joy

Take pride. Recognize one another. Have fun.



*“ It gives me great joy that the work I do helps our employees apply all of their skills and abilities every day to serve our purpose, which is to produce first-class vaccines.”*

**Eva Berger**  
HR Manager

**10,199**  
home office days in 2019



## Diversity & inclusion

(GRI 103-1, GRI 103-2)

Our goal at Pfizer is to be as diverse as the patients and communities we serve.

> 25%

of Pfizer employees are over 50 years old

28

nations are represented in the company

3

people with disabilities work at Pfizer



Nearly 50% of supervisors are women

	Patients	Colleagues	Communities	Partners
<b>Reasons why</b>	A diverse workforce has a more personal understanding of the needs and concerns of our patients	We position ourselves as an attractive employer and want to recruit and retain the best talents	We want to be a good corporate citizen	We want to be a powerful multiplier for diversity & inclusion
<b>Impacts</b>	Reduces healthcare disparities	Ensures many talented people are represented in and committed to our company	Supports policies that promote fairness, equality and respect for all people	Work with partners, suppliers and vendors who share our D&I values

Our success is not only borne of our respect for one another; we also champion diverse characteristics and identities and ensure equal opportunities.

Everyone at Pfizer Austria is to be encouraged and supported in their efforts to make the most of their potential and talent. Employees with different backgrounds and skills bring unique perspectives and prospects to all aspects of the company.

We aim to step up our measures to promote the inclusion and participation of people with disabilities in society. Examples include the design of our website at [www.pfizer.at](http://www.pfizer.at) to WCAG guidelines, initiatives to raise the awareness of our employees, and our efforts in the context of recruiting.

### Fair Play team

Our Fair Play team is part of the global Diversity & Inclusion group. It has been developing proposals and identifying ways to

improve our efforts towards diversity, inclusion and equal opportunities since 2008. We base all our activities and measures on the Global Diversity and Inclusion Benchmarks and the current draft version of ISO/DIS 30415 on the subject of HR and diversity & inclusion. All our efforts are verified by an external entity as part of the audit for the berufundfamilie certificate.

(GRI 103-3)

## Top marks

Pfizer Global was again ranked at the top of the Human Rights Campaign Foundation's 2020 Corporate Equality Index for its policies and practices pertinent to lesbian, gay, bisexual, transgender and queer (LGBTQ) employees.





**Health & safety at work**

(GRI 103-1, GRI 103-2, GRI 103-3)

Employee health is our top priority. Pfizer is committed to actively promoting the mental and physical well-being of its workforce. The following preventive measures are taken in Austria:

- > Pfizer's global Environment, Health & Safety (EHS) Management Systems (EHSMS), which take into account the ISO (International Organization for Standardization) 14001, ISO 45001 (2018) standards, OSHA VPP environmental standards, and occupational health and safety standards
- > The Good Saves program to prevent occupational accidents and promote safety awareness among employees
- > Both locations have an Environment, Health & Safety (EHS) Officer
- > Pfizer has earned the "Company Health Promotion" seal of approval



- > Workplace health services such as free checkups, vaccinations, burnout and addiction prevention, and anonymous counseling provided by Consentiv, an outside counseling service that helps people cope with various professional and personal challenges
- > Vienna and Orth locations offer yoga, Pilates classes and training to help prevent back injuries

The high number of sick days at our Orth/Donau location is attributable to the strict stipulations for working under Biosafety Level 2 or Biosafety Level 3 and good manufacturing practice for pharmaceutical companies.

**Training**

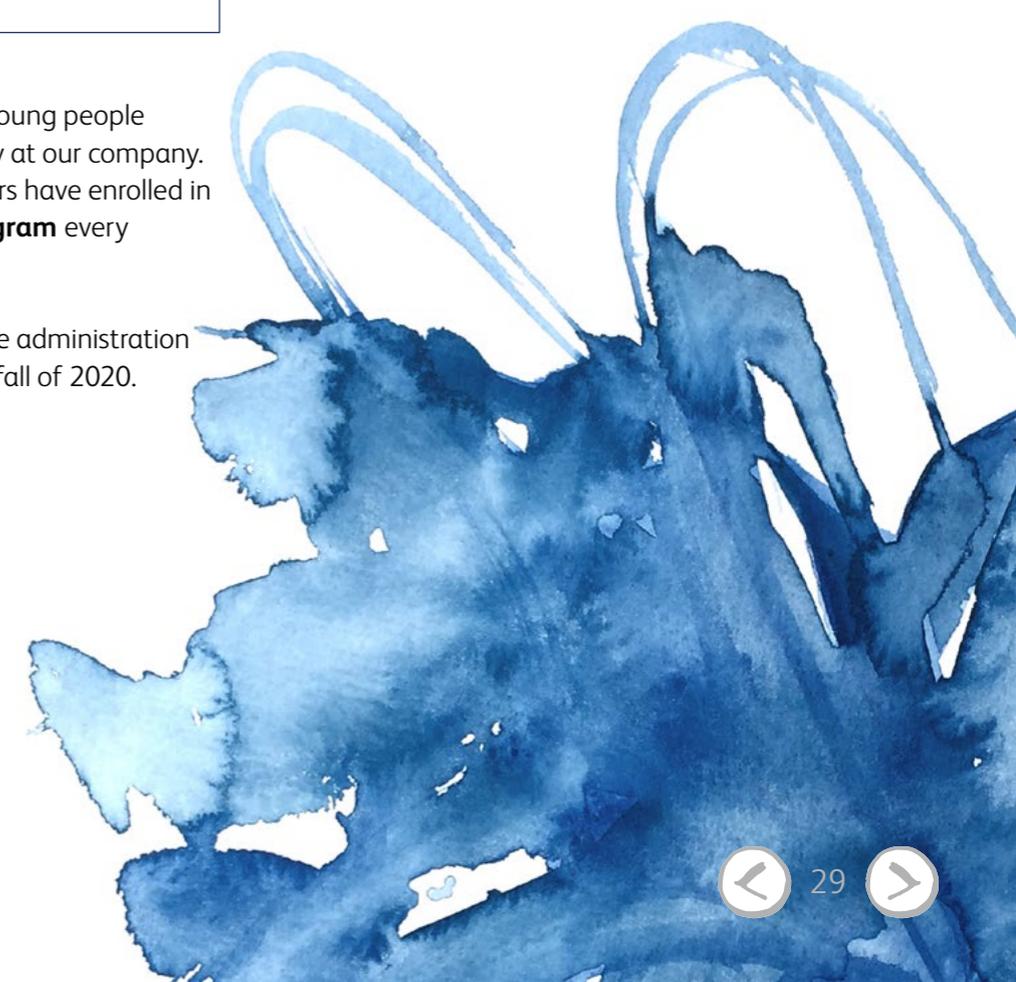
(GRI 404-2)

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. These include:

Individual development and training programs
Training and seminars
International career opportunities
Mentoring program
Apprenticeship slots (As of September 2020)

Pfizer Austria also affords young people insight into the working day at our company. Students with various majors have enrolled in the **Summer Student Program** every summer since 2008.

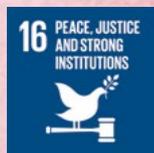
We will also launch an office administration apprenticeship program in fall of 2020.



- 31** Promote education & awareness
  - Responsible handling of pharmaceuticals
  - Adverse event reports
  - Protection against counterfeits
- 32** Ethics & transparency
  - Anticorruption & compliance
  - Transparency in our cooperation with medical professionals
  - Site expansion at Orth/Donau
- 33** Treatment of animals
  - Create benefits for the surrounding region
  - Pfizer corporate volunteering
  - Child and adolescent advocacy
  - Donations and sponsorships



Our priority  
SDGs



# Products and society

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 medicines 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.

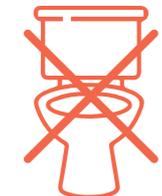
### Promote education & awareness

(GRI 417-1, GRI 103-1, GRI 103-2)

All products approved in Austria are subject to strict statutory informational requirements. The currently valid package inserts for all Pfizer products as well as information on therapeutic areas may be viewed on the company's website.

Medicines have to be handled properly so they can best achieve the desired effects. Everyone can do their part to help with that. One goal of the current sustainability program is to raise awareness among the public and our partners on how to use, store and dispose of medicines properly. Pfizer's share of the Austrian market for antibiotics comes to around 15 percent, so efforts to raise awareness on antibiotics and antibiotic resistance are very important to us. We are going to launch a campaign in 2020 on the responsible handling of pharmaceuticals.

### Responsible handling of pharmaceuticals



Proper sourcing	Proper storage	Proper ingestion	Proper disposal
<ul style="list-style-type: none"> <li>&gt; Obtain prescription drugs from public pharmacies/ dispensaries only</li> <li>&gt; Do not hoard medicines</li> </ul>	<ul style="list-style-type: none"> <li>&gt; In the original packaging with insert</li> <li>&gt; Protect against heat, moisture and sunlight</li> <li>&gt; Keep out of reach of children</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Take as prescribed by your doctor or as described in the package insert</li> <li>&gt; Do not self-medicate</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Return to the pharmacy or a hazardous waste collection point</li> <li>&gt; Do not discard in the trash at home or flush down the toilet or sink</li> </ul>
Danger of counterfeit medicines	Improper storage may impair the effectiveness of the medication	Consequences of medication errors: Ineffective, excessive or interactive action, an overdose or side effects	Improper disposal can harm the environment
<a href="#">Information on proper use in various languages</a>			

### Adverse event reports

(GRI 103-3)

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 pass it on to regulatory

authorities worldwide, and to notify prescribing physicians accordingly.

### Protection against counterfeits

(GRI 103-3)

New safety features for prescription drugs are required throughout the EU since February 2019. Each pack has to have a 2D code alongside the expiration date and batch

### Video: Information on the proper handling of antibiotics

[Watch video](#)



### Ethics & transparency

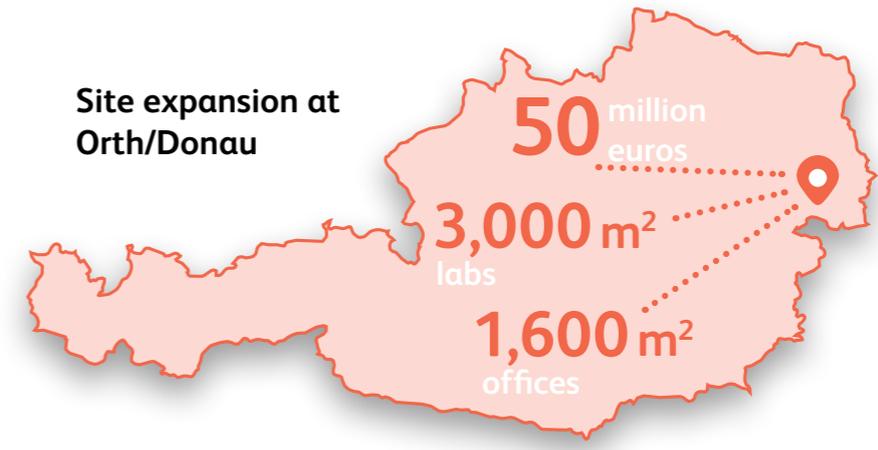
We pledge to market our products responsibly and report transparently on our business practices. Pfizer is committed to conducting all business with integrity and complying with all applicable laws and regulations from both ethical and legal vantage points. This applies to all employees without exception.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

(GRI 103-1, GRI 103-2)

### Anticorruption & compliance

As a subsidiary of a US corporation, we comply with the Federal Foreign Corrupt Practices Act (FCPA) as well as with the Code of Conduct (VHC) of the Austrian Pharmaceutical Industry Association (Pharmig). In addition, we base our lobbying activities on the Code of Conduct of the Austrian Public Affairs Association.

The Blue Book, our Code of Business Conduct, provides the underpinning for our principled



behavior. Our binding corporate guidelines 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 102-16, GRI 102-25, GRI 102-17, GRI 103-3, UNGC 10)

[Learn more about the Code of Conduct](#)

### Transparency in our cooperation with medical professionals

Pfizer works with doctors, pharmacists, scientists and other members of the medical profession as well as with institutions in the Austrian healthcare system. The goal is to achieve medical advances in a joint effort.

We support the initiative of the European Federation of Pharmaceutical Industries and Associations (EFPIA) and Pharmig for greater transparency, and disclose annually all benefits-in-kind granted to partners in healthcare. Disclosure by name requires the consent of the beneficiary. Unfortunately, only around 25 percent of physicians are currently prepared to have the benefits they receive from Pfizer disclosed by name.

### Benefits-in-kind include support 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 for the purpose of education, training, research or scientific work

[Learn more about this](#)

### Site expansion at Orth/Donau

Pfizer is investing a total of 50 million euros to set up new laboratories for an international quality control center for vaccines, to build modern offices, and to modernize and expand legacy vaccine production infrastructure. This way, Pfizer is securing jobs in the region for the long term and improving the plant's ecological footprint. The new premises are slated to open in 2021.

**~€1.2m**  
in payments to members of the medical profession (MMP)

**~€3.2m**  
in payments to institutions of the medical profession (IMP)

**~€22m**  
Research & development (R&D)



## Corporate volunteering in 2019

**481** hours  
**14** days  
**46** internal participants  
**10** external participants

Prof. Dr. Robin Rumler (left) and Martin Dallinger (right) appear in a video that provides insight into this project at Orth.

[Take video tour](#)



## Treatment of animals

Pfizer endeavors to carry out as few animal experiments as possible. 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.

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.

## Create benefits for the surrounding region

(GRI 103-1, GRI 103-2, GRI 103-3)

We want to do our part to contribute to society. We strive 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.

## Pfizer corporate volunteering

Every month, the corporate volunteering program affords two to four colleagues the opportunity to perform a voluntary community service. Pfizer's doctors support physicians in the Caritas Louisebus and share their knowledge in the WKO mentoring program for migrants. We also join in to help with

garbage collection drives in the Donau-Auen National Park, sort food donations, cook for the homeless and much more.

## Pfizer staff in action with the Canisibus soup truck

[Watch video](#)



Pfizer's volunteer program celebrated its tenth anniversary in 2018. This was an occasion not only to look back; but also and especially to look ahead.

As part of a stakeholder dialog, Pfizer met with representatives of non-profit organizations to talk about where demand for volunteer work will grow, what type of support will be needed, and how Pfizer can best help in the years ahead with its corporate volunteering program. In 2019, our business partners also had the opportunity to take part in our corporate volunteering program for the first time. We had ten external participants join us in 2019.

## Child and adolescent advocacy

Joining forces with the Caritas organization of the Archdiocese of Vienna, Pfizer Austria launched the **Pfizer Kids** project in 2004. 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 therapies as well as accompanying support for parents.

Educational opportunities still very much depend on the parental home. Education should not be a privilege. We want to do something about that, which is why Pfizer partners with **Teach For Austria**, an organization that champions equal educational opportunities. Pfizer staff explain various

health topics to students and share their tips on applications.

Around 2,000 children and adolescents in Austria suffer from juvenile rheumatoid arthritis. Pfizer has supported the annual **Rheumacamp** in Warmbad Villach, Carinthia, since 2007.

## Donations and sponsorships

We support patient organizations, charitable organizations, and registered institutions and associations with **monetary donations**, **sponsorships** and, when necessary, with **drug donations** in compliance with the Drug Donation Guidelines of the World Health Organization, the Pharmig Code of Conduct, and the nation's laws

	Monetary donations	Sponsorships	Donated medicines	Donated time	Other donations, costs for corporate volunteering
Total (incl. charitable organizations)	€117,522.00	€56,689.00	€169,951.18	481	€13,612.72
To patient organizations	€50,922.00	€36,689.00	€142,289.83	0	0

## Environment & production goals & actions

Goals	Actions	Vienna	Orth	Status	Time
<b>Organizational anchor points</b>					
Raise awareness of environmental protection	Raise public awareness for the responsible use of medication	x		TBD	2020
	Set up new Sustainability workgroup for Orth/Donau		x	Done	2018/19
	Further develop the measures for the Orth/Donau site			Underway	2020/21
	Roll out Green Saves environmental suggestion scheme	x	x	Underway	2018/19
	Install local Environment, Health & Safety coordinator for Vienna location	x		Done	2018/19
<b>Energy &amp; emissions</b>					
Combat climate change and its effects	Buy green electricity/change over to ecolabel-certified electricity	x		Postponed	2020/21
	Install a photovoltaic system at Orth/Donau		x	Canceled, not possible	2018/19
	Reduce greenhouse gas emissions by 1% compared to the amount produced		x	Done	2018/19
	Conduct another energy efficiency audit at Orth/Donau & Vienna	x	x	Done	2018/19
Draft climate action plan	Implement the climate action measures that the Environment Agency Austria drew up for Pfizer in Austria	x	x	New	2025
Promote green commuting and transport	Launch pilot project where the wholesaler destroys returned medicines directly to reduce trips to the plant	x		Canceled, not possible	2018/19
	Extend the ÖBB rail ticket for employees from 25% to 50%	x		New	2021
Reduce flights	Reduce flights to conventions where possible and time allowing	x		New	2020/21
	Use virtual communication tools more frequently	x		New	2021
Increase sustainable employee mobility by 5% (public transport, company bus, carpools)	Analyze mobility behavior: Survey the current mode of transportation for commuting to and from work and the willingness to change to another means of transport Analyze the options for supporting Pfizer carpools	x	x	New	2021
<b>Water</b>					
Manage water resources with care	Reduce water consumption by 1% compared to the amount produced		x	Done	2018/19
	Maintain current level of water consumption compared to the amount produced		x	New	2020
Improve water consumption management (Orth)	Assess water consumption with specific indicators (Orth)		x	New	2021
<b>Waste &amp; effluents</b>					
Promote responsible waste handling	Reduce water consumption by 2.3% at Orth/Donau compared to the amount produced		x	Done	2018/19
Improve waste management at Orth/Donau	Assess the waste management system with specific indicators (Orth)		x	New	2020/21

Goals	Actions	Vienna	Orth	Status	Time
<b>Sustainable procurement</b>					
Sustainable procurement	Create supplier guidelines for Vienna	x		Postponed	2020/21
	Create guidelines for sustainable procurement based on ISO 20400 for Vienna	x		Postponed	2020/21
	Give preference to local suppliers wherever possible at Orth/Donau & Vienna	x	x	Underway	2020/21
Foster dialog/exchange with internal and external stakeholders	Host stakeholder dialog with suppliers on sustainable procurement and the Supplier Code of Conduct	x		Postponed	2020/21
Take responsibility in the value chain	Amend contractual clauses in supplier agreements to stipulate respect for human rights, etc.	x		Postponed	2020/21
	Evaluate and define measures to promote sustainable procurement	x		Postponed	2020/21
	Improve terms of payment for Pfizer's suppliers	x		Canceled, not possible	2020/21
Raise awareness among three strategically important suppliers	Analyze suppliers (using an impact/volume supplier matrix)	x	x	New	2020/21
	Hold talks with three suppliers (pharmaceutical logistics, cafeteria, egg supplier) on sustainability criteria (Orth)				
	Benchmark the organization's sustainable procurement practices				
Continue reducing paper consumption in the office	Continue reducing paper consumption and transition to online invoicing (travel expense accounting, contracts, DocuSign)	x		New	2020/21
Transition to paperless lab in Orth	Circulate documents online for validation and signing		x	New	2020/21
Set out sustainability criteria in tenders	Include sustainability criteria in invitations to tender	x		New	2020/21

## Goals and actions for Pfizer as an employer

Goals	Actions	Vienna	Orth	Status	Time
<b>Conditions of work</b>					
Maintain and promote employee satisfaction	Conduct regular Pfizer Voice employee survey to analyze opportunities for improvement	x	x	Done	2018/19
	Drive on with the OWN IT! initiative for cultural change at Pfizer	x	x	Underway	2018/19/20
Support employees' work/life balance	Harmonize the Sales force's days off	x		Done	2018/19
	Offer home office option				
Family-friendly employer	Organize a Family Day at Pfizer	x		Every two years	2020
	Provide childcare at Orth on working days when school is out		x	Done	2018/19
Train and educate employees well	Launch Rep2020 training program for the Sales force	x		Done	2018/19/20
	Pfizer Academy: Set up internal training program for office staff and Sales force			Underway	2018/19/20
	Run mentoring program for Vienna and Orth/Donau	x	x	Done	2018/19
	Set up apprenticeship program	x		New	2020
Keep employee turnover rate below 5%	Analyze the corporate culture: Why do people stay at the company; why do they leave?		x	New	2020
Keep key personnel turnover rate below 3%	Train specialists		x	New	2020
Recruit key talent	Assess universities, schools, polytechnics, etc. to address talent target groups		x	New	2021
Build an employer brand	Collaborate with institutions, universities and schools for Orth/Donau		x	New	2021
Become a top employer	Rank among the top-3 pharma companies	x	x	New	2021
<b>Diversity &amp; inclusion</b>					
Assure equal opportunity and prevent discrimination at the workplace	Conduct inclusion training for managers and employees	x	x	Done	2018/19
	Take part in 'All Manager Forum 2020' on generation management			Underway	2020
	Make fair play a focus topic for the Sales force	x		Done	2018/19
Expand our diversity strategically	Draft/develop a local diversity strategy	x	x	TBD	2020
Reduce the compensatory quota	Work and recruit with MyAbility, a management consultancy for people with disabilities	x		New	2021
Set up barrier-free website	Submit site for the Web Content Accessibility certificate	x	x	New	2020

Goals	Actions	Vienna	Orth	Status	Time
<b>Health &amp; safety at work</b>					
Promote employees' health	Step up the 'Fit and Healthy' workplace health campaign	x		Underway	2020/21
	Focus on burnout prevention / raise awareness for mental health	x		Done	2018/19
	Take measures to prevent all types of accidents and boost employees' awareness on the job at Orth/Donau (Good Saves)		x	Done	2018/19
	Earn "Company Health Promotion" seal of approval	x	x	Done	2018/19
Strive for zero accidents	Conduct driver safety training, launch an online driver safety training tool	x		Done	2019
Improve occupational safety management with leading safety indicators at Orth/Donau	Boost occupational safety awareness		x	Underway	2021
	Assess occupational safety with leading safety indicators		x	Underway	2020/21

## Goals and actions for products & society

Goals	Actions	Vienna	Orth	Status	Time
<b>Protect patients' health and safety</b>					
Assure patient health and safety	Equip all packaging with a 2D security code by 2019 allowing every Pfizer medicinal product to be identified and traced individually. This goes to keep counterfeit drugs out of the legal supply chain (to be implemented step by step)	x		Underway	2019/20
Protect customer privacy	Introduce new data protection and privacy rules in the company	x		Done	2018/19
Afford access to essential medicines	Continue to improve access to Pfizer medicines for patients	x	x	Underway	2020/21
<b>Transparency &amp; ethics</b>					
Anticorruption	Train 100% of employees in relevant business units on Pfizer's Blue Book anticorruption guidelines	x	x	Underway	2020/21
	Implement suggestions for improvement gleaned from the audit to continue developing the company	x		Done	2018/19
Create transparency	Regularly disclose benefits granted to members of the medical profession (MMP) and to institutions of the medical profession (IMP) (EFPIA Disclosure Initiative)	x		Underway	2019/20
	Regularly disclose all benefits and donations granted to patient organizations, self-help groups and charitable organizations	x		Underway	2019/20
	Have Compliance Officers collaborate and network internationally across the group	x		Done	2018/19
Increase the number of by-name disclosures of payments to doctors to 30%	Raise awareness among the Sales force and physicians to increase by-name disclosures of payments	x		New	2020/21
	Win Pharmig and the Medical Association over to this topic and work together to raise awareness	x		New	2020/21
<b>Promote education &amp; awareness</b>					
Raise awareness & inform	Offer more digital information options to customers, for example, innovative virtual customer communication channels	x		New	2020/21
	Raise public awareness of counterfeit medicines	x		Done	2018/19
Foster dialog/exchange with internal and external stakeholders	Engage in dialog with patient organizations about patients' rights and patient-centric information	x		Underway	2020/21
Promote responsible handling of pharmaceuticals	Roll out "My Medicine – My Contribution" campaign on responsible handling of pharmaceuticals	x		New	2020/21

Goals	Actions	Vienna	Orth	Status	Time
<b>Create benefits for the surrounding region</b>					
Create benefits for the surrounding region	Survey employees on the status quo and expansion of Corporate Volunteering Days	x		Done	2018/19
Foster dialog/exchange with internal and external stakeholders	Engage in stakeholder dialog on the topic of “10 years of Pfizer Corporate Volunteering - quo vadis?”	x		Done	2018/19
Work with charitable organizations in the spirit of partnership	Continue to nurture long-term relationships and collaborate with social services such as Caritas and the Austrian Youth Red Cross	x		Underway	2020/21
Make social investments	Raise awareness for R&D in Austria	x		Underway	2020/21
Reduce pharmaceutical waste, e.g. by donating drugs	Identify the amount of pharmaceutical waste in 2019 and reduce future waste				
	Identify organizations’ demand for short-dated pharmaceuticals	x		New	2020
Offer traineeship slots to apprentices	Launch an office administration apprenticeship program	x		New	2020

## Key figures for responsible organizational governance

GRI	Key figures	PCA 2017	PCA 2018	PCA 2019	PMA 2017	PMA 2018	PMA 2019
201-1	Sales revenues / net revenue [€]	211,879,083.30	200,635,824.54	199,602,968.25	51,624,573.60	55,051,585.83	43,060,983.28
	Net profit [€]	1,730,339.18	6,185,694.95	3,157,772.71	3,647,457.58	4,182,308.52	3,860,547.21
	Personnel expenses [€]	24,219,642.51	23,976,824.22	30,580,202.48	17,360,991.89	19,294,969.13	20,429,300.91
	Operating costs [€]	24,754,519.17	21,942,034.18	24,621,715.74	12,973,725.73	10,572,024.10	12,088,364.02
	Depreciation [€]	8,572,288.34	2,966,825.12	2,964,534.42	6,502,914.45	6,698,401.06	6,006,492.34
	Balance sheet total [€]	106,186,104.32	121,850,745.51	135,594,410.37	86,769,008.56	87,123,309.56	96,008,900.13
	Equity [€]	39,371,222.57	45,556,917.52	48,714,690.23	17,500.00	16,561,494.02	20,422,041.23
	Profit before taxes [€]	2,592,691.93	8,839,651.94	4,514,379.88	4,867,496.67	6,029,745.42	5,413,010.89
	Income tax [€]	862,352.75	2,653,956.99	1,356,607.17	1,220,039.09	1,847,436.90	1,552,463.68
201-3	Expenses for social benefits [€]	647,002.48	759,786.19	563,499.73	159,837.19	201,727.82	145,775.00
201-4	Financial assistance received from government [€]	0	0	0	0	0	0
203-2	Significant identified indirect economic impacts: Research expenditure [€]	≈ 54m	46.2m	≈ 22m	NS	NS	NS
102-7	Scale of the organization: Packages sold	12,111,816	11,624,492	11,296,232	≈ 10m vaccine doses	13.7m vaccine doses	14.1m vaccine doses

PCA = Pfizer Corporation Austria

PMA = Pfizer Manufacturing Austria

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

## Key figures for fair business practices (UNGC 10)

GRI	Key figures	PCA 2017	PCA 2018	PCA 2019	PMA 2017	PMA 2018	PMA 2019
205-1	Locations audited for corruption	1	0	0	0	0	0
205-3	Confirmed corruption cases and action taken	0	0	0	0	0	0
415-1	Political donations [€]	0	0	0	0	0	0
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	0	0	0	0	0	0
419-1	Fines [€]	0	0	0	0	0	0
	Solidarity payments, Framework Pharmaceutical Contract [€]	≈ 2.5m	Not yet available	0*	0	0	0
	Benefits-in-kind granted to members of the medical profession (MMP) for training and fees [€]	1,273,299	1,200,000		0	0	0
203-2	Research & development (R&D)	54,178,442	46,200,000		0	0	0
102-9	Total budget, procurement [€]	23,431,515	18,420,784	16,942,403	15.2m	14.8m	20.3m
204-1	Share of expenditure on local suppliers (€)	1,111,689	17,177,963	14,089,099	10.3m	9.7m	13.8m
102-9	Total number of suppliers	1,049	293	269	478	515	525
102-9	Number of new suppliers	29	22	9	35	37	24
205-1, 103-3	Audits	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 (conventions, invitations, etc.) and travel expense reports. Several hundred spot-checks were made. Pfizer Austria achieved good results in all audited areas	In 2018, CCR Germany conducted an FCPA/ MAPP review. A business analyst from Compliance, Controls and Risk (CCR) carried out an audit based on our ACM documentation for third-party transactions and meetings. He made around 100 spot-checks and contacted a number of colleagues with requests for detailed information. We achieved a good result	A Senior Manager Financial Audit and a Senior Financial Auditor from Pfizer's Corporate Audit department conducted an audit/monitoring in November/December 2019. They audited two areas: For one: MAPP (My Anti-Corruption Policies & Procedures) with an audit of our internal approval system (ACM). It addressed transactions with third parties (speaker's fees, consulting, etc.) as well as conventions, meetings, etc. For the other: Travel expense reports with an audit based on Concur, our expense reporting program  We achieved a good result that compares well on an international level		> Audited by Gentechnik-behörde, the genetic engineering oversight authority (external) > Audited for animal welfare (internal) > EHS audit (internal)	> Energy efficiency audit (external) > Environmental inspection (external)
205-2	Training and actions taken	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					

PCA = Pfizer Corporation Austria

PMA = Pfizer Manufacturing Austria

\* No payment because there was no framework agreement in 2019

## Key figures for the community engagement

GRI	Key figures	PCA 2017	PCA 2018	PCA 2019	PMA 2017	PMA 2018	PMA 2019
413-1, 201-1	Drug donations [€]	62,385.47	86,657.00	169,951.18	0	0	0
	to patient organizations [€]	36,191.05	57,943.00	142,289.83	0	0	0
	Social sponsoring [€]	5,560.23	5,775.39	13,612.72	0	0	0
	Sponsoring [€]	33,762.00	54,039.00	56,689.00	0	0	0
	for patient organizations [€]	33,762.00	41,039.00	36,689.00	0	0	0
	Donations [€]	119,000.00	124,530.00	117,522.00	0	0	0
	to patient organizations [€]	36,000.00	44,500.00	50,922.00	0	0	0
	Donated time* [h]	176.1	625	481	0	0	0
	to patient organizations* [h]	15	35	0	0	0	0

PCA = Pfizer Corporation Austria

PMA = Pfizer Manufacturing Austria

\* Includes time donated by PMA

## Key figures for product stewardship

GRI	Key figures	PCA 2017	PCA 2018	PCA 2019	PMA 2017	PMA 2018	PMA 2019
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) [%]	98.80	97.40	93.80	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 in the reporting period	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	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	Non-compliance with laws and regulations in the social and economic area	0	0	0	0	0	0

PCA = Pfizer Corporation Austria

PMA = Pfizer Manufacturing Austria

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

## Key figures for the environment (UNGC 7)

GRI	Key figures	PCA 2017	PCA 2018	PCA 2019	PMA 2017	PMA 2018	PMA 2019
Scope 1-3	Total CO <sub>2</sub> e emissions [t] (location-based)	3,469	NS	2,537	4,327	NS	4,582
	Total CO <sub>2</sub> e emissions [t] (location-based) per produced quantity (in millions)	286	NS	225	432.7	NS	325
305-1 (Scope 1)	CO <sub>2</sub> e emissions of the overall fleet in accordance with actual mileage [t]	459	NS	382	36	NS	29
	CO <sub>2</sub> e emissions, refrigerants [t]	7	NS	11	51	NS	40
	CO <sub>2</sub> e emissions, natural gas heating [t]	0	NS	0	1,387	NS	1,429
305-2 (Scope 2)	Total CO <sub>2</sub> e emissions [t]	466	0	393	1,474	0	1,498
	CO <sub>2</sub> e emissions, electricity [t] (location-based)	72	NS	65	1,296	NS	1,607
	CO <sub>2</sub> e emissions, electricity [t] (market-based)	44	NS	38	736	NS	877
	CO <sub>2</sub> e emissions, district heating [t] (location-based)	57	NS	62	0	NS	0
	CO <sub>2</sub> e emissions, district heating [t] (market-based)	59	NS	64	0	NS	0
	Total CO <sub>2</sub> e emissions [t] (location-based)	129	NS	127	1,296	NS	1,607
	Total CO <sub>2</sub> e emissions [t] (market-based)	103	NS	102	736	NS	877
305-3 (Scope 3)	CO <sub>2</sub> e consumption, paper [t]	52	NS	5	3	NS	3
	CO <sub>2</sub> e emissions, package deliveries [t]	115	NS	108	NS	NS	NS
	CO <sub>2</sub> e emissions, air travel [t]	2,289	NS	1,440	262	NS	90
	CO <sub>2</sub> e emissions, employee commuting [t]	162	NS	137	543	NS	535
	CO <sub>2</sub> e emissions, hygiene (disinfectants) [t]	1	NS	NS	9	NS	10
	CO <sub>2</sub> e emissions, IT [t]	44	NS	34	38	NS	41
	CO <sub>2</sub> e emissions, energy consumption (electricity, heat, fuel) and vehicle production [t]	212	NS	291	700	NS	799
	Total CO <sub>2</sub> e emissions [t] (location-based)	2,874	NS	2,016	1,555	NS	1,477
	Total CO <sub>2</sub> e emissions [t] (market-based)	2,889	NS	2,030	1,648	NS	1,578
	Energy						
302-1	Electricity [kWh]	332,221	309,702	286,243	6,005,860	6,303,316	7,158,040
	Steam [kg]	–	–	–	8,336,804	7,525,954	8,585,605
	Steam [kg natural gas]	–	–	–	6,947,337	6,271,603	7,154,671
	District heating [kWh]	317,473	317,472	340,469	–	–	–
	District cooling [kWh]	2,090	2,895	2,531	–	–	–
	Diesel [kWh]	1,840,920	1,689,558	1,488,754	148,890	142,213	120,048
	Gasoline [kWh]	41,346	72,059	79,508	–	–	–
	Natural gas in boilers [Nm <sup>3</sup> ]	–	–	–	8	8	8
	Natural gas in boilers [kWh]	–	–	–	83	80	80
	Compressed air sold to Shire [m <sup>3</sup> ]	–	–	–	120,734	131,296	133,237
	Total energy consumption, renewable [kWh] (electricity)	406,970	390,514	380,450	3,370,726	3,536,968	4,014,505
	Total energy consumption, nonrenewable [kWh]	2,127,081	2,001,172	1,817,055	9,731,444	9,180,245	10,418,335
	Total energy consumption, renewable + nonrenewable [kWh]	2,534,050	2,391,686	2,197,505	13,102,170	12,717,213	14,432,839
Share of renewable energy [%]	16	16	17	26	28	28	
Materials and water							
301-1	Paper consumption [t]	2	NS	4	3	NS	2
	Eggs [kg]	0	0	0	1,338	NS	2,087.4
	Auxiliary materials: Gloves [pair]	0	0	0	186,636	NS	186,636
	Auxiliary materials, disinfectants [l]	0	0	0	5,000	NS	5,300

## Key figures for the environment (UNGC 7, UNGC 8)

GRI	Key figures	PCA 2017	PCA 2018	PCA 2019	PMA 2017	PMA 2018	PMA 2019	
303-1	Water consumption [m <sup>3</sup> ] (PCA: public water supply; PMA: wells)	1,162	1,172	1,123	25,764	26,544	21,435	
	Water consumption compared to the amount produced (millions)	96	101	99	2,576	1,938	1,520	
	Effluents [m <sup>3</sup> ]	0	0	0	33,304	27,787	24,563	
301-1	Refrigerant [kg]	4	NS	7	36	34	28	
	Mobility							
302-1	Gasoline [l]	5,317	8,007	8,834	0	0	20	
	Diesel [l]	184,189	168,956	148,875	14,926	14,221	12,005	
	Total fuel consumption [l]	189,507	176,962	157,710	14,926	14,221	12,024	
305-3	Packages (2–8 °C) to wholesalers [no.]	7,095	6,596	6,958	0	0	0	
	Packages (15–25 °C) to wholesalers [no.]	17,682	19,603	22,458	0	0	0	
	Intercontinental air travel [passenger km]	2,538,943	1,061,187	884,212	329,432	138,368	33,207	
	Intra-European air travel [passenger km]	2,495,662	1,099,706	1,241,757	247,197	90,639	101,443	
	Intra-country air travel [passenger km]	43,452	12,837	18,044	4,613	0	0	
	Business travel in privately owned vehicle, gasoline [km]	59,504	82,635	125,026	0	0	0	
	Business travel in privately owned vehicle, diesel [km]	3,592,104	2,891,958	2,370,944	235,330	210,093	187,716	
305-5	Public transport allowance [no. of people]	13	12	11	0	0	0	
	Job tickets [no. of people]	51	47	39	0	0	0	
	Pfizer Cycles to Work [participants]	11	NS	NS	9	NS	4	
	Pfizer Cycles to Work [km]	461	NS	NS	10,224	NS	3,018	
	Nonhazardous & hazardous waste							
306-2	Paper waste [t]	2.95	3.67	4.7	2.5	3.06	3.17	
	Residual waste [t]	3.8	4.73	4.93	0	0	0	
	Colored glass [t]	0.11	0.13	0.16	1.45	0.25	0.05	
	White glass [t]	0.1	0.13	0.1	1.45	0	1.32	
	Plastics [t]	0.28	0.32	0.23	0	0.08	0.74	
	Metal [t]	0.12	0.15	0.12	0	0	0	
	Medical waste (nonhazardous/ incinerated) [t]	0	0	0	53.36	87.91	85.58	
	Carcass waste (nonhazardous/ incinerated) [t]	0	0	0	0.30	0.31	0.28	
	Egg waste (nonhazardous/recycled) [t]	0	0	0	25.91	32.76	22.86	
	Laboratory chemicals (hazardous/recycled) [t]	0	0	0	1.3	4.32	0.36	
	Small electronic devices (hazardous/recycled) [t]	0	0	0	0.7	4	1.25	
	Pharmaceutical waste (hazardous/incinerated) [t]	0	0	0	0	0	0	
	Cooling and air conditioning units [kg]	0	0	0	0	2.11	0	
	306-4	Total hazardous waste	0	0	0	2	8.32	1.61
		Total waste materials	0.61	0.73	0.61	2.9	0.33	2.11
Total medical waste		0	0	0	53.36	87.91	85.58	
Total		7.36	9.13	10.24	86.97	134.8	115.61	
Spills		0	0	0	0	0	0	
307-1	Compliance & investments							
	Fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	0	0	0	0	0	0	

PCA = Pfizer Corporation Austria

PMA = Pfizer Manufacturing Austria

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

## Key figures for labor practices (UNGC 6)

GRI	Key figures	PCA 2017	PCA 2018	PCA 2019	PMA 2017	PMA 2018	PMA 2019	
102-7, 102-8, 405-1	Total number of employees	271	236	215	282	279	265	
	Men	81	65	60	129	126	117	
	Men [%]	29.89	27.54	27.91	45.74	45.16	44.15	
	Women	190	171	155	153	153	148	
102-8, 405-1	Contractors (headcounts)	53	28	23	9	15	9	
	Men	15	8	5	5	5	3	
102-8, 405-1	Women	38	20	18	4	10	6	
	Pfizer employees (headcounts)	212	208	192	263	264	256	
102-8, 405-1	Men	64	57	55	119	121	114	
	Women	148	151	137	144	143	142	
	Full-time	160	152	150	214	212	202	
	Full-time women	98	97	97	106	101	98	
	Full-time men	62	55	53	108	111	104	
	Part-time	52	56	42	49	52	54	
	Part-time women	50	54	40	38	42	44	
	Part-time men	2	2	2	11	10	10	
	Temporary (fixed-term)	12	6	2	20	27	16	
	Temporary women	9	6	2	13	19	8	
	Temporary men	3	0	0	7	8	8	
	Temporary (fixed-term)	200	202	190	243	237	240	
	Temporary women	139	145	135	131	124	134	
	Temporary men	61	57	55	112	113	106	
	102-8, 405-1	Summer students	6	8	6	10	10	10
	102-8, 405-1	Men	2	1	2	5	4	5
		Women	4	7	4	5	6	5
	102-8, 405-1	Full-time	5	7	4	10	10	10
		Maternity leave	13	13	7	14	18	12
	102-8, 405-1	Paternity leave	1	0	0	3	5	7
Return rate women [%]		100	100	100	86	NS	80	
102-8, 405-1	Return rate men [%]	100	0	0	100	NS	100	
	Employees exempted from normal duties	6	NS	12	3	NS	1	
102-8, 405-1	Employees on sabbatical	0	NS	0	0	NS	1	
	Age (Pfizer only; contractor ages not on file)							
405-1	Under 30	26	16	7	30	44	38	
	Under 30 [%]	12.26	7.69	3.65	11.41	16.67	14.84	
405-1	30–50	142	128	116	169	165	161	
	30–50 [%]	66.98	61.54	60.42	64.26	62.5	62.89	
405-1	Over 50	44	64	69	64	55	57	
	Over 50 [%]	20.75	30.77	35.94	24.33	20.83	22.27	
405-1	Austrian citizens	173	NS	164	239	NS	217	
	Austrian citizens [%]	81.6	NS	85.42	90.87	NS	84.77	
405-1	Other nationality	38	NS	28	24	NS	39	
	Born in Austria	169	NS	NS	231	NS	NS	
405-1	Born outside of Austria	43	NS	NS	32	NS	NS	
	Persons with disabilities	1	NS	2	4	4	4	
405-1 a	Persons with supervisory responsibility	40	34	72	41	41	75	
405-1 a	Men	21	16	26	23	23	44	
	Men [%]	52.5	47.06	36.11	56.1	56.1	58.67	
405-1 a	Women	19	18	46	18	18	31	
	Women [%]	47.5	52.94	63.89	43.9	43.9	41.33	
405-1 a	Under 30	5	0	0	5	1	3	
	Under 30 [%]	12.5	0	0	12.2	2.44	4	
405-1 a	30–50	30	16	41	26	33	48	
	30–50 [%]	75	47.06	56.94	63.41	80.49	64	
405-1 a	Over 50	5	18	31	10	7	24	
	Over 50 [%]	12.5	52.94	43.06	24.39	17.07	32	
202-2	Percentage of locally recruited leaders in the management team [%]	100	NS	23	100	NS	39	
401-1	Total employee turnover (exits)	31	31	37	26	37	45	
	Men	11	9	11	12	20	18	
401-1	Women	20	22	26	14	17	27	
	Under 30	7	10	11	12	16	17	
401-1	30–50	21	14	19	11	17	21	

## Key figures for labor practices

GRI	Key figures	PCA 2017	PCA 2018	PCA 2019	PMA 2017	PMA 2018	PMA 2019
	Over 50	3	7	7	3	4	7
	Employee turnover (terminations by employees)	NS	NS	10.42	NS	NS	9.38
	Employee turnover (terminations by employer + by employees)	15	NS	19.27	12	NS	17.58
	Employee turnover (terminations by employees) [%]	7	NS	8.85	5	NS	8.20
	Total employee turnover [%]	14.62	NS	19.27	9.89	NS	17.58
	New hires	21	27	21	21	36	46
	New hires [%]	7.75	NS	10.94	7.45	NS	17.97
	Men	7	23	8	20	20	15
	Women	14	4	13	21	16	31
	Under 30	11	10	7	25	27	21
	30–50	10	15	8	15	8	21
	Over 50	0	2	6	1	1	4
401-3	Returned and retained after parental leave	5	8	2	6	NS	4
	Did not return after parental leave	0	0	0	1	NS	1
	Did not return after parental leave [%]	0	0	0	16.67	NS	20
	Termination by mutual agreement	1	1	0	1	NS	0
	Termination by mutual agreement	20	12.5	0	16.67	NS	0
403-2	Accident types and rates, organization overall	0	0	0	2	0	1
	Commuting accident	0	0	1	0	0	0
	Work accident	0	0	0	2	0	1
	Deaths	0	0	0	0	0	0
	On long-term sick leave (>6 months)	0	0	0	2	0	1
	Cases of occupational diseases	0	0	0	0	0	0
	Days of sick leave (calendar year)	1,718	1,655	1,620	3,911	3,777	4,079
	Days of sick leave, men	441	565	640	1,376	1,303	1,204
	Days of sick leave, women	1,277	1,090	980	2,535	2,474	2,875
	Days of sick leave per employee (women)	7.88	6.37	6.32	15.75	16.17	19.43
	Days of sick leave per employee (men)	5.44	8.69	10.67	10.92	10.34	10.29
	Total days of sick leave per employee	6	7.01	7.53	14	13.54	15.39
	Home office days**	3,252	6,039	6,413	1,053	2,908	3,786
	Home office days, employees	2,998	5,628	6,020	1,037	2,856	3,672
	Home office days, contractors	254	411	393	16	52	114
403-3	Workers at risk of occupation-related diseases	0	0	0	82	82	83
404-1	Total hours of training	NS	528.2	651.28	2,443.25	1,648.76	1,508.81
	Pfizer employees, men	NS	NS	293	NS	NS	871.65
	Pfizer employees, women	NS	NS	358.28	NS	NS	637.16
	Contractors, men	NS	NS	11.5	NS	NS	0
	Contractors, women	NS	NS	72.25	NS	NS	0
	Total hours of training per employee	NS	2.24	3.03	8.66	5.91	5.69
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	EHS, safety specialist, occupational physician, safety officers, Works Council, first responders, company doctor			EHS, safety officers, safety specialist, Works Council, first responders, company doctor		
404-3	Percentage of employees who receive a regular performance and career development review	100			100		
405-2	Ratio of basic salary and remuneration of women to men	Income report (data are not published) No data on wages/salaries			Income report (data are not published) 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 private 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		
305-5	Public transport allowance [no. of people]	13	12	11	Free plant shuttle bus		
	Job tickets [no. of people]	51	47	39	Free plant shuttle bus		

PCA = Pfizer Corporation Austria

PMA = Pfizer Manufacturing Austria

\*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

### Pfizer's network

(GRI 102-13)



## About this report

This is Pfizer's seventh Sustainability Report in Austria. It contains information about the fiscal years 2018 and 2019 of two companies, Pfizer Corporation Austria GmbH and Pfizer Manufacturing Austria GmbH. [\(GRI 102-1\)](#)

### Acquisitions & spin-offs in 2019:

[\(GRI 102-10, GRI 102-48\)](#)

- > Pfizer bought the Swiss enterprise Therachon and finalized its acquisition of the US company Array.
- > In October, the company signed a new global licensing agreement with Akcea. This is a collaboration to develop products for cardiovascular and metabolic diseases (diabetes, non-alcoholic liver diseases).

Pfizer Austria has been publishing Sustainability Reports since 2009. [\(GRI 102-52\)](#) The next report is slated for 2022; it will contain information on fiscal 2020 and 2021. The previous Sustainability Report was published in 2018; it covered fiscal 2017. [\(GRI 102-51\)](#)

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

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 and provide 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. Quality Austria was tasked to conduct the audit. [\(GRI 102-56\)](#) Prof. Dr. Robin Rumler and Martin Dallinger 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](http://www.Pfizer.com/annual).



The printed version of this report does not include a detailed list of goals & measures, the Pfizer network, key figures and the GRI Index. You will find the full report at [www.pfizer.at/verantwortung/nachhaltigkeitsbericht/](http://www.pfizer.at/verantwortung/nachhaltigkeitsbericht/)

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### Gültigkeitserklärung und Prüfbescheinigung

Quality Austria Trainings-, Zertifizierungs- und Begutachtungs GmbH  
Zelinkagasse 10/3, 1010 Wien, Österreich

wurde als unabhängige Zertifizierungsgesellschaft von der Pfizer Corporation Austria Gesellschaft m.b.H. beauftragt, den vorliegenden Nachhaltigkeitsbericht im Hinblick auf seine Übereinstimmung mit den internationalen Richtlinien für Nachhaltigkeitsberichte der Global Reporting Initiative (GRI) zu beurteilen. Dabei wurde nicht nur die Bewertung formaler Berichtskriterien vorgenommen, sondern auch die qualitative Verankerung von Nachhaltigkeitsprozessen im Unternehmen berücksichtigt.

Die Pfizer Corporation Austria Gesellschaft m.b.H. bekräftigt mit diesem Bericht ihre konsequente nachhaltige Ausrichtung. Diese Ausrichtung wird im Unternehmen spürbar gelebt und konnte während des Berichtsprozesses systematisch nachvollzogen werden. Die Aspekte der Nachhaltigkeit sind in die wesentlichen Geschäftsprozesse der Pfizer Corporation Austria Gesellschaft m.b.H. integriert und werden strukturiert umgesetzt.

Folgende Schwerpunkte werden im kommenden Berichtszeitraum gesetzt:

- Risiko- und Auswirkungsanalyse in wesentlichen Themen voranbringen
- Ziele und Kennzahlen weiterentwickeln und deren Visualisierung über Jahre hinweg
- Detailliertere Zuteilung der Energieströme
- Nachhaltigkeitskriterien für den Beschaffungsprozess festlegen

Die Auditoren hatten im Berichtsprozess umfassenden Einblick in alle erforderlichen Unterlagen, die uneingeschränkt zur Verfügung gestellt wurden und bestätigen hiermit, dass der Nachhaltigkeitsbericht der Pfizer Corporation Austria Gesellschaft m.b.H. sämtlichen Anforderungen der GRI-Standards, Option Kern entspricht. Für alle im Bericht veröffentlichten Zahlen zeichnet die Pfizer Corporation Austria Gesellschaft m.b.H. verantwortlich

Wien, im April 2020



Mag. Anneli Fischer, MSc  
Leitende Auditorin Quality Austria



**qualityaustria**

Erfolg mit Qualität

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## The ten principles of the UN Global Compact

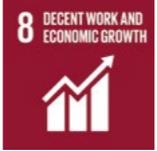
The UN Global Compact was agreed in 2000 and obliges its member organizations to act in a socially responsible way within their area of influence. It is based on ten ethical principles that deal with the topics of human rights, labor standards, environmental protection and anticorruption. Members are obliged to publish an annual report (Communication on Progress – COP) documenting their progress in implementing ethical principles. To learn more about the UN Global Compact, visit [www.unglobalcompact.org](http://www.unglobalcompact.org).

Pfizer Austria signed the UN Global Compact in April 2009. The table on the right illustrates the systems used at Pfizer Austria to integrate the ten principles into its business activity. This table maps our target areas and topics to the ten principles.

	Principles	Commitment	Systems	Target area
Human rights	<b>Principle 1</b> Support and respect human rights	Protecting human rights and other values of respectful human interaction have been integrated into all business activities at Pfizer Austria. Pfizer Austria also requires its business partners to observe human rights.	<ul style="list-style-type: none"> <li>&gt; Our corporate philosophy</li> <li>&gt; Code of Business Conduct (Pfizer Blue Book)</li> <li>&gt; UN Global Compact Principles</li> </ul>	Pfizer as an employer
	<b>Principle 2</b> Exclude human rights violations			
Labor standards	<b>Principle 3</b> Uphold the freedom of association and recognize the right of collective bargaining	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.	<ul style="list-style-type: none"> <li>&gt; Company guidelines and Pfizer Imperatives</li> <li>&gt; Code of Business Conduct (Pfizer Blue Book)</li> <li>&gt; Pfizer Austria Leadership Charter</li> <li>&gt; Pfizer OWN IT! initiative</li> </ul>	Pfizer as an employer
	<b>Principle 4</b> Engage in the abolition of any kind of forced labor			
	<b>Principle 5</b> Engage in the abolition of any kind of child labor			
	<b>Principle 6</b> Engage in the elimination of any kind of discrimination in respect of employment and occupation			
Protection of the environment	<b>Principle 7</b> Support a precautionary approach to environmental protection	Our environment and its resources are valuable assets to us and to future generations. This is why Pfizer is planning measures to reduce CO <sub>2</sub> emissions. Beyond that, we are committed to managing all resources in a careful, considerate way. We take environmental protection very seriously and are striving continuously to improve our efforts jointly with all contractual partners and suppliers.	<ul style="list-style-type: none"> <li>&gt; UN Global Compact Principles</li> <li>&gt; Pfizer's Green Journey program</li> </ul>	Environment & production
	<b>Principle 8</b> Undertake initiatives to promote greater environmental responsibility			
	<b>Principle 9</b> Encourage the development and diffusion of environmentally friendly technologies			
Anticorruption	<b>Principle 10</b> Measures against corruption, including extortion and bribery	At Pfizer, we have an obligation to understand the legal and ethical aspects that affect our business practices. It is up to all of us to act and do business in accordance with the principles of integrity. Integrity means more than just compliance with laws and regulations. It is one of Pfizer's core values. Integrity reflects who we are as a company and as individuals. If we conduct ourselves with integrity, the people we serve will trust and respect us.	<ul style="list-style-type: none"> <li>&gt; Pfizer Compliance System</li> <li>&gt; Code of Business Conduct (Pfizer Blue Book)</li> <li>&gt; Pharmig Code of Conduct</li> </ul>	Products and society

## Sustainable Development Goals

The United Nations adopted 17 global goals and 169 targets for sustainable development (Sustainable Development Goals; SDGs) in September 2015. Its 193 member states, including Austria, committed to implementing the Sustainable Development Goals by 2030. Business enterprises play a key role in achieving these sustainability goals. At Pfizer, we believe that good health is fundamental to advancing all 17 goals. The table on the right maps the target areas and topics to the SDGs that we prioritize in our work.

	SDGs		Target areas	Topics
	Health and wellbeing	This is our core business. We are working around the world to achieve this goal. We research, develop and distribute medicines and vaccines to treat or prevent many menacing diseases of our time. The focus is on cancer, pain and inflammatory, infectious, cardiovascular and rare diseases, among others	Key issues Products and society	<ul style="list-style-type: none"> <li>&gt; Protecting patients' health and safety/drug safety</li> <li>&gt; Researching and developing drugs in Austria</li> <li>&gt; Access to essential medicines and delivery capacity</li> <li>&gt; Promote education &amp; awareness</li> </ul>
	Gender equality	Our Fair Play Network strives to develop suggestions and possibilities for improving equal opportunity and the work/family life balance	Pfizer as an employer	<ul style="list-style-type: none"> <li>&gt; Conditions of work</li> <li>&gt; Diversity &amp; inclusion</li> </ul>
	Decent work and economic growth	With its two locations in Vienna and Orth an der Donau, Pfizer Austria wants to create benefits for the surrounding region and contribute to value creation in Austria. In particular, this includes securing jobs	Pfizer as an employer	<ul style="list-style-type: none"> <li>&gt; Conditions of work</li> <li>&gt; Health &amp; safety at work</li> </ul>
	Responsible consumption and production	Pfizer aims to minimize the environmental impact of its products and processes. We are working to reduce our ecological footprint and increase our energy efficiency in order to decrease the dependence on limited resources	Environment & production	<ul style="list-style-type: none"> <li>&gt; Sustainable procurement</li> <li>&gt; Resource consumption</li> <li>&gt; Effluents &amp; waste</li> </ul>
	Climate action	Pfizer pursues initiatives jointly with employees, customers and suppliers to ensure natural resources are used responsibly so as to mitigate the impact on the climate	Environment & production	<ul style="list-style-type: none"> <li>&gt; Sustainable procurement</li> <li>&gt; Energy &amp; emissions</li> </ul>
	Peace, justice and strong institutions	As a responsible company, we value transparency, co-determination and open exchange of information. Adherence to laws, compliance regulations and codes of conduct is one of the guiding principles for all our actions	Products & society	<ul style="list-style-type: none"> <li>&gt; Transparency &amp; ethics</li> </ul>
	Partnerships for the goals	We engage in innovative partnerships with NGOs and other organizations to work together towards an even healthier world	Products & society	<ul style="list-style-type: none"> <li>&gt; Promote education and awareness</li> <li>&gt; Create benefits for the surrounding region</li> </ul>

## GRI Standards Index 'In Accordance – Core' (GRI 102-55)

GRI	Description	Comments/explanations	Page	UNGC	SDGs
<b>GRI 102</b>	<b>General disclosures 2016<sup>1</sup></b>				
<b>Organizational profile</b>					
102-1	Name of the organization		7, 49		
102-2	Activities, brands, products, and services		7, 8, 10, 48		
102-3	Location of the organization's headquarters		7		
102-4	Location of operations		7		
102-5	Nature of ownership and legal form		7		
102-6	Markets served		7		
102-7	Scale of the organization		7, 40, 46		
102-8	Information on employees and other workers		46	6	8
102-9	Supply chain		10, 41		
102-10	Significant changes to the organization and its supply chain		49		
102-11	Precautionary principle or approach		5, 21	9	
102-12	External initiatives		14		
102-13	Membership of associations and advocacy groups		48		
<b>Strategy</b>					
102-14	Statement from the most senior decision-maker of the organization		5		
102-15	Key impacts, risks, and opportunities		16		
<b>Ethics and integrity</b>					
102-16	Values, principles, standards, and norms of behavior		27, 32	1	16
102-17	Mechanisms for advice and concerns about ethics		32	10	16
<b>Governance</b>					
102-18	Governance structure		7		
102-19	Delegating authority		17		
102-20	Executive-level responsibility for economic, environmental, and social topics		17		
102-21	Consulting stakeholders on economic, environmental, and social topics		17		16
102-22	Composition of the highest governance body and its committees		7		5, 16
102-23	Chair of the highest governance body		7		16
102-25	Conflicts of interest		32		16
102-26	Role of highest governance body in setting purpose, values, and strategy		17		
102-32	Highest governance body's role in sustainability reporting		49		
102-33	Communicating critical concerns		17		
<b>Stakeholder engagement</b>					
102-40	List of stakeholder groups		17		
102-41	Collective bargaining agreements: Percentage of employees covered by collective agreements	100%		3	8
102-42	Identifying and selecting stakeholders		17		
102-43	Approach to stakeholder engagement		17		
102-44	Key topics and concerns raised		14		

<sup>1</sup> The years given in the description of the GRI Content Index refer to the respective date of publication of the GRI Standards.

UNGC = UN Global Compact, SDGs = Sustainable Development Goals

## GRI Standards Index 'In Accordance – Core' (GRI 102-55)

GRI	Description	Comments/explanations	Page	UNGC	SDGs
<b>Reporting practice</b>					
102-45	Entities included in the consolidated financial statements		7		
102-46	Defining report content and topic boundaries		14		
102-47	List of material topics		14		
102-48	Restatements of information		49		
102-49	Changes in reporting		14		
102-50	Reporting period		49		
102-51	Date of most recent report		49		
102-52	Reporting cycle		49		
102-53	Contact point for questions regarding the report		59		
102-54	Claims of reporting in accordance with the GRI Standards		49		
102-55	GRI content index		53 ff.		
102-56	External assurance		49		
<b>MATERIAL TOPICS &amp; ADDITIONAL TOPICS</b>					
<b>GRI 201</b>	<b>Economic performance 2016</b>				
201-1	Direct economic value generated and distributed		40		2, 5, 7, 8, 9
201-3	Defined benefit plan obligations and other retirement plans		40		
201-4	Financial assistance received from government		40		
<b>Material topic: Energy &amp; emissions</b>					
<b>GRI 103-1 to 3</b>	<b>Management approach 2016</b>		23, 21		
<b>GRI 302</b>	<b>Energy 2016</b>				
302-1	Energy consumption within the organization		44, 45	7	7, 8, 12, 13
<b>GRI 305</b>	<b>Emissions 2016</b>				
305-1	Direct (Scope 1) GHG emissions		44, 45	7	3, 12, 13, 14, 15
305-2	Energy indirect (Scope 2) GHG emissions		44		3, 12, 13, 14, 15
305-3	Other indirect (Scope 3) GHG emissions		44		3, 12, 13, 14, 15
305-5	Reduction of GHG emissions		45, 47	8	13, 15
<b>Pfizer-specific material topic: Employee mobility</b>					
<b>GRI 103-1 to 3</b>	<b>Management approach 2016</b>		23, 21		
<b>Material topic: Water</b>					
<b>GRI 103-1 to 3</b>	<b>Management approach 2016</b>		23, 21		
<b>GRI 303</b>	<b>Water 2016</b>				
303-1	Interactions with water as a shared resource		45	7	
<b>Material topic: Waste &amp; effluents</b>					
<b>GRI 103-1 to 3</b>	<b>Management approach 2016</b>		24, 21		

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## GRI Standards Index 'In Accordance – Core' (GRI 102-55)

GRI	Description	Comments/explanations	Page	UNGC	SDGs
<b>GRI 306</b>	<b>Effluents &amp; waste 2016</b>				
306-2	Waste by type and disposal method		45	8	3, 6, 12
306-4	Transport of hazardous waste		45	8	3, 12
<b>Material topic: Sustainable procurement</b>					
<b>GRI 103-1 to 3</b>	<b>Management approach 2016</b>		25, 21		
<b>GRI 308</b>	<b>Supplier environmental assessment 2018</b>				
308-2	Negative environmental impacts in the supply chain and actions taken		16		
<b>GRI 407</b>	<b>Freedom of association and collective bargaining 2016</b>				
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	None		3	5, 8
<b>GRI 408</b>	<b>Child labor 2016</b>				
408-1	Operations and suppliers at significant risk for incidents of child labor	None		5	5, 8
<b>GRI 409</b>	<b>Forced or compulsory labor 2016</b>				
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	None		4	5, 8
<b>GRI 412</b>	<b>Human rights assessment 2016</b>				
412-1	Operations that have been subject to human rights reviews or impact assessments	Both locations are in Austria; all applicable laws are observed		1, 2	5, 8
<b>Additional environmental topics</b>					
<b>GRI 301</b>	<b>Materials 2016</b>				
301-1	Materials used by weight or volume		44, 45		
<b>GRI 304</b>	<b>Biodiversity 2016</b>				
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	The production site at Orth/Donau borders on a nature reserve			6, 14, 15
<b>Material topic: Conditions of work</b>					
<b>GRI 103-1 to 3</b>	<b>Management approach 2016</b>		27		
<b>GRI 401</b>	<b>Employment 2016</b>				
401-1	New employee hires and employee turnover		46	6	5, 8
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees		47		8
401-3	Parental leave		47	6	5, 8
<b>GRI 404</b>	<b>Training and education 2016</b>				
404-1	Average hours of training per year per employee		47	6	4, 8
404-2	Programs for upgrading employee skills and transition assistance programs		29		8
404-3	Percentage of employees who receive a regular performance and career development review		47	6	5, 8

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## GRI Standards Index 'In Accordance – Core' (GRI 102-55)

GRI	Description	Comments/explanations	Page	UNGC	SDGs
<b>Material topic: Diversity &amp; inclusion</b>					
<b>GRI 103-1 to 3</b>	<b>Management approach 2016</b>		28		
<b>GRI 405</b>	<b>Diversity and equal opportunity 2016</b>				
405-1	Diversity of governance bodies and employees		46	6	5, 8
405-2	Ratio of basic salary and remuneration of women to men	Income report (is not published)	47		
<b>GRI 406</b>	<b>Non-discrimination 2016</b>				
406-1	Incidents of discrimination and corrective actions taken	No cases of discrimination were reported to the Works Council during the reporting period		6	5, 8
<b>Material topic: Health &amp; safety at work</b>					
<b>GRI 103-1 to 3</b>	<b>Management approach 2016</b>		29		
<b>GRI 403</b>	<b>Occupational health and safety 2016</b>				
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		47		8
403-2	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities		47		3, 8
403-3	Workers with high incidence or high risk of diseases related to their occupation		47		3, 8
<b>Pfizer-specific material topic: Promote education &amp; awareness</b>					
<b>GRI 103-1 to 3</b>	<b>Management approach 2016</b>		31		
<b>GRI 417</b>	<b>Marketing and labeling 2016</b>				
417-1	Requirements for product and service information and labeling		31		12, 16
417-2	Incidents of non-compliance concerning product and service information and labeling	No incidents in the reporting period	43		16
417-3	Incidents of non-compliance concerning marketing communications	No incidents in the reporting period	43		
<b>Material topic: Transparency &amp; ethics</b>					
<b>GRI 103-1 to 3</b>	<b>Management approach 2016</b>		32, 41		
<b>GRI 205</b>	<b>Anticorruption 2016</b>				
205-1	Operations assessed for risks related to corruption	None	40	10	16
205-2	Communication and training about anti-corruption policies and procedures		41	10	16
205-3	Confirmed corruption cases and action taken	No incidents in the reporting period	41	10	16
<b>GRI 206</b>	<b>Anti-competitive behavior 2016</b>				
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	No incidents in the reporting period	41		16

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## GRI Standards Index 'In Accordance – Core' (GRI 102-55)

GRI	Description	Comments/explanations	Page	UNGC	SDGs
<b>GRI 307</b>	<b>Environmental compliance 2016</b>				
307-1	Non-compliance with environmental laws and regulations	All environmental protection laws and regulations were complied with during the reporting period	45	8	16
<b>GRI 415</b>	<b>Public policy 2016</b>				
415-1	Political contributions	We provide neither financial nor material support to parties	40	10	16
<b>GRI 418</b>	<b>Customer privacy 2016</b>				
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	No complaints in the reporting period	43		16
<b>GRI 419</b>	<b>Socioeconomic compliance 2016</b>				
419-1	Non-compliance with laws and regulations in the social and economic area	No violations in the reporting period	41, 43		16
<b>Material topic: Create benefits for the surrounding region</b>					
<b>GRI 103-1 to 3</b>	<b>Management approach 2016</b>		33		
<b>GRI 202</b>	<b>Market presence 2016</b>				
202-2	Proportion of senior management hired from the local community		46	6	8
<b>GRI 203</b>	<b>Indirect economic impacts 2016</b>				
203-2	Significant indirect economic impacts		40, 41		1, 2, 3, 8, 10, 17
<b>GRI 204</b>	<b>Procurement practices 2016</b>				
204-1	Proportion of spending on local suppliers		41		12
<b>GRI 413</b>	<b>Local communities 2016</b>				
413-1	Operations with local community engagement, impact assessments, and development programs		42	1	
<b>Pfizer-specific material topic: Protect patients' health and safety</b>					
<b>GRI 103-1 to 3</b>	<b>Management approach 2016</b>		8		
<b>GRI 416</b>	<b>Customer health and safety 2016</b>				
416-1	Assessment of the health and safety impacts of product and service categories		8, 16, 43		
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	No incidents in the reporting period	43		16
<b>Pfizer-specific material topic: Research &amp; development in Austria</b>					
<b>GRI 103-1 to 3</b>	<b>Management approach 2016</b>		9		
<b>Pfizer-specific material topic: Access to essential medicines</b>					
<b>GRI 103-1 to 3</b>	<b>Management approach 2016</b>		9		

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### Contact options

#### Facebook: On equal footing with the public

The Facebook site is Pfizer Austria's latest "digital baby." The company is committed to maintaining a spirited dialog with stakeholders, patients and the public. The Facebook page aims to promote this dialog. Everyone is invited to join the Pfizer Austria community.  
[www.facebook.com/PfizerAustria](http://www.facebook.com/PfizerAustria)



#### pfizer.at: More than a corporate website

Visitors to pfizer.at find information about Pfizer Austria, sustainability management and career opportunities with the company. Patients and doctors share their experiences and tips for dealing with illnesses under the heading "Geschichten, die das Leben schreibt" [Stories that life writes]. The embedded "Get Science" blog takes readers deep into the research.  
[www.pfizer.at](http://www.pfizer.at), [www.pfizer.at/gesundheit](http://www.pfizer.at/gesundheit)  
[www.pfizer.at/get-science](http://www.pfizer.at/get-science)



#### Career at Pfizer: Xing, kununu, karriere.at

Detailed information about Pfizer Austria as an employer and current job offers are posted at [www.pfizer.at/karriere](http://www.pfizer.at/karriere) and on the career portals Xing, kununu und karriere.at.  
[www.xing.com/company/pfizer-austria](http://www.xing.com/company/pfizer-austria)  
[www.kununu.com/at/pfizer-austria](http://www.kununu.com/at/pfizer-austria)  
[www.karriere.at/ff/pfizer-austria](http://www.karriere.at/ff/pfizer-austria)



#### LinkedIn: A direct line to the executive suite



Managing Director Prof. Dr. Robin Rumler shares his experience and knowledge of medicine and research, provides insight into the company and industry, and takes a stand on health policy issues via LinkedIn.

[www.linkedin.com/in/robin-rumler](http://www.linkedin.com/in/robin-rumler)



#### Twitter: Brief bulletins with key news items

This microblogging service shares breaking news about Pfizer, medicine, research and health. Pfizer provides food for thought and discussion on health policy topics to foster and promote discourse.  
[www.twitter.com/pfizeraustria](http://www.twitter.com/pfizeraustria)



#### Pfizer for medical professionals

Pfizer Austria shares authoritative information about medications and therapies and provides service exclusively for medical professionals via the portal at [www.pfizermed.at](http://www.pfizermed.at). It features current training courses (incl. DFP) as well as brochures, digital tools and other materials to support patient care. Are you a member of a medical professional group and wish to be kept up to date? Then register for our "be informed" newsletter.

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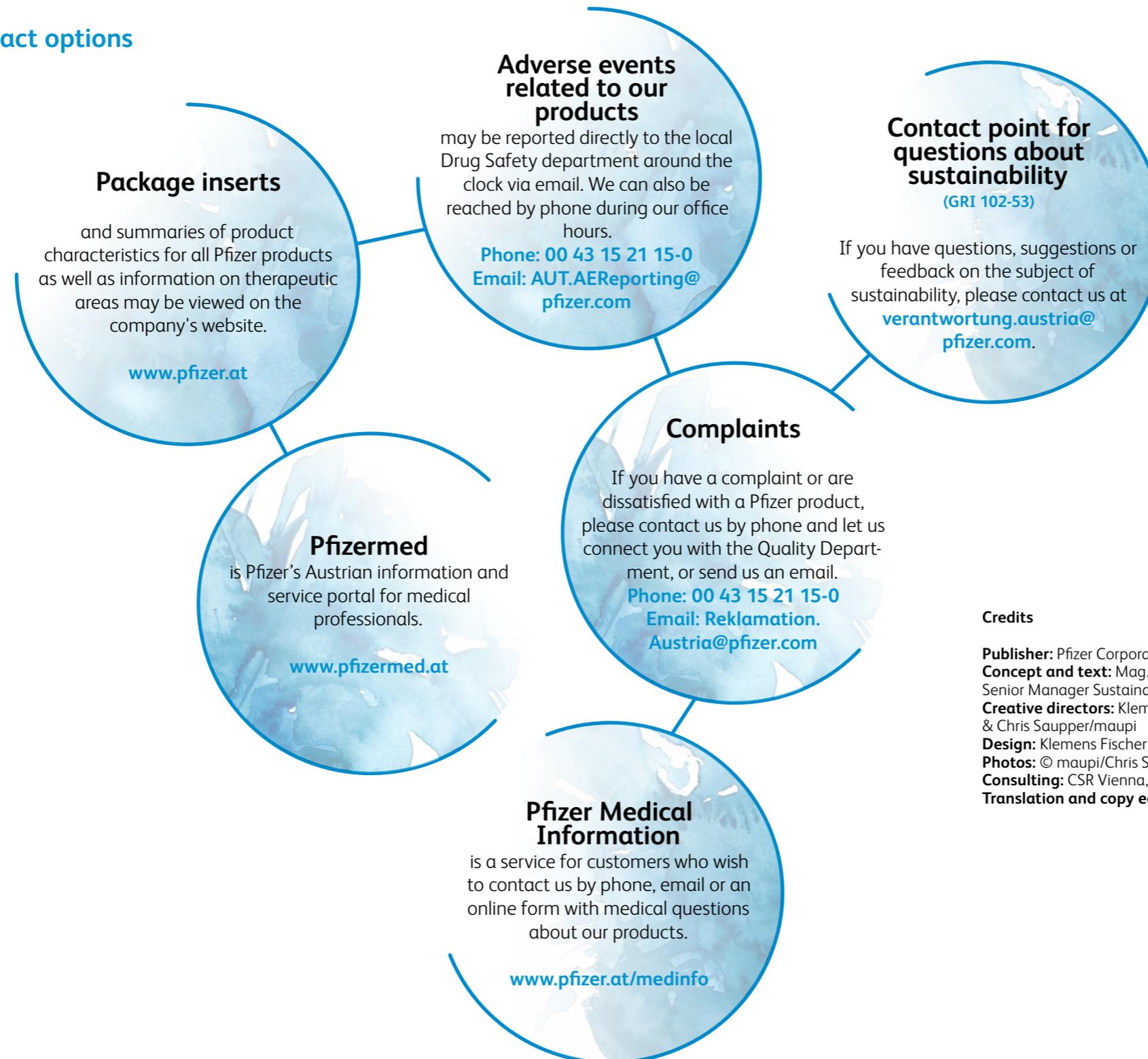
[www.pfizermed.at](http://www.pfizermed.at)  
Das Serviceportal für medizinische Fachkreise

#### YouTube: Fewer words, more moving pictures

The videos on the Pfizer Austria YouTube channel are intended to help patients better understand and live with diseases. Pfizer also affords insight into the world of pharmaceutical research, development and production, and turns the spotlight on employees.  
[www.youtube.com/pfizeraustria](http://www.youtube.com/pfizeraustria)



## Further contact options



### Credits

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